



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

भारतीय प्रौद्योगिकी संस्थान गुवाहाटी

INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

HOSTEL AFFAIRS' BOARD

भारतीय प्रौद्योगिकी संस्थान गुवाहाटी
INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI



TENDER DOCUMENT
FOR
MESS CATERING SERVICE IN HOSTELS - 2026





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TENDER DOCUMENT

Name of works:

Inviting Service Providers/Caterers for providing mess catering services in various Hostels of the Institute on a fixed rate decided by the Institute

Authenticity:

This document consists of a total of 74 pages, and all pages are numbered consecutively





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TENDER NOTICE AND TENDER FEE

Last date for submission of Tender: 0500 PM on 04.05.2026

Notice inviting tender from experienced catering companies to cater food in the hostels of IIT Guwahati at its permanent campus in Guwahati, Assam. The details of the hostels are given in the schedules. The tender document can be either obtained in person from the **HoS, Students' Affairs' Section, IIT Guwahati**, Guwahati - 781039 by submitting a Demand Draft for **Rs. 10,000.00 (Ten thousand rupees only) (Non-Refundable)** drawn in favor 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 tender document should hand over/send the DD for **Rs. 10,000.00 (Ten thousand rupees only) (Non-Refundable)** to the HoS, Students' Affairs' Section while submitting/sending the completed tender document.

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 the **Students' Affairs' Section, IIT Guwahati, on or before 04.05.2026**. IIT Guwahati will not be responsible for any delay or loss of tender sent by post/courier. The list of Service Providers who have submitted the bid along with the valid **tender fee (i.e., qualified bidders)** will be displayed on **07.05.2026**. The final selection of the caterers will be based on a weighted criteria system. The date of the interview shall be intimated later.

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

HoS
Students' Affairs' Section, IITG





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EXPRESSION OF INTEREST (TENDER) FOR CATERING SERVICE IN HOSTELS

IMPORTANT DATES:

Date of sending the notifications : 13.04.2026

Last date of Tender submission : 04.05.2026

Display of a list of qualified Service Providers : 07.05.2026 on Students' Affairs' Notice Board and
Institute Website

Date of interview : to be intimated later

Cost of Tender document : ₹ 10,000.00 (Rupees Ten Thousand only)
(Non-refundable)

Date: 13.04.2026





DEFINITIONS AND INTERPRETATIONS

DEFINITIONS: The following terms shall have the meaning hereby assigned to them except where the context otherwise requires.

1. IITG

Shall mean Indian Institute of Technology Guwahati, Address: IIT Guwahati, Guwahati, Assam 781039.

2. HAB

Shall mean Hostel Affairs' Board, represented by its Chairperson, Hostel Affairs' Board and other authorized representatives.

3. CATERER/MESS SERVICE PROVIDER

Shall mean the successful tenderer/contractor/firm/organization to whom the contract has been awarded which expression shall unless the context otherwise requires, include his legal heirs, executors, administrators and assigns.

4. CONTRACT/CONTRACT AGREEMENT

Shall mean and include the following:

Notice inviting tender; tender document containing general instructions to the service provider and conditions of contract; scope of work; clauses of contract, etc., documents furnished by the service provider; Letter of Intent; Work order; all related Acts and Rules specified in the tender document; and/or any other correspondences of negotiations and the price bid, all related correspondence letters.

5. WORK/JOB/SERVICE

Of the Caterer shall mean and include preparing the food items, serving at messes and other responsibilities as specified in the scope of service.

6. CONTRACT PRICE

Shall mean the sum/sums referred to in the contract agreement under Price bid or in the work order/letter of Intent.

7. MONTH

Shall mean calendar month.

8. HMC

Shall mean Hostel Management Committee

9. SMC

Shall mean Services Management Committee

10. Mess: Shall Mean Hostel Mess, where the caterer is to serve food.





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TENDER SCHEDULE

(To be read along with Schedules A, B, and C)

Important Conditions of the Tender to be abided by the caterer

1.0 General Terms & Conditions:

- 1.1 Letter of transmittal and forms for technical bid are attached.
- 1.2 All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, a reference to the same should be given against the respective columns in such cases. If any particulars/queries are not applicable in the case of an applicant, they should be stated as '*Not Applicable*'. However, the applicants are cautioned that not providing complete information requested in the application forms, not providing it in clear terms, making any change to the prescribed forms, or deliberately suppressing information may result in the applicant being summarily disqualified. Applications made by telegram, telex, or e-mail and those received late will not be entertained.
- 1.3 The application should be typewritten. The applicant's name, signature, and official stamp should appear on each page of the application.
- 1.4 Overwriting should be avoided. Correction, if any, shall be made by neatly crossing out, initialing, dating, and rewriting. All pages of the technical bid document shall be signed, numbered, and submitted as a package with a signed letter of transmittal.
- 1.5 References, information, and certificates from the respective clients certifying suitability, technical know-how, or capability of the applicant should be signed by a responsible person.
- 1.6 The applicant is advised to attach any additional information that he/she thinks is necessary in regard to his or her capabilities to establish that the applicant is capable in all respects to successfully complete the envisaged work. He is, however, advised not to attach superfluous information. No further information will be entertained after the pre-qualification document is submitted, unless the Institute calls for it.
- 1.7 Prospective applicants may seek clarification regarding the work and/or the requirements for the technical bid, in writing, within a reasonable time. The applicant can visit the HAB Office between 10.00 am and 2.00 pm on any working day before the last day of submission of tender. Any clarification given by the Institute will be hosted on the website of the Institute. No request for clarification will be considered after the technical bid documents are received.

2. Eligibility to participate in the Tender:

- 2.1 A caterer willing to participate in the tender should have rendered catering services of providing breakfast, lunch, and dinner continuously for at least three years in reputed educational institutions/establishments/organizations.
- 2.2 Not more than one tender shall be submitted by one Service Provider 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.

3. Method of Application:

- 3.1 If an individual makes the application, it shall be signed by the proprietor above his full typewritten name and current address.
- 3.2 If the application is made by a proprietary company, it shall be signed by the proprietor above his full typewritten name and the full name of his company with its current address.
- 3.3 If the application is made by a company in partnership, it shall be signed by all the partners of the company





above their full typewritten names and current address, or alternatively by a partner holding power of attorney for the company. In such a case, a certified copy of the power of attorney shall accompany the application. A certified copy of the partnership deed and the current address of all the partners of the company shall also accompany the application.

- 3.4 If the application is made by a limited company or a corporation, it shall be signed by a duly authorized person holding power of attorney for signing the application. In such a case, a certified copy of the power of attorney shall accompany the application. Such a limited company or corporation may be required to furnish satisfactory evidence of its existence before the prequalification application is filed.

4. Facility Review:

The applicant is advised to visit and examine the facility of work (mess of the hostels) and its surroundings in person and to obtain all pertinent information that may be necessary for preparing the prequalification application. The site visit should ideally happen in the presence of the HAB/HMC of the respective hostel. The HAB Office may be contacted beforehand to fix up an appointment. The cost of visiting the facility shall be at applicant's own expense.

5. Authority to sign:

The Service Provider must duly sign all pages of the tender along with the enclosures. They should sign above their full typed name and current address, along with the seal of the company.



**SCHEDULE A: BASIC TECHNICAL DETAILS****1. Security Deposit (SD):**

- 1.1 The applicant should submit a Bid Security Declaration as per enclosed **FORM O**.
- 1.2 **A Security Deposit (SD)** as per the following table for each hostel mess is to be deposited by the caterer in the form of a demand draft drawn in favor of **"Hostel Affairs' Board, IIT Guwahati"** payable at **Guwahati**, to execute the contract document at the beginning of the contract period. No interest is payable on the Security Deposit.

Hostel Mess	Security Deposit Amount (in Rs.)
Category 1	6 Lakhs
Category 2	10 Lakhs
Category 3	12 Lakhs

2. Submission of Tender and Technical Documents:

- 2.1 The tender document can be downloaded from the website of the Institute, i.e., www.iitg.ac.in/tenders. The **tender fee** should be paid by way of a demand draft in favor of **"Hostel Affairs' Board, IIT Guwahati"** payable at **Guwahati**. The Demand Draft should be submitted along with the technical information.
- 2.2 A tender in the form of this tender can be submitted on all working days. The due date for the submission of the tender is on or before 04.05.2026. If this day is declared as a holiday, the tenders can be submitted up to 5:00 PM on the following working day. All pages of the bid being submitted must be signed and sequentially numbered by the Service Provider, irrespective of the nature of the content of the documents, before uploading.
- 2.3 The interested Service Provider meeting the technical criteria is required to submit their tender in sealed envelopes. The tender should contain the following document(s):
- Envelope should be super-scribed: **"Technical document for empanelment of caterers for providing mess catering services in the Hostels of Indian Institute of Technology Guwahati."**
Submitted by: (Name, Address, email, and Telephone number of the company)
Submitted to:
HoS, (Students' Affairs)
Indian Institute of Technology Guwahati
Guwahati - 781039, Assam.
 - Details of service provider/caterer (See **FORM A**)
 - Letter of transmittal cum undertaking (See **FORM B**) should be attached with the technical document.
 - Technical Sheet Data (See **FORM M**)
 - Financial Information (See **FORM N**)
 - Details of all Works of Similar Nature Completed during the Last Five Years or more as on the last date of submission (See **FORM D**)
 - Solvency Certificate (See **FORM H**)
 - Declaration for Accepting Fixed Comprehensive Menu Rate (See **FORM E**)
 - Experience Certificate (See **FORM D**)
 - Self-Declaration Certificate not being Blacklisted (See **FORM P**)





2.4 THE FOLLOWING DOCUMENTS ARE TO BE ENCLOSED WITH THE TECHNICAL BID

- a) Catering (from FDA), food outlet & labor license
- b) Municipal license by Public Health Officer
- c) Details about PF/ESIC registration
- d) Partnership deed, if applicable
- e) Shop & Establishment Registration
- f) Municipal Certificate
- g) FSSAI certificate
- h) Trade License

Please note that bids without the information and documents mentioned above will be rejected without further consideration.

2.5 An applicant can submit the technical document by registered post/courier/speed post or submit the same in person, so as to reach the designated address by the time and date stipulated. No delay in the submission of the tender for any reason will be entertained.

3 Compliance/Confirmation:

Compliance or Confirmation report with reference to the Basic Technical Details (Schedule-A), Terms & Conditions of Catering (Schedule-B) and Details of Menu, Mess Subscription System, and Payment Terms (Schedule-C) should be duly filled, signed, and be included with the tender along with its necessary enclosures.

4 Undertaking:

The Service Provider shall give an undertaking that he/she will comply with all the conditions in the tender documents. For this purpose, the tender documents have to be complete in all respects and duly signed in ink and stamped on each page by an authorized representative of the Service Provider.

5 Genuine proposals:

Submitted tenders in the form of original hard copies duly signed in ink on each page will be considered. No photocopied/ certified copies of tenders shall be accepted; if submitted so, the tenders shall be rejected.

6 Alternative proposals:

The caterer shall submit the tender that strictly complies with the requirements of the tender. Any alternatives or modifications shall render the tender invalid. Tenders with conditional offers will be considered invalid.

7 Late submission of Tender:

The tenders received after the due date and time will not be considered, and the same will be returned unopened to the caterer. The Service Provider shall abide by the terms and conditions as specified in this notice/tender.

8 Acceptance and rejection:

- 8.1 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.
- 8.2 There is no obligation on the part of IITG to communicate with rejected Service Providers.





8.3 After acceptance of the tender, the Service Provider shall have no right to withdraw their tender.

9 Hostel details:

- 9.1 The details of the IIT Guwahati hostels and their approximate room strength are given in **TABLE 3**.
- 9.2 Prospective caterers are encouraged to visit the hostels to ascertain the available infrastructure during office hours (Monday to Friday).
- 9.3 IIT Guwahati reserves the right to assign any of the hostels to the caterer. A caterer may be selected for services in more than one hostel. In such cases, the caterer should have different setups for different hostels, as per the terms given in the Schedules.

10 Evaluation Criteria:

The tender will be evaluated by the Tender Evaluation Committee constituted by the Competent Authority, IIT Guwahati. The tender evaluation will consist of two rounds, and the total marks for evaluation will be 150. The final selection of the Service Providers and allocation of a hostel to the Service Provider for providing its services shall be based on the following weighted criteria system:

- 10.1 Technical Bid Evaluation (100 Marks)
- 10.2 Interview Round (50 Marks)

The detailed evaluation method for the technical bid is specified below. The total weightage will be 100 in the technical part. Only the technical bids of the bidders that meet this criterion would be taken up for detailed evaluation. Each Service Provider meeting the technical bid criteria would be evaluated and given a score out of 100 marks as mentioned in **TABLE 1**. In the case of non-fulfillment of minimum technical bid criteria in each category of the technical bid, the bid of the respective bidder shall be rejected. The selection for the next round of interviews for the mess food contract service at various Hostels will be made for those firms that secured at least 50 marks out of 100 marks in the Technical Bids. The top **25 (twenty-five)** caterers who have secured at least 50 marks out of 100 marks in the Technical Bids will be selected for the interview process.

Technical Bid Evaluation (100 Marks): See **TABLE 1**

Interview (50 Marks):

Those 25 caterers will be evaluated on the following grounds:

- i. Presentation on overall management of mess services and modus operandi pertaining to the daily functioning of the mess.
- ii. Performance record and analysis from the organizations previously served.
- iii. Details of handling any other commercial food outlets, including the size of the outlet and the duration of service.
- iv. Details of handling any special or emergency requests like catering to an increased number of diners on short notice etc.

Total marks will be computed as the sum of marks obtained under the Technical Bid evaluation, followed by an interview round. The Service Providers with the highest cumulative total marks will be selected for providing services at IIT Guwahati. The hostels will be allotted to the caterers at the discretion of the institute.

The decision of the Institute will be final and binding for all the caterers/service providers. A successful Service Provider is the 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 entrepreneurs for girls hostel related services.

11 Contract Agreement:

- 11.1 The successful Service Provider shall sign a contract agreement with IIT Guwahati, which will be executed





as per the provisions of the Stamp Act and shall be duly registered.

- 11.2 The Service Provider selected for a Hostel shall be required to sign (with company/Service Provider stamp) and receive a work order from HAB. By accepting the work order from HAB, an individual caterer will be deemed to have entered into an agreement with HAB as the other party whereby the caterer has agreed to accept all the terms and conditions set upon in this tender.

12 Period of contract:

- 12.1 The contract will be assigned initially for a period of **2 (two) years**, effective from **26th July 2026**.
12.2 Upon satisfactory performance, the contract may be extended for 1 (one) more year under the same T&C and at the same price.
12.3 In exceptional cases, where the services provided by the company are extremely satisfactory during the first three years (Average annual OPI above 4 in all the last 3 years of service provided), the authority may extend the contract period by another one year under the same T&C and at the same price.
12.4 The Hostel Affairs' Board shall periodically notify the operational days of the mess under this agreement.

13 Insurance:

The successful bidder must take working insurances towards safety of its workmen.

14 Indemnity Bond:

The Caterer shall indemnify the IITG against all claims for loss or damages or compensation due to the negligence of the Caterer in performing his responsibilities and duties, and that may be made by his employees or users or third parties.

The Caterer shall indemnify against all losses and claims for injuries, death or damages to any person or property whatsoever which may arise out of or in consequence of the caterer's work and against all claims, demands, proceedings, damages, costs, charges, expenses, whatsoever in respect thereof in relation thereto.

15 Removal of Workmen:

The IITG shall be at liberty to object to and require Caterer to remove forthwith from the Work any person employed by the Caterer in or about the operation or maintenance of the Work who in the opinion of the IITG misconduct himself or is incompetent or negligent in the proper performance of his duties or whose employment is otherwise considered by the "IITG" to be undesirable and such person shall be replaced by the Caterer without delay by a competent substitute approved by the IITG.

16 Communications to be In Writing:

All references, communications, and correspondences made by the "IITG"/the IITG's representative or the Caterer in connection with the Work shall be in writing, and no reference, communication, or complaint that is not in writing shall be recognized.

17 Preservation of Peace:

The Caterer shall take requisite precautions to prevent any riotous or unlawful behavior by or amongst his workmen and/or others, for the preservation of peace and protection of the inhabitants and security of property. The caterer shall ensure that there is no conflict between the student (s) and the mess worker(s) at any period of time during the service.

18 Labour and Labour Rules:

In respect of all labour (directly or indirectly) employed by the Caterer, the Caterer shall comply with the provisions of the Contract labour (Regulation and Abolition) Act 1970, Contract Labour (Regulation and Abolition) Rules 1971, Child Labour (Prohibition and Regulation) Act, Minimum 50 Wages Act — 1948, Payments of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972 and any amendments thereof and all legislation and rules of the State and/or Central





Government or other local authorities, framed from time to time, governing the protection of health, sanitary arrangements, wages, welfare and safety for labour employed on Work and for bonus, EPF retirement benefits, retrenchment/lay off, compensation etc. The rules and the other statutory obligations with regard to minimum wages, welfare and safety measures, maintenance of register, etc., will be deemed to be part of the Contract. Violation of any of these shall be deemed as violation of the clause/clauses of this contract.

19 Accident Management in Mess:

The Caterer shall be responsible for the safety of all employees and/or workers employed or engaged by him and shall forthwith report all cases of accidents to any of them, however caused and whenever occurring, to the IITG and shall make every arrangement to render all possible assistance and aid to the victims of the accident.

20 Behavior of the Employees of the Caterer:

The Caterer shall take requisite precautions to prevent any riotous or unlawful behavior by or amongst his workmen and/or others, for the preservation of peace and protection of the inhabitants and security of property. The caterer shall ensure that there is no conflict between Mess user(s) and Mess worker(s) at any period of time during the service.

21 Termination of contract:

The caterer may terminate the contract by issuing 6 (six) months of written notice. However, the IITG authority 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 of any of the mess services have deteriorated to such an extent that it is detrimental to the interests of the hostel boarders and their health. All clauses as mentioned in **ANNEXURE-5** will also be applicable for terminating the contract.

22 Compliance of Statutory provisions:

The caterer will have to abide by all the provisions of various Labour Laws under GoI/GoA as applicable from time to time, e.g., Minimum Wages Act, Provident Fund, etc. The Mess workforce will be as per **TABLE 3**.

23 Labour License:

- 23.1 The caterer shall obtain a valid license from the Assistant Labour Commissioner I under the Contract Labour Regulation & Abolition) Act 1970, and the Contract Labour (Regulation and Abolition) Central Rules 1971, before the commencement of the service work, and continue to have a valid license until the completion of the contract.
- 23.2 The caterer shall also abide by the provisions of the Child Labour (Prohibition and Regulation) Act, 1986.
- 23.3 Any failure to fulfill this requirement shall attract the penal provisions of this contract including termination of contract.

24 Kitchen equipment:

- 24.1 Kitchen equipment consisting of cooking utensils, crockery, cutlery, insect killers, water cooler cum purifier, weighing machines, fire extinguishers, etc. (see **ANNEXURE 2** for complete list) **has to be managed by the Caterer**. Dining Hostel furniture will be provided by IIT Guwahati. Arrangement and upkeep of all such items will be the sole responsibility of the caterer.
- 24.2 The cost of installation of water cooler cum purifier purchased by the caterer will be borne by IIT Guwahati.
- 24.3 The successful Service Provider who undertakes the catering contract for a particular hostel is responsible for maintaining a specific desired number of the kitchen equipment and utensils for that hostel for the entire duration of the catering contract.
- 24.4 Every month on the scheduled mess shutdown day, the caterer has to provide the details of the mess utensils and equipment and furniture (working and not working) provided by IITG, if any, present in a mess to the





Hostel Office as well as the SMC convener. SMC convener, hostel staff, and caterer will tally with the list provided to them, if any, at the beginning of the contract. If any utensil/equipment is found to be missing, the cost of that particular utensil/equipment will be borne by the caterer at the current market price during the settlement of bills. On completion of the contract, if any of the utensils and equipment are found in damaged condition or missing, the caterer of that mess has to compensate for the same at the current market price.

25 Payment terms:

The daily rate to be paid by a student is **Rs. 125/-**. This rate is **exclusive of taxes** as levied by the Central and State Governments. The overhead charges cover the salary of the mess workforce and taxes paid as per the Govt. of India norms for minimum wages based on the employees' attendance. This monthly payment to the caterer will be calculated as Rs. [(125) times (the number of subscribers) times (number of operational days in the month + overhead charges)]. Relevant details are given in Schedule C.

26 Mess Operations during Vacation Period

The caterer will have to agree to provide catering services to the campus residents unconditionally during the vacation (pay-and-eat) period of the institute. The vacation period generally means (but is not limited to) the Mid-Semester break and the End-Semester Break. HAB reserves the right to choose any (or all) of the existing caterers for providing catering services to the campus residents during the vacation period on a pay-and-eat basis. The caterer shall comply with the instructions given by HAB. Relevant details are given in Schedule C.

27 Inspection authority:

Authorized representatives of the Hostel Affairs' Board including Chairperson HAB, Vice-Chairpersons of HAB, General Secretary HAB, Joint Secretaries of HAB, HAB Core Team or individual hostels' representatives including Hostel Warden, Associate Wardens, Hostel Office, General Secretary, Services Secretary, and SMC Members will carry out periodic inspection and surprise checks to ensure the quality of ingredients, hygiene, and cleanliness.

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 Modifications:

IIT Guwahati reserves the right to modify/add any clause to the agreement during the contract period.

30 Cancellation of tender:

IIT Guwahati reserves the right to cancel the tender at any time without assigning any reason.

31 Disputes and jurisdiction:

Any legal disputes arising out of any breach of contract about this tender shall be settled in the court of competent jurisdiction located within the local limits of Guwahati in Kamrup District, Assam.

32 Arbitration:

All disputes or differences whatsoever arising between the parties out of or relating to the services will be settled by 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, 1996, and any amendment thereof. The place of arbitration shall be Guwahati.

33 Force Majeure:

Any delay in or failure of the performance of either part hereto shall not constitute default hereunder or give rise to any





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claims for damage, if any, to the extent such delays or failure of performance is caused by occurrences such as Acts of God or an enemy, expropriation or confiscation of facilities by Government authorities, acts of war, rebellion, sabotage or fires, floods, explosions, riots, or strikes. The Caterer shall keep records of the circumstances referred to above and bring these to the notice of the IITG in writing immediately on such occurrences.

34 Sublet:

The caterer 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 may invite immediate termination of the contract.





SCHEDULE B: TERMS & CONDITIONS FOR CATERING

I. Caterers/Service Providers Scope of Work and Requirements

1. To prepare food and serve breakfast, lunch, and dinner to Students, Guests, and visitors of IITG, as per the menu suggested by the Services Management Committee (SMC), and also to maintain the mess and its surroundings neat and clean. Maintaining cleanliness is crucial for hygiene and creating a pleasant cooking and dining environment.
2. **The following shall be the responsibilities of the caterer regarding hygiene and cleanliness using the specified materials in TABLE 2:**
 - a. Cleaning and washing of plates, cutlery, and utensils
 - b. Cleaning and maintenance of kitchen appliances
 - c. Keeping the mess premises and surroundings neat, clean, and hygienic
 - d. Monthly fumigation/pest control treatment by caterer or as per hostel office instructions, or twice yearly pest control.
 - e. Testing protocols and frequency
3. **IIT Guwahati shall provide the following free of cost to the caterer:**
 - a. Water for washing and cleaning.
 - b. Electricity for the exclusive purpose of running the mess.
 - c. Space for running the mess.
4. The caterer must make every effort to minimize electricity and water usage.
5. The concerned caterers should keep First Aid facilities and provide uniform (trousers, shirt/t-shirt, & safety wear) for their staff.
6. The concerned caterers should maintain the Muster Rolls & Register of wages for their staff.
7. The caterer must have an expert team of cooks, so that he can prepare and provide a variety of food items from all parts of the country.
8. Provision of foodstuffs and other items for running the mess is entirely the responsibility of the caterer. All beverages and eatables shall be supplied or prepared from good and pure raw materials, maintaining healthy and hygienic standards. In case any item is found sub-standard or inferior quality or unhygienic, Hostel Warden/SMC shall have the right to prohibit the catering/supply thereof at the mess and make alternate arrangements at the risk and cost of the Caterer.
9. Vegetables used should be fresh and of good quality. Rice of good quality, well cleaned, and de-stoned should be used. The caterer should procure the required provisions of the specified brands mentioned in **TABLE 2**. Rice should be cooked properly. Chapati should be baked properly, and it should be soft. For the preparation of curry (i.e., Sabzi) each day, the vegetables must be changed. Potatoes mixed with vegetables should not exceed 20%. Fruit served should be of good quality.
10. Cooking oil should be cold-pressed sunflower/groundnut oil, and oil once used should not be reused for any cooking purpose again. All raw material condiments used must comply with ISI quality FCI/Agmark standards. Procurement of first-quality branded groceries, vegetables, etc., will be the responsibility of the caterer. The members of the SMC will check all materials bought for the mess as well as cooking practices at frequent intervals.





11. The entire activity of the caterer shall be limited within a marked area (to be notified separately to the successful firms) of the assigned hostel(s) meant for dining, cooking, storing, cleaning, and preparation areas.
12. Each hostel is provided with a block gas connection with attached (empty) cylinders in each hostel. The cooking gas setup will be given to the caterer for proper operation as per capacity, handling, maintenance, and safety. Industrial Liquefied Petroleum Gas can only be used as a cooking medium. Filling and refilling of these cylinders are the caterer's responsibility at their own cost, as per the Government norms and prices.
13. Monthly cleaning of fixtures (including lights, fans, and other kitchen appliances as suggested by the hostel office) shall be carried out by the caterer, maintaining a record that the hostel office will check.
14. The caterer must make their arrangements for housekeeping of the allotted dining and kitchen area. The kitchen, washing area, and stores shall be maintained neat and clean at all times.
15. Waste disposal is the responsibility of the caterer. Caterer under no circumstances shall dispose of plastic and food waste into the drainage. **Disposal bags must be used in trash bins by the caterer at their expense. Non-compliance with proper waste disposal will invite a penalty. Any additional manpower is the caterer's responsibility.**
16. The caterer shall maintain a suggestion book for recording suggestions for improvement. Such suggestions, having the approval of the hostel administration, should be acted upon forthwith. The suggestion book should be kept open for inspection by the wardens. Intimidation of students during suggestions by the caterer will lead to action.
17. **Selling and consuming alcohol or tobacco products or any banned substance by law is strictly prohibited in the mess and on campus. The caterer is responsible and will be fined an amount of 1 (One) lakh.**
18. Periodic training of all mess staff for proper management of mess operations/ health/ safety should be ensured by the Caterer.
19. IITG reserves the right to carry out the background check of all workers of the successful bidder serving in the respective hostel blocks. The successful bidder's contract will be terminated if any worker is found to be a habitual alcoholic/drug addict/having a criminal background, etc.
20. The bearer should provide drinking water on the table and clear all tables and clean them. After use, plates & glasses should be cleaned in boiling water and kept safe. The spoon sterilizer must be used in all hostels.
21. **The Caterer shall prepare and display the menu and rate list of extra items prominently in the mess.** The Hostel Warden/Associate Wardens and the Services Management Committee (SMC) will be responsible for monitoring the work of the caterer and will have the right to inspect store rooms, kitchen, etc. **The caterer shall also provide a digital weighing balance (to be kept in store) for this purpose.**
22. The caterer shall adhere to the decision of SMC and will attend any SMC meeting whenever scheduled. SMC may meet once in a week. The report has to be communicated to the HAB office through HMC.
23. The members of the Services Management Committee are as follows
 - Associate Warden of the hostel
 - Services Secretary of the hostel
 - Students selected/nominated by the General Secretary or the Services Secretary
24. **Housekeeping:** The caterer shall be fully responsible for keeping the premises of the mess, like the dining hall, kitchen, toilets, and handwash area in the mess premises and surroundings, clean and neat. The caterer should





also engage their employees for the removal of wet & dry wastes at least twice a day. The caterer shall keep the premises of the mess, kitchen, all the furniture, utensils, fixtures, roof/wall, ceiling fans, exhaust fans, windows, and ventilators, including net and its glass, and any other fittings in clean, healthy, hygienic, and sanitary conditions to the satisfaction of the HMC. The mess hostel tables, kitchen slabs, wash basins, and other areas of the mess should be cleaned daily at the end of the day using disinfectant. Mopping of all these locations should be done every day. The entire mess area shall be washed every day. Surrounding areas have to be swept thrice in a week, on alternate days (Monday, Wednesday, Friday). All inside/outside drainages connected with mess in the mess compound premises shall be cleaned using disinfectant/phenol by the caterer. Cold storage and refrigerators are to be defrosted and cleaned once a week by the caterer. Rat proofing regularly and other pest control are to be done at least once in a month and the expenses will be borne by the caterer.

25. The employees on duty in the mess shall always wear a clean and neat uniform (minimum 02 sets to be provided by the caterer), with name tally and designation for easy identification.
26. Torn uniform, chappals, and unkempt looks will be considered a breach of contract.
27. They should be familiar with the use of fire extinguishers and other safety equipment.
28. The age of employees should not be below 18 and above 55.
29. The caterer is responsible for the behavior and conduct of his personnel and should ensure that no one is roaming outside the mess premises during working hours.
30. A pass for going out of the IITG premises is to be taken from the Hostel Office for anyone leaving the IITG Hostel premises during working hours.
31. **The contract will be terminated unilaterally by IITG in case the caterer defaults in setting up the mess within a reasonable time after the date of handing over the mess, fails to comply with any terms and conditions of the contract, or if the caterer's performance is considered unsatisfactory. Security Deposit will be forfeited if the contract is terminated due to the above-mentioned reasons. In addition, IITG also reserves the right to terminate the contract at any time during the period of the contract without any obligation, and without assigning any reasons thereof to the caterer. The caterer is required to give a minimum notice period of 60 days to IITG to make suitable alternate arrangements in case of the requirement to terminate the contract from his side. Failure to do so will also result in the forfeiture of the security deposit.**
32. The caterer shall execute the contract with IITG within 7 days of the receipt of Work Order at his own expense.
33. The caterer shall be fully responsible for the successful completion of the contract as per the conditions stipulated in the contract. Any contravention of the conditions may lead to termination of the contract and forfeiture of the security deposit. The caterer shall be responsible for all consequences arising out of such termination, and IITG will be free to seek other remedies in addition to forfeiture of the security deposit. IITG reserves the right to rearrange the work at the risk and cost of the caterer.
34. The caterer shall be responsible for any loss or damage to property and articles of IITG by the employees of the caterer.
35. The caterer shall ensure medical check-ups of his personnel every six months to ensure proper hygiene and health of staff.
36. The decision of the Chairperson, Hostel Affairs' Board, IITG, will be the final and binding on the caterer regarding the performance of the contract.





II. Standard Conditions of Tender

1. All the furniture/fixtures, including gas and electrical installation of the Mess kitchen/dining hall, shall be given to the Caterer in good working condition. These should be used carefully & cautiously by the caterer.
2. Maintenance of Exhaust fans and Fixing of mosquito nets for the kitchen section should be done by the caterer.
3. Refilling of cooking gas cylinders provided and procurement of good-quality provisions and other consumables are the responsibility of the caterer.
4. Security of licensed premises, fittings and fixtures, furniture, etc., is the responsibility of the caterer.
5. The caterer shall attend a monthly meeting of SMC, failing which a penalty will be imposed.
6. The Caterer is required to be present in General Body meeting of each hostel to address the queries of students.
7. All major civil and electrical works will be undertaken exclusively by IITG.
8. Suitable fines will be imposed for damage to the civil and electrical infrastructure in the mess area by the caterer.
9. The caterer shall not construct or make any structural alterations or install additional fittings inside the premises of the workplace without prior written approval from the Hostel Affairs' Board.
10. Condition of work: The Caterer shall note that the work lies within the restricted area and his/ her representatives and workers shall be required to abide by the following:
 - a. Entry/Exit: The caterer or their representatives and workers will be allowed to enter through and leave from only such gates as the security staff may, at their discretion, permit to use.
 - b. Security/Identity card/pass: The caterer or their representatives or their supervisory staff are required individually to be in possession of a security pass issued by the Hostel Office. The security staff of IITG can examine the pass at the time of entry or exit from the designated area, and also at any time inside the designated area. The caterer shall follow at the site all security rules as may be framed by the institute from time to time regarding the issue of identity cards, control of entry of personnel, and all similar matters. The caterer and their personnel shall abide by all security measures, rules, and regulations imposed by the institute from time to time.
 - c. Security checks: The caterer or its representatives or workers are liable to be searched at the gate used for entry and exit by the security staff. They are not to visit any other area within the campus other than the designated work area.
 - d. Identity of working staff: The caterer shall employ workers after thorough investigation and verification of their antecedents from the local police at Guwahati. Police verification of all workers/staff is to be submitted for the issue of entry passes. The Caterer will also be responsible for the conduct and actions of his workers and representatives. A list of workers with a copy of the Aadhaar Card should be submitted to the hostel office.
 - e. Safety norms: The caterer will ensure that prevalent safety norms in and around the hostel areas are strictly followed. The caterer will be liable to pay compensation in the event of any injury to their workers.





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- f. Passes: The caterer will submit copies of the appointment letter and police verification for each employee whenever a pass is required to be issued.
 - g. Working hours: The Caterer will be permitted to follow working hours as deemed essential to meet the requirements of running of the mess by HAB.
 - h. General conduct of personnel employed: All personnel employed by the caterer are to adhere to the prevailing rules for personnel employed on contract and conform to the regulations of IITG. The details of staff strength in each category of Mess Workers, viz., Cooks, Servers, and helpers deployed by the caterer, are given in **TABLE 3**.
 - i. An experienced manager with fluency in English, Hindi, and Assamese should be appointed.
 - j. Caterers are advised to bring their own qualified Head Cook for the preparation of food in the hostel messes.
11. Channel of correspondence: Subsequent to the award of the contract, all correspondence pertaining to the execution of work will be addressed to "The Chairperson, Hostel Affairs' Board, IIT Guwahati".
 12. Damage to existing works: The Caterer, at its own expense, shall promptly repair or restore any damage caused to existing structures or Government property during the operation of the mess. Such repairs must be carried out immediately on the spot. In the event of failure to do so, the matter shall be referred to the Chairperson, Hostel Affairs' Board, IIT Guwahati, whose decision shall be final and binding.
 13. Non-conformance by employees of caterer: In case where any employee is found to be not conforming to expected service/contract requirement or is found to be in violation of laws of IITG regulations or has been found to be acting in contravention of orders from IITG authorities, the caterer is to replace the person within 24 hours on receipt of a written communication to the firm to this effect by the HMC or Chairperson, Hostel Affairs' Board, IITG or any other officer nominated to run the contract on behalf of the Chairperson, Hostel Affairs' Board, IITG.
 14. Assistance of serving office personnel: The Caterer shall not employ any serving office personnel of IITG or take their assistance either directly or indirectly without permission of the Chairperson, Hostel Affairs' Board, IITG.
 15. Injury/accident: The payment of compensation to the employees of the Caterer for physical injury/disability, if any, during the execution of the work shall be the liability of the Caterer.
 16. Waste materials and debris: Food Waste material generated during work will be required to be cleared and discarded outside the institute premises by the Caterer on a daily basis at his own cost. No wastes are to be ever dumped anywhere within the campus area. The caterer will be liable for severe penalties if any personnel of the caterer are found violating these requirements.
 17. Discourse: Any operational issues arising during the contract period shall be brought to the knowledge of the Chairperson, Hostel Affairs' Board, IITG, whose decision in this matter shall be conclusive and binding.

The Caterer is advised to go through the tender documents carefully and thoroughly. He will be deemed to have accepted the terms and conditions stipulated in the tender documents if he/she submits his/her quotations for the contract.





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Responsibility of Caterer:

1. Running of the mess as per contractual clauses and scheduled requirements.
2. Adhering to the relevant legislation and IITG safety policy, procedures, and standards of good practice.
3. Enforcing procedures and practices that are safe and without risk to people, property, and the environment.
4. Reporting all accidents, incidents, injuries, and near misses with serious potential. All unsafe acts and practices should be corrected immediately.
5. Providing adequate safety and environmental protection policies and regulations. Providing any necessary safety and protective equipment and ensuring that it is used.
6. Providing personnel who are medically fit to carry out the work, properly qualified, trained, and adequately experienced and supervised.
7. **The catering firm shall settle all disputes or differences between the managers and supervisors and other mess employees. IITG will have absolutely no liability whatsoever concerning the employees of the caterer. The caterer shall indemnify IITG against all losses, damages, or liabilities arising out of his/their relations with his/them employees or in the course of employing persons. The caterer should maintain proper records/registers as required by the concerned statutes and submit them to IITG as and when required.**





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III. Catering

The Messes in the Hostels at IITG campus consist of a kitchen area and a dining hostel. The important terms and conditions are listed below for convenience.

1. Breakfast, Lunch, and Dinner must be served as per the menu (Similar but not limited to the Sample) prepared by the Services Management Committee.
2. Non-vegetarian items, including chicken and eggs, must be served by the caterer at least three times a week, as mentioned in the sample menu. An alternate arrangement of dishes (i.e., paneer or equivalent) needs to be kept for vegetarians in these meals. Non-vegetarian items shall be procured from Authorized vendors with slaughtering license/suppliers having FSSAI Central License.
3. The services of the Mess should be available on all days from Monday to Sunday and also during the vacation period (the caterer for vacation is to be decided by HAB). The services of the Mess are to be operated primarily for the residents of IITG, and the demands of all items as per the contract are to be met in full.
4. **Type of service:** Service of all food items (Self-service on approval from HAB) with a minimum of one counter for every 300 students, with a provision for a separate arrangement for the second service accommodating major items viz., Indian bread, rice, etc., as suggested by the hostel office.
5. **Menu items are specified in Schedule C:** In consultation with the Service Management Committee, the caterer must display a detailed item-wise menu of a particular month by the 25th of the previous month on the hostel mess notice board. A copy of the menu shall be submitted to the Hostel Affairs' Board on the same date.
6. The caterer's responsibility is to procure the following items as per the Hostel Management Committee/ hostel office and HAB's specifications as specified in **TABLE 2**.
7. **Storing and Handling:** The caterer is to make his own arrangements for fresh/dry provisions of good quality and is to ensure that sufficient stock of items is maintained at all times to avoid interruption in the services of the mess. The caterer should not use any adulterated item for cooking.
8. **Prohibited Items:** The caterer shall arrange for proper storage of the procured items within the space provided. **The caterer shall not use any coloring agents or chemicals like Mono Sodium Glutamate (Ajinomoto) in any dishes or store them in the mess premises. Violations will lead to an instant monetary fine/termination of the contract by the HAB.**
9. Entry to the kitchen is to be strictly restricted except for the Mess staff, HMC/ SMC members, Hostel Officials, and the HAB official visiting for authorized inspection from time to time.
10. The Caterer is prohibited from using a kerosene stove, an electric heater, and firewood inside the mess.
11. The Caterer must always maintain a specific number of equipment (Utensils, machines, etc.) (see **ANNEXURE 2**) in the mess. If, during inspection, it is found that there is less equipment than the required number, a suitable fine will be imposed according to **ANNEXURE 4**.
12. **Samples of all food items prepared should be sealed and preserved for a period of 24 hours.**
13. **No food cooked in the mess may be taken out of the premises without prior permission.**
14. Vegetarian and non-vegetarian food shall be cooked and served separately. Also, utensils in which non-vegetarian items are prepared should be marked as per the instructions of HAB.





15. **Mess timings:** Actual timing will depend upon the decision of the respective hostel SMC or HAB and caterer would be obliged to adhere to the SMC's instructions regarding it.

	Weekday (Mon – Fri)	Weekend (Sat – Sun)
Breakfast	7.15 am to 9.30 am	8.00 am to 10.15 am
Lunch	12.00 pm to 2.00 pm	12.15 pm to 2.30 pm
Dinner	7.30 pm to 9.30 pm	8.00 pm to 10.00 pm

16. The caterer must keep the dining area clean by mopping the area with a proper cleaning agent after each meal using the cleaning materials specified in **TABLE 2**. The dining tables and benches should also be properly cleaned after every meal using the cleaning materials specified in **TABLE 2**.
17. The cooking and preparation areas should be washed after the completion of the activities every day. The caterer shall ensure no water-logging within the premises where the dining, washing, cooking, and preparation areas are located and maintain general cleanliness and hygiene using the cleaning materials specified in **TABLE 2**.
18. Cooking practice shall not be changed in any circumstances without consulting the SMC. The caterer will use approved brands for each item. In the event of the quality and quantity of the food served being poor and/or inadequate, the Hostel Management Committee will be free to impose a monetary fine (after a first warning letter, as per **ANNEXURE 4**). Such imposed fines will be deducted from the payments due to the caterer for that month.
19. The caterer shall ensure that all the safety precautions are properly taken during cooking and serving. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/instruments, fire-fighting equipment, etc., placed at the disposal of the hostel mess.
20. Additional Meals as per request should be provided to the subscriber hospitalized in the campus hospital. Also, the caterer must supply the food to the subscriber under medical attention in the hostel as per HMC's request.
21. The manager of the firm shall attend a monthly meeting of the SMC, failing to which a penalty will be imposed.
22. The caterer's performance will be evaluated by the Hostel Affairs' Board at any moment, using either online or offline surveys, during each month on a variety of factors, including quality of the ingredients used, the performance of the cooking staff, cleanliness and hygiene, catering quality and punctuality, etc. Non-compliance with any conditions laid out in this document can result in an instant monetary fine/termination of the contract (see **ANNEXURES 4 & 5**).
23. Maintaining liquid handwash for hand washing at the students' washbasin is the responsibility of the caterer.
24. **All hostels' messes will be closed for a day every month for routine maintenance. HAB and/or its authorized representatives shall inform the date of closure of the mess.**





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IV. Employees of the Caterer

1. To coordinate the activity for smooth discharge of the services, a manager shall be appointed by the caterer for each hostel, who will supervise the preparation of food, serving in the dining hostel, and all aspects of hygiene, and in short, all aspects of catering.
2. The caterer shall appoint the required working staff in a mess according to **TABLE 3** and display their details (Name, Designation, Category, Photograph) on the mess notice board with their approval signature and seal. The caterer shall also submit the details to the Institute Security Section through the Hostel Affairs' Board. The minimum educational qualification for the mess manager is a bachelor's degree in any discipline. The head cooks should have at least five years of experience in cooking food on a large scale.
3. The caterer shall appoint a Head Cook, who can lead the cooking staff from the front by setting, adopting, and delivering the highest culinary standards during the preparation of various dishes mentioned in the menu by the respective hostel Services Management Committee (SMC). The caterer shall also enclose the certificate of the Head Cook showing the details of their previous rank/grade, experiences, and performance levels under various hotel/catering management.
4. The caterer shall appoint cooking staff and the Head cook and other staff, as per the requirement, for satisfactory and quality catering.
5. One of the supervisors should be entrusted with the duty of quality control and hygiene.
6. The caterer of the girls' hostel shall preferably employ female working staff in the dining halls.
7. Employment of child labor, defined as per relevant laws, is strictly prohibited. The caterer shall maintain a register with the name, age, and address of all the employees working at a given time and inform the HMC and Hostel Affairs' Board. The caterer shall report any changes in the employees to HMC and Hostel Affairs' Board.
8. The caterer shall issue a photo identity card to each employee, as per the format prescribed by IIT Guwahati. A copy of the same shall be submitted to the Hostel Affairs' Board.
9. The caterer should provide uniform (including aprons, gloves, hair caps, etc.) and its Maintenance cost to the workers.
10. The staff posted on duty should always bear a clean appearance, complete in uniform (uniform of appropriate color), and carry a photo identity card issued by the caterer. The shirts should be printed prominently with the name of the hostel on the back. They should also wear the necessary hand gloves and caps/hairnets in the kitchen and service areas.
11. Food handlers should be equipped with suitable aprons, gloves, headgear, etc., wherever necessary.
12. The caterer shall be responsible for the proper conduct and behavior of the employees engaged.
13. Smoking, consumption/distribution of alcohol, and pan and gutka are strictly prohibited in the IITG campus. Strict actions/fines as necessary will be taken for violations related to unauthorized entry, alcohol, and banned items within the hostel premises.





14. No person with any offensive police record will be allowed to work in the hostel Mess.
15. **Health & Diseases:**
 - a) The caterer should ensure that all employees are free of infectious diseases.
 - b) No person suffering from a disease or illness or with open wounds or burns should be involved in handling of food or materials which come in contact with food.
 - c) The caterer, on a monthly basis, should carry out health check-ups of workers, and a record of the examination should be maintained by the caterer and can be checked by the SMC/Warden at any point in time.
 - d) The Caterer should ensure that all of their employees are free of communicable diseases. Medical Certificates to this effect should be submitted to the Hostel Management before the start of the mess services.
16. All expenses related to the functioning of the employees engaged by the caterer shall be borne by the caterer, including food and lodging. The Caterer must provide necessary infrastructure (e.g., beds, bedding items, bucket, mug, etc.) to its employees.
17. The caterer should maintain a first aid box with all necessary items, and it is to be provided to the mess workers in case of any injury.
18. The caterer is solely responsible for paying minimum wages, ESI, and EPF for their employees as per the Government of Assam and Gol norms as applicable and should meet any other statutory and non-statutory benefits/obligations. The record of duty hours and pay structure should be maintained as per the rules for inspection by the government authorities.
19. IIT Guwahati may provide dormitory accommodation to the registered staff members of the team. It is the caterer's responsibility to maintain the premises of the allotted accommodation neat and clean at all times.
20. The activities of the employees of a caterer will be restricted to the designated areas, viz., the mess in which they are working, and the accommodation provided for them. They require prior permission from the competent authority to enter any other places on the campus.
21. It will also be strictly monitored, and a compensation of Rs. 500/- (Rupees five hundred only) per outsourced worker will be imposed and will be deducted from the bill if any of the outsourced workers is found without the Identity Card.





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V. General Terms and Conditions

1. The basic food rate stipulated in the contract will hold well till the end of the contract. No price hike will be provided to the caterer for any reason during the entire duration of the tender contract.
2. The food cooked in the dining facility shall not be served in other places inside/outside the campus. Also, the food cooked outside the given facility shall not be served in the hostel mess. Raw material stored in a mess should be used exclusively for the student dining facilities in the IIT Guwahati campus.
3. When circumstances warrant, the caterer shall cater for an additional number of students/staff members, as requested by the Hostel Management at short notice.
4. Mess shuffling shall be conducted annually within each category, in accordance with the decisions taken by HAB.
5. The caterer 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 may invite immediate termination of the contract.
6. **A Security Deposit (SD)** as per the following table for each hostel mess is to be deposited by the caterer in the form of a demand draft drawn in favor of **"Hostel Affairs' Board, IIT Guwahati"** payable at **Guwahati**, to execute the contract document at the beginning of the contract period. No interest is payable on the Security Deposit.

Hostel Mess	Security Deposit Amount (in Rs.)
Category 1	6 Lakhs
Category 2	10 Lakhs
Category 3	12 Lakhs

7. The caterer has to obtain all licenses in the name of the mess from the relevant authorities, which are necessary for providing catering (food) services for the complete tenure & ensure the validity of each license. A valid food safety license needs to always be with the caterer in the name of the mess.
8. The owner of the firm shall attend a meeting with the Services committee every semester, failing which a penalty will be imposed. This meeting shall be attended by the owner himself or a senior representative, who is authorized to take policy & monetary decisions.
9. It is the duty of the caterer operating the respective mess to clear all dues of small and big vendors who supply the groceries and food materials for the mess operation. In case a complaint is received during the contract tenure, the wardens may hold back partial monthly mess payments to the caterer if the vendor payments are not resolved. In case, for any reason, the caterer decides to leave during or after their contract period, if vendor complaints received are not resolved, the institute will hold back the bank guarantee of the caterer till the matter is resolved and proof of the same is submitted.
10. The Hostel Affairs' Board reserves the right to terminate the contract at its discretion, without assigning any reason, by providing a notice period of two months. In the event of such termination, the tenderers shall not be entitled to claim any damages, compensation, or other relief arising from the cancellation of the contract.





11. The caterer shall not appoint any Sub-Caterer to carry out any obligation under the contract.
12. **The use of gas cylinders is not permitted within the kitchen and dining area and should be placed on in the gas bank area.**
13. Timings, changes in menu (if necessary), would be determined by the Services Management Committee/Hostel Affairs' Board in consultation with the caterer.
14. The prices of live counter items will be determined every semester in the Live Counter Price Revision Committee meeting.
15. Refilling of cylinders and procurement of consumables will be the sole responsibility of the caterer.
16. Precautions against any fire hazards or other damages to hostel properties shall be taken care of by the firm. The caterer shall indemnify IITG Hostels from any encumbrances/loss on this account.
17. Hostel Affairs' Board shall have the right to frame rules from time to time that it may deem fit. The caterer shall have to abide by these rules.
18. The Caterer will not be permitted to franchise the hostel mess for any other commercial activity. Violation will lead to termination of the contract.
19. The premises of the mess will be used for the purpose for which this contract is made and not for any other purpose without the written permission of the Competent Authority. If found later, strict action will be taken against the caterer.
20. IITG shall not be the party in case any dispute takes place between the Caterer and his employees and third parties, for example, vendors.
21. In the event that the mess services fail to commence at the scheduled time, the caterer shall be liable to pay a suitable fine, as determined by the Hostel Affairs' Board, without prejudice to any other rights or remedies available under the contract.
22. There will be students giving mess duty as it is the practice in HMC-run messes. The student giving mess duty will have the right to check the quality, quantity, and brand of raw materials, but will not have the power to check the cost of procurement.
23. During the vacation periods of IIT Guwahati, the Hostel Affairs' Board may decide to reduce the strength of any hostel mess or to close any hostel mess completely, according to the need and convenience of the students and other users. HAB has the right to choose any caterer to run the mess during vacations.
24. Serving extra/optional items (see Schedule C) is an obligation of the caterer without expecting any minimum number of subscriptions.
25. Periodically or every month, each student shall subscribe to any one of the messes of choice in the hostels of IIT Guwahati, as per the regulations of the Hostel Affairs' Board.
26. In case of any rightful dues (such as claim, penalty, etc.), the caterer should deposit the amount in due time,





failing which stern action may be initiated, leading to further penalties, including termination of the contract and recovery of the amount due from the security deposit.

27. The Hostel Affairs' Board, IIT Guwahati, reserves the right to review and modify the terms and conditions at any time.
28. The caterer shall be penalized immediately during the visit of HAB representative(s) (refer **ANNEXURE 5**) if found in violation of the standard hygienic conditions specified in the tender.
29. All disputes or differences between the firm and IIT Guwahati, related to the contract, will be settled by arbitration as per the Indian Arbitration and Conciliation Act, 1996, and shall be binding for all purposes.
30. The decision of IIT Guwahati will be final in awarding the contracts.
31. **A complaint register shall be kept in the mess for registering the complaints of the mess members.**
32. The Caterer will be liable to implement the decisions given by the Chairperson, Hostel Affairs' Board, Services Management Committee/Warden/Associate Warden on any complaint from the members, failing which it will be construed as a breach of contractual obligation.





VI. Payment Details

- The Hostel Management ensures payment of **80% of the food bill and 100% of the** overhead charges of each month's bills within the first **12 days** of the following month to the caterer. The balance **20%** of each month's food bills shall be settled before the 25th of the following month, subject to (i) the performance evaluation of the caterer as per **ANNEXURE 3**, after appropriate deduction as applicable, and (ii) submission of a proof of statutory dues payment.
- In case in which by virtue of the provisions of the Contract Labour (Regulation and Abolition) Act, 1970; Contract Labour (Regulation and Abolition) Central Rules, 1971; Minimum Wages Act – 1948; Payments of Wages Act 1936; Child Labour (Prohibition and Regulation) Act, Payment of Bonus Act 1965; Payment of Gratuity Act 1972; Employees' Provident Funds and Miscellaneous Provisions Act – 1952 and Amendment Act 1988; Employees State Insurance Act – 1948 and Amendment Act – Seal and Signature of Bidder Chairperson, HAB 51 1989 & 2010; related Rules framed under these Acts; other Statutory obligations on the part of the caterer, IITG is obliged or made to pay or happens to pay any amount or wages to workers/staff employed by the caterer in execution of the work, or to incur any expenditure in providing welfare and health amenities required to be provided under the above said Act, or under the Rules framed by Government from time to time for the protection of health and sanitary arrangements for workers employed by the caterer, then the IITG will recover from the caterer the amount of wages so paid or the amount of expenditure so incurred.

Without prejudice to the right of the IITG under sub-section (2) of Section 20, and sub-section (4) of Section 21 of the Contract Labour (Regulation and Abolition) Act, 1970, IITG shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by the IITG to the caterer whether under this contract or otherwise. The IITG shall not be bound to contest any claim made against it under sub-section (1) of Section 20, sub-section (4) of Section 21, of the said Act, except on the written request of the caterer and upon his giving to the IITG full security for all costs for which the IITG might become liable in contesting such claim.

The caterer shall abide by and comply with all relevant laws and statutory requirements covered under Labour (R&A) Act, Minimum wages Act, EPF, ESI etc. It shall be the responsibility of the caterer to provide the details of manpower engaged by him to the IITG, as well as to the Labour department

- The wages as per **TABLE 3** will be paid as overhead changes (based on attendance).





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SCHEDULE C – MENU, SUBSCRIPTION SYSTEM, AND PAYMENT TERMS

The daily rate of food for the Proposed Menu is Rs. 125/- per day (exclusive of taxes and overhead charges).

The sample Mess Bill Calculation Sheet is shown below:

Sample Mess Bill Calculation Sheet		
Month and Year		
Hostel Name		
Hostel Mess Account Number		
No of mess operating Days	D	
Mess Shutdown Date		
Total No of mess subscribers	N	
No of Mess Days (Actual days)	M	
Total Rebate Days	R	
Total no of consuming Days	$T1 = M - R$	
Food Cost	$F = T1 \times 119$	
Total Wage	W	
Mess Bill (Claimed by caterer)	$B = 1.05 \times (F + W)$	
Mess Bill	F+W	
GST Amount, 5%	$GST = 5\% \times (F + W)$	
TDS Amount	$T2 = 0.02 \times (F + W)$	
First Installment of Payment from HAB office to the caterer	$P1 = B - (T2 + (0.2 \times F)) - PE - Misc$	
Second Installment of Payment from HAB office to the caterer	$P2 = 0.2 \times F$	
Rebate Reimbursement (hostel office should release to the student)	$RR = R \times 119$	
Rental deduction	Misc	
HAB Transfer to the caterer	$T3 = P1 + P2$	
HAB Transfer to hostel offices	RR	
Total Mess bill Expenditure (For HAB Office Use Only)	$T2 + T3 + RR$	

Above data has been verified and found to be true and correct.

Signature of Warden (Hostel Name)

Hostel Staff
Hostel Name





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The following is the general structure of the menu. The detailed sample menu is provided in MENU LIST.

• General Structure of Menu

A. Breakfast:

Unlimited in quantity	Two Indian Dishes
	Adequate Toasted/Normal White and Brown Bread
	Sprouts, Boiled Pulses, Chopped Ginger Tomato Chilli
Limited in quantity	Single Toned low-fat Milk (200 ml glass) or Tea or Coffee
	Butter (20 gm), Jam (22 gm)
	Non-Vegetarian: Boiled egg [1 piece] /Egg Bhurji [1 equivalent] OR Vegetarian: Sweet Corn or Paneer Bhurji [30 gm equivalent paneer per student] on alternate days
	Seasonal whole Fruit (No Cut fruits except watermelon, pineapple and muskmelon)

B. Lunch:

Unlimited in quantity	One Vegetable curry and One dry vegetable
	Plain Rice along with any other special rice items as mentioned in the menu 3 times a week
	Chapati (with and without Ghee)/Bhature (when chole is served)
	Dal + Sambhar/Rasam
	Salad (Onion, Cucumber, Carrot, Beetroot, Tomato) (as per seasonal availability) + Papad
	Fresh green chutney as mentioned in the menu, Pickle
Limited in quantity	Curd [100 ml per student] or Raita [150 ml per student]
	Lassi/Chaas/Fresh Nimbu Pani [200 ml per student]

C. Dinner:

Unlimited in quantity	One Vegetable curry and One Dry vegetable only during non-special items days
	Plain Rice, along with any other special rice items as mentioned in Menu 3 times a week, Tandoori roti once a week
	Chapati (with and without Ghee)/Bhature (when chole is served)
	Dal + Sambhar/Rasam
	Salad (Onion, Cucumber, Carrot, Beetroot, Tomato) (as per seasonal availability) + Papad
	Pickle
Limited in quantity	Sweet Dish/Ice Cream 3 times in a week
	Fresh Veg clear soup / Nimbu Pani [200ml per student]
	Non-Vegetarian: One Chicken/Fish curry [150gm equivalent] 3 times a week Vegetarian: One Paneer curry [80gm equivalent] 3 times a week





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Note 1: Assamese main dish must be served at least once in a week in Lunch and Dinner separately.

Note 2: This is just a suggested format menu, however changes are possible based on decisions of the mess SMC. There is a possibility of serving limited non-veg with no extra cost as well if some items from the menu are removed by the SMC.

D. RULES PERTAINING TO FOOD:

- Pickle to be provided with every meal.
- The composition of a vegetable item should be exactly as specified by the SMC, e.g., if the SMC requires that an onion or a potato should not be mixed into an item, then it should be strictly followed.
- Raita is to be served when dishes like Biryani are served. Plain rice has to be served in addition when there is biryani or pulao.
- Ketchup, Butter, Jam, Curd, and Chutney have to be provided along with all dishes wherever applicable and as decided in the menu.
- Curd is to be always served with Parathas.
- Cleanliness of the dining area to be maintained by the caterer at all times.
- Water should be served on the tables, and filled salt dispensers must be available on the table.
- Basmati rice should be used for Biryani.
- Use of Dalda/Vanaspati Ghee or hydrogenated fats in any form is not allowed unless the SMC explicitly gives written consent for the same, with approval from the Warden.
- Tandoor items to be served twice a week, including Tandoori roti and Naan.
- Seasonal drinks must be served in the mess as per the requirement given by the SMC.
- Food should always be served and maintained warm.
- Whenever butter is provided, Students will be served ~20 gms of butter. However, on demand, more butter will be provided.
- Green Salad should be given separately.
- Frozen Peas shall be used only in case fresh Peas are not available.
- Dish served with a mixed seasonal vegetable; the quantity of the vegetable mixture will be decided by SMC.
- The caterer should ensure that food is not taken outside the dining premises by subscribers. Failure to ensure this will lead to punitive action.





- Jain Food and Boiled Food should be served as per requirement, which is to be decided by the Services Management Committee on separate counters.
- The use of monosodium glutamate (Ajinomoto) is strictly prohibited. Coloring agents known to cause Health effects are strictly prohibited from use. Any items prohibited under the tender agreement should not be kept in the hostel mess or premises.
- A sufficient number of counters, as decided by the HAB, should be operational. No mess worker should stay/sleep in the mess during nighttime after 10:30/11:00 PM except when midnight snacks (midnight maggi) are requested by the SMC.
- The caterer shall provide the Mess SMC with a formally maintained list of all management and supervisory personnel, specifying the designated point of contact for different types of issues. Any changes to this list must be communicated to the Mess SMC in advance, except in cases of emergency.
- Caterers should maintain a complaint and suggestion register, and every complaint should be responded to by taking corrective measures in consultation with the hostel SMC.
- Catering services for the institute and any other events held within the premises of the hostel may be undertaken only after obtaining written permission from the HAB, well before the event.
- Sample food should be kept separately by caterers, which should include all the items served in the mess for every meal, and it should be preserved by them for the next 3 days. It should be stored with a proper covering.
- Food wastage should be weighed daily for all meals and should be displayed in the mess. No stale (not fresh items used in a meal) items should be found in a mess after 36 hours of their preparation. A fine will be imposed after consultation with the HMC.
- Caterers should use fresheners regularly (while not serving) in the mess dining, kitchen, and washing area to avoid foul smells.

E. SUGGESTED ITEMS FOR THE MENU

SMCs can include items in the menu from the below-mentioned options:

Daily Breakfast Options:

- | | |
|---------------------------------|-------------------------------------|
| • Upma | • Masala Dosa-Sambar-Coconut |
| • Poha-Sev-Jalebi | Chutney-Tomato Chutney |
| • Idly-Masala Idly-Vada-Sambar- | • Mysore Masala Dosa-Sambar- |
| Coconut chutney | Coconut Chutney-Tomato Chutney |
| • Onion Uthappam-Sambar-Coconut | • Aloo Bonda/ Aloo Chap-Green |
| chutney | Chutney-Ketchup-Jalebi-Fried chilli |
| • Poori-Aloo masala | • Moong Dal Chila |





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- Khaman-Dhokla-Coriander Chutney-Fried chilli
- Samosa/kachori-Ketchup / Green chutney-Jalebi-fried chilli
- Aloo Paratha or Mixed Veg Paratha-ketchup-chutney-curd
- Veg Fried Maggie-Ketchup

- Pav-Bhaji-Green chutney
- Veg cheese Sandwich-Green Chutney-Ketchup
- Khichdi
- Any other breakfast dish as suggested by SMC in consultation with the caterer

Dry Vegetable Options:

- Jeera Aloo/Aloo chokha
- Aloo tomato
- Aloo Gobi Matar
- Mixed veg.
- Chana masala
- Parwal Chana
- Cabbage Green Peas
- Bhindi fry
- Aloo Shimla
- Tawa Veg
- Chilli Paneer
- Dry Veg. Manchurian
- Aloo Gobhi Karela

- Aloo matar tomato dry
- Soyabean Chilly
- Aloo Jeera
- Aloo Baigan Masala
- Veg do pyaza
- Baigan chokha/ bharta
- Lauki Chana Dry
- Aloo beans
- Red Pumpkin chana
- Any other seasonal dry item as suggested by SMC in consultation with the caterer

Vegetable Curry Options:

- Dum Aloo
- Kathal (Jackfruit) curry
- Aloo-soyabean curry
- Rajma
- Veg Manchurian
- Chole curry
- Veg Kofta
- Lauki kofta

- Malai kofta
- Corn palak
- Aloo palak curry
- Khichdi
- Any other seasonal curry as suggested by SMC in consultation with the caterer





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Dal Options:

- Dal fry
- Dal tadka
- Urad dal
- Moong dal
- Dal lehsuni
- Tuvar dal
- Masoor dal
- Mix Dal
- Dal makhana
- Kadhi
- Any other dal as suggested by SMC in consultation with the caterer

Assamese and Non-Vegetarian curry & dry Options: To be decided by SMC in consultation with the caterer.

SMCs should prepare a menu taking into consideration the preferences of its hostel's boarders/subscribers by taking a poll and/or through General Body Meetings.

For items not mentioned in the options (except for Assamese and Non-Vegetarian curry & dry Options), SMC must take a written consent from the caterer who shall agree to provide the item without any objection and forward it to HAB; failure to do so shall result in the removal of the item from the hostel's mess menu.

• Gala Dinner

1. The caterer has to provide three Gala Dinners per Semester (i.e. 6 Gala Dinners per year) (dates to be decided by HAB in consultation with HMCs).
2. The food rate for the Gala Dinner is Rs. 300/- (inclusive of taxes) per student. This will be paid in addition to the basic menu food rate for the day. The menu for the gala dinners will be proposed by the SMCs in consultation with the caterer.

• Live Counter

1. A live counter shall be operated during the mess timings and is to make and serve the following indicative items upon demand by the students, on an extra payment basis.
2. A Live Counter Prices Revision Committee Meeting will be held every 2 months to regulate the prices of live counter items.
3. **Mandatory Items:** The following items must be made available to every student at no extra cost.

Breakfast:

- a. Milk
- b. Tea





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- c. Coffee
- d. Boiled Egg
- e. Butter

Lunch and dinner:

- a. Curd
- b. Omelet and Egg Bhurji
- c. Chicken
- d. Paneer (Sabzi and Bhurji)
- e. Fish
- f. Egg Fried Rice
- g. Chicken Fried rice
- h. Special Dish

Optional Items: In consultation with the SMC, the caterer may serve additional items such as:

- 1. Mutton/Fish
- 2. Egg Curry
- 3. Sweet dish, etc.

PAY-AND-EAT COUPONS

- 1. Visitors and guests of IITG other than the subscribers are allowed to avail the mess food by buying the coupons from the caterers. The caterer shall be accountable for the on-spot sale of coupons and their accounting.
- 2. The caterer must provide an electronic payment facility for a live counter and a pay-and-eat facility.
- 3. The coupon rate for pay-and-eat will be as per the table below. HAB reserves the right to change the rates from time to time.

Pay-and-Eat Charges

Sl. No.	Meal	Coupon Price (in ₹)
1.	Breakfast	75
2.	Lunch/Normal Dinner	75
3.	Special Dinner	100



TABLE 1**Criteria for Evaluation of Technical Bid.**

Sl. No.	Particulars	Allocation of Marks	Total/ Maximum admissible Marks
01	Firm's catering experience in years		25
	3 years – 5 years	10	
	> 5 years – 7 years	15	
	> 7 years – 10 years	20	
	> 10 years	25	
02	Average annual financial turnover (gross) of the firm (in the last 3 financial years based on ITR filed) ending 31 st March 2025		25
	Rs. 75 Lakhs to Rs.175 Lakhs	10	
	Above Rs. 175 Lakhs and up to Rs. 300 Lakhs	15	
	Above Rs. 300 Lakhs and up to Rs. 425 Lakhs	20	
	Above Rs. 425 Lakhs	25	
03	Experience in catering in the last one year (FY 2024-25) in the Educational Institute of high repute		25
	In students' hostels of private institutes of high repute for higher learning	10	
	In students' hostels of State Govt. Educational Institution(s)	15	
	In students' hostels of Central funded Institutes of higher learning	20	
	In students' hostels of IISc, IISERs, IITs, IIMs, NITs, IIITs	25	
04	Strength of individuals served in a single mess in the Educational Institute of high repute in the last one year (FY 2024-25) continuously		25
	200 to 300 individuals	10	
	301 to 500 individuals	15	
	501 to 750 individuals	20	
	751 individuals and above	25	
Total Technical Score			100





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TABLE 2

PERMISSIBLE BRANDS

Sl.No.	Items	Brands
1	Salt	Tata/Aashirwaad/Annapurna
2	Spices	Catch/MDH/Everest
3	Ketchup	Kissan/Maggie/Annapurna/Tops/Pou Chong
4	Mustard Oil	Fortune/Dhara
5	Pickle	Nilons/Sun Grow/Priya
6	Wheat flour	Aashirvaad/Fortune/Laxmi Bhog/Patanjali
7	Noodles	Nestle/Chings
8	Butter	Amul/Mother Dairy
9	Bread	HOMA/REPOSE
10	Jam	Kissan/Annapurna /Tops
11	Ghee	Amul/Mother Dairy/Annapurna
13	Milk	Amul/Sudha/Mother Dairy/Purabi
14	Paneer	Amul/Sudha/Nandini
15	Tea	Tata/Korangani/Golaghat/Red Label/Wagh Bakri
16	Coffee	Nescafe/Bru
17	Ice-Cream	Amul/Mothers Dairy/Kwality Walls/Vadilal
18	Soya	Soyum/Fortune/Nutrella/Saffola
19	Frozen-Peas	Keventers/Pal Fresh/Deelish
20	Cheese	Amul/Mother Dairy/Gowardhan
21	Rice	Laxmi Bhog/ B.P.T Arham/Sona Masoori
22	Packet Curd	Amul/Sudha/Purabi/Mother Dairy
23	Dish Washing material	Vim/Pril/Presto/Colin
24	Cornflakes	Kellogg's/Barry's
25	Jaggery	24 Mantra/Star 555
26	Honey	Saffola/Dabur/Patanjali
27	Vermicelli	Pastiano/Bambino/Manna rice Sevai
28	Pasta	Pastiano/Bambino
29	Oil (Sunflower/Groundnut)	Fortune/Mahakosh /Saffola
30	Refined Wheat Flour/Maida	Fortune/Mayur





31	Fruit Drinks	Real/Tropicana/Del Monte//Minute Maid/B Natural/Paper Boat/Raw
32	Papad	Bikaji/Lijjat
33	Sauce	Kissan/Maggi/Tops/Annapurna
34	Chickpea Flour/Besan	Fortune
35	Basmati Rice	India gate/Sheela/Fortune/Hilsa
36	Hand Wash	Dettol/Savlon/Keo Karpin
37	Procurement of non-vegetarian items shall be restricted to vendors holding a valid FSSAI certification.	

The use of Hydrogenated (Vanaspati) oil is prohibited.

In the case of specific brands for any other items not mentioned in the contract (or) unavailability of the brands in the market mentioned in the above **TABLE 2**, the caterer can use any other **FSSAI-approved** brands only if permitted by the Hostel Affairs' Board, in writing.

Prohibited Items

- The use of Hydrogenated (Vanaspati) oil is prohibited.
- The use of monosodium glutamate (Ajinomoto) is strictly prohibited.
- Coloring agents known to cause Health effects are strictly prohibited from use.
- In the case of specific brands for any other items not mentioned in the contract (or) unavailability of the brands in the market mentioned in the above **TABLE 2**, the caterer can use any other **FSSAI-approved** brands only if permitted by the Hostel Affairs' Board, in writing.
- In case any of the above brands are prohibited by the bodies of government of India, the same shall apply to this tender recommendation.





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TABLE 3

DETAILS OF THE WORKING STAFF IN THE MESS

Category	Strength required in various hostels		
	Category 1	Category 2	Category 3
Highly skilled	1	1	2
Skilled	2	2	3
Semi-skilled	3	4	7
Un-skilled	14	17	30
Total Strength of the Working Staff	20	24	42

HAB reserves the right to adjust/change the mess staff strength depending upon the modality of mess operation.

*The caterer shall decide the worker's leave schedule in consultation with the SMC.





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TABLE 4

STANDARD PENALTIES

Calculation of Penalty: $X = 0.1 * (\text{daily rate}) * \text{number of subscribers of the mess}$

Sl. No.	Cause of action	Penalty (first instance)	Repetition of Violation (n: number of repeated instance)
1	Presence of Category 1 unwanted items in food (*see below for definitions of unwanted items)	5X	5*n*X
		For the third instance, the caterer is subjected to termination.	
2	Serving of insufficient quantity of food/food getting over before the stipulated mess timings	2X	nx2X
3	Presence of Category 2 unwanted items in food (†see below for definitions of unwanted items)	X	1.5*n*X
4	Category 1 Violation of standard food serving procedures and/or tender norms (**see definition below)	5X	1.2*n*(0.5*X)
5	Category 2 Violation of standard food serving procedures and/or tender norms (†see definition below)	0.3*X	1.2*n*(0.3*X)
6	Category 3 Violation of standard food serving procedures and/or tender norms (††see definition below)	0.1*X	1.2*n*(0.1*X)
7	Misbehavior of mess personnel in the mess	Will be finalized by HAB depending on the merit of the case	
8	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 1 Violation of standard food serving procedures and/or tender norms are defined (but not limited to) as:**

1. Protocol violations regarding waste disposal, such as littering
2. non-segregation of waste
3. Usage of brands /items that do not comply with the brand mentioned in the tender document or are not FSSAI verified. (SMC, in principle, cannot decide brands; we should only write the brands mentioned in the tender documents)
4. Reuse of heated oil

†Category 2 violations of standard food serving procedures and/or tender norms are defined (but not limited to) as:

1. Adulteration of milk (lactometer range does not show the ideal range)
2. Poor maintenance of the kitchen and mess area/tampering of the drainage system
3. Late serving of food (waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast)
4. Using non-utensil washing detergents
5. Insufficient number of equipment (as per ANNEXURE 2)

††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. Mess personnel found violating hygiene standards, for example, non-usage of gloves and caps, non-maintenance of personal hygiene, etc.
3. Noncompliance with the workers' dress Code.
4. Use of newspapers to keep fried items or cooked food

HMC will keep the record of all number of instances and will have to mention the number of instances (n) on every show cause notices





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and fine notices.

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Note:

- For the instances not listed above, HAB reserves the right to penalize the caterer with the amount it seems fit based on the severity of the violation and recommendations from HMC.
- Food Poisoning may invoke the above fines, along with cancellation of the contract and possible blacklisting of the caterer. The security money deposited will not be refunded to the caterer in case the contract is canceled for the above reason.
- The severity of hygiene failure shall be assessed and decided by the mess management committee and fined appropriately. In case of gross failure/negligence, a severe penalty will be imposed, which could be a hefty fine and/or termination of the Contract.





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ANNEXURE 1

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	Gaurang	2	500-600
6	Kameng	2	500-600
7	Kapili	1	300-400
8	Lohit	3	1000+
9	Manas	1	300-400
10	Siang	1	300-400
11	Subansiri	2	500-600
12	Uiam	2	500-600
13	Disang	3	1000+

***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 caterer is selected for providing catering for more than one mess, the caterer must have SEPARATE AND INDEPENDENT setups one for each of the messes.





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ANNEXURE 2**ESSENTIAL MESS ITEMS/EQUIPMENT:**

Sl. No.	Equipment Name	Category 1	Category 2	Category 3
1	Plates	250 nos.	450 nos.	800 nos.
2	Spoons	300 nos.	500 nos.	1000 nos.
3	Water Glasses (310 ml)	250 nos.	450 nos.	800 nos.
4	Jugs (2.5 Ltr)	20 nos.	30 nos.	50 nos.
5	Bain Marie	2 nos.	2 nos.	4 nos
6	Tea/Milk Glasses (150 ml)	250 nos.	450 nos.	800 nos.
7	*Dosa Tawa	1 no.	2 nos.	3 nos.
8	*Burner	Quantity required as needed by the caterer, as per the hostel allotted		
9	Freezer	Capacity = 500 Ltr	Capacity = 1000 Ltr	Capacity = 1500 Ltr
10	Fridge	1 no. Capacity<500 Ltr	1 no. Capacity<500 Ltr	2 nos. Capacity<500 Ltr
11	Pans for Live counter	Quantity required as needed by the caterer, as per the hostel allotted		
12	*Handi	Quantity required as needed by the caterer, as per the hostel allotted		
13	Idli Maker	1 no.	2 nos.	3 nos.
14	Wet Masala Grinder	1 no. Capacity = 20 Ltr Power = 3 HP	1 no. Capacity = 20 Ltr Power = 3 HP	1 no. Capacity = 30 Ltr Power = 3/5 HP
15	Atta Kneading Machine	1 no. Capacity = 25 Kg Power = Single phase	1 no. Capacity = 40 Kg Power = 3 phase	1 no. Capacity = 40 Kg Power = 3 phase
16	Pulverizer	1 no. Power = 3 HP	1 no. Power = 5 HP	1 no. Power = 5 HP
17	Potato Peeler	10 kg	20 kg	20 kg
18	Commercial Mixer Grinder	1 no. Capacity = 10 Kg Power = 1 HP	7 kg Capacity = 10 Kg Power = 1 HP	10 kg Capacity = 10 Kg Power = 1 HP
19	Vegetable Cutting Machine	1 no. Capacity = 150 Kg/hour Power = Single Phase		
20	Cooker	Quantity Capacity = 22 Ltr		
21	Toaster	1 no.	2 nos.	3 nos.
22	Insect Killers	12	14	18





	(for dining and kitchen area)			
23	Water cooler cum purifier (for drinking and cooking in the dining and kitchen area)	2	2	3
24	Fire Extinguishers (4.5kg each)	12	14	18
25	Spoon Sterilizer	1	2	3

Caterer must maintain the number of equipment required for catering services, not mentioned above, according to the category of hostel allotted.

This is the minimum number and specification of the equipment and utensils that the caterer needs to maintain at all times. If some of the equipment gets damaged, the caterer should have a spare for it for smooth catering in the hostel mess

Caterer may utilize the existing hostel equipment and utensils subject to charges laid by HAB subject availability of equipment and utensils. However, caterer has to ensure smooth functioning of the mess with required any additional equipment and utensil as specified above.

Hostel Category	Rent Amount per month
Category 1	10,000
Category 2	15,000
Category 3	30,000

***Refer to Schedule C (pages 33-39) for the above payment deductions**





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Sample Photo of Utensils:

- Plates



Total Dimension of Plate: (38.5 X 28.5) cm.
The plate must contain 6 sections whose dimensions are as:
3 cm
Two sections of dimensions: (10 X 10 X 11.5 X 11.5) cm and height: 3 cm
One Section of dimensions: (16 X 11.5 X 11.5 X 11.5) cm and height: 3 cm
Two Sections of dimensions: (7.5 X 14 X 6.5 X 13) cm and height: 3 cm
One Section of dimensions: (19 X 13 X 22 X 13) cm and height: 3 cm

- Spoons

Length of Spoon: 17.5 cm
Maximum Width of spoon (of eating part): 4 cm
Maximum Width of Spoon (of handle part): 1.5 cm



- Jugs with lid





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ANNEXURE 3

MESS FEEDBACK MODEL AND ASSESSMENT FORM

Hostel Affairs' Board will collect the student feedback based on the tables below and evaluate the performance of the caterer every month.

MODEL FEEDBACK FOR EVALUATION

Category	Description	Weight Factors	Points (p)				
			Very Good	Good	Average	Poor	Very Poor
			5	4	3	2	1
a	Waste Disposal	1					
b	Uniform and Punctuality	2					
c	Quality of Ingredients	3					
d	Cleanliness and Hygiene	4					
e	Overall Satisfaction - Breakfast	10					
f	Overall Satisfaction - Lunch	10					
g	Overall Satisfaction - Dinner	10					

$$\text{Overall Performance Index (O.P.I)} = \left(\frac{(ap) + (bp) + (cp) + (dp) + (ep) + (fp) + (gp)}{40} \right)$$

1. The hostel SMC shall provide the points for a, b, c and d.
2. The points for e, f, and g will be computed by averaging subscriber feedback.
3. The feedback should be collected from at least 40% of the total number of subscribers and 100% of the SMC members for the OPI action to be valid.
4. The indicative set of actions corresponding to the points obtained in the performance evaluation is listed in Table below.

Overall Performance Index (OPI) based actions

Sl. No.	O.P. I	Recommended Action
1	4.00 – 5.00	Nil
2	3.50 – 4.00	Warning
3	2.50 – 3.50	5% deduction of monthly food bill with Warning
4	1.50 – 2.50	10% deduction of monthly food bill with Warning
6	< 1.50	Termination of Tender





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ANNEXURE 4

COMPLAINTS AND PENALTIES

The procedure to register a complaint regarding any grievance faced by the subscriber is as follows:

Step 1. Any complaints related to the catering service from subscribers (or in general, like delay in mess timings, etc.) must be submitted in written form or through the *Centralized Daily Mess Feedback form* (QR codes for the form pasted by the HMC at appropriate places) to the Services Secretary, or hostel office. The complaint should be accompanied by specific details and supporting evidence (if necessary), which may include samples, photographs, or other relevant documentation.

Step 2. Upon receiving a complaint, the Services Secretary shall undertake an initial assessment and evaluation of the complaint to determine its validity.

Step 3. Valid complaints will be forwarded by the Services Secretary to the Hostel Management Committee (HMC) for further action.

Step 4. After due deliberation, the HMC will issue a show-cause notice and a warning letter to the caterer against whom the complaint has been made. The caterer will be required to provide a written explanation, duly signed, within a period of 7 days from the date of receiving the notice. If the Caterer is not able to give a reply to the show-cause notice, the show-cause notice will be approved as valid. In the event that the caterer fails to provide a response to the show cause notice within the stipulated 7-day period, the notice will be deemed as valid.

Step 5. The HMC may use the below penalty table (**TABLE 4**) only if they are not satisfied with the caterer's response and shall forward the complaint (with relevant recommendations) to the Services Committee (through the Joint Secretary HAB, Services), suggesting a fine to be levied upon the caterer.

Step 6. The Services Committee may consider applying standard penalties as listed in the provided table as part of the resolution process.

*Please note that the procedure from Step 5 onwards will be followed by HAB only after due deliberation, provided that the caterer has been issued 3 warning letters and has provided a written explanation. The HMC can only suggest the fine to be levied upon the caterer according to the Penalty Table (**TABLE 4**) and not issue any penalty on the caterer by itself. The sole authority to issue a penalty lies exclusively with HAB and its functionaries.*





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ANNEXURE 5

CLAUSES FOR TERMINATION OF THE CONTRACT

Notwithstanding the other clauses in the tender document that can lead to contract termination, the following situations listed below can also lead to a termination of the contract.

1. Three warning notices in 3 months (consecutive/non-consecutive) regarding not serving the mandatory optional items during breakfast, lunch, and dinner, or both, will act as sufficient grounds to terminate the contract.
2. Three warning notices in a 3-month (consecutive/non-consecutive) period regarding not serving the items listed under the Live Counter section in Schedule C of this tender document during either breakfast, lunch, and dinner or both will act as sufficient grounds for terminating the contract.
3. Violating the Gol labour wage and employment laws will lead to termination of the contract, and the **caterer will be blacklisted for 3 (three) years.**
4. Four warning notices in 4 months (consecutive/non-consecutive) period regarding not maintaining the proper cleanliness inside the kitchen will be sufficient for terminating the contract.
5. Proven cases of food poisoning (established by the Institute Hospital).





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FORM A

DETAILS OF THE SERVICE PROVIDER/CATERER

[To be submitted on the organizational letterhead]

Sl. No.	Description	Information
1	Name of the Firm	
2	Year of Establishment	
3	Complete Address	
4	Contact number and e-mail id.	
5	Name & Designation of the contact person with mobile number and e-mail id.	
6	Trade License Number / Society Registration. Number (Copy should be enclosed)	
7	Labour License Number / Registration Number (Copy should be enclosed)	
8	Permanent Account Number (Copy should be enclosed)	
9	EPF Registration Number (Copy should be enclosed)	
10	ESI Registration Number (Copy should be enclosed)	
11	AS VAT / GST Registration Number for mess service applicants in Hostels (Copy should be enclosed)	
12	Proof for payment of Income Tax (for the last three years) (Copy of the IT Return for the last Financial three years ending on March 2025 to be enclosed)	
13	Copy of the last three months' Challan in support of the deposit of the contribution made both with the ESIC and the EPFO to be enclosed	

Declaration: I hereby certify that the information furnished in this document is complete and correct to the best of our knowledge. I understand that in case any deviation is found in the above statement at any stage, the company will be black listed and will not be allowed to have any dealings with the Hostel Affairs' Board, IIT Guwahati, in the future.

Date:

Signature of the caterer with seal





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FORM B

LETTER OF TRANSMITAL CUM UNDERTAKING

[To be submitted on the organizational letterhead]

From:

Name of the Service Provider:

Address :

To:

Chairperson,
Hostel Affairs' Board,
IIT Guwahati,
Guwahati, Assam 781039.

Sir,

Sub: Submission of technical bid application for empanelment of caterers for providing catering services in various hostels of the Indian Institute of Technology **on a fixed rate decided by the institute.**

Having examined and understood the details given in the Notice inviting tender and the tender document for the above service, I / we hereby submit our tender with the following declaration:

1. I/ we hereby declare that all the statements made by me/ us in the tender document are true and correct to the best of my/our knowledge and belief.
2. I/ we declare that before signing this bid, I/ we have read and fully understood all the terms and conditions, instructions contained therein, and undertake myself/ ourselves to abide by the said terms and conditions.
3. I/ we also agree that the institute can approach individuals, departments, employees or firms to verify our competence and general reputation.
4. I/ we agree that the Bid security (EMD) furnished along with my/our tender is liable for forfeiture in case of any default.
5. I/ we agree that the bid tendered by me/ us is valid for 90 days from the date of submission of the bid for its acceptance. I/ we further agree that I/ we will not make any change in our technical bid after its submission or withdraw the same.

Date:

Signature of Authorized signatory.





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FORM C

FORMAT FOR SUBMISSION OF BANK ACCOUNT DETAILS

[To be submitted on the organizational letterhead/bank format]

The Service Provider/Caterers are requested to furnish their bank details so as to make payment / return the SD/EMD of unsuccessful Service Provider/Caterers through RTGS, in the following format:

May be typed as per the format given,

Format for submission of details of the bank account of the Service Provider/Caterer:

Name of the account holder (Service Provider/Caterer)	
Complete address	
Contact number	
Email address	

Bank Account details:

Bank name	
Branch name	
MICR number	
Account type	
Account Number	
Please re-type Account number again	
IFSC code of the Bank	

I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold the Institute responsible for this.

I have read the option invitation letter and agree to discharge responsibility expected of me as a participant under the scheme.

Seal and signature of the Service Provider/Caterer

Certification from the banker:

Certified that the particulars furnished above are correct as per our records.

Seal and signature of the authorized officer of the bank





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FORM D

EXPERIENCE AND ASSESSMENT CERTIFICATE

[To be provided in sealed envelope as confidential report by the issuing authority on your organisation letterhead]

This is to certify that _____ (Name of the caterers' company) provided/has been providing _____ (type of service) service to us from _____ (start date) to _____ (end date).

i.e. _____ years _____ months _____ days of experience in catering services. And has served _____ (Strength of individuals) in a single mess in this organization in the last one year (FY 2025-26) continuously.

The above-mentioned caterer has clean/good record in all respect without any illegality/malpractices to the best of my knowledge, no legal proceeding is pending or contemplated.

Please give numerical assessment 1 to 5 (5 being the maximum score and 1 being the minimum score, 5- Excellent, 4-Very good, 3-Good, 2-Average, 1-Poor) for the firm/caterer.			
Name and Designation of the assessor: (Assessor should be in Registry Cadre (or above) or Pay Level 10 and above)		Name:	
		Designation:	
Sl. No.	Description	Numerical Assessment	Justification/ Remarks, if any.
01	The caterers' response has been prompt and as required by the administration and all the managers were professionally trained		
02	All the managers/workers have been punctual and performed their duties with complete responsibility.		
03	There have been no removals or replacement of managers on the ground of indiscipline, substance abuse, negligence, criminal record, driving mishap, etc.		
04	Quality, Quantity of food and Safety of operations.		
05	Health, hygiene and proper cleanliness and Student/customer friendliness.		

Date:

(Signature of The Issuing Authority)
Name and Organization's seal





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FORM E

DECLARATION FOR ACCEPTING FIXED COMPREHENSIVE MENU RATE

[To be submitted on the organizational letterhead]

To:

Chairperson,

Hostel Affairs' Board,

IIT Guwahati,

Guwahati, Assam 781039.

This is to certify that we are willing to provide mess catering services in the Hostels of IIT Guwahati (Reference Your Tender No. _____ dated _____) at fixed rate of Rs. 125/- (Rupees One Hundred and twenty-five only) per student per day for the comprehensive menu suggested by your Institute as per the clause of the tender document.

Date:

(Signature of Applicant)

Name and Company's seal





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FORM F

INTEGRITY AGREEMENT

This Integrity Agreement is made in Guwahati on this _____ day of _____ 20__

BETWEEN

Indian Institute of Technology Guwahati incorporated as a body corporate under the Institutes of Technology Act, 1961, through its Director, represented by Dean of Students' Affairs' and/or Chairperson, Hostel Affairs' Board of the FIRST PART (Herein after referred as the "**Institute**", which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

M/s _____ a proprietary/partnership company/Company having its
(Name of the Individual/company/Company)

registered office at _____
(Address of the Individual/company/Company)

represented by Shri _____ (Hereinafter to as the "**Service Provider/Caterer**" and which
(Details of duly authorized signatory)

expression shall unless repugnant to the meaning or context hereof include its succession and permitted assigns)

Preamble

WHEREAS THE Institute has floated the Tender (Ref No. _____) (Hereinafter referred to as
"Tender/Bid") and intends to award, under laid down organizational procedure, contract for

(Name of work)
Hereinafter referred to as the "Contract".

AND WHEREAS the Institute values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Service Provider(s) and Caterer(s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as "Integrity Pact" or "Pact"), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this witnesses as under:





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Article 1: Commitment of the Institute

- i. The Institute commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a. No employee of the Institute, personally or through any of his/her family members, will in connection with the tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Institute will, during the tender process, treat all Service Provider(s) with equity and reason. The Institute will, in particular, before and during the tender process, provide to all Service Provider(s) the same information and will not provide to any Service Provider(s) confidential / additional information through which the Service Provider(s) could obtain an advantage in relation to the tender process or the Contract execution.
 - c. The Institute shall endeavour to exclude from the tender process any person, whose conduct in the past has been of biased nature.
- ii. If the Institute obtains information on the conduct of any of its employee which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Institute will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Service Provider(s)/ Caterer(s)

- i. It is required that each Service Provider/Caterer (including their respective officers, employees and agents) adhere to the highest ethical standers, and report to the Government / Department all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and through the negotiation or award of a contact.
- ii. The Service Providers(s)/Caterer(s) commit himself to take measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the Contact execution:
 - a. The Service Providers(s)/Caterer(s) will not, directly or through any other person or company, offer, promise or give to any of the Institute's employees involved in the tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the Caterer.
 - b. The Service Providers(s)/Caterer(s) will not enter with other Service Providers(s) in to any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
 - c. The Service Providers(s)/Caterer(s) will not commit any offence under the relevant IPC/PC Act. Further the Service Providers(s)/Caterer(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Institute as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.





- d. The Service Providers(s)/Caterer(s) of foreign origin shall disclose the names and address of agents/representatives in India, if any. Similarly, Service Provider(s)/Caterer(s) of Indian Nationality shall disclose names and address of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principals or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacture, he shall not be allowed to quote on behalf of another manufacture along with the first manufacture in a subsequent/parallel tender for the same item.
- e. The Service Providers(s)/Caterer(s) will, when presenting his bid, disclose (with each tender as per Proforma enclosed) any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
- iii. The Service Providers(s)/Caterer(s) will not, instigate third persons to commit offences outlined above or be an accessory to such offences.
- iv. The Service Providers(s)/Caterer(s) will not, directly or through any other person or company indulge in fraudulent practice means a wilful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.
- v. The Service Providers(s)/Caterer(s) will not, directly or through any other person or company use Coercive practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, there or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Institute under law or the Contract or its established policies and laid down procedures, the Institute shall have the following rights in case of breach of this Integrity Pact by the Service Providers(s)/Caterer(s) and the Service Provider(s)/Caterer(s) accepts and undertakes to respect and uphold the Institute's absolute right:

- i. If the Service Providers(s)/Caterer(s), either before awarded or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Institute after giving 14 days' notice to the Caterer shall have powers to disqualify the Service Providers(s)/Caterer(s) from the tender process or terminate/determinate the Contract, if already executed or exclude the Service Providers/Caterer from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Institute. Such exclusion may be forever or for a limited period as decided by the Institute.
- ii. Forfeiture of EMD/Performance Guarantee/Security Deposit: If the Institute has disqualify the Service Providers(s) from the tender process prior to the award of the Contract or terminate/determinate the Contract or has accrued the right to terminate/determinate the Contract according to Article 3(1), the Institute apart from exercising any legal rights that may have accrued to the Institute, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Service Providers/Caterer.





- iii. Criminal Liability: If the Institute obtains knowledge of conduct of a Service Provider or Caterer, or of an employee or a representative or an associate of a Service Provider or Caterer which constitutes corruption within the meaning of Indian Penal code (IPC)/Prevention of Corruption Act, or if the Institute has substantive suspicion in this regard, the Institute will inform the same to law enforcing Service Providers for further investigation.

Article 4: Previous Transgression

- i. The Service Provider declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Enterprises in India that could justify his exclusion from the tender process.
- ii. If the Service Provider makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken for banning of business dealings/ holiday listing of the Service Provider/Caterer as deemed fit by the Institute.
- iii. If the Service Provider/Caterer can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Institute may, at its own discretion, revoke the exclusion prematurely.

Article 5: Duration of the Pact

These Pact beings when both the parties have legally signed it. It expires for the Caterer/Vendor **24 months** after the completion of work under the Caterer or till the continuation of defect liability period, whichever is more and for all other Service Providers, till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this pacts as specified above, under it is discharged/determined by the Competent Authority of IIT Guwahati.

Article 6: Other Provisions

- i. This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the Division of the Institute, who has floated the tender.
- ii. Changes and supplements need to be made in writing. Side agreements have not been made.
- iii. If the Caterer is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all parties and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
- iv. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intensions.
- v. It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement / Pact or interpretation thereof shall not be subject to arbitration.





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Article 7: LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract/ or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this **Integrity** Pact will have precedence over the Tender/Contract documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF, the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

(For and on behalf of Institute)

(For and on behalf of Service Provider/ Caterer)

WITNESSES:

1 _____
(Signature, Name and Address)

2 _____
(Signature, Name and Address)

Place: Guwahati

Date:





Ref: IITG/SA/HAB/HST/309

भारतीय प्रौद्योगिकी संस्थान गुवाहाटी
INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI
HOSTEL AFFAIRS' BOARD

FORM G

FORMAT OF INDEMNITY BOND

(TO BE NOTORISED ON A STAMP PAPER OF APPROPRIATE VALUE)

Name of the service:

KNOW all men by these presents that M/s _____ (name and address of the Service Provider) do hereby execute Indemnity bond in favour of IIT Guwahati, Amingaon, North Guwahati, Guwahati, Assam 781039 on this _____ day of _____

THIS DEED WITNESSETH as follows:

We _____ (Name and address of the caterer) do hereby indemnify and save harmless IIT Guwahati, Amingaon, North Guwahati, Guwahati, Assam 781039 from:

1. Any third-party claims, civil or criminal complaints/ liabilities/ site mishaps and other accidents or disputes; and/ or damages occurring or arising out of any mishap due to my/ our negligence in performing the contract for _____ (Name of work);
2. Any damages, loss or expenses due to or resulting from any negligence or breach of duty on the part of me/us or my employees;
3. Any claims by an employee of mine/ ours if any, under the Workman Compensation Act or Employees Liability Act or Minimum Wages Act or any other Act/ Law/ Rules and regulations in force from time to time under any Law in respect of injuries to persons or property arising out of in the course of execution of contract and/ or arising out of in the course of employment of any workman/ employee;
4. Any act or omission of mine/ ours that involves any loss or damage or liability or civil or criminal action.

IN WITNESSETH WHEREOF the above named has set his signature on this day _____

Signed and delivered by the aforesaid in the presence of a witness:

- 1.
- 2.





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HOSTEL AFFAIRS' BOARD

FORM H

SOLVENCY CERTIFICATE

[Format for Solvency Certificate]

To

The Chairperson

Hostel Affairs' Board

Indian Institute of Technology, Guwahati

Guwahati - 781039

Assam

This is to certify that to the best of our knowledge and information, M/s _____ (address)
_____ a customer of our bank is respectable and be treated as good for an
engagement up to a sum of Rs. _____ (Solvency amount)
_____ only as on _____ (Date of Certificate).

This Certificate has been issued without any risk and responsibility on the part of the Bank or any of its officers. This certificate is issued at the specific request of the customer.

Yours faithfully,

For _____ (Bank)

Bank Officer with designation and seal





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FORM I

FORMAT OF AFFIDAVIT

On a stamp paper of Rs. 5000, duly sworn before the Public Notary

Affidavit of Mr./Ms. _____, S/o/ of Mr. _____ aged about _____ years,
resident of _____, working as _____ (designation) for
_____ (name and address of the Service Provider/Caterer).

I, the above-named deponent, solemnly affirm and state as under:

1. That I am working as _____ /proprietor of the _____ (name of the company)
and authorized to sign this affidavit.
2. That the company M/s _____ (complete address of the
company) has not abandoned or suspended any contracts/services of any organization/ department so far.
3. That the company M/s _____ (complete address of the
company) has not been blacklisted/ debarred for competing in tenders /services of any organization/ department
so far.
4. I solemnly verify that the facts stated above are true and nothing material has been concealed.

Seal and Signature of deponent

Identified by:

Solemnly affirmed and signed before me by the Deponent after the contents of this affidavit were read over to him, and
stated by him to be true and correct on this _____ day of _____ 2026, at _____.





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HOSTEL AFFAIRS' BOARD

FORM J

FORMAT OF AGREEMENT

(On a stamp paper of Rs. 5000)

AGREEMENT FOR RUNNING MESS AT _____ HOSTEL, IIT GUWAHATI

THIS AGREEMENT is made on this Day/ Month/Year _____ by and between Indian Institute of Technology Guwahati, Amingaon, North Guwahati, Guwahati, Assam 781039. Represented by the Director, in turn represented by Dean of Students' Affairs and/or Chairperson, Hostel Affairs' Board hereinafter called the "IITG" of the FIRST PART (The expression "IITG" shall include his successors, assigns or transferees)

AND

_____ (Name and address of the Service Provider) represented by _____, hereinafter called the Service Provider/ Caterer which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors, heirs, executors, administrators, representatives of the OTHER PART.

WHEREAS the institute has called tenders, **Inviting Service Providers/Caterers for providing mess catering services in various Hostels of the Institute on a fixed rate decided by the Institute**, at _____ vide Notice Inviting Tender No. _____ dated _____.

Among several Service Providers who have offered their tender, the institute found the tender offered by _____ (Name of the Service Provider) is acceptable and hence decided to grant the contract to them vide Letter of Intent No. _____ dated _____.

WHEREAS _____ (Name of the Service Provider) has accepted the award of contract.

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this agreement, words and expressions shall have the same meanings as are respectively assigned to them in the tender document.
2. The following documents shall be deemed to form and be read and construed as part of this agreement, namely
 - a. Notice Inviting Tender No. _____ dated _____.
 - b. Tender document containing _____ pages.
 - c. Letter of Intent No. _____
 - d. Work order
3. All future correspondence between the parties
4. In consideration of the payments to be made by the institute, the caterer hereby covenants with the institute and execute the services of running the Mess at _____ Hostel with effect from the date of this agreement.
5. That the caterer hereby agrees to adhere to all related statutory requirements/ related Acts & Rules and statutory provisions in employing personnel required under this contract.
6. The institute hereby covenants to pay the caterer in consideration of the services rendered by the caterer, the amount specified in the tender document as accepted in the letter of intent.

IN WITNESS WHEREOF, the parties hereto have signed the agreement on the date and year first above mentioned.

Caterer

IITG

Witness:





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FORM K

FORMAT OF LETTER OF INTENT

Ref No.

Date:

To:

(Name address of the Caterer)

Sir,

Sub.: Running the mess at _____ Hostel, IIT Guwahati - Letter of Intent - Reg.

Ref.:

1. Notice inviting tender _____ dated _____.
2. Your tender dated _____
3. Approval dated _____ of the Tender Allotment Committee, IIT, Guwahati.

This is to inform you that, subject to the terms and conditions of the Notice inviting tender dated _____ and the tender document, your tender under reference (2) above for the above service is accepted.

You are requested to submit a further security deposit by means of RTGS/ Demand Draft of any scheduled bank drawn in favour of the "Chairperson, Hostel Affairs' Board, payable at Guwahati within three days from the date of issue of this letter.

You are also requested to attend this office within three days from the date of issue of this letter along with a nonjudicial stamp paper/ document paper of Rs.5,000/- for executing an agreement.

Yours sincerely,
Chairperson
Hostel Affairs' Board
IIT Guwahati

Copy to: Concerned Hostel Warden / Associate Wardens / General Secretary / Services Secretary





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FORM L

FORMAT OF WORK ORDER

Ref No _____

Date:

To:
(Name and address of the Caterer)

Sir,

Sub.: Running the mess at _____ Hostel, IIT Guwahati - Work order - Reg.

Ref.:

1. Notice inviting tender _____ dated _____.
2. Agreement dated _____

The agreement dated _____ for the above service is accepted. A copy of the agreement is enclosed.

You are requested to contact the _____, HAB office for further instructions. Subject to satisfactory performance and subject to terms and conditions of the agreement dated _____, the contract is for **two years**.

You shall pay all the statutory benefits to the employees engaged under this contract and submit the remittance details to the from time to time.

You shall furnish the institute every succeeding month, the details of salary of the previous month given to your employees with a copy of the salary slip, details of the cheque given towards salary, EPF, ESI, bonus, etc. or the copy of the receipt obtained from the staff, as per the Labour Act, for the institute's record purposes. In no case, the payment shall be less than the minimum wage prescribed from time to time.

You are requested to obtain Labour Licence from the Labour Commissioner, as per the Contract Labour (Regulation and abolition) Act 1970 and the Central Rules framed there-under, and submit a copy of the same to this office for record purposes. Form No. III required in this connection is enclosed herewith.

You are further requested to submit an Indemnity bond as per the terms of the agreement (format enclosed).

Yours sincerely,

Chairperson

Hostel Affairs' Board

IIT Guwahati

Copy with a copy of the agreement to: Concerned Hostel Warden / Associate Wardens





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HOSTEL AFFAIRS' BOARD

FORM M**TECHNICAL DATA SHEET**

Sl. No.	Particulars	Allocation of Marks	Total Marks
01	Firm's catering experience in years		FORM D
	3 years – 5 years	10	
	> 5 years – 7 years	15	
	> 7 years – 10 years	20	
	> 10 years	25	
02	Average annual financial turn-over (gross) of the firm (in the last 3 financial years based on ITR filed) ending 31 st March 2025		FORM N
	Rs. 75 Lakhs to Rs.175 Lakhs	10	
	Above Rs. 175 Lakhs and up to Rs. 300 Lakhs	15	
	Above Rs. 300 Lakhs and up to Rs. 425 Lakhs	20	
	Above Rs. 425 Lakhs	25	
03	Experience in catering in the last one year (FY 2024-25) in Educational Institute of high repute		FORM D
	In students' hostels of private institutes of high repute for higher learning	10	
	In students' hostels of State Govt. Educational Institution(s)	15	
	In students' hostels of Central funded Institutes of higher learning	20	
	In students' hostels of IISc, IISERs, IITs, IIMs, NITs, IIITs	25	
04	Strength of individuals served in a single mess in Educational Institute of high repute in the last one year (FY 2024-25) continuously		FORM D
	200 to 300 individuals	10	
	301 to 500 individuals	15	
	501 to 750 individuals	20	
	751 individuals and above	25	
Total Technical Score			100





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FORM N

DETAILS OF ANNUAL FINANCIAL TURNOVER OF SIMILAR WORK

(To be submitted in a separate sheet typed neatly – preferably in alphabetic order)

ANNUAL TURN OVER	
YEAR	ANNUAL TURNOVER AS PER AUDITED BALANCE SHEET (in Rs.)
2022-2023	
2023-2024	
2024-2025*	
Average Annual Turnover	
Note: The above data is to be supported by Audited Balance Sheets	
* If not audited till the date of submission of tender, a certificate from the Chartered Accountant may be submitted, along with unaudited accounts.	





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FORM O

[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 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 the stipulated time, our company will be debarred for a period of five years from further bidding on any tender of your Institute. Further, we agree that your Institute is at liberty to intimate this debarment to all departments/organizations of government and governmental organizations.

Yours faithfully,

Seal and Signature of the Service Provider





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FORM P

Your Ref. No:

SELF DECLARATION FOR NOT BEING BLACKLISTED

[To be submitted in 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 a 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





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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	Details of the Service Provider (see FORM A)	
4	Letter of Transmittal cum Undertaking (see FORM B)	
5	Technical Data Sheet (see FORM M)	
6	Financial Information (see FORM N)	
7	Details of all Works of Similar Nature Completed during the last five Years or More as on the last date of submission (see FORM D)	
8	Solvency Certificate (See FORM H)	
9	Declaration of Accepting Fixed Comprehensive Menu Rate (See FORM E)	
10	Experience Certificate (See FORM D)	
11	Bank Details (See FORM C)	
12	PAN/GST Registration Certificate	
13	PF/ESIC Certificate	
14	FSSAI Certificate	
15	Trade License	
16	Catering (from FDA), food outlet, & Labour license	
17	Municipal license by Public Health Officer	
18	Shop & Establishment Registration	
19	Partnership deed, if applicable	
20	Municipal Certificate	

Signature of Authorized Signatory

