



राष्ट्रीय प्रौद्योगिकी संस्थान नागालैंड
NATIONAL INSTITUTE OF TECHNOLOGY NAGALAND
Chumukedima, Nagaland - 797 103

**EXPRESSION OF INTEREST FOR CANTEEN AND FOOD
COURT CATERING SERVICES OF NIT NAGALAND**

EXPRESSION OF INTEREST

Expression of Interest No.	: EOI/NIT-N/CIAC/2024/03-01 Date: 05-03-2024
Document Issue Date	: 05-03-2024
Pre-Bid Meeting	: 19-03-2024, 2.30 PM
Last Date of Submission of EOI	: 25-03-2024, 12.00 Noon
Technical Bid Opening Date and Time	: 25-03-2024, 2.00 PM
Financial Bid Opening Date and Time	: Technically qualified Caterers will be called for Financial bid
Period	: 1 Year
Processing Fee (for each EOI)	: Rs.5,000/-
EMD Amount (for each EOI)	: Rs.50,000/-
Security Deposit	EMD of Empaneled caterer shall be converted in to Security Deposit
Address for Submission of EOI	: The Registrar National Institute of Technology Nagaland Chumukedima -797103

1. SECTION A: OVERVIEW

- 1.1. The National Institute of Technology Nagaland (herein after referred to as NITN) is an Educational Institution of National Importance, functioning under the control of Ministry of Education, Government of India. At present, approximately 900 students are pursuing engineering and allied education and they are accommodated in 12 Hostels situated within NITN campus. NIT Nagaland also comprises of 15 Faculty Quarters and around 300 staffs.
- 1.2. The Management and Administration of the NITN Canteen and Food Court is vested with Canteen and Institute Amenities Committee (herein after referred to as CIAC, NITN) headed by the Chairman. Chairman, CIAC, NITN invites Expression of Interest (EOI) from professionals and competent / experienced Catering Contractors for providing Outsourced Catering services to the Canteen and Food Court of NIT Nagaland on Contract basis. CIAC will oversee the day-to-day activities of the Canteen and Food Court and performance of the Catering Contractors.
- 1.3. Through this EOI, it is proposed to engage the Canteen cum Food Court Catering services for Students, Faculty, Staffs and Guests of NIT Nagaland.

2. SCOPE OF WORK AND DURATION

- 2.1. The scope of the contract is to prepare and serve food for Students, Faculty, Staffs and Guests / Visitors of NIT Nagaland, on turnkey contract basis. This includes the following:

- (a) Procurement of groceries, vegetables, raw materials and other ingredients for running the Canteen and Food Court is entirely by the responsibility of the contractor at his cost. The catering should be to the taste of North/South/North East inmates.
- (b) Cooking and Serving the Breakfast, Lunch, Snacks and Dinner
- (c) Deployment and Supervision of required number of service personnel such as cooks, servers, cleaners, store keepers, supervisors etc., for running the Canteen and Food Court
- (d) Management and control of stocks and inventories
- (e) Cleaning of kitchen, dining halls and auxiliary areas
- (f) Cleaning of utensils and serving areas
- (g) Maintenance of equipment / items in the kitchen and dining hall
- (h) To ensure the safety and security of workers deployed by the contractor, equipments, utensils and other items kept in the kitchen and dining hall
- (i) Maintenance of records and documents for running the Canteen & Food Court and adherence of statutory compliances under various Labor Laws.
- (j) Other activities, if any, relating to running of the Canteen cum Food Court as may be considered and entrusted by the CIAC / NIT Nagaland.

2.2. The selected contractor should provide catering service (tentative) from April 2024 initially for a period of **one year**. However, the exact date of commencement of the contract will be informed later. The term of the contract is likely to be extended for a further period of maximum six months only with the existing terms and conditions based on the performance and recommendations of CIAC.

2.3. The contractor / Canteen & Food Court service provider shall have to procure the raw materials viz. rice, pulses, flour, cooking medium, vegetables, etc. of good quality and quantity required for providing food throughout the day and the

contractor should arrange for proper storage within the space provided. **CIAC will decide the brands of drinking water, rice, wheat flour, dal and edible oil, etc.** The contractor / service provider shall purchase and use only the brand of water, rice, wheat flour, specified by CIAC. If the contractor / service provider does not use the brand and quality specified by the CIAC, an amount of Rs. 10,000/- fine will be Imposed to the Vendor for every instance.

- 2.4. The employees of the Canteen & Food Court service provider (viz. cooks and the helpers) should prepare the items with proper washing, cutting, and cleaning before the preparation of the eatables. The cooked food, as soon as ready to be served shall be kept with proper cover, keeping it hot using specified storing articles provided for the purpose. It should not be made ready so early that it requires reheating and should never be served cold. Once the cooked items are ready, they shall be shifted to servicing utensils that are maintained clean and covered in a hygienic condition for serving the hot food items.
- 2.5. The pre-determined menu for each meal as communicated by CIAC will be followed. Accordingly, the contractor / service provider shall prepare and serve the meals.
- 2.6. It is also the duty of the service provider / contractor and his / her employees to keep the dining area totally clean by mopping the area with proper cleaning agent after each meal. The dining tables and benches will also be mopped and kept clean to avoid collection of dirt, dust, and flies, etc.
- 2.7. The washbasins, water coolers, servicing utensils and kitchen equipment will also have to be kept clean and dust free. The Institute will provide the kitchen room, running water and electricity.
- 2.8. The cooking and preparation areas including trays will have to be washed after the completion of the activities every day. The service provider shall ensure that there is no water logging within the premises where the dining, washing, cooking preparation areas are located in order to stop breeding of insects, mosquitoes, etc.

- 2.9. This contract can be terminated by the contractor by giving two months clear notice period. However, the authority (NIT Nagaland) reserves the right to terminate the contract under the following circumstances:
- a. By giving one month notice, without assigning any reason, if in the opinion of the authorities such termination is in the interest of the Institute.
 - b. If it appears to the authority at any point of time that the contractor is not performing the duties properly as per the agreed terms and conditions of the contract, the notice period shall be one week (i.e., 7 days) for correction, failing which the contract will be terminated forthwith.
 - c. The Institute reserves the right to amend/change the rules of operation whenever and wherever considered necessary and appropriate. The same shall be intimated to the service provider in advance.

3. JOB SPECIFICATION

- 3.1. Procurement of Gas & Connection, fresh groceries, raw materials, vegetables, drinking water and other ingredients etc. for running the Canteen & Food-court by Catering Contractor's own expenses and arrangements.
- 3.2. CIAC Committee will select the brand of water, rice, wheat flour, dhal and oil as mentioned in Annexure VI. The contractor / service provider shall purchase and use only purified RO water, CIAC selected brand of rice, wheat flour, dhal and oil etc. If the contractor / service provider is not using the brand and quality of the water, rice, wheat flour, dal and oil selected by the CIAC Administration Committee, the CIAC is empowered to penalize Rs.10,000/- for each instance.

- 3.3. To provide food for breakfast, lunch, snacks and dinner to the Students, Faculty, Staffs and Guests/Visitors.
- 3.4. To provide breakfast, lunch, evening snacks and dinner to the Institute staff, visitors and Institute Guest of the Institute either occasionally or monthly basis on the approval of CIAC at the approved rate.
- 3.5. The food has to be prepared in clean, hygienic and safe conditions as per the menu.
- 3.6. The garbage collected from the kitchen, dining hall, dish wash area will be disposed of every morning and evening in closed bins by separation of biodegradable waste in the designated area. The surroundings shall be kept clean and hygienic.
- 3.7. The kitchen, dining hall, hand wash area, dish wash area etc. will be washed with water and soap solution and mopped, after every meal (breakfast, lunch, evening snacks and dinner) and disinfect once in a month or as and when required.
- 3.8. High quality of hygiene, sanitation and safety will be maintained at kitchen, serving areas and washroom. All the surrounding area of the Canteen premises should be cleaned and washed daily.
- 3.9. The Canteen should be opened at 8.00 A.M. by collecting the key from the security office and should be closed at 10:00 P.M. and the key should be deposited at security office on all seven days of the week. Any changes in the timings will be as approved by the concerned authorities.
- 3.10. Food should be served at the dining table. Purified RO drinking water, salt, sugar, pepper, ketchup, chilly sauce and tissue paper should be available on each dining table.
- 3.11. After every meal by each person (breakfast, lunch, snacks and dinner) all the plates, cups, katories, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and hot water and dried and kept ready for the next meal. All the vessels used for cooking also should be washed in soap solution and hot water and properly cleaned vessels should be available for use for cooking the next meal.

The cleaning material used should be either Vim/Pril or similar quality.

- 3.12. After every person completes the meal, serving table should be cleaned/wiped before serving next person.
- 3.13. Water coolers and purifiers should be cleaned after every 15 days and should be maintained as per the instructions of the authority.
- 3.14. Quality cleaning of all vessels, utensils, dining area, kitchen, water coolers etc. should be of high priority. Any shortcoming in this will be penalized strictly.
- 3.15. Deployment, Supervision & Maintenance incl. health check-ups of required number of Personnel like Cooks, Servers, Cleaners, Store keeper, Supervisors etc. for running the Canteen cum Food-courts. All the Personnel involved in cooking and serving food shall undergo deworming treatment once in 6 months or the duration fixed by the Institute Doctor. Periodic Medical examinations will be arranged by the Institute for the Canteen workers for assessing their fitness to work in the Canteen at Institute's expenses. The Contractor/ Service Provider shall make arrangements for the above Periodic Medical Examinations. If any worker found unfit by the Institute Doctor, the Contractor shall not engage that particular person for working in the Canteen till that person is declared fit by the Institute Doctor.
- 3.16. Maintenance of Equipment items in the Canteen including Kitchen, Dining hall etc. Proper use of equipment is the responsibility / liability of the Contractor.
- 3.17. Maintenance of Records & Documents related to running of the Canteen and statutory compliances as per prevailing labour laws and other statutory compliances.
- 3.18. Any other activities as may be considered necessary by the CIAC /NIT Nagaland (NITN).

4. SECTION B: PRE-BID MEETING:

4.1. With a view to ascertain the views of prospective bidders about the EOI, it has been decided by CIAC/NITN to conduct a Pre-Bid Meeting at the Conference Room, NIT Nagaland on 19-03-2024 at 2:30 P.M. The purpose is to clarify institute’s requirements and to respond by prospective bidders on technical bid and other issues. If any prospective bidder finds any discrepancies/ omissions in EOI document or any clarification needed, contractor should get clarified at Pre bid meeting. No extension of time will be given for submission of EOI on any account. Any modification of the bidding documents which may become necessary as a result of the Pre bid meeting the same will be made known to all the bidders by the Chief Warden through a notification of amendment in the NITN website.

5. BID INSTRUCTION:

5.1. Quotations are required to be submitted in TWO Bids. The address of the firm submitting the quotation and the name and address of the addressee must appear distinctly on sealed covers. Further, on sealed cover, the following are to be written:

**EXPRESSION OF INTEREST FOR CATERING SERVICES TO THE
CANTEEN CUM FOOD COURT AT NIT NAGALAND, DIMAPUR,
EIO NO.**

....., **DATE:**

5.2. Bid is not transferable: The bid documents are not transferable and the seal and signature of the authorized official of the firm must appear on all the pages and envelopes submitted.

6. INSTRUCTIONS TO BIDDERS

6.1. The bidder shall be required to deposit the earnest money (EMD) amount of **Rs.50,000/- (Rupees Fifty Thousand only), which is refundable and a**

processing fee for an amount of Rs.5,000/- (Rupees Five Thousand only) which is non-refundable in the form of Demand Draft/Banker Cheque only. The Demand Draft/ Banker Cheque shall be drawn in favour of “IRG, NIT Nagaland” payable at Chumukedima, Dimapur.

- 6.2. Any bid without the Demand Drafts for Earnest Money Deposit and EIO Document fee is liable to be rejected. No interest on such amount. Earnest money deposit shall be forfeited, if the caterer withdraws the bid during the period of EIO validity. Copies of Income PAN and GST Registration number, Trade License and FSSAI certificate have to be furnished. If the contractor does not possess the FSSAI certificate at the time of submission of the bid the same shall be provided within 1 month from the date of issue of the work order for undertaking the catering service.
- 6.3. The bidder is termed as Caterer / Contractor / Food Court Service Provider interchangeably.
- 6.4. The Caterer shall engage requisite number of well-trained cooks and service personnel to run the Canteen and to serve meals to the students viz, Breakfast, Lunch,Snacks and Dinner.
- 6.5. The successful bidder needs to submit the list of his / her employees to the Institute.
- 6.6. If provision of labourers attracts labour act, then the firm shall have to obtain license from the competent authority as and when required, and it will also be the sole responsibility of the firm to meet all the labour laws in force.
- 6.7. The Caterer shall be solely responsible to provide safe and hygienic food to the Faculty, Staffs, Students and guests at all times. Hygiene, overall cleanliness of surroundings, kitchen and the food, raw materials, ingredients etc. should be of good quality. Clean, fresh, nutritious, hygienic and edible food has to be served. Any type of cooked food remaining shall not be stored / preserved / re-served. Not following CIAC members’ suggestions / instructions in above matters shall invite penalty for the same (up to Rs. 10,000/- for every instance). Any preparation not found to be wholesome or hygienic is liable to be rejected without any

compensation. Further punitive action, as deemed fit shall be taken against the caterer, including cancellation of contract. Contractor or his representatives / manager are required to remain present in the Canteen throughout the time the Canteen is open.

- 6.8. Authorized representatives of the Institute will carry-out periodic inspection and surprise checks to ensure quality of food, services, hygiene, and cleanliness.
- 6.9. Only purified water (Aquaguard / RO or any other similar purifier) shall be served in the Canteen / Food Court.
- 6.10. The contractor shall be solely responsible either for any injury, damage, accident to the workmen employed by the agency or for any loss or damage to the equipment / property in the areas of work as a result of negligence /carelessness of its workers.
- 6.11. All the required quantity of materials and labourers for catering services to Canteen of NIT Nagaland and related miscellaneous works will be at the cost of the contractor. He shall furnish the staff position, equipments, tools and plants for this work as proposed to be deployed by him.
- 6.12. It is emphasized that the contract is purely a Maintenance Contract intended for carrying out all the works entrusted in the schedule and at no stage this should be interpreted as a LABOUR CONTRACT.
- 6.13. On all matters pertaining to this work order, the decision of the Director of the Institute shall be final and binding.
- 6.14. The owner of the firm shall attend a monthly meeting of the CIAC committee, failing which a penalty will be imposed. This meeting shall be attended by the owner himself or a senior representative, who is authorized to take policy & monetary decisions.
- 6.15. Compulsory facility of first aid box with adequate capacity, to be provided to the Canteen workers.

7. ESSENTIAL ELIGIBILITY CONDITIONS

- 7.1. The firm has to attach an undertaking that it has not been blacklisted for any reason by Government or any other Institutions in the past.
- 7.2. The firm has to attach an undertaking that the firm and the workers to be engaged by them for providing Canteen Services for NIT Nagaland have not been fined or sentenced by Honourable Judiciary on any criminal charges/proceedings, selling of tobacco products to minors, substances, etc.
- 7.3. Caterer should be a registered and licensed contractor/firm/caterer for the said job. Relevant documents/Certificates issued from appropriate authorities should be enclosed in support of this. Documentary evidence like Incorporation / Registration Certificate, Service Registration / Trade License should be submitted.
- 7.4. Caterer must have latest / valid food license from Food Safety and Standards Authority of India (FSSAI) only.
- 7.5. Caterer should be in the Catering Business for at least 1 year as on the due date of this EOI in the State of Nagaland/Northeast.
- 7.6. The Caterer should have valid PAN and GST Registration.
- 7.7. The Caterer should provide documents registration certificate with ESI and EPF. If the caterer does not registered with ESI and EPF, they should register their firm with ESI and EPF within a month from the date of the work order.
- 7.8. The Caterer must give an undertaking in non-judicial paper that in case of food poison causing health/death etc. to students and any fire in the kitchen will be the sole responsibility of the vendor only.
- 7.9. **Note: All the supporting documents should be attached with the Technical Bid, without which the EIO will be summarily rejected. The bidder needs to bring the above original documents at the time of technical bid opening for the verification.**

8. TERMS AND CONDITIONS

- 8.1. The Caterer shall deposit EMD of Rs.50,000/- (Rupees Fifty Thousand Only) (refundable) along with Processing fee of Rs.5,000/- (Rupees Five Thousand Only) which is non-refundable (Both are in the form demand drafts/banker cheque).
- 8.2. Only successful vendor's EMD will be retained as part of security deposit and will be refunded after the conclusion of the contract without any interest, after deducting dues if any, payable to the institute.
- 8.3. **The successful vendor has to deposit Rs. 50,000/- (Rupees Fifty Thousand Only) as security deposit within 15 days from the date of intimation of success in the bid. The total amount of Rs.1,00,000/- (i.e., EMD of Rs. 50,000/-, which is taken as Security Deposit + Rs. 50,000/- which is deposited as Security Deposit) will be refundable after conclusion of the contract without any interest, after deducting dues if any, payable to the institute.**
- 8.4. The Work Order will be issued after the execution of Agreement on Non-Judicial Stamp Paper of Rs. 100/- value.
- 8.5. EOI should be submitted in two parts, namely, Part A and Part B, along with the requisite annexures.
- 8.6. If the contractor fails to carry out the jobs as per the terms and conditions agreed upon, the EMD/Security Deposit will be forfeited penalty.
 - i. The contract period will be initially valid for 1 year.
Initially the contract will be given for One Year. If Authorities are satisfied with the performance of the Contractor, the contract period may be extended for additional period of Six Months, on the same terms and conditions.

- ii. The Institute will place work order initially for One Year. The renewal of work order will depend only on satisfactory performance of the contractor.
- 8.7. All other items viz. working tables, racks, shelf, vegetable cutting machine, wet grinder, chapatti puffer, cooking burners, mixer, grinder etc., shall be arranged by the Contractor. The furniture items etc. provided by the Institute will be under the charge of the Contractor and he will be responsible for any damages other than due to usual wear and tear. In case of any loss or damage, the Contractor will have to replace the lost items / carry out necessary repair, subject to approval and instructions of the CIAC Authorities. Other utensils and refilling of cylinders, which are required to run the Canteen will have to be arranged by the contractor.
- 8.8. The maintenance of safety, health and hygienic conditions in and around the Canteen / kitchen will be the responsibility of the Contractor. The suggestions / instructions of CIAC Authorities regarding cleanliness & maintenance of Bhatti Burner/ Gas bank have to be followed and the expenditure towards this is to be borne by the Contractor.
- 8.9. The Contractor is required to maintain adequate number of workers. The contractor shall not employ child labour.
- 8.10. Two to three experienced cooks should be employed.
- 8.11. All the items mentioned in **Annexure V** must be available always. Vendor must not give any excuse for not able to prepare any food item. In that case an amount of Rs. 5,000/- will be imposed on the vendor for each instance.
- 8.12. The Contractor and his workers must be courteous and must behave politely with Faculty, Staffs, students and guests.
- 8.13. Smoking /Consuming Liquor/Chewing of Tobacco and Pan, etc., are strictly prohibited in the Institute premises.
- 8.14. The Contractor should run the Canteen and Food Court everyday throughout the year irrespective of any break or vacation.
- 8.15. The canteen and food court must be opened from 7.00 AM to 10:00 PM.

- 8.16. Cooking material should be branded refined oil/ghee/flour/pickle/rice/salt etc. (as in annexure IV) and certified by ISI/AGMARK/FSSAI. Manufacturing, expiry, batch no. should be there on the pack. Re-use of oil is strictly prohibited.
- 8.17. Non Vegetarian food should be stored separately and cooked in a separate kitchen with separate utensils. Non-Vegetarian food should be served on separate serving tables.
- 8.18. All food items have to be prepared fresh on daily basis. The leftover food must be disposed daily.
- 8.19. Clean, fresh, nutritious, hygienic and edible food has to be served. Any type of COOKED FOOD shall not be stored / preserved / re-served. The contractor is responsible for the cleanliness of kitchen, Dining Halls, and its surrounding and Deep Freezers, Water Coolers, Refrigerators and the Contractor should ensure cleanliness of kitchen, Dining Halls and its surrounding and Deep Freezers, Water Coolers, Refrigerators. If the above stated areas and if the authorities of NIT finds that the equipment items are in unclean condition, the Authorities of NIT Nagaland will undertake the cleaning of the above and the cost for the cleaning work will be recovered from the Contractor. Disposal of waste management will be the responsibility of contractor. Raw material and ingredients should be of good quality.
- 8.20. Contractors are required to provide uniform to the worker as follows: -
- (a) Grey apron with Grey Cap to the Canteen workers.
 - (b) White Apron with white Cap to Supervisor / Manager.
 - (c) It is to be ensured that whenever the workers are on duty they should be in clean and proper uniform. It is mandatory that workers should wear gloves and a round cap (on head).
- 8.21. The workers employed by the contractor shall wear uniform and name badge, provided by the contractor and the agency, shall be responsible for the discipline of his workers. The workers are not employees of the Institute and shall not have any claim whatsoever on the Institute and shall not act detrimental to the interest of the Institute. The workers shall have to follow the security regulations as directed by Security and Fire Fighting unit of the Institute. Workers shall not form union or

- carry out trade union activities in the campus.
- 8.22. The contractor is not eligible for housing shelter or accommodation in the campus for accommodating Canteen workers.
- 8.23. Sub-letting/sub-contracting the work is not permissible under any circumstances.
- 8.24. Food menu and its respective price are attached with this document (Annexure-V). CIAC can change the menu in consultation with the Contractor. Menu and price can be changed, to suit the availability of seasonal vegetables and their market supply with the permission of institute authority only. Menu may be changed from time to time (not very frequent) to replace items with suitable alternatives (seasonal); which are within the similar price band of 10% on recommendation of the CIAC. Other items may be shuffled but will not be changed.
- 8.25. The contractor shall be solely responsible either for any injury, damage, accident to any worker by the agency or for any loss or damage to the equipment/property in the areas of work.
- 8.26. The institute reserves the right to terminate the contract on a month's notice, if the performance is not satisfactory, without assigning a reason, if in the opinion of the authorities such termination is in the interest of the institute. This termination will not be challenged by the contractor.
- 8.27. If, at any time it is found that the EOI was awarded based on any false/ misleading information furnished by the caterer, the institute reserves the right to terminate the contract immediately.
- 8.28. Items like Aji-no-moto, Baking soda, coloring items etc. are banned and they should not be used. If they are found in the kitchen premises penalty will be imposed.
- 8.29. Electricity required for running the Canteen will be borne by the Contractor.
- 8.30. Regular water will be provided by the institute (only for cleaning not for drinking and cooking purpose).
- 8.31. The Vendor has to pay an amount of Rs.12500/- + Rs.2250/- (18% GST) totaling to Rs.14,750/- monthly rent to the institute.
- 8.32. Vegetarian and Non Vegetarian food will be cooked and served separately.
- 8.33. Major civil and electrical works will be attended by NIT Nagaland. Minor

maintenance jobs such as replacement of light bulbs, tube lights etc. are the responsibility of the catering contractor.

9. DOCUMENTS TO BE SUBMITTED AT THE TIME OF SUBMISSION OF BIDS

- 9.1. EIO Processing fee in the form of Demand Draft/Banker cheque of Rs.5,000/- (Rupees Five Thousand Only) in favour of IRG, NIT Nagaland payable at SBI, Chumukedima Branch. Documents should be downloaded from the website www.nitnagaland.ac.in.
- 9.2. Details of Profile of the Firm with Contact address, phone no. etc.
- 9.3. Demand Draft of Rs.50,000/- (Rupees Fifty Thousand Only) towards Earnest Money Deposit in favour of IRG, NIT Nagaland payable at Chumukedima.
- 9.4. Details of the firm (Annexure-I)
- 9.5. Details of ongoing contracts/completed contracts during the last one year. (Annexure-II). All relevant documents should be enclosed.
- 9.6. Proposed Staff list and qualification of Senior Managing Staff (Annexure-III).
- 9.7. Financial Bid (Annexure-IV)
- 9.8. Details of rates quoted for menu (V)
- 9.9. Satisfactory Completion/Performance certificates from all contracts completed during the previous years.
- 9.10. Copy of Registration/Incorporation of the Agency/Trade License.
- 9.11. Copy of PAN Card and GST etc (**Mandatory**).
- 9.12. All proposal documents must be signed by the authorized person of the firm (with seal).
- 9.13. Financial bid should be kept in separate sealed cover.
- 9.14. Others as desired in the essential qualification.
- 9.15. **NB:** The Institute reserves the right to suspend the EOI process or part of the process, to accept or reject any of the EOI or to modify the process or any part thereof at any time without assigning any reasons thereof without any obligation or liability whatsoever.

10. SAFETY MEASURES

- 10.1. The service provider shall ensure that all safety precautions are properly taken during the process of cooking by his employees. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/ instrument, and fire-fighting equipment etc. placed at the disposal of the Canteen.
- 10.2. The Canteen service provider especially the cooks and kitchen staff should be alert always in order to avoid the presence of unwanted items such as glass pieces, nails, metal wires, hair, cockroaches etc., in the food. Also, the use of stale / spoilt ingredients such as rotten vegetables, infected grains etc., should be avoided.
- 10.3. The kitchen, dining hall, hand wash area, dish wash area etc., should be washed with water and soap solution and moped, after every meal (breakfast, lunch, snacks and dinner) and will be disinfected once in a month or as and when required.
- 10.4. The garbage collected from the kitchen, dining halls, dish wash area will be disposed off every morning in closed bins by separation of bio-degradable waste from non-biodegradable waste. The surroundings shall be kept clean and hygienic.
- 10.5. Only ISI equipment, Agmark Cooking ingredients, Milk of good standard, Refined Oil, Ghee, Branded bread, butter, Jam, and sauce should be used in the Canteen.

11. ARBITRATION

11.1. All disputes or differences whatsoever between the Canteen service provider and the Institute related to the contract will be settled by arbitration as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and shall be binding for all purposes.

12. LEGAL DISPUTE

12.1. Any dispute, which may necessitate legal redressal will be restricted to the jurisdiction of the civil courts at Dimapur (Nagaland) only.

12.2. **FORCE MAJEURE:** If the performance of the obligation of either party is rendered commercially impossible by any of the events hereafter mentioned that party shall be under no obligation to perform the agreement under order after giving notice of 15 days from the date of such an event in writing to the other party, and the events referred to are as follows:

- a) Any law, statute or ordinance, order action or regulations of the Government of India,
- b) Any kind of natural disaster, and
- c) Strikes, acts of the public enemy, war, insurrections, riots, lockouts, sabotage.

12.3. APPLICABLE LAW:

- a) The contract shall be governed by the laws and procedures established by Govt. of India and subject to exclusive jurisdiction of Competent Court and Forum in Dimapur / India only.

- b) Any dispute arising out of this purchase shall be referred to the Director NIT Nagaland, and if either of the parties hereto is dissatisfied with the decision, the dispute shall be referred to the decision of an Arbitrator, who should be acceptable to both the parties, to be appointed by the Director of the Institute. The decision of such Arbitrator shall be final and binding on both the parties.

12.4. REJECTION CLAUSE:

The firm / agency that does not fulfill any of the above conditions or submit incomplete documents in any respect is liable to be rejected summarily.

13. OTHER CONDITIONS

- 13.1. Adequate number of manpower should be supplied so that the work is done in specified time. Sufficient number of workers should be available to carry out the catering services (including cooking, serving, cleaning and day to day maintenance) at the Canteen.
- 13.2. All records shall be maintained by the Contractor as a part of record of day-to-day work done, they shall be daily authenticated by the Canteen Supervisor designated for the work. They shall become the basic documents for preparation of bills on monthly basis.
- 13.3. The works as specified in job specifications have to be carried out as per the schedule and also within the stipulated time given.
- 13.4. The contractor has to appoint (with the concurrence of the CIAC) sufficient number of cooks, kitchen staff, bearers, washers, general cleaners, store helper and supervisor taking into the consideration of the current strength of students at the hostels, which is 700, which may vary from minus (-) 20 percent to plus (+) 20 percent.
- 13.5. The appointed cooks should be specialized in both vegetarian, non-vegetarian, North Indian, South Indian and Chinese dishes.

- 13.6. The contractor has to submit the workers profile to the CIAC for approval and should be employed only on the approval by the Executive Warden.
- 13.7. The Contractor shall fulfil all statutory requirements pertaining to minimum wages being made to the workers under him/her.
- 13.8. The contractor should specify the cleaning items to be used such as Phenyl, Disinfectant. Brooms, Swabbing cloth, Soap Oil, Washing Brush, Mob Stick etc., with their brand, quantity and cost incurred on them every month to the Executive Warden.
- 13.9. The contractor should utilize such quality and quantity of material as required for maintaining high standard of cleanliness within the stipulated time.
- 13.10. The workers employed by the contractor:
 - a) shall not act in any way detrimental to the interest of the Institute.
 - b) are not employees of the Institute and shall not have any claim whatsoever on the Institute.
 - c) have to follow the security instructions as directed by the Executive Warden of the Institute.
 - d) shall not participate in any strike or protest in any form.
 - e) have to do their duty maintaining hygienic, cleaning and safety.
- 13.11. The contractor shall be responsible for the discipline of his workers.
- 13.12. The contractor should keep and maintain the proper books of accounts regarding attendance, acquaintance, wages paid etc., and should produce for inspection to the Institute, whenever asked for.

14. RISK PURCHASE CLAUSE:

- 14.1. If any time during the currency of the contract the Canteen Administration Committee finds that:
 - (i) Services are not provided in time

- (ii) The contractor's/ Service Provider's services are not found satisfactory,
- (iii) Services do not conform to the specifications indicated in the contract,
- (iv) The food items served are not conforming to the quality standard and/or the food items are not palatable

In that event, the Administration Committee/NIT Nagaland will be at the liberty to obtain the services covered under this contract from alternative source(s) at The contractor's/ Service Provider's risk and cost including invoking/restoring to apply any other clause of this EIO document.

- 14.2. Risk Purchase Clause of the conditions of the contract contained in this EOI document provides for effecting purchase at the risk and cost of the contractor/ Service Provider in the event of their failure in making supply of the foods items and rendering canteen services in conformity with the specifications, quality standards, quantity of the food items, etc., mentioned in this EOI document. The food items to be purchased and services to be rendered at the cost of the contractor in such cases are ordinarily of the same or similar specification, but need not be of the particular make mentioned in the original supply order.
- 14.3. On receipt of a report from the CIAC Committee about the failure of the contractor to provide food items and render service as per terms of the contract, a notice will be served to the contractor by the Chairman of CIAC to rectify the deficiency/failure within 7 days failing which the contract will be terminated immediately. It is only when the notice is not complied with that the proceedings of risk purchase are started by calling short-term quotations. The contractor who has failed to provide the food in the past are not eligible for participating in the EOI. If the contractor abruptly stopped, providing food items and/or services for any reasons what so ever the Administration Committee at its liberty under this risk purchase clause to purchase food items and to entrust the work of providing Canteen services on nomination basis for 30 days and parallelly work for obtaining competitive bids for serving food items and canteen services for the remaining

duration of the contract.

15. TERMINATION OF CONTRACT IN THE INITIAL PHASE

The Institute reserves the right to cancel the award of the contract in case the food items/meals are not found satisfactory for first 15 days from the date of the commencement of the contract.

16. SUBSIDY:

- (i) Regular running water will be provided by the institute (only for cleaning and not for drinking and cooking purpose).

17. TERMINATION OF CONTRACT:

- 17.1. One-month notice is required on either side for the termination of the contract if such a condition arises during the contract period. If the services of the contractor are not up to the mark or, the quality of the food is below standard or unhealthy or unhygienic, then CIAC Authorities of the institute are empowered to terminate the contract with a short notice of one month. The opinion of CIAC Authorities is final in so far as the food quality /Canteen management is concerned.

18. OTHER GENERAL CONDITIONS:

- 18.1. Any deviation in terms and conditions or the form of price bid i.e. inclusion/exclusion of Taxes, levies, surcharges and additions heads for charges shall be discussed in Pre-Bid meeting. The Institute Authorities shall modify the EOI documents, if required in the light of the discussion. However, any Bid (Technical/Price) for additional conditions or deleting the conditions mentioned in the EOI shall be summarily rejected if not feasible.
- 18.2. The Contractor cannot sublet the awarded contract/work to any other Contractor/Firm/Agency.
- 18.3. Proper waste management is the responsibility of the contractor (He should Attach waste management scheme reposed).

- 18.4. For reasons beyond the control of CIAC of NIT Nagaland, if Canteen and Food Court is required to be closed without any advance notice, the contractor shall be ready to close the same as instructed by the Chairman of CIAC without any delay. No compensation or extra charges will be paid by NIT Nagaland to the contractor under such extra-ordinary conditions.
- 18.5. CIAC members or any officer specifically appointed by the CIAC can take samples of any food items brought/ prepared by the contractor without any charges, at any time or all days, without any notice, at free of cost.
- 18.6. The Contractor shall not make any additions or alterations in the premises without the prior permission of the competent authority.
- 18.7. The Contractor shall be responsible for fulfilling the requirements of all statutory liabilities pertaining to various labour laws and must be registered with EPF and Medical Insurance, authorities in respect of the workmen assigned to duty at NIT Nagaland Canteen as applicable, in line with orders of Central/ State Government.
- 18.8. NIT Nagaland will not be responsible for any type of compensation, if any labourer/ worker/supplier is injured while on duty. Personal insurance of each labourer has to be taken by the contractor at his cost and proof of the same shall be submitted to NIT Nagaland.
- 18.9. In case of failure or breach of any terms and conditions of the contract, the NIT Nagaland shall have:
- i) the authority to lock the premises and
 - ii) the right to forfeit the security deposit (Decision of CIAC shall be final and binding)

19. PENALTY CLAUSE

- 19.1. The performance will be evaluated monthly by taking the feedback from the Faculty, Staffs and students on the quality and quantity of the food served, cleanliness, hygiene, waste disposal, catering service, punctuality and caterer response. The final decision on the feedback evaluation will be made by the Canteen committee.

- 19.2. Failure to supply food in terms of quality, quantity and as per the menu indicated in Annexure-VI will attract penalty of Rs 10,000/- for every instance. For not adhering to contractual conditions, the CIAC shall be free to impose monetary fine as deemed fit on the contractor.
- 19.3. Vegetables and non-veg items like Chicken, Fish, Egg etc. used should be fresh and of good quality. If any item kept for use is found to be rotten or of poor quality, penalty of Rs 10,000/- will be imposed for every instance .
- 19.4. Items like Aji-no-moto, Baking soda, colouring items etc. are banned and they should not be used. If they are found in the kitchen premises penalty of Rs. 10,000/- on each occasion will be imposed and all such materials will be seized by the Institute.
- 19.5. Kitchen should be kept clean. If it is not kept clean, a fine of Rs. 5,000/- for each occasion will be imposed.
- 19.6. For damages caused by the contractor to the Institute property it will be recovered from the contractor.
- 19.7. Any complaint of insects cooked along with food found in any food item would invite a fine of Rs. 5000/- on the contractor. The contractor should prepare an alternate item immediately when such an incident is reported, pending further enquiry.
- 19.8. Any complaint of soft objects like rope, soft plastic, cloth etc. in food will attract a fine of Rs 5,000/- per complaint.
- 19.9. Any complaint of stones / pebbles of diameter more than 2 mm will attract a penalty of Rs 5,000/- per complaint on the contractor.
- 19.10. 5 or more complaints of unclean utensils in a day would lead to a fine of Rs.10,000/-.
- 19.11. If CIAC committee finds that certain item of a meal was not cooked properly then a fine of Rs. 10,000/- would be imposed on the contractor.
- 19.12. Changes in approved menu (as per Annexure-VI) of any meal without permission

of CIAC committee would result in a fine of Rs. 10,000/- on the contractor.

- 19.13. Fine on any discrepancy (personal hygiene of workers, misbehavior by workers etc.) will lead to fine of Rs. 5,000/- on contractor for every instance.
- 19.14. It is the responsibility of the contractor to see that the drainage lines are properly cleaned to see that the premises are hygienic. If it is found that due to negligence any drain is choked or foul stinking smell is detected, a heavy penalty of Rs. 30,000/- will be levied at each instance of such occurrences.
- 19.15. Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and is decided by the CIAC with the consent of the wardens. Severity of hygiene failure shall be assessed and decided by the CIAC Committee and fined appropriately. In case of gross failure / negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.
- 19.16. The contractor will submit a feedback of 25% or more (out of all dining persons) at the end of every week. The feedback must be taken on minimum following parameters:

S.No.	Parameters	Points (range 1 - 5)*
1	Quality and Taste of cooked food	
2	Quantity of Food	
3	Quality of Raw Material	
4	Cleanliness of utensils	
5	Cleanliness of Canteen workers	
6	Overall performance	

*Point less than or equal to 2 indicate poor, 3-Average, 4-Good, 5-Excellent

(i) If the feedback is 2 (two) points for more than two weeks in a semester then an amount of Rs. 10,000/- will be imposed and if that happens for next 2 times, the CIAC may terminate the contract of the vendor.

19.17. The CIAC / authority nominated by the Director, NITN shall be the Competent Authority with regard to imposition of Penalty. The contractor may appeal to the CIAC Administration Committee for reduction/waiver of penalty. The decision of the Committee shall be final.

20. SUBMISSION OF EOI

Proposals containing all necessary documents are to be sent **in a sealed envelope to “The Registrar, NIT Nagaland, Chumukedima - 797103”** super scribing **“Expression of Interest for Catering Services to the Canteen of NIT Nagaland”**. A EOI processing fee of **Rs.5,000/- (Rupees Five Thousand Only)** non-refundable in the form of DD in favour of **“IRG, NIT Nagaland”** payable at Chumukedima, should also be enclosed against cost of the proposal document. The proposal document can only be downloaded from www.nitnagaland.ac.in. The EIO shall be submitted on or before the due date and time (25-03-2024 at 12.00 Noon). All proposals must be accompanied with an Earnest Money Deposit (EMD) of **Rs. 50,000/- (Rupees Fifty Thousand Only)** in the form of a separate DD/Banker Cheque in favour of **“IRG, NIT Nagaland”** payable at Chumukedima.

21. SELECTION PROCESS:

- 21.1. Price of each item to be quoted by the vendor should be less than or equal to the price mentioned in Annexure V.
- 21.2. Selection will be based on the minimum sum total price of all the food items listed in Annexure V.

REGISTRAR

ANNEXURE-I

Technical Bid

Note- Put in Part – A

ON THE LETTER HEAD OF THE FIRM

1. NAME OF THE FIRM / AGENCY:
2. ADDRESS:
3. MOBILE/PHONE NO. OF THE FIRM:
4. REGISTRATION NO. & DATE:
5. PAN/VAT/GST REGD. NO.:
6. EPF/ESI REGD. NO. (If any):
7. VALID LABOUR LICENCE (If applicable):
8. NAME OF THE MANAGING PERSON:
- MOBILE NO.:
9. EMD DETAILS: BANK DRAFT NO.:.....DATE..... FOR Rs.50000/-
10. PROCESSING FEE: BANK DRAFT NO.:.....DATE..... FOR Rs.5,000/-

DATE:

PLACE:

AUTHORIZED SIGNATORY

NB:(Please enclose the following documents)

1. GST registration and PAN.
2. Order Copy of other organizations.

ANNEXURE – II

Technical Bid

Note: Put in Part – A

ON THE LETTER HEAD OF THE FIRM

a. Details of Ongoing Contracts:

SL. NO.	Name of the Organization with address, email and contact no.	Period of Contract (From-To)	Nature of work undertaken	Value of Contract (Rs.)
1.				
2.				
3.				

b. Details of Previous Contracts:

SL. NO.	Name of the Organization with address, email and contact no.	Period of Contract (From-To)	Nature of work undertaken	Value of Contract (Rs.)
1.				
2.				
3.				

Copies of the completion certificate for the Previous Contracts shall be attached

Signature of the Bidder

ANNEXURE – III

Technical Bid

Note: Put in Part – A

ON THE LETTER HEAD OF THE FIRM

SL. NO.	Name of Canteen	Proposed Manpower for the Canteen	Qualification of the person to be employed	Proposed nature of duty
1.				

Signature of the Bidder

ANNEXURE – IV

Financial Bid

Note: Put in Part – B

Part - B

Financial Bid for Catering services to the Canteen cum Food Court of NIT Nagaland, Chumukedima.

Rates to be quoted following the table mentioned in Annexure V.

* No conditions to be attached. Prices should remain valid for 6 months beyond the date of the EOI opening.

Note: The L1 shall be considered on the Net Total (*) only.

Signature of the Bidder

ANNEXURE –V

Menu

North Indian Dishes				
Sl. No.	Items	Menu	Quantity	Rates(Rs.)
1	Bread Butter	2 bread slices with 10 gms butter chiplet of total weight	70 gms.	20
		Tomato Ketchup sachet. Salt/Pepper	15 gms	
2	Bread Omlette	2 bread slices with 1 egg omlette	70 gms.	30
		Tomato Ketchup sachet. Salt/Pepper	15 gms	
3	Roti Sabji	4 pcs hot Tawa roti	6 inch circle	30
		Ghoogni/Aloo Matar		
4	Poori Sabji	4 pcs Poori	4 inch circle	40
		Ghoogni/Aloo Matar	100 gms	
5	Chole Bature	2 pcs Bature	100 gms	50
		Chole	100 gms	

South Indian Dishes				
Sl. No.	Items	Menu	Quantity	Rates(Rs.)
1	Idli /Vada	Idli(4 nos.) / Urad Vada (4 nos.)	200 gms.	30
2	Uttapam	Plain/Onion	100 gms.	30/40
		Sambar, Chutney	.	
3	Pongal	Pongal	200 gms.	30
		Sambar, Chutney		
4	Dosa	Plain/Onion/Egg/Paneer/Masala/Ghee/Cheese	200 gms	30/40/50/50/40/50/50

Chinese Dishes				
Sl. No.	Items	Menu	Quantity	Rates(Rs.)
1	Fried Rice	Veg/Egg/Chicken/Mixed	200 gms	60/70/80/90
2	Chowmein	Veg/Egg/Chicken/Mixed (Hakka/Gravy)	200 gms	60/70/80/90
3	Manchurian	Veg/Chicken	150 gms	40/60
4	Chilli Chicken	Chicken with onion, capsicum (Dry/Gravy)	150 gms	60
5	Soup	Veg/Chicken (Hot & Sour/Sweet Corn/Tomato)	200 ml	40/60
6	Momo	Veg/Chicken with soup	6 pcs	40/60

Thali				
Sl. No.	Items	Menu	Quantity	Rates(Rs.)
1	Veg Thali	Rice (200 gms), Dal (100 gms), Mixed Vegetables seasonal (100 gms), Paneer curry (100 gms), Papad (1), Pickle	500 gms	70
2	Egg Thali	Rice (200 gms), Dal (150 gms), Mixed Vegetables seasonal (100 gms), Egg curry (2 pcs), Papad (1), Pickle	550 gms	70
3	Fish Thali	Rice (200 gms), Dal (150 gms), Mixed Vegetables seasonal (100 gms), Fish curry (100 gms), Papad (1), Pickle	550 gms	80
4	Chicken Thali	Rice (200 gms), Dal (150 gms), Mixed Vegetables seasonal (100 gms), Chicken curry (100 gms chicken), Papad (1), Pickle	550 gms	100
5	Paneer Biryani	Basmati Rice (200 gms), Paneer (150 gms), Raita (150 gms)	450 gms	90
6	Chicken Biryani	Basmati Rice (200 gms), Chicken (150 gms), Raita (150 gms)	450 gms	100

A-la-carte				
Sl. No.	Items	Menu	Quantity	Rates(Rs.)
1	Chicken Dry Fry	4 pcs fried chicken	200 gms	60
2	Chicken Gravy	Butter/Kadai/65 (2 pcs chicken)	100 gms	60
3	Egg Curry	2 pcs egg curry	100 gms	30
4	Paneer Gravy	Matar/Butter/Shaahee/Kadai		
5	Tea	Black/Milk/Ginger/Masala(Ginger + Cardamom+Cinamom+ Bay leaves)	200 ml	5/10/15/20
6	Coffee	Black/Milk	200 ml	10/15
7	Samosa		100 gms	10
8	Pakora	Veg/Onion/Egg/Chicken/Paneer	200 gms	30/30/30/40/40
9	Aloo Chop	2 pcs	100 gms	10
10	Roll	Veg/Egg/Chicken/Paneer	6 inch	30/40/50/50
11	Boiled Egg		1 pc	10
12	Omelette/Egg Poach	Single/Double Egg	1 pc	15/25
13	Roti		1 pc	5
14	Paratha	Plain/Aloo/Paneer	1 pc	10/30/30
15	Sandwich	Veg/Egg/Chicken	1 pc	20/30/40
16	Burger	Veg/Chicken	1 pc	40/50
17	Masala Omlettee	Single/Double	1 pc	20/30
18	Cheese Omlette	Single/Double	1 pc	30/40

Pre ordered Buffet (Minimum 10 persons)		
Sl. No.	Menu	Rates(Rs.)
1	Basmati Rice / Pulao, Chicken Butter Masala / Fish Masala, Navaratan / Mixed Vegetables, Yellow Dal, Green Salad	200
4	Basmati Rice / Pulao , Roti / Puri, Chicken Curry / Butter Masala, Paneer Masala / Mushroom, Fish Fry / Masala, Dal Makhani / Dal Fry / Yellow Dal, Mixed Vegetables, Curd / Raita, Salad, Papad, Drinking Water Bottle, Coffee / Tea	250
6	Veg Pakoda, Chicken 65 / Tandoori / Grilled Chicken, Veg / Chicken Soup, Basmati Rice / Pulao / Biryani, Roti / Puri, Chicken Curry / Butter Masala, Paneer Masala / Mushroom, Fish Fry / Masala, Dal Makhani / Dal Fry / Yellow Dal, Mixed Vegetables, Curd / Raita, Salad, Papad, Ice Cream, Drinking Water Bottle, Coffee / Tea	300

ANNEXURE –VI

The contractor shall procure wholesome food articles of good quality. The quality of some of the items is specified below

Wheat Flour Decided by HAC	Aashirwad, Annapurna, Nature Fresh, Shakti Bhog, Ginni, Pilsbury, Rajadhani, Fortune or equivalent available in market
Oil Decided by HAC	Refined Mustard oil of Patanjali, Fortune, Engine, Dhara / Refined sunflower oil of Dabur, Fortune, Sundrop / Saffola / Engine / Refined groundnut oil of Dhara, Sundrop, Fortune, Saffola and fortune, shall only be used. Use of Hydrogenated (vanaspati) oil is prohibited) Re-use of oil is strictly prohibited.
Ghee	Patanjali Cow Desi Ghee, Amul, Mother Dairy, Britannia, Anik
Daily Rice	India Gate Kolam Rice, KRT, Ripuraj, India Gate, Fortune, Dawaat, Kohinoor
Spices	MDH, Everest, Catch, Everyday

Tomato Sauce	Maggi, Kissan , Heinz (To be served strictly in pouches/sachets) Nestle Druk
Pickle	Mother's Recipe, Nilon's, Tops, Priya
Basmati Rice for Biryani, Fried Rice and others	Devaaya Biryani Basmati Rice, Daawat Super Basmati Rice, Kohinoor Basmati Rice
Salt	Tata, Annapurna, Nirma, Captain cook Nature fresh
Milk	Dimul, Amul Taaza, Sudha, Nestle
Butter	Amul, Nutrilite
Jam	Maggi, Kissan, Heinz / Tops
Bread	Niathu, Popular, Sneha, Daily Fresh or equivalent brand available in the market
Tea Leaves	Tata gold, Taj Mahal, Brook Bond Tea Brooke Bond, Lipton, Tata, Taaza, Taj Mahal, Amalgamated Plantations, Korangani
Instant Noodles	Nestle, Top Ramen, Knorr, Nissin
Paneer	Amul, Mother Dairy, Purabi, Red Cow
Soya	Nutrella
Coffee	Nescafe, Bru, Tata Café

Note: Exact brand of the rice shall be approved at the time of signing the contract. Every new purchase of new brand of rice, shall be approved by both the CIAC Committee.

To the extent possible, the Contractor/Canteen Service Provider shall use banana leaves for serving food at least once in a week in order to save usage of water and avoiding usages of detergents for cleaning of plates. The Contractor/Canteen Service Provider can make use of the banana leaves available in the institute gardens area using their laborers.

DECLARATION BY THE CONTRACTOR

I/We have carefully read the terms and conditions of contract as contained in EOI Notice No EOI/NIT-N/CIAC/2024/03-01 dated: 05-03-2024 and agree to abide by these terms. If, I/We fail to fulfill any of the terms and conditions of the contract, then Director has the right to cancel the contract without any further correspondence and NIT Nagaland has no financial liability. I/We promise to pay the compensation or fine in case of suchfault.

Place:

(Signature of Bidder)

Date:

Name & Designation