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COTTON UNIVERSITY

Expression of Interest (EOI) for Hiring of Agency for
Providing Hostel Mess Service

EOI No. CU/DSW/2023/107

Dt. 02/08/2023

COTTON UNIVERSITY
PANBAZAR, GHY.01, ASSAM

May

**Expression of Interest (EOI) for Hiring of Agency for Providing Hostel
Mess Service**

EOI No: CU/DSW/2023/107

Date: 02/08/2023

1	Name of the Tender	HIRING OF AGENCY FOR PROVIDING HOSTEL MESS SERVICE AT SRB HOSTEL, COTTON UNIVERSITY GUWAHATI CAMPUS
2	EOI to be download from COTTON UNIVERSITY Website	www.cottonuniversity.ac.in
3	Site/location visit if required	During Office hours (1100 Hrs to 1400 Hrs) up to 11.08.2023 on working days.
4	Application Fess	Requisite ICICI Bank Challan- 'FEE CODE 011' which is meant for payment of a mandatory Application fee worth INR 1000/- can be downloaded from the University website
5	EMD cum SD Money	Rs.1,00,000/- (Rupees One lakh only) shall be submitted vide Demand Draft only in favour of Registrar, CU payable at Guwahati.
6	Pre Bid Meeting	09 th August, 2023
7	Last Date & time for submission	The date of submission inclusive of postal / other courier : 16/08/2023 on or before 1.00 PM
8	Date of Opening EOI	16/08/2023 at 2.00 PM
9	Mode of Submission of EOI	The bidder has to submit the hardcopy of bids i.e. Technical Bid and Commercial Bid.
10	Contact	Office of the Director, Students Welfare.

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HIRING OF AGENCY FOR PROVIDING HOSTEL MESS SERVICE
AT COTTON UNIVERSITY GUWAHATI CAMPUS

1. **Introduction**

- 1.1. COTTON UNIVERSITY is desirous of engaging an Agency to Provide Mess Service at SRB Boys' Hostel at COTTON UNIVERSITY Guwahati Campus to basically cater to the Students at the Institute.

2. **Scope of services.**

- 2.1 Mess Service are to be operated at one location within the COTTON UNIVERSITY campus, to undertake On-Site cooking and Serving of food to inmates of the Hostels during the period from August 2023 to June 2024. The Details are as given below:-

S/N	Type of Service	Category of Users	Approximate Daily Volume	Particulars	Remarks
I. COTTON UNIVERSITY Boys' Hostel Mess : with full-fledged cooking Service					
1	Students Mess	Students	126	Breakfast, Lunch, Dinner	

- 2.2 The menu for the Student's Mess is given at **Appendix-A**.

3. **Pre-Qualification Criteria**

- 3.1 The tenderers should meet the qualifying requirement as mentioned below of the tender document. Tenders not meeting the qualifying requirements shall be summarily rejected. Tenders of those only tenderers, which are found to be meeting the qualifying requirement, shall be taken up for detailed evaluation.

4. **Qualifying Criteria.**

- 4.1 **Experience Criteria.** The tendered should have the following qualifying experience criteria;

- a) Minimum three (03) years continuous experience in providing Mess/Catering services to University of National Importance/ Centrally Funded Technical Institutes (CFTIs)/Central or State Universities/ well reputed private institutions with more than 100 capacity students/boarders in India during the last 03 (three) years as on 31.07.2023 Detailed list of Service provided at Institutional level needs to be submitted with supporting documents.
- b) The tenderer should have had at least one Mess/Catering service contract running anywhere in the country specially in the Guwahati Region or North-East, with feeding strength above 100 during Financial Year 2023-24.

- c) Letter of Recommendation: The tenderer should provide *Letter of Recommendation* from at least 2(two) Organizations/Institutes, stating the nature of services they have provided. The Organization/University should mention that the services provided by the vendor is satisfactory and reasons thereof, if any.
- d) The tenderer should not have been blacklisted or have any contract prematurely terminated by the contractee, anytime during the past five years. Towards this, 'Satisfactory Completion Report' issued by all relevant contractees during said period must be submitted.
- e) For calculation purpose, 31 July 2023 will be the reference date.

4.2 Financial Criteria.

The tendered should have the following qualifying financial criteria;

- a) The tenderer should have achieved average annual turnover of at least ₹10 Lakhs during the period 01 Apr 2020 to 31 Mar 2023.
- b) The tenderer should have successfully completed at least one contract with annual value of Rs. 20 Lakh only.
- c) Profit & Loss Statement of tenderer should show profit for a minimum of three Financial Years during the past five years.

5. Statutory Requirements (must be submitted in the Technical Bid).

5.1 The following mandatory documents are to be submitted along with the tender:

- a) GST Registration Certificate & PAN Number.
- b) ESI & EPF Registration Certificate.
- c) Valid and up to date FSSAI Certificate.
- d) ISO 9001:2015 certification.
- e) Empanelled in "Eat Right India" campaign by FSSAI will be preferred.

5.2 Above statutory registrations/licenses must be under the jurisdiction of local government, wherever applicable.

6. General Information and Instructions for the Bidders

Information on issuance of corrigendum, if any, related to this tender will also be available on University Website.

- a) Please read all the Terms & Conditions carefully before filling up the document. Incomplete Tender Documents will be rejected.
- b) All pages of the Tender Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the Terms and Conditions of this Tender
- c) The Last date and time for submission of the Bids: 16/08/2023 up to 01:00 PM.

- d) Inspection of Site/location: Interested parties shall visit and examine the site and its surroundings at their own cost and shall satisfy themselves before submitting the EOI as to the nature of works area and scope of work, local statutory regulations, safety measures and other circumstances which may influence or affect his Offer of EOI. No extra charges consequent on any misunderstanding or otherwise shall not be allowed.
- 6.2 **Pre-Bid Meeting:** A Pre-Bid Meeting will be held in the Conference Hall of the MCB building ground floor on 09/08/2023 at 1500 hrs.
- 6.3 **Two-Bid system:** Under two bids system, only the Technical Bid would be opened on the time and date mentioned above. Commercial bids of only those firms will be opened whose technical bids are found compliant/suitable after technical evaluation is done by appropriate authority of the university.
- 6.4 **Forwarding of Bids:** Bids should be submitted by Bidders furnishing details like valid GST registration number, Bank account details with address and complete postal address of their office & e-mail ID.
- 6.5 **Modification of Bids:** No modification will be allowed after submission of the bid/EOI.
- 6.6 **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, COTTON UNIVERSITY may, at its discretion, ask the bidder for clarification of their bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
- 6.7 **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. Conditional tenders will be rejected.

6.11. Earnest Money Deposit (EMD)

- (a) Earnest Money Deposit cum SD money of Rs. 1,00,000/- (Rupees One lakh only) shall be submitted vide Demad Draft only in favour of Registrar, Cotton University payable at Guwahati along with the Technical Bids.

7. Special Instructions to Bidders for the submission of the Bids :

- 7.1 The bidder should read the terms and conditions and accepts the same before proceeding further to submit the bids.
- 7.2 The bidder has to submit the tender document(s) hardcopy as per the time limit provided in this EOI notice.

8. General Conditions of contract:

8.1 Terms and conditions: Matters pertaining to running and operating of Catering Services are listed in Terms and Conditions as **Appendix B**. The tenderer/Vendor is required to go through this document and understand the statutory obligations and the functioning and operations of the mess before applying for the tender.

8.2 Submission of Tender / Bid: Vendors are requested to submit the Tender/ Bid in two parts, as follows:

- i. **Part I (Technical Bid).**
- ii. **Part II (Price Bid).**

Part I- Technical Bid

- i. The following documents will form part of the technical bid:
 - a) Annexure I : Organization Details and Financial Profile of the Tenderer.
 - b) Annexure II : Details of clients with contact number.
 - c) Annexure III : Data for Evaluation of Technical Bids.
 - d) Annexure IV : Details of Manpower Proposed to be deployed at COTTON UNIVERSITY Guwahati
 - e) Application Fees paid copy.
 - f) Seal and signed copy of this bidding documents complying all terms & condition.
 - g) All the documents listed in the **Point (5)** like EST, EPF, GSTIN, valid FSSAI certificate etc.

Part II -Price Bid

The Price bid should be submitted as per the format provided in this bid document. **Maximum quotable rate is capped at ₹120.00 per student per day (excluding GST). Per day per student rate quoted more than the above amount (excluding GST) will be summarily rejected.**

8.3 Evaluation of Tenders

- i. Quality and Cost Based Selection (QCBS) method of Bid Evaluation would be adopted to select the most competent and bidder with the best value solution offering. Under QCBS, the technical proposals will be allotted weightage of 60% while the financial proposals will be allotted weightages of 40%. Details on the evaluation methodology and illustration are explained in the Terms of Reference (TOR) at **Annexure-VII**.
- ii. The tenderers should meet the qualifying requirement as well as **statutory requirements** as mentioned in EOI. Tenders not meeting the qualifying and statutory requirements shall be summarily rejected. Tenders of those tenderers, which are found to be meeting the qualifying requirement, shall be taken up for detailed evaluation.

- iii. In case the tender does not fully comply with the requirement of Tender Document and in case the Tenderer continues to stipulate exceptions and deviation to the clauses of Tender Document and if the same is not acceptable to COTTON UNIVERSITY, then the tender will be rejected.
- iv. Proposed deployment of resources like manpower shall be complied with as per the requirements specified and will be completed prior to the commencement of work. Since the Tender is with respect to Mess services, the University will consider the overall performance of the tenderer including the rates/price quoted. The University desires to offer the Mess contract to appropriate contractor(s) having all-round capability in terms of food quality, quantity, hygiene standards, technical/skilled manpower, **use of sophisticated equipment (Dish Washer, Roti maker, Vegetable peeler etc.)**
- v. Performance of tenderer on works executed / under execution shall be taken into consideration before selecting the tenderer for opening of his price part.
- vi. The tenderers shall not mention their rate of any items or total quoted price anywhere in the Technical Bid (Part-I) part of the Tender. If tenderer specifies rate of any items or total quoted price in the Technical Bid (Part-I) part of the tender, then his/her offer shall be rejected summarily.
- vii. The University may form a committee or depute suitable officials for evaluation of the technical bids received and to determine the eligibility and responsiveness of the tenders received. The committee on scrutiny of the tenders so received would be determining and laying down the criteria and evaluation method for determining the responsiveness of the tenders received and short listing the tenders/vendors for the next stage of selection, i.e. opening of the price bids of shortlisted vendors.
- viii. **The tenderers shall submit documentary evidence in support of the all qualification criteria.** Tenders with all information and supporting documents by way of copies of work orders and audited Balance Sheets, including Profit & Loss Statement, Annual Turnover Statement, latest Income Tax Certificate, financial and ranking system requirements, alone will be considered.
- ix. For the purpose of ascertaining the experience and financial criteria, the experience and financial criteria of the tendering entity shall alone and not of its sister concerns or others will be taken into consideration.
- x. There shall neither be any case or charge under investigation/ enquiry / trial against the tenderer, nor convicted in a Court of Law nor suspended / black listed by any organization on any grounds.
- xi. COTTON UNIVERSITY reserves the right to use in-house information for assessment of capability of tenderers including rejection of tender(s) in the technical evaluation/ Price Bid evaluation stages. This will include past performance in the Institute, feedback from other concerned institutions/organizations etc. The decision of COTTON UNIVERSITY regarding the tender will be final and binding. If the performance of the tenderer is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including COTTON UNIVERSITY, then COTTON UNIVERSITY reserves the right to reject the tenders submitted by such tenderers at the technical scrutiny/ Price Bid Evaluation stages.
- xii. Technical evaluation of bids will be carried on the basis of qualifying criteria mentioned at Point No:4 Qualifying Criteria (Page-6) and marks will be awarded as under:

Parameters	Attributes	Marks/Score (Max. 60)
Experience of the firm	More than 10 years	15

	Above 5 years to up to 10 years	12
	3 years to 5 years	10
Annual turnover of Bidder	Above 50 Lakh	15
	Above 30 Lakh to Up to 40 Lakh	12
	15 Lakh to Up to 29 Lakh	10
Annual value of the single largest contract for running Mess Services	Above 50 Lakh	15
	Above 30 Lakh to Up to 40 Lakh	12
	15 Lakh to Up to 29 Lakh	10
Letter of Recommendation	Above 5 letters	15
	3 -5 more letters	12
	2 letters	10

- xiii. **Only those bids which achieve total 40 or more marks/score in above mentioned technical evaluation marking/scoring scheme will be eligible for price bid evaluation.**
- xiv. The price bids so received would be scrutinized by a duly constituted committee or nominated officials for the purpose. The quoted prices shall be checked to determine the arithmetical accuracy of the same.
- xv. The price bids of the technically qualified bidders will be evaluated following QCBS method (Details on the evaluation methodology and illustration is explained in the Terms of Reference (TOR) at **Annexure-VII**).
- xvi. Techno-commercial discussions with the Successful Bidder shall be arranged, if needed. Tenderer or his authorized representative(s) shall attend the discussions and sign the minutes of meeting on behalf of his organization. The authorized representative(s) must be competent and empowered to settle all technical and commercial issues during the discussion.

Final Selection of Vendor(s)

- i. The Successful Bidder, whose tender is accepted by COTTON UNIVERSITY, shall be issued a Letter of Intent. The Successful Bidder shall confirm acceptance by returning a signed copy of the Letter of Intent.
- ii. COTTON UNIVERSITY shall not be obliged to furnish any information / clarification / explanation to the unsuccessful tenderers, the University shall correspond only with the successful Bidder.

8.4 Award of Contract (General conditions for award of Contract).

- i. The Successful Bidder will be awarded the contract for a period of 11 (Eleven) months. The period of contract can be extended for a further period of twenty four (24) months, on year to year basis based on the performance of the Contractor, duly assessed by the University and on mutually agreed terms.
- ii. In case, the vendor is found lacking in providing the desired services in running the mess operations the contract is liable to be cancelled and the University may offer the contract to the L2 bidder.
- iii. The Contractor shall mobilize his resources and take up operations from the due date immediately on receipt of Work Order and the contract shall commence from the dates mentioned in the work order.

- iv. Within (maximum) two weeks from the date of acceptance of the order by the selected Bidder, the Bidder shall execute an Agreement on non-judicial stamp paper of appropriate value with COTTON UNIVERSITY at in a format prescribed by COTTON UNIVERSITY and the selected Bidder. The successful bidder shall commence operation within two weeks from the date of award of the Contract or the firm date as specified by COTTON UNIVERSITY
- v. The EMD money will be kept as SD Money for the period of contract/agreement. The EMD money will be returned after successful completion of the agreement without any interest, i.e. Interest Free.
- vi. The Contractor shall observe all the existing rules and regulations regarding labour employment and shall indemnify and keep the University indemnified from all the claims in this respect.
- vii. The successful Tenderer shall make his own arrangements for the services as specified in the Tender Document.
- viii. If at any point of time, it is found by COTTON UNIVERSITY, that the Tenderer has furnished false information, COTTON UNIVERSITY may reject the tender/contract.
- ix. **Initial three months will be considered as trial period.** If the performance during the trial period is found to be un satisfactory, the University is in liberty to terminate the agreement without notice or further increase the duration of the trial period after due warnings for improvement.
- x. The Tenderer is responsible for sourcing his vendors for supply of provisions, vegetables, milk, soft drinks, snacks etc. The Tenderer is solely responsible for the agreements, contracts payments to these vendors and shall keep the University indemnified form any liabilities to these vendors. The Tenderer will issue a written undertaking to each his/her vendors that the tenderer is solely responsible for all matters pertaining to the supplies and payments being made and COTTON UNIVERSITY Guwahati is indemnified form any liabilities to these vendors. Original copies of the same will be deposited at the Institute.

8.5 Contract Document

- i. The tenderer, whose tender has been accepted by COTTON UNIVERSITY, shall enter into formal agreement with COTTON UNIVERSITY at the date and place to be notified by the Institute.
- ii. Contract documents for agreement shall be prepared after award of works as intimated to the successful tenderer by a letter of acceptance. The Agreement and tender documents together with the annexed documents and tenderer's acceptance thereof shall constitute a binding contract between the successful tenderer and the university. Contract documents to be signed between COTTON UNIVERSITY and successful tenderer shall consist of following:
 - a) Original tendering document.
 - b) Addendum issued to tenderer, if any.
 - c) Letter of acceptance.
 - d) Detailed letter of award/acceptance along with agreed variation / amendment and other enclosures.
 - e) Different types of menu and accepted rates.
 - f) Performance Guarantee/Security Deposit as deposited as EMD.
 - g) Agreement on stamp paper of appropriate value.
 - h) Any other instructions/orders/notes etc. issued from time to time.

8.6 Performance Guarantee/Security Deposit

- i. The deposit will not bear any interest and the same shall be refunded to the Contractor on due performance of the contract after adjusting dues, if any, on this account.

8.7 Penalty Clause

- i. Bidder will be required to maintain a complaint register for each Mess, which will be put up to Mess Office on weekly basis, along with details of corrective action taken. Messing Committee comprising of representatives of Contractor, Mess Office, Students' Council and General Administration will look into recurring and serious complaints. Based on recommendations of Messing Committee or appropriate authority will issue statutory notice to the Contractor. Penalty will be imposed as per the decision of the Cotton University authority.
- ii. Damages to University property will be charged on actual basis.

8.8 Extension of Contract: In the month of June or as decided by the competent authority, the Messing Committee will evaluate the performance of Contractor and make recommendations to the Competent Authority. Based on recommendations of the Committee, decision regarding extension of contract will be taken. However, the total contract period cannot extend beyond three years.

8.9 Subletting of Contract: The contractor/vendor shall not assign and or sub-let the contract or any part thereof or any benefit or interest therein or there-under without the prior written consent of Registrar, COTTON UNIVERSITY and such consent shall not relieve the contractor/vendor from any liability or obligation under the contract and the contractor/vendor shall be fully responsible for the acts / defaults and neglects of his agent's, servants or workmen as if they were the acts, defaults or neglects of the contractor/vendor, his Agencies, servants or workmen.

8.10 Performance of Vendors: COTTON UNIVERSITY shall assess the contractor/vendor's overall performance with respect to quality and adherence to time schedule of work done at regular interval and take a decision regarding assigning further work to him in case the performance of the contractor/vendor is found to be unsatisfactory by COTTON UNIVERSITY. The decision of the Registrar, COTTON UNIVERSITY or any other officer authorized by him shall be final and binding on the contractor/vendor for the purpose of determining "satisfactory services".

8.11 Termination of Contract

- i. COTTON UNIVERSITY reserves its right to terminate the contract for any reason at its absolute discretion including, but not limited to the following:
 - a) If the contractor/vendor is adjudicated insolvent by a Competent Court of Law or files for insolvency or the contractor/vendor Company is ordered to be wound up by a Competent Court.
 - b) Contractor/vendor commits any material breach of the terms of this contract with COTTON UNIVERSITY or if found guilty of any malpractice in the performance of the contract.
 - c) If any charge-sheet is filed by the Competent Authority of the Government against the contractor/vendor or its company or the contractor/vendor is convicted by a criminal court on grounds of moral turpitude.
 - d) In the event of unsatisfactory service or failure on the part of the contractor/vendor or if the contractor/vendor shall neglect to execute the work with due diligence or expedition or shall refuse or neglect to comply with any reasonable order given to him by COTTON UNIVERSITY in connection with work or shall contravene the provisions of the contract, COTTON

- d) In the event of unsatisfactory service or failure on the part of the contractor/vendor or if the contractor/vendor shall neglect to execute the work with due diligence or expedition or shall refuse or neglect to comply with any reasonable order given to him by COTTON UNIVERSITY in connection with work or shall contravene the provisions of the contract, COTTON UNIVERSITY shall have the option to declare the contract as cancelled and may get the work executed by any alternate sources at the contractor/vendor risk and cost. In such an event the contractor/vendor shall have no claims whatsoever against COTTON UNIVERSITY in consequence of such termination of the contract. The decision of COTTON UNIVERSITY in terminating the contract will be final and binding on the contractor/vendor.
- e) In case the vendor fails to comply with all the statutory compliances. The vendor will ensure payment of wages as per Minimum Wages laid down by the Government, timely payment of wages to their employees, Opening and subscribing to EPF, ESI etc. for the employees engaged at COTTON UNIVERSITY, Guwahati and timely and correct payments of the same.
- i. COTTON UNIVERSITY reserves its right to remove from the list of approved contractor/vendor or to ban business dealings with the contractor/vendor if found to have committed fraud, deception, misconduct etc. and also to suspend business dealings pending investigation.
- ii. COTTON UNIVERSITY reserves the right to accept or reject any or all the Tenders (Tenders) or any part thereof at any stage of process without assigning any reason whatsoever. COTTON UNIVERSITY has no obligations to accept the lowest offer. COTTON UNIVERSITY's decision in this regard shall be final and binding.

8.12 Force Majeure: If either party is prevented from the performance of its obligations in whole or in part for reason of Force Majeure, viz., acts of God, acts of Government, acts of public enemy, war, hostility, civil commotion, blockade, sabotages, riots, fire floods, earthquake, explosions, epidemics, strike and lawful lockout, the period of Force Majeure shall be excluded accordingly. If Force Majeure event(s) continue beyond the period of three months, the parties shall hold consultation to chalk out the further course of action. Neither party can claim any compensation from the other party on account of Force Majeure.

8.13 Conciliation: Any dispute or difference whatsoever arising between the parties relating to or arising out of Contract, shall be settled first by Conciliation in accordance with the Govt. Rules and settlement so rendered between the parties.

8.14 In pursuance thereof shall be final and binding on the parties. Reference to Arbitration shall be made only when the Conciliation has failed. All disputes will be subject to Kamrup Metropolitan Jurisdiction only.

8.15 Executing Authority: The Registrar, COTTON UNIVERSITY, Guwahati or his authorized representative shall be the Executing Authority for this job. All the Bills pertaining to the work order shall be submitted to the concerned office for processing for release of payment on monthly basis.

8.16 Accommodation, Gate Pass etc.: COTTON UNIVERSITY will provide a few space/rooms for mess workers to stay in the COTTON UNIVERSITY Boys' Hostel Kitchen Block or in a suitable place as decided by the authority. The Contractor/vendor shall be responsible for maintaining the rooms and if extra rooms are required, they will be arranging of their own. COTTON UNIVERSITY shall provide necessary assistance to obtain gate passes to the mess workers.

APPENDIX-A

The menu for breakfast, lunch and dinner is as follows:

Breakfast	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
Hot Beverage	Milk Tea / Red Tea	Milk Tea / Red Tea	Milk Tea / Red Tea	Milk Tea / Red Tea	Milk Tea / Red Tea	Milk Tea / Red Tea	Milk Tea / Red Tea	
Main	Puri sabji	Bread Jam	Puri-Sabji	Bread + Jam	Rice / Puri-sabji	Puri Chana Sabji	Puri-sabji	
Lunch	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice / Veg Biryani	
Dal	Moong Dal fry	Mix Dal	Mix Daal	Arhar Dal	Mix Daal	Mix Daal	Moong Dal	
		(Moong +Chana +Arhar)		Aloo /Green Matar Gravy	Potato+Black Chana Sabji			
Veg-1	Seasonal Mix veg	Seasonal Mix veg/ Dum Aloo	Aloo Pitika			Seasonal Mix veg/ Soyabean	Brinjal Aloo	
Veg-2							Chana Masala	
Dinner	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice	
Dal	Dal Tadka (Chana Dal)	Chana Dal	Moong Dal	Sambhar Dal	Mix Dal	Dal Tadka (Chana Dal)	Arhar Dal	
Non Veg/veg	Egg curry(1pc)		Chicken Masala		Fish Curry		Chicken Curry	
Veg	Seasonal Mix Veg	Seasonal Mix Veg	Matar Paneer	Seasonal Mix Veg	Seasonal Mix Veg	Seasonal Mix Veg	Paneer Butter Masala	
			Onion everyday in dinner					

NB:

1. 06 (six) special lunches/dinners will be served in a calendar year. The dates of the special lunches will be fixed by the committee usually; special lunches/dinners are served during festive days e.g. Independence Day, Magh Bihu, Holi, Diwali etc.
2. Sick Students under bed rest should be provided with food to be taken to their rooms.
3. Raw materials used in food production must be branded and Agmark certified. Loose food products will not be used.
4. All raw materials will be put up for inspection by COTTON UNIVERSITY's DSW/Warden/Mess committee prior to use.
5. Details of regular suppliers of raw materials will be shared with COTTON UNIVERSITY Committee for matter related to outsourcing of the university hostel mess to facilitate periodic inspection.
6. Left-over food will be disposed-off on daily basis.

Brands of consumables permissible in Hostel

Sl. No.	Mess Item	Brand
1.	Salt	Tata, Annapurna, Nature fresh
2.	Spices	Catch, Badshah, Everest, M.D.H. Masala,
3.	Ketchup	Maggi, Kissan
4.	Oil	Sunflower, Sundrop, Godrej, Saffola, Fortune, Dhara, Engine (Use of Hydrogenated (vanaspati) oil is prohibited)
5.	Pickle	Mother's recipe or Pravin or Priya or Nilon's
6.	Atta	Ashirvad, R a j d h a n i , Annapurna
7.	Papad	Lijjat/Bikaji/Oswal
8.	Butter	Amul, Britannia, Mother Dairy
9.	Bread	Repose, Homa, Holsom, Diamond, Sheikh Brothers
10.	Jam	Kissan or Maggi
11.	Ghee	Amul, Mother Dairy, Britannia, Annapurna
12.	Paneer	Amul/ Mother Dairy/ Govardhan/Purabi
13.	Tea	Brook Bond, Lipton, Tata

The caterer may use any other standard/ FPO approved brands only if permitted by the Mess Committee in writing.

TERMS AND CONDITIONS

A. Site Particulars

Cotton University is situated at Panbazar, Guwahati-781001, Kamrup, Assam.

- a) The tenderer is advised to visit and examine the site and its surroundings and obtain for him-self all information that may be necessary for preparing the tender and entering into a contract for execution of the work.
- b) The tenderer may also enquire about the availability and supply of provisions to enable the vendor to obtain timely and correct supplies.
- c) The Service available in the campus and the respective messes will be made available on basis. The tenderer can examine the same before submitting their tenders. **If any additional utensils, equipment and refurbishing of the existing ones are required, same shall be done by the tenderer who is awarded the contract.** The utensils shall be sufficient to cater the need of students at all the times.
- d) Vendors shall maintain all the above equipment and weekly maintenance to be carried out as per the schedule indicated by the in-charge of the Mess/maintenance in- charge during the service period
- e) It is understood and agreed that the above factors have properly been investigated and considered by the Tenderer before submitting the Tender.
- f) No claim for financial or any other adjustments to contract price, on account of lack of clarity of such factors shall be entertained.
- g) The cost of visiting the site shall be Tenderer's own.

B. Catering infrastructure available in the campus

Below mentioned infrastructure is available in the campus, which can be utilized by the catering contractor for provision of services: -

COTTON UNIVERSITY Boys' Hostel Complex

1. Dining hall:-One
2. Kitchen and dishwashing area, with exhaust system- One
3. Store room:-One
4. Dining tables and chairs
5. Racks, working tables, bain maries, etc
6. Fans and lights
7. Office room
8. Staff toilets and lockers

The contractor will be responsible for routine upkeep and maintenance of above infrastructure. However, the repairs/maintenance to buildings, exhaust system, air- conditioning system and the electrical and plumbing infrastructure will be the responsibility of COTTON UNIVERSITY.

C. Electricity/Water Charge:

The monthly electricity bill and water charges with Security deposit of ₹ 10,000/- will be paid by the contractor on actual basis along with pro-rata fixed charges levied by the Electricity Board for which sub-meter shall be provided by COTTON UNIVERSITY Guwahati. The electricity charges will be paid on or before 5th of every month on monthly reading basis. Any damage/loss due to misuse on the part of contractor's staff will be recovered at actuals, as decided by competent COTTON UNIVERSITY authority.

D. Use of Machines/Equipment

The contractor is permitted to bring in, install and use additional equipment's or appliances or vehicles required for cooking or serving or delivery. However, prior clearance/permission from Estate Office / Mess Committee of COTTON UNIVERSITY is mandatory before installing any additional equipment or appliance. Prior permission/information to the Security Section of COTTON UNIVERSITY is mandatory for using any vehicles inside the Campus.

It will be mandatory for the contractor to install and use the following machines/equipment: -

- I. Chapatti/Roti maker machine of sufficient capacity.**
- II. Vegetable Peeler/cutter/washer.**
- III. Used Dish/plate washing machine.**

E. Disposal of Waste Food

- i. The vendor will take the responsibility for necessary waste segregation and be compliant with all the relevant government standards of waste management. **Disposal of waste originating from Mess/Kitchen to suitable location within and outside COTTON UNIVERSITY Campus will be sole responsibility of the vendor.**
- ii. The vendor will maintain substantial inventory of dustbin bags, cleaning equipment and chemicals for at least 2 cycles of deep cleaning and 2 weeks of daily cleaning.
- iii. Daily and weekly food assessment should be provided and shared with the Mess committees to reduce wastage of food.

F. Monitoring/Penalty:

- i. Periodic food testing will be made by appropriate testing agency as decided by the competent authority.
- ii. The quality of ingredients as well as cooked items and the hygiene level will be checked randomly by the Dean Students' Welfare/ DSW/Warden/Members of the Mess Committee /Competent Authority. In the event of use/serving of any substandard item, stale/spoiled food item and non-serving of approved item(s), use of unclean utensils as certified by the Hostel Mess Committee, formal complaint shall be recorded against the Contractor and appropriate penalty will be levied by the University on Contractor. Repeated complaints of this kind from the said authorities can result in the termination of the contract after appropriate inquiry by the Warden/DSW and the decision of the University Competent Authority will be final in this regard.

- iii. The caterer will be fined in case of violation of the following rules on the recommendation of Mess Committee:
- a. Non-availability of suggestion register on the counter/discouraging students from registering complaints would lead to a fine of ₹ 5,000/- on the caterer.
 - b. or more complaints of insects and/or foreign object cooked along with food found in any food item would invite a fine of ₹ 10,000/- on the caterer.
 - c. or more complaints of unclean utensils in a day would lead to a fine of ₹10,000/- on the caterer.
 - d. If mess committee agrees that certain meal was not cooked properly then a fine of ₹10,000/- would be imposed on the caterer.
 - e. If food for any meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes of breakfast, a fine of ₹5,000/- would be imposed on the caterer. The timing for that meal will be extended equivalent to delay time.
 - f. Changes in menu of any meal without permission of mess committee would result in a fine of ₹10,000/- on the caterer.
 - g. Fine on any discrepancy (personal hygiene of workers, misbehavior by workers etc.) will lead to fine of ₹10,000/- on caterer for every instance.
 - h. Fines will also be charged at the rate of cost of meal in case the meal is not up to the mark or any unhygienic means used or any major fault in the cooked food items (like flies, cockroach, insects etc).
 - i. For any rules stated in the agreement,
 - First violation of the rule implies fine as per the rule.
 - Second and subsequent violations of the same rule within 30 days of previous fine will attract triple the initial amount of fine on the caterer.
 - j. Absence of proprietor or his representative empowered to take decision from mess committee meetings on due invitation (which will be held once every month or as decided) will attract a fine of ₹25,000/- on caterer.
 - k. As and when mess council proposes a fine it will inform the representative of the caterer or mess manager and fine will be imposed with consent of the wardens.
 - l. 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 decided by the mess council with consent with the wardens.
 - m. Severity of hygiene failure shall be assessed and decided by the mess council 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.

G. Processing of Mess Bill

Students' mess bill is to be processed on monthly basis, and the same is required to be finalized by 2nd of the following month. If the 2nd of the following month is holiday, then may process it in the next working day. Mess bill is to be processed electronically and the same is to be made accessible to

students for perusal during the period from 2nd to 7th day of following month. Once all queries from students are settled, mess bill may be submitted to Director, Student Welfare Office preferably by 10th of following month. The mess bill must be stamped and signed by authorized signatory of the contractor. Proof of payment of EPF & ESI contributions and staff's salary for the previous month are to be submitted along with mess bill. The Director Office will ensure that mess bill submitted by the contractor is cleared within 10 working days of submission of bills, provided the bill is complete in all respect.

H. Average feeding strength of students during the academic year

Being an educational institution, the average number of students in COTTON UNIVERSITY campus keep changing based on academic calendar. An indicative chart is given below:-

Period	Anticipated Student Strength
May-July	126
Aug - November	126
December	126
January-April	126

I. Mandatory staff deployment

- b) The mandatory minimum staff deployment, will be ensured by the Contractor during the peak period (i.e. from August to November and January to April). During the rest of the academic year, staff strength may be revised proportionate to the student strength.
- c) It is mandatory for the Contractor to submit monthly hygiene check-up report, duly certified by a qualified medical practitioner, in respect of each staff deployed for food handling. Vaccination status (e.g. COVID vaccination etc.) will be as per with prevailing Govt. Guidelines.

J. Statutory Provisions

- I. The contractor shall be solely responsible to comply with all Acts, Laws, Rules and Regulations, as may be applicable from time to time in respect of running of the Mess and shall pay all taxes, debts and / or levies as may be levied by the appropriate Government / Local bodies and other authorities in this regard, and the Service Provider shall indemnify the University against all claims, loss, damage and costs thereof in case of any breach of any of these Acts, Laws, Rules and Regulations.
- II. The University shall be indemnified for any action brought against it for any violation/non-compliance of any of the provisions of any of the acts, etc. Hence, noncompliance or violation of any of these provisions of any of the Acts would lead to the immediate termination of the contract. The contractor shall maintain all records required to be maintained under statutory enactments and the Institute's authorized representatives shall be entitled to inspect all such records at any time.
- III. The contractor shall be solely responsible as regards salary/ wages and service conditions and terms extended by the contractor to his workmen and shall in this connection maintain requisite records and comply with all laws/ enactment, rules and regulations and orders applicable to the contractor's employees/ workmen in general and in particular laws/ enactments, rules and

regulations and orders dealing with employment of contract labour, payment of minimum wages, fire and safety regulations relating to employment of female workforce, security arrangements and such other rules and regulations as may be applicable at present or made applicable hereafter.

- IV. No worker below the age of 18 (eighteen) years shall be employed for the mess work.
- V. All liabilities of the Contract like Salaries, wages and other statutory obligations in respect of the persons engaged by the Contractor shall be borne by the Contractor. In view of the provisions of the ESI Act, P.F. and the EPF Act and other Acts, as may be applicable to COTTON UNIVERSITY, the Contractor shall submit proof of such compliance to COTTON UNIVERSITY periodically, or at any date upon such request, as may be made by COTTON UNIVERSITY to the Contractor. In the event of non-compliance with the statute or the provisions thereof, referred to above, it shall be open to COTTON UNIVERSITY to withhold such amount as in its opinion is due and payable by the contractor in respect of its employees from and out of dues, payable by the contractor in respect of its employees from and out of dues, payable by COTTON UNIVERSITY to the Contractor and such due shall be held by COTTON UNIVERSITY with it until proof is submitted by the Contractor to COTTON UNIVERSITY indicating compliance with such statutes within reasonable time, failing which COTTON UNIVERSITY shall deposit such amounts with the authorities concerned on behalf of the Contractor and inform the Contractor of such deposit or deposits.



Signature of the Tenderer with official seal

ORGANISATION DETAILS AND FINANCIAL PROFILE OF THE TENDERER

Sl.No	Details		Remarks
1	Name of Firm		
2	Type		Provide copy of incorporation/registration
3	Year of establishment		
4	Brief Description		
5	Name of Owner/ Proprietor		List out complete details
6	Contact details of dealing Owner/ Proprietor		For this tender/contract. Name, designation, contact number and E mail ID may be provided
7	Address of Head/corporate Office		
8	Details of contact official		Name, designation, contact number and E mail ID maybe provided
9	Address of Regional Office		
10	Details of contact official		Name, designation, contact number and E mail ID may be provided
11	Address of Guwahati Office if there		
12	Power of Attorney in case tender documents not signed by the proprietor/director		
13	PF Registration No., District & State		
14	ESI Registration No., District & State		
15	PAN		
16	GST No.		

Note: If details do not fit in the given columns separate sheet(s) may be attached. **Organizational structure:** To include details of Proprietor/Directors, managers and other officials both at head offices and regional offices. Count of staff on roll in each organization should also be provided. Add as a separate enclosure.



FINANCIAL PROFILE

Annual turnover statement: Tenderer shall indicate herein his annual turnover during the following three years based on the audited balance sheet / profit and loss account statement.

Financial Year	Annual Turnover (₹)
2019-2020	
2020-2021	
2021-2022	
Average Annual Turnover	

Net worth

Financial year	Reserve (₹)	Capital (₹)	Accumulated Profit/Loss (₹)	Net worth
2019-2020				
2020-2021				
2021-2022				
Average Net Worth				

Note: Copies of audited Balance Sheets with Profit & Loss Account statements for given three years shall be submitted along with the tender.

Any Other Details or Information the Tenderer Wishes to Provide



(Stamp & Signature of Bidder)

CLIENT LIST AND DETAILS OF CLIENTS OF TENDERER

Sl. No	Name of Client	Location & Address	Contact details of client. Email & Mobile	Description of the work and type of contract	Annual Value of Contract	Duration / period	Number of persons for whom catering services being provided	Number of personnel deployed for the contract	Remarks
1									
2									
3									

Note:

- a) *If details do not fit in the given columns, separate sheet(s) may be attached.*
- b) *Please provide substantial proof to support each entry as asked for. Entries without proof are liable to be rejected. In case of doubt additional documentary or other evidences may be called for if found needed by the concerned officials of the Institute.*
- c) *Tenderer shall furnish the experience details as above only of those contracts, which they consider suitable for meeting the qualifying requirements specified in the EOI. COTTON UNIVERSITY reserves the right not to evaluate any other contract details. Details of more contracts may be furnished in the same format, if desired.*
- d) *Tenderers may note that non-submission of relevant supporting documents will lead to rejection of their tender. It shall be ensured that all relevant supporting documents are submitted along with their tender in the first instance itself. Evaluation may be completed based on the details so furnished without seeking any subsequent additional information.*
- e) *If the tenderer has executed/ completed similar nature of work (as called in Experience Criteria of Notice Inviting Tender), as a part of combined work order, then it is the responsibility of the tenderer to produce documentary evidence from Client to establish the value and description of such works and that the tenderer meets the experience requirements of tender .*
- f) *Any Other Details or Information the Tenderer Wishes to Provide*



(Signature of the Tenderer with official seal)

DATA FOR EVALUATION OF TECHNICAL BIDS

(Ref Para 6 (A) (b) (To be filled after having filled the details given in the Annexure I & II))

Sl.No	Description	Details	Proof Required
1	Registration of the Tenderer		Copy of registration/ incorporation
2	Minimum 03 (three) years continuous experience in Canteen / Mess services in large Educational Institutions such as COTTON UNIVERSITYs, IITs, IIMs, IISERs, Central Universities or other reputed Institutions. The time period of seven years shall be reckoned as on 31.03.2022.		Proof showing the experience to be attached (Copy of work orders / agreements)
3	Details of clients		As per Annexure-II
4	Performance certificate or recommendation from at least two reputed institutions where they have been providing similar services since last three years.		Proof to be attached
5	Annual Turnover of Tenderer (with respect to all Industrial / Institutional Mess / Mess being operated)		Certified copy of audited Balance sheet and Profit and loss statement FY 2019-20, 2020-21 and 2021-22
6	Annual value of the single largest contract for running Institutional Mess /Mess		Work Order/Agreement copy along with work completion certificate.
7	Details of manpower to be deployed at COTTON UNIVERSITY Guwahati		As per Annexure-IV
8	Total no. of workers/staff on the rolls of the Tenderer's organization doing job in all of its Industrial/ Institutional Mess/ Mess		Organization/ Institution wise list of workers with details of ESI/EPF remittances for FY FY 2020-21 and 2021-22
9	Total continuous experience in a single unit in running Mess/ Mess on contract basis for 500 users or more		Copy of PO / Experience letter/Agreements

Illustration on QUALITY COST BASED SYSTEM Methodology**STAGE 1: TECHNICAL BIDS EVALUATION**

Bidder details	Technical Mark Obtained
Bidder1	48
Bidder2	40
Bidder3	50
Bidder4	20

*Since the eligible technical score should be 40 & above, bidder 4 is rejected

STAGE 2: FINANCIAL BID EVALUATION

Bidder details	Financial Bid Amount (including tax)
Bidder1	139
Bidder2	138
Bidder3	137

Stage 3: Conversion of financial bid amount to score

Bidder Details	Financial Bid Amount	Financial Score (LFB/F*100)
Bidder1	139	$(137/139)*100=98.56$
Bidder2	138	$(137/138)*100=99.28$
Bidder3	137	100

LFB = Lowest Financial Bid, F = Quoted Amount

Consolidated Technical & Financial Score

Bidder Details	Technical Score	Financial Score
Bidder 1	48	98.56
Bidder 2	40	99.28
Bidder 3	50	100

Stage 4: Combined Technical and Financial Score (CTFS) With Weightage 60:40

Bidder Details	Applying weights for the Technical Score & Financial Score	CTFS	Rank of the Bidder
Bidder1	$48*(60/100) + 98.56*(40/100)$	68.224 (28.8+39.424)	L2
Bidder2	$40*(60/100) + 99.28*(40/100)$	63.712 (24+39.712)	L3
Bidder3	$50*(60/100) + 100*(40/100)$	70 (30+40)	L1