



GOVERNMENT OF ASSAM

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

No: SMED/DMC&H/TENDER/PT-II/2023-24/023/3945 (A)

Date: 09/11/2023

**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: 07.12.2023 at 01:00 PM**

## **Tender Information**

Contract for providing Canteen services at Diphu Medical College & Hospital, Diphu, Karbi  
Anglong

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Diphu Medical College & Hospital, Diphu 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 07/12/2023 by 01:00 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, Diphu Medical College & Hospital, Diphu.

- 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)**, Layout plan of canteen **(Annexure-V)** and duly filled and signed with all supporting documents as mentioned in the tender document.
- Financial Bid **(Annexure-VI)** 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 L1 bidder will finalize in terms of gross value of the items and those who have found lowest rate in maximum items.

Quotation documents containing detailed terms and conditions can be downloaded from the Institute website [www.dmcassam.in](http://www.dmcassam.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, Diphu Medical College & Hospital, Diphu.**

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, Diphu Medical College & Hospital, Diphu.

**A demand draft of Rs. 50,000/- as earnest money deposit (EMD), in favour of The Principal cum Chief Superintendent, Diphu Medical College & Hospital, Diphu** 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 02:00 PM 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

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 two (2) years in reputed Govt. educational institutes/Government Sector.

Experience of having continuously run the catering services/similar establishments during the last two (2) 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 Diphu. Valid proof of document need to submit of local office address.

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)**

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 8.00 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.
- 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  
*(for minimum 100 customers in the beginning and for full capacity).*
- 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 appropriate value 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. Water 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 profession of the canteen. The license fees is Rs. 20000/month.** 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 and tidy 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.
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, Diphu Medical College & Hospital, Diphu**, 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 Diphu Courts only.

### **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.



**UNDERTAKING BY THE APPLICANT**

**(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)

**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**

**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)

**ANNEXURE-IV****List of some of the Items to be served in Canteen in the Students Welfare Centre****(To be submitted along with the Technical Bid)**

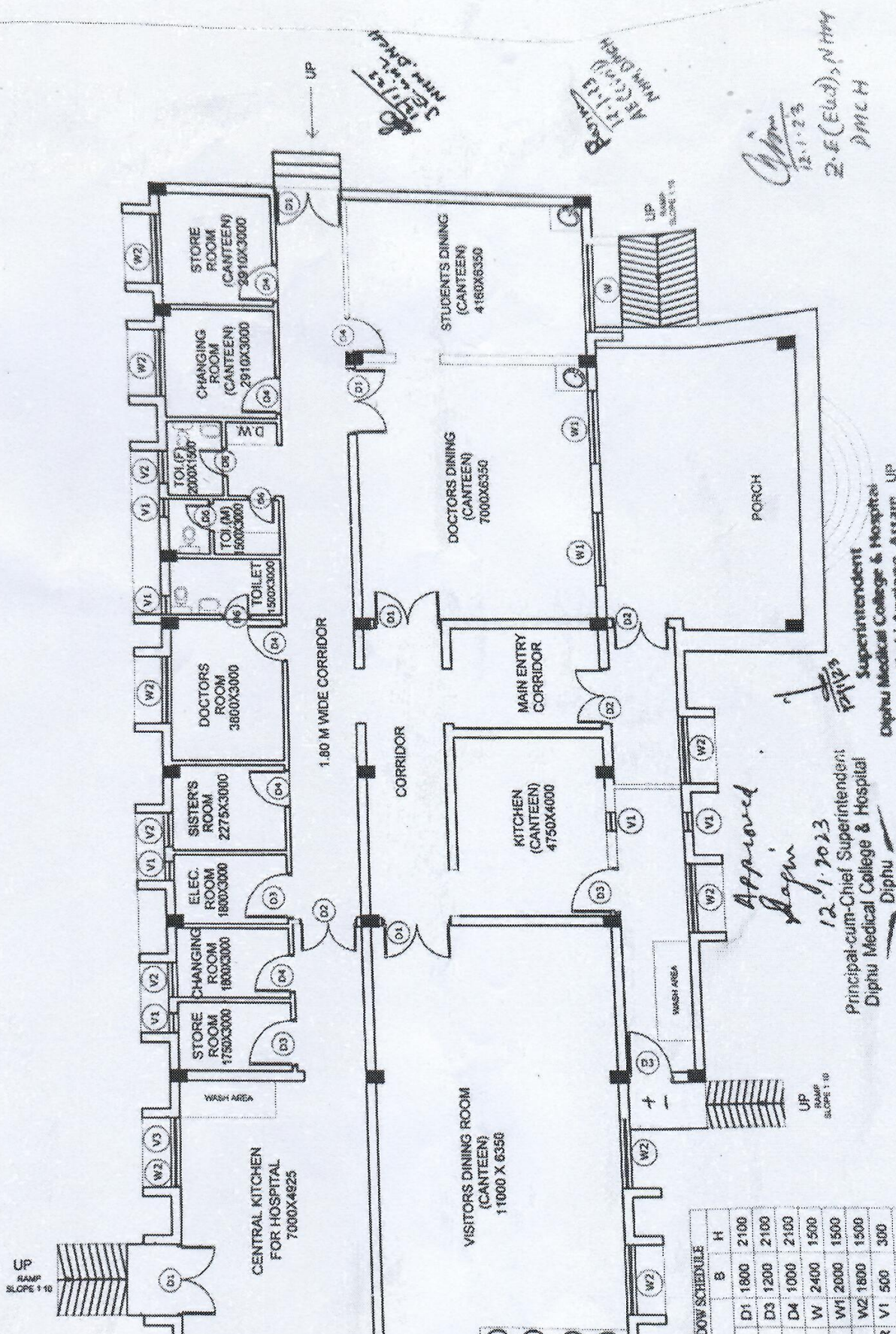
<b>SL NO</b>	<b>NAME OF ITEMS</b>	<b>ESTIMATED RATE AS PER ITEM INCLUSIVE TAXES</b>	<b>QUANTITY</b>
1	PURI SABJI	20	3 PIC PURI+MIX SABZI
2	ROTI SABJI	20	2 PIC ROTI + MIX SABZI
3	PLAIN PARATHA	20	1 PIC + MIX SABZI
4	ALOO PARATHA	30	1 PIC + MIX SABZI
5	VEG SANDWICH	30	150 GRM
6	NON VEG SANDWICH	40	150 GRM
7	EGG BOIL	10	1 PIC
8	OMLET	15	SINGLE EGG
9	MAGGIE	20	100 GRM
10	BURGER(VEG)	25	150 GRM
11	NON VEG BURGER	35	150 GRM
12	VEG PATTIES	10	150 GRM
13	EGG PATTIES	15	150 GRM
14	CHICKEN PATTIES	20	150 GRM
15	CUTLET VEG	20	2 PIC (120 GRM)
16	CUTLET NON- VEG	30	2 PIC (120 GRM)
17	SAMOSA	10	125 GRM
18	KOCHOURI	10	125 GRM
19	VEG-PAKORA 8 PIECES	35	150 GRM
20	CHICKEN-PAKORA 8 PIECES	50	150 GRM
21	PANEER-PAKORA 8 PIECES	45	150 GRM
22	VEG ROLL	25	200 GRM
23	EGG ROLL	35	215 GRM
24	CHICKEN ROLL	40	200 GRM
25	SPECIAL ROLL ( MIX WITH EGG AND CHICKEN)	50	225 GRM
26	PANEER ROLL	40	200 GRM
27	VEG CHOWMEIN	25	150 GRM
28	EGG CHOWMEIN	35	175 GRM
29	CHICKEN CHOWMEIN	45	200 GRM
30	SPECIAL CHOWMEIN	55	225 GRM
31	RICE THALI ( VEG)	45	Rice, Daal, Mix Veg, Dry Bhaji, Pickle/Chatni, Nimbu
32	RICE THALI (NON-VEG LOCAL CHICKEN)	100	Veg Thali + Local Chicken 4 pc curry/gravy
33	RICE THALI (NON-VEG BOILER CHICKEN)	75	Veg Thali + Chicken 4 pc curry/gravy
34	RICE THALI ( WITH FISH)	70	Veg Thali + Fish 1 pc curry/gravy

35	RICE THALI ( WITH PANNER)	65	Veg Thali + Paneer 4 pc curry/gravy
36	RICE THALI ( WITH EGG CURRY)	55	Veg Thali + Egg 1 pc curry/gravy
37	RICE THALI ( WITH MUTTON CURRY)	100	Veg Thali + Mutton 4 pc curry/gravy
38	VEG FRIED RICE	30	150 GRM
39	EGG FRIED RICE	35	165 GRM
40	CHICKEN FRIED RICE	45	175 GRM
41	PANEER FRIED RICE	40	160 GRM
42	CHILLI CHICKEN (DRY/GRAVEY) 8 PIECES	80	175 GRM
43	BUTTER CHICKEN 4 PIECES	80	175 GRM
44	VEG-MANCHURIAN 8 PIECES	60	175 GRM
45	CHICKEN-MANCHURIAN 8 PIECES	70	175 GRM
46	DRY- FRIED CHICKEN 8 PIECES	70	150 GRM
47	CHILLI- PANEER 8 PIECES	60	150 GRM
48	BUTTER- PANEER 8 PIECES	80	175 GRM
49	VEG PULAO + CHICKEN CURRY (2 Pc)	50	200 GRM
50	VEG PULAO+ KABULI SABZI	40	200 GRM
51	TEA (RED)	8	125 ML
52	TEA(MILK)	10	125 ML
53	GREEN TEA	15	125 ML
54	COFFEE	15	125 ML
55	VEG MOMO	25	5 PIECES
56	CHICKEN MOMO	35	5 PIECES
57	CHOLE BHATURE	40	200 GRM
58	RASGULLA	10	1 PC
59	GULAB JAMUN	10	1 PC
60	BARFI	10	1 PC
61	PLAIN DOSA	40	150 GRM
62	MASALA DOSA	50	175 GRM
63	FRESH JUICE		
	I. MANGO SHAKE	50	250 ML
	II. PINEAPPLE	35	250 ML
	III. ORANGE	40	250 ML
	IV. WATERMELON	35	250 ML
	V. POMEGRANATE	65	250 ML
	VI. BANANA SHAKE	45	250 ML
	VII. LEMON JUICE	10	250 ML
	VIII. LEMON WITH SODA	20	250 ML
	IX. MOUSAMBI	50	250 ML
	X. LASSI	30	250 ML

**I/We shall provide the items as per this menu & as per quoted Rate(s) inclusive of all taxes if the Contract is awarded to me/us.**

***(Name & Signature of Bidder-cum-Applicant)***





WINDOW SCHEDULE

	B	H
D1	1800	2100
D3	1200	2100
D4	1000	2100
W	2400	1500
W1	2000	1500
W2	1800	1500
ATOR	V1	500
ATOR	V2	900
ATOR	V3	1800

Approved  
*[Signature]*  
 12.01.2023

Principal-cum-Chief Superintendent  
 Diphu Medical College & Hospital  
 Diphu

Superintendent  
 Diphu Medical College & Hospital  
 Diphu, Karbi Anglong, Assam UP

GROUND FLOOR PLAN FOR CENTRAL KITCHEN CUM CANTEEN AT DMCH, DIPHU

APPROVED  
 12.1.23  
 [Signature]  
 2.F (E.L.D.), N.H.M.  
 DMCH

APPROVED  
 12.1.23  
 [Signature]  
 2.F (E.L.D.), N.H.M.  
 DMCH

APPROVED  
 12.1.23  
 [Signature]  
 2.F (E.L.D.), N.H.M.  
 DMCH

**Financial Bid**

**(To submitted in a sealed envelope)**

(Financial bid 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 L1 bidder will finalize in terms of gross value of the items and those who have found lowest rate in maximum items.)

SI No	Name of Items	Quantity as per item list	Estimated rate as per item list	Quoted rate inclusive of all taxes
1.				

Signature of the Bidder with date

Stamp (if, any)

Address & Mobile Number:

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