



GOVERNMENT OF ASSAM

GOVT. OF ASSAM
OFFICE OF THE PRINCIPAL CUM CHIEF SUPERINTENDENT
TINSUKIA MEDICAL COLLEGE & HOSPITAL, TINSUKIA

Tender Document
For
Annual Contract for providing Canteen Services

Tenders are invited from reputed Vendors / Contractors / Firms / Proprietorships /
Cooperative Societies / Companies / Individuals
for providing Canteen services at the Campus of the Institute

Last date to apply:	05.02.2025, 03.00 PM
Date of Bid opening & Evaluation:	06.02.2025, 09.00 AM

Tender Information

Contract for providing Canteen services at Tinsukia Medical College & Hospital, Tinsukia

Tinsukia Medical College & Hospital, Tinsukia intends to enter into contract for providing Canteen services in its premises. The contractor is expected to provide Canteen service to students, faculty, staff, residents and guests of the Institute.

Interested vendors / contractors / firms / proprietorships / co-operative societies / companies / individuals with the same kind of objectives can submit bids duly completed in two bid system i.e. Technical Bid and Financial Bid on or before 05.02.2024, 03 .00 PM. The technical bid and the financial bid should be placed by the bidder in separate sealed envelopes duly super scribed and both these sealed envelopes are to be put in a bigger envelope which should also be sealed and duly super scribed and addressed to: The Principal cum Chief Superintendent, TINSUKIA Medical College & Hospital, Tinsukia.

- Technical Bid shall contain duly sealed and signed tender document; Technical Bid Format, Undertaking (**Annexure-I**), Self Attested Copy (**Annexure-II**), Performance Certification(s) (**Annexure-III**), List of some of the Items to be served in the Canteen (**Annexure-IV**), and duly filled and signed with all supporting documents as mentioned in the tender document.
- **Financial Bid (Annexure-V)** shall contain the rate as per item and rate should not exceed as per estimated rate mentioned in the list of items inclusive of all taxes. The H1 bidder will finalize in terms of license fee. License fee quoted below 48000.00 will not be accepted as per Assam urban rent control Act 1972.

Quotation documents containing detailed terms and conditions can be downloaded from the Institute website www.tinsukiamedicalcollege.in, on payment of **Tender fee Rs. (5,000)/- (non-refundable)** in the form of Demand Draft in favour of The Principal cum Chief Superintendent, TINSUKIA Medical College & Hospital, TINSUKIA.

In case the document is downloaded from the Institute website, the requisite Tender fee must be submitted along with the application form in the form of Demand Draft in favour of The Principal cum Chief Superintendent, Tinsukia Medical College & Hospital, Tinsukia.

A demand draft of Rs. 1,00,000/- as earnest money deposit (EMD), in favour of The Principal cum Chief Superintendent, TINSUKIA Medical College & Hospital, TINSUKIA is to be submitted along with the Technical Bid and must be in the envelope of Technical bid. The Technical Bids will be opened at 09:00 AM in the Institute campus on the last date of the receipt of tender document.

Financial Bids of only those bidders will be opened whose technical bids qualify the Technical bid eligibility criteria and are found suitable. Date of opening of Financial Bids will be decided after technical bids have been evaluated by the Institute and successful bidders (technical bid) will be informed

361c

accordingly. The Institute reserves the right to accept or reject any or all of the bids without assigning any reason. The Institute shall not be responsible for any loss or postal delay of the document in transit.

Technical Eligibility Criteria:-

1. The bidder should have experience of satisfactorily running canteen(s)/ hostel(s) continuously for last three (3) years in reputed Govt. educational institutes/Government Sector.
Experience of having continuously run the catering services/similar establishments during the last three (3) years as on the last date of tender submission.
2. The bidder should have on their rolls sufficient number of cooks to prepare good quality snacks/meals.
3. The bidder should possess license as per Food Safety and Standards Act, 2006 (Attested copies of FSSAI License to be attached **for last three years**). **Please ensure that the copies of annexure of the FSSAI License showing the details of "Items of food manufactured handled" is also attached.**
4. The bidder's average annual financial turnover (gross) in catering services/similar establishments during the last three financial years should not be less than Rs. 1 Cr. **Please submit documentary evidence like audited balance sheets, Profit & loss accounts and Income tax Assessment Completion Certificates etc. for last two financial years. All financial documents submitted must be audited and stamped by an authorized Chartered Accountant/Company Secretary.**
5. IT returns of last three assessment year.
6. Copy of GST Registration and up to date GST Clearance certificate.
7. Copy of Labour License.
8. Copy of valid Trade license.
9. Court fee of Rs. 8.25.
10. The bidder should have local office at TINSUKIA and should have existing similar category of work at TINSUKIA.
11. The convicted firms/company shall not be eligible to participate in the bid. Similarly, blacklisted/banned/debarred firms/company by any central/state govt. or its organization or autonomous bodies. A notarized undertaking in Rs. 100 (one hundred) stamp paper should have furnished in original along with the tender document. **(Annexure-II)**

(3602

12. Affidavit in Rs. 100 (one hundred) stamp paper in support of tender is to be enclosed in original duly signed by Notary Public. **(Annexure-I)**

13. The bidder's performance/experience, as per format at **(Annexure-III)** for each work completed in last three years and in hand should be certified by a responsible person from the certifying organization.

Note: Copies of the documents in support of each of the Eligibility conditions should be enclosed with the Technical Bid.

General instructions for the bidder before filling of Technical and Financial Bids:

1. All the 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.
2. All the documents as mentioned must be submitted otherwise application will be treated as incomplete.
3. An application without Tender Fee & Earnest Money Deposit (EMD) will not be accepted and no correspondence shall be entertained thereafter.

Brief Scope of Work

1. Institute intends to run this Canteen and has approximately 500 persons/day, which include students, faculty, staff, residents and guests visiting the institute.
2. The list of Items to be served in the Canteen (subject to modifications as per the seasons / occasion etc.) is given in **(Annexure – IV)**. The maximum retail sale rate for the items has been fixed for the current financial year. The rates can be revised every financial year after following the due procedure.
 - The timings for serving shall be 7.00 am in the morning to 10.00 pm in the evening.
 - The timings and the working days of Canteen services will be regulated by the Institute.
 - Menu items as per **(Annexure-IV)** and as decided by the Institute from time to time shall be followed.

Although, the Institute shall provide the following facilities, however, their maintenance and upkeep will be ensured by the Contractor to the satisfaction of the competent authority of the Institute or body responsible to keep check on such issues.

- A Kitchen with serving counter and office(s)/store room(s) etc. having an area.
- Customer seating area .
- Lights, fans and electricity supply (Electricity bill to be paid by the Contractor as per actual).

The following arrangements will be made by the Contractor:

- Furniture for the seating arrangement for itself & customers
- Refrigeration facilities.
- Cooking and serving utensils.
- Cooking gas and cooking range.
- Crockery etc.
- Adequate work force.
- Any other facility needed to ensure smooth functioning of the canteen.

(Note - In case of any additional requirement to run the Canteen smoothly, the same will be arranged by the contractor at his own expenses).

Terms and Conditions

1. The allotment of Canteen on the campus is being done on contract basis. An agreement on a non-judicial stamp paper of Rs. 100 is to be entered into, at the time of taking possession of allotment.
2. It is the sole liability of the contractor to maintain and keep all the equipments and infrastructural facilities provided to him in good working condition and hand over the same back to Institute in good working condition on completion/revocation of the contract.
3. Electricity Charges per month for kitchen area & seating area on actual consumption basis shall be borne by the Contractor.
4. The Contractor will have to furnish a bank guarantee of **Rs.5.00 Lac(s)** at the time of taking possession of the site. The bank guarantee shall be **returned** to the contractor on the expiry of the contract or termination of the contract under normal circumstances. In the event of breach of any of the terms and conditions of this agreement, the said bank guarantee shall be encashed by the Institute. Amount recoverable (if any) shall be adjusted from the Bank Guarantee and the rest of the amount shall be refunded to the Contractor.
5. Electricity charges as per consumption per month.
6. The successful contractor is required to have the following licenses / registration and other mandatory licenses (as applicable), for running of the canteen.
 - a) Valid labour License number
 - b) EPF Code number
 - c) Service Tax Registration
7. The Contract would be for duration of two years (this period will start from the date of signing of the agreement). The license fee shall be enhanced @ at least by 10% per year. **The allottee is required to deposit license fee for two months before taking possession of the canteen. The license fees less than Rs. 30000/month will not be accepted .** The allottee shall ensure to start operation of the canteen services within 15 days from the date of issuance of allotment letter.
8. The Contractor shall vacate the premises on the expiry of the period of contract unless the contract is extended/renewed for another term/period as decided by the competent authority of the Institute. The duration of the contract would be extendable subject to the satisfaction of Institute administration and stakeholders. The application for the same should reach the

concerned office of the Institute two months prior to the expiration of the contract.

9. The contractor shall not use the canteen premises for any other activity except for the purpose for which it has been provided for.
10. Contract may terminate at any point of time if there is unsatisfactory performance or due to violation of terms and conditions on one month's prior notice.
11. The Contractor shall display a rate list for items of sale in the canteen, duly approved by the Institute.
12. The eatables served by the Contractor should be wholesome and clean. Only fresh vegetables on daily basis are to be procured. Quality stores provisions are to be procured for preparing eatables. In case of any rotten or substandard eatables are found, penalty can be imposed by the competent authority.
13. The Cooks should know the preparation of North, South Indian, Chinese, and Continental foods.
14. The Contractor should provide sufficient number of cooks, waiters and other servants for delivering proficient services and would be liable for their misbehavior, misconduct or any other act of disobedience. The staff employed by the Contractor shall not be below the Government of India prescribed working age.
15. The Contractor will make his own arrangement for good quality kitchenware, serving utensils and furniture for seating of customers etc.
16. The Contractor must ensure that the waiters wear neat and clean uniform while on duty.
17. List of the Items to be served in Canteen is given in Annexure -IV. Any change from the menu table without prior permission from the competent authority will lead to penalty as decided by the competent authority. Canteen menu item list may be revised as per the requirement with prior permission of the competent authority.
18. In the allotted portion of the Canteen, the fire safety equipment shall be installed and maintained by Contractor as required under the Fire safety Act.
19. The Canteen Contractor shall use only commercial LPG gas Cylinders.
20. The Institute will not be responsible for any due payment of the users of Canteen. The Contractor shall be required to provide bill/invoice to customers.
21. The Contractor shall be responsible for the reasonable care, maintenance, and safety of the premises, accommodation and other items provided by the Institute.
22. The Contractor shall be bound to keep the premises neat, clean, tidy and hygiene at all times in accordance with the bye-laws of the Municipal Corporation/Regulatory Authority.
23. Canteen premises and storage units may be inspected by the committee constituted by the

competent authority of the Institute at any time for checking hygiene, cleanliness and quality of eatables etc.

24. The Institute may call for the advice of the Institute Medical Officer on matters of hygiene in the canteen.
25. It is the sole responsibility of the Contractor for disposal of all waste materials (like food waste, vegetable waste etc.) generated in the Canteen. The Contractor shall provide adequate number of dustbins (for Bio Degradable Waste and non-Bio Degradable Waste) for cleanliness in their areas of operation. Contractor shall be responsible for emptying/disposal of the Dust Bins in the common bigger garbage box. If required, they may have to pay fee to the municipality.
26. On the request of the Contractor, the competent authority or his representative may revise the rates of eatables items, if justified with reason, to be given in writing (applicable only once in a financial year under normal circumstances).
27. The Contractor shall not make any additions or alterations in the premises without the prior permission of the competent authority.
28. The Contractor shall not be allowed to open multiple shop outlets or to put up any serving counter in the seating area.
29. The license fee should be quoted in figures and words and are to be typed legibly without any correction. No over-writing is allowed/acceptable.
30. The sealed offers shall be submitted on or before due date. Late quotations will not be acceptable on any account.
31. The Contractor shall be responsible for fulfilling the requirement of all the statutory liability pertaining to various Labour Laws and must be registered with EPF, ESI or any other Government regulating agencies (as applicable) in respect of the workers assigned to duty at Institute.
32. The Contractor has to give his Mobile Number and other Telephone number for emergency contact.
33. The Institute will not be responsible for any type of compensation, if any canteen worker is injured while on duty. Personal Insurance of each worker has to be borne by the Contractor.
34. In case of failure or breach of any term and condition of the contract, the Institute shall have-
 - a) The authority to rescind the contract and
 - b) The right to forfeit the bank guarantee.
35. It will be the responsibility of the Canteen Contractor to register their worker(s) with Institute Security Office.
36. The Contractor will not transfer or assign the license to any other party.

37. The Contractor and his staff will make their own residential arrangement outside the premises of the Institute.
38. If the canteen remains closed without information, it may be declared as vacant and bank guarantee may be forfeited.
39. The licensee shall not encroach upon the rights of the other licensees running their business in the Institute.
40. The Contractor shall not appoint any sub-contractor to carry out his obligations under the contract. Subcontracting will lead to immediate termination of contract.
41. In case of failure to adhere to the terms and conditions by the Contractor, the Institute shall have the authority to lock the premises and/or take the possession of the premises.
42. All disputes shall be referred to the **The Principal cum Chief Superintendent, TINSUKIA Medical College & Hospital, TINSUKIA**, who shall be the sole Arbitrator & his/her decision shall be final & binding.
43. This tendering process can be terminated at any stage (even without giving contract to any of the applicants) without assigning any reason.
44. Dispute, if any, shall be subject to the jurisdictions of TINSUKIA Courts only.
45. The vendors should be prepared to provide services in very short notice, especially during VIP/VVIP visits.

Penalties for violation of rules, terms and conditions

Failure to supply food in terms of quality, quantity and as per the menu indicated will attract penalty. For not adhering to contractual conditions, Institute shall be free to impose monetary fine as deemed fit on the Contractor. If any fines are imposed the same shall be deposited by the Contractor to the Institute. The Contractor may be fined in case of violation of the following:

1. If the Contractor fails to pay license fee and other charges by the due date, he/she shall have to pay a penalty of 2 % per month of the monthly license fee for the overdue period.
2. Vegetables used should be fresh and of good quality. If vegetables kept for use are found to be rotten or of poor quality, then a fine of Rs. 1,000/- for each occasion will be imposed.
3. Each complaint of unclean utensils would lead to a fine of Rs. 500/- on the Contractor.
4. If poor quality raw material is used for preparation of food items, a penalty of Rs. 1,000/- for each occasion will be imposed.
5. Oil once used should not be reused. If reuse of oil is noticed, penalty of Rs. 500/- for each occasion would be levied.
6. If it is found that food items are not cooked properly or if quality of any item served is not up to the mark (decided by Committee) the fine of Rs 1000/- would be imposed on the contractor.
7. If there is any deviation in the approved menu, a fine of Rs. 1,000/- for each occasion will be imposed.
8. Change in the menu without permission of the Institute would result in a fine of Rs. 500/-
9. In case eatables are sold by the Licensee after the expiry date as mentioned by the manufacturer, a penalty of Rs. 500/- will be imposed for each default.

(353c)

Performa for Technical Bid

Photograph of
tenderer

Bidder Profile (General Information)		
1.	Name of the Company/ Firm with complete registered address	
2.	Name of Tenderer/Representative/Applicant (Authorized Signatory)	
3.	Complete Postal Address of the tenderer with contact (Phone/Mobile No)	
4.	Legal Status (Individual/Proprietary Firm/Partnership Firm/ Limited Company/Corporation)	
5.	Year of Commencement of Business (attach documentary evidence)	
Mandatory Information		
6.	Statutory details (attach photocopy of each)	
	(i) Registration No -	
	(ii) Validity of Registration Number (up to)-	
	(iii) PAN Card No -	
	(iv) Aadhar Card No of the tenderer -	
	(v) GST Reg. No -	
7.	Food Safety (FSSAI) Reg. Nos. for running Restaurants/Students Canteen/ Similar Establishments (for last three years) -	
8.	Earnest Money is to be paid In favour of "The Principal cum Chief Superintendent, TINSUKIA Medical College & Hospital, TINSUKIA" EMD money is to be deposited in the form of Demand Draft only; otherwise, application will not be treated as valid.	Amount: Rs. 100000/- Demand Draft No: Name of the Bank: Dated:
9.	The bidder should have experience of satisfactorily running canteen(s)/ hostel (s) continuously for last three years in reputed educational institutes/Government Sector/similar organizations.. Above Bidder's performance/ experience must be provided as per format at (Annexure-III) for each work completed (and in hand) in last three years. Annexure-III should be certified by a responsible person from the certifying organization.	
10.	The bidder's average annual financial turnover (gross) in catering services/similar establishments during the last two financial years should not be less than Rs. 1 cr. Volume of business done during the last two years (submit documentary evidence like audited balance sheets and Profit & loss accounts etc.). All financial documents submitted must be audited and stamped by an authorized Chartered Accountant/Company Secretary.	
	Details of Annual financial turnover for financial years	2022-23 2023-24
11.	Current/Saving Account No with Bank name and Branch name (attach attested copy by the Manager of the mentioned branch)	

(Name & Signature of Bidder-cum-Applicant)

For Office Use only:-

1. EMD - attached/ not attached
2. Statutory details - attached/ not attached
3. Income tax Assessment Certificates - attached/ not attached
4. Audited balance sheets and profit & Loss Accounts Statement - attached/ not attached
5. Details of Annual financial turnover for financial years - attached/ not attached
6. Bank Accounts Details: attached/not attached

(352e)

Annexure- I

UNDERTAKING BY THE APPICANT

(To be submitted along with the Technical Bid in Rs. 100 stamp paper duly signed by notary public)

I,

_____ S/o _____

resident of _____

_____ hereby

solemnly agree to abide by the Terms & Conditions of the Tender.

Any breach of the Clause/Clauses will render my contract null and void.

I have understood completely this tender document and the terms and conditions therein. I agree to serve the eatables on the rates as decided from time to time and pay the license fee and other related charges on time. I have also understood that I have to maintain the high standard, quality and hygiene of all the eatables.

Signature of the Bidder with date

Stamp (if, any)

3512

Annexure II

(To be submitted along with the Technical Bid in Rs. 100 stamp paper duly signed by notary public)

I/We (Name) _____

Contractor/Firm/individual _____ do hereby

solemnly affirm and declare that the individual/firm are not black listed by any Govt./Semi Govt.

/Public Sector/ Corporation/office or any other entity.

DEPONENT

DATE & TIME

THE ADDRESS _____

VERIFICATION

Verified that the content of above affidavit is true and correct to the best of my/our knowledge and belief. No part of it is false and nothing has been kept concealed there from.

DATE & TIME

DEPONENT

(8500)

Annexure-III

FORMAT FOR PERFORMANCE CERTIFICATION REFERRED

(To be submitted along with the Technical Bid)

(Please furnish the information for each individual work from the employer for whom the work was/being executed and also submit work order and work completion certificate)

1. Name of the Contract/Establishment & Location: _____

2. Name & Designation of the contact person with Tele/ Mobile No:
3. Agreement No.(if applicable):
4. Scope of Contract/Establishment:
5. Contract Cost:
6. Period (from-to):
7. No. of persons deployed by your firm
8. Dining strength (No. of persons):
9. Performance Report:
 - i. Quality of Food – Excellent/Very Good/Good/Fair
 - ii. Quality of Service - Excellent/Very Good/Good/Fair
 - iii. Overall Performance - Excellent/Very Good/Good/Fair
10. Compliance of all Statutory Requirements – Yes/No:

(Seal of the Organization)

(Signature with date of the Authorized
representative of the Organisation)

3496

ANNEXURE-IV

List of some of the Items to be served in Canteen

(To be submitted along with the Technical Bid)

SR. NO	ITEMS	FOR STUDENT AND EMPLOYEE	FOR NON EMPLOYEE
1	Ice Cream(s)/ Stick Ice Creams (Branded)	As per MRP	As per MRP
2	PURI SABJI (3PIC PURI+MIX SABZI)	20	30
3	ROTI SABJI (2 PIC ROTI + MIX SABZI)	20	30
4	PLAIN PARATHA (1 PIC + MIX SABZI)	20	30
5	ALOO PARATHA (1 PIC + MIX SABZI)	30	40
6	VEG SANDWICH	25	30
7	NON VEG SANDWICH	40	50
8	EGG BOIL (1 PIC)	10	10
9	OMLET	12	15
10	MAGGIE	20	30
11	BURGER(VEG)	25	30
12	NON VEG BURGER	35	40
13	VEG PATTIES	10	15
14	EGG PATTIES	15	20
15	CHICKEN PATTIES	20	25
16	CUTLET (VEG 2 PIC)	20	25
17	CUTLET (NON- VEG 2 PIC)	30	30
18	SAMOSA (ONE PIC)	10	10
19	KOCHARI	10	10
20	VEG-PAKORA 8 PIECES	40	50
21	CHICKEN-PAKORA 8 PIECES	60	80
22	PANEER-PAKORA 8 PIECES	50	60
23	VEG ROLL	20	25
24	EGG ROLL	30	40
25	CHIKEN ROLL	40	50
26	SPECIL ROLL (MIX WITH EGG AND CHICKEN)	50	60
27	PANEER ROLL	35	40
28	VEG CHOWMEIN	25	30
29	EGG CHOWMEIN	35	40
30	CHICKEN CHOWMEIN	45	50
31	SPECIL CHOWMEIN	55	60
32	RICE THALI (VEG)	40	60
33	RICE THALI (NON-VEG LOCAL CHICKEN	75	90
34	RICE THALI (NON-VEG BOILER CHICKEN)	60	80
35	RICE THALI (WITH LOCAL FISH)	60	80
36	RICE THALI (WITH PANNER)	50	70
37	RICE THALI (WITH EGG CURRY)	50	70
38	RICE THALI (WITH MUTTON CURRY)	80	110
39	VEG FRIED RICE	25	40
40	EGG FRIED RICE	30	50
41	CHICKEN FRIED RICE	40	70
42	PANEER FRIED RICE	35	60

348e

43	CHILLI CHICKEN (DRY/GRAVEY) 8 PIECES	80	130
44	BUTTER CHICKEN 4 PIECES	80	140
45	VEG-MANCHURIAN 8 PIECES	60	90
46	CHICKEN- MANCHURIAN 8 PIECES	70	110
47	DRY- FRIED CHICKEN 8 PIECES	60	110
48	CHILLI- PANEER 8 PIECES	50	100
49	BUTTER- PANEER 8 PIECES	70	90
50	VEG PULAO + CHICKEN CURRY	50	90
51	VEG PULAO+ KABULI SABZI	30	70
52	TEA (RED)	5	10
53	TEA(MILK)	8	10
54	GREEN TEA	15	20
55	COFFEE	15	30
56	VEG MOMO (5PIECES)	20	40
57	CHICKEN MOMO (5PIECES)	30	60
58	CHOLE BHATURE	30	60
59	SWEET RASGULLA	10	20
60	GULAB JAMUN	10	20
61	BARFI	10	20
62	PLAIN DOSA	30	80
63	MASALA DOSA	40	110
64	MANGO SHAKE- JUICE	50	70
65	PINEAPPLE JUICE	30	60
66	ORANGE JUICE	40	70
67	WATERMELON JUICE	30	70
68	POMEGRANATE JUICE	50	70
69	BANANA SHAKE JUICE	40	70
70	LEMON JUICE JUICE	10	30
71	LEMON WATER WITH SODA JUICE	20	40
72	MOSAMBI JUICE	40	70
73	LASSI JUICE	30	70

* The rates mentioned are inclusive of the all types of applicable duties/taxes etc.

I/We shall provide the items as per this menu & Rate(s) for current Financial Year if the Contract is awarded to me/us.

(Name & Signature of Bidder-cum-Applicant)

Financial Bid

(To submitted in a sealed envelope)

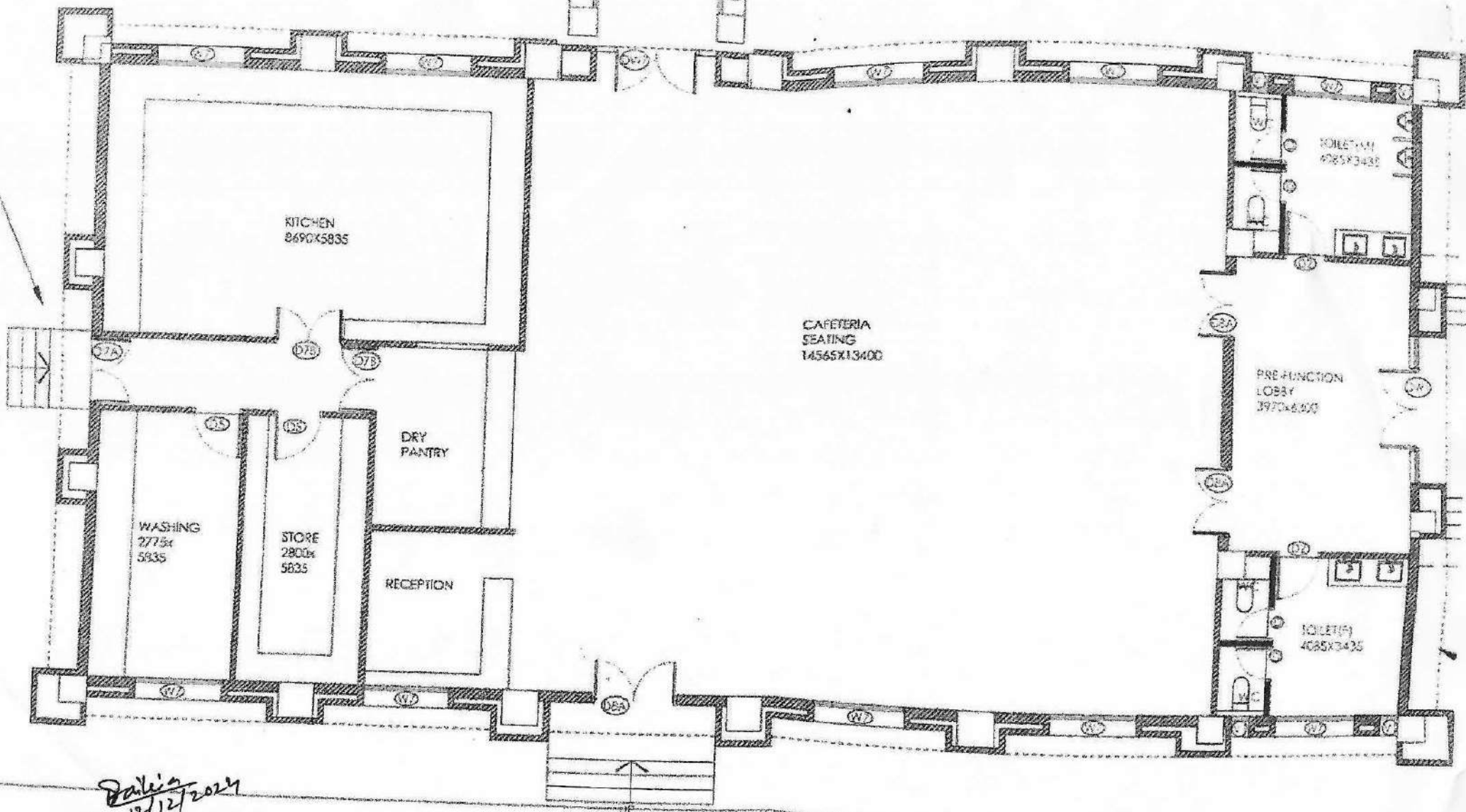
I/We (Name) _____
Contractor/Firm/individual _____ do hereby
quote the monthly License Fee of Rs.
(please mention both in figures & words) to be paid to the TINSUKIA Medical College &
Hospital, TINSUKIA for the running Canteen.

Signature of the Bidder with date

Stamp (if, any)

Address & Mobile Number:

1000MM WIDE
LAA ABOVE



Pali
12/12/2024
Junior Engineer, P.W.D.
Tinsukia District Territorial
Building Division, Tinsukia

R= 150MM
T= 300 MM

FOOTPATH

238/24