

NATIONAL INSTITUTE OF TECHNOLOGY SILCHAR, ASSAM- 788 010

No. NITS/PS-528/Guest House/Catering/18

Date: 31/01/2018

Price: Rs. 1000.00

TENDER FOR CATERING SERVICES TO GUEST HOUSE AT NIT SILCHAR



LAST DATE & TIME OF SUBMISSION OF TENDERS: 02/03/2018 at 3.00 PM

DATE & TIME OF OPENING OF TENDERS: 02/03/2018 at 4.00 PM

## Notice Inviting Tender

### Subject: Catering Services to Guest House at NIT, Silchar

Tenders in two bid system are invited from reputed firms having experience in catering services of guest house, circuit houses, holiday's homes, etc. to provide catering services to NIT Silchar Guest House located at NIT Silchar Campus. Last date of receipt of completed tender document is 02/03/2018.

Tender forms can be downloaded from the Institute Website [www.nits.ac.in](http://www.nits.ac.in) and the completed forms should be sent/submitted addressed to “**The Faculty-in-charge, Purchase Section, NIT Silchar, Silchar – 788 010**”.

The technical bid shall be opened at 3.00 PM on 02/03/2018. The price bid of the technically qualified and eligible parties shall be opened on 02/03/2018 at 4.00 PM, will be opened in the Conference hall of Administrative building.



Registrar, NIT Silchar

## **1.1 Overview:**

A guest house is not a hotel. It is a facility of the Institute and its tariff should be highly subsidized. All attempts should be made to provide all essential services to the guests to ensure hygienic and comfortable stay, along with some frills.

NIT Silchar Guest house has dining area which can accommodate around 50 persons at a time. Guest house has 36 room out of which 12 rooms are non-AC and 24 rooms are AC, and 02 VIP suite rooms are there. In addition, there is also an auditorium capacity of 150 around attached with, where many seminar or conference are held.

The use of guest house is only for the guests approved by the competent authority / In-charge Guest House and their bonafide guests. The Guest House will be kept open for service round the clock on all days.

## **1.2. Scope of the Work:**

- a) Cooking and serving meals (Breakfast, Lunch, Evening tea/Snacks/Tiffin and Dinner).
- b) Cleaning of utensils, Kitchen and serving items.
- c) Cleaning of cooking, dining and auxiliary areas.
- d) Security of the equipment, utensils and other items in the kitchen and dining areas.
- e) Maintenance of the equipment in the Kitchen and dining areas.
- f) Maintenance of books, ledgers, other records and documents related to running of the mess.
- g) Deployment of required manpower for supervision of the above mentioned services.
- h) Any other activities as may be considered by the institute on merit.

## **1.3. Firms / Contractors responsibility:**

- 1) Managing the entire activity of the NIT Silchar Guest House by providing services of bed tea, breakfast, lunch/ dinner, tea/coffee and snacks to the guest of the guest house.
- 2) Providing working lunch for official meetings at locations specified by NIT Silchar.
- 3) Providing special lunches / dinners for occasions such as Seminars / Symposia / Conferences, etc. approved by the competent authority.
- 4) Generally Indian food would be served but on occasions as per requirement, the Contractor should be able to provide South Indian food, Chinese food and continental food also. The Institute organizes various national/international programs every year, participants have to be provided continental food as when required.
- 5) Procurement of raw materials and ingredients for preparation of the food. To arrange the cooking fuel, utensils and other materials required for serving. All crockery/cutlery/camper/thermos/cloth napkin/paper napkins etc. as required for providing high class catering services in Dining Hall/Lobbies of Conference Hall/or any place will be provided by the Contractor. Cutlery shall be of a very good quality. Contractor should be equipped to provide catering to approx. 300 persons at one time on a short notice. For this purpose, sufficient stock of crockery and cutlery and other infrastructure have to maintain.
- 6) Engagement of proper qualified / skilled manpower.

- 7) To fulfil the statutory requirements in respect of the persons engaged for catering service.
- 8) To obtain feedback from guests availing of services on a daily basis and providing monthly report on service feedback to NIT Silchar Guest House In-charge and or competent authority.
- 9) The Guest House Catering Contractor will maintain a register to indicate name of program, number of participants taking breakfast, lunch and dinner.
- 10) All the consumable should be of ISI / reputed brand. Only Iodized Salt shall be used. Refined oil (Fortune/ Dhara) or mustard oil (Engine/ Dhara/ Fortune) to be used.

**Note:**

- The Contractor shall employ the number of staff as per tender failing which, the bidder may after warning be imposed a penalty-equivalent to 1.5 times of the wages for that category of person(s).
- The burning of dry/wet leaves waste material is not permitted in the campus.
- The contractor should not use any plastic/ polythene/ thermocol items, especially plates/glass, as these are non-biodegradable and banned for use. All servicing items should be paper cup or made of biodegradable materials.
- All utensils after washing with soap water should be mopped with dry clean cloth for re-use.

**1.4. The Institute will extend following Facilities and items to the Contractor**

- Space for operation of Guest House Catering Services.
- Electricity (not for cooking).
- Raw Water for washing purpose and packaged -drinking water.
- Furniture and Infrastructure.
- Standard Fire safety equipment.
- All necessary bins for kitchen waste management.
- Kitchen appliances and Utensils available with the Institute Guest House. The contractor shall take over these non-consumable items and shall return back on completion of the contract. Any shortfall, breakage, shall be recovered from the contractor's bill. If any extra appliances or utensils are required for smooth running of the institute guest house to be arranged by the caterer for which no extra amount will be paid by the institute.
- LPG Gas connection set up excluding cost of LPG consumption.
- The Institute shall provide limited amount of living accommodation to the staff engaged by the caterer.
- Industrial Heavy-duty Water Purifier cum cooler.

**1.5. Financial bid is to be submitted in form of Price Bid Form by considering above scope of services and manpower required to manage the contract. The rate should be inclusiveness of all taxes. Nothing extra will be paid by the institution during the contract period.**

## **Key Deliverables/ Operative Terms and Conditions:**

- The catering services in Guest House shall be operated by the awarded firm(s) from the date **as decided by the competent authority**, failing which the EMD money will be forfeited and the work shall be awarded to next eligible bidder. Optimum efforts should be made to satisfy the customer's requirement.
- The caterer shall engage and provide requisite number of well-trained cooks and service personnel to run the guest house and serve meal to the guests at least 04 (four) times a day, viz. Bed Tea (if asked), Breakfast, Lunch, Evening Snacks and Dinner. Optimum effort should be made to satisfy the customer's requirement.
- Meals should be supplied at all the times for all the guests without fail at the designated time.
- The caterer should be financially sound to run.
- The caterer should be familiar with the modern kitchen equipment.
- The caterer having degree/ diploma in hotel management or nutrition is preferable.
- The Caterer shall keep the guest house open from **6.00 A.M to 10.30 P.M** every day and serve meals during designated meal hours as decided by the institute from time to time. However, during any programme (conference, symposium, workshop, etc.) coordinator of the programme may be asked to adjust the timing.
- The kitchen service shall not be closed without prior permission of the Institute.
- The Caterer shall serve only specified foods as per the contract document [and/or sometimes as approved by the competent authorities for special cases with the approval from Registrar, NIT Silchar. Rate for special cases will be decided with the consent of both the parties i.e. NIT Silchar & Caterer.
- The Caterer must display the menu/ list of food items to be served and the rate, in consultation with competent authority.
- The Caterer has to provide uniform to his employees during the service hours. He has to ensure that his staffs are always dressed in clean and tidy uniforms while on duty. The caterer should also issue Photo Identity Card to its staff.
- The Caterer's employees should be free from any contagious disease or sickness or any other kind of disease that is considered unacceptable for handling food. In such case the Caterer should give them leave and arrange treatment as deemed fit and should make alternative arrangement at his own cost. Whatever circumstance it may be, the caterer must ensure that the facility is not hampered, and serving standard is maintained.
- The Caterer shall be solely responsible to provide safe and hygienic food to the guests at all times. A committee appointed by the institute will monitor the same including hygiene from time to time. Persons authorized by the Institute must have full access to all facilities and documents. 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.
- Only purified water (purified by Aquaguard or other purifier of similar standard) has to be served in the mess.
- The premises of the guest house shall not be used for any other purpose. The Institute reserves the right to use the Dining Hall and other places during the tenure of contract.
- The Caterer shall maintain neat and cleanliness of the guesthouse premises at all times. No trash is to be thrown inside the guesthouse premises except in properly covered bins supplied by the Institute.

