

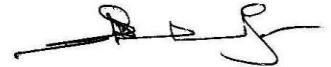
**NORTH EAST REGIONAL INSTITUTE OF EDUCATION
(NATIONAL COUNCIL OF EDUCATIONAL RESEARCH & TRAINING)
UMIAM :: SHILLONG :: PIN - 793103**

No.F.1-38/NERIE-2016/CANTEEN/2337

Date: 5th December, 2016

SHORT TENDER NOTICE

Sealed Tenders under Two-Bid System are invited from reputed firms for providing catering services for Hostel Mess/Guest House in the North East Regional Institute of Education, Umiam. Tenders should reach the Principal, NERIE, Umiam - 793103 **on or before 15th December, 2016 upto 11:00 A.M.** For details please visit website: <http://nerie.nic.in>.



PRINCIPAL

**NORTH EAST REGIONAL INSTITUTE OF EDUCATION
(NATIONAL COUNCIL OF EDUCATIONAL RESEARCH & TRAINING)
UMIAM :: SHILLONG:: PIN - 793103**

**TENDER DOCUMENT FOR
PROVIDING CATERING SERVICES FOR HOSTEL MESS/GUEST HOUSE
IN THE NORTH EAST REGIONAL INSTITUTE OF EDUCATION (NERIE), UMIAM**

1. Submission of Bids:

- i. Sealed tenders under two bid system, viz. Technical Bid and Financial Bid, are invited from reputed firms for providing catering services for hostel mess/guest house in the North East Regional Institute of Education, Umiam. The Technical Bid and Financial Bid should be sealed by the bidders in separate covers duly super-scribed as “Technical Bid for Catering Services” and “Financial Bid for Catering Services” respectively. Both these sealed covers are to be put in a bigger cover which should be sealed and duly super-scribed as “TENDER (Two Bid System for Catering Services).” The bigger cover should also bear the name, address and contact number of the firm/bidder.
- ii. Tenders submitted without following the “Two Bid System” procedure will be rejected.
- iii. The Tenders should reach the **Principal, NERIE, Umiam, Ri-Bhoi Dist., Meghalaya – 793103** on or before **15th December, 2016 upto 11:00 A.M.**
- iv. Tenders received after due date and time will not be accepted. NERIE will not be responsible for any postal delay and also for any other reason beyond its control.
- v. Bidders may send their bids by registered post / speed post or may drop in the tender box placed in the Establishment Section, NERIE, Umiam.

2. Opening of Bids:

- i) The Technical Bids would be opened on 15th December, 2016 at 11:30 A.M. In case the Tender opening date happens to be holiday, the same will be opened on the next working day at the same time. The Financial Bids will be opened for the firms who qualify the Technical Bids.
- ii) Bidders / authorized representative (s) of the bidder, if desire, may attend the Bid opening proceedings. The Technical Bids shall be opened initially by the duly constituted Committee of NERIE. The decision of the Committee on technical suitability shall be final and shall not be open for discussion. The Financial Bids of only those bidders shall be opened that are short-listed / found qualified after evaluation of Technical Bids.
- iii) The bidder (s) / authorized representative (s) who are present in the opening of Tender shall sign evidencing of their attendance.

- iv) The L1, L2, L3 & L4 etc. bidders will be arrived at on the basis of the cost of the items, etc. to be provided in Annexure – B, C & D. However, the NERIE reserves the right to ignore any (including L1) bidder for the reasons, to be recorded in writing.
- v) If desired, the bidders / authorized representative of bidders may be present at the time of Financial Bid opening event, the date of which will be informed subsequently. However, NERIE reserves the right for not inviting the unqualified bidders while opening the Financial Bids.

3. **Annual Turn Over:** The annual turnover of the firm should be at least Rs.2.00 Lakhs per annum for the past three years i.e. 2013-14, 2014-15 and 2015-16.

4. **Income Tax Returns:** Income Tax Returns for the past three years (2013-14, 2014-15 and 2015-16) should be filed in favour of the firm and not by individual. In case of exemption from Income Tax, Exemption Certificate to that effect from the competent authority may be submitted.

5. **Contents of Technical Bid:**

- i) Duly filled-in Proforma for Technical Bid: Annexure – A.
- ii) Earnest Money Deposit of **Rs. 20,000/-** in the form of Demand Draft in favour of the Principal, NERIE, Umiam payable at State Bank of India, Barapani Branch.
- iii) Cost of Tender Document of **Rs. 500/-** in the form of Demand Draft.
- iv) Photocopy of valid Trade Certificate/License.
- v) Photocopy of valid PAN Card to be in the name of the firm.
- vi) Photocopy of valid CST Certificate.
- vii) Photocopy of valid TIN Certificate.
- viii) Photocopy of Income Tax Returns for the past three years (2013-14, 2014-15 and 2015-16).
- ix) Photocopy of annual turnover of the bidder for the past three years (2013-14, 2014-15 and 2015-16).
- x) Evidence of providing similar catering services for a minimum period of three years as on 31st July, 2016 in the form of contract / work order from the concerned institutions/ organizations.

6. **Contents of Financial Bid:**

Duly filled-in Proforma for Financial Bid:

- a) Annexure – B (Quotation for mess services for Boarding Students)
- b) Annexure – C (Quotation for catering services for Guests)
- c) Annexure – D (Quotation for catering services during Academic programmes)

7. The Technical Bid should be submitted strictly as per Annexure - A and Financial Bid as per Annexure – B, C & D as attached herewith. No column(s) should be left blank. Reasons for exemptions from production of documents, certificates etc., if any, or reasons for not filling up the columns should be mentioned in the bidding document itself.
8. All the documents/certificates etc. furnished along with the Bids should be attested by the bidder / authorized representative with seal of the firm.
9. All the documents/certificates etc. furnished along with the bid should bear page number and the same should be mentioned against the relevant columns in the Annexures wherever such forms are furnished.
10. The firm may be required to produce all original documents for verification in support of eligibility criterion.
11. The Bid shall contain no erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be authenticated by the Bidder / Authorized Representative signing the Bids.
12. If even after award of contract, information/facts submitted by the bidders are found misleading/incorrect/false etc., NERIE reserves the right to terminate the contract.
13. **Earnest Money Deposit (EMD) & Tender Fee:**
 - i) The EMD of the unsuccessful Bidder (s) shall be refunded. In case the selected Bidder backs out, the EMD shall be forfeited.
 - ii) The EMD of the successful Bidder will be refunded on receipt of Performance Security Deposit. The Performance Security shall be an amount of Rs. 20,000/- (Rupees Twenty Thousand only) in the form of an Account Payee Demand Draft or Fixed Deposit Receipt from a Commercial Bank or Bank Guarantee from a Commercial Bank. Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the successful bidder.
 - iii) No interest shall be payable to the Bidder (s) for the EMD or / and Performance Security Deposit.
 - iv) Bids received without EMD and cost of Tender Document will be summarily rejected.
 - v) The amount towards EMD and cost of Tender Document shall not be accepted in cash / cheque.
14. The tender document can be downloaded from NERIE website <http://nerie.nic.in>. Bidder shall submit the cost of the tender document of Rs. 500/- (Rupees Five Hundred only) along with the Technical Bid in the form of Demand Draft in favour of Principal, NERIE payable at Umiam towards cost of the tender document. If the cost of tender document is not submitted by the Bidder(s), the offer shall be rejected.

15. The rate of the items should not be indicated anywhere in the Technical Bid. This should be followed meticulously failing which the tender shall be rejected.
16. Conditional offers not conforming to this tender document are liable to be rejected.
17. Prospective Bidders may visit NERIE, Umiam to have a first-hand view of the Hostel Mess/Guest House before submission of Bids.
18. Incomplete quotations shall be summarily rejected. The NERIE reserves the right of rejecting any or all the quotations without assigning any reasons.
19. The NERIE reserves the right to cancel the contract in whole or in part without any notice in case of failure on the part of the Bidder to meet the tender requirements or schedule as per this Tender Document.
20. Bidders shall not be permitted to alter or modify their bids after it has been submitted to the NERIE, Umiam.
21. NERIE, Umiam reserves the right to visit the existing or the past customers of the Bidder to ascertain the quality of work performed by them and in case any negative report is received against the Bidder, their bids may be rejected. Also in case any information provided by the bidder is found to be false, his/her bid can be rejected and part or whole security forfeited.
22. The rates will be quoted both in figure and words in Indian Rupees only. In case of any discrepancies/difference between the rates quoted in figures and words, the later shall prevail.
23. In case the Bidder feels any difficulty with any clause of this document, it should be explicitly indicated in the Technical Bid. The Bidder may also indicate suitable alternative in the form of solution. A decision on the matter shall be taken by the NERIE, which shall be final and binding. In case, the decision of the NERIE in the matter is not acceptable to the bidder, the bidder's Financial Bid would not be opened and NERIE shall decide the further course of action, if any.
24. **Work Order:** Work Order must be accepted within 7 (seven) working days of issuance of the same. In case the Work Order is not accepted within 7 (seven) days, the NERIE may cancel the Work Order and the EMD will be forfeited.
25. The Bid is not transferable.
26. No Gazetted officer employed in Government service is allowed to work as Caterer, or his representative, for a period of two years of his retirement. The contract is liable to be cancelled if either the Caterer or any of his employees is found at any time to be such a person who had not obtained the permission of the Government as aforesaid before submission of the quotation or engagement in the Caterer's service.

27. Force Majeure: Any delay or failure in the performance by the successful bidder (s) hereunder shall be excused if and to the extent caused by the occurrence of a Force Majeure. For purposes of this agreement, Force Majeure shall mean a cause or event that is not reasonably foreseeable or otherwise caused by or under the control of the Party claiming Force Majeure, including fire, floods, explosion, riots, wars, hurricanes, vandalism, accident, injunctions, governmental acts, and other like events that are beyond the reasonable anticipation and control of the Party affected thereby, despite such Party's reasonable efforts to prevent, avoid, delay, or mitigate the effects of such acts, events or occurrences, and which events or the effects thereof are not attributable to a Party's failure to perform its obligations under the Agreement.

28. Arbitration:

- i) All disputes arising out of this contract shall be settled amicably by NERIE and the successful bidder (s). In the event of failure to reach amicable settlement, the same shall be settled by an Arbitrator to be appointed by the NERIE, as per the provisions of "Arbitration and Conciliations Act 1956." The decision of the Arbitrator shall be final and binding.
- ii) The place of Arbitration and other legal issues shall be Shillong Court for the purpose of this contract/work/agreement.

29. About NERIE Hostel / Guest House: The NERIE Hostels and Guest House are expected to accommodate 100 students initially during the academic session 2016-17. In addition, the Hostel / Guest House has the capacity to accommodate about 50 additional guests at present.

The Institute also organizes programmes / workshops of various durations on regular basis and participants are expected to stay in the Hostel / Guest House. Moreover, the Institute has about 70 staff who may also like to have tea, coffee, snacks, lunch, dinner etc. in the Hostel / Guest House. The number of students/ guests / participant etc. is tentative only and may increase or decrease at any given time.

30. Service Line Requirements:

- i) The Caterer shall provide breakfast, lunch, dinner etc. to the students/ staff/ guests/ participants etc. as per the time-table provided by the NERIE.
- ii) The Canteen/Mess shall remain open for all days including holidays, Saturdays and Sundays.
- iii) The Caterer shall ensure that the deployed staff should wear neat and clean clothes so as to put up a pleasing appearance.
- iv) The Caterer shall observe utmost cleanliness of the canteen premises including the kitchen, dining tables, chairs, wash basins, serving counters, washing area etc. The cobwebs should be removed every week.

- v) The Caterer shall employ only people aged above 18 years or as stipulated by GOI guidelines/Labour Laws in force from time to time.
- vi) The Caterer shall ensure polite and cordial behavior of its personnel with the students/staff/ guests etc. Any report of improper behavior shall warrant appropriate action by NERIE.
- vii) The NERIE shall be regularly supervising the catering services and will be giving appropriate instructions to the Caterer, wherever necessary, to improve quality of food and services.
- viii) The NERIE reserves the right to enter inside the kitchen at will, to inspect all food items, raw or cooked. In case it detects any items of sub-standard quality, the Caterer shall dispose of the said items immediately.
- ix) The NERIE reserves the right to reject the prepared food items if the quality is not up to the mark or otherwise. The NERIE will constitute a Committee immediately for dealing such cases, and the decision of the Committee shall be final.
- x) Facilities such as water (for cleaning), electricity, furniture (dining tables and chairs) shall be provided to the Caterer without any charges.
- xi) The Caterer shall have to make its own arrangement of all kitchen items including gas stove, gas cylinders, plates, tumblers, cups, spoons, pressure cookers, pan, mixes, water jugs (closed), spoon dispenser etc. Crockery items used in the kitchen shall be of branded quality and make.
- xii) No monthly rent is required to be paid by the Caterer for using the Hostel Mess/Canteen premises.
- xiii) All cleaning agents and accessories of standard quality shall be utilized by Caterer for maintaining proper cleanliness.

31. Quality of Food:

- i. The taste of all food items served should be good, fresh and palatable.
- ii. The dishes and curries should be changed every day for different taste. Constant supply of the same dishes shall be strictly avoided.
- iii. Quality of all ingredients used should be of reputed grades and of standard brand quality, company packed and sealed.
- iv. Surprise checks for inspection of the quality of food being served may be conducted by NERIE as and when necessary.

- v. It is the sole responsibility of the Caterer to ensure that the food items procured are not adulterated or of poor quality.
- vi. NERIE reserves the right to take appropriate action, including imposition of fine against the Caterer in case the food is served with adulterated items or substandard quality. The quality and brand of the items to be used for cooking will be approved by NERIE before being used for cooking. AGMARK branded items shall be used, wherever available.
- vii. Utmost hygiene, care and professional skill should be maintained while cooking.
- viii. The Caterer is required to maintain a Suggestion-cum-Complaint Book at a prominent spot in the Hostel Mess/Canteen.
- ix. The Caterer shall be available at all times for consultation with NERIE for discussion and taking appropriate decisions accordingly, wherever required.

32. Other Conditions of Contract:

- i) The rates quoted shall be valid initially for a period of one year. The Contract is initially for a period of one year and may be extended on mutually agreed terms and conditions.
- ii) Occasionally, during meetings and special occasions, special lunch/dinner is to be prepared based on requirement.
- iii) The firm/Contractor shall be solely and exclusively responsible for engaging and employing the workers. The NERIE shall have no liability whatsoever concerning Caterer's employees.
- iv) NERIE shall not be responsible for any injury or loss of life occurring (during the performance of duties in the NERIE premises) to the staff deployed by the Caterer. Any compensation or expenditure towards treatment for such injury or loss of life or otherwise shall be the sole responsibility of the Caterer.
- v) The cook and other canteen staff will have to be regularly present in the Canteen as food is to be served during night also.
- vi) The Contract is terminable by giving one month's notice in writing from either side without assigning any reason thereof and the Caterer shall have no claim for any kind of compensation thereof.
- vii) The Caterer shall not sub-contract the services to other agency or individual. The Caterer shall be fully responsible for Conduct, Service and Discipline of the personnel deployed in NERIE canteen.

- viii) Caterers having experience of managing the canteen services of Central/State/PSUs/IT organizations/Industries will be preferred.
 - ix) The Caterer will be required to abide by the security instructions issued by the NERIE from time to time.
 - x) No outside catering will be permitted from the Hostel canteen.
 - xi) An Agreement on non-judicial stamp paper of Rs.100/- for the work will be made between the Caterer and the NERIE, Umiam, Meghalaya. The contractors will arrange for the Stamp Paper for entering into an agreement within 7 days from the date of receipt of work order.
 - xii) The Caterer must hold valid Labour License for engaging labour under the Contract Labour (Regulations and Abolition) Act, 1970).
- 33. MENU:** The Caterer shall post the weekly menu card in the Canteen after obtaining approval from the NERIE. The format for quoting of rates is provided in Annexure - B, C & D.

NORTH EAST REGIONAL INSTITUTE OF EDUCATION
(National Council of Educational Research and Training)
Umiam, Barapani, Ri Bhoi District, Meghalaya, Pin – 793103

PROFORMA FOR FURNISHING TECHNICAL BID

1. Name of the Firm:.....
2. Address of the Firm:.....
.....
.....
3. Telephone / Contact No.:.....
4. Date of commencement of business of the Firm (Please furnish proof in support of your statement) (Page No.....)
5. Status of the organization (i.e. whether Proprietorship, Partnership, Private Limited / Public Limited Company, Registered under Societies Registration Act, etc.):..... (Page No.....)
6. Registration Number of the Organization : (Please attach Certificate of Registration / Incorporation):..... (Page No.....)
7. Name of the Proprietor/Owner/CEO:.....
8. Photocopy of Annual Turnover for last three years:
 - a. 2013-14: Rs..... (Page No.....)
 - b. 2014-15: Rs..... (Page No.....)
 - c. 2015-16: Rs.....(Page No.....)
9. Photocopy of Income Tax Return for last three years:
 - a. 2013-14: Rs..... (Page No.....)
 - b. 2014-15: Rs.....(Page No.....)
 - c. 2015-16: Rs..... (Page No.....)
10. Whether photocopy of Sales Tax / VAT No. enclosed (Y/N)?:(Page No.....)
11. Whether photocopy of PAN enclosed (Y/N)?:(Page No.....)
12. Whether photocopy of Service Tax enclosed (Y/N)?:(Page No.....)
13. Whether photocopy of Trade / Labour License enclosed (Y/N)?:(Page No.....)
14. Whether photocopy of TIN enclosed (Y/N)?:(Page No.....)

15. Details of at least three prominent organizations served / being served with similar services.

Please attach copies of contact / work awarded from the customer organization:

Name & Address of the organizations	Name & Phone No. of Contact person	Annual cost of Contract (In Lakh)	Whether copies of award of contract / work enclosed	Page No.

16. Details of E.M.D.: D.D. No. _____ dated _____ enclosed for Rs. 20,000/- (Rupees Twenty Thousand only) drawn on _____ Bank in favour of Principal, NERIE, Umam, payable at Umam.

17. Details of Cost of Tender Documents: D.D. No. _____ dated _____ enclosed for Rs. 500/- (Rupees Five Hundred only) drawn on _____ Bank in favour of Principal, NERIE, Umam, payable at Umam.

Declaration:

- a. It is certified that the information furnished above is correct.
- b. We have gone through the terms and conditions stipulated in the Tender Document and confirm to abide by the same. A copy of the Tender Document with its each page signed, in token of acceptance of the Terms and Conditions, is enclosed.
- c. Disagreement and solution proposed has been listed in a separate sheet and being attached with the Bid.
- d. We understand that the decision of the NERIE to accept / reject “the points of disagreements and proposed solution provided by us” would be final and binding.
- e. All the documents/certificates mentioned above are valid and up-to-date.
- f. All documents/certificates are duly attested, signed and sealed.
- g. No column has been left blank. Relevant documents/certificates are enclosed as evidence or otherwise against any of the columns not applicable to us.
- h. The signatory to this bid is authorized to sign such bid on behalf of the organization.

Date:.....

Place:.....

Authorized Signatory with Seal of the Firm

**NORTH EAST REGIONAL INSTITUTE OF EDUCATION
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QUOTATION FOR MESS SERVICES FOR BOARDING STUDENTS

Sl. No.	Particulars	Menu (Detail list of items to be provided)		Rate (Rs.) Per Month
1.	Breakfast	Mon		
		Tue		
		Wed		
		Thu		
		Fri		
		Sat		
		Sun		

2.	Lunch	Mon	
		Tue	
		Wed	
		Thu	
		Fri	
		Sat	
		Sun	

3.	Evening Tea	Mon		
		Tue		
		Wed		
		Thu		
		Fri		
		Sat		
		Sun		

4.	Dinner	Mon	
		Tue	
		Wed	
		Thu	
		Fri	
		Sat	
		Sun	

Important Note:

1. The Mess service will be utilized basically for the students residing in the Hostels.
2. Rates quoted should be inclusive of all taxes.
3. The rate shall be quoted both on daily and monthly basis.
4. NERIE reserves the right to modify the list of items for the meals in the interest of the students.
5. Sample of menu is provided at Annexure-E of this Tender Document. However, the items are only illustrative and the Bidder is at liberty to make changes in the menu, if required.

I, the undersigned, hereby agree to abide by all the service line requirements and all the terms and conditions delineated in the tender document.

Authorized Signatory with Seal of the Firm

**NORTH EAST REGIONAL INSTITUTE OF EDUCATION
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QUOTATION FOR CATERING SERVICES FOR GUESTS

Sl. No.	Particulars	Menu (Detail list of items to be provided)		Rate (Rs.) Per Serving
1.	Breakfast	Mon		
		Tue		
		Wed		
		Thu		
		Fri		
		Sat		
		Sun		

2.	Lunch	Mon	
		Tue	
		Wed	
		Thu	
		Fri	
		Sat	
		Sun	

3.	Evening Tea	Mon	
		Tue	
		Wed	
		Thu	
		Fri	
		Sat	
		Sun	

4.	Dinner	Mon	
		Tue	
		Wed	
		Thu	
		Fri	
		Sat	
		Sun	

Important Note:

1. Rates quoted should be inclusive of all taxes.
2. The rate shall be utilized for Guests who are provided with accommodation in the Guest House.
3. NERIE reserves the right to modify the list of items for the meals in the interest of the students.
4. Sample of menu is provided at Annexure-E of this Tender Document. However, the items are only illustrative and the Bidder is at liberty to make changes in the menu, if required.

I, the undersigned, hereby agree to abide by all the service line requirements and all the terms and conditions delineated in the tender document.

Authorized Signatory with Seal of the Firm

**NORTH EAST REGIONAL INSTITUTE OF EDUCATION
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QUOTATION FOR CATERING SERVICES DURING ACADEMIC PROGRAMMES

Sl. No.	Particulars	Menu (Detail list of items to be provided)	Rate Per Serving
1.	Breakfast		
2.	Lunch		
3.	Evening Tea		
4.	Dinner		

Important Note:

1. NERIE conducts wide range of academic programmes. Lunch and Tea/Snacks are to be provided during such programmes. The present fixed rate for Lunch is Rs.115/- and for Tea/Snack is Rs.30/- (morning and evening) for such programmes. Hence, the menu may be quoted accordingly.
2. Rates quoted should be inclusive of all taxes.
3. NERIE reserves the right to modify the list of items for the meals in the interest of the Institute.
4. Sample of menu is provided at Annexure-E of this Tender Document. However, additional items from the Bidder may be included in the menu to make it more competitive.

I, the undersigned, hereby agree to abide by all the service line requirements and all the terms and conditions delineated in the tender document.

Authorized Signatory with Seal of the Firm

Sample Menu

Breakfast	Tea / Coffee AND 04 slice bread with butter or jam and omlet/boiled egg OR 04 nos. chappati with mix vegetable curry, OR 02 nos. Alu Paratha, with mixed vegetable curry, OR 04 nos. Puri, with mixed vegetable curry. (Above combination of food items may be provided on alternative days)
Lunch / Dinner	Rice one plate, chappatis, dal (one medium bowl), mixed veg (curry), one fry item (brinjal, potato etc), papad, salad, pickle, dahi <hr/> Mutton/Chicken curry (100 gms of cooked meat per head excluding masala per single serving) <hr/> Fish (80 gms of fish per head excluding masala per single serving)

Note:

1. The above items mentioned against breakfast, lunch, dinner etc are only illustrative. The bidder can include more items for the purpose of competitive bidding.
2. The bidder, at its own interest, may provide the menu/items for the Mess/ Guest House / Academic Programmes separately.