

भारतीय प्रौद्योगिकी संस्थान गुवाहाटी
INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI



TENDER DOCUMENT FOR JUICE CENTERS IN HOSTELS - 2026



Ref: IITG/SA/HAB/HST/309/Juice
Date: 13.04.2026

TENDER NOTICE

Last date for submission of Tender: 04.05.2026

Tender are invited from experienced firms in the respective areas for juice centers in the hostels of IIT Guwahati at its permanent campus in Guwahati, Assam. The details of the hostels are given along with the tender format. Tenders can be either obtained in person/by post from the HoS, Students' Affairs Section, IIT Guwahati, Guwahati 781039 by submitting/ sending a Demand Draft for **Rs. 1000.00 (Rupees One Thousand only) drawn in 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 tenders should hand over/send the DD for Rs. 1000.00 (Rupees One Thousand only) to the above-mentioned HoS while submitting/sending the completed tenders.

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, **so as to reach on or before 04.05.2026**. IIT Guwahati will not be responsible for any delay or loss of tenders sent by post/courier. The list of bidders who have submitted the bid along with a valid tender fee (i.e., qualified bidders) will be displayed on **07.05.2026**. The final selection of the contractors will be based on a weighted criteria system. **The date of the interview will be intimated later.**

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

HoS
Students' Affairs Section, IITG

TERMS AND CONDITIONS FOR JUICE CENTERS

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

Maximum Marks: 100

1. Relevant experience (50 points max.)
Points will be awarded based on experience certificates submitted by the bidder on relevant field.
(As mentioned in Evaluation Criteria)
2. Interview (50 points max.)

The bidder will have to appear in an interview in person on the specified date. Failure to do so would disqualify their tender from further processing.

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

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

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

6. **Contract Agreement:** The successful applicants shall sign an agreement with IIT Guwahati within one month of the work order, which will be executed as per the provisions of the Stamp Act and shall be duly registered. The contract will be assigned initially for a period of 2 (two) years, effective from **July, 2026**. Upon satisfactory performance, the contract may be extended for 1 (one) more year. In exceptional cases, where the services provided by the firm are extremely satisfactory during the first two years, the authority may extend the contract period by another one year. IIT Guwahati reserves the right to modify/add any clause to the agreement during the period of the contract.
7. **Security Deposit (SD):** A successful applicant will be required to deposit an amount of **Rs. 30,000/- (Rupees Thirty Thousand only)** as a **Security Deposit in the form of a Demand Draft/Pay Orders/ Bankers' Cheque in favor of “Hostel Affairs Board, IIT Guwahati” payable at “Guwahati”**. The Security Deposit will be refunded after expiry of the Contract Agreement, subject to satisfactory services being provided and all terms and conditions adhered to, and after making deductions for any damages. The Security Deposit kept with IIT Guwahati shall not bear any interest.
8. **Termination of Contract:** The contract may be terminated by the contractor by issuing 2 (two) months' clear notice. However, IIT Guwahati reserves the right to terminate the contract without assigning any reason if it appears to the authority at any point in time that the services, quality, and maintenance of hygiene are deteriorated to such an extent that it is detrimental to the interests of the hostel boarders and their health. The decision of IIT Guwahati is final in all aspects.
9. **Items and Payment Terms:** Juice centers will be allowed to sell only juices and shakes, both packed and fresh. Juice centers will not be allowed to sell cooked items. Rates for the compulsory items are given in **ANNEXURE 3**. Any more items (optional items) that the contractor wishes to provide, upon the request of Hostel Management or otherwise, should require prior written permission from the competent authority. The rates for optional items will be decided from time to time by the individual Hostel Management Committees in consultation with the contractor.

10. **Mandatory Working Hours:** On usual days, the juice center's working hours are from 10 AM to 1:00 AM the next day. These hours may be extended on examination days. Juice centers should be opened on all National and Public Holidays.
11. **Infrastructure and Maintenance:** IIT Guwahati will not provide any furniture or equipment to run the Juice center. However, it shall provide the space/room in the Hostels at the IITG Campus, where the Juice Center may be set up. It is the duty of the contractor to ensure that the area in use and the surroundings are kept clean and hygienic. No electrical / civil modification of the space provided is permitted. Electrical utensils should be used in sockets of appropriate wattage. Any damage to electrical or civil structures caused by the contractor would be repaired at his/her own cost. Such matter may, in addition, invite penalties if deemed appropriate by the authorities. Waste disposal is the responsibility of the contractor. Under no circumstances shall plastic and food waste be disposed of in the drainage. Non-compliance with proper waste disposal will invite a penalty.
12. **Electricity:** Monthly electricity bill will be charged as per IIT Guwahati norms.
13. **Manpower:** It is the responsibility of the contractor to arrange enough manpower for the smooth operation (without any delay in serving) of the Juice center during working hours. IIT Guwahati will not take any responsibility of these workers in any form. Appropriate identity cards should be issued to the employees.
14. **Incompetence and Lapses:** Cases of incompetence and improper services include frequent failure in compliance with the officially approved timings, non-availability of items, and unhygienic conditions. Any breach of contract or lapses in service may invite penalties, including monetary penalties and/or termination of the contract.
15. **Subletting:** The contractor shall not assign, sublet or part with the possession of the premises and properties of IIT Guwahati therein or any part thereof under any circumstances. Any deviation from this clause may invite immediate termination of the contract.
16. **Banned items:** Under no circumstances should the contractor sell any of the items banned in the educational institutions. Tobacco products, alcoholic products, and narcotics are some of the banned items.
17. **Permissible Brands:** The contractor may only use items of brands mentioned as permissible within the limits of this tender (see **TABLE 1**). For any deviation, prior consent of the hostel HMC must be taken.
18. **Compliance of Statutory provisions:** The contractor will have to abide by all the provisions of various Labor Laws under Gol / GoA as applicable from time to time, e.g., Minimum Wages Act, Provident Fund, etc.
19. **Disputes and Jurisdiction:** Any legal disputes arising out of any breach of contract pertaining to this tender shall be settled in the court of competent jurisdiction located within the local limits of Guwahati in Kamrup District, Assam.
20. **Arbitration:** All disputes or differences whatsoever arising between the parties out of or relating to the services will be settled by arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties. Such arbitration shall be governed by the Arbitration and Conciliation Act.
21. A self-declaration certificate of not being blacklisted must be submitted along with the bid (**See FORM 2**)
22. Standard Penalties applicable will be as per **ANNEXURE 4**.
23. **Important Dates:** Last date for submission of tenders: **5.00 PM on 04.05.2026** Display of list of qualified firms for interview on Students' Affairs notice board and Institute website on **07.05.2026 at 5.00 PM** (tentatively). The date of the interview **will be intimated later**.
24. **Canvassing:** Any attempt to canvass for the selection of a caterer, directly or indirectly, will lead to disqualification of such a caterer from the selection process.
25. **General Terms & Conditions**
 - The bidder shall abide by the terms and conditions as specified in this notice/tender.
 - Not more than one tender shall be submitted by one bidder having business relationship. Under no circumstances will father/mother and his/her son (s)/ daughter(s) who have business relationship with one another (that is when one or more partner/director are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenderers of both parties liable to rejection.
 - The concerned firm should keep First Aid facilities and provide uniform for their staff.

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

Date:
Place:

Signature of Contractor
along with the official seal and address

Qualification Criteria

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

TABLE 1

Permissible Brands		
1	Syrups	Hershey's/Delmonte/Nestle/Mapro
2	Milk	Amul/ Purabi/ Sudha/ Mother Dairy/ Nandhini
3	Coffee	Nescafe/ Bru Gold
4	Tea	Tata tea/ Red Label/Wagh Bakri/Golaghat

TENDER FORM FOR JUICE CENTERS IN HOSTELS

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

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

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

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

Date:
Place:

Signature of Contractor
along with the official seal and address

DETAILS OF HOSTEL STRENGTH

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

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

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

Date:
Place:

Signature of Contractor
along with the official seal and
address

COMPULSORY MENU

The menu items that should necessarily be served all through the working hours are given in the following table. The contractor should use branded/good-quality ingredients/raw materials in consultation with the hostel management. Plastic cups, plastic glasses, and plastic plates are strictly banned on campus.

Non-seasonal rates may be decided from time to time by the Hostel Management Committee (HMC) in consultation with contractors.

** Almond shake must be prepared using almonds. Almond essence is strictly prohibited.

Note: Any other item not listed in the above table can be decided by the Hostel Management Committee (HMC) in consultation with the contractor.

- Small packings of juice/biscuits should be mandatorily available.
- Vendors should comply with HAB's recommendation to use brands that are listed in **TABLE 1**.

Sl.No	Item Name	Price (in ₹.)
1	Banana Shake	25
2	Mango Shake	35
3	Butterscotch Shake	25
4	Strawberry Shake	30
5	Blackcurrant Shake	25
6	Badam Shake	30
7	Chocolate Shake	25
8	Oreo Shake	30
9	Bournvita/Horlicks	25
10	Amul Pro	25
11	Rose Milk	25
12	Coffee	25
13	Mosambi Juice	35
14	Pineapple Juice	30
15	Orange Juice	35
16	Watermelon Juice	30
17	Carrot/Beetroot Juice	35
18	Mixed Fruit Juice	35
19	Papaya Juice	30
20	Mixed Fruit Plate	35
21	Pineapple Plate	30
22	Papaya Plate	30
23	Watermelon Plate	25
24	Sugarcane juice	20
25	Hot Milk	20

Note: Contractor must provide an electronic payment system.

Declaration:

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

Date:

Place:

Signature of Contractor

along with the official seal and address

STANDARD PENALTIES

Calculation of Penalty: $X = 0.1 * 30 * \text{number of boarders in the hostel}$

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

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

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

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

1. Presence of hair in food or in serving utensils
2. Presence of food color in served food or food color found in store rooms

††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. Juice Center personnel found violating hygiene standards, for example, non-use of gloves and caps, non-maintenance of personal hygiene, dress, etc.
3. Noncompliance with the workers' dress Code.

FORM 1

[To be submitted on the organizational letterhead]

Your Ref. No:

INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

Bid Security Declaration Form

To
The (HoS)
Students' Affairs Section
IIT Guwahati

I/We/M/s(name) submitted the bid against
the respective NIQ No.....
declare that, if, I/ We / M/s.....gets
selected to provide Mess Service/ Canteen/ Dual Canteen/ Stationery/ Juice Center [strike off which is not
applicable] in Hostel, I will submit the security deposit as mentioned in the Tender Document within One month
of receiving the offer letter. We understand and agree that, if the security money is not deposited within the
stipulated time, our firm 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,

(Signature of the Bidder)

Name and designation of the officer

Seal, name & address of the Organization

FORM 2

Your Ref. No:

SELF DECLARATION FOR NOT BEING BLACKLISTED

[To be submitted on the organizational letterhead]

To

The HoS

Students' Affairs' Section

IIT Guwahati

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

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

1. Our firm/company has **not been blacklisted, debarred, banned, or holiday-listed** by any Central Government Department, State Government Department, Public Sector Undertaking, Autonomous Body, Statutory Body, University, Institute, or any other Government organization as on the date of submission of this bid.
2. I/We understand that if 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

Document Submission Checklist

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

Signature of Authorized Signatory