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Tender Details

Date: 23-May-2025 04:24 PM



Basic Details					
Organisation Chain	Department of Pharmaceu	uticals National Institute of Pharmaceutical Edu	cation and Research (NIPER) Guwahati		
Tender Reference Number	NIPERG/SNP/42/Mess/25-26/53				
Tender ID	2025_MCF_799268_1				
Tender Type	Open Tender	Form of contract	EOI		
Tender Category	Services	No. of Covers	2		
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No		
Is Multi Currency Allowed For Fee	No				

Payment Instruments						
Offline	S.No	Instrument Type				
	1	Bank Guarantee				
2 Demand Draft		Demand Draft				
	3 FDR					
	4	As Per Tender Document				

Cover Details, No. Of Covers - 2				
Cover No	Cover	Document Type	Description	
1	Fee/PreQual/Technical	.pdf	Technical Bid	
2	Finance	.xls	Financial Bid	

Tender Fee Details, [Total Fee in ₹ * - 0.00]			EMD Fee Details				
Tender Fee in ₹	0.00			EMD Amount in ₹	4,50,000	EMD Exemption	Yes
Fee Payable To	NA	Fee Payable At	NA			Allowed	
Tender Fee	NA			EMD Fee Type	fixed	EMD Percentage	NA
Exemption Allowed				EMD Payable To	Director	EMD Payable At	Guwahati
				1	NIPER		
					Guwahati		

Work / Item(s)						
Title	Providing Mess Services					
Work Description	Providing Mess Services for the stu	dents residing at Hostels of	NIPER-Guwaha	ati		
Pre Qualification Details	Please refer Tender documents.					
Tender Value in ₹	1	Product Category	Miscellaneous Services	Sub category	Mess Services	
Contract Type	Tender	Bid Validity(Days)	90	Period Of Work(Days)	365	
Location	NIPER-Guwahati,SilaKatamur, Halugurisuk, Changsari	Pincode	781101	Pre Bid Meeting Place	NIPER Guwahati	
Pre Bid Meeting Address	NIPER Guwahati, SilaKatamur Halugurisuk, P.O. Changsari, Dist Kamrup, Assam, Pin 781101	Pre Bid Meeting Date	30-May-2025 11:30 AM	Bid Opening Place	NIPER- Guwahati	

<u>Critical Dates</u>					
Publish Date	23-May-2025 04:40 PM	Bid Opening Date	23-Jun-2025 03:30 PM		
Document Download / Sale Start Date	23-May-2025 04:50 PM	Document Download / Sale End Date	23-Jun-2025 02:00 PM		
Clarification Start Date	NA	Clarification End Date	NA		
Bid Submission Start Date	23-May-2025 05:00 PM	Bid Submission End Date	23-Jun-2025 02:00 PM		

Tender Do	cumei	<u>nts</u>				
NIT Document	S.No	Document Name	Description	Description Document Si (in KB)		
	1	Tendernotice_1.pdf	Providing mess service Hostels of NIPER Guw	es for the students residing at ahati	1272.6	
Work Item						
Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)	

3/25, 4:25 PM		ePublishing System, Government or India					
	1	Tender Documents	EoI mess service.pdf	Providing mess services for the students residing at Hostels of NIPER-Guwahati	1272.6		
Tender In	vitin	g <u>Authority</u>					
Name	Director, NIPER Guwahati						
Address	NIPER Guwahati, SilaKatamur Halugurisuk, P.O. Changsari, Dist Kamrup, Assam, Pin 781101						
Tender Cr	<u>eato</u>	<u>r Details</u>					

Tender Creator Details				
Created By	Gitartha Goswami			
Designation	Assistant Registrar			
Created Date	23-May-2025 04:20 PM			



National Institute of Pharmaceutical Education & Research, Guwahati

INVITES EXPRESSION OF INTEREST (EoI)

FOR

Providing mess services for the students residing at Hostels of NIPER-Guwahati

Tender No. NIPER-G/S&P/42/Mess/2025-26/53 dated 23.05.2025

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SCHEDULE OF THE EXPRESSION OF INTEREST

Eol No. & Date.:	
Name of the work:	Providing mess services for the students residing at Hostels (Brahmaputra Hostel and Kaziranga Hostel), NIPER-Guwahati
2. Duration of Contract:	The duration of the contract is initially for a period of one Year and may be extended further on satisfactory performance and mutual consent of both the parties.
Download of EoI Document:	The Eol document can be downloaded from the Institute's Website: https://eprocure.gov.in/epublish/app
4. Pre-Bid Meeting:	Date and Time: 30.05.2025; 11:30 am Venue: NIPER Guwahati
	(All interested representative of Firm/Agency/ Company/ may participate in the Pre-Bid Meeting)
5. Last date & time for Receipt of Eol:	Date: 23.06.2025 Time: 2 pm
	The Eol received after the due date/time will not be considered under any circumstances, they stand summarily rejected, and they will be discarded.
6. Date and time for opening of Eol (Technical Proposal)	Date: 23.06.2025 Time: 3:30 pm (Interested Firm/Representative may participate)
7. Date and time of presentation by the Firms: (The technically qualified firms will be invited for presentation before the Committee.)	Date will be communicated to the technical qualified bidder.
8. EMD: [The amount (non-interest bearing shall be refunded after	Rs. 4,50,000/- (Rupees four lakh fifty thousand only)
deducting the dues, on completion/ termination of the contract for successful bidder] (EMD will be refunded to unsuccessful bidders)	EMD in the form of Demand Draft/BG/FDR drawn in favour of "The Director, NIPER-Guwahati" issued from a Commercial Bank payable at Guwahati
[EMD not applicable for Micro and Small Enterprises (MSEs) as defined in MSE, Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase	
Organisation or the concerned Ministry or Department. (Please attached the relevant proof of documents)	

To whom the EoI documents to be submitted:	Duly Signed Eol proposals must be submitted in a sealed cover superscripting as:
	"Eol for Providing Mess Services to Students at NIPER, Guwahati"
	Address to: The Director, National Institute of Pharmaceutical Education and Research Guwahati (NIPER-G) Sila Katamur (Halugurisuk), P.O.: Changsari, Dist: Kamrup, Assam, Pin: 781101, Assam, India

Stores & Purchase Officer, NIPER-G

EXPRESSION OF INTEREST FOR PROVIDING MESS SERVICES (Notice)

Expression of Interest (EoI) is invited from the Mess Vendors/Caterers of repute for technical consideration to shortlist capable vendors to run the mess for the student residing at Hostels (Brahmaputra Hostel, Manas Hostel and Kaziranga Hostel) of NIPER-Guwahati. Institute will provide necessary infrastructure facilities. • You should separately submit hard copies of "Technical Bid" and "Financial Bid" super-scribing as "Technical Bid" and "Financial Bid" and both the bids (Technical and Financial) shall be submitted in another duly sealed envelope clearly marked as "Providing mess services for the students residing at Hostels of NIPER-Guwahati". If it is not so done or wrongly done, the proposal shall be liable to rejection. You are requested to submit your proposals (Technical and Financial) complete in all respects in the office of "The Director, National Institute of Pharmaceutical Education and Research (NIPER) Guwahati, Sila Katamur, Changsari, Kamrup, Assam-781101. The firm must provide Breakfast, Lunch, Tea/Snacks, and Dinner as per the menu given in the document. (Unlimited)

Note: The mess contractor must be ready to provide catering services in any case even if less number of mess users are available, at the same rate and terms & conditions during holidays/vacation/lockdown etc.

The mess is run on a contributory basis by the user, i.e. the students. The facility consists of a kitchen and a dining hall. The institute has two number of messes for providing mess facility to the students in the hostel:

SI. No.	Name of the Mess	Approx. No. of Student users
1.	Boys Mess (Brahmaputra/Manas	200-250
	Hostel)	
2.	Girls Mess (Kaziranga/Manas	200-250
	Hostel)	

The Contractor must provide mess services in both the hostel messes. The contractor must operate both the messes simultaneously. Both the mess will be awarded to only one contractor, no part services will be entertained.

In order to maintain the quality of the food, the minimum cost of meal (Breakfast, Lunch, Snacks & Dinner as per menu with Festival/Regional Food) should not be less than or equal to Rs. 105.00 per day. The bids with less than or equal to mentioned minimum cost of meal per day are liable for rejection. Please refer to the sample menu in Annexure 3.

Total Manpower required for Messes:

SI. No.	Manpower category	No. staff	of
1	Unskilled (Helper/Cleaner/Vegetable cutting/serving food etc)	6	
2	Unskilled (Utensil/dish cleaner, keeping overall Mess clean etc)	6	
3	Semi-skilled (Cooks/Bawarchi)	2	
4	Manager (managing overall mess accounts/payments/absentees etc)	1	
	Total Staff	15	

Total Cost of meal per day per student excluding GST = [Cost of meal per day + Manpower charges (including EPF, ESIC etc)]

The Director, NIPER-Guwahati, reserves the right to award a contract for services either to one party or more than one party or none. He also reserves the right to amend or withdraw any of the terms and conditions mentioned in the tender document or to reject any or all the tenders without giving any notice or assigning any reason and not bound to accept the lowest tender keeping in view the Interest of the Institute. The decision of the Director in this regard shall be final and binding on all matters.

ELIGIBILITY CRITERIA

- 1. Registration under Labour Laws.
- 2. Valid License under Food Safety and Standard Act, 2006 (FSSAI).
- 3. Employee Provident Fund Registration.
- 4. Employee State Insurance Corporation registration.
- 5. PAN and GSTIN No.
- 6. Copy of GST Registration Certificate.
- The Bidder should not have been blacklisted by any organization at any point in time.The undertaking must be submitted by the bidder in this regard.
- 8. The Caterer must possess at least 5 years of experience reckoned from the last day of the month preceding the month in which tenders are called, serving as a mess contractor in reputed national institute like, IIMs, NITs, IITs, NIPERs, IISERs or any other Central Government Universities/Institution etc. for not less than 300 students/user on a normal working day in a single unit.
- 9. The application should have successfully completed term of contract in the above said reputed national institutes. The caterers having experience only in the cafeteria (Snacks & Beverage service) will not be considered.
- 10. Minimum Annual turnover should be above 1.50 crore (total 4.50 Crore in the last three financial year as on 31.03.2025) (Submit CA Certificate). Total annual turnover in the same line of business meeting the eligibility criteria should be in the name of the firm participating in the EoI process. Business groups having more than one service unit under the same registered firm name, appropriate documentation should be furnished to claim financial eligibility (if any).

The proof of the above (attested copy) requirements is to be enclosed along with the Eol documents.

Annexure-1: GENERAL TERMS AND CONDITIONS, SCOPE OF WORK/OBLIGATION FOR THE CONTRACTOR

Tenure and Termination:

- a) Tenure & Termination Clause: Running of mess services at NIPER Guwahati will be initially fixedperiod of 01(one) year and shall stand automatically terminated upon the expiry of the said term. The tenure of one year may be extended for a further year subject to satisfactory performance on a year-to-year basis. An agreement will be signed between the Institute and the Firm. In case the services are not found satisfactory, the agreement will be terminated by NIPER-G. NIPER-Guwahati reserves the right to cancel the contract at any time after giving One (01) month notice period. The decision of the NIPER-Guwahati in this regard shall be final and will be binding on the Firm. Three (03) months' notice period is required if the firm leaves the contract.
- b) After two months of operation, the caterers will be evaluated on the basis of the guidelines mentioned in this document. If the caterer fails to meet the expectations and promises made, then the agreement can be cancelled. In the event of the withdrawal of contract by the firm on its own decision Security Deposit will be forfeited.
- c) If the Firm/Agency/Company/Shop indulges in carrying out any unapproved activities any violation of rules of the Institute or non-compliance of any directives issued by the Institute, the NIPER Guwahati is at liberty to cancel the agreement with immediate effect.
- d) Subletting of the Mess Services after award of work/agreement will not be permitted. The Contractor shall not assign, sublet or part with the possession of the premises & property of the Institute therein or any part thereof under any circumstances. If found any such incident, the contract would be immediately terminated, and the Security Deposit will be forfeited.
- e) The premises of the mess will be used for the purpose for which the allotment will be made and not for any other purpose without the written permission of the competent authority.
- f) After completion of the Term of contract period the caterer will be relieved only after the new contractor has taken over the Mess to ensure uninterrupted Mess food services to the students.
- g) Any attempt to canvass for the candidature of any bidder directly or indirectly will lead to disqualification of such bidder/firm from the whole process.
- h) The Proprietor of the authorized representative of the Mess catering services provider should be available in the mess to interact with students' mess committee and decide on the mess related concerns immediately. The student mess committee and the proprietor should meet every 15 days and submit minutes to the NIPER Authority.
- i) Subletting is not allowed. If found, subletting of the contract will attract a penalty and will lead to termination of the contract.
- j) Using water for bathing, cleaning vehicles, washing clothes etc by the workers of the

- contractor is strictly prohibited. If found, a penalty will be imposed on the contractor. Water should be used only for making food and other mess-related work.
- k) The contractor should not transfer the management to any other individual or agency. The Manager of the mess should be present at the premises and supervise the day-to-day affairs of the mess and should not give any scope for any complaints whatsoever.
- In the event it is found that if three such fines do not have any effect in abiding by the terms and conditions mentioned in the contract, the contract may be terminated finally after serving 15 days' notice by the Administration of the NIPER-G to the contractor.
- m) The mess contractor shall hand over charge of all utensils, equipments, furniture, fixtures, fittings etc in good condition to the Institute when the contract gets terminated. The mess contractor shall pay the cost of damage, if any, caused to the premises, utensils, equipments, fixtures, fittings etc, during the period of the contract.
- n) The rate quoted should be valid for one year from the date of signing of the agreement. The rate/price should remain fixed during the entire period of the contract, i.e., one year and should not be subject to variation on any account.
- o) The rate may be revised on mutual consent between students and the vendor during the extended period.
- p) No claim for compensation or loss due to fluctuations in the market rate of any item or any other reasons/causes will be entertained.
- q) The Director, NIPER-Guwahati reserves the right to withdraw/cancel the Eol/Tender process at any stage of the procurement.

Statuary Obligation:

- a) The Firm/Agency/Company/Contractor shall be responsible of all statutory compliance with respect to the mess services governed under Govt. of India and Govt. of Assam including labour compliances.
- b) Contractors must register with the Regional Labour Commissioner, Guwahati, Assam as a contractor under the Contract Labour Regulation act and obtain a Labour License and complete all requirement formalities.
- c) The Contractor should adhere to the provisions of the Provident Fund Act, Minimum Wages Act and other statutory compliances (EPF, ESIC etc) which are applicable for the staff employed in the mess. No payment will be released without submission of PAN number. All taxes will be recovered from his payment as per tax provisions in force. The Contractor shall maintain all computerized accounting records properly at own cost and liable be produce all records to the institute authority, if required.
- d) Smoking, chewing Pan or Tobacco, or use of alcohol is strictly prohibited in the kitchen and dining area and the Institute. The Contractor shall keep adequate manpower (Child labour is strictly prohibited) for running the canteen with appropriate training and experience, at his own expense, for the proper discharge of the responsibilities entrusted to him, such persons shall be properly and neatly dressed in uniforms, ID Card, apron, gloves and well behaved. They should also be medically fit for employment in the mess.

- e) Cleaning of the kitchen will be the sole responsibility of the Contractor. All solid waste is to be taken out of the campus and disposed of by the Contractor at his own cost and disposed suitably. The Contractor should not dump waste food in campus dustbins. The waste material and unused/leftover food from mess should be removed from mess premises every day by the contractor. The contractor will ensure that all the waste material and unused/leftover food should not be consumed within the mess premises by stray cattle, such as dogs, cows etc.
- f) The parties agree that in case of any dispute arising between the Parties in respect of this agreement, which cannot be settled mutually, the matter shall be referred to sole arbitrator appointed by the NIPER-Guwahati and jurisdiction will be Guwahati court.

Scope of Work:

- a) The Contractor must provide sufficient number of employees (Minimum 15) including Chef, Assistant Chef, Manager, Supervisor, Accountant, Cooks (at least 03 years of experience in relevant area), Helpers and cleaning and supporting staff in the Mess to ensure smooth functioning of the mess. In the case of vacation or bulk absence of students from Hostels (Study tours, academic/sports activities etc.) the number of employees may be reduced as per the instructions of the Student Mess Committee.
- b) Bifurcation of deputed staff in the mess along with his/her duties profile should be separately mentioned (i.e., Cook, Washing man, Chef, Accountant, Supervisor etc.)
- c) Since the Institute has students from different regions of the country, the Chef should have experience of cooking food of different regions.
- d) A female Accountant/Mess Manager is required to be appointed by the Contractor for Girl's mess at their own cost for smooth accounting/payment mechanism of the mess. Contractor should employ at least four female staffs (including Mess Manager/Accountant) for Girl's mess at the serving counters and for serving water at the dining tables.
- e) The contractor must submit a medical report and police verification of the newly joined employees within 10 days of their joining.
- f) Firm may check existing available Kitchen equipments, Dining Hall furniture, service counters, cooking utensils, crockery, cutlery etc.at Messes. These may be used by the firm and the proper record & maintenance of all the materials provided by the Institute will be the sole responsibility of the contractor.
- g) The firm may ensure to bring its own cooking utensils, furniture, cutlery, crockery, refrigerator, machines etc. as may be considered necessary for running and maintaining the Mess at its own cost.
- h) The contractor shall not be allowed to use electricity as cooking fuel. However, contractors shall be permitted to use toasters, refrigerators, geysers, water coolers, mixer/grinder, oven and other equipments for cutting/grilling vegetables, etc.
- i) The contractor shall procure only good quality fresh vegetables from the market. The firm shall not be allowed to store vegetables for more than 1 (one) day in summer and 3 (three) days in winter at a stretch. However, the bidder shall ensure that a sufficient stock of other raw material is stocked in the store for consumption for a

- minimum period of 15 (Fifteen) days. The mess committee shall have the right to check the quality of food articles and vegetables from time to time.
- j) The Contractor shall, at his cost, maintain adequate stocks of food items, groceries, and adhere to the standards practices. List of brands for food items to be provided is attached.
- k) The food shall be cooked, stored, and served under hygienic conditions. The Bidder shall ensure that only freshly cooked food is served, and stale food is not recycled. Stale food must be removed from the premises as soon as possible.
- I) The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard.
- m) The Contractor is responsible for accommodation of its own staff members. If available, accommodation may be provided to his staff members in the Campus. No caterer/his servant(s)/his nominee/staff will sleep/stay during night inside the Girls' mess.
- n) The Contractor is expected to follow good business practices and any complaints related to violation of such good practices by the contractor will be viewed seriously by the Mess Committee & the Institute and appropriate action may be taken against the Mess Contractor.
- o) The Contractor must provide meals (breakfast, lunch, snacks, dinner) to the Guest Houses (I&II) of the Institute on demand wherever Guest resides on the campus. Payment will be made by the Guest/Institute after the issue of the invoice.
- p) The Contractor must have adequate facility to provide food service at the designated places in the hostels, administrative block, academic blocks etc without any extra charges.
- q) Contractor should have their own accountant/mess manager for maintaining records related to payment, absentees etc of the students using mess facility. It's the responsibility of the contractor to maintain proper records of the payments made by each student user. Institute won't provide any manpower in this regard.

Cleaning:

- a) The Contractor must install Bio-digesters at NIPER-G campus for food waste management at its own cost. Location would be informed by the Institute Authority.
- b) Cleaning/washing materials/tools, cleaning of utensils, cutlery, crockery, kitchen equipment, furniture, and manpower to properly maintain infrastructure of mess shall be arranged by the bidder(caterer at his /their own cost.)
- c) The mess Contractor shall be responsible for ensuring complete hygiene and upkeep of the Kitchen and Dining Hall area. For this purpose, appropriate steps such as pest control, Sanitization etc. must be taken by the contractor. The Cleaning and Disinfection Protocol must be submitted to the Students Mess Committee and a checklist based on this cleaning protocol is to be maintained and pasted in each of the messes. Appropriate safety Measures including firefighting equipments must be installed in the Kitchen Area by the contractor.
- d) The Contractor and his manpower will maintain a high standard of cleanliness in the

- kitchen area. Cleaning of utensils, kitchen, serving items, cleaning of cooking, dining and auxiliary area should be always clean.
- e) The Contractor shall be responsible for the using, maintaining, and upkeeping of these items and shall return at the end of contract in functional condition.
- f) The student mess committee, hostel caretakers and hostel wardens/Institute Authority reserve the right to visit the mess premises at any time to inspect the maintenance of hygiene and the quality of food items served in mess, without prior notice.
- g) The bidder shall pay special attention to always maintaining the mess in a neat and tidy condition at times. For this purpose, the mess shall be cleaned thoroughly after each meal.
- h) Engagement of the required staff, providing uniforms etc. shall be done by the caterer. The workers should always use hand gloves and caps while working (the hair found in food is not acceptable). The contractor should provide a minimum of two pairs of uniforms to the worker and ensure that worker report for duty in clean uniforms.

Maintenance:

- a) Maintenance jobs such as the replacement of light bulbs, tube light, ceiling fans etc. are the responsibility of the catering contractor. If any damage is found in the mess the cost of damage will be borne by the mess contractor only.
- b) The Contractor shall be responsible for the fitting & fixtures, lights, bulbs, fans, and industrial kitchen items etc that are in functional condition provided by the institute at the time of possession of the Mess area to the Contractor and acknowledgement of items received by the contractor (second party) should be submitted to the Institute at the time of joining. In case any damage to the property, equipments, kitchen items etc are issued by the Institute to the Contractor, the cost of damage will be recovered from the Contractor.
- c) Maintenance of kitchen equipment will be the responsibility of the contractor. All the expenses on repairs and maintenance of equipment, if any, shall be borne by the contractor.
- d) The mess premises (inside and outside) should not be used for any other purpose except for running the mess. The walls and surroundings of the mess should not be used for displaying wall posters, writings etc. The contractor is responsible for repairing and replacing electrical fittings, plumbing work, washbasins, washrooms etc of the mess without any expenses to the Institute. It is the responsibility of the Mess Vendor to maintain and upkeep all the machinery and other equipments including water purifier/RO, furniture and fixture in good working condition.

Menu and Food: (Menu is attached as Annexure 3)

- a) The Contractor must provide unlimited quantity of food (unless mentioned) in breakfast, lunch, evening tea & snacks and dinner in the Mess.
- b) The quantity of portions served to each student shall be unlimited for all items (unless mentioned).

- c) The Contractor must provide festive food menu/items on special occasions/festivals falling during the year without any extra charge.
- d) The regular menu shall be substituted with a regional feast on the occasions of communal festivals and the menu for these afore-mentioned feasts shall be decided by the Student Mess Committee.
- e) The food should be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the Hostel residents.
- f) The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- g) The Bidder shall ensure that only hot food is served to the students. Complaints, if any in this regard shall be dealt with severely. Burners can be used to keep the food hot.
- h) The Contractor must use the available Gas Bank/area and shall not be allowed to use Gas Cylinder within the cooking area failing penalty will be imposed.
- i) There should be a milk testing kit available in the mess. The mess committee have the right to askfor a fat content test during inspection. The minimum fat content of the milk should be 3.5%.
- j) The Mess committee can ask for some options for dessert (other than the menu) to be added once a month. Students will bear its cost which will be paid with the next bill cycle to the contractor.

Rate List/Payment:

a) The payment will be made by the student subscribers for using mess facility. The procedure of payment against the mess by the students and relevant rules will be informed by the student mess committee.

Deposit:

Security Deposit:

A sum of Rs. 15,00,000/- (Rupees Fifteen lakh only) should be deposited at NIPER, Guwahati by the contractor, as Security deposit in favour of The Director, NIPER, Guwahati from any Nationalized Bank. The amount shall be refunded after deducting the dues on completion/termination of the contract. (Against infrastructure and facility)

Performance Bank Guarantee (PBG):

The 5% (As per GFR norms 2017) of the quoted value should be deposited with NIPER, Guwahati by the contractor, as Performance Guarantee in favour of The Director, NIPER, Guwahati from any Nationalized Bank. PBG will be calculated based on the estimated annual income earned by the vendor.

Penalty:

Following conditions are to be followed by the Contractor failing which penalty charges will be imposed as given in the list: -

SI. No.	Nature of Violation	Fine (Rs.)
1.	Non-availability of complaint registers on the counter.	2,500/-
2.	Not wearing uniform, hand gloves and head cap while serving food.	3,000/-
3.	Two (2) or more complaints of insects/ stones/pebbles/other foreign objects in a day.	3,000/-
4.	Uncleaned utensils found/unhygienic conditions in the kitchen area as well as dining hall.	2,000/-
5.	If any mess worker is found chewing Pan/Gutka/Tobacco in the mess premises at any time.	2,500/-
6.	If animals are seen in the kitchen & dining area (cats, rats, dogs, etc.)	2,500/-
7	Any deviation in the approved Menu without prior permission of the Mess Committee (at least one day in advance).	7,500/-
8	Meals found uncooked/not cooked properly (For every seven complaints in a day).	4,000/-
9	Vegetables found of poor quality/rotten/spoilt/infected.	5,000/-
10	If food for any meal gets over or exhausted within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast.	4,000/-
11	Usage of unbranded/bad/duplicate quality of any mess commodities.	3,000/-
12	Used oil reused or use of Hydrogenated/vanaspati oil.	5,000/-
13	Using brands not mentioned in the contract without prior permission or adulteration.	7,000/-
14	Absence of the proprietor or the representative from the Mess Vendor in the Mess Committee Meeting (which will be held once every month).	10,000/-
15	If any mess worker is caught/found using alcoholic/any banned tobacco items (any type) in the campus premises at any time.	10,000/-
16	Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc. will lead to fine on caterer for every instance.	3,000/-
17	Food poisoning shall invoke a hefty fine beyond the limit of any fine mentioned above, along with cancellation of the contract and possible blacklisting of the caterer.	2 Lakhs or to be decided by the Hostel Committee of the Institute
18	If the number of mess workers are found less than the agreed number at any point of time during the contract period.	10000/-
19	Using Gas cylinder within the mess cooking area	10000/-
20	If the quality of milk is not found to be appropriate, or it is diluted, a fine would be imposed. It should have 3.5% fat content or as recommended by the student Mess Committee.	5,000/-
21	Non-segregation of waste in the mess premises.	5,000/-
22	Electricity bills will be deposited on or before the 15th of every month. Delay of payment of electricity charges	3,000/- up to end of month and after that it will be Rs.3000/+ 100/-

		each day
23	Water bill will be deposited on or before the 15th of every month. Delay of payment of water charges	1,000/- up to end of month and after that it will be Rs.1000/+ 100/- each day

Annexure-2: APPROVED BRAND OF CONSUMABLES PERMISSIBLE FOR MESS SERVICES

SI. No.	Name of the Items	Approved Brand for preparing meal	
1.	Salt	Tata, Annapurna, Nature fresh	
2.	Spices	M.D.H., Satyam, Badshah, Everest, Catch,	
3.	Chicken/Fish/Mutton	Venky's Chicken, Godrej Real Good, or Fresh	
		Chicken/Fish/Mutton	
4.	Ketchup	Maggi, Kissan, Heinz	
5.	Oil	Sundrop, Godrej, Saffola, Fortune, Ruchi, Dhara, Patanjali	
6.	Pickle	Mother's, Pravin, Priya, Bedekar or Nilon's	
7.	Atta	Aashirvad, Pillsbury, Annapurna, Silvercoin, Patanjali	
8.	Rice	Daawat, Dubraj, India Gate, Raipuraj Sona Shakti	
9.	Flavored Fruit drink	Rasna, Tang	
10.	Papad	Lijjat, Haldiram's, Mother's	
11.	Butter	Amul, Brittania, Mother Dairy	
12.	Bread	Modern, Kwality, Kissan, Top-n-Town, Harvest, Britania	
13.	Cornflakes	Mohuns, Kelloggs, Patanjali	
14.	Jam	Kisan, Tops, Cremica, Weikfield	
15.	Ghee	Amul, Mother Dairy, Britannia, Gits, Nestle Everyday Shahi	
		Ghee, Sanchi, Purabi	
16.	Milk	Sanchi, Amul, Mother Diary, Purabi	
17.	Paneer/Cheese	Fresh Paneer under allowed brand Sanchi, Amul, Mother	
		dairy	
18.	Tea	Brook bond, Lipton, Tata	
19.	Coffee	Nestle (Nescafe), Broke Bond (Bru), Tata Grande	
20.	Soya	Nutrella, Fortune, Patanjali	
21	Noodles	Top Ramen/Y ippee/Knorr/Maggi	
22	lce cream	Amul, Purabi, Kwality	
23	Any other commodity other than above	FSSAI certified brand only	

The contractor may use any other brands only if permitted by the student Mess Committee, in writing.

Annexure-3: PROPOSED MESS MENU (these menus may be changed/revised as per student mess committee)

Day	Breakfast	Lunch	Snacks (05:00	Dinner
	(07:30 a.m. to 9:30 am.)		pm to	(08:00 PM to 9:30
		02:30 p.m.)	06:00 pm)	P.M.)
MONDAY	Aloo Pyaz paratha	Kadhi pakora	Milk tea	Aloo bhindi
	Ketchup	Soyabean aloo	Red tea	Mix dal
	Fruit /boiled egg	Lemon rice,		Plain rice
	Milk tea- tea	plain rice		Plain roti
	sprouts	Plain roti		Papad
_		Sambhar		
TUESDAY	Puri	Mix veg.	Milk tea	Black chana
	Aloo matar sabji/chole	Dry dal tadka	Red tea	Green chutney
	Fruit/boiled egg	Plain rice	Snacks	Plain rice
	Milk tea-red tea	Plain roti		raita
	sprouts	Rasam		Plain roti
_		Salad		Rasam
	Poha/ lemon rice	Aloo long beans	Milk tea	Arhar dal
AY	Aloo matar sabji	Masoor dal	Red tea	Matar Paneer or
	Pickle	Plain rice		Chilly paneer
	Fruit/boiled egg	Plain roti		Kadhai chicken OR
	Milk tea-red tea	Sambhar		Fish
	sprouts	Raita		Pulao, Plain rice
				Laccha paratha
				sweet
	Idli + Vada	Mix Veg	Milk tea	Chole Bhature
Υ	Sambhar	Dal tadka	Red tea	Dal Dry
	Coconut chutney	Peas pulao	Snacks	Plain rice
	Fruit/boiled egg	Plain rice		Plain roti (optional)
	Milk tea-red tea	Plain roti		
EDID AV	sprouts	Sambhar	N 4:11 - 4	\(\frac{1}{2} = \frac{1}{2} \frac{1}{2} = \
FRIDAY	Upma	Brinjal	Milk tea	Veg Kofta/ egg curry
	Coconut-Groundnut	Masoor dal	Red tea	Green dal
	chutney	Plain rice	Snacks	Plain rice
	Fruit/boiled egg Milk tea-red tea	Plain roti		Plain roti
		Rasam Salad		
SATURDAY	sprouts	Khichdi and aloo	Milk tea	Dry Manchurian
SATUNDAT	Fruit/boiled egg	choka	Red tea	Rajma
	Milk tea-red tea	Moong dal	iteu iea	Plain rice
	sprouts	Plain rice		Plain roti
	Sprouts	Plain roti		i iaiii ioti
		Sambhar		
		Papad		
SUNDAY	Masala dosa	Methi matar malai	Milk tea	Home style
OONDA	Coconut chutney	Plain rice	Red tea	chicken/kadhai paneer
	Sambhar	Plain roti	rtou tou	Mix dal
	Fruit/boiled egg	Moong dal		Hyderabadi biryani
	Milk tea-red tea	inioonig dai		Plain rice
	sprouts			Plain roti
				sweet
		I	1	J

General Structure of the Menu:

Breakfast	At least one south Indian dish, one north Indian dish, 2 boiled eggs or double omelets and 4 slices of toasted bread with butter & Jam. Tea, Coffee & Milk along with biscuit	
Lunch	Veg and Non-Veg Thali both on all weekdays	
Evening Snacks	Snacks items 200gms (Poha/cutlet/pakora/aloo bonda/halwa/Pav Bhaji	
	etc) Tea, Coffee & Milk along with biscuit	
Dinner	Veg and Non-Veg Thali both on all weekdays	

Note on the Menu:

- The caterer will be required to provide Khichdi, milk, bread, or any other suitable item for sick residents in lieu of the regular meals.
- Mess menu may be revised/changed every month after consultation and approval of students' mess committee and revised Mess menu must be followed strictly.
- o In breakfast, it is recommended to give some fruits for the vegetarians if there are eggs for the others.
- 150 ml Milk Tea/Black Tea will be served daily. Boarders are allowed to take only ONE.
- Sprouts will be served every day for breakfast.
- o Biryani (Chicken and Vegetarian) will be provided every month end.
- Onion/Chili/Lemon will be served in Lunch and Dinner daily. Green Salad will be served for LUNCH Twice in a week.
- o Chicken quantity=100g (Special Dinner/Live Counter), Paneer=80g (Special Dinner/Live Counter), Fish=50g (Special Dinner/Live Counter), Egg=2 nos. per meal.
- o Food is not allowed to be taken outside the dining hall.
- o Food should not be wasted. Take as much as you can eat.
- o All products will be used FSSAI Approved.

Note: The mess contractor must be ready to provide catering services in any case even if less number of mess users are available, at the same rate and terms & conditions during holidays/vacation/lockdown/emergency etc.

Annexure-4: BID EVALUATION CRITERIA

The technical bid evaluation shall be done based on the following criteria: -

During the technical evaluation stage, each bidder shall be assigned different marks out of **50 marks**.

	Particulars	Evaluation Criteria		Maximum
No.			Required The	Marks
1.	Number of years in			
	Operations (Experience	above 300 Students in 05 Financial	information	
	providing Mess Services in	Year will be considered for marking:	should be filled	
	Central Government/State	<i>,</i>	in Annexure 7 -	
	Government/IITs, IIMs,	In IITs, IIMs, NITs/Central Funded	Form 'A' With	
	NITs/Central Funded	Technical Institutions/Central Institution/		
	Technical Institutions/ Central Institution of Higher	University of Higher Education: -	asked for.	
	Education, during last 05	Above 300-400 = 05 Marks	Supporting	
	Financial Years)	Above 400-500 = 07 Marks	documents &	
	,	Above 500 = 10 Marks	compilation	25
			certificate	
		In each Financial Year, experience of	should be	
		providing services for over 300 students	enclosed for	
		should be mandatory.	verification.	
		Experience prior to Financial Year 2024		
		25 will be as follows: -		
		Years of Experience:		
		Above 01 to 3 years - 05 Marks		
		Above 03 to 06 years- 07 Marks		
		Above 06 to 09 years- 10 Marks		
		Above 09 years -15 Marks		
	Average Turnover (Last 03	Maximum 10 Marks:	Supporting	10
	Financial Years) Ending as	l <i>'</i>	documents	
	on 31/03/2025	2) Above 175-200 Lakh = 4 Marks	`	
			Certificate)	
		4) Above 225-250 Lakh = 8 Marks		
		5) Above 250 Lakh = 10 Marks	enclosed for	
			verification.	

	Performance in Past Works (Testimonials)	indicating Quality of Food, Quality of Services, Hygiene, Cleanliness, etc. should be enclosed.	compilation certificate should be enclosed for verification.	15
Total Maximum Marks			50	

Note: Supporting documents for all above 01 to 03 should be enclosed for verification; otherwise, marks will be awarded zero.

A Contractor should secure mandatorily a minimum of 60% marks (i.e., 30 marks out of total 50 marks). Only those bidders will be eligible for the presentation/financial bid evaluation that has scored minimum 60% marks in Technical Evaluation.

If more than one bidder scored the same, bidder experience, per annum turnover, and the number of students/contracts awarded etc will be considered for evaluation of the bid as deemed fit by the NIPER-G evaluation committee.

Annexure-5: DECLARATION (To be printed on the letter head of the firm)

This has been certified that all information provided in EOI document is true and correct to the best of myknowledge and belief. No forged/tampered document(s) are produced with EOI form for gaining unlawful advantage. We understand that NIPER-Guwahati is authorized to make enquiries to establish the facts claimed and obtain

confidential report from clients.

In case it is established that any information provided by us is false/misleading or in the circumstance where it is found that we have made any wrong claims, we are liable for forfeiture of security deposit and or any penal action and other damages including withdrawal of all work. Further NIPER- Guwahati is also authorized to blacklist our firm/company/agency and debar us in participation in any EOI process/bid in future.

I/We assure the Institute that neither I/We nor any of my/ Our workers will do any act/which are improper/illegal during the execution in case the tender is awarded to us.

Neither I/We nor anybody on my/our behalf will indulge in any corrupt activities/practices in my/our dealing with the Institute.

Our firm/company/agency is not blacklisted or banned by any Govt. Department, PSU, University, Autonomous Institute, or any other Govt. Organization.

Date:	Place:
Name of the Bidder:	
Signature of the Bidder:	
Seal of the Firm:	

Annexure-6: PRE-CONTRACT INTEGRITY PACT

(applicable if Contract awarded)

WHEREAS the BUYER proposes to obtain manpower services through outsourcing & the BIDDER/SELLER is willing to offer /has offered to provide the same.

WHEREAS the BIDDER is a private company/public company/Government/undertaking constituted in accordance with the relevant law in the matter and the BUYER is an autonomous organization performing its functions under Govt. of India Now, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent, and free from any influence /prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to: -

Enabling the BUYER to obtain the desired manpower services at a competitive price in conformity with the defined specifications by avoiding the high cost and the discretionary impact of corruption onpublic procurement, and

Enabling the BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials byfollowing transparent procedures.

The parties hereby agree to enter into this integrity pact and agree as follows: -

Commitments of the Buyer:

The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept directly or accept, directly or through intermediaries, any bribe, consideration, gift, reward favor or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation contracting or implementation process related to the contract.

The BUYER will, during the pre- contract stage treat all BIDDERs alike, and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERs.

All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitment as well as any substantial suspicion of such a breach.

In case any such preceding misconduct on the part of such official (s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitment of Bidders

The BIDDERs commit itself to all take all measures necessary to prevent corrupt practices, unfair means and illegal activates during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -

The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation contracting and implementation of the contract

The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material benefit or other advantage commission fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the contract forbearing to do or having done any act in relation to the obtaining or execution of the contractor any other contract with the Government for showing or for bearing to show favor or disfavor to any person in relation to the contract or any other contract with the Government.

The BIDDER, either while presenting the bid or during pre- contract negotiations or before signing the contract shall disclose any payment he has made, is committed to, or intends to make to officials of the BUYER or their family members agents, brokers, or any other intermediaries in connection with the contract details or/and the services agreed upon for such payments.

The bidder will not collude with other parties interested in the contract to impair the transparency, fairness, and progress of the bidding process, bid evaluation contracting and implementation of the contract.

The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means, and illegal activities.

The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to other, any information provided by the BUYER as part of the business deal, relationship regarding plans, technical proposals, and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

The BIDDER shall not instigate or cause to instigate any third person to commit any of the action mentioned above.

If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officer of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender. Previous Transgression:

The BIDDER declares that no previous transgression occurred in the last three year immediately before signing of this integrity pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any public sector enterprise in India or any government Department in India that justify BIDDER'S exclusion from the tender process.

The BIDDER agrees that if it makes an incorrect statement on this subject, BIDDER can be disqualified from the tender propose or the contract, if already awarded. Can be terminated for such a reason.

Facilitation of Investigation

In case of any allegation of violation of any provision of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and

documents in English and shall extend all possible help for the purpose of such examination. Law and Place of Jurisdiction:

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

Other Legal Actions:

The actions stipulated in this Integrity pact are without prejudice to any other legal action that may follow in accordance with provisions of the extent law in force relating to any civil or criminal proceedings.

Validity:

The validity of this Integrity Pact shall be from the date of signing of the agreement and during the period of completion of the contract. Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement on their original intentions. The parties hereby sign this Integrity Pact at on

Buyer	Bidder
Name of the Officer Designation	Name of the Officer Designation
1. Witness	1. Witness
2. Witness	2.Witness

Annexure-7: FORM-A

Essential Information to be submitted by the Firm for Technical Evaluation

(Please fill the information in text typed)

SI. No.	Particulars	Details
1.	Name of the Firm	
2.	Complete Address:	
3.	Contract Person/Representative of the Firm	
4.	Office Phone:	
5.	Mobile Number:	
4. 5. 6. 7.	E-mail No.:	
7.	PAN Number:	
8.	Shop License/Registration No.	
9.	License No. (Under Food Safety and Standard Act 2006)	
10.	Labour License No.	
11.	ESI/PF No.	
12.	Details of EMD	
	Amt.	
	Bank Name/UTR No./Date	
	If EMD exempted, please specify:	
	MSME Details (such as Small/Medium/Micro)	
13.	Average Turnover (Last 03 Financial Years) Ending as on 31/03/2025	
	1) 2022-23	
	2) 2023-24	
	3) 2024-25	
	Total Turnover	
	Average Turnover	
	/ tverage ramever	
1/	Evneriences:	

	(For last 5 years; as on 31.03.2025)	on (from	No. of Students (Mess Run for)	(Central/ IITs, IIMs, NITs/Central	Certificate/Exp erience
	1) 2020-21				
	2) 2021-22				
	3) 2022-23				
	4) 2023-24				
	5) 2024-25				
15.	Past Performance in the last 5 years; (copy of testimonials from the previous clients indicting Quality of Food, Quality of Services, Hygiene, Cleanliness, etc. should be enclosed.)				
16.	No. of employee: Regular/Temporary (Details to be enclosed)				
17.	Litigations, if any, connected with Mess/Food work Yes/No. (if yes, details to be furnished)				
18.	Has the firm been blacklisted by any Organization, If so, attach the details of the same				
19.	Have you been ever removed/terminated in mid of the contract period without completing term of contract Yes/No, (if yes, details to be furnished)				
20.	Other Information if any				

It is mandatory to fulfil the above information for evaluation of Technical Bid and all entries must be filled in text typed. Partially filled/incomplete information in Form-'A' will not be considered. SignatureSeal of the Firm......Date..... **UNDERTAKING** (mandatory to submit undertaking otherwise Form-A will not be considered) Subject: Undertaking for declaration that firm is not declared as ineligible/ blacklisted/rejected. I/my firmhereby declared that Government of India or State Govt. or any other Government Autonomous Body, Bank or any other government agency has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive, or coercive practices or any failure/lapses of services or terminated the or rejected contract before completion of tenure or commencement on the above issues. I hereby also declare that the above information is true & correct to the best of my knowledge and belief. If I have made any false, fraud or untrue statement, suppression, or concealment of the true facts, I understand that our services shall be terminated in the event that the above facts are found to be incorrect or false and shall be liable appropriate legal action. I understand that in the event of my information beingfound false or incorrect at any stage, my credential/bid shall be liable to rejected without notice. Signature of authorized person Date: Name: Seal:..... Place:

Note: 1) The above details will be verified from the attached documents.

Annexure-8: OFFERED MESS MENU ON THE BASIS OF SUGGESTIVE MENU

Day	Breakfast (07:30 a.m. to 9:15 am.)	Lunch (1:00 p.m. to 02:30 p.m.)	Snacks (05:00 pm to 06:00 pm)	Dinner (07:30 PM to 9:30 P.M.)
Common/ Compulsory				
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				
Menu for Festival	l/Regional Food:			
Name of the Fe	stival	Offered Fo	ood	

Offered Price:

Description	Rate quoted per students per day (Rs.)
Breakfast, Lunch, Snacks and Dinner as per	Rs
Menu with Festival/Regional Food	
	(In words)

ANNEUXRE- 9: CLIENT CERTIFICATE REGARDING PERFORMANCE OF MESS SERVICES

	1.Name and address of the client:					
	2.Order/Award of Contract No. and date:					
	3.Number of Students for which Mess Services Provided (year wise)					
	4.Date of Commencement of work					
	5.Date of completion of contract					
	6.Gross amount of the Services paid to Firm (year v	•				
	7.Details of penalty/Fine impose to the firm with amount of the firm with a second of the second of the firm with a second of the second of the second of the firm with a second of the second of the second of the second of the second of th					
	Comments on the Services of the firm	(Kindly tick)				
(a)	Quality of the Food	Outstanding/Very Good/Good/Poor				
(b)	Qualify of Services	Outstanding/Very Good/Good/Poor				
(c)	Hygiene and Cleanliness	Outstanding/Very Good/Good/Poor				
(d)	Performance Infrastructure (equipments etc.) (if provided by the Institute)	Outstanding/Very Good/Good/Poor /Not applicable				
(e)	Deployment of Manpower during services	Outstanding/Very Good/Good/Poor				
(f)	General Behavior	Outstanding/Very Good/Good/Poor				
	Note: All Columns should be filled in properly.					
	Countersigned Signature of the Reporting Officer* with Official Seal Name of the Officer: Name of the Institute:					
	Mobile:					
	E-mail:					

^{*} Reporting should be from Govt. Group-A Officer or above rank.