भारतीय प्रौद्योगिकी संस्थान गुवाहाटी

INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

TENDER DOCUMENT

FOR

DAIRY AND BEVERAGES IN STUDENTS' FOOD COURT

25.10.2024

भारतीय प्रौद्योगिकी संस्थान गुवाहाटी

Indian Institute of Technology Guwahati

Guwahati - 781039
Phone: (0361) 258-2161/2927, Email: saoff@iitg.ac.in

SECTION – 1

NOTICE INVITING TENDER

NIT No. IITG/SA/NIT-288/2024/Food Court, Date: 25.10.2024

Tenders are invited (in single bid) for the **Dairy and Beverages in the Students' Food Court at Indian Institute of Technology Guwahati** for serving initially for a period of **2 years**. The tender document shall be submitted in a sealed envelope indicating **"Tender for running dairy and beverages outlet at Students' Food Court, IIT Guwahati"** by a private Limited/Partnership Agencies with demonstrated experience.

This envelope shall contain relevant documents required for the bid including:

- Partnership Deed/Articles and Memorandum of Association/Certificate of Incorporation as applicable
- Registration Certificate
- Valid License under relevant act / regulation
- Income Tax Returns for the last three years indicating PAN/ TIN No.
- PAN, VAT, EPF, ESI, GST, FSSAI at Guwahati as applicable.
- Valid Labour license
- Audited Balance Sheet
- Audited Profit and Loss account
- Audited Annual Report for the past three years
- Structure of the organization
- Details of equipment to be deployed
- Menu (Rate list) in Rupees of the items to be served on the store in a particular format given in the tender

Tender Documents: The Tender documents can be downloaded from http://www.iitg.ac.in/iitg_tenders_all and Central Public Procurement Portal (CPPP) on or before **15.11.2024 15.00 HRs.** The hard copy of tender document is to be submitted in Students' Affairs Office. Corrigendum to these tenders if any will be displayed only through the website http://www.iitg.ac.in/iitg_tenders_all.

Earnest Money Deposit	The earnest money deposit of **Rs. 20,000/-** (Rupees Twenty thousand only) (refundable) per shop by Demand Draft/Pay Order/Bankers' Cheque (and not in any other form) drawn in favour of the **"IIT Guwahati"** payable at **Guwahati** is to be deposited with bid. Without these tenders will not be considered. The EMD of successful as well as unsuccessful bidders will be returned as soon as a letter of intent is issued to the successful bidder.
Security Deposit	The successful contractor will be required to deposits **Rs.1,50,000/-** (Rupees one lakh fifty thousand only) as **Security Deposit** in the form of Demand Draft / Pay order / Bankers' Cheque from any of the scheduled bank in favour of **"IIT Guwahati"** payable at **Guwahati** within 7 (seven) Days after the date of letter of acceptance. The security deposit will be released or refunded after the expiry of contract agreement, subject to satisfactory completion of the contract. No interest is payable on the security deposit.
Last Date of obtaining Tender Document	**15.11.2024 12.00 HRs**
Last date of Submission of Tender	**18.11.2024 10.00 HRs**
Opening of Tender	**19.11.2024 10.00 HRs**

Tenders submitted shall remain valid for 60 days from the date of opening for the purpose of acceptance and award of work. Validity beyond 60 days from the date of opening shall be by mutual consent.

Any alteration / modification in tender documents and giving / submitting wrong / forged information / documents on the part of the contractor will be liable to legal action and the earnest money will be forfeited.

The Institute reserves the right to accept or reject any application for the issue of tender documents without assigning any reasons. The Institute may also consider inviting any applicant to demonstrate their culinary skills and products at IITG for a direct evaluation.

Joint Registrar

(Students' Affairs)

SECTION-2

1) Scope of the Services from the vendor:

The shop in the Students' Food court to be operated is **dairy and beverages**.

2) Preparation of Bids:

The Bid should be submitted in sealed envelopes mentioning the same on the cover "Tender for running **dairy and beverages outlet** at the Students' Food Court, IIT Guwahati"

3) Briefing Sessions (Pre-Bid Session):

The interested bidder may visit IIT Guwahati to inspect the area covered under the scope of work. In this regard, a briefing session has been arranged for the bidder at the office of the Students' Affairs to clarify any doubt or queries related to the services. The briefing session will be available as per the following schedule:
Time: 05.11.2024 12.00 HRs
Venue: Office of the Students' Affairs, IIT Guwahati

4) Submission of Bid:

The last date for submission of the bid is up to **18.11.2024 10.00 HRs.** The tenders received after the stipulated date and time will be rejected.

5) Opening of Bid:

The Bids will be opened at **19.11.2024 10.00 HRs** in the Office of the Students' Affairs.

If the date of tender opening is declared to be a holiday by the Central / State government or local administration, it will be opened on the next working day. However, the opening/closing time of tender will remain the same.

6) Confidentiality of the Document:

The Institute will treat all information in a secure and confidential manner to ensure the integrity of the contracting process. Canvassing any sort of information / related document to others will lead to the cancellation of the tender. After contract award, the names of the bidders and other information may be released in accordance with Institute policy.

7) Evaluation of Tender

The constituted committee will evaluate the bids for each separately, and the decision taken by it will be final and binding upon all the Bidders.

8) Evaluation of Bids:

Maximum Marks: 100,

a) No. of outlets in India (15 Marks Max.)
2-3 = 3 M; 4-6 = 8 M; 7-10 = 12 M; 11 and above = 15 M,

b) Menu and Pricing (25 Marks Max.)

i) List of items (variety and number) that will be served in the shop at IITG is mandatory to be submitted at the time of bidding. (Relative marking, 15 Marks Maximum)
It is expected that the vendor shall provide a detailed list of items in the given format only to be served in the shop with all varieties.

- The vendors may later be asked to email the soft copy of the items prepared during shortlisting process. So, they are to keep the soft copy of the same.
- The vendors may use as many of rows in the table given below.

Marking Scheme:
Variety of products (ABC, XYZ, etc.)
Number of items in every Category – 8M

Variety Name

Sr. No	Item Name	**Quantity/Size/Volume**	Price

ii) Average cost of meal for 1 person. (Relative marking, 10 Marks Maximum).

c) Cleanliness and Hygiene measures proposed (5 Marks Max.)
The relative marking scheme is followed amongst the quotations received.

d) Rating on Online Platforms (5 Marks Max)
Average Rating of the Google Maps, Zomato, Swiggy outlet (considering the platform where the outlet is listed).

e) Evaluation Criteria for Food Quality and Service (20 Marks Max.)

The quality, taste, service, and quantity of the items will be evaluated, based on the tasting and visit of committee members to the outlet (if feasible). If a visit is not possible, the institute will arrange for the vendor to provide samples for evaluation.

f) Interview by the constituted committee: (30 Marks Max.) Selected vendors based upon the above criteria (a-d) as a reference will be called for an interview as deemed appropriate by the Committee.
* Interview shall be based on various aspects such as authentication of the product, vendors, maintenance of proper decorum in similar organizations, etc.
* The committee would document the whole proceedings of the interview and award the marks accordingly.
* The decision of the Institute shall be final and binding for all the vendors.

9) After securing the tender:

a) There will be continuous evaluation by campus residents through QR codes.

b) The vendor must bring their own furniture

c) The cutlery should be environment friendly, and the outlets must use food-grade stainless steel utensils or food-grade plastic non-disposable cutlery. Any further instruction from the Food Review Committee (FRC) regarding cutlery to maintain green standards of food must be respected.

d) A feedback register needs to be kept and maintained to collect feedback.

e) Payment of rent and electricity bills needs to be paid to the Institute on a monthly basis.

f) There should be a provision for debit/credit cards and online payment gateways like (Paytm, Google pay, net banking, BHIM, or any other wallet).

g) No closing without prior information (at least 24 hours) to General Secretary, Students' Welfare Board, and Students' Affairs Section. Defying so will attract an appropriate penalty.

h) Any extension of contract period will be based on the decision of competent authorities considering the OPI.

i) The inspection report from FRC (Food review committee, Students' Gymkhana body) and Associate Dean of Student's Affair-1(ADoSA-1) and Dean of Student's Affair (DoSA) will be considered for monetary fine, depending on the severity of the act, if anything is found unacceptable, as defined earlier.

j) The pricing and rate list need to be maintained as such (as at the time of bid) for 1 year.

k) The price increase can only be proposed by the shop owner and will be approved by a committee constituted by DoSA.

l) The vendor shall strictly avoid the use of any plastic materials for serving the food, i.e. plastic plates and plastic spoons are strictly prohibited.

10) Acceptance of the Bid-Offer:

a) IITG does not bind itself to accept the lowest or any tender and reserves the right to accept/reject the whole or any group of the tender without assigning any reason thereof.

b) Acceptance of the tender offer will be communicated by a letter of acceptance from the office of the Joint Registrar (Students' Affairs), IIT Guwahati.

11) Earnest Money Deposit (EMD):

a) The earnest money deposit of **Rs. 20,000** (Rupees Twenty Thousand only) (refundable) by Demand Draft / Pay Order / Bankers' Cheque (and not in any other form) drawn in favour of the **"IIT Guwahati"** payable at Guwahati is to be deposited with the bid. EMD paid by cheque will be rejected.

b) No Bank Guarantee will be allowed

c) EMD shall be refunded to the unsuccessful bidders after awarding the contract to the successful bidder and no interest is payable on EMD.

12) Security Deposit:

a) The successful bidder will be required to deposit a security deposit of **Rs. 1,50,000** (Rupees One Lakh fifty thousand only) in the form of demand draft within 7 (seven) days after the award of outsourcing service. Earnest Money deposited at the time of submission of the tender can be adjusted against the security deposit, by depositing the balance amount.

b) The Security Deposit will be refunded or released after expiry of Contract Agreement subject to satisfactory service of contract.

c) No interest is payable on the Security Deposit.

13) Submission of Tender:

a) Tender must be submitted in original and without making any additions, alterations and as per details given in other clauses in tender document. The requisite details shall be filled in by the bidder in the tender document. The rates, items, quantity, quality shall be mentioned in the submitted documents. Reservations, if any, regarding the tender conditions and schedule rates should be clearly brought out in a separate letter.

b) The tender document must be duly completed and signed on each page should be submitted along with the offer.

14) Agreement:

The successful agency shall sign agreement with the Institute on Govt. Stamp Paper (non-judicial) of Rs.100/- for the execution of work.

15) Communication:

All communication sent to the last known postal address of the bidder shall be deemed to be delivered to him. So, if there is any change in address, the bidder should immediately intimate it to -

The Joint Registrar
Students' Affairs Section
Indian Institute of Technology Guwahati

Guwahati, PIN - 781039 Phone: +91-361-258-2161/2163/2927
E-mail: hossa@iitg.ac.in.

16) Rejection of Tender:

Tenderer / bidder will be bound by the details and documents as furnished by him to the Institute while submitting the tender or at any other time. In case any of the details of such documents furnished by him/her, is found to be false at any stage or incomplete, this will be treated to be a breach of the terms of contract, making him/her liable for action and also the tender will be rejected.

17) Modification in Agreement:

a) IIT Guwahati reserves the right to modify / add any clause to the agreement during the period of the contract, for any essential matter in the interest of the Institute.

b) In case of breach of any of the terms of Agreement, the security deposit of the Contractor will be liable to be forfeited by the Institute. In addition, the Contract / Agreement will also be liable to be terminated. Any sum of money due or payable to the Institute including the security deposit refundable to him under the contract can be appropriated by the Institute against any amount which the Contractor may owe to the Indian Institute of Technology Guwahati.

18) Responsibility for executing the Contract:

The agency shall be responsible in all respects for the services & is bound to abide by the terms and conditions as specified in the tender document.

19) Subletting of Contract:

The successful bidders shall not sublet / transfer the contract. Any subletting will result in the immediate termination of the contract and the security deposit is liable to be forfeited in addition of the legal actions as appropriate.

20) Damage to Property:

a) The tenderer / bidder shall be fully responsible for making good or making necessary payment for any loss or damage caused to any structures, properties etc. belonging to the Institute if such loss or damage is due to the faults and or negligence or willful commissions of the bidder / his or her employees / agency representatives, as per investigation report of the Institute and whose assessment shall be final and binding on the bidder.

b) Tenderer / bidder shall ensure that trees, flowers, plants and grassy lawns are not damaged by the staff deployed / employed.

21) Deployment:

a) The bidder / contractor shall be responsible for recruitment and deployment of staff for service and the staff so recruited and deployed by him shall be under his direct control / supervision. The bidder / contractor shall exercise total superintendence, control and supervision over the

staff and their work as per appropriate statuary norms.

b) The bidder / contractor shall not deploy any minor as labourer / worker.

c) That all intents and purposes the contractor will be the **"EMPLOYER"** within the meaning of different labour legislations in respect of the staff for services so employed and deployed.

d) The employees appointed by the agency for the above job shall have no rights to claim for absorption in the services of IITG and shall also have no claim for continuation with the existing job if the agency is replaced.

e) The bidder / contractor shall issue identity cards to all staff engaged for the contract engaged by the bidder/contractor for deployment in IIT Guwahati. The staff should not have any criminal or police cases and the bidder/contractor has to verify the same in writing and submit the same to the Institute's Authority. The bidder shall deploy only those whose antecedents have been verified by the police authorities.

22) Safety Measures:

a) The agency shall carry out all works in accordance with statutory requirement of Safety Regulations and other rules/Acts as applicable.

b) The agency or his/her representative must take immediate corrective measures whenever any unsafe conditions/practices are detected.

c) The agency or his/her representative shall report any accident to appropriate Authority and also to the Institute Authority. The cause of all minor and or major accidents that occur in their job shall be reported and immediate remedial measures shall be taken to prevent recurrence of such accidents and also the responsibilities solely lie on the contractor / bidder.

23) Force Majeure:

In the event of any force majeure causing the agency for delay in the service, Institute authority shall not be liable for any legal obligation.

Force majeure shall mean and be limited to the following:

a) War/Hostility

b) Riot or Civil Commotion

c) Earthquakes, fire tempest, lightning or other natural disaster, including outbreak of epidemic, which are beyond the control of human being.

d) Restriction imposed by the GOVT (Central or State) or other statutory bodies which prevent or delay the execution of service.

24) Legal Jurisdiction:

The contractor shall abide by all the rules, regulations, by-laws and statues etc. as exists in the Institute. That any matters of disputes, arising out of contract agreement shall be referred to the Director, IIT Guwahati shall be final and binding on both the parties.

However, in exceptional cases, such disputes will be subject to jurisdiction of the Courts located at Guwahati, Assam.

I / We accept all the general Terms & Conditions mentioned in the tender document.

SECTION – 3

TERMS AND CONDITIONS FOR RUNNING SHOP IN THE STUDENTS' FOOD COURT

1. Shops in the Food Court will have to serve for 365 days/year and will have to take orders from 10 am to 12AM. The timings can be changed with prior permission from the Students' Affairs Section through the Food Review Committee (FRC) of the Students' Senate.

2. The responsibility for procurement of (from the agency/shop owner end):
    a. First quality provisions, vegetables, milk, edible items etc., and
    b. all consumables used to prepare the dishes.

3. Self-service by customers shall be implemented.

4. All the Outlets must make necessary arrangements to provide free purified drinking water to the customers.

5. The contractor shall arrange his own transport for all his needs, no transportation will be provided by the Institute in any case.

    a. No labour /employer/worker will be given accommodation on the campus, the institute shall not be liable to provide nearby accommodation as well. It will be the responsibility of the owner.

    b. The Institute shall not be liable for any expenses related to transportation, lodging, food and the health of the owner and the workers working under him.

6. The Contractor shall adhere to the brands as mentioned during submission of tender. Prior approval from the Students' Affairs Section through the Food Review Committee (FRC) of the Students' Senate is required if any changes are to be made.

7. The contractor will have to execute a separate agreement regarding the terms and conditions of operations, pricing, hygiene, cleanliness, etc. after the award and before the commencement of work.

8. The contractor will have to contact the Security Section for gate pass and vehicle pass after the award of contract and before the commencement of work.

9. **Payment**

    The shop owner / agency shall have to collect the payment from the customer(s) against the selling of food items / services.
    The Institute will not be responsible for collection of any dues from the customers for any selling on credit.
    The contractor should strive for digital payment. Card payment along with an option for UPI payment and digital payment is mandated.

10. **Rates and Taxes for selling food items / services:**

The rates / amounts mentioned in the submitted bid for all the food items should be inclusive of all taxes / charges.
The bidder should ensure to comply all statutory compliances as applicable. The Institute is not liable to pay any other charges/ taxes not mentioned in the tender.

The prices mentioned in the menu for the customers should also be inclusive of all mentioned charges.

It shall be the responsibility of the bidder to pay all the taxes & charges to the concerned offices (as mentioned above) and the bidder will have to satisfy Labour Laws and others laws (as applicable) in force in India.

Rates are fixed beforehand with approval from the Students' Affairs Section and recommendation of Food Review Committee. Any change in pricing cannot happen in the first year of operation. Further for any change in price after one year can only be made with recommendation by the Food Review Committee and approved by the Students' Affairs Section.

11. **Contract Period:**

This Contract shall be valid for a period of two years beginning from the date of formal mutual acceptance signified by its being signed by both parties. Upon satisfactory performance the contract may be extended to further periods (maximum of 1 year) on mutually agreeable terms and conditions. However, notwithstanding the above, this agreement is liable or fit for prior termination if either or both parties formally express their dissatisfaction through written communication(s) and by giving a notice period of not less than three months. The prices / rates stipulated in this agreement shall hold good for a minimum period of one year from the date of mutual signing of this agreement. The revision of prices should be approved by Students' Affairs Section with recommendation from FRC of Students' Senate.

12. **Rent / License Fee:**

The contractors / shop owners will have to pay the necessary monthly license fee / rent as per Institute norms against the occupied area for their respective shops (as per layout).

13. **Facilities provided by the Institute & Charges**
    a. The Institute shall arrange to provide to the Contractor on a chargeable basis, at the prevailing rates in the Institute: Electric power supply for the exclusive purpose of providing the said canteen services, and every effort must be exercised by the Contractor to avoid any wastage of electricity.
    b. The Institute will provide only the required furniture viz. chairs, desk / table, water cooler, aqua guard which are to be used for customers of the food court in the common area of the food court.
    c. The necessary electric fittings and water supply lines have been fitted in the required shop.

Dining facilities consisting of immovable properties including built space, water and power supply systems will be provided. The Contractor must cook food in the kitchen(s), and the food shall be served in the specified and allotted space. Prospective Tenderers may inspect the available facilities

with prior appointment.

14. **Failure and Termination**

The Contractor's service and operations performance will be evaluated based on a variety of criteria including service reliability, quality , taste and hygiene by the Institute.

The Food review committee (FRC) of the Students' Senate will do a monthly periodic inspection of all the outlets and they would rate their performances on a scale of 5 depending on certain criteria as mentioned in Annexure-V. The campus residents having food at the outlets can also provide feedback by scanning QR codes pasted at the outlets. They would rate the performance on a scale of 5 based on criteria like: value for money, cleanliness, quality of food, availability of food according to menu, service and taste. The overall performance index (OPI) of a particular outlet will be calculated by computing the average of the 2 scores (FRC and campus residents' feedback). If campus residents' feedback for a month is less than 100 responses for a particular outlet, then only FRC score would be considered for OPI evaluation. The feedback assessment form as shown in Annexure-VI will be handed over to the contractor after every month for necessary improvement.

Approximation and rounding the decimals of average / mean values of the total number of responses and the Overall Performance Index (O.P.I) to a specified number of places

"Please round to 2 decimal places"
Or equivalently,
"Please round to the hundredths place"

If the 3rd decimal (or) the thousandths place is '5' or more than '5', then round up to the 2nd decimal (or) the hundredths place and if the 3rd decimal (or) the thousandths place is less than '5', then round down to the 2nd decimal (or) the hundredths place irrespective to the value of the digit that lies in the 4th decimal place of the average / mean values of the total responses given by the subscribers and the Overall Performance Index (OPI).

For example: The value 2.737 to be rounded up to the 2nd decimal (or) the hundredths place as 2.74 and the value 2.734 to be rounded down to the 2nd decimal (or) the hundredths place as 2.73.

Based on the OPI score, actions will be taken as mentioned in Annexure III. If rules are violated, warnings can be imposed. Certain instances of rules violations are as follows:

a. Presence of unwanted items in food:
    i. Harmful items (e.g. metal, plastic, glass, foreign materials, insects, etc.)
    ii. Other items (e.g., cockroaches, cigarettes, etc.)
b. Use of stale / spoilt / harmful ingredients, e.g. rotten vegetables, infected grains, use of FSSAI/Ministry of Health and Family Welfare prohibited Food coloring agents/products etc. (Fine will also be imposed regardless of their use in preparation).
c. Reduction in the quality of the food due to:
    i. Partially cooked (boiled / fried) items
    ii. Spoiling the food by insufficient / excessive usage of ingredients like oil, salt, water, tamarind, flour etc., in dishes like curry, dal, sambar, roti/puri etc.

d. Not using proper dish washing/cleaning detergents/solutions/gels.
e. Improper waste / garbage disposal in kitchen area and its surroundings.
f. Adulteration of food by prohibited colouring agents, mono sodium glutamate (ajinomoto) or by any other means / Use of expired products (expiry and best before date are treated same). (to be confirmed by FRC)
g. Food poisoning by any means.

Any complaints regarding such rule violations (either by customers or by FRC) will be considered while compiling the FRC feedback for every month.

Termination clauses have been listed in Annexure - IV.

15. **Transportation / Gate Pass:**

The employees of the agency / shops may use IITG Buses for commuting to and from IITG Campus by paying bus fare or procuring monthly / three monthly Bus Passes.

The agency must obtain the GATE PASS for his employees / workers for entry into the campus, which must be surrendered on termination.

16. **Accommodation:**

The Institute will not provide any accommodation for the employees who are engaged in the shops of the food court. It shall be the responsibility of the agency / shop owner to provide accommodation for the employees. After working hours, they should close the shops and leave the campus. They are not permitted to stay on the campus.

17. **Garbage Disposal / Cleaning of Occupied area with surroundings:**

a. The shop owner / agency will be responsible for dumping the garbage to the specified dustbins placed at the designated area.

b. The occupied area / room and its surroundings are to be cleaned by the shop owner/agency. It is the sole responsibility of the shop-owner to keep the area clean & tidy. It is expected that regular cleaning & mopping with phenyl, detergent, bleaching powder etc. as required.

c. For cleaning of such area, no cleaning materials are to be provided from the Institute end.

d. The Institute will supply only the dustbins in the required / designated places. Under no circumstances shall plastic and food waste be disposed of into the drainage. Non-compliance of proper waste disposal will invite penalty.

18. **Uniforms:**

Staff / Cleaners are to wear the uniform and carry Identity Cards during their working hours. The shop owner / contractor will be responsible for arrangement of uniform and identity cards for their staff. Staff posted on duty should always be in neat and clean complete uniform and carry photo identity cards

duly signed by the agency. The workers must wear head caps, failing which penalty will be imposed.

19. **Banned Items:**

    Under no circumstances the vendor should sell any of the items banned in the educational Institutions. Tobacco products, alcoholic products and narcotics are some of the banned items.

20. Compulsory facility of first aid box with adequate capacity should be made available by caterers for the workers.

21. Vegetarian and Non-Vegetarian food cooked and served separately. Owner must keep separate cooking utensils (properly labelled e.g., Green Tape –Veg / Red Tape –Non-Veg) for Veg and Non-Veg Items. **If they are using eggs in preparation of any food items (including naan, bread), then it should be mentioned on the menu with a red mark.**

22. No worker should consume alcohol or smoke inside the IITG campus. They should not come to work in drunken conditions. If they fail to abide by these rules, strict actions will be taken against the contractor.

23. Contractor shall not use any coloring agents and/or chemicals like Mono Sodium Glutamate (Ajinomoto) in any of the dishes, or store them in the food outlet premises.

24. Reuse of oil is strictly prohibited.

25. Regular cleaning of the facility shall be done.

26. Periodic cleaning of the outlet should be done once every month and for this purpose it should be closed for half a day by giving prior notice to the General Secretary, Students' Welfare Board and SA office well in advance.

27. **Responsibilities of the contractor / shop owner:**

    The Contractor shall be solely responsible for ensuring:

    a. Arrangements of gas refills, and their safety.

    b. Supply of milk from his / her own resources,

    c. Cleaning / washing of plates / utensils,

    d. Pest control measures shall be implemented once every 3 months which should coincide with the periodic cleaning leave for the month and that day the outlet shall be completely closed.

    e. Proper maintenance, hygiene, cleanliness and presentation of the kitchen(s), their surroundings, and the specified and allotted service space. Also, the menu served should be freshly prepared every day and no items left out shall be served for the next day. If found

doing so shall be penalized by the Competent Authority with recommendation from FRC.

f. Service readiness of the staff – this should be given the top most priority, the staff members should be available for attending the students and service during the operational timings.

g. That the food cooked and served in the specified and allotted space shall not be served in any other place inside and/or outside the Institute campus except tea, coffee, beverages, and biscuits with the permission of the concerned authority

h. That food cooked outside the specified and allotted space shall not be served there, except for the permitted bought out items.

i. Catering to a pre-specified demand of a large number of students and/or staff members, at mutually acceptable notice, when circumstances warrant.

j. That the specified and allotted space, or any part thereof, is not assigned, sublet, or parted with for possession, use or enjoyment by any other third party, under any circumstances.

k. That no construction, structural alterations, or additional fittings within the specified and allotted space shall be made or carried out without prior written approval from the competent authorities of the Institute.

l. The necessary staff strength in each category of cooks, helpers, cleaners, etc. Their exact numbers, including shift details, shall be furnished to the Students' Affairs Section and FRC before commencing the services.

m. That no children are engaged in any manner whatsoever, in violation of the existing laws in any part or whole of the service operations.

n. That no employee stays on the premises after his/her assigned working hours.

o. That all employees shall wear assigned uniforms given by the caterers during their service times and always carry their identity cards.

p. All the measures for fire safety should be taken.

q. The acceptable conduct and behavior of their employees, during their respective service times as well as during their presence inside the campus. It may be especially noted that smoking and consumption / distribution of liquor and Pan masala / Gutka / Supari is strictly prohibited within the campus.

r. That all the employees are free of communicable diseases. Medical Certificates to this effect shall be made available for inspection by the competent authorities of the Institute.

s. The payment of minimum wages to their employees will be as per the GOI rules. The record of employees' duty hours and their respective pay structures shall be maintained as per the corresponding rules, and be made available for:

i. Inspection by authorized government personnel, and
ii. Meeting other statutory and non-statutory benefits / obligations.

t. That all expenses related to the functioning of the employees engaged by the Contractor shall fall fully within the scope of the Contractor.

u. The contractor/vendor is required to serve all items as submitted in the bid. Any changes to the menu can only be made upon recommendation by the Food Review Committee and must be approved by the Students' Affairs Section before implementation.

v. The contractor must provide 10 liters of handwash each month to maintain hygiene. The Food Review Committee (FRC) will ensure proper distribution and utilization of handwash supplies provided by other outlets.

w. The contractor will have to adhere to all the rules, regulations, bylaws etc. issued by the Government and local authorities from time to time, w.r.t payments of salaries, wages etc. to the engaged employees as well as deductions to be made from time to time regarding ESIC, EPF, PF contributions, etc.

ALL ITEMS BEING SOLD CAN ONLY BE SOLD WITH PRIOR APPROVAL OF STUDENTS' AFFAIRS SECTION THROUGH FOOD REVIEW COMMITTEE.

NO SHOP WILL BE ALLOWED TO SELL ITEMS THAT ARE EXCLUSIVELY MEANT TO BE SERVED BY THE OTHER SHOPS BUT CAN USE IT AS AN INGREDIENT. THE EXCLUSIVITY OF ITEMS SHALL BE DECIDED BY FRC AND STUDENT'S AFFAIR

ANNEXURE - I

Table-I: Particulars of the Bidder

The bidder should furnish the details requested in the format given below:

Sl. No.	Area of details to be provided	Responding Firm's / Company details to be provided	
1	Applied for Opening of Shop	XXX	
	Name of the Agency / Firm / Individual		
	Full Postal Address with PIN code, Email, Mobile, Phone, Fax etc.		
3	Name of the Authorized Contact Person with designation		
	Full Postal Address with PIN code, Email, Mobile, Phone, Fax etc. of the Authorized Contact Person		
4	Company Registration Details (Attach a photocopy)	i. Regd. number of the Bidder's Firm / Agency	
		ii. Date of Registration	
		iii. Validity Period (if applicable)	
5	Trade License Number mentioning the Trade		
6	Sale Tax, GST, EPF, ESI, & Income Tax Details, Labour License, FSSAI (Attach a photocopy)	i. GSTIN Number	
		ii. EPF details	
		iii. ESI Details	
		iv. PAN Number	
		v. Labour License number	
		vi. FSSAI details	
		vii. GST linked Bank account details	
7	Company profile either in Brochure / handout / proper documentation.	Available / Not available Submitted / Not submitted	
8	The Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees twenty thousand only) (Refundable) in the form of Demand Draft / Banker's Cheque / Pay Order.	i. Name of the Bank	
		ii. Amount of EMD	
		iii. DD/Banker's cheque no.	

		iv. Date	
9	Firm/Agency having its own Head Office or Branch Office in Guwahati?	Yes / No (If not, mention the place)	
	If yes, the full address of the outlet		
10	Do you have similar establishments in other cities in India	Yes / No (if yes, please give complete information including the total number of outlets)	
11	Having experience in similar Shop/Service	Nature of Trade	
		Year of Experiences	
12	Present Strength of the firm/agency (Please give all the details of manpower, vehicle owned, tools & utensils etc.)	Attached / Not attached (Please furnish it in separate sheet)	
13	Financial Ability Give details of annual turnover of the organization in the last **three** financial years (Please submit audited balance sheets) if applicable.	i. 2024-2025 (FY)	
		ii. 2023-24 (FY)	
		iii. 2022-23 (FY)	
14	Details of equipment to be deployed	Attached / Not attached (Please furnish it in separate sheet)	
15	Partnership Deed / Articles and Memorandum of Association / Certificate of Incorporation as applicable	Yes / No. (If yes attach a photocopy)	
16	Capacity of Investment for proposed shop in the Food Court	…… (in word: …… ……..……)	
17	Ready to submit the Security Money within 7 days (if the tender bid is considered)	Yes / No	
18	List of Menu with the rates for the respective shops are to be submitted (in separate).	Yes / No (Please furnish it in separate sheet)	
	List of Ingredients used in Menu items with their respective brand names.	Yes / No (Please furnish it in separate sheet)	
	NOTE: *Final list for the rates and permissible ingredient brands will be approved by the committee*		
19	Any other information / Remarks		

Declaration: We, the undersigned, hereby declare that

1. We are not involved in any litigation with any client
2. We are not under a declaration of ineligibility for corrupt or fraudulent practices
3. We are not blacklisted with any of the Government or Public Sector Units.

Thank you,

Yours faithfully,

(Signature of the Tenderer with seal)

Name:

Designation:

ANNEXURE - II

Table - II

Overall Performance Index (OPI) ranges and fine payment

Bad review

Sl. No.	OPI	% Deduction
1	2.50-3.00	Warning
2	1.50-2.49	Rs. 20,000 fine with warning
3	1.00-1.49	Rs. 50,000 fine with warning
4	<1.00	Termination

ANNEXURE - III

Termination clauses

In case of any of listed offences-

- OPI<1
- Two consecutive official warnings based on Sl.no. 2 and 3 mentioned in Table II.
- Use of the brands not approved by Students' Affairs Section.
- Use of FSSAI/Ministry of Health and Family Welfare prohibited Food coloring agents/products.
- Reuse of oil (As reported to FRC).

ANNEXURE – IV

Feedback form (For FRC)

Name of food outlet: _____ Date: _____

Parameters	Pathetic (0)	Very bad (1)	Bad (2)	Neutral (3)	Good (4)	Excellent (5)	Extra Remarks
Quality of raw material							
Spice content							
Kitchen hygiene							
Sitting area hygiene							
Head caps and gloves							
Outlet hygiene							
Quality of food							
Service							
Quantity of food served							
Availability of food on menu							
Whether separate utensils are used for veg and non-veg food?					Yes	No	

Overall Score -

Overall remarks -

Signature

Convener FRC

Signature

General Secretary, Students' Welfare Board

ANNEXURE – V

Feedback System for Campus Community

(Will be collected by the outlet itself through QR every month)

Name of the outlet: _____

Parameters	Pathetic (0)	Very bad (1)	Bad (2)	Neutral (3)	Good (4)	Excellent (5)
Value for Money						
Hygiene of food						
Quality of food						
Availability of food on menu						
Service						
Taste						
Cleanliness of the outlet						

Comments-

ANNEXURE – VI

FEEDBACK / ASSESSMENT OF THE NEW SAC FOOD OUTLETS

For the period of (_____ to _____)

Name of the Outlet	
Contractor Name	

OPI score given by FRC:

OPI score calculated from campus:

residents' feedback (if considered)

Total OPI Score:

Remarks-

Signature
Convener, FRC

Signature
General Secretary, SWB

Signature
ADoSA-1

Signature
DoSA

Signature
Contractor/Outlet Manager

Date of receiving feedback: _____