

NATIONAL INSTITUTE OF TECHNOLOGY SILCHAR, ASSAM– 788 010

No. NITS/PS-540/NITS-Café/Catering Service/18

Date: 21/02/2018

Tender Price: Rs. 1,000.00

TENDER FOR CATERING SERVICES TO NITS Cafe AT NIT SILCHAR



LAST DATE & TIME OF SUBMISSION OF TENDERS: 09/03/2018 at 3.00 PM

DATE & TIME OF OPENING OF TENDERS: 09/03/2018 at 4.00 PM

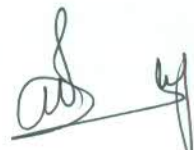
Notice Inviting Tenders

Subject: Catering Services to NITS Cafe at NIT Silchar

Sealed Tenders in two bid system are invited from reputed firms having experience in catering services of guest house, circuit houses, holiday's homes, etc. to provide catering services to NIT's Café, NIT Silchar located at NIT Silchar Campus. Last date of receipt of completed tender document is 09/03/2018

Tender forms can be downloaded from the Institute Website www.nits.ac.in and the completed forms should be sent/submitted addressed to "The Faculty-in-charge, Purchase Section, NIT Silchar, Silchar – 788 010".

The technical bid shall be opened at 3.00 PM on 09/03/2018 The price bid of the eligible parties shall be opened on 09/03/2018 at 4.00 PM, will be opened in the Conference hall of Administrative building.



Registrar, NIT Silchar

1.1 Overview:

A NITS Cafe located near the NIT Silchar Administrative building. It is a facility of the Institute and its tariff should be highly subsidized. All attempts should be made to provide catering services to the students, staff, and authorized guests of NIT Silchar to ensure hygienic and quality food.

The term "Institute" or "NIT Silchar" shall mean the National Institute of Technology Silchar. "Contractor" shall mean the person who is awarded this contract by NIT Silchar. "NITS Café" shall mean the cafeteria of Nit Silchar. NITS Cafe has dining area which can accommodate around 100 persons at a time. The NITS Cafe will be kept open on all days.

The day-to-day working of the NITS Café will be watched by an advisory committee duly constituted by the institute.

1.2. Scope of the Work:

- a) Cooking and serving meals (Breakfast, Lunch, tea/Snacks/Tiffin and Dinner).
- b) Cleaning of utensils, kitchen and serving items.
- c) Cleaning of cooking, dining and auxiliary areas.
- d) Security of the equipment, utensils and other items in the kitchen and dining areas.
- e) Maintenance of the equipment in the kitchen and dining areas.
- f) Deployment of required manpower for supervision of the above mentioned services.
- g) Any other activities as may be considered by the institute on merit.

1.3. Firms / Contractors responsibility:

- 1) Managing the activity of the NIT Silchar by providing services of Tea, breakfast, lunch/ dinner, Fruit Juice/cold drinks and snacks to the students/staff /authorized visitor of NIT Silchar.
- 2) Providing working lunch/refreshment/snacks for official meetings at locations specified by NIT Silchar.
- 3) Providing special lunches / dinners for occasions such as Seminars / Symposia / Conferences, etc. approved by the competent authority.
- 4) Generally Indian food would be served but on occasions as per requirement, the Contractor should be able to provide **South Indian food, Chinese food and Continental food** also.
- 5) The Institute organizes various national/international programs every year, participants have to be provided continental food as when required.
- 6) Procurement of raw materials and ingredients for preparation of the food. To arrange the cooking fuel, utensils and other materials required for serving. All crockery/cutlery/camper/thermos/cloth napkin/paper napkins etc. as required for providing high class catering services in Dining Hall/Lobbies of Conference Hall/or any place will be provided by the Contractor. Cutlery shall be of a very good quality. Contractor should be equipped to provide catering to approx. 300 persons at one time on a short notice. For this purpose, sufficient stock of crockery and cutlery and other infrastructure have to maintain.
- 7) Engagement of proper qualified / skilled manpower.
- 8) To fulfil the statutory requirements in respect of the persons engaged for catering service.
- 9) All the consumable should be of ISI / reputed brand. Only Iodized Salt shall be used. Refined oil (Fortune/ Dhara) or mustard oil (Engine/ Dhara/ Fortune) to be used.

Note:

- The Contractor shall employ the number of staff as per tender failing which, the bidder may after warning be imposed a penalty-equivalent to 1.5 times of the wages for that category of person(s).
- The burning of dry/wet leaves waste material is not permitted in the campus.

- The contractor should not use any plastic/ polythene/ thermocol items, especially plates/glass, as these are non-biodegradable and banned for use. All servicing items should be paper cup or made of biodegradable materials.
- All utensils after washing with soap water should be mopped with dry clean cloth for re-use.

1.4. The Institute will extend following Facilities and items to the Contractor

- Space for operation of NITS Café Catering Services.
- Electricity (not for cooking).
- Raw water for washing purpose and packaged drinking water.
- Furniture and Infrastructure.
- Standard fire safety equipment.
- All necessary bins for kitchen waste management.
- Dining Tables and Chairs, kitchen appliances and utensils available with the NITS Cafe. The contractor shall take over these non-consumable items and shall return back on completion of the contract. Any shortfall, breakage, shall be recovered from the contractor's bill. If any extra appliances or utensils are required for smooth running of the NITS Cafe to be arranged by the caterer for which no extra amount will be paid by the institute.
- Industrial Heavy-duty water purifier cum cooler.

1.5. Financial bid is to be submitted in form of Price Bid Form in sealed cover by considering above scope of services and manpower required to manage the contract. The rate should be inclusiveness of all taxes. Nothing extra will be paid by the institution during the contract period.

Key Deliverables/ Operative Terms and Conditions:

- The catering services in NITS Cafe shall be operated by the awarded firm(s) from the date **as decided by the competent authority**, failing which the EMD money will be forfeited and the work shall be awarded to next eligible bidder. Optimum efforts should be made to satisfy the customer's requirement.
- The caterer shall engage and provide requisite number of well-trained cooks and service personnel to run the NITS Cafe and serve meal to the guests, viz. Tea (if asked), Breakfast, Lunch, Evening Snacks, Dinner, Fruit Juice, Cold Drinks. Optimum effort should be made to satisfy the customer's requirement.
- Meals should be supplied at all the times for all the guests without fail at the designated time.
- The caterer should be financially sound to run.
- The caterer should be familiar with the modern kitchen equipment.
- The caterer having degree/ diploma in hotel management or nutrition is preferable.
- The Caterer shall keep the NIT Cafe open from **6.00 A.M. to 11.00 P.M.** every day and serve meals during designated meal hours as decided by the institute from time to time. However, during any programme (conference, symposium, workshop, etc.) coordinator of the programme may be asked to adjust the timing.
- The kitchen service shall not be closed without prior permission of the Institute.
- The Caterer shall serve only specified foods as per the contract document [and/or sometimes as approved by the competent authorities for special cases with the approval from Registrar, NIT Silchar. Rate for special cases will be decided with the consent of both the parties i.e. NIT Silchar & Caterer.
- The Caterer must display the menu/ list of food items to be served and the rate, in consultation with competent authority.
- The Caterer has to provide uniform to his employees during the service hours. He has to ensure that his staffs are always dressed in clean and tidy uniforms while on duty. The caterer should also issue Photo Identity Card to its staff.
- The Caterer's employees should be free from any contagious disease or sickness or any other kind of disease that is considered unacceptable for handling food. In such case the Caterer should give them leave and arrange treatment as deemed fit and should make alternative arrangement at his own cost. Whatever circumstance it may be, the caterer must ensure that the facility is not hampered, and serving standard is maintained.
- The Caterer shall be solely responsible to provide safe and hygienic food to the guests at all times. A committee appointed by the institute will monitor the same including hygiene from time to time. Persons authorized by the Institute must have full access to all facilities and documents. Any preparation not found to be wholesome or hygienic is liable to be rejected without any compensation. Further punitive action, as deemed fit shall be taken against the caterer, including cancellation of contract.
- Only purified water (purified by Aquaguard or other purifier of similar standard) has to be served in the NITS Cafe.
- The premises of the NITS Cafe shall not be used for any other purpose. The Institute reserves the right to use the NITS Cafe and other places during the tenure of contract.
- The Caterer shall maintain neat and cleanliness of the NITS Café premises at all times. No trash is to be thrown inside the premises except in properly covered bins supplied by the Institute.
- Burning of any other fuels except cooking gas is forbidden. Use of electricity for cooking is strongly prohibited.
- The assets and non-consumable articles provided by the Institute shall be property of the Institute and the caterer shall be merely the custodian of such assets and articles. On termination of the contract, all such property shall be handed over to the Institute in good condition.
- The Caterer shall maintain the building space in clean & hygienic condition. All floors and counter tops are to be scrubbed regularly with non-corrosive detergent or soap, and all vertical surfaces are to be dusted regularly. The period of cleaning should be such that there is no visible dirt or marks at any time.

