



National Institute of Technology Durgapur
M G Avenue, Durgapur 713209

Ref. No.: NITD/ Hostel Canteen/ 2019-2020/01

Dated: 30.05.2019

Expression of Interest

The Expression of Interest (EoI) is hereby invited from the interested bidders for providing "Canteen Service" in the hostels (Hall-6, Hall-7, Hall-8 and Hall-10, Hall-9, Hall-11, Hall-12, and Hall-13) of NIT Durgapur campus. Interested bidders can download this document and submit **their EoI for each canteen separately in the given format duly filled and signed with required enclosures and documents.** The EoI is to be submitted in a sealed envelope superscribed "EoI for providing Canteen Service in NIT Durgapur campus: Name of Canteen (Write the canteen name _____)" addressed to the Chairman [Dean (S/W)], Food/Canteen Tender Committee, NIT Durgapur, M. G. Avenue, P.O. Durgapur, Dist. Paschim Bardhaman, PIN-713209.

Last Date for Submission of EoI: 20th June, 2019 on or before 2:00 PM

Place of Submission: Dean (Student Welfare Office), NIT Durgapur

Pre-Bid Meeting Date: 7th June, 2019, Time: 10:30AM

Pre Bid Meeting Venue: Academic Board Room, Main Building, NIT Durgapur

Date of Opening of Technical Bid (Stage-1): 20th June, 2019, Time: 4:00 PM

Place of Tender Opening: Academic Board Room, Main Building, NIT Durgapur

INSTRUCTION TO BIDDERS /TERMS & CONDITIONS:

Interested bidder should note the following:

1. Concerned firms are required to submit all the particulars with proofs as per Annexure-I, Annexure II, Signed copy of EoI, EMD and all other relevant documents in Technical Bid and quoted price in Price Bid as per annexure IV. Failure to do so or any incomplete information would disqualify the firm for further processing.

Two bid system: Technical Bid & Price Bid. Each Bid is to be provided in separate sealed envelopes marked as "Technical Bid" & "Price Bid" respectively.

Each Bid envelope should be super scribed with EoI no. & date, name & contact information of the bidder. **Both the bid envelopes are to be put in one single large envelope** super scribed with EoI no. & date, name & contact information of the bidder. The Price Bids of technically responsive bids will be opened on a subsequent date which will be intimated.

2. **Earnest money deposit (EMD):** Rs 60,000/- for each canteen separately by Demand Draft, payable at par, issued from any scheduled bank in favour of Director, NIT Durgapur and payable at Durgapur. EMD amount deposited will be refunded (without any interest) to the unsuccessful bidders after the award of the contract to a successful firm and to the successful vendor after submission of Security Deposit/Performance Guarantee.

NO. NITD/ Hostel Canteen/ 2019-2020/01

Dated: 30.05.2019

3. **Security Deposit (SD)** : The successful firm will be required to deposit **Rs 2.5 Lakh** as interest free security deposit in the form of a crossed demand draft/ Bank Guarantee (valid for a period till 60 days after the end of contract) drawn in favour of Director, NIT Durgapur and payable at Durgapur, within 07 working days from the award of the services contract. The SD will remain at the disposal of NIT Durgapur. The authority reserves the right to recover the losses/damages caused to the instruments/ articles/ building/ fittings etc. by the contractors or their employees and realization of damages arising out of any deficient services over and above any other punitive step/ civil action as the authority deems fit.
4. **Period of Contract**: The contract will be assigned initially for a **period of 1 (one) year**, preferably from the date of awarding with a provision for normal extension **for 2 (two) more years on a yearly basis** subject to satisfactory performance and approval of the competent authority of the Institute.

4.1: Monthly submission of necessary documents regarding payment of Minimum Wages of Govt. Rate, EPF, ESI of their employees working in the NITD to the Chief Warden Office within first week of the next month is mandatory.

4.2 Conditions for Extension:

(Minimum Points to be achieved 60 and above).

Items	Maximum Points
I. Performance in past works for last year (Student Feedback on Quality of food, Quality of Service, Hygiene, Cleanliness)	50
II. Personnel and Establishment	20
a) Structure of Organization with details of Roles & Responsibilities	
b) Qualified Technical & Administrative Personnel at Company level and Compliance with Statutory Requirements	
III. Report on Visit of the NIT Durgapur Officials: Quality of Raw Material used; Quality of food; Cleanliness and Hygiene of kitchen, Store & Dining area; Quality of service; Feedback Register; Courteous & Responsiveness (each 5 marks)	30
Total Points	100

5. **Termination of contract**: The contract can be terminated by the contractor by giving 02 (two) months clear notice. However, the authority reserves the right to terminate the contract without assigning any reason, if it appears to the authority at any point of time that the services, quality of food, maintenance of hygiene/cleanliness of any of the canteen services are deteriorated to such an extent that it is detrimental to the interests of the Institute.

NO. NITD/ Hostel Canteen/ 2019-2020/01

Dated: 30.05.2019





6. **Agreement:** The successful bidder has to sign an agreement on Rs 100/- non-judicial stamp paper (to be borne by the successful bidder)

7. **Successful caterers/Service Provider have to pay water charges and electricity charges of the kitchen and dining area every month on the basis of actual unit consumed. The necessary space will be provided. The other items required for canteen should be arranged by the service provider. However, the cleaning of the kitchen and dining space should be maintained by the successful bidder. Any modification required, needs prior permission from the competent authority of NIT Durgapur.**

8. **Arbitration:** All disputes or differences whatsoever between the canteen service provider and the Institute related to the contract will be settled by Director NITD, failing which arbitration as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and shall be binding for all purpose.

9. **Legal dispute:** Any dispute, which may necessitate legal redressal, will be restricted to the jurisdiction of the civil courts at Durgapur only.

10. **Canvassing:** 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.

11. **Rejection clause:** The firm who does not fulfill any of the above conditions or submit incomplete documents in any respect is liable to be rejected summarily.

12. **Modifications:** NIT Durgapur reserves the right to modify/add any clause to the agreement, during the period of the contract, for any essential item, services, etc.

13. Canteen Staff:

13.1 Medical fitness: The canteen staff including cooks, serving member, and cleaners have to be medically examined. The fitness certificate should be obtained from a registered medical practitioner once in a quarter to the satisfaction of the hostel authorities, failing which suitable action may be initiated.

13.2 Police verification of each staff to be submitted on a yearly basis to the Institute authority.

13.3 The certified cook from any recognized organization is required.

13.4. Total employee list of the canteen should be provided before the start of the canteen with valid photo ID proof like voter card, aadhar card, and Copy of Fitness certificate etc.

14. The Bidder/ Firm should sign on each and every page of the EOI documents.

15. Brief specification of the services:

a. Procuring good quality raw materials, both dry and wet rations, from the open market.

- b. Ensuring that the procured raw materials are fit for cooking with proper washing and cleaning in a hygienic environment.
- c. Cooking the raw stuff/materials as per menu and meal specification using ISI branded cooking materials, wherever applicable. Standard brand or quality of ingredients should be used for preparing food items as per the menu recommended by authorized body of the hostel in consultation with the service providers (contractor).
- d. Serving the prepared food in hot condition as applicable using service utensils on pre-cleaned dishes, tumblers, cups (small bowls), as the case may be. Food is to be served during fixed time periods as per meal schedule in a well maintained and clean environment in the dining halls of the hostel.
- e. Thorough washing and cleaning of all the items and space used for the purpose should be done after each meal.
- f. Interested parties are also to provide coffee/soup/tea vending machines along with stall for light snacks on payment basis.
- g. Interested parties have also to extend services to other employees and staff of the Institute as and when required.

16. Subletting of contract: Under any circumstances, the contractor cannot sublet or transfer the contract to any third party. Any deviation from this clause may invite spot termination of the contract. Other service provider may have to run the canteen as interim measure in case of spot termination.

17. Hostel building: The entire activity of the canteen service provider/contractor shall be limited within a marked area of the canteen for dining, cooking, storing, cleaning, and preparation areas.

18. Uniforms: In order to bring uniformity amongst the canteen staff in the kitchen and dining hall, the canteen service provider shall arrange to provide them with a pair of Shirt/T-shirt with company name, which should be common for his/her entire team. In order to coordinate the activity for smooth discharge, manager(s) shall be appointed by the canteen service provider for hostels who will keep a check on the food prepared inside the kitchen, servicing in the dining hall, and all aspects of hygiene, etc. Staff posted on duty should always bear a clean appearance, complete in uniform (i.e., disposable cap and gloves, aprons) and should carry a photo identity card along with Institute Gate pass.

19. Transportation of raw materials: Transportation of all the consumables, including filling and refilling of the gas cylinders, to the hostel will be the sole responsibility of the canteen service provider at his own risk and cost.

20. Inspection authority: Authorized representatives of the Institute will carry out periodic inspection and surprise checks to ensure the quality of food, services, hygiene, and cleanliness. Food samples of each day (Breakfast, Lunch and Dinner) should be kept for at least 24 hours.

21. Penalty: Non-availability or short supply of any declared item of the menu of any meal may entail the imposition of penalty decided by the competent authority, as and when necessary. Deficient up-keeping and non-maintenance of hygiene in the cooking/ cleaning/

NO. NITD/ Hostel Canteen/ 2019-2020/01

Dated: 30.05.2019



dining area may also entail the imposition of a penalty to be fixed by the said authority as deemed fit.

A few of the possible penalty situation under the purview of authorities, which accounts to poor services in the canteen, are (for a broad idea to the contractor):

- Delay in making of food.
- Shortage of food items within the scheduled time.
- Food item (to be made according to the menu) not prepared at all.
- Quality compromise, poor service, and misbehavior of staff or any other case which comes under this category.

22. Safety measures: The canteen service provider shall ensure that all safety precautions are properly taken during the process of cooking and supply of food by his/her employees. Special emphasis will be laid on Fire Safety Norms and proper operation of electrical gadgets/instrument, and fire-fighting equipment, etc. placed at the disposal of the canteen. The firm/vendor/contractor should be sole responsible for any loss to the goods/human life incurred due to mishandling of safety measures.

23. Good behaviour and prompt service: The successful firm shall ensure that the quality of service is courteous and prompt and is in accordance with the laid down specification.

24. Recovery of dues: In case of any rightful dues (such as claim, penalty, etc.) the service provider is supposed to deposit the amount in due time, failing which stern action may be initiated leading to termination and recovery from the security deposit.

25. Child labour prohibited: No child labour shall be employed by the firm/vendor/contractor in any case. Full details of the employed persons will be maintained by the vendor and will be provided to the competent authority as and when demanded.

26. Intoxicating materials prohibited: The sale, storage or stock, the deposit of narcotics, tobacco, alcohol and other contraband & dangerous goods/materials in any form is strictly prohibited in the canteen. Further, Smoking and consumption of Alcohol/intoxicants in the hostel premises are strictly prohibited.

27. Removal of waste materials: Selected bidder has to arrange for proper mechanism for removal of un-utilized food waste.

28. Details with the approximate number of students and available facilities in each Canteen

Name of the Canteen	Approximate Number of Students	Available Facilities
Hall -7 (Only for 1 st year B Tech Girls)	100-150	A Kitchen and a Dining Hall with a seating capacity of 100 and Gas (cooking) line connectivity
Hall -8 & 10 (Girls Hostel)	250-300	A Kitchen and a Dining Hall with a seating capacity of 250 and Gas (cooking) line connectivity
Hall -13 (Girls Hostel)	375-425	A Kitchen and a Dining Hall with a seating capacity of 150 and Gas (cooking) line connectivity
Hall -6 (Boys Hostel)	150-200	A Kitchen and a Dining Hall with a seating capacity of 100 and Gas (cooking) line connectivity
Hall -9 (Boys Hostel)	300-350	A Kitchen and a Dining Hall with a seating capacity of 250 and Gas (cooking) line connectivity
Hall -11 (Only for 1 st year B Tech Boys)	575-625	A Kitchen and a Dining Hall with a seating capacity of 200 and Gas (cooking) line connectivity
Hall -12 (Boys Hostel)	125-165	A Kitchen and a Dining Hall with a seating capacity of 100 and Gas (cooking) line connectivity

- (i) Initially, student registration is compulsory in the respective canteen of their allotted hostel. Students need to collect his/ her required number of coupons in advance (at least two days before) for a base meal of the entire day i.e., Breakfast + Lunch + Dinner as per Annexure III on direct payment to the vendors.
- (ii) A student may have the chance of changing his/her Canteen, but that should be restricted to 'once in 15 days' after lapse of first 30 days from the start of the canteen. Girls student can change the canteen among the girls' canteen

except Hall 7 and boys student can change the canteen among the boys' canteen except Hall 11.

- (iii) If Hostel Administration Committee/ Dean (S/W)/ Chief Warden/ Competent Authority of NIT Durgapur finds that the strength is below 60% of the minimum strength specified in the Table (Pt. No. 28) for any Canteen for two consecutive months, it shall have the right to terminate the contract from next month and handover it to the vendor having best feedback.

29. The Tender evaluation procedure consists of three stages:

Stage-1: Pre Qualification/Technical Bid:

Bidders who have submitted EMD payment as per page 1 in form of Demand Draft (Original Demand Draft must be submitted) and meet all the basic eligibility conditions mentioned in Annexures I and II will only be considered in Pre-Qualification Bid.

Stage-2: Price Bid (Annexure IV):

Covers of the Price Bid of qualified Bidders (after stage- 1) will only be Opened & Processed further.

Stage 3: If multiple canteens are offered to any successful bidder, in that case only ONE canteen among girls hostel and only ONE canteen among boys hostels will be offered.

I/We accept all the general terms and conditions stated above.

Date:
Place:

Signature of the bidder
with seal, if any

ANNEXURE-I

EOI FORM

1. Name of the bidder (As registered):-
2. Address of the bidder:-
.....
.....
3. Phone Number(s):-
4. Proprietor's name:-
5. Address of Proprietor:-
.....
.....
6. Proprietor's Phone No.:-
- Details of the firm:-
- (a) Date from which the firm is operating:
- (b) Turnover of the firm during:
- FY 2016-17 (Rs.)
- FY 2017-18 (Rs.)
- FY 2018-19 (Rs.)
- (Please attach a copy of audited balance sheet)
- (c) PAN:-
- (d) TAN:-
- (e) PF Reg. No. :-
- (f) GST No.:-
7. Latest Client List (ongoing) with complete address (attach signed extra sheet if needed):-

Note: For any other information attach extra sheet.

Date:
Place:

NO. NITD/ Hostel Canteen/ 2019-2020/01



Signature of the bidder
with seal, if any

Dated: 30.05.2019



ANNEXURE-II

PRE- REQUISITE QUALIFICATION FOR BIDDERS

The bidder shall necessarily be a valid legal entity, having following registrations:

- (i) Registration under Labour Laws.
- (ii) Copy of License under Food Safety and Standard Act 2006. (**Valid on the last date of submission of EOI**). (No person shall commence any food business unless possesses a valid license. For reference, please visit the website: <http://www.fssai.gov.in/>)
- (iii) Employee Provident Fund Registration.
- (iv) Employee State Insurance Corporation registration.
- (v) Copy of Registration with GST, PAN etc.
- (vi) Copies of work order of last 03 years. (i.e., similar work).
- (vii) The Bidder should not have been blacklisted by any organization at any point of time.
- (viii) The bidder must possess at least 03 years of experience serving as a mess/canteen contractor in reputed national institutes or any other university/institute/corporate sector etc.
- (ix) The bidders having experienced only in the Cafeteria (snacks & beverage services) will not be considered.
- (x) Annual financial turnover of similar type of work of Rs. 50 lakhs (in each year) during the last three financial years.

Final selection of the agency will be made based on various parameters (as fixed by the Committee/ Competent Authorities) like visiting of various existing sites of bidders, food quality, cleanliness, feedback from the current users, etc.

Bidders, if required may be called for the presentation (not more than 15 minutes) before the Committee regarding their plan/credentials etc.

Date:
Place:

Signature of the bidder
with seal, if any

NO. NITD/ Hostel Canteen/ 2019-2020/01

Dated: 30.05.2019





ANNEXURE-III

Rates and various items of different meals

(Total Base Price: Rs 90.00)

A) Breakfast (the possible combinations of items to be served to an adult. The sign “/” denotes “or” and “,” denotes “and”)		
Sl. No.	Item	Rate (Including Tax)
1.	Indian Dish OR Slices of toasted bread (05 slices) with butter / jam, 1 piece boiled egg / 1 piece Omelette, OR Milk (200 ml) with cornflakes, and banana (good quality) 1 piece	Rs. 20.00
2.	Tea/Coffee	

Indian dish may include: (Weight 225- 350g range)

- ✓ Masala Dosa (1 piece)/ Vada (04 pieces)/ Idli (04 pieces)/ Uttapam (2 piece) with Sambhar and chutney
- or
- ✓ Variety of stuffed (Aaloo, Paneer, Dal etc.) Paratha (02 piece) with pickle /sauce, curd (100gm), and butter (10 gm)
- or
- ✓ Chola Bhatura (02 pieces)/ Poori (04 pieces) with a vegetable and pickles
- or
- ✓ PavBhaji (04 pieces)/ Poha etc.
- or
- ✓ As per the programme chart prepared by hostel authority time to time.

B) Lunch		
Sl. No.	Item	Rate (Including Tax)
1.	Rice and Chapatti (Standard size)*	Rs.32.00
2.	Dal/Sambhar/Rasam	
3.	Fried Vegetable/ Papad/Chips	
4.	One Vegetable Dry/ Curry	
5.	Salad** and Pickles	
6.	Curd/Raita/Custard (100 gm)	

Total: 600g - 750g

* For both Rice and Chapatti, the number of chapatti will be available: THREE (03)

For Chapatti only, the number of chapatti will be available: EIGHT (08)

**For Every lunch, Salad will include Onions, Lemon and Seasonal Vegetables (like carrot, cucumber, cabbage, raddish etc)

NO. NITD/ Hostel Canteen/ 2019-2020/01

10

Dated: 30.05.2019





C) Dinner (the possible combinations of items to be served to an adult. The sign “/” denotes “or” and “,” denotes “and”)		
Sl. No.	Item	Rate (Including Tax)
1.	Rice and Chapatti/Poori/Paratha/Bhatura (standard Size)*	Rs 38.00
2.	Dal/Sambhar/Rasam	
3.	One Vegetable Dry/Curry	
4.	For non-vegetarian people: Chicken (02 pieces of 50 gm each) / Fish curry (1 piece of 100gm) / Egg curry (02 pieces) For Vegetarian people: Paneer item (5 pieces of 20 gm each)/ Kofta (04 pieces of 25 gm each)/Special Sabji	
5.	Salad and pickles	

Total: 600g- 750g

* For both Rice and Chapatti, the number of chapatti will be available: THREE (03)

For Chapatti only, the number of chapatti will be available: EIGHT (8)

**For Every Dinner, Salad will include Onions, Lemon and Seasonal Vegetables (like carrot, cucumber, cabbage, raddish etc)

- The selected bidder has to serve the food against day wise coupons.
- Menu and rate of respective items (A la carte Menu) or bunch of food items will be decided by the Hostel Executive Committee/Warden/ Authorised official of NITD in consultation with the vendor.
- The rate/s mentioned above in EoI are base price only.
- Vendors may quote their rate as they deem fit (not below the base price), however the Institute reserves the right to ask for price justification from any/all vendors.

I agree to abide by the term and conditions as mentioned in the EOI as well as agree to provide the services as per the rates given by me in the EOI.

Date:
Place:

Signature of the bidder
with seal, if any

NO. NITD/ Hostel Canteen/ 2019-2020/01

Dated: 30.05.2019

Amr

N

Price Bid

ANNEXURE-IV

Name of the Canteen	Quoted Rate per head per day as per Annexure III			Taxes (% and type of Tax) with HSN/SAC code	Total Base Price per head (Including all taxes)
	Breakfast	Lunch	Dinner		

Date:
Place:

Signature of the bidder
with seal, if any

NO. NITD/ Hostel Canteen/ 2019-2020/01

Dated: 30.05.2019



