



NATIONAL INSTITUTE OF FOOD TECHNOLOGY ENTREPRENEURSHIP AND MANAGEMENT

An Institution of National Importance under the Ministry of Food Processing Industries, GOI,
Plot No 97, Sector-56, HSIIDC Industrial Estate, Kundli-131028, District-Sonepat (Haryana)

Tender No. PD-13011/1/2026/E-1/808/08

Dated: 19.06.2026

NOTICE INVITING TENDER

Subject: Tender for Running of 05 Hostel Mess (Boys-3) & (Girls-2) in NIFTEM Campus.

National Institute of Food Technology Entrepreneurship and Management (NIFTEM) was conceptualized by the Government of India on persistent demand of the food industry, to have an apex organization as a 'One-Stop Solution Provider' for various problems of the food sector. The Institute is an autonomous body under the Ministry of Food Processing Industries, Government of India and recently the Govt. of India has declared it as National Institute of Importance (INI). The Institute is spreading over of 100 acres at a prime location in close proximity of North Delhi, Kundli at Delhi-Haryana border. The Institute aims to become an International Centre of Excellence, which integrates technological, managerial and behavioral aspects of the Indian Food Processing Industry with a clear objective of catapulting the sector to the Numero Uno position in the world. NIFTEM strives to cater to the needs of various stakeholders such as entrepreneurs, industries, exporters, policy makers, government and other existing institutions. Primarily, it aims to produce world-class business leaders, develop competitive processes and technologies recognized globally, and initiate best practices in the area of food technology, entrepreneurship and management. The Institute has also been declared as National Institute of Importance by the Govt. of India.

For and on behalf of NIFTEM-Kundli online Tender (Two bid system) are invited on CPPP e-Procurement website <https://eprocure.gov.in/eprocure/app> from eligible bidders at NIFTEM Campus, Kundli, Distt.- Sonepat, Haryana.

Important Date & Time

S.N.	Particulars	Important Dates	Time	EMD	Tender processing Fees
1.	Issue of Tender documents	20.06.2026	10:00 AM	10,00,000/-	₹ 5,900/- (5,000/- + GST@18%)
2.	Pre-bid Meeting	22.06.2026	03:30 PM		
3.	Bid submission start date and time	24.06.2026	04:00 PM		
4.	Last date & time for submission of Tender	06.07.2026	03:00 PM		
5.	Date & time of opening of Technical Bids	07.07.2026	04:00 PM		
6.	Date & time of Presentation & opening of Financial Bids	Will be intimated separately to the successful bidders through email/website.			

(A) SCOPE OF WORK:-

- 1) The Institute required the services of reputed & experienced Agency/Caterers to run Boys & Girls Hostel Student's Mess. The Institute shall engage one Mess Vendor exclusively for Boys & another one for Girls students residing in Brahmaputra, Sutlej, UG/PG and Ganga & Kaveri Hostels. Contractor has to run separate hostel messes for hostel mess except for UG/PG until installation of mess equipment. In case of student's strength is less than 100 in any Hostels, the Mess Vendor will be permitted to shift these students to other hostel's Mess or cooked food may be served in the said mess, as the case, may be. In such circumstances, the agency would be exempted to pay license fee and electricity charges for such hostel mess(s). However, during semester break, only one mess will be run for those students, who are staying in the hostels due to any reasons. In such circumstances, license fee and electricity charges shall be charged for only one operating mess.
- 2) Presently there are 05 Hostels namely **Brahmaputra, Satluj (Boys) and Ganga, Kaveri (Girls) & UG/PG**. Each Hostel is having on an average strength of 200-250 students. The no. of students can be less during the Odd Semester, as the students of B.Tech. 7th Semester and M.Tech. 3 Semester, are undergoing for the Industrial Training outside the campus. During the current semester the student strength for UG/PG can be less(160).
- 3) Besides students, staff and guests are also availing mess facility on daily/monthly on payment basis.
- 4) Kitchen of these hostels are fully equipped and operational in all respect and having capacity to serve food to approximately 200-250 students in each mess at a time. Equipments are available "**as is where basis is**".
- 5) **While handing over of concerned Mess, all the equipments will be got repaired by the Institute. During the period of contract, general repair and maintenance is required to be carried out by the Contractor itself.**
- 6) Any other requirement of utensils/pots shall be arranged by the Contractor at their end.
- 7) The Institute, at the recommendation of Hostel Wardens/DSW, can purchase Roti making machine for the hostels subject to discretion of the Institute. Contractor cannot ask for the availability of the same during the contract period.
- 8) The tentative student strength of each Hostel is as under as on 30.04.2026 with a variability of 10%:

Hostel's Name	Tentative Strength of Students
Brahmaputra	260
Satluj	200
Ganga	220
Kaveri	240
UG/PG Hostel	160 – These students will take food in Satluj till mess starts in UG/PG

If strength of any hostel is less than upto 25% then the committed strength, the mess vendor is entitled for rebate in License fee proportionality and there will be option to operate only single mess for both hostels.

- 9) The bidder has to provide daily meals (Meals includes Breakfast, Lunch, Evening snacks with tea and Dinner) to the students and all other kind of official arrangements as per menu given in **Annexure V, VI & X**.

- 10) Prices to be quoted on **monthly basis** for the basic menu as per **Annexure-IV**.
- 11) The tentative Menu is indicated at **Annexure-V**, will be provided to the hostel students residing in the respective hostels of NIFTEM. The menu is only indicative and it can be revised time to time to make it more innovative in consultation with the dietician/Hostel Mess Committee. While changing the mess menu, item(s) with the consultation of Mess Committee or Warden of equivalent cost, can be added/deleted and off season items will be changed in the menu. Normally, common menu will be cooked in all the hostels, however, Regional dishes will also be served on fortnightly/weekly basis on the demand of students or prescribed by the Mess Committee. There shall be no compromise/ alteration in the prescribed menu unless decided by the Mess Committee or Hostel Management.
- 12) The Contractor will not be compelled to cook off season items or the cost of which is very high in comparison to prescribed menu; however, they are free to provide the same on request of mess committee but without any extra charges.
- 13) **Official Catering:** At any point of time, the agency can be asked to extend their catering services viz Tea/Coffee/Cold Drinks, Snacks, High Tea, Lunch/Dinner etc. in various official meetings, programmes, seminars and functions to be organized by the Institute from time to time, however it will not be binding on the part of NIFTEM to get it arranged through the agency running the Mess and it would be optional only. The agency has to ensure that due to this arrangement, normal hostel mess running will not be affected in any manner. The tentative menu of Official Catering is indicated at **Annexure-X**, which will be served during official programmes as per requirement. The items not indicated in the said menu, can also be asked for supply and the agency has to ensure it and rates of such items shall be communicated by Officer I/c (Catering) or any other officer, placing order, as mutually agreed or as indicated. Besides, if any item(s) have been asked from market like sweets, ice cream, fruits, sandwiches, burgers, nuggets, cutlets, Pizza etc of particular shop/brand, the agency will arrange the same and can claim contractor's profit @15% on actual billed amount. The rates for food arrangements viz. Breakfast, Lunch, Dinner, High-Tea, etc., during the official program are also mentioned in Annexure "X." The orders of Official Catering will only be accepted by a designated Officer or Catering Officer, and bills of all official catering will also be submitted to him directly for payment. In case of refusal, the agency can be penalized by the Institute, as deemed proper in the circumstances.
- 14) **Hostel Mess Billing:** On the last day of each month, the contractor will display rebate list on the hostel's notice board for general information. Besides this, the contractor will also prepare Monthly Tax Invoice for the last month/period for the students availing mess facility to the DSW office through concerned hostel warden for verifying and payments. Hostel warden will certify the No. of students, rates, quantity, quality, services and deduction, if any, and forward it to Dean (Student Welfare) office for countersignature and further forward to Accounts for payment.
- 15) Mess Contractor will be paid for total no. of students availed the mess facilities, even when any students have not deposited Mess Fee to the Institute. The total rebate will be adjusted in the last month of each semester, which will be properly displayed and adjusted. Any discrepancy/ambiguity will also be resolved at the level of Hostel Warden. Any extra amount will be carry forwarded for next semester or returned to the students.
- 16) Students who do not avail mess facility due to any reason for a period of five or more than five days at a stretch will be eligible for proportionate rebate after deducting suitable handling charges towards to meet out mess operational cost. The handling charges will be 25% of the total non-messing period (absent days) but normally it shall not be extended more than 30 days in a semester but in case of dire emergency or declaration of lockdown/closure, such rebate may be given for entire period after deduction of suitable handling charges, as decided by the Institute. Rebate will not applicable during semester break. Handling charges will be payable to Mess Contractors.

- 17) Every student residing in the respective hostel is required to avail Hostel Mess facility compulsorily and there is no exemption except exceptional cases, as decided by the DSW with the consultation of Administration. The Hostel Mess charges will be deducted automatically, even, if they have not availed the mess for a single day. However, in case, any students, due to medical emergency unable to avail mess facility. The proper exemption order will be issued by DSW in favour of student with a copy of Hostel Warden and Mess Contractor.
- 18) Each hostel is having its own mess, therefore students can avail the mess facility only in their respective hostel, where, they are residing or authorized by Hostel Warden/DSW/Administration.
- 19) NIFTEM on its part is providing infrastructure and furniture including Kitchen equipment, Pots, and Water Cooler to each Hostel Mess. In the case of non-availability of any kind of pots or utensils or requirement of repairing if any, the same will be ensured by the agency for smooth running of the Mess. In case of damage to the kitchen equipments, infrastructure etc, the same will be recovered from Agency.
- 20) Electricity charges for cooking area and running of kitchen equipments will be paid by Mess Contractor as per actual. Until the installation of a proper meter, Rs. 8000/- per month or actual meter reading, will be charged for the consumption of electricity for running of these equipment, which are largely used in the preparation of food/meals in the hostel mess. Electricity consumption on Dining Hall, toilets etc. area except Kitchen area will be borne by NIFTEM itself. In case, mess kitchen has not been used by the Contractor due to semester break (less no. of students). The agency will be extended exemptions in the license fee and electricity charges limited to the said mess only.
- 21) All Hostels are provided PNG Gas Connections and therefore Contractor is required to pay PNG charges timely on monthly basis. In case of delay on their part, the penalties imposed by GAIL Gas, will be borne by the Contractor. There is no link with their payments. The contractor has to assure that timely payment of PNG usage against the bills. Besides, ₹ 1,000/- per occasion will be charged extra over & above towards delay in clearing the outstanding, dues towards PNG Bill otherwise PNG connections will be disconnected.

Place of Catering	Area Sq. Mt.	Facilities extended by NIFTEM	Brief details of business scope
Brahmaputra Hostel Mess	800 Sq Ft	Space for kitchen, dinning area, stores, manager's room, staff bunkers, staff toiltets, kitchen equipments, furniture, electricity, RO, water, etc.	Students staying in the concerned Hostel.
Satluj Hostel Mess	750 Sq Ft		
Ganga Hostel Mess	750 Sq Ft	Space for Kitchen, Dining Area, Stores, Manager's Room, Staff Bunkers, Staff Toilet, Kitchen Equipments, furniture, electricity, RO, water etc.	Students staying in the concerned Hostel.
Kaveri Hostel Mess	800 Sq ft approx.	Space for Kitchen, Dining Area, Stores, Manager's Room, Staff Bunkers, Staff Toilet, Kitchen Equipments, furniture, electricity, RO, water etc.	Students staying in the concerned Hostel.
UG/PG Hostel	785 sq ft approx..	Space for Kitchen, Dining Area, Stores, furniture, electricity, RO, water etc.	Students staying in the concerned Hostel.

(B) ELIGIBILITY CRITERIA:- (Pre-qualification criteria)

- 1) Average Annual financial turnover of the agency should not be less than ₹ 3.00 Cr. during last 03 financial years, ending 31st March, 2025 (F.Y. 2023-24, 2024-25 & 2025-26) in the field of hostel mess catering business or similar field in Higher Education Institutes/Universities.
- 2) The agency must have at least 03 years' experience of running Hostel Mess catering business of minimum footfall 200 students in the Higher Education Institutes/ Universities. The agency has to enclose documentary evidence to prove the experience.
- 3) The agency must have at least 03 running contracts of Hostel Mess in the Higher Education Institutes/ Universities at the time of tender with minimum capacity of 200 students. Copy of Work order and Performance certificate be attached.
- 4) The agency is required to submit latest performance certificates (not more than 06 months old) issued by the Competent Authority or Authorized signatory on Letter Head from where contract is going on in the Higher Education Institutes/ Universities. The certificate should also have information about the timely payment of license fees and electricity charges, and students having no complaints about the quality/quantity and innovative menu.
- 5) The Agency must be a registered firm/propriety firm/partnership firm, etc., and at least 05 years old.
- 6) The successful bidder has to obtain Contract Labour Registration and FSSAI License within 45 days after the award of work.
- 7) The agency should have relevant ISO 22000 certification for food quality & hygiene practices or food safety in food preparation, storage and supply, etc.
- 8) Copies of FSSAI certificates obtained for other ongoing contracts.
- 9) The bidding agency should have all the necessary registrations under EPF/ ESI/ PAN/ GST Registration/ Food and Adulteration Certificate/ Income Tax Returns etc, as applicable in their case.

Note: Similar nature of work means- experience of running Hostel Mess/ Canteen/ Cafeteria where regularly high quality nutritious & hygienic full meal (at least 2-3 times) is served in a befitting manner to minimum 200 students/ participants/ employees/ persons at a time/ daily.

Caution: All the bidders are specifically informed that while submitting TENDER, they must ensure that signed documents as indicated in the TENDER document are mandatory. Otherwise, TENDER will be similarly rejected, and no second opportunity will be given to submit shortfall documents. In case of fewer bids, the Institute has the liberty to invite shortfall documents.

The agencies (registered with MSME/NSIC registration) willing to claim any relaxation/exemption in tender fee, Turnover, and Experience, etc., must submit a claim for the same along with supporting documents for consideration. Otherwise, the same will not be extended. The relaxation/exemption will only be given if the agency is registered for the **applied category** of item(s)/services, etc. Upload proper Udyam certificates from both sides with specified validity and relevant service category. The bidders who are claiming relaxation/exemption are required to submit undertaking as per **Annexure-XI**.

(C) Earnest Money Deposit (EMD):-

The bidder/Agency is required to submit an EMD of ₹ 10,00,000/- (**Rupees Ten Lakh Only**) (Refundable) for running of all Hostel Messes in the form of demand draft in favour of NIFTEM, payable at SBI, Delhi alongwith the bid.

The EMD shall be forfeited in case:-

- The Bidder withdraws or amends impairs or derogates from the tender in any respect within the period of validity of this tender.
- The bidder shows reluctance during the course of tendering.
- The bidder having been notified of the acceptance of his tender by the Buyer during the period of its validity,
- The Bidder fails to furnish the Performance Security for the due performance of the contract within reasonable period including prescribed period.
- The Bidder fails to sign the agreement within prescribed period.
- Fails or refuse to execute the contract.
- The bidder has submitted false and fraudulent information.
- Fails to respond to queries raised by the NIFTEM.

The EMD of unsuccessful bidders will be returned immediately after the award of work. However, the EMD of successful agency will be returned only after submission of **performance Security @ 5%** by each bidder of total work value in favour of NIFTEM in form of DD or BG. In case agency does not submit the PS, the EMD will be retained as PS. In case, no EMD/PS submitted within 15 days from the issue of work order, the order will be cancelled.

MSME: Agencies registered under MSME and having valid Udyam No. in the similar business are exempted for submission of EMD but in case of successful bidder, they have to submit PS in order safeguard the interest of Institute.

(D) PRE-BID MEETING:-

In case, after pre-bid meeting (wherever applicable) any modification(s)/ addition(s)/deletion(s) or any alternation in the requirement(s)/specification(s)/ condition(s) etc. is considered by the Institute, the same will be placed on CPP Portal & NIFTEM's website- www.niftem.ac.in and shall not be advertised in the newspapers. Therefore, all the bidders are advised to visit the CPP Portal & our website before filling out their Tender. All the prospective bidders are advised to keep themselves updated for such corrigendum before submitting their bid. In this regard, the Institute will not be responsible in any manner.

(E) DEFAULTERS:-

Those agencies which are/were found defaulters in timely payment of License Fee and Electricity Charges during the previous works or unsatisfactory performance or issued Show Cause Notices, are not eligible to apply in the current tendering process at NIFTEM, until the clearance of outstanding payments, no dues and written assurance for proper services. In case, any agency is debarred/blacklisted by any organisation/ NIFTEM during last 5 years, will also not be allowed to participate in the bidding process and their bids will be rejected out rightly, without affording any opportunity. In case, any case is pending against any agency for man handling, threatening, malpractices, bribe, adultery, misbehaving etc, will also not been considered.

(F) BIDDING APPLICATION MUST BE ACCOMPANIED WITH THE FOLLOWING:-

Bids shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>. Tenderer(s) are advised to follow the instructions "Instructions to Bidder for Online Bid Submission". Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document

Technical Bid (Attached signed and stamped copy of each document)

The following TENDER document appearing at Annexure- I duly filled in, should be signed and stamped along with following documents: -

- i. Duly filled **Annexure – I (Mandatory)**
- ii. Duly filled Performance Certificate mentioned on **Annexure – III** from at least 03-05 current/latest clients.
- iii. **The entire tender document should be properly numbered, and an index of supporting documents should be enclosed to facilitate easy verification**
- iv. **Agencies are advised to carefully read the tender document and enclose all required documents, as there may be no opportunity to submit any missing documents later. In this regard, the decision of the Tender Evaluation Committee (TEC) shall be final.**
- v. Proof for payment of Earnest Money Deposit and permanent address of the Firm/Agency/Person.
- vi. Tender Fee of ₹ 5,900/- and EMD of ₹ 10,00,000/- for all the Hostels in the form of Demand Draft, drawn separately in favour of NIFTEM payable at Delhi from SBI are to be enclosed with the technical bid, failing which the tender will summarily rejected.
- vii. Chartered Accountant's signed statement or Audited Profit & Loss Account for Annual Turnover of the F.Y. 2023-24, 2024-25 & 2025-26 .
- viii. Copies of Work Orders and Completion Certificates for last three financial years (2023-24, 2024-25 & 2025-26).
- ix. Copies of at least 03 running contracts of Hostel Mess with strength/footfall of minimum 200 students.
- x. A complete list of clients as Higher Educational Institutes/Universities served during last five years including no. of manpower with Name, Telephone No, etc along with copies of work order. The details must be filled as per Annexure- IX.
- xi. Incorporation details
- xii. PAN & GST details
- xiii. Bank account details

- xiv. An Authorization Letter from bidder in favour of person signing tender documents.
- xv. Copy of relevant ISO certification for the food quality & hygiene practices or food safety in food preparation, storage and supply etc.
- xvi. Police Verification Certificate or Character Certificate issued by MP/MLA or Corporate or first class working Gazetted Officer.
- xvii. Details of catering business of the Bidder.
- xviii. An attested copy of the certificate of registration/incorporation (with MoA/AoA) pertaining to the legal status of the bidder.
- xix. Tender document with all annexure should be duly signed and stamped on each page as acceptance of the terms and conditions.
- xx. The agency/Caterer will be bound to provide/use only the branded consumables as mentioned in annexure – VI.
- xxi. Agency should provide an undertaking on stamp paper of ₹ 100/- stating that the agency is not blacklisted by any agency in India and abroad as per **Annexure –VII**.
- xxii. **Agency has to provide their quote for monthly mess charges of all student in Annexure –IV.**
- xxiii. Agency has to provide a list of manpower to be deployed to run the Mess as per Annexure-VIII.
- xxiv. The approved rate list for menu of Officers' Mess, Seminar, Workshops, STTP and other official functions is enclosed as annexure-X.

Financial Bid

Price bid format in the form of BOQ_XXXXX.xls.

Opening of Tender (Technical bids only) will take place as mentioned in critical date sheet online at <https://eprocure.gov.in/eprocure/app> in the "Purchase Division, National Institute of Food Technology Entrepreneurship and Management, Plot No.-97, Sector-56, HSIIDC Industrial Estate, Kundli-131008, District-Sonepat (Haryana)" Firms/Tenderers can view their live bid opening at their remote end. No separate intimation will be sent to the firms/Tenderers in this regard.

(G) EVALUATION PROCEDURE:-

- i. The evaluation of tender shall be based on **Quality cum Cost basis (QCBS)**, where 70% weightage will be given for technical part & 30% for financial quotes.

The parameters of marks are as under:

S.N.	Evaluation Criteria	Supporting documents	Maximum Marks
1	Total Experience of running Hostel Mess in the Higher Education Institute/ Universities (1 mark for each completed year beyond the required 3 years of eligibility, subject to a maximum of 10 marks)	To be supported by Work Orders/ certificates	10 Marks
2	Currently running any Hostel Mess of 200 capacities in the Higher Education Institute/ Universities. (3 Marks for each unit but maximum 15 marks)	To be supported by Work Orders/ Certificate	15 Marks
3	Relevant ISO 22000 certification for the food quality & hygiene practices or food safety in food preparation, storage and supply etc.	Copy to be attached	05 Marks
4	Average Annual turnover during last three financial years (2023-24, 2024-25 & 2025-26). i. INR 3.01 Cr to 5.00 Cr. = 05 Marks ii. INR 5.01 – 7.00 Cr. = 10 Marks iii. INR 7.01 – 10.00 Cr. = 15 Marks iv. INR 10.01 Cr. and above = 20 Marks	Certificate from the statutory auditor /audited financial statements for the three previous financial years.	20 Marks
5	Feedback from the clients through Performance Certificate/letter/ email/ telephone	Copy to be attached as per Annexure - III	10 Marks
6	Interaction-cum-PPT Presentation on the following parameters: 1. Understanding of mess operation, menu requirements and logistics 2. Diversity, nutritional value, hygiene standard and menu planning 3. Step by step plan for execution, strategy to run NIFTEM's hostel mess, daily operations 4. FSSAI compliance, kitchen hygiene, pest control and waste management plan.	The date and time of the interaction-cum-PPT presentation shall be communicated to the technically eligible agencies through mail/phone.	40 Marks
Total			100 Marks (70%)

- ii. Those agencies, who will qualify in the pre-qualifying eligibility criteria, shall be called for interaction-cum-PPT presentations round on above parameters, as communicated in the presence of Technical Evaluation Committee (T.E.C.).
- iii. The financial bids shall be opened of those agencies, which will score minimum 70 marks (49%) out of above 100 marks (70%) in technical parameters. In case, no agency or only one agency has scored 70 marks out of 100 marks, the criteria can be further relaxed to ensure sufficient competition between the parties (minimum 3, in order of merit) and marks obtained up to 60 marks out of 100 marks, will also considered as technically qualified for the opening of financial bid.
- iv. Since, Institute wants to ensure nutritious & quality food to their students, hence, hostel mess charges has been fixed/ reserved @ **₹ 4500/- per student per month (inclusive of GST)**. Any bidder, who quotes less than reserved monthly mess charges (4,500/- inclusive of all taxes/charges) shall be rejected outrightly. Bidders are advised to carefully review the menu before submitting their quotations. The quoted mess charges should be such that they ensure the required quality and standard of food as per the prescribed menu.
- v. Only those firms/persons who are already engaged in providing Mess running and Catering Services to reputed academic institutions/organizations, having experience, are needed to apply. Rates should be quoted for per day & per month basis, inclusive of all applicable taxes. The rates should be inclusive of electricity charges, PNG, manpower, license fees, etc. Since the mess service users are solely for the students, the Institute reserves the right of not awarding the contract to firms who have already served as a mess contractor with our Institute and found defaulters (M/s Das Caterers or any other entity as run by Shri Shiv Dayal Gurjar either owner or partner) or whose services and quality of food was not acceptable to the students.
- vi. In case of huge difference in the rates, the agencies will be called for negotiation to arrive at common rates for all the hostels Mess.
- vii. Selection will be based on Quality cum Cost Based System of Weightage system of technical and financial evaluation by a Committee. 70% Weightage would be given to technical part and 30% Weightage would be given to financial part. The calculation of score for financial quote would be based on the following formula:-

H1 = 30 marks

H2 = $\frac{30 \times H1}{H2}$ and similarly H3, H4.... (Depending on no. of bidders)

H2

- viii. The combined final score (H-1) shall be considered for award of the assignment. The assignment shall be awarded to the Agency scoring the highest final weighted score in both the parameters (Technical + Financial).
- ix. In case of tie between qualified agencies, who have quoted equal hostel mess fee for the concerned Hostel Mess, the work will be allotted to that agency, which scored (i) highest marks, (ii) having highest turnover (iii) having more experience in running of Mess in IIT/NIT/Central University, (iv) total running contracts. However, in this regard, the Institute's decision will be binding upon all the agencies.
- x. Guest House, Officer's Mess, Porta cabins, Director's Office, Director Bungalow. Etc, locations will also be served

by all the vendors subject to assignment of works from time to time.

- xi. Before quoting Student Mess Charges, present Mess Menu as indicated at Annexure-V and rates for official programme must be seen and agreed to. The menu may be changed time to time by the Hostel Mess Committee and management.

(H) GENERAL TERM & CONDITIONS:-

1. The Tender will be valid up to 180 days from the date of its publishing.
2. Acceptance of the TENDER will be intimated to the successful agency(s) through a Letter of Intent (LOI)/Work Order duly signed by the authorized signatory of the Institute.
3. No agency will be allowed to alter or revoke the bid after opening of the bids and during the validity of tender. The EMD of agency may be forfeited, if the agency withdraws or amends or deviates from the TENDER in any respect.
4. The name and address of the Tenderer with rubber stamp shall be clearly written in the space provided and no overwriting, corrections, insertion shall be permitted in any part of the tender unless duly countersigned by the Tenderer. The tender should be filled in and submitted in strict accordance with the instructions laid down herein otherwise the tender is liable to be rejected.
5. Person signing the bid or other documents connected with tender must clearly write his/her name and specify the capacity in which signing.
6. Individual signing the tender or other documents connected with the tender must specify whether one signs as (a) A sole proprietor of the concern or constituted attorney of such sole proprietor (b) A partner of the firm if it is a partnership firm, in such case he must have authority to execute contracts on behalf of the firm by virtue of partnership agreement or by a power of attorney duly executed by the partners of the firms.
7. The Agency have to enclose EMD accordingly as mentioned above, failing which Tender will not be accepted.
8. In any case, if tenders are not opened due to any reason, the tender documents & EMD shall be returned to all the bidders.
9. The Institute reserves the right to reject any or all the Tenders without assigning any reason.
10. If at any time during the period of contract, it comes to the notice of the NIFTEM that the contractor has misled the NIFTEM by way of giving incorrect/false information, which has been material in the award of Contract to him/her, the contract shall be liable for termination besides other legal action which may be initiated against the Agency or the owner/partners/directors or any person responsible for the affairs of the Agency under law.

11. The contractor will have to provide a list of workers who will be working at the mess and provide complete details about them. The contractor will also provide police verification and medical report of all his/her workers working within NIFTEM Campus.
12. Firms submitting tender would be considered to have read & accepted all terms & conditions. No enquiries verbal or written shall be entertained in respect of acceptance or rejection of the tender. The bidder shall in a separate sheet disclose the details of the partners/directors etc. which shall be enclosed with technical bid.
13. NIFTEM will deduct Tax at source/TDS under section 194-C of the Income Tax Act, 1961 from the bills of the contractor.
14. The Agency has to issue proper printed bill/cash memo to each student and Institute. Besides, agency will ensure to deposit the due taxes to the Govt. timely. The agency is also required to submit/show the monthly GST return to the Institute authorities, as and when required.
15. **Acceptance:** It is understood that the contractor accepts the terms and conditions enclosed in the tender form.
16. **Award of Contract:** The Institute shall award three (03 Boys) mess running contracts to the H1 vendor and two (02 girls) mess contracts to the next eligible H2 vendor on the same L1 rates. However, in the event of additional functional requirements or if the H1/H2 vendor fails to operate the hostel mess satisfactorily, the Institute reserves the right to award the contract to other qualified agencies (e.g., H3, H4) at the approved fixed menu rates. The decision of the Competent Authority in this regard shall be final and binding.
17. **Period of Contract:** Initial contract shall be for one (01) year and thereafter further extensions will be given on yearly basis subject to satisfactory performance and mutual consent but maximum of 03 years. The contract once awarded, can be terminated by either party by serving one month's notice after initial period of contract. Nevertheless, NIFTEM can terminate the contract of the contractor can be terminated at any point of time by serving one month's notice, in case the contractor fails to deliver satisfactory services or having continuous & repeated complaints or fails to submit performance security within reasonable period or fails to pay license fee and electricity charges timely or commits a breach of any of the terms of the contract. In case of breach, NIFTEM's decision shall be final and accepted without demur by the contractor. The security deposit can also be forfeited in such cases.
18. **License Fee for Hostel Mess:** Successful agency/bidder have to submit a fixed monthly license fee on following rates plus GST, which will be deducted from their monthly bills:
 - A. Brahmaputra Hostel - ₹ 15,000/- + GST Extra
 - B. Satluj Hostel - ₹ 15,000/- + GST Extra
 - C. Ganga Hostel - ₹ 15,000/- + GST Extra
 - D. Kaveri Hostel - ₹ 15,000/- + GST Extra
 - E. UG/PG Hostel - ₹ 10,000/- + GST Extra (Current year due to less student)
It will be ₹15000/- + GST from next academic year (2027)

19. **Rates quotation:** The rates quoted in this bid shall be for the items to be supplied at NIFTEM's Mess and or any other location in the campus. Failure to supply any item at the indicated rates/cost shall be considered a breach of contract and invite action. The rates will be remaining valid at least for one year from the date of award of work. Further revision will be discussed mutually. The increase will between 5 to 10% annually and it will always be effective from new/next academic session.
20. **Revision in License Fee:** In case of extension beyond 1st year, hostel mess license fee will be increased upto 10% per annum subject to revision of Hostel Mess Charges. The license fee will not be revised during the initial contract period and thereafter revision will be considered on the revision of mess charges. In this regards, decision of the Institute shall be binding on both.
21. **Revision of Hostel Mess Charges:** The rates of Hostel Mess Charges shall only be revised after completion of initial one year subject to increase in the prices of fuel, PNG, Commodities, Minimum wages revision, labour etc commensurate with the Consumer Price Index through the Institute Committee.
22. **Electricity Charges:** Successful agency/bidder is required to pay license fee as quoted by the agency in the tender and Electricity Charges with GST as per actual towards the usage of electricity in the Kitchen Mess for preparation of food/meal of each Hostel Mess. In case of bill payment, the same will be deducted directly from the mess payments. Present rates for electricity @7.00 Per unit and Rs.16/- for DG Back up which can be changed time to time.
23. **Students' Rebate:** The agency is also required to extend proportionate personal rebate to the students & staff in Hostel Mess charges during Semester break, official holidays including VAP visits/study tour/foreign exchange etc or any other such programmes beyond 5 days, after deducting suitable handling charges (25% of total absent/non messing day). Every month contractor will display a list of those students who have been considered rebate in students mess charges after approval by the Warden on the Hostel Notice Board. The rebate will adjusted in the last month of each semester. For billing purposes, the 30-day duration of a semester shall be treated as: **January to June**, and **July to December**. In cases where students are deployed for Institute-organized events (e.g., WFI) and the vendor has been informed in advance, payment will not be made to the vendor for those students for the assigned duty days. In this regard, decision of the Warden or DSW shall be final. In each semester, maximum rebate will only be paid for 30 days except some unavoidable circumstances.
24. **Rebate /Exemption in License fee & Electricity Charges during Semester Break:** The agency has to pay license fee only 10½ months during an academic year. 30 days rebate will be applicable for the month of July during semester break and 15 days during December, when student's strength goes down drastically after examination/ session break. Besides, electricity charges will not applicable/charged for the month of July and 50% of the month of December. In case of any extra ordinary situation, natural calamity, disaster, act of god, flood, earthquake etc or as developed during COVID-19, the agency will be extended further rebate in license fee and or electricity charges, as the case may be. Besides, if the student's strength of any hostel is go down above 25% of total strength, then appropriate proportionate rebate on prorated basis on actual strength can also extended to mess vendors on their request. Besides, Mess vendor can also be allowed to run only one mess if no. of students are less than 50% of actual student strength.

25. **Extension of Rebate to Poor Students will be recommended by DSW & Hostel authorities based on the income generated in Mess Charges Account.** In case, students are out of hostel on account of official programmes (VAP/Student Exchange/Industrial Training/Semester break etc for 15 days or more continuously, the agency will also be entitled for proportionate rebate in monthly license fee. Besides, if the no. of students of any hostel mess is less than 75% students against indicated strength for more than 15 days in any month, the agency will be entitled for rebate in license fee proportionately. However, the agency has to make a request to the Administration through Hostel Warden/DSW regarding such rebate in license fee providing verified student's strength from the concerned warden. The agency will not deduct the license fee su-moto.
26. **Monthly Charges for Staff & Guests:** Monthly Mess charges for staff and guests etc shall be ₹ 4500/- PM including GST in the concerned hostel mess. The individual meal rates for Breakfast @ ₹ 40/-, Tea @ ₹ 10/-, Coffee @ ₹ 20/- & Tea & Snacks @ ₹ 30/- and Lunch/Dinner @ ₹ 60/- per meal in the Hostel mess (₹100/-for none-vegetarian food) and if the same food is served at any other location in the campus, the ₹ 20/- will be charged over and above on each breakfast/lunch/dinner rates. The Hostel food can also be served at any location inside the campus @ 100/- + GST for lunch and dinner and outside packaged lunch/dinner during VAP visits etc, the agency will be entitled for extra charge @ 25% on the base rates and in that case, quantity should be sufficient for one person with the quality. Taxes etc are inclusive in the above rates.
27. In case of any requirement, vendor may also be asked to Hostel Mess fee directly from the students.
28. The vendor shall maintain proper records of non-regular students and staff using mess facilities, either through a coupon system or by maintaining a separate register.
29. In case of any students falling ill or on fasting, the agency will provide required food items as required in the circumstances including kichadi, fruits, milk etc, as the case may be.
30. **Running of Mess during Semester Break:** The agency is required to run the Mess during Semester Break, holidays, even for those students who are residing in the hostels. The charges shall only be applicable to those, who are availing the mess facility during the semester breaks etc. However, manpower deployment can be reduced proportionately or it will be liberty at the part of Mess vendors that they may only run one mess for boys and other one for girls or both, on mutual consent but in every case they have to extend official catering and they will not refused on this ground.
31. **Quality & Hygiene To Be Maintained By The Contractor:-**
- A) The agency must have the FSSAI License to the concerned hostel mess would be mandatory.
 - B) The contractor shall procure food articles and raw-vegetables of good quality as per the standard specified by FSSAI. However, the Canteen Committee shall have the right to change any brand of material used for cooking, provided the cost of the same does not exceed the cost of specified brand.
 - C) The food shall be cooked, stored and served under hygienic conditions. The contractor shall ensure that only freshly cooked food is served and the stale is not recycled. Stale food must be removed from

Mess premises within 2 hrs. and latest within 10 hrs. of its preparation. Un-refrigerated cooked food, not consumed within 4 hrs. in summer months and 8 hrs. in winter months, shall be deemed to be stale and unfit for consumption.

- D) The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the students / employees.
- E) The oil that remained after 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.
- F) The agency will carry out mass cleaning inside the kitchen, stores, vegetable stores, once in a week. While cleaning Exhausts and chimney will also be cleaned properly.
- G) The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard. The utensils shall have to be maintained sparkling clean at all time. They shall be sterilized/sensitised every morning before serving of any items.
- H) The contractor shall ensure that only hot food should be served to the students/Staff. Complaint, if any, in this regard will be taken seriously. The contractor will also ensure that neat and clean clothes and aprons are used by his/her employees handling food at all times. Every employee so appointed by the contractor shall wear the prescribed uniform. The said uniform shall be provided by the contractor at his own cost. The Mess & Cafeteria workers will have to wear the Identity Card issued by contractor during the working hours.
- I) The contractor shall ensure that sufficient man power is deployed for preparation and service of each meal including cleaning, washing and overall upkeep of Mess assets and premises. The contractor must also ensure proper room services for the Guest House/Porta-Cabins, as and when required, without affecting the service in hostels.
- J) The contractor will ensure that the cooks have proper shave and clipped nails while cooking food and should wear apron and head gear. The contractor will also ensure high standard of cleanliness, hygiene and sanitation in the kitchen and dining area. The contractor will make the arrangements for keeping all eatables in covered showcase, free from flies and insects. Adequate number of dustbins will be provided by the contractor to ensure proper disposal of garbage. There should not be any littering of unused food or any other articles within the Mess & tuck shops. The contractor will also ensure that no used utensils viz. Cups, Thalis are lying in the NIFTEM campus and these should be removed immediately.
- K) Contractor shall ensure daily removal of Mess garbage from the Mess premises to allotted area. However, before the garbage is taken out for disposal, the Security Supervisor is required to check it physically in order to ensure that the material being disposed does not contain any useful items.
- L) It shall be compulsory for the Contractor to take the following hygiene and cleaning measures : (a) Cleaning the kitchen area including the store-room twice a day, (b) soaking the vessels in hot water at the end of the day, (c) Crockery to be washed with hot water using detergents, (d) thorough cleaning of refrigerators, water coolers once a week, (e) Periodic spraying of insecticides, (f) to ensure good food quality, (g) maintain latest standards of health & hygiene (as specified by FSSAI) (h) Cleaning the dining tables with detergent and water at the end of the day, (i) Thorough cleaning of wash basins with detergent at the end of the day. In case of failure, the contractor will be liable for legal actions as per the various Act(s), applicable in this respect.

- M) The contractor will ensure that the cooked and uncooked food is stored separately and no stale food is served. In case of any food poisoning, the contractor will be held solely responsible and will be penalized besides legal action.
32. The contractor shall not engage the services of any sub-contractor or transfer the contract to any other person. If, it is found at any time that the contractor is unable to provide the Mess services and has sub-contracted to any other party, the NIFTEM has right to terminate the contract and to forfeit all security deposits.
 33. NIFTEM shall be entitled to take over possession of the premises after expiry of 24 hrs notice with no further correspondence. However, any case of default will be pointed out in writing to the contractor as and when it comes to the notice to enable the contractor to correct and rectify his mistake.
 34. During semester break /VAP, the contractor will not refuse for any of its official arrangements.
 35. The contractor will also submit a medical certificate on half yearly basis that all his/her employees handling food are not having any contagious diseases. They must be properly vaccinated and a certificate to this effect should be submitted to the Wardens
 36. The contractor will occupy the accommodation earmarked for Mess & Cafeteria and kitchen and shall not occupy the adjacent verandas and open space.
 37. The contractor will be required to display the rate list of all the food articles, soft drinks, tea, coffee and juice etc. sold in the Mess.
 38. The Mess Committee member(s) may inspect the preparation of food etc. Periodically as well as for every meal every day by deputing committee of the staff member for sensory purpose for which no payment will be made to the contractor.
 39. NIFTEM shall not responsible for any credit sales to students, staff, employees and others, losses or pilferage.
 40. The contractor shall make the property good to all damage/loss which may be caused by any act or default of the contractor, his agents or servants or workers to any property of the Institute. NIFTEM reserves the right to make the property good for the damage or loss by charging all the expenses from contractor with the expenses.
 41. The Mess staff shall be issued Identity Cards bearing photographs. The contractor shall provide sufficient sets of Uniforms and pair of shoes to his employees and shall ensure that they wear them all times and maintain them properly. The staff working in kitchen shall wear separate footwear, while working in kitchen.
 42. Maintenance of burners shall be the responsibility of the Contractor. On termination of the contract, the Contractor shall return to NIFTEM, all the items along with the Mess Furniture / Fixtures / Equipments etc.

provided by NIFTEM to Contractor. The contractor shall have to install electronic fly-kill/insect repellent equipment, emergency lighting / gas and fuel supply on his own cost.

43. The Contractor shall not use the canteen premises for any other activity except for the purpose for which it has been provided for.
44. With respect to food items supplied in official meetings/ conference/ hospitality, bills will be submitted in duplicate by the Contractor. Any supply of food items without proper authorization by the designated authority of NIFTEM will not be paid for.
45. **The Contractor should capture innovative variety and balanced nutrition both for vegetarian and non-vegetarian. Requirement of Catering services include: (a) Breakfast, Lunch and afternoon snacks with tea/coffee for hostellers and for day-scholars(on payment basis) (b) Dinner for hostellers, (c) After-noon snacks with tea/coffee for students (d) Breakfast / Lunch etc. to officer/faculty/staff who require such services.**
46. **The menu of Hostel Mess are indicative and can be reviewed depending upon the requirement of the students Committee from time to time.**
47. The Tenderer should visit the campus and the Mess premise to see the infrastructure before bidding. The Tenderer will be provided the space and infrastructure like tables, chairs, light fittings, fans, water coolers , water supply, Mess furniture, lights i.e. bulb, tubes etc.
48. NIFTEM shall not provide any consumable or non-consumable items including raw materials at the Mess for the purpose of catering. And the Contractor shall maintain the equipments provided by the NIFTEM in good working condition and would be responsible for damages caused. He will carry out the repairs without any delay to avoid interruption in services and cost of repairs shall be borne fully by the contractor. On termination of agreement, tenderer will hand over all such equipments / articles in good working condition to NIFTEM.
49. NIFTEM shall provide a list of normal holidays and students' vacations in each semester to the Contractor for assessing and providing Mess & tuck shop services to the hostellers residing during holidays and vacations.
50. Contractor shall not sell any cigarette, bidi, pan, alcohol etc. in the Mess and in the NIFTEM premises, if anyone is found indulged in these activities, the person shall be asked to leave the campus immediately and the Contractor shall be liable to lose the contract for breach of this condition.
51. The Contractor shall ensure that either he/she himself remains present during breakfast/lunch/dinner services to the students or one of his/her responsible supervisors remains present.
52. The Contractor shall bring their own tools, cookers, hot boxes, steam boxes, shef-in dishes, crockery cutlery, thalis, trolleys, equipment, utensils, plates, jugs, etc., in sufficient quantity as required to maintain the Mess services, in addition to the items what is provided by NIFTEM.

53. The Contractor shall undertake that any act of omission or commission including theft, by his/her staff shall be his/her sole responsibility and further that he/she would compensate the Institute immediately for any loss or damage or theft occurring on account of his/her staff individually or collectively.
54. **Caterer will maintain at least 6 dozens of decent quality crockery-cutlery set, dinner plates, shef-n-dish, cups, suitable frills, table covers sets to serve tea/coffee/food to NIFTEM management, for all official meetings. Contractor should depute at least 2 waiters during such meetings.**
55. The Contractor shall not keep the Mess closed without prior permission of the NIFTEM authority. Any such incident shall be treated as breach of contract and suitable action including penalty may be initiated for the same by NIFTEM, as it may deem fit.
56. The contractor shall ensure take all safety measures (including fire) in the mess. He will keep a First-Aid Box for the persons deployed in Mess.
57. The Contractor will ensure proper medical check-up of Mess staff on quarterly basis from authorised medical professional or from the NIFTEM Dispensary.
58. The Catering Vendor will have to follow instructions of the Committee related to Menu, meal frequency, food quality, cleanliness, health & hygiene service & Mess & Cafeteria timings to suit student community requirements. The Mess Committee can also impose penalty for shortcoming/deficiencies in justified manner. Any unreasonable deductions can be reviewed by the Institute.
59. **The Contractor will maintain daily served menu list in proper register and may be certified daily by Mess committee members authorized for the purpose.**
60. If at any stage, it has been found that electricity, water or other resources have been misused, the agency will be fined appropriately.
61. In each mess, the agency is preferably required to deploy minimum 01 Manager, 01 Head Cook (Trained), 2 Asstt. Cook, 2 Helpers/Mashalchi, 2 Service Boy, 2 Utensil Cleaner/ Housekeeper.
62. The Agency has to make its own arrangement for stay of the workforce at nearby area as the Institute is not having any such facility. However, a small room of 10x10 will be provided for day stay. The furnishing shall be provided by the agency.
63. The bidders have to arrange their own emergency lights, loader, rat trapper, gas cylinders, fuel and any other recurring items.
64. NIFTEM reserves the right to call upon the Agency to remove any person employed working in the NIFTEM canteen, if found unsuitable for services because of hygiene or health or conduct or any other administrative reasons. NIFTEM reserves the rights to disallow the person not having the identity card.

65. In case of interpretation, modification and any alteration with respect to terms & conditions the Canteen Committee, successful agency will jointly look into such aspect and the decision of the competent authority will be final and binding to agency.
66. The Agency will ensure garbage disposal at designated place at their own cost. Besides this, cleaning inside the Kitchen, stores cleaning of dining tables etc will be responsibility of the agency, however cleaning of dining hall will be ensured by housekeeping.
67. Washing clothes, vehicles etc. are not allowed in the NIFTEM campus.
68. NIFTEM shall provide a list of normal holidays and students vacations in each semester to the agency for assessing and providing catering services residing during holidays and vacations.
69. Arrangement of commercial gas connections & refilling of cylinder will be the responsibility of the agency.
70. The agency will, prior to the commencement of the operation of contract, make available to NIFTEM the particulars of all the employees who will be deployed at the Institute's premises for running the Hostel Mess. Such particulars, inter alia should include age/date of birth, Photo, fingerprint, permanent address, police verification report and profile of the health status of the employees.
71. The agency shall ensure proper discipline among its workers and further ensure that they do not indulge in any unlawful activity.
72. Employment of child labour is strictly prohibited under the law. Therefore, the agency will not employ any child in the mess.
73. The agency shall be personally responsible for conduct and behavior of its staff and any loss or damage to Institute's moveable or immovable property due to the conduct of the agency's staff shall be made good by the agency. If it has been found that the conduct or efficiency of any person employed by the agency is unsatisfactory, the agency shall have to remove the concerned worker/person and suitable action within 48 Hours under intimation by NIFTEM.
74. NIFTEM management will have 24-hour access to inspect the Hostel Mess premises at any time for ensuring the cleanliness and hygienic conditions of the Mess kitchen and dining hall premises and also to inspect the quality of raw material, food and other items prepared and sold in the Mess. Any defect pointed out by such officials during their visits shall be properly attended to by the agency.
75. The agency shall get the prices of all new items (if any) approved by the Institute before introducing.
76. The agency will deploy adequate work force for work during late hours and on Saturdays/Sundays. Including other holidays, according to the requirement of the Hostellers.

77. Storing/Supply/Sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the Institute's campus, including Mess. Any breach of such restrictions by them will attract deterrent action against the agency as per statutory norms.
78. Employees can also avail the Mess facility on payment basis in the event of non-functioning of Officer's Mess/Cafeteria or otherwise.
79. The workers employed by the agency shall be directly under the supervision, control and employment of the agency and they shall have no connection what so ever with NIFTEM. NIFTEM shall have no obligation to control or supervise such workers or to take any action against them except as permissible under the law. Such workers shall also not have any claim against NIFTEM for employment or regularization of their services by virtue of being employed by the agency against any temporary or permanent posts in NIFTEM.
80. **The Cleanliness:-**The cleaning of kitchen, Stores, Staff Toilet, Bunkers, Dining area, Tuck Shop, Manager's Room shall be responsibility of the agency. Besides, the agency will ensure that proper disposal of food waste and will not be thrown in the campus or nearby area in any manner. In case, agency has not deployed a dedicated housekeeping staff, the same will carried out by NIFTEM housekeeping staff and for that minimum Rs 8500/- pm will be charged/ recovered.
81. **Contract Agreement:** The agency is also required to execute contract agreement on Rs.100/- on Non Judicial Stamp Paper within 90 days from the date of award of LOI/LOA. Until signing of such contract agreement, the LOI/LOA shall constitute contract agreement between parties for all purpose inclusive of tender.
82. Canvassing in any form will be viewed seriously and if any Agency is found to be resorting to such practices, the TENDER of such firm will be rejected.

(I) PERFORMANCE SECURITY:-

- i) **The successful agency has to submit a Performance Security @ 5% of total work value for all the Hostels** in the form of DD/ Bank Guarantee/ FDR within 15 days from the award of work. Until submission of Performance Security, the EMD amount will be retained, but in case of delay beyond three months, the EMD amount will be forfeited or adjusted against the performance security, as the case may be. However, in this regard, decision of the Competent Authority shall be final & binding on both the parties.
- ii) Within 15 days of receipt of Award of work, the contractor shall furnish performance security in the amount specified in bidding Document, valid till 60 days after the expiry of the contract period. The proceeds of the performance security shall be payable to the Institute as compensation for any loss resulting from the contractor's failure to complete its obligations under the Contract. Performance security shall be in one of the following forms of Bank guarantee issued by a Nationalized/Scheduled bank located in India or An Account Payee demand draft in favor of NIFTEM payable at Delhi.
- iii) **Release of performance Security-** The Performance Security will be returned without interest, after 60 days on completion of all contract obligations.

(J) PENALTY CLAUSE:-

- 1) The Time schedule should be strictly followed by the agency. If the services are not made within stipulated time/dates, penalty will be imposed as deemed fit in the circumstances.
- 2) In case of any abnormal irregularity, substandard supply, unhygienic, malpractices noticed the appropriate penalty in term of rupees and warnings (both) will be levied on each occasion by NIFTEM. The decision of NIFTEM will be final and binding.
- 3) NIFTEM reserves the right to terminate the contract at any time without prior notice.
- 4) The agency shall ensure the cleanliness in the Hostel Mess, Kitchen and other places, which are under their use. If any complaint, lapses, irregularity etc found, appropriate penalty will be imposed upon the agency. The agency will ensure appropriate disposal of waste material.
- 5) The agency staff will not sleep in the Hostel Mess and if found, penalty will be imposed except designated plans.
- 6) If agency or their employee found quarrelling, misbehaving with any officer, employee, students, visitors or involved in any anti social activity, besides penalty, appropriate action will be also taken against the agency.
- 7) The agency will ensure that their employees do not shout/ abuse /play loudly music on mobile or tape or radio or FM failing which attract penalty provisions.
- 8) In the case of repetition of any act, misconduct, heavy penalty and any other action as deemed proper will be taken against the Agency or guilty.
- 9) The raw materials used for cooking can be checked by the Mess Committee at any time and if substandard/unauthorized materials are found, the contractor will be penalized at the discretion of NIFTEM and contractor will have to abide by it.
- 10) Despite of affording sufficient opportunities, the vendor is miserably failed to improve their quality and performance and Institute is fully satisfied that there is no reason to continue the contract, the Institute can terminate the contract after serving one month's notice to the concerned vendor. In such circumstances, the vendor shall be debarred for participating in the bidding process for next 3 years.
- 11) Monetary fine as penalty @ Rs. 500/-per day may be imposed for every default during the period of contract. If the services do not improve within three working days, a monetary fine as penalty of Rs. 1,000/- per day will be imposed for the defaults and this will have to be paid by the contractor within a week on receipt of communication from the NIFTEM, failing which it will be adjusted against the Security Deposit.
- 12) The penalty amount will be deducted from the payments.

Standard Penalties

S.N.	Particulars of irregularity/discrepancy	Penalty				
		1 st time	2 nd time	3 rd time	4 th time	Repeated occurrence
01	Not maintaining cleanliness in the area which are under Vendor's control like: Kitchen/Dinning Area/ Stores/Staff Toilets)	Written Warning	1000/- + Written Warning	2000/- + Written Warning	5000/- Written Warning	10000/- + Written Warning
02	Not maintaining cleanliness of utensils and pots	Written Warning	2500/- + Written Warning	5000/- + Written Warning	7500/- Written Warning	10000/- + Written Warning
03	Not bearing Uniform/Headgears/Gloves of hygiene related things	-do-	-do-	-do-	-do-	-do-
04	Not adhering Mess Menu	Written Warning	1000/- + Written Warning	2000/- + Written Warning	5000/- Written Warning	10000/- + Written Warning
05	Supply of expiry items	2000/- + Written Warning	5000/- + Written Warning	7000/- + Written Warning	10000/- + Written Warning	15000/- + Written Warning
06	Use of chemicals or Food Adulteration	-do-	-do-	-do-	-do-	-do-
07	Using of unbranded or Substandard food gradient or unsafe food or old vegetables	-do-	-do-	-do-	-do-	-do-
08	Quarrelling/misbehaving with staff or students	Written Warning	1000/- + Written Warning	2000/- + Written Warning	5000/- Written Warning	10000/- + Written Warning
09	Insufficient staff deployment	Written Warning	1000/- + Written Warning	2000/- + Written Warning	5000/- Written Warning	10000/- + Written Warning
10	Flies, cockroach, insects, scrubber, stones, wire etc in the cooked food	2500/- + Written Warning	5000/- + Written Warning	7500/- + Written Warning	10000/- + Written Warning	20000/- + Written Warning
11	Short supply of food	Written Warning	2500/- + Written Warning	5000/- + Written Warning	7500/- + Written Warning	10000/- + Written Warning
12	Smoking, drugs, tobacco chewing, masala, bidi- cigarette etc.	Written Warning	2500/- + Written Warning	5000/- + Written Warning	7500/- + Written Warning	10000/- + Written Warning
13	Non compliance of Minimum Wages, PF, ESI etc.	Written Warning	2000/- + Written Warning	5000/- + Written Warning	10000/- + Written Warning	20000/- + Written Warning

(O) THE PAYMENT OF WAGES AND SALARIES:-

1. The Agency will pay the wages & salaries to their Staff on or before 7th of the following month as per agreed rates but not less than minimum wages at prevailing rates.

2. There is no linkage between payment of wages & salaries and payment of bills. Therefore, agency will be make payment first to their Staff and then only submit their bills for payment along with required supportive documents. In case delay payment of their bills from NIFTEM, the agency has to pay wages timely.
3. The payment of wages shall be made through online or account payee cheques only. Direct payment in the form of cash should be in very exceptional.

(P) COMPLIANCE OF MINIMUM WAGES ACT/INSURANCE ACT/EPF ACT etc:-

1. The Agency shall submit an undertaking that they will pay at least Minimum Wages to their staff as prescribed by Central Labour Commissioner time to time. Besides timely deduction/ submission of ESI, EPF etc. contributions to the respective authority and will produce record as & when sought.
2. The agency shall be wholly responsible to provide all the benefits viz PF, ESI, Bonus, Gratuity, Leaves etc, to eligible personnel engaged and deployed by the Contractor.
3. Strict adherence of various applicable labour laws like Minimum Wages Act, Labour Act, ESI Act, EPF Act, Payment of Wages Act, The Workman Compensation Act, Contract Labour (Regulation and Abolition) Act 1970 or any other application Acts/Rules and all other statutory requirements as amended from time to time to the entire satisfaction of Central/State Govt. Authorities, shall be the responsibility of the Agency and he shall have to good loss, if any, suffered by NIFTEM on account of default in this regard by the agency. EPF/ESI contributions will be deposited by the agency in his EPF/ESI code No. in the respective account of workers. The agency will submit the copy of EPF/ESI Challan/Proof of deposit.
4. In the event of violation of any contractual or statutory obligations by the agency, he/she shall be responsible and liable to be penalized for the same. Further, in the event of any action, claim, damages, suit initiated against the Institute by any individual, agency or government authority due to the acts of the agency, he/she shall be liable to make good /compensate such claims for damages to any individual, agency or government authority, the agency would be required to reimburse such amount to the Institute or the Institute reserves the right to recover such amount from the payment due to the agency while settling agencies bills or from the amount of Security Deposit of the agency lying with the Institute.
5. Contractor shall abide by all laws of the land including labour laws (ESI, PF, Bonus, Income Tax, Service Tax or any other extra taxes levied by the Govt.) companies Act, Tax deduction liabilities, welfare measures of its employees and all other obligations of this region and also those Laws which are not essentially enumerated and defined herein. Any such claims at a later stage shall be the exclusive responsibility of the Contractor and it shall not involve NIFTEM in any way whatsoever.
6. No legal right shall vest in the contractor's workers to claim employment or otherwise absorption in neither NIFTEM, nor the contractor's workers shall have any right whatsoever to claim the benefit and/or emoluments that may be permissible or paid to the employees of NIFTEM. The workers will remain the employees of the contractor and this should be the sole responsibility of the contractor to make it clear to his/her workers before deputed them to work at NIFTEM.

7. The contractor will have to submit an affidavit at the time of signing the agreement indicating that all employees of the contractor are paid the minimum wage as per Minimum Wages Act of the Central Government.

(Q) INSURANCE OF WORKERS:-

The agency will be solely responsible for any liability for his manpower in respect of any accident, injury arising out and in course of firm's deployment. To meet his aforesaid obligation under the workmen Compensation Act, the agency may obtain W.C. Policy from the Insurance Company for the person employed by him for carrying out the work. The premium payable for the foresaid insurance policy shall be borne by the agency. The contractor shall provide either ESI oriented medical treatment facility or ensure their good health and for that Medical Insurance upto Rs. 2.00 Lakh coverage be provided to them.

(R) SAFETY RULES:-

- a. The agency shall have to comply with all the provisions of safety rules. The Officer I /c may impose penalty, if any employee found working carelessly without proper protective equipment in unsafe condition. Against violation of any other clause, penalty per violation shall be levied. In case of repeated violation of serious nature resulting in serious accident or direct loss to the NIFTEM/threatens to cause severe consequences, heavy penalty will be imposed including termination of contract.
- b. The agency will ensure that all safety measure precautions are taken while running any electrical or mechanical equipments. The agency shall be responsible for any loss or damage due to carelessness.
- c. The Agency shall be responsible for safety of their staff while on the job and the Institute shall not be responsible for payment of compensation for any accident occurring during the work. The contractor is required to equip their workman with all required safety equipment etc. The Institute will not be responsible for any injury partial or permanent, or any mis-happening or death at site due to accident or malfunctioning of the equipment or by negligence of the staff.
- d. No compensation shall be payable to the Agency for any damage caused by natural calamity (Rains, storms, earthquakes and other calamity) during the execution of the work.
- e. In case, it is observed that the Hostel Mess is not being run properly with minimum standard during the period of contract, penalty may be imposed for sub standard work and agency may be debarred to undertake the work.

(T) PAYMENT:-

The payment of bills for the Official Catering will be made after submission of bills along verification of supplies. If the bills are complete in all respect, the same will be paid by 30 days. The amount of bills will not be directly adjusted by the agency against outstanding dues. In case of delay, no interest will be payable to the agency towards delay. The agency will charge directly from beneficiaries for all Hostel Mess services.

(U) NO CONDITIONAL BIDS SHALL BE ACCEPTED.

(V) NO COUNTER CONDITIONS BY THE BIDDERS/AGENCIES SHALL NOT BE ACCEPTABLE

(W) RIGHT OF ACCEPTANCE OF OFFER:-

NIFTEM reserves the right to accept partly or reject any offer without assigning any reason thereof. NIFTEM does not pledge itself to accept the lowest or any other tender and reserves to itself the right of acceptance of the whole or any part of the tender or portion of the quantity offered and the contractor shall supply the same at the rate quoted.

(X) CANCELLATION/TERMINATION OF CONTRACT:-

- a. NIFTEM reserves the right to terminate the contract at any time without assigning any reason or prior notice.
- b. The contract can be terminated either side by serving one month notice after completion of initial contract period (01 year) otherwise it will be considered as breach of contract & Performance security will be forfeited alongwith blacklisting of the agency for 03 years in the Institute. However, the Institute can serve notice less than one month in the case of utter failure and continuous unsatisfactory performance, negligence, misbehavior, misconduct, untoward incidence, gross violation of terms & conditions of tender/agreement or instruction passed by the Institute.
- c. The Institute shall have the right to terminate the Contract, arising out of finalization of this tender, in part or in full in any of the following cases :-
 - a. The delivery of the services is delayed for causes not attributable to Force Majeure for more than 15 days after the scheduled date of delivery.
 - b. The Contractor is declared bankrupt or becomes insolvent.
 - c. The delivery of material/delayed is delayed due to cause of Force Majeure by more 2 Days provided Force Majeure clause is included in contract.
 - d. In the case of utter failure to perform as per tender .
 - e. As per decision of Arbitration/Tribunal.
 - f. When both parties mutually agree to terminate the contract.
- d. If the contractor fails to complete the work or any portion thereof as agreed upon or restrict to comply with any direction given to him, shall terminate the contract and forfeit the security deposit. The contractor shall also be liable for any expenses, loss or damage which Institute may incur or sustain by reasons due to contractors fault. If it exceeds the amount of security deposit, the same shall be recovered from the dues payable to the contractor.
- e. The Institute reserves the right to cancel/short close the contract at any time, in case of unsatisfactory performance, without assigning any reasons.
- f. In case of unsatisfactory performance/services, the contract will be liable to be terminated at any time giving 15 days Notice and forfeiting the Security Deposit.

(Y) FORCE MAJEURE:-

- a. Should any force majeure circumstances arise, each of the contracting party shall be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 14 days of its occurrence informs in a written form the other party.
- b. Force majeure shall mean fires, floods, natural disasters or other acts such as war, turmoil, strikes, sabotage, explosions, and quarantine restriction beyond the control of either party.

STATUORY DEDUCTIONS:-

Statutory deductions on account of Income Tax, Work Tax, Service Tax, TDS etc. including surcharge shall be made at source from the bills of the agency at prevailing rates.

RISK & COST:-

In case of the agency fails to full fill the contractual obligations, the work shall be got done from some other agency at the risk and cost of the agency. It shall be without prejudice to the right of NIFTEM to recover any further amount or any liquidated and/or other damages.

(Z) ARBITRATION CLAUSE:-

- a) In case of any dispute between Agency and NIFTEM, arising out of or in relation to the agreement, the dispute shall be referred to arbitration of a sole arbitration to be appointed by the Hon'ble Director, NIFTEM. The award of the said arbitrator shall be binding on both parties. The seat of the arbitration shall be at Haryana territory. Without prejudice to right under any other clause of the contract, the NIFTEM, in the event of any breach of the conditions on the part of the contractor shall cancel the contract and charge the contractor with any loss arising from such cancellation.
- b) Dispute if any, arising out of the contract shall be settled by mutual discussion or arbitration by sole arbitrator to be appointed by NIFTEM as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and the rules framed there under.
- c) All legal disputes shall be subject to jurisdiction of Sonapat /Chandigarh court only.

(AA) MODIFICATION AND WITHDRAWAL OF BIDS:

Bidder can modify his bid any number of times before bid submission closing date and time. Bidder can also withdraw his bid before bid submission closing date and time. Withdrawn is allowed only once in a tender. If a bidder withdraws his bid, he cannot participate in the particular tender again.

Instructions for online bid submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

Registration

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online bidder Enrollment**" on the CPP Portal which is free of charge. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

- 2) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 3) Upon enrolment, the bidders will be required to register their valid Digital Signature
- 4) Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

Searching for TENDER Documents

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active Tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value etc. There is also an option of advanced search for Tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the Tenders they are interested in, they may download the required documents / tender schedules. These Tenders can be moved to the respective, „ My Tenders“ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

Preparation of bids

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF/ XLS/ RAR/ DWF/ JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or „Other Important Documents“ area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Submission of Bids

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

Assistance to Bidders

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

(BB) IN ADDITIONS TO CLAUSES ABOVE:- Other terms & conditions, which have not been mentioned in the Tender, can be added and the same will be mentioned in the award of work. If the agency is not agree with any terms, which has been included at later date, may communicate in writing before accepting the offer. After acceptance, no protest will be considered.

- **Successful bidder has to purchase (i) Wheat Flour @ ₹ 29/- to ₹ 32/- per KG (variable) and (ii) Refined Oil @ ₹ 120/- to ₹ 170/- per litre, (variable) as produced by Centre for Excellence in Food Fortification and available vegetables from NIFTEM Nursery at the approved rates time to time.**

(CC) CLARIFICATION ON BID DOCUMENTS:

Bidder requiring any clarification to this tender shall notify to Buyer in writing who will respond (in writing) to the clarifications sought not later than 14 days prior to the date of opening of the tenders. The address and contact number for seeking clarification regarding this tender are given below:

Purchase related queries:

Purchase Section
NIFTEM, Kundli, Sonapat (Haryana) – 131028
Phone No. - 0130-2281212
E-mail ID - purchase.niftem@gmail.com

Technical queries:

Dr. P.K. Nema, Dean (Student Welfare)
NIFTEM, Kundli, Sonapat (Haryana) – 131028
Phone No. – 0130-2281113
E-mail ID – dsw@niftem.ac.in

(Registrar, NIFTEM)

TENDER FORM (TECHNICAL BID)

(To be submitted by the Agency on its letter-head)
All information should be filled and specified by page no. Proof to be attached

Name of the Agency _____

Address _____

S.N.	Particulars	Status (Yes enclosed)	Page No.
1.	Details of Tender Fee (Amount, DD No., Date, Bank)		
2.	Details of EMD (Amount, DD No., Date, Bank)		
3.	MSME Details, if any		
4.	Year of Incorporation :- (copy to be enclosed)		
5.	Address of Registered Office (Copy to be enclosed):-		
6.	Name of Proprietor/Authorized Person:-		
7.	Mobile No.:		
8.	Email ID:-		
9.	Type of Services applied for : Length of relevant experience in years :		
10.	Work Registration No.:- Exclusively for Cafeteria/Canteen/Hostel Mess work. (Copy to be enclosed)		
11.	No. of Workplaces:- No. of Work place like Central/ State funded Universities/ Educational & Research Institutes/ Private Universities/ MNCs where agency served during last three years.		
12.	Work-Order of work done to be enclosed (Work order mentioning total value and total period of work done along with list with names, designation & Telephone numbers of the authority to be enclosed)		
13.	Performance-Certificate as per Annexure - III (At least from latest 03-05 clients)		
14.	Details of work carried out by the Bidders during last 03 years (Copy of the proof of experience to be enclosed)		
15.	PAN No. :- (Copy to be enclosed)		
16.	GST No. (Copy to be enclosed)		
17.	No. of Staff on Roll		
18.	No. of Branch Office		
19.	ESI Registration No.:- (Copy to be enclosed)		

20.	EPF Registration No.:- (Copy to be enclosed)		
21.	License No. under Contract Labour (R&A) Act:- (Copy to be enclosed)		
22.	GST Registration No(Copy to be enclosed)		
23.	Annual Turnover for F.Y.:- 2022-23:- ₹ _____ 2023-24:- ₹ _____ 2024-25:- ₹ _____ (Copy to be enclosed)		
24.	FSSAI Certificate No.:- (Copy to be enclosed)		
25.	Brief explain how the firm will carry out the work assigned by NIFTEM (Please use separate sheet)		
26.	Bank Details:		
27.	Other details		

Dated: -

Signature.....
Name
Address
Seal of firm.....

ACCEPTANCE OF THE BIDDER

Name of the Work.....

All the clauses of TENDER document and terms and conditions enumerated in this form have been read by me/ us and are acceptable to me/ us.

Dated: -

Signature.....

Name

Address

Seal of firm.....

PERFORMANCE CERTIFICATE

This is to certify that <Name of the Agency> is providing the mess service at <Name of the Institute/Department> as per the following details.

No.	Particulars	Response
1	Name of the Mess Vendor	
2	Duration / Period of Contract / Experience of Vendor with your organization / Institution/ University	
3	Name of Institute/University/College & Type of Institute (Govt./Autonomous/Private)	
4	Average Contract Value per year	
5	Total students strength, wherein cooked food is served including Breakfast, Lunch, Dinner, Evening tea etc.	
6	Monthly/Daily Student's charges	
7	Facilities extended by the Institute/University to the Vendor	
8	Monthly License Fee	

	Feedback Parameters related to catering services	Excellent	Very Good	Good	Average	Poor
9	Service quality, cleanliness and hygiene levels maintained at kitchen and dining area					
10	Quality of workforce deployed					
11	Quality of food prepared					
12	Grievance Redressal Mechanism					
13	Complaint regarding nonpayment of dues, like License Fee, Electricity & Gas Charges etc.					
14	Complaint with the Student/Staff					
15	Complaint with the Statutory compliances like ESIC, EPF, Minimum Wages etc					
16	Can you recommend to award the work at NIFTEM on the basis of vendors performance					
17	Remarks , if any					

The overall Performance of the Vendor during the Contract period is _____(Excellent/ Very Good/ Good/ Average/ Poor)

Dated: -

Signature of the Competent Authority with Seal

Name:

Designation

FINANCIAL BID

The undersigned on behalf of the agency namely is quoting following Yearly Hostel Mess Charges.

Name of the Hostel	Tentative No. of Students	Monthly Mess Charges per student	Monthly Mess charges considering the Mess Menu for all 1080 students	GST	Total	Remarks
All Hostel Mess (Boys & Girls)	1080					

Note: Bidders are required to quote monthly mess charges (all 1080 students) and GST amount and required to upload above financial breakup on Portal mandatorily.

Further I agree that:

1. **Since, Institute wants to ensure nutritious & quality food to their students, hence, hostel mess charges has been fixed/ reserved @ ₹ 4500/- per student per month (inclusive of GST).** Any bidder, who quotes less than reserved monthly mess charges (4,500/- inclusive of all taxes/charges) shall be rejected outrightly. Bidders are advised to carefully review the menu before submitting their quotations. The quoted mess charges should be such that they ensure the required quality and standard of food as per the prescribed menu.
2. The agency has to provide good quality delicious & nutritious food to each student according to their normal diet. In case of any student diet is more than normal student's diet; the mess vendor has to approach concerned warden/DSW for higher charges for such individual students.
3. The rates of GST shall be the same as prescribed by the Govt.
4. GST will also be applicable on license fee, electricity etc.
5. TDS will be deducted on payment.
6. The agency has gone through the menu provided by NIFTEM. This menu is only indicative and it can be reviewed on the requirement of the Mess Committee.
7. To run a tuck shop beyond normal hours to cater the need of students.
8. To provide Minimum Nos. of Employees, who will be deployed by the Agency to run the Hostel's Mess viz. Kitchen, Dining Area, Stores & Purchase and cleaning etc. The agency will also deploy one Housekeeper for cleaning of Dinning area and other places.
9. PNG gas connections are available in all the hostels; therefore, agencies are required to pay PNG at the same rates as being paid by the Institute. The amount will be charged as per PNG bills against the meter running. In case it is noticed that meter has been mishandled, appropriate penalty will be imposed besides any other action.

10. Agency will manage commercial Gas Cylinders from nearest Gas Agency however, Institute will not provide any kind of empty Gas Cylinders. The agency has to ensure the timely payment of gas agency and other vendors. In case of failure, the agency will be penalized besides withholding EMD/Performance Security.
11. We will not charge more than the rates as indicated in the Tender documents.
12. The Agency has to pay electricity & water charges @ rates as decided by NIFTEM along with monthly license fee. Until the installation of individual electric meters, the Agency is required to pay ₹ 8,000/- per month as electricity charges towards the usage of electricity in the Kitchen Mess while preparation of food or cooking.
13. The cleaning of kitchen, stores, staff toilet, manager's room, and dining hall shall be responsibility of Bidder. Besides, Agency will ensure that proper disposal of food waste and will not be thrown in the campus or nearby area in any manner.
14. The Institute authorities and authorized coordinator/Hostel Warden/DSW can inspect any time the Hostel Mess and if any irregularities are found, appropriate penalty can impose upon the bidder.
15. The estimated sales as projected in the tender document are only anticipated and NIFTEM will not be responsible in any manner, if the sales are less than the estimated value.
16. The serving system should be Buffet system.
17. The agency has to provide GST Bill for Hostel Mess to each user.

Dated:

Signature.....
Name
Address
Seal of firm.....

TENTATIVE MESS MENU – COMMON FOR ALL HOSTEL**Minimum Fixed/Reserved Monthly Mess Charges @ Rs. 4500/- including GST**

DAYS	BREAKFAST	LUNCH	SNACKS (Evening)	DINNER
MONDAY	<ul style="list-style-type: none"> • Veg Stuffed Parantha (Aaloo/ Gobhi/ Onion) • Curd • Butter • Milk • Fruits (Seasonal fruit) • Coffee/Tea (Any one) 	<ul style="list-style-type: none"> • Chapatti • Rice • Arhar dal • Seasonal Veg • Cucumber raita • Salad 	<ul style="list-style-type: none"> • Veg Grilled Sandwich • Coriander Chutney/ Ketchup • Tea/coffee - (Any one) 	<ul style="list-style-type: none"> • Butter Chapatti • Rice • Moong Dal • Paneer Bhurji/ Egg Bhurji • Salad
TUESDAY	<ul style="list-style-type: none"> • Veg Upma • Tomato Onion Chutney • Coconut Chutney • Milk • Tea/Coffee - (Any one) • Fruit (Seasonal fruit) • Bread 	<ul style="list-style-type: none"> • Chapatti • Rice • Kadhi Pakora • Aaloo Jira • Salad 	<ul style="list-style-type: none"> • Boiled Black Chana Chaat • Tea/ Coffee - (Any one) 	<ul style="list-style-type: none"> • Chapatti • Rice • Chole Curry • Dal • Salad • Sweet Dish - Rice Kheer
WEDNESDAY	<ul style="list-style-type: none"> • Idli/Vada with Sambher • Bread with Butter/ Jam • Milk • Coffee/ Tea - (Any one) • Fruit (Seasonal fruit)/ Boiled Egg 	<ul style="list-style-type: none"> • Butter Chapatti • Rice • Lauki Kofta • Kaali Masoor Dal • Cucumber Salad • Raita 	<ul style="list-style-type: none"> • Puffed Rice Bhel Puri with Roasted Channa • Red Sweet Chutney • Tea/ Coffee - (Any one) 	<ul style="list-style-type: none"> • Butter Chapatti • Vegetable Biryani Soya Nuggets • Aaloo Jira • Salad • Kadhai Chicken/ Kadhai Paneer
THURSDAY	<ul style="list-style-type: none"> • Bedami Puri With Sabji • Bread with Butter/ Jam • Coffee/Tea - (Any one) • Fruit (Seasonal fruit)/ Boiled Eggs 	<ul style="list-style-type: none"> • Chapatti • Rice • Dal Makhani Curry • Brinjal Masala Subji/ Bhaigan Bharta • Onion Tomato Raita 	<ul style="list-style-type: none"> • Sprouts Chaat (Black Chana, Moong, Moth) • Tea/ Coffee - (Any one) 	<ul style="list-style-type: none"> • Chapatti • Rice • Masoor Dal (Both Type) • Gatta Curry • Mix Veg • Salad • 1 Rasgulla
For Girls	<ul style="list-style-type: none"> • Aaloo Masala Bread Sandwich • Coffee/Tea - (Any one) • Fruit (Seasonal fruit)/ Boiled Eggs 	<ul style="list-style-type: none"> • Bedmi Puri • Rice • Aaloo Sabzi • Raita • Salad • Fried Mirchi 		
FRIDAY	<ul style="list-style-type: none"> • Aaloo Pyaaz Parantha • Butter • Coffee/ Tea - (Any one) • Fruit (Seasonal fruit)/ Boiled Eggs 	<ul style="list-style-type: none"> • Chapatti • Rice • Rajmah • Dry Lauki Veg • Mint Raita • Salad 	<ul style="list-style-type: none"> • Besan Cheela topped with veggies/ Masala Idli • Tea/ Coffee - (Any one) 	<ul style="list-style-type: none"> • Butter Chapatti • Rice • Mix Dal • Salad • Butter Chicken/ Butter Paneer
SATURDAY	<ul style="list-style-type: none"> • Masala Onion Dosa, & Sambhar 	<ul style="list-style-type: none"> • Veg Khichdi • Frymes 	<ul style="list-style-type: none"> • 1 Samosa • Coriander Chutney/ 	<ul style="list-style-type: none"> • Chapatti • Rice

	<ul style="list-style-type: none"> • Coconut Chutney • Coffee/ Tea - (Any one) • Fruit (Seasonal fruit)/ Boiled Eggs 	<ul style="list-style-type: none"> • Curd • Aaloo Chokha • Salad 	<ul style="list-style-type: none"> Red Chutney • Tea/ Coffee - (Any one) 	<ul style="list-style-type: none"> • Black Channa Curry • Dry Pumpkin Veg • Salad
SUNDAY	<ul style="list-style-type: none"> • Veg Poha • Tomato Chutney/ Ketchup • Corn Flakes • Coffee/ Tea - (Any one) • Fruit (Seasonal fruit)/ Boiled Eggs 	<ul style="list-style-type: none"> • Chole • Bhature • Rice • Buttermilk • Fried Mirchi • Salad 	<ul style="list-style-type: none"> • 1 Bowl Black Chana, Moong Sprout Chaat • Tea / Coffee - (Any one) 	<ul style="list-style-type: none"> • Veg Chowmein • Veg Manchurian • Fried Rice • Salad • Chapatti • Dal • 2 Gulab Jamun or any other sweet dish

NOTE:-

- 1 Milk (150 ml) good quality is to be served all days in a week in breakfast.
- 2 Fruit (100 g)/Egg (1 pcs) is to be served daily.
- 3 Sweet Dish (Kheer/Saiwai/ Forni/Fruit Cream/Custurd/Balusai/gulab jamun-2nos. /Jalebi/Besan laddu- 2 nos. /Halwa) will be served at least 3 days in week (minimum -100 g).
- 4 Seasonal vegetable should be provided such as Aloo, Gobhi, Brinjal, Karela, Toori, Mix Veg, Bhindi, peas, carrot etc. Mashroom during winter will be served in place of any other seasonal veg/paneer or with paneer.
- 5 **No off-season vegetables etc will be asked for cooking to the Mess Vendors.**
- 6 Internal changes are allowed after discussion with mess committee and Hostel Mess Manager.
- 7 Chicken (Minimum 3 pcs equivalent to max. 150 gm including 50-100 ML gravy) per Student be served twice in a week. Those, who do not like Non Veg (Chicken), Egg Curry (2 pcs each) or Paneer (100 gm) dish be served against non veg dishes twice in a week. Both will not be served. Chicken should be procured from certified vendors.
- 8 Daily Tadka/Chilly, Achaar, Salad will be provided during Lunch and Dinner.
- 9 Raita (150 ml) or Curd (150 g) for all days in a week good quality will be provided during the lunch.
- 10 Those, who informs timely about their intention of fasting or sick on any day, they may be provided Khicdi/Dalia with Seasonal fruits (300 gm) & or Curd (200 ML) or tea/coffee thrice in a day.
- 11 Once in a month, a grand feast should be arranged for the hostellers. The quality of food should be special other days. However, Sweet Dish and Non-Veg or Paneer items should be in limited quantity.
- 12 All kind of spices, floor, basen, rice, cereals, Choley, Rajma refinds, oil etc should be of good quality or branded, will be used in cooking. Fresh vegetables should be cooked every day. Bulk stock should not be maintained except Potato, Onion, Peas, Tomato, Cucumber, Carrot, Radish etc.
- 13 The serving should be in Buffet system or counter as advised.

Signature.....

Name

Address

Seal of firm.....

Date: -

Date: -

***PERMISSIBLE BRANDS or EQUIVALENT QUALITY OF CONSUMABLES**

ITEM	BRAND
Salt	Iodised salt such as Tata, Annapurna, Catch, Nature Fresh
Spices	MDH, MTR or equivalent quality brands
Ketchup	Maggi, Kissan, Heinz
Oil	Refined oil such as Sundrop, Nature Fresh, Godrej, Safola
Pickle	Mother's or Priyaor Tops or equivalent
Atta	Aashirvad, Pillsbury, Nature Fresh
Butter	Amul, Britannia, Mother Dairy
Bread	Harvest/Britania make
Jam	Kissan, Nafed , Hafed
Milk	Toned milk of Mother Dairy, Delhi Milk Scheme, Amul
Paneer	Amul/Mother Dairy
Tea	Brook Bond, Lipton, Tata
Coffee	Nescafe, Rich Bru
Biscuits	Britania, Parle, Good Day , sunfeast
Ice Cream, Lassi, Curd	Mother Dairy, Amul, Cream Bell – all varieties, Wadilal
Mixtures/Chips	Haldiram/Bikaner/Uncle Chip/Prinkles/lays
Mineral Water	ISI marked Kinley/Bisleri/Ganga
Besan, Dal	Maharaja/Rajdhani or equivalent
Rice	Basmati (Branded – India Gate / Daawat / Kohinoor)
Cold Drinks	Pepsi, Coke or equivalent
Juices	Real, Tropicana or equivalent
Lemon Water	Nimbus etc
Sweet	Bikaner, Haldiram or branded

UNDERTAKING

To,

Registrar,

**National Institute Of Food Technology Entrepreneurship and Management
Plot no 97, sector-56, HSIIDC Industrial Estate,
Kundli-131008,
District-Sonepat (Haryana)**

Sir,

- 1 I/we the undersigned, certify that I/we have gone through the terms and conditions mentioned in the TENDER documents and undertake to comply with them.

- 2. It is further certified that our firm has not been blacklisted by any agency in India or abroad.

Dated:

Signature.....
Name
Address
Seal of firm.....

LIST OF MANPOWER TO BE DEPLOYED TO RUN THE MESS

Name of the Agency:

S.N.	Area	Name of the Post (s)	Quantity	Qualification & Experience	Anticipated Wages
1	Management	Manager			
3	Kitchen				
4	Dining Area for service				
5	Stores & Purchase				
6	Washing				
7	Cleaning				
8	Others				

LIST OF PAST CLIENTS DURING LAST THREE YEARS (OTHER THAN PRESENT CLIENTS)**Please attach the copy of certificate in support)****(TENDERS not accompanied by this information shall be summarily rejected)**

S. No.	Clients name, address & contact nos.	Name of contact person & phone no.	No. Of persons availed catering services at a time	Period of Contract	Contract value per month	Reason for termination if any

LIST OF PRESENT CLIENTS**Please attach the copy of certificate in support)****(TENDERS not accompanied by this information shall be summarily rejected)**

S.No	Clients name, address & contact nos.	Name of contact person & phone no.	No. of persons availed catering services at a time	Period of Contract	Contract value per month

MENU FOR OFFICERS' MESS/BOAT SHAPE / SEMINAR, WORKSHOP, STTP AND OTHER OFFICIAL FUNCTIONS

S. N.	Meal	Menu/Items	Rates per Plate/- per person (Rs)
1	Morning/ Evening Tea	<ul style="list-style-type: none"> Coffee or Tea One Cup(Room/Hall/any other location) 	20/-
2	Breakfast (Buffet system)	<ul style="list-style-type: none"> Bread (White & wheat) + Jam + Butter or Paratha or Idli & Vada with Sambhar and Chutney or Upma or Poha or Chole Bhature or Cholley Kulche etc Curd(in case of Parantha)/Corn Flakes + Milk/Dallia Eggs (2)Boiled/Omlet Scrambled etc) (No Egg, if Chole Bhature is being served) Seasonal Fruits Tea/ Coffee or Juice/Cold Drink Potable water (200ml) <p>Note: In case of agency is asked to supply for VIP table service, the agency will be paid 10% extra on actual quantity/plates. No plastics disposals will be allowed while services to any person or guest. Besides, there will be no difference in food and services between VIP and other guests.</p>	100/-
3	Veg Lunch or Dinner (Buffet system)	<ul style="list-style-type: none"> *Soup (Any type) with starter(Hara Bhara Kabab/Finger Chips/Veg Pakaura/Cheese Ball etc) Rice/Pulao/Fried Rice/Veg Viryana/ Chowmin/Noodles/Pasta Dal (Rajma, Masoor, Yellow, Malka, Makhani, Choley etc.) Paneer (Kadai, Masala, Shahi, dry, Bhurgi etc.) Seasonal/Dry Mixed vegetable (Aloo Gobhi, Bhindi Fry etc.) Curd/Dahi Bhalla or Raita (Mix Veg, Fruit, Pineapple etc.) Roti/Parantha (Tawa, Tandoori, Naan, Lacchha Paratha etc.) Sweets/Desert (Rasgulla, Gulab Jamun, Rasmalia, Kaju Cake, Firni, Kheer, Ice Cream etc.) Salad, Achar & Papad Seasonal fruits (limited qty) Potable water (200 ml) <p>Note: In case of agency is asked to supply for VIP table service, the agency will be paid 10% extra on actual quantity/plates but dedicated manpower necessary. No plastics disposals will be used to any person or guest. Besides, there will be no difference between VIP and other guests. *Rs 50/- will be paid extra if, soup with starter is being served.</p>	250/-
4	Non-Veg Lunch or Dinner (Buffet system)	<ul style="list-style-type: none"> *Soup (Any type) with starter(Hara Bhara Kabab/Finger Chips/Veg Pakaura/Cheese Ball etc) Rice/Pulao/Fried Rice/Chowmin/Noodles/Pasta Chicken (Roasted, Kadai, Masala, Tawa etc.) (150 gram for each) Dal (Rajma, Masoor, Yellow, Malka, Makhani Choley etc.) 	275/-

		<ul style="list-style-type: none"> • Paneer (Kadai, Masala, Shahi etc.) • Dry Mixed vegetable (Aloo Gobhi, Bhindi Fry etc.) • Curd/Raita (Mix Veg, Fruit, Pineapple etc.) • Roti (Tawa, Nan, Tandoori, Laccha Paratha etc.) • Sweets/Desert (Rasgulla, Gulab Jamun, Ice Cream etc.) • Salad, Achar & Papad Seasonal fruits (limited qty or as communicated) • Potable water (200 ml) <p>Note: In case of agency is asked to supply for VIP table service, the agency will be paid 10% extra on actual quantity/plates but dedicated manpower necessary.</p> <p>No plastics disposals will be used during services to any person or guest. Besides, there will be no difference between VIP and other guests.</p> <p>*Rs 50/- will be paid extra if, soup with starter is being served.</p>	
5	Non-Veg Lunch or Dinner (Mutton) (Buffet system)	<ul style="list-style-type: none"> • Soup(Any type) with starter(Hara Bhara Kabab/Finger Chips/Veg Pakaura/Cheese Ball etc) • Rice/Pulao/Fried Rice/Chowmin/Noodles/Pasta etc • Mutton Item (Rogan Josh, Kadai, Masala, Tawa etc.) (150 gm each) • Dal (Rajma, Yellow, Masoor, Malka, Makhani, Choley etc.) • Paneer (Kadai, Masala, Shahi etc.) • Dry Mixed vegetable (Aloo Gobhi, Bhindi Fry etc.) • Curd/Raita (Mix Veg, Fruit, Pineapple etc.) • Roti (Tawa, Nan, Tandoori, Paratha etc.) • Sweets/Desert (Rasgulla, Gulab Jamun, Ice Cream etc.) • Salad, Achar & Papad • Seasonal fruits (limited qty) • Potable water (200 ml) <p>Note: In case of agency is asked to supply for VIP table service, the agency will be paid 10% extra on actual quantity/plates but dedicated manpower necessary.</p> <p>No plastics disposals will be used during services to any person or guest. Besides, there will be no difference between VIP and other guests.</p> <p>*Rs 50/- will be paid extra if, soup with starter is being served.</p>	300/-
6	Hi- Tea (Buffet system)	<ul style="list-style-type: none"> • Tea & coffee (150 ml) or Juices/Cold Drink etc • Roasted Cashews/Roasted Almonds(Minimum 10 gm each) • Dhokla/Sandwich/Samosa/Paneer Pakoda/Pander Cutlet/ Veg Cutlet/Cheese Balls/Spring Roll(Any one item-one pc) • Cookies (Two varieties) (2-4 Nos) • Cake/Pastry/Britannia Cake/Muffins etc(1 Nos) • Sweets/Desert (Rasgulla. Gulab Jamun, Rose Cake, Kaju Cake, Kala Jam, Kaju Katli, etc.)(Any one item- one pc) • Potable water (200 ml)(1 Nos each) <p>Note: No plastics disposals will be used during services to any person or guest. Besides, there will be no difference between VIP and other guests.</p>	100/-

7	Tea + Snacks	<ul style="list-style-type: none"> Tea or Coffee 2 Biscuits or one Small Samoa (50 gram) or any other item equivalent price/quantity. 	25/-
8	Tea & Snacks (Buffet System)	<ul style="list-style-type: none"> Tea & Coffee(150 ml)/Juice/Cold drink(200 ml) Cookies (two Varieties)(2-4 Pcs) Samosa/Paneer Pakoda/Veg Cutlet/Patties/Kachouri/ Paneer Cutlet 	50/-
9	Hostel Food	Hostel food (either packed or served) at any location within campus Note: 25% extra for outside service	80/-
10	Simple Working Lunch Veg. (Packed /Thali)	<ul style="list-style-type: none"> Dal(Any kind) Rice/Pullao Seasonal Veg/Bhindi/Mixed Veg etc. Paneer(25 gm each) Dish 50 gram with curry(each) Raita or Curd(50 ML) Roti (05) Dry Sweets/Desert (01) Salad Achar & Papad (on demand) <p>Note: In case same food is asked on unlimited buffet system at any location within campus, then Rs.20% extra will be paid over & above. The quality of food will be the same as being served in the hostels. Rs. 10% extra, if non-veg(Only Chicken) is asked against Paneer</p>	150/-
11	Additional items (per no/plate, as the case may be)	Veg. Snacks/(French Fry, Spring Roll, Cheese Balls, Paneer Pakoura, Cutlet, Veg Kabab, Veg Nuggets or any other such items	25/- per item/ per plate/per person
		Non Veg Snacks/Chicken/Fish(Nuggets/ Fried Fish/ Prans or any other such items)	50/- per item/ per plate/per person
		Sand witch/Burgers	50/- per item (inhouse) or MRP
		Veg or Paneer Manchurian with gravy	50/- peer item
		Fried Rice	50 per plate
		Pizza	MRP
		Supply of any kind of eatable packaged item available in the market	MRP
		Any other kind of Vegetable /assorted vegetable	50/- per item
		Russian Salad or any other kind of salad	50 per item
		Any other kind of Non-veg Dish	75/- per item
		Any kind of Sweet/Pastry items(Minimum 50 gram each otherwise MRP rates + 10% will be applicable)	25/- per piece
		Kaju Roll/Kaju Katli/Rasgulla/Sandesh/Khoya Burfi/Chenna Rasgulla/Rasmalai/Rose cake/Roasted Chsew nut/Roasted Almond/Pista etc	MRP rates (Bikanerwala/ BTW/ Gulab/ Green park etc)
Any other item not indicated/covered under above	MRP		
Chips/Cold Drinks/Juices/Kaju/Namkeen/Sweets etc(If only supplies are made)	MRP		

Note: In case, the ordered quantity is more than 50 nos, these rates will be further negotiated. Besides, in case

of refusal to make arrangements, the same arrangement will be made from any other vendor including from in-house tuck-shop/ Cafeteria vendors but Rs. 1000/- will be fined on each occasion.

Note:

1. The above rates are without GST on supply and services, the same will be chargeable extra on billing amount.
2. The above requirement of food items is only indicative and it can be vary. Menu items can be changed with other eatable items of equal costing. The rates of any other items will be mutually decided.
3. The agency has to ensure that while cooking & other services, their staff will always wear proper uniform, caps and gloves etc. They will be trained about the hygiene practices while cooking and serving.
4. The above rates are also inclusive of service waitress & proper cleaning of dining area and kitchen.
5. Table will be decorated by Table cloth, frills, cloth napkins, and crockery-cutlery-Chef-n-Dish etc.
6. The above rates will be reviewed time to time as per requirement but not before that one year.
7. No plastics will be used while service.
8. Payment will be made on submission of bills by the Institute on verification of quantity by concerned officer.

Dated:

Signature.....

Name

Address

Seal of firm.....

Dated:

Undertaking to Claim Exemption/Relaxation under MSME/NSIC/Start up

(to be submitted on Company Letter head with stamp)

I am (.....) is Owner/Director of M/s..... registered with MSME/ NSIC/ Start Up Unit under..... category.

- 1) Firm Name :
- 2) Udyam No. :
- 3) NSIC No :
- 4) Year of Registration :
- 5) Category of Registration (Manufacture/Dealer/Supplier):
- 6) Turnover :

As per the benefits extended to MSEs registered with NSIC under single point registration scheme, we are entitled for:

- 1. Exemption in Tender Fee :
- 2. Exemption in EMD :
- 3. Relaxation in Turnover : How much Relaxation required (please specify)
- 4. Relaxation in Experience : How much Relaxation required (please specify)

(Kindly tick the box(es) for the same)

We are enclosing herewith relevant certificate and documents in support of our claim of exemption/relaxation of the same.

Signature of Authorized signatory

Name:

Designation:

Stamp:

(Note: Undertaking must be submitted on company's letterhead duly signed and stamped)