



TENDER DOCUMENT FOR

PROVIDING CATERING SERVICE

(Boys, Girls & STC Hostel Mess & Staff Canteen)

At

**CENTRAL INSTITUTE OF PETROCHEMICAL ENGINEERING &
TECHNOLOGY**

(Formerly, CENTRAL INSTITUTE OF PLASTICS ENGINEERING & TECHNOLOGY)

E-TENDER NO.: CIPET/CSTS/GHY/ADM/Catering-Service/04/2020-21 dated 03/12/2020

LAST DATE FOR SUBMISSION OF ONLINE BID: **21.12.2020 at 5:30 PM**

CIPET: CSTS - GUWAHATI

Near NH – 31; P/O Changsari; Assam 781101
Department of Chemicals & Petrochemicals;
Ministry of Chemicals & Fertilizers, Govt. of India
Ph: 9957193628 / 8811099022, e-mail: cipetcstsguwahati@gmail.com,

Website: www.cipet.gov.in

Notice Inviting E-Tender

E-Tender No.: CIPET/CSTS/GHY/ADM/Catering-Service/03/2020-21 dated 03/12/2020

CIPET CSTS Guwahati, Changsari invites item rate E-Tender in two Bid systems (Technical and Financial) from

Resourceful and reliable bidders for Providing Catering Service for around 300+ students and 80+ Staffs at CIPET CSTS Guwahati

Sl. No.	E-Tender No. & Date	Name of the Item / Work	Estimated Value (Annually)	EMD in Rupees	Tender Fees in Rupees	Last Date & Time of online Bid submission
01.	CIPET/CSTS/GHY/ADM/Catering-Service/03/2020-21 dated 03/12/2020	Providing Catering Service for around 300+ students and 80+ Staffs at CIPET CSTS GUWAHATI	36,00,000.00	75,000.00	1,000.00 Non - Refundable	21.12.2020 up to 5.30 P.M

Interested and eligible bidders may view and download the detailed tender documents from CIPET's E-Tender portal www.tenderwizard.com/CIPET or www.cipet.gov.in

All Bids must be submitted through the online portal www.tenderwizard.com/CIPET on or before 21.12.2020 up to 5.30 P.M. The Tender Fee and EMD will be accepted in the form of Demand Draft drawn on any Indian Nationalized Bank favoring "CIPET Guwahati" payable at Guwahati and shall be submitted at CIPET Guwahati as specified on or before 21.12.2020 up to 5.30 P.M in separate sealed cover superscripted with "TENDER FOR CIPET GUWAHATI HOSTEL MESS", failing which bids will be summarily rejected. Additionally, a soft copy of the Tender Fee and EMD shall also be uploaded along with the Technical Bid to be submitted online.

Salient information about the E Tender:

- 1. Mode of submission:** ONLINE. No offline Tenders will be accepted.
- 2. Availability of Tender Documents:** All Bid formats (Technical & Financial) will be available ONLINE at CIPET's E – Tender portal www.tenderwizard.com/CIPET or www.cipet.gov.in. The registered vendors can download the Bids from these websites.
- 3. Who can participate for this e-Tender:** The registered vendors of CIPET through www.tenderwizard.com/CIPET can only participate in this tender process.
- 4. How to register by a vendor:**
 - (a)** The prospective bidders have to register with CIPET through the E-tender portal of CIPET at www.tenderwizard.com/CIPET by Online Payment of Rs. 1,770/- (Inclusive GST) to M/S. KEONICS LTD. On completion of the registration process, the bidders will be provided user ID and password. After receipt of User ID & Password, Bidders can log on at our e-Tender portal for downloading & uploading tender documents.
 - (b)** Tender Documents Fees (Non refundable) of Rs. 1,000/- is Payable to CIPET Guwahati in the form of Demand Draft from any Nationalize Bank not drawn before the Date of Releasing of NIT.
 - (c)** Processing Fees (As applicable as per norms of Keonics) Payable Online separately to M/S. KEONICS LTD.

5. **Is there any device requirement for participation in e-Tender:** Yes, Bidders should have valid Class-III Digital Signature Certificate (DSC) device for participating in e-Tender. For integrity of data and its authenticity / non-repudiation of electronic records and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC) of Class-III issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA).

6. Contact details for e-Tender related issue:

Name of the Service Provider: KEONICS		
Contact Person	Telephone / E-mail	Remarks:
Telephone no. / Mobile no. (Helpdesk) (i) Abhijit Sinha :-	i) 9864779970 {between 9:00 am to 6:00 pm}	
E-mail id	i) cipethelpdesk@gmail.com ii)twhelpdesk696@gmail.com	

7. Bidders are hereby advised that all the documents to be submitted online are kept scanned to PDF & JPEG format in a separate folder on their computers before starting online submission. The schedule of rate (Excel Format) may be downloaded and rates may be filled appropriately in this format only. This file may also be saved in a separate folder on your computer.

8. While uploading / submitting the documents, it should be ensured that the file name should be the name of the document itself.

9. All pages of Tender documents with Addenda / Corrigenda (if any) must be signed with proper official stamp and date by the Bidders / or authorized power of attorney holders at the lower right hand corner.

10. Bidders are advised to visit CIPET's E – Tender portal regularly for any Addenda / Corrigenda (if any) with regard to the E – Tender, for which no separate paper advertisement will not be published.

11. **Last date of online submission of Tender bid: 21.12.2020 up to 05:30 PM.**

12. EMD and Tender Fee must be in approved mode only and shall be duly Signed & Sealed in separate cover as described above in person / by speed post on or before 21.12.2020 up to 05:30 PM at CIPET CSTS Guwahati. Non-receipt of the same is liable for rejection of the Tender.

13. **Date & Time of Technical Bid Opening:** 22.12.2020 at 10.30 A.M.

14. **Date & Time of Financial Bid Opening:** Technically qualified bidders will be intimated about the date & time after technical bid evaluation through the e-Tender portal.

15. **Venue for Opening Bids:** CIPET CSTS Guwahati, Near NH – 3, Changsari, Guwahati.

16. Eligibility Criteria:

Tenderer should have minimum 3 years' experience and technical expertise in undertaking similar works with minimum annual turnover of Rs. 20 lacs. exclusively in Catering services, preferably at large institutional establishments. Supporting documents should be enclosed along with the Tender document.

CIPET reserves the absolute right to accept / reject any or all bids at any stage of the tender process without assigning any reason whatsoever.

Centre Head – CIPET,
CSTS Guwahati; Besides
NH – 31, Changsari;
Guwahati, Assam - 781101

Important Information & Dates

1. Tender Notification Date : 03.12.2020
2. Nature of work : Providing Catering Service for around 300+ students and 80+ Staffs
3. EMD Amount : Rs. 75,000/- Only (Rupees Seventy Five Thousand only)
4. Period: Initially for a period of 1 Year that may be extended for a similar or lesser period on same terms and conditions as mentioned in the Tender Documents.
5. Last Date of submission of Tender : 21.12.2020 up to 05:30 PM
6. Date of Opening of Technical Bids : 22.12.2020 at 10:30 AM
7. Date of Opening of Commercial Bids : To be announced after evaluation of Technical Bid
8. Address for the submission :
**The Manager (Project) & Head; CIPET GUWAHATI; Near NH-31, Changsari;
PO-Changsari, Dist- Kamrup Assam – 781101**
9. Scope of Work : The contract is essentially for providing Catering services to the residents of Boys Hostel, Girls Hostel, STC hostel or Staff of CIPET Guwahati. The scope of work covered by the contract, is broadly but not extensively described as given below:
 - a. Cooking and serving meals - Breakfast (Morning), Lunch, Evening Tea/ Snacks and Dinner.
 - b. Procurement of raw material as per specification given in Part- IV.
 - c. Managing and control of stocks and inventories.
 - d. Arranging and selling of Coupons for staffs & students. Hostel Residents may use these coupons to get 'extra' items not included in the basic menu of the mess.
 - e. Cleaning of utensils, kitchen and serving items.
 - f. Cleaning of cooking, dining and auxiliary areas.
 - g. Security of the equipment, utensils and other items in the mess.
 - h. Maintenance of the equipment in the kitchen and dining areas.
 - i. Maintenance of books, ledgers, other records and documents related to running of the mess.
 - j. Deployment and supervision of the required manpower for the above mentioned job.

Note: Bidders are requested to regularly check our website for updates with regard to this tender. No further paper ad shall be published for any change/ addenda/ corrigenda/etc.

Tender Notice for Providing Catering Service at CIPET, Guwahati

PRICE OF THE TENDER DOCUMENT Rs.1000/- (NON-REFUNDABLE)

General Terms & Conditions

1. Online tenders are invited for running Catering Services to Hostels and Staff canteen of CIPET: CSTS Guwahati for one year, in two bids: **(1) Technical/Qualification Bid** containing, this bid document duly signed and sealed in all pages, the information regarding the business, turnover, experience and other details of the firm, to judge the suitability of the caterer for the CIPET Guwahati hostel mess & Staff Canteen; **(2) Commercial Bid** containing the price of the items /full day menu etc.
2. The Technical/Qualification Bids will be opened on 22.12.2020 at 10:30 AM in the presence of tenderers or their authorized representative(s). The authorized representatives of CIPET Guwahati may also do a spot visit of the establishments of the caterers to assess their suitability as part of the Technical / Qualification Bid. The Commercial Bids of only those who are found suitable by the Committee appointed for the purpose will be opened on a date / time to be decided later on and communicated to such eligible bidders.
3. The bidder should submit the Technical / Qualification Bid and the Financial Bid in SEPARATE sealed envelopes super scribing **"Technical / Qualification Bid"** and **"Financial Bid"**, respectively. These two envelopes should be then put in an envelope and sealed properly and super scribed **"Tender for CIPET Guwahati Hostel Mess"**.
4. The tenders supported by the Earnest Money of Rs. 75,000/- Only (Rupees Seventy Five Thousand only) through a demand draft/banker's cheque valid for a period of three months shall be submitted by the Tenderer, issued by any Scheduled Nationalized Bank, drawn in favour of "CIPET Guwahati", payable at Guwahati. Bidders registered with the Central Purchase Organisation, National Small Industries Corporation (NSIC), MSME etc. are exempted from paying the EMD.

5. Tenders should be addressed to **The Manager(Project) & Head; CIPET GUWAHATI; Near NH-31, Changsari; PO-Changsari, Dist.- Kamrup – 781101** and superscripted "Tender for Providing Catering Service at CIPET, Guwahati".
6. The Manager (Project) & Head, CIPET GUWAHATI, reserves the right to reject any or all the tenders or accept them in part or full without assigning any reason(s) thereof. For eligibility criteria, qualifications, price, bid evaluation criteria and other information etc., interested agency(s)/ Firms (s) may visit CIPET Website at <http://www.cipet.gov.in>.
7. The successful tenderer who is awarded the contract shall have to deposit a **Performance Security of Rs. 1, 50, 000.00 (Rupees One Lakh Fifty Thousand)** in the form of Demand Draft / Account payee cheque in favour of CIPET Guwahati payable at Guwahati within 07 days of issue of the work order, which shall remain valid up to 90 days beyond the date of all contractual obligations. The EMD may be adjusted in the performance security as per the request in written by the tenderer.
8. The tenderer should quote the rate for each item in figures as well as in words. In case of difference in both, amount mentioned in word shall be considered.
9. The tender is not transferable under any circumstances at any stage.
10. Conditional or incomplete tender forms/bids shall be summarily rejected. Canvassing or influence of any kind, direct or indirect, shall lead to disqualification of the tenderer.
11. Bids in any form other than the prescribed form issued by CIPET Guwahati or incomplete bids will not be entertained and will be summarily rejected.
12. Tenderer should also submit duly filled tender document with sign and stamp on all the pages in testimony of having read all the terms & conditions laid down in the tender document.

13. The successful tenderer who is awarded the contract shall be bound to execute and implement it from the date of award of contract by signing a bond with CIPET Guwahati on a non-judicial stamp paper of value not less than Rs. 100/- at his own cost. Although implementation of the work by the successful tenderer shall be in effect immediately after receiving the work order, the entire process up to execution of bond shall be completed within 15 Days of issuing of work order.
14. The Tenderer whose bid is accepted will be notified for the award of the contract by the Institute. The terms and conditions of the accepted offer shall be incorporated in the contract.
15. The Bidder should have all the kitchen equipment such as Double Burner Stove, Gas Cylinder, Vegetable Cutters, knives, Glasses, Breakfast plate, Lunch plates, Kadai, Frying pan, Spoons etc. The institute does not have any obligation to provide the above.
16. Tenderer has to submit the proof of labour license with enclosures.
17. All disputes shall be subject to Kamrup (Rural) Jurisdiction only.
18. CIPET reserves the right to accept or reject any tender and to cancel the bidding process and reject all the quotations at any time prior to the award of contract. Also, institute reserves the right to select or reject any bid without assigning any reason thereof.

Note: Bidder who do not comply the above points will be treated as irresponsive and no communication will be given in that regard and allotment will be offered to the next bidder in the merit list. For the selected bidder, failure to comply with the above conditions will lead to the cancellation of the contract and forfeiture of his earnest money. In the event of any tenderer backing out before the actual award or execution of agreement, the contract being awarded to him, the Manager(Project) & Head, CIPET Guwahati will have absolute discretion to forfeit the Earnest Money in full.

Technical/Qualification Bid (Page No. 10 - 12)

PROFILE OF THE TENDERER

PART – 1 of 3

Sl.No	Particular	Remarks
A.	Should have minimum 3 years' experience and technical expertise in undertaking similar works with minimum annual turnover of Rs. 20 lacs., exclusively in Catering services, preferably at large institutional establishments. Supporting documents to be enclosed.	Informative and for Strict Compliance
B.	Should have / obtained before commencement of the work the requisite licenses, approvals, certificates from all statutory authorities viz. Municipality / Income Tax / Sales Tax / Commercial Tax Depts. Etc. valid for the entire duration of the above work.	Informative and for Strict Compliance
C.	The Agency shall furnish details of any legal case (if any, pending in any court of law against them or the concerned authorities, especially with regard to any violation in the statutory laws, etc. The bids of such bidders having any pending / ongoing / contemplated issues relating to Income Tax, Sales tax etc. Concealment of any such information will lead to the cancelation of the Tender straight away without any notice.	Informative and for Strict Compliance
1.	Name of the applicant/Firm:	
2.	Registered Office Address:	
3.	Year of establishment:	
4.	Type of Organization: (Whether Proprietorship Firm, Partnership Firm, Private Ltd. Company, Certified copy of the Partnership deed/Certificate of Incorporation/Certificate of Registration (as applicable) issued by the competent Govt. Authority)	
5.	Name of the Proprietor, Partners / Directors of the Firm with complete Address and Phone Number:	
6.	Food License Number (FSSAI):	
7.	PAN Card & TIN Number (Tax Return of last Three Financial Years): [Photocopy of documents to be attached]	
8.	G.S.T. Reg. No.: [Photocopy of documents to be attached]	
9.	Number of persons employed: Permanent..... Temporary.....	
10.	Whether 24x7 service and support will be available:	
11.	Do you have any office at Guwahati? If so, Complete Address and Telephone No.:	
12.	Undertaking should be provided by the firm that it is not blacklisted in the past on the letter head of the firm.	

DETAILS OF PREVIOUS CONTRACT
PART 2 of 3

Period of Contract <u>From To</u>	Name and Address of the Organization (Ref. document/WO to be enclosed)	Name of the Contact person & Phone No.	Value of Contract and other Details	Remarks

Details of current contracts, if any, of similar services being rendered by you and which will be available for sight inspection by our officials:

Period of Contract <u>From To</u>	Name and Address of the Organization (Ref. document/WO to be enclosed)	Name of the Contact person & Phone No.	Value of Contract and other Details	Remarks

Note: Add more columns / Enclose separate sheet if necessary

Place:

Date:

SIGNATURE OF THE TENDERER

PART 2 of 3

UNDERTAKING

I/We hereby undertake that if any information given in the Technical/Qualification Bid / Tender Document is found to be false / incorrect at any stage after opening of the Tender, the bid shall be rejected and EMD/Bid Security shall be forfeited and in case of successful bidder the Performance Security will be forfeited by CIPET Guwahati.

Name & Signature of the Contractor
Or the Authorized Signatory
With seal of the Firm / Company

MENU FOR Boys Hostel, Girls Hostel and STC Hostel

MESS MENU					
DAY	MORNING TEA 7.00 – 9.00 A.M.	BREAKFAST 7.45 - 9.30 A.M (8.00 - 10.30 AM for Sunday only)	LUNCH 12.45-1.55 P.M.	EVENING TEA 5.45 - 6.45 P.M.	DINNER 8.30 -10.00 P.M.
MONDAY	BLACK TEA	2 Pcs Paratha with Dal/sabji	RICE, DAL , EGG CURRY, PAPPAD	BLACK TEA, BISCUIT	DAL-MOONG, SABJI-MIXED, RICE, PICKLE,
TUESDAY	BLACK TEA	Veg Chowmein, 1 Pcs. Banana	DAL-MOONG, SABJI-MIXED, RICE,CHATNI	BLACK TEA, BISCUIT	DAL-MOONG, SABJI-MIXED, RICE.
WEDNESDAY	BLACK TEA	4 Pcs. BREAD TOAST & JAM, 1 Pcs. Boil Egg	CHICKEN CURRY/PONEER, DAL, RICE.	BLACK TEA, BISCUIT	DAL-MOONG, RICE, SABJI MIXED, BESON FRY / CHIPS
THURSDAY	BLACK TEA	2 Pcs Paratha with Dal/sabji	DAL-MOONG, RICE, SABJI MIXED, PICKLE/PAPPAD	BLACK TEA, SAMUSA/GOZA	PONEER,DAL, RICE, PICKLE/PAPPAD
FRIDAY	BLACK TEA	4 Pcs. BREAD TOAST & JAM, 1 Pcs. Boil Egg	FISH CURRY/PONEER, DAL, RICE.	BLACK TEA, BISCUIT	DAL, RICE, SABJI MIXED,PICKLE/SA LAD
SATURDAY	BLACK TEA	Veg Chowmein, 1 Pcs. Banana	DAL-MASUR, RICE, SABJI MIXED, NEMU / PICKLE	BLACK TEA, BISCUIT	DAL-MOONG, RICE, SABJI MIXED,/PAPPAD
SUNDAY	BLACK TEA	4 Pcs PURI & Sabji / Chole	DAL-, SABJI MIXED, RICE, SALAD	BLACK TEA, BISCUIT	CHICKEN CURRY/PONEER, DAL, RICE,
Note:		Tea will be served in disposable paper cups. Steel utensils will be used for lunch & dinner			
		Seasonal Vegetables will be used.			
		Menu subject to change as per requirement.			
		BED TEA (7.00AM) & BREAKFAST WILL NOT PROVIDE AFTER 9.30 A.M (10:30 A.M for Sunday).			

MENU FOR Staff Canteen

SI No	Week Days	9:30am to 10.30am	Lunch	3.30 pm to 4.00 pm	Remarks
1	Monday	Milk Tea /Black Tea/ Coffee	Rice, Dal (Moong +Masur) Mixed Veg, Chatni, Salad, Pickle	Milk Tea /Black Tea/ Coffee	<p>1. Guests are given additional tea/coffee with biscuits occasionally on their visit at CIPET.</p> <p>2. Roti (Chappati)/ Paneer are provided to staff during occasions, meetings and on demand due to health and other factors.</p> <p>3. Vegetarian lunch is provided at staff canteen</p>
2	Tuesday	Milk Tea /Black Tea/ Coffee	Rice, Dal (Moong +Masur) mixed , Sabji, AlooMatar curry, Achar, lemon	Milk Tea /Black Tea/ Coffee	
3	Wednesday	Milk Tea /Black Tea/ Coffee	Rice,Dal (Moong +Masur) mixed, salad, Sabji, NutrelaCurry,Achar,lemon	Milk Tea /Black Tea/ Coffee	
4	Thrusday	Milk Tea /Black Tea/ Coffee	Rice,Dal (Moong +Masur) mixed, Sabji, salad, vegetable dry fry,Achar, lemon, tomato chatni	Milk Tea /Black Tea/ Coffee	
5	Friday	Milk Tea /Black Tea/ Coffee	Rice,Dal (Moong +Masur) mixed, Sabji, salad, Nutrela / Rajma curry ,Achar, lemon	Milk Tea /Black Tea/ Coffee	
6	Saturday	Milk Tea /Black Tea/ Coffee	Rice,Dal (Moong +Masur) mixed, Sabji, salad, mix vegetable ,Achar, lemon,papad	Milk Tea /Black Tea/ Coffee	

Quantity For Different Food Items (Per Serving)

Sl. No.	Details of Food Items	Qty
1	TEA	100 ML
2	BISCUITS (MOMs Magic / Good Day)	2 Nos.
3	BANANA	1 Nos.
4	BOILED EGG	1 Nos.
5	Bread Toast with Jam	4 Pcs.
6	Veg. Chowmein	1 Quarter plate
7	PURI with Sabji / Jam / Pickle	4 Nos.
8	Vegetable Patty / Samosa	1 Nos.
9	PARATHA with Sabji	2 Nos.
10	Cream Bon (Big Size)	1 Nos.
11	RICE	200 grams (Extra if required)
12	DAL / Chola	50 grams (Extra if required)
13	PANEER CURRY	75 grams
14	PAPAD	1 Pcs.
15	CHICKEN CURRY	100 grams
16	FISH CURRY	100 grams
17	SALAD / CHIPS	50 grams
18	EGG CURRY (Single Egg)	100 grams
19	MIX VEG	75 grams (Extra if required)
20	ROTI	Standard Size (not very small)
21	SWEET ITEMS	Kheer – 100 ML , Sweet -1 Piece

* Other items such as pickles, green salad etc. as per menu

Specific / Special Terms and Conditions

Hostel Mess and Staff Canteen bidder will be finalized based on experience, contracts executed earlier, managerial abilities and other relevant factors as considered appropriate by the tender committee. If required, a team of officials may also take visits to check the quality of their service and food being served by the bidder at the place of current contracts, of similar services being rendered by of the bidder. Mess Bidder (herein after referred as bidder / contractor) is required to note that health, hygienic, safety and satisfaction of the hostel inmates is the prime concern of the hostel authority. The management hereby lays down the following terms and conditions which shall be binding to the bidder.

1. This catering contract is for a period of One Year initially. If the management is satisfied with the performance of the bidder, the contract period may be extended further.
2. The institute will provide necessary facilities such as, electricity, furniture and water connections. These facilities will be in the charge of the Bidder and he/she will be responsible for any **loss/damage** other than usual wear and tear. In case of any loss or damage, the bidder will have to replace the lost items/carry out necessary repair, subjected to the approval and instructions of the Warden / management. **Cooking & catering utensils, Gas burners, Cylinders etc. and other consumables will be managed and maintained by the caterer and CIPET will not be responsible for loss / damage in any way.**
3. Maintaining of safety, health and hygienic conditions in and around the mess will be the responsibility of the bidder. Warden's suggestions/actions regarding cleanliness have to be followed and the expenditure towards this is to be borne by the bidder.
4. The bidder is required to employ necessary manpower for smooth functioning of the mess and timely providing of meals. The age of every mess worker must be as per the norms stipulated by the Govt.
5. The bidder and mess worker behave politely with hostel inmates.

6. Smoking and intoxication (**drug, Alcohol, Gutkha, Tambaku, etc.**) is strictly prohibited in the Institute premises.
7. One month notice is required on either side for the termination of the contract service if such a condition arises during the contract period.
8. The bidder must put complain register at the entrance of the mess which will be checked by mess committee/hostel Warden on regular basis.
9. If the Mess / Canteen management of the bidder is not up to the mark or, the quality of the food is found below standard or unhealthy or unhygienic, then **The Manager(Project) & Head is fully empowered to terminate the contract with a short notice of one week.** The Hostel Wardens Committee's opinion is final so far as the food quality/mess management / Canteen Management is concerned.
10. The food, raw materials, ingredients etc. are to be of good quality, clean, fresh, nutritious, hygienic and edible. Any type of **cooked food shall not be stored/preserved after meals.** Not following Hostel warden's / Management suggestions/instruction in such matters shall be considered as violation of terms and conditions of contract and shall invite penalty for the same.
11. Hostel Mess & Staff Canteen workers and cook should be healthy and medically fit. They are required to have a period Medical check-up. These expenses have to be borne by the bidder themselves. If any mess worker is found medically unfit, he/she may not be given permission to continue his/her duties and mess bidder has to replace him/ her immediately without fail.
12. Bidders are required to give uniform to the mess worker and mess supervisor / mess manager for identification. It is to be ensured that whenever the mess workers are on duty they should be in uniform. The uniform should be cleaned / washed.

13. Sample daily menu to be followed by the bidder is attached with this document. Hostel Mess and staff Canteen Menu will be prepared in consultation with hostel management committee. Menu can be changed, to suit the availability of seasonal vegetables and their market supply with intimation to the management.

14. The meals should be served at following timings:

Morning Tea	--	07.00 AM TO 09.00 AM
Breakfast	--	07.45 AM TO 09.30 AM
Lunch	--	12.30 PM TO 02.00 PM
Evening Tea	--	05.45 PM TO 06.45 PM
Dinner	--	08.30 PM TO 10.00 PM

The timings may be changed by the management as and when such circumstances arise.

15. Mess cut will be given to students as per following condition:-

- (a) Students will submit the mess cut application before they leave the hostel.
- (b) Mess cut will be given to the students for the whole duration if duration exceeds 5 days.
- (c) Bidder will be given service charge as per approved rate for the whole duration.
- (d) Mess cut amount will be deducted from bidder's final bill of the respective.

16. Bidder shall provide light food to the sick student(s) during his / her / their sickness period and no extra charge will be paid for the same.

17. The payment / calculation of mess bill would be on actual days of operation of the Hostel mess & Staff Canteen. For staff canteen coupons collected from staffs shall be enclosed with the bill and only the balance amount (after deduction of coupon value) shall be paid to the bidder. Service charge will not be paid when mess is not operated due to official breaks / vacations during the academic year or any unprecedented situation.

18. Bidder shall collect the guest charges directly from the students / guests for whom no official information is provided. Bill for official guests shall be paid by the institute and the same should be accompanied by "Meal Requisition Form for Guest" duly filled and signed by the HOD / Authorised person (format shall be provided from office).

19. Sub contract is strictly not allowed which can lead to termination of the contract.
20. At present this mess contract period is for the a period of One Year. The contract period may be extended further based on performance and need of the organisation as deemed fit by the management without inviting tender.
21. The mess utensils are to be cleaned thoroughly, preferably with hot water using good quality detergent powder / dishwashing bar /dishwashing liquid soap after every meal.
22. The type of mess (Vegetarian/Non-Vegetarian) will be decided at the time of awarding the mess contract. However, non-vegetarian item can be prepared in vegetarian mess with the consent / requirement of the management.
23. All the items to be served in the mess & staff canteen shall be prepared in the Hostel mess & staff canteen.
24. The bidder is required to maintain the details / records of all his employees / mess workers. This information along with their photographs shall be submitted to the Admin Department in the prescribed format at the initiation of the Contract. Details of employees / mess workers should be informed to the management and their details to be submitted immediately.
25. Liability / responsibility in case of any accidental injury / death to mess workers / staffs shall lie solely on the bidder. CIPET shall not be responsible by any means in such cases.
26. Bidder shall be solely responsible in case of incidence(s) of food poisoning and shall bear the complete expenditure arising out of this for medical treatment of the hostel in-mates. Additionally, penalty may be imposed on the bidder as decided by the Competent Authority for such incidence.

27. The bidder shall not employ any mess worker whose track record is not good. He/She should not have involved in any **criminal activity / police case.**

28. Quality control check for the Mess can be done randomly by any regular employee of the institute / Warden based on which fine charges will be deducted / paid. Quality control check shall be done on parameters like Monitoring of quality of food, use of approved brand of items, cleanliness & hygiene, etc. in the mess operation area. The institute employee / wardens shall report the findings in a prescribed format (to be provided later) duly signed and give his/her rating. Final score will be derived by taking average of monthly Quality Score.

The following scale will be adopted for monitoring of quality.

Quality	Very Poor	Poor	Good	Very Good	Excellent
Rating	1	2	3	4	5

Penalty / fine will be imposed, if Avg. Quality Score for the month is 3.5 or below. The penalty / fine amount will be decided by the Management depending on severity and the same shall be deducted from the monthly bill.

29. Storage / consumption of any alcoholic drink / liquor are strictly prohibited. The bidder shall not serve any such substance / drink in the mess / hostel. Smoking, consuming gutkha, tobacco, etc. is also prohibited for mess workers on duty. Any such incidence may lead to imposing of heavy fine and in severe case may lead to cancellation of the Tender by the management.

30. The bidder has to follow all the mandatory guidelines by the government regarding employing the mess workers and operation. The bidder shall be solely responsible for any dispute / violation of government guidelines.

31. The bidder shall be completely responsible for appropriate behaviour of the mess workers with students and staffs. If it is found that any worker has misbehaved with any of the hostel inmates / staffs, appropriate action has to be taken after discussion with the management.

32. Wage to the Hostel mess & staff canteen workers will be disbursed by the mess bidder through account transfer following laid down Govt. laws.

33. Following deductions shall be made from the bidder's Hostel mess & staff canteen bill:

- All applicable taxes like income tax / GST etc. at the rates applicable from time to time.
- Hostel mess cut (if any)
- Penalty / fine (if any)

34. The following brands of grocery items are permissible to be used. Strict compliance in this regard should be followed.

Atta: Ashirwad / Laxmi bhog / Shakti bhog / Annapurna Farm Fresh / Fortune

Refine Oil: Fortune / Saffola Gold / Sunflower / Sundrop / Dhara / Nature Fresh

Mustard Oil: Dhara Kachi Ghani / Fortune / Engine / Patanjali / Anupam

All types of Masala: Badshah / Everest / MDH / Catch

Ghee / Butter: Amul / Annapurna / Anik

Milk: Amul / Good Life / Purabi

Tea: Mangalam / Nameri / Golaghat / Tata Tea / Taj Mahal

Salt: Tata / Annapurna / Ashirwad

Besan: Shakti Bhog / Ashirwad

Noodles: Maggie / Top Roman

Rice: Good & Approved quality rice

35. Hostel mess & staff canteen will be closed as per the prior instructions of the Management / Warden during vacation.

36. Bidder shall enter into an agreement for execution of this contract as per prevalent rules and regulations of the Government of India and shall bear full cost for the same.

37. Responsibility of providing Medically-Fit Staff / worker - The contractor shall ensure that all employees engaged by him are free from communicable / infectious disease and are also medically fit to work at Hostel mess & staff canteen. If in the opinion of the institute any of the contractor's employee(s) are found to be suffering from any such disease / condition The Institute shall be entitled to restrain such employee(s) from entering into the mess premise. Thereafter, the contractor shall have to provide a substitute(s) within a reasonable time.
38. The contractor shall not appoint any sub-contractor for the work assigned to him without the written permission of the management. Also, no part of the contract, nor any share or interest therein shall in any manner or degree be transferred, assigned or sub let by the contractor directly or indirectly to any person, firm or whosoever.
39. FESTIVE SPECIAL MEALS: As directed by Hostel Warden / Authorized Officials of CIPET Guwahati for special menu for such occasion based on holiday calendar of the Institute.
40. Arbitration – Except as otherwise provided elsewhere in the contract, if any dispute, difference, question of disagreement or matter whatsoever shall arise before /after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach thereof, shall be referred to a sole arbitrator to be appointed by the Centre Head of the Institute at the time of the dispute. The award given by the arbitrator so appointed shall be binding on both parties. It will not be open to the parties to challenge the jurisdiction of the arbitrator after the award has been made.

41. The caterer will be fined in case of violation of the following rules:

- i. Rs. 1000 /- for unavailability of complaint register on the counter/discouraging the complaint.
- ii. Rs. 1000 /- if food for any meal over within timings of the mess and waiting time is more than 30 minutes.
- iii. Rs. 1000 /- for absence of proprietor / authorised representative from mess council meeting (which will be held from time to time and be informed about 1-2 days before).
- iv. Rs. 2000 /- for 3 or more complaints of insects found in any meal.
- v. Rs. 2000 /- for Changing the menu without permission of the management.
- vi. Rs. 2000 /- for any discrepancy (personal hygiene of workers, Kitchen area, dining area etc).
- vii. As and when the management proposes a fine it will be informed through the representative of the caterer or mess manager and fine will be imposed with consent of the warden.

42. Safety Regulations- In respect of all labour, employed directly or indirectly by the contractor to perform the assigned job as part of the agreement, the contractor shall make necessary arrangements for the safety and security of workmen at his own cost as per established safety codes and prevailing regulations of the Govt. Fire safety equipments as per Govt. at Hostel mess & staff canteen kitchen will be borne by the party.

43. Fulfillment of Statutory Provisions- The contractor shall be responsible for fulfilling the requirement for all statutory provisions of relevant enactments viz. Minimum Wages Act, Payment of Wages Act, Industrial Disputes Act, Contract labour (Regulations and Abolition) Act and all other labour and industrial enactment at his own risk and cost in respect of all staff employed by him. The Institute shall be indemnified for any action brought against it for any violation / non-compliance of any of the provisions of any of the acts, etc. Hence, non compliance or violation of any of the provisions of any of the Acts would lead to the immediate termination of the contract. The contractor shall maintain all records required to be maintained under statutory enactments and the Warden and authorized representatives of CIPET Guwahati shall be entitled to inspect all such records at any time. No worker below

the age of 18 (eighteen) years shall be employed for the mess work. The Contractor has to pay the salary to mess workers as per payment of wages act every month for immediate previous months work without waiting for clearance of his pending bills failing which, a penalty equivalent to 5% of monthly bill value shall be imposed on the contractor.

44. Accident or Injury to Workmen – The Institute shall not be liable for any damage or compensation payable in respect of or in consequence of any accident or injury to any workmen or other person in the employment of the contractor through claim from insurance company. The contractor shall indemnify and keep the Institute indemnified against all such damage and compensation whatsoever in respect of or in relation there to.
45. For sick students, the contractor shall arrange to serve "sick diet" at their rooms. The sick diet shall be defined and provided by mess committee to the contractor.
46. At any circumstances the staff / employee of bidder/contractor shall not have any claim what so ever for any type of employment with CIPET Guwahati.
47. First Aid kit for the employees should be maintained by the contractor at his own cost.
48. Electricity charges of mess / canteen to be borne by the contractor.
49. If any students / staff from Jain community asks for Jain meal, contractor shall provide the same on request (As per AICTE guidelines).
50. Separate Bill shall be raised for STC Hostel Mess and Staff Canteen. Long Term Course Students may be provided with coupons after discussion with Hostel Warden and the Management.

FORM-I

TENDER/CONDITIONSACCEPTANCELETTER

(To be given on Company Firm Letter Head)

Date: -----

To

The Manager(Project)
CIPET Guwahati
PO- Changsari, Dist – Kamrup (Rural)
Assam - 781101

Subject: Acceptance of Terms & Conditions of Tender

Tender Reference No.:

Tender Name:

Dear Sir,

1. I / We have purchased / downloaded the tender document(s) for the above mentioned 'Tender / Work' from the CIPET website www.cipet.gov as per your advertisement, given in the above mentioned website.
2. I / We hereby certify that I / we have read entire terms and conditions of the tender documents from Page No..... to (Including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I/we shall abide hereby the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirely.
5. In case any provisions of this tender are found violated, your organization shall be at liberty to reject this tender / bid including the forfeiture of the full said earnest money deposit absolutely and we shall not have any claim / right against organization in satisfaction of this condition.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

FORM-II
CERTIFICATE OF ETHICAL PRACTICES

(This document shall be duly signed by the tenderer and to be attached with Technical Bid)

1. I / We assure CIPET Guwahati that, neither I / We nor any of my / our workers will do any act(s), which are improper/ illegal during the execution of the contract awarded to us.
2. Neither I / we or any body on my / our behalf will indulge in any corrupt activities / practices in my / our dealing with the organization / institution.
3. I / We will have no conflict of interest in any of our work / contract at the institution.
4. We will keep the mess and its surroundings hygienic, neat & clean. It is our responsibility.

Place: -----

Date: -----

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

FORM-III

Financial/ Commercial Bid

A. DAILY MESS RATE: Rates Quoted for Hostels (Boys, Girls & STC Hostel)

PART: 1

SI No	Description	Rate quote in Figure (Rs)	Rate quote in Words
1	Rate per day – per student for morning Tea & Biscuit		
2	Rate per day – per student for breakfast *		
3	Rate per day – per student for Lunch*		
4	Rate per day – per student for Evening Tea *		
5	Rate per day – per student for Dinner*		
6	Rate per day – per student for Dinner*		

- These prices include all kind of material, transportation, storage cost and profit margin of the contractor.
- Applicable Taxes / GST shall be paid additional to the above

FORM-III

Financial/Commercial Bid for Staff Canteen

PART: 2

Sl. No	Description	Rate quote in Figure(Rs)	Rate quote in Words
1	Rate per Lunch		
2	Rate per Cup of Milk Tea		
3	Rate per Cup of Coffee		
4	Rate per Cup of Black Tea		

- These prices include all kind of material, transportation, storage cost and profit margin of the contractor.
- Applicable Taxes / GST shall be paid additional to the above