

भारतीय प्रौद्योगिकी संस्थान गुवाहाटी

INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI



TENDER DOCUMENT FOR CANTEENS IN HOSTELS - 2026



भारतीय प्रौद्योगिकी संस्थान गुवाहाटी

INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

Guwahati – 781 039

Ref: IITG/SA/HAB/HST/309/CANTEEN

Date: 13.04.2026

TENDER NOTICE

Last date for submission of Tender: 04.05.2026

Notice inviting tender from experienced firms in the respective areas for canteens in the hostels of IIT Guwahati at its permanent campus in Guwahati, Assam. The details of the hostels are given along with the application format. Applications can be either obtained in person/by post from the HoS, Students' Affairs Section, IIT Guwahati, Guwahati 781039 by submitting/sending a **Demand Draft for Rs. 1000.00 (Rupees One Thousand only) drawn in favour of "Hostel Affairs Board, IIT Guwahati" payable at Guwahati, or downloaded from https://iitg.ac.in/iitg_tenders all on or before 04.05.2026**. Those who download the applications should handover/send the **DD for Rs. 1000.00 (Rupees One Thousand only)** to the above said HoS while submitting/sending the completed applications.

The duly signed and sealed Tender documents shall be either sent to **The HoS, Students' Affairs (SA) Section, IIT Guwahati, Guwahati-781039** by speed-post/courier, or submitted at Students' Affairs Section, IIT Guwahati, **so as to reach on or before 04.05.2026**. IIT Guwahati will not be responsible for any delay or loss of applications sent by post/courier. The list of bidders who have submitted the bid along with tender fee will be displayed on **07.05.2026**. The final selection of the contractors will be based on a weighted criteria system. **The date of interview will be intimated later.**

The decision of IIT Guwahati will be final in awarding the contracts.

HoS

Students' Affairs Section, IITG

TERMS AND CONDITIONS FOR CANTEENS

1. **Tender Fee:** Application form downloaded from the website must accompany a demand draft of **Rs. 1000.00 (Rupees One Thousand only)** in favour of “**Hostel Affairs Board, IIT Guwahati**” payable at “**Guwahati**”. This application fee is nonrefundable.
2. **Acceptance and Rejection:** IIT Guwahati will evaluate and shortlist tenders based on its requirements and may choose to accept or decline any proposal, either in full or in part, at its discretion. Tenders that do not meet the specified conditions or are submitted with incomplete documentation will be excluded from further consideration. Firms/individuals that served in IITG Hostels/Canteens earlier but whose services were terminated before completing the contract period are not eligible to participate in this tendering process.
3. **Earnest Money Deposit (EMD)/Security Deposit:** The applicant should submit a Bid Security Declaration as per enclosed Form-1.
4. **Hostel Details:** The details of the IIT Guwahati hostels and their room strength are given in **ANNEXURE 2**. The prospective contractor may visit the hostels given in **ANNEXURE 2**. IIT Guwahati reserves the right to assign any of the hostels to the contractor. A contractor may be selected for canteen services in more than one hostel. In such cases, the contractor should have different setups for different hostels, as per the terms and conditions.
5. **Final selection:** Final selection of the bidders and allocation of a hostel to the bidder for providing its services shall be based on the following weighted criteria system. Total marks will be computed as the sum of marks obtained under 1 & 2 below. The bidders with the highest marks will be selected for providing services at IIT Guwahati.

Maximum Marks: 100

1. Relevant experience (50 points max.)
Points will be awarded based on experience certificates submitted by the bidder on relevant field.
(As mentioned in Evaluation Criteria)
2. Interview (50 points max.)
The bidder will have to appear in an interview personally on the specified date. Failure to do so would disqualify their application from further processing.

The decision of the Institute will be final and binding for all the contractors.

A successful bidder is one who has passed this final selection process and has a hostel assigned to it for providing its services.

A special preference will be given to women entrepreneur for girls hostel related services

6. **Contract Agreement:** The successful applicants shall sign an agreement with IIT Guwahati within one month of work order, which will be executed as per the provisions of the stamp act and shall be duly registered. The contract will be assigned initially for a period of 2 (two) year, effective from July, 2026. Upon satisfactory performance, the contract may be extended for 1 (one) more year. In exceptional cases, where the services provided by the firm are extremely satisfactory during first two years, the authority may extend the contract by another one year. IIT Guwahati reserves the right to modify/add any clause to the agreement, during the period of the contract.
7. **Security Deposit (SD):** A successful applicant will be required to deposit an amount of **Rs. 30,000/- (Rupees Thirty Thousand only)** as a Security Deposit in the form of Demand Draft/Pay Orders/Bankers' Cheque in favour of “**Hostel Affairs Board, IIT Guwahati**” payable at “**Guwahati**”. The Security Deposit will be refunded after expiry of the Contract Agreement subject to satisfactory services being provided and all terms and conditions adhered to, and after making deductions of dues towards any damages. The Security Deposit kept with IIT Guwahati shall not bear any interest.
8. **Termination of Contract:** The contract may be terminated by the contractor by issuing 2 (two) months clear notice. However, IIT Guwahati reserves the right to terminate the contract without assigning any reason if it appears to the authority at any point of time that the services, quality of food, maintenance of hygiene are deteriorated to such an extent that it is detrimental to the interests of the hostel boarders and their health. The decision of IIT Guwahati is final in all aspects.

9. **Items and Payment Terms:** Canteens will be allowed to sell cooked food items/packed food items, which come broadly under snacks/fast food category. However, it is not allowed to sell juices (either packed or fresh fruit juices). Rates for the compulsory items are given in **ANNEXURE 3**. Any more items (optional items) that the contractor wishes to provide, upon the request of Hostel Management or otherwise, should require a prior written permission from the competent authority. The rates for optional items will be decided from time to time by the individual Hostel Management Committees in consultation with the contractor.
10. **Mandatory Working Hours:** On usual days, the canteen working hours are from 10 AM to 2 AM the next day. These hours will be extended up to 3 AM on the next day on examination days. A break time from 12:30 to 1:30 PM will be provided for the workers for lunch and cleaning. Canteens should be opened on all National and Public Holidays.
11. **Infrastructure:** IIT Guwahati will not provide any furniture or equipment to run the canteen facility. However, it shall provide the space/room in the Hostels at the IITG Campus, where the canteen may be set up. No electrical / civil modification of the space provided is permitted. Any damage to electrical or civil structures caused by the contractor would be repaired at his/ her own cost. Such matter may, in addition, invite penalties if deemed appropriate by the authorities.
12. **Maintenance:** It is the duty of the contractor to ensure that the area in use and the surroundings are kept clean and hygienic. Electrical utensils should be used in sockets of appropriate wattage. The contractor must ensure the cleanliness of the canteen premises. The surfaces of the canteen used during food making and handling will be cleaned twice in a day. The workers are encouraged to wear gloves while handling food items.
13. **Quality:** To ensure that the food served in the canteen meets set standards, the following must be adhered to:
- Floor mix must be used on the same day as it has been made and should not be stored further
 - Re-heated food should not be served. All items, except packed items, should be prepared fresh
 - Oil should not be re-heated/reused under any circumstances.
- Failure to meet these standards may result in a penalty or termination of the contract.
14. **Waste Disposal:** Waste disposal is the responsibility of the contractor. Under no circumstances shall plastic and food waste be disposed of in the drainage. The contractor must place **a minimum of two bins with trash bags for waste in the premises**. Non-compliance with proper waste disposal will invite a penalty.
15. **Separate Set-up:** It should be noted that if a contractor is selected for providing services for more than one canteen, the contractor must have SEPARATE AND INDEPENDENT set-ups, one for each of the canteens.
16. **Electricity:** The monthly electricity bill will be charged as per IIT Guwahati norms.
17. **Manpower:** It is the responsibility of the contractor to arrange enough manpower for the smooth operation (without any delay in serving) of the canteen during working hours. IIT Guwahati will not take any responsibility of these workers in any form. However, appropriate identity cards should be issued to the employees.
18. **Incompetence and Lapses:** Cases of incompetence and improper services include frequent failure in compliance with the officially approved timings, non-availability of items, and unhygienic conditions. Any breach of contract or lapses in service may invite penalties, including monetary penalties and/or termination of the contract.
19. **Subletting:** The contractor shall not assign, sublet or part with the possession of the premises and properties of IIT Guwahati therein or any part thereof under any circumstances. Any deviation from this clause will invite immediate termination of the contract.
20. **Banned Items:** Under no circumstances should the vendor sell any of the items banned in the educational institutions. Tobacco products, alcoholic products, and narcotics are banned items.
21. **Permissible Brands:** The contractor may only use items of brands mentioned as permissible within the limits of this tender (see **TABLE 1**). For any deviation, prior consent of the hostel HMC must be taken.
22. **Feedback System:** A QR Code-based feedback system will be installed by the Hostel Affairs Board in all the Canteens. Students can scan the code to give their feedback and register complaints. The feedback will be reviewed by the HMC monthly. Consistent poor feedback or complaints of high severity can attract monetary penalties or Termination of the contract.

23. **Compliance of Statutory provisions:** The contractor will have to abide by all the provisions of various Labour Laws under Gol / GoA as applicable from time to time, i.e., Minimum Wages Act, Provident Fund, etc.
24. **Disputes and Jurisdiction:** Any legal disputes arising out of any breach of contract pertaining to this tender shall be settled in the court of competent jurisdiction located within the local limits of Guwahati in Kamrup District, Assam.
25. A self-declaration certificate of not being blacklisted must be submitted along with the bid. (See **FORM 2**)
26. Standard Penalties applicable will be as per **ANNEXURE 4**.
27. **Important Dates:** Last date for submission of tenders: **5.00 PM on 04.05.2026**. Display of a list of qualified firms for interview on the Students' Affairs notice board and the Institute website on **07.05.2026**. The date of the interview **will be intimated later**.
28. **Canvassing:** Any attempt to canvass for the selection of a caterer, directly or indirectly, will lead to the disqualification of such a caterer from the selection process.
29. **Arbitration:** All disputes or differences whatsoever arising between the parties out of or relating to the services will be settled by arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties. Such arbitration shall be governed by the Arbitration and Conciliation Act.
30. **General Terms & Conditions**
- The bidder shall abide by the terms and conditions as specified in this notice/tender.
 - Not more than one tender shall be submitted by one bidder having a business relationship. Under no circumstances will father/mother and his/her son (s)/ daughter(s) who have a business relationship with one another (that is, when one or more partners/directors are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenderers of both parties liable to rejection.
 - The concerned firm should keep First Aid facilities and provide uniforms for their staff.

It is hereby acknowledged that I have gone through all the terms and conditions mentioned above, and I/We agree to abide by them and submit a duly filled-in Tender Form in ANNEXURE 1.

Date:
Place:
address

Signature of contractor
along with the official seal and

Qualification Criteria

- The firm should possess a minimum of two (2) years of experience in providing catering services to reputed educational institutions.
- The bidder must have the capability to deploy adequately trained and experienced manpower for the execution of the contract.
- The bidder must not have been blacklisted or debarred by any Government department, organization, or agency at any point in time (**Submit FORM 2**).

TABLE 1

Sl. No	Product/Items	Brands
1	Tea	Red Label/Tata Tea/Wagh Bakri/Golaghat
2	Coffee	Nescafe/Bru/Bru Gold
3	Oil	Saffola Gold/Oleev/Sundrop
4	Cheese	Amul/Mother Dairy
5	Wheat flour	Aashirvaad/ Laxmi Bhog/ Patanjali/Fortune
6	Noodles	Nestle/Chings
7	Bread	Britannia/ Harvest Gold/ Bonn
8	Butter	Amul/ Mother Dairy/ Nutralite
9	Milk	Purabi/ Amul/ Mother Dairy/
10	Paneer	Amul/ Sudha/ Nandini
11	Salt	Tata/ Aashirvaad/ Nirma Shudh
12	Spices	Catch/ MDH/ Everest/ Dzire
13	Ketchup	Maggie/ Kissan/ Everest
14	Curd	Amul, Mother Dairy, Purabi, Sudha

ANNEXURE 1**APPLICATION FORM FOR CANTEEN SERVICE IN HOSTELS**

1a	Name of the contractor/ Firm		Paste a passport-size photograph(s) of representative(s) of the firm/individual contractor
	Complete Address		
	Phone No.		
	E-mail ID		
1b	Name of Contact Person/ Representative of firm and Designation		
	Mobile No.		
2a	Vendor License No		
	Vendor Registration No		
	PAN No.		
	GST No.		
	GST Linked Bank Account Details		
	FSSAI No.		
	(Enclose copies of above)		
2b	Proof for payment of income tax and service tax (last three years) (Enclose copy of income tax and service tax payments)		
3	No. of Canteens run by the firm (Enclose list of work handled up to 2025 and ongoing work separately with all the relevant documents)		
4	Contractor Solvency (Capital Employed) in Rs. (in lakhs) (Enclose solvency certificate)		
5	Turnover per annum in Rs. (in Lakhs) (Enclose authenticated copy of audited Statement of Accounts for the last three years)		

6	No. of Employees	Regular		Temporary	
7	Presently doing business with IITG (Yes/No) (furnish details if 'YES') Please provide proof of payment of all the electricity bills paid associated with the recent contract at IITG and/or a letter from IPM section at IITG confirming that there are no outstanding dues for electricity bill payments against the firm/contractor				
8	Litigations, if any, connected with the Work	Yes/ No (if yes, details to be furnished separately)			
9	Any other information, contractor wishes to provide in support of their credentials (Details , if any, to be furnished separately)				

Note: Please use separate sheets if the space is not sufficient and indicate the column number. Authenticated certificates are to be produced in support of respective items.

I,, hereby declare and confirm that all the entries in this application are correct. I undertake that, in case any information furnished by me is found to be false or incomplete or any material information concealed by me, the application may be cancelled at any stages.

Date:
Place:

Signature of Contractor
along with official seal and address

ANNEXURE 2

DETAILS OF HOSTEL STRENGTH

Sl. No.	Name of the Hostel Mess	Category	Capacity*
1	Barak	2	500-600
2	Brahmaputra	3	1000+
3	Dhansiri	2	500-600
4	Dihing	1	300-400
5	Disang	3	1000+
6	Gaurang	2	500-600
7	Kameng	2	500-600
8	Kapili	1	300-400
9	Lohit	3	1000+
10	Manas	1	300-400
11	Siang	1	300-400
12	Subansiri	2	500-600
13	Umiyam	2	500-600

***students' strength in the hostel may vary, subject to the new admission**

Hostels Subansiri, Dhansiri and Disang are girls' hostels, and all others are boys' hostels. It should be noted that if a contractor is selected for more than one Canteen, the contractor must have SEPARATE AND INDEPENDENT set-ups one for each of the Canteens.

Date:
Place:

Signature of contractor
along with official seal and address

COMPULSORY MENU

The menu items that should necessarily be served all through the working hours are given in the following table. The contractor should use branded/good-quality ingredients/raw materials in consultation with the hostel management. The contractor must ensure a separate setup for veg and non-veg cooking. Plastic cups, plastic glasses, plastic plates, and plastic spoons are strictly banned on campus; only wooden spoons should be used.

Sl. No.	ITEMS	PRICE (in ₹.)
1	Aloo Paratha (with chutney/sauce)	25/-
2	Plain Paratha with veg-Sabzi	30/-
3	Onion Paratha with pickle	30/-
4	Dal Paratha with pickle	30/-
5	Stuff(Cheese) Paratha	45/-
6	Maggie Plain	20/-
7	Vegetable Maggie	25/-
8	Maggie Fried	25/-
9	Single Boiled Egg	12/-
10	Single Omlette	15/-
11	Bread (2 pieces)	05/-
12	Tea (150 ml)	12/-
13	Coffee (150 ml)	20/-
14	Veg. Roll (with chutney/sauce)	30/-
15	Egg Roll	40/-
16	Aloo Sandwich (with chutney/sauce)	25/-
17	Veg Chowmein	30/-
18	Egg Chowmein	40/-
19	Chicken Chowmein	40/-
20	Samosa (In evening Only)	12/-
21	Veg Fried Rice	30/-
22	Egg Fried Rice	40/-
23	Chicken Fried Rice	50/-
24	Onion Pakoda (In evening Only)	15/-
25	Packed items except juices	On MRP

Note 1: Any other item not listed in the above table can be decided by the Hostel Management Committee (HMC) in consultation with the **vendor, subject to approval from the HAB**. Vendors should comply with HAB's recommendation to use brands that are listed in **TABLE 1**.

Note 2: Contractor must provide the option of electronic payment.

Note 3: Rates can be amended only in consultation with HAB.

Declaration:

I accept the terms and conditions and agree to sell the items at the above-mentioned price.

Date:

Place:

Signature of contractor

along with official seal and address

STANDARD PENALTIES

Calculation of Penalty: $X = 0.1 * 50 * \text{number of boarders in the hostel}$

Sl. No.	Cause of action	Penalty
1	Presence of Category 1 unwanted items in food (*see below for definitions of unwanted items)	3*X
2	Presence of Category 2 unwanted items in food (‡see below for definitions of unwanted items)	2*X
3	Category 3 Violation of standard food serving procedures and/or tender norms (†see definition below)	X
4	Misbehavior of canteen personnel	Will be finalised by HAB depending on the merit of the case
5	Proven cases of food poisoning (established by the Institute Hospital)	Termination of Contract

***Category 1 Unwanted items are defined (but not limited to) as:**

1. Harmful items like blades, glass, metal wires, pieces of plastic, nails, etc.
2. Presence of cockroaches, lizards, insects, etc., in cooked food
3. Presence of non-veg items in veg dishes
4. Usage of spoiled/stale food ingredients, for example, rotten vegetables, infected grains, expired items, etc.
5. Usage of MSG(Ajinomoto), etc., or if found in the storage room

Category 2 Unwanted items are defined (but not limited to) as:

1. Presence of hair in food or in serving utensils
2. Presence of food color in served food or food color found in store rooms
3. Reuse of cooking oil, which is used for cooking non-veg food, to prepare veg items

Category 3 violations of standard food serving procedures and/or tender norms are defined (but not limited to) as:

1. Change of menu without a valid reason and prior permission from SMC/HAB.
2. Canteen personnel found violating hygiene standards, for example, non-usage of gloves and caps, non-maintenance of personal hygiene, including dress, etc.
3. Noncompliance with the workers' dress Code.

FORM 1

[To be submitted on the organizational letterhead]

Your Ref. No:

INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

Bid Security Declaration Form

To
The HoS
Students' Affairs Section
IIT Guwahati

I/We/M/s(name) submitted the bid against
the respective NIQ No.....
declare that, if, I/ We / M/s.....gets
selected to provide Mess Service/ Canteen/ Dual Canteen/ Stationery/ Juice Center [strike off which is not
applicable] in Hostel, I will submit the security deposit as mentioned in the Tender Document within One
month of receiving the offer letter. we understand and agree that, if the security money is not deposited within
stipulated time, our firm will be debarred for the period of five years for further bidding of any tender of your
Institute. Further, we agree that, your Institute is at liberty to intimate this debarment to all
departments/organization of government and governmental organizations.

Yours faithfully,

(Signature of the Bidder)

Name and designation of the officer

Seal, name & address of the Organization

FORM 2

Your Ref. No:

SELF DECLARATION FOR NOT BEING BLACKLISTED

[To be submitted on the organizational letterhead]

To

The HoS

Students' Affairs' Section

IIT Guwahati

I/We,**M/s**....., having our
registered office at.....

through the undersigned authorized signatory, do hereby solemnly declare and affirm that:

1. Our firm/company has **not been blacklisted, debarred, banned, or holiday-listed** by any Central Government Department, State Government Department, Public Sector Undertaking, Autonomous Body, Statutory Body, University, Institute, or any other Government organization as on the date of submission of this bid.
2. I/We understand that if statement made in this declaration is found to be false, incorrect, or misleading at any stage, the Institute (IIT Guwahati) shall be at liberty to **reject our bid** without prejudice to any other action as deemed fit.

Yours faithfully,

Seal and Signature of the Service Provider

Document Submission Checklist

Sl. No	Document	Submitted (Mention Yes/No)
1	Tender Fee (DD No..... dated)	
2	Tender Document with Working Phone No & Email ID	
3	Application Form (see ANNEXURE 1) with all details and copies	
4	Copy of the Vendor License	
5	Copy of the PAN	
6	Copy of the GST Registration	
7	Trade License	
8	Copy of the FSSAI Certificate	
9	Experience Certificate	
10	FORM 1 (Bid Security Declaration Form)	
11	FORM 2 (Not being Blacklisted)	

Signature of Authorized Signatory