



TENDER FOR PROVIDING CANTEEN SERVICE AT ASSAM UNIVERSITY SILCHAR

NIT NO: AU/ES/Central Canteen/01/2022(Part-I) dated 28/02/2023

Bidding portal: <https://mhrd.euniwizarde.com>

Bid validity:90 days

Bidders may also get the tender information at CPP portal along with Assam University website www.aus.ac.in under the section 'Tender and Contracts'

Tenders are invited in two bid system i.e “technical bid” and “financial bid from catering agencies and/or restaurant owners for awarding contract to provide canteen facilities to students, staff members, guest and visitors of Assam University Silchar (AUS). In this regard Central Canteen building (ground floor), Assam University Silchar will be provided to the successful bidder having floor area 320m² with the following terms and conditions:-

1. The contract shall be initially for a period of two(02) years, which would be renewable for a further period at the discretion of the AUS. Subsequent extension of service beyond contract period is on mutual agreement and other criteria as determined and settled mutually.
2. The agency should be financially solvent.
3. The contractor is to prepare and serve standard items of snacks, lunch, tea and other beverages to the said University community. Necessary space shall only be provided on a monthly rental basis (however for non cooking purpose, using of refrigerator, toaster, mixer-grinder, microwave oven may be permissible with prior permission from University).Electricity charges(based on meter reading) and water consumption(fixed at Rs.100/- per month or as per water meter, whichever is more) shall be charged extra . Garbage cleaning charges or any other charges may be levied extra at the discretion of the AUS.
4. Based on the suitability of offers, price bid will be opened only from those parties who fulfill the pre-qualification criteria and eligibility conditions submitted by the bidder in the technical bid. Merely quoting of lowest price does not entail the bidder for award of the contract. The price should be justified in accordance with the prevailing market rate, quality of service in question and as such the Tender Committee's decision shall be binding on the bidders.

5. The bidder shall extend digital payment facility mandatorily to the customer in addition to cash payment facility. It is advisable to implement use of prepaid coupons by the vendors to ensure hassle free business.
6. Interested parties/agencies may upload their bids in the portal on or before **27/03/2023 by 1:00 pm**
7. AUS reserves the right to accept or reject any/or all the offers without assigning any reason thereof, and such decision shall be final and conclusive.
8. The bidder(s) is/are advised to inspect the said locations before submission of their bid(s).
9. The bidder(s) are to put signatures on the uploaded documents in the bidding portal
10. The bidder may upload relevant extra sheets in the portal wherever required duly self-certified.

Requirement of Contractor for Canteen/Catering Service at Assam University

1. The contractor will manage and run the Canteen with its own deployed staff for the purpose.
2. The contractor having an establishment in Silchar and running a canteen or catering services or restaurant also may apply. Preference will be given to those who are already successfully running hotel/canteen/food plaza/restaurant in reputed organisation/public place.
3. The contractor must have experience in preparing and serving all types of dishes, i.e. Traditional Bengali cuisines, South Indian, North Indian, Chinese and Continental etc.
4. The contractor caterer must use only the FSAAI approved Oils for cooking of all food items.
5. Food served in the Canteen should be of standard quality.
6. Each plate of meal must be substantial and should have standard options.
7. The caterer must provide the menu card indicating the prices of each food item/beverage to be served in the Canteen. Any revision in rates will be considered only at the time of renewal of the annual contract by mutual agreement taking into consideration the inflation rates.
8. The University shall not give any subsidy to the caterer.
9. The contractor shall arrange payment in digital mode in addition to cash payment.
10. The contractor will have to cook in the kitchen unless otherwise approved by the University.
11. The Canteen will required to be run on all the working days of the University including Saturday and other days if required by the University.
12. The contractor should use only commercial LPG cylinders for cooking. Use of Kerosene and other flammable items is strictly prohibited. The fuel cost for preparation/cooking of food will be borne by the contractor.
13. The contractor will be provided space, electricity, water and use of existing canteen infrastructure on chargeable basis including monthly rent. However any kind of internal renovation/ arrangements will be borne by the contractor. Such arrangements should be removable and portable in nature. Prior permission of AUS will be required for the purpose.
14. The contractor shall at all times, maintain and keep the dining hall, kitchen, washing places in the said premises, in a clean and hygienic condition, to the satisfaction of the University.
15. The contractor shall provide proper bins for throwing refuse from the kitchen, dining area, and shall arrange, at his own cost, for prompt removal of such refuse, from the area.

16. The Caterer will provide cutlery items and shall also ensure that the cutlery, crockery, utensils, etc., in which food and beverages are served, are properly cleaned maintaining the hygiene standards.
17. The University has the right to levy penalty and even terminate the contract if there is deterioration in any kind of services, quality of food stuff, material, hygiene, etc. In case of any dispute in this regard, the decision of the AUS will be final and binding.
18. The contractor is responsible to comply with the provisions of the Workmen Compensation Act, 1923 / Employees State Insurance Act, 1948, the Contract Labour (Regulation and Abolition) Act, 1970 and 1971, Payment of Wages Act, 1936, the Minimum Wages Act, 1948 and /or any other rules/regulations and /or statutes that may be applicable to them.
19. The contractor shall not engage any agent or enter into sub-contract with any other caterer(s) for running the said business.
20. The contractor shall not carry on in the said premises, any business other than running the said service. He shall not make any changes, additions or alternations in the said premises without the written permission of the University.
21. The University shall not, in any way, be responsible, for any loss of crockery or any other goods or articles, kept in the said premises by the contractor.
22. The contractor undertakes that he shall make it clear to the staff employed by them that they are his employees and it is his responsibility to pay salary and other allowances to the staff employed by him and also to supervise them to comply with the obligations under this agreement.
23. It is the responsibility of the contractor to ensure that the staff engaged in the University premises do not have any criminal background and their character is exemplary.
24. An Officer authorized by the University, shall have power to inspect the Canteen and direct the removal there from of any articles of food-stuff or beverage which may, in his/her opinion, be considered as unsuitable for consumption and the contractor shall comply such directions.
25. Either party shall terminate this contract by giving one month notice in advance to the other party.
26. The contractor /vendor shall provide to his cooking and serving staff appropriate dresses/uniforms, aprons, gloves, white hat for chef or equivalent to protect hair fall into the food items etc.
27. The contractor needs to display rate charts of individual item in the canteen premises. The rate should be exactly as per the quoted rate in the bid document. Any changes in the rate/addition of items during the period of contract should be made with prior intimation and permission from the AUS authority.

Instructions to Bidders

Eligible vendors must upload following documents in the portal **on or before 27/03/2023 upto 1:00pm .**

- i. The Company/ Firm/Agency profile as per Annex – I.
- ii. Copy of valid Company/ Firm/Agency Registration Certificate
- iii. Filled up format as per Annex – II, Annex-III, Section-I
- iv. Details of Organizations/Institutions/Public Place where the vendor has provided/providing the canteen services
- v. GST registration certificate
- vi. PAN Card
- vii. IT Return Certificate of last financial year
- viii. Financial Solvency Certificate from bank
- ix. Valid and applicable *FSSAI* license certificate
- x. Valid trade license from authorised body.
- xi. Annual turn over certificate issued by Chartered accountant of not less than ₹10.00 lakhs for the last three financial year
- xii. Experience certificate(s) in the relevant field

Financial bid should essentially contain:

- a. Annexure IVa, AnnexureIVb
- b. Any other self certified certificates as found relevant by the bidder.

Non- submission/uploading of above documents would, without any further query, be treated as non-compliance of the particular criteria and the bid is liable to be rejected as per discretion of the tender committee.. Assam University is not responsible for non-receipt of bids within the specified date and time due to any reasons.. Assam University reserves the right to accept or reject any or all of the applications in full or part as decided by the competent authority of AUS .

Annex - I
BID FOR CANTEEN SERVICE IN ASSAM UNIVERSITY, SILCHAR

SI No.	Particulars	Details to be filled and relevant documents to be submitted (duly self attested).
1.	Name and Address of the Applicant Firm/Company/Proprietary Concern (relevant documents to be produced)	
2.	Individual/Firm/Company registration from authorised govt. body	
3.	Name & Address of the Proprietor/ Person-in-Charge/ Partners/ Director, as the case may be.	
4.	Telephone and Mobile number of the person to be contacted	
5.	PAN number	
6.	ESIC registration number	
7.	Labour license number	
8.	GST Registration Number	
9.	Food License Number	
10.	Bank details along with bank solvency certificate.	
	a) Name in a/c	
	b) a/c no.	
	c) Name of the Bank	
	d) Name of the Branch	
	e) IFS Code of the Branch	
11.	Details of experience during last three years.	
12.	EPF Registration number	

Place:

Signature with Official Seal:

Date:

Name & Address of the Applicant:

Annex - II

DECLARATION

I / We hereby declare that the information furnished above is true to the best of my/our knowledge. I/We have enclosed necessary documentary evidence in support of the same. I/We have fully understood and accept all the terms and conditions as per this tender document. I/ We have not been banned and de-listed by any Government Department/ Financial Institution / have not been convicted by any Court of Law.

Signature with Official Seal:

Name and Address of the Applicant:

Place:

Date:

Annex - III

TO BE SUBMITTED ON THE LETTER HEAD OF THE FIRM

The Registrar
Assam University
Silchar 788 011

Sub: Tender for providing the Canteen Service in Assam University, Silchar

Dear Sir,

This bears reference to your captioned notice dated (to be filled in by vendor). I/We, hereby, accept all the terms and conditions as mentioned in the said notice.

I/We warrant that we will comply with the municipal, food and civil supply and other relevant regulations etc relating to preparation and sale of food stuffs, beverages and refreshment and will obtain the necessary licenses and permits in this regard. I/We agree that we shall indemnify and keep indemnified the Assam University Silchar from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.

Yours faithfully,

Signature :

Name :

Designation :

Place :

**Section I
Form of Bid**

Place _____

Date _____

The Registrar
Assam University
Silchar 788 011

Dear Sir,

We have carefully examined the specifications, terms and conditions laid down in the tender document by the Assam University Silchar in connection with the rendering of Canteen services and hereby offer to execute the aforesaid work. We offer to undertake the catering work in the University as per the memorandum.

MEMORANDUM

a)	Description of work	BID FOR CANTEEN SERVICE AT ASSAM UNIVERSITY
b)	Validity of contract	Two(02) years ;extendable further at the discretion of the University as detailed in previous paragraphs.

2. Should this Bid be accepted, I/we hereby agree to abide by and fulfil all the Terms and Conditions of the Contract.

3. I/We understand that you reserve the right to accept or reject any or all the Bid either in full or in part.

Dated this _____ day of _____ 20.....

For and on behalf of M/s _____

(Signature with seal)

Name :

Designation :

Place :

Date :

Telephone No. :

email :

The **hard copy (duly self certified)** of the uploaded documents shall be submitted in a sealed envelope. The cover shall be super scribed "**BID FOR CANTEEN SERVICE AT ASSAM UNIVERSITY**" and addressed to "**The Registrar, Assam University, Silchar 788 011**". Telegraphic, Fax and E -mail Bids will not be accepted. The full name, postal address, e-mail address and fax / telephone number of the bidder shall be written on the bottom left corner of the sealed envelope. Insertions, post scripts, additions and alterations shall not be valid unless confirmed by the Bidders signature. All copies of the Bids should be completed in all respects with all attachments / enclosures / annexure.

The sealed bids are to reach, Assam University, Silchar within 31/03/2023 upto 5:00pm for verification purpose.

Opening of Bid

The Technical Bids will be opened in the portal on **27/03/2023 from 3:00 pm onwards.**

Award of work

Merely quoting of lower price does not entail the bidder, award of the work. The price bid should be justifiable in consideration of the prevailing market rate and quality etc.

The decision of the Tender Committee is binding to the bidders in respect of awarding of the work.

Signing of Contract Agreement

1. The General instructions to the bidders and special conditions herein before referred to shall be the basis of the final contract to be entered into with the successful bidder
2. The Bid submitted on behalf of a firm shall be signed by all the partners of the firm or a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. Otherwise the Bid may be rejected.
3. On receipt of intimation from the University regarding the acceptance of his/their Bid, the successful bidder shall be bound to execute the Contract within **fourteen days (14)** thereof. The successful bidder shall sign an agreement in accordance with the extant provisions.

4.The contractor shall not sublet any portion of the contract under any circumstances. In case of breach of these conditions, the University may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the University, without prejudice to remedies against the Contractor.

5.This tender document along with the offer of contract to the successful bidder/bidder shall be a part of the contract agreement to be executed.

6.The AUS reserves the right to add/delete/modify any terms and conditions of the contract at any point of time for the better interest of the University.

Arbitration Clause:

In case of dispute between the bidder/contractor and the Assam University in the Tender or its execution thereof, the same will be sorted out amicably and mutually.In the event that an amicable settlement cannot be reached,any dispute arising out of or relating to this Tender shall be settled by a sole arbitrator appointed by AUS, the place of arbitration shall be Assam University,Silchar .

Force Majeure: If any time, during the continuance of this contract, the performance in whole or in part by either party or any obligation under this contract shall be prevented or delayed by reason of any War, or Hostility, Acts of the public enemy, Civil commotion, Sabotage, Fires, Floods, Explosions, Epidemics, Quarantine Restrictions, Strikes, Lockouts or Act of God (hereinafter referred to as events) provided notice of happening of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event may come to an end or cease to exist, and the decision of the AUS as to whether the works have been so resumed or not shall be final and conclusive, provided further that if the performance, in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option, terminate the contract. AUS will not bear any financial liability or any kind of other liabilities in this regard.

Evaluation of Bid

Bids will be evaluated on all the eligibility parameters and a short-list of eligible caterers qualified in the technical bid will be drawn. After evaluating the price-bids from the eligible short-listed caterers, the University shall award the final Contract to the overall most eligible and suitable bidder for carrying out the catering services at Assam University comparing the quoted food item rates and monthly rent for the space allotted. (Details given at Annexure V)

Performance Guarantee

A performance guarantee(PG) for an amount of **Rs. 50,000/- (Rupees fifty thousand only)** in favour of '**ASSAM UNIVERSITY,SILCHAR**' should be furnished (applicable also in the case of MSME registered vendors) in the form of DD/FDR by the successful bidder which will be refunded interest free after the expiry of the contract based on the performance of the contractor . In case of extension period of contract, the contractor needs to submit fresh performance guarantee of (Rupees fifty thousand only), if the validity of earlier submitted PG gets expired.

Annexure-IVa**PRICE BID PROFORMA****(Available in MS excel sheet in the bidding portal to quote the rates/prices etc)****Name of the work: Providing canteen services at Assam university Silchar****NIT NO: AU/ES/Central Canteen/01/2022(Part-I) dated 28/02/2023**

SI No.	Items	Unit Price(in ₹)
1.	Tea (Per cup) 120 ml	
2.	Special Tea	
3.	Coffee	
4.	Omelette (2 eggs) with sauce and Bread	
5.	Sealed mineral water	
6.	Ice cream	
7.	Soft drink	
8.	Packaged fruit juice	
9.	Gulab Jamun- 2 pieces (100 gm)	
10.	Fruit Juice (250 ml)	
11.	Lassi (250 ml)	
12.	Veg Pakoda (100 gm)	
13.	Bread Pakoda (2 pieces) with green chutney or tomato sauce	
14.	Samosa (2 pieces) with green chutney or tomato sauce	
15.	Bread with Butter & Jam (Full plate for adult)	
16.	Idli, Vada with Sambar and coconut chutney (Full plate for adult)	
17.	Poori, Sabji (Full plate for adult)	
18.	Upma/Poha (Full plate for adult)	
19.	Plain Dosa with Sambar and coconut chutney (Full plate for adult))- 2 pieces	
20.	Masala Dosa with Sambar & coconut chutney (Full plate for adult))- 2 pieces	
21.	Chole, Bhature (Full plate for adult)	
22.	Plain Paratha Pickles and Curd (Full plate for adult)- 2 pieces	
23.	Aaloo Paratha, Pickles and Curd (Full plate for adult) - 2 pieces	
24.	Veg Chowmin (Full plate for adult)	
25.	Special Veg Food: Soup (One Bowl), Basmati Rice/Pulao/ Veg Biryani, Poori/ Chapati/ Tandoori/ Butter Nan, Arhar Dal/ Kadhi Pakaudi/ Dal tadaka, Seasonal vegetables-2/ Paneer (Shahi/ Palak/ Matar), Fried Vegetable-1, Papad, Green salad, Pickles, Raita, Sweet/Ice cream/ Lassi/Fruits/ Fruit Juice(Full plate for adult)- Unlimited	
26.	Special Non-Veg Food: All items mentioned in point no-23 plus Chicken/Fish/Mutton 150 gms (Full plate for adult)	
27.	Normal Food: Basmati Rice/Pulao/ Veg Biryani, Poori/ Chapati/ Tandoori/ Butter Nan, Arhar Dal/ Kadhi Pakaudi/ Dal tadaka, Seasonal vegetable-1, Fried Vegetable-1, Papad, Green salad, Pickles, Raita (Full plate for adult)	
28.	Veg Thali (Rice 100 gm+One mix vegetable+One fried vegetable+Dal	
29.	Egg Thali (Veg Thali + Egg curry with one egg)	
30.	Chicken Thali (Veg Thali + Chicken curry with standard 2 pieces of chicken)	
31.	Any other dish or food items along with rates(insert extra row if necessary)	

(Signature and Stamp of the Bidder)

PRICE BID PROFORMA

(Available in MS excel sheet in the bidding portal to quote the rates/prices etc)

Name of the work: Providing canteen services at Assam university Silchar

NIT NO: AU/ES/Central Canteen/01/2022(Part-I) dated 28/02/2023

Monthly room rent to be quoted by the bidder (in rupees ;both in figure and in words)

*Monthly rent (in₹) for Central Canteen Building (Floor Area- 320 sqm) =

*NB: *Minimum Monthly room rent should not be less than ₹10,000/- (Rupees Ten Thousand Only) excluding electricity, water charges etc. Bidder quoting higher room rent will be given preference.*

(Signature and Stamp of the Bidder)

BID EVALUATION CRITERIA
(To be filled by the Tender Committee)

A. In technical bid:

Total marks obtained in the technical bid as per Annexure I= _____
[Maximum marks:60(sixty),minimum marks for each column=5]

B. In financial bid:

Marks obtained in Annexure IV a)=
[1/(Total Amount per unit)] x 100

Marks obtained in Annexure IV b)=

Total Marks obtained=(IVa+IVb)

**C. Total marks obtained in bid evaluation
criteria=(0.65XA)+(0.35XB)=_____.**

Note: Highest marks obtained in the bid evaluation criteria (AS PER 'C' ABOVE) shall be chosen as 'Best Value Bidder' for award of the said contract subject to fulfilment and acceptance of the laid down criteria, terms and conditions as mentioned in this tender document and further upon obtaining approval of the competent authority.

Highest Marks in Annex IV b will be considered to be 100 for the highest monthly rent quoted,and the marks for the lower quoted rate will be selected on pro-rata basis in comparison to the highest quoted monthly rent.