

NORTH EASTERNS STUDENTS' HOUSE FOR WOMEN, UNIVERSITY OF DELHI

TENDER NOTICE

The North Eastern Students' House for Women invites online bids on two packets bid system from established and reputed Catering Service Providers for procurement of Mess Services. Interested bidders are requested to read all the pages carefully before doing the needful procedure.

Scope of Work:

North Eastern Students' House for Women is a Postgraduate Hostel of the University of Delhi where female students 71% from North Eastern States and 30% of others states. This Hostel is located in the University of Delhi Hostel Complex, Banda Bahadur Marg, Mukherjee Nagar, Delhi-110009. Hostel has 101 residents and puts high emphasis on hygiene and nutrition.

The Hostel will provide space for kitchen, water, electricity connection, dining hall, empty gas cylinders and furniture of the Mess while the contractor will provide cook and other kitchen staff, crockery and raw material for cooking. Upkeep of the infrastructure and maintenance of all the equipment's shall be the responsibility of the mess contractor.. **An amount of Rs. 50,000/- (refundable) has to be paid as security deposit.**

The Mess will serve Breakfast, Lunch or packed lunch, Evening tea & snacks and Dinner to the Residents on all the days. Besides these, an elaborate special dinner should be provided once in a month and on some special events like fresher party, farewell party, Official meeting etc.

In the large, followings duties are assigned to the contractor:

1. Procurement of food commodities as per specifications/Menu given in **INDICATIVE MENU**.
2. Cooking & serving of hygienic meals including Breakfast, Lunch, Snacks, dinner, pack lunch and other snacks as per requirement
3. Cleaning of utensils, kitchen & serving items.
4. Cleaning of cooking; dining and auxiliary areas etc.
5. Security of the equipment, utensils and other items in the mess.
6. Maintenance of the equipment in the kitchen and dining areas.
7. Supervision during the above said mess services and kitchen managements.
8. Any other duties as required by the hostel management.

The mess services are required at North Eastern Students' House for Women Dhaka Hostel Complex Banda Bahadur Marg opp. Indra Vihar, Mukherjee Nagar Delhi-110009 in respect of the address of buyer and consignee in bid document.

GENERAL INSTRUCTION FOR BIDDERS:

1. Bidders are advised to follow the instructions provided on GeM portal for e-submission of the bids through GeM Portal i.e. <https://gem.gov.in/>. For this purpose, bidder may also download the Bidding Documents from the GeM Portal.
2. The bid document should be properly indexed, signed and numbered.

3. No price should be indicated in the Technical Bid and it should only be quoted in the Financial Bid.
4. Rates should be quoted per **resident** per month
5. Bidders will ensure that their Bids, must be completed in all respects, are uploaded online before the closing date and time as indicated in the critical date sheet mention on GeM Portal.
6. Bidders are not allowed to tamper/modify the tender-form/ATC document including downloaded price bid template in any manner. In case, the same is found to be tempered/modified in any manner, tender will out-rightly be rejected.
7. All costs, including taxes, stamp duties and registration charges shall be borne by the bidders.
8. The bidders are responsible for what they attest and claim; if, later on, it is found that whatever has been attested by the bidder is not true/ correct, the company/ firm / agency of the bidder will render itself liable for punitive action including black-listing for the purpose of procurement of any service(s), in addition attracting penal provisions of the agreement.
9. The authorized signatory of the bidder must sign the bid, duly stamped at appropriate places with initial on all the remaining pages of the bid. A person signing (manually or digitally) the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind such other persons and if, on enquiry, it appears that the persons so signing had no authority to do so, Hostel may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all cost and damages.
10. Bidder shall not attach any condition to the Financial Bid. Conditional bids shall be summarily rejected.
11. A list of indicative brands of items to be used in catering, alongside the indicative menu must be analysed before filling the bid.
12. It is the responsibility- of the Bidder to go through the Bidding Document before offering rates as per price schedule.
13. All payments in Indian Rupee will be made through National Electronic Fund Transfer (NEFT)/ RTGS System.
14. Bidders are required to fill and attach the NEFT Mandate Form attached as per Section-B along with their offers, if not already executed in the Hostel.
15. A notification of Award will not be issued without NEFT Mandate Form.
16. Alternative Bids are not allowed.

17. Manual bids will not be accepted.
18. Earning Money Deposit (EMD) shall be paid by bidder of Rs.70000/.
19. EMD shall be returned to the unsuccessful bidders within 30 days without interest after the award of the work is issued to the contractor.
20. The selected bidder shall execute necessary instructions and documents required by Hostel in relation to the bidding documents and shall adhere to all notification/amendments as may be issued by the Hostel from time to time during the contract period.
21. All taxes, if applicable in respect of this contract shall be payable by the bidder and Hostel will not entertain any claim whatsoever in respect of the same. However, in respect of GST, the same will be claimed by the service provider in its bill to the Hostel and Hostel will pay in terms of extant rules and order of the subject. The service provider will furnish quarterly GST return to the Hostel on account of payment made to GST so received from the Hostel.
22. The bidder shall furnish, as part of its bid, relevant details and documents establishing its qualifications as stipulated in '**DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATIONS**' of the tender Document to perform the contract.
23. Provost, NESHW reserves the right to reject any or all bids without assigning any reason.

TERMS AND CONDITIONS FOR THE SELECTED CONTRACTOR

1. The Mess contractor is required to make his own arrangement of steel utensils.
2. Refilling of gas cylinders as per requirement.
3. The contractor shall ensure that cleanliness and hygiene is maintained in the kitchen, dining hall, washing area and store room.
4. Food should be provided as per decided menu and quality of food should be maintained.
5. The hostel authorities or Housekeeper along with Mess Committee of the hostel shall inspect and check the quality of food and attendant matters.
6. The contractor will have to pay for the electricity charges & water charges of Rs.6000/- per month and license fee of Rs.800/- per month. One flat will be provided to the mess workers, water charges, electricity charges and license fee will be charged as per university rules.

7. EPBG of Rs.50,000/- shall be made by the selected contractor. The EPBG shall be refunded after the end of the contract period unless there are unclear dues/maintenance dues or contract is terminated without giving prior one month notice by the contractor, in which case appropriate amount shall be adjusted against the security deposit accordingly.
8. The performance security deposit shall only be released after six months of the close of the contract and submission of No Dues/Clearance from all concerned Authorities of Hostel and on satisfactory completion of the contract.
9. The contractor shall sign a formal agreement on a non-judicial stamp paper worth Rs.100/- (Rupees one hundred only) within seven days of the award of the work.
10. The contractor shall not sublet/permit the said premises or may part thereof to be used by any other person for any other purpose and, in default thereof, shall be liable for cancellation of the contract. The contractor shall not introduce any partner nor shall transfer possession of the premises or part thereof otherwise carry on the business in the premises with any other person or assign, transfer, charges or other alienate his interest in the premises shall not change the company for which the said premises are being licensed to him.
11. The contractor /service provider shall not carry out any permanent addition or alteration in the said premises without prior permission of the Hostel Authorities in writing. Suppose any temporary additions or alterations are required by the contractor, in that case, a request to this effect may be made in writing to the Hostel Authorities, who may consider the same on such terms and conditions as may be deemed appropriate.
12. The contractor /service provider shall not allow any other person(s) to use the premises with or without consideration. He shall not use the premises or any additional space in the campus for the residence of himself & his employees or for a purpose other than that provided in this Tender/Agreement. He shall not make or permit any structural additions and alternations to the premises without the prior written approval of the Hostel Authorities.
13. The Hostel shall have the right to change any brand of material supplied/use for cooking, provided the cost of the same does not exceed the price of specified brand.
14. The contractor, on revocation or termination of this license/agreement, handover the possession of said premises to the Hostel authorities in a good condition and in a

peaceful/intact manner as they were on the date of occupation of the license, expects normal wear and tear.

15. The contractor /service provider shall give at least 90 days' notice in writing for vacating the said premises, pay the arrears in full, if any, before leaving the said premises, and in default, render himself liable for the recovery of arrears and necessary legal expenses. Similarly, the Hostel shall be entitled to give him 90 days' notice to vacates the said premise.
16. In the Event of Death /Injury to any employee/worker of the contractor, the contractor will be fully responsible and abide by compensation as per the employee Compensation Act 1923. The Hostel shall not be liable to pay any compensation in what so ever manner.
17. The contractor shall ensure that persons not below a prescribed age and may be permissible under the relevant law are employed and shall also maintain an attendance register for his employees. The contractor follows Labor Law and all other applicable laws (Minimum wages Act).
18. The payment will be made to the Contractor according to a number of residents present during the month; prior intimation of residents will be provided to the contractor.
19. Penalty clauses will be applicable in following conditions-
 - (1) Breach of contract by the contractor. (2) Violence/Behaviour. (3) Damaged of hostel property
 - (4) Damage of hostel equipment. (5) Complaint related to cleaning.
20. The hostel authorities may terminate the contract at any time if any of the terms of the contract is breached.
21. The approved rate will be valid for two years and will be revised nominally, if required, by a committee only after one year of the contract on the contractor's request.
22. The contractor shall follow all the instructions issued by the Hostel Authorities and/or Authorized Official(s).
23. If any person employed by the contractor is found guilty of breach of Rules/Discipline/Terms of this deed, the Hostel shall have the right to request the contractor to terminate the service of such an employee whom the contractor shall not afterwards permit him on come the premises/campus without the previous written permission from Hostel Authorities.
24. The Provost shall be the final authority on all matters.

SECTION- A

DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATIONS

The bidder must satisfy the following eligibility criteria:

Sl. No.	Description	Document Required
1.	The bidder should be a company/firm/sole proprietor registered in India and should be in existence for at least five years on the bid Submission date.	Certificate of Incorporation & Certificate of Registration
2.	Bidder should have an annual average turnover of Rs.20 Lacs in last three financial years 2022-2023, 2023-24, 2024-2025	CA certificate/Statutory Auditor Certificate. Balance Sheet & Profit and loss Account Statement for last Three Financial Years.
3.	A minimum experience of running Mess services with minimum 100 residents should be at least 5 years in continuity, preferably in the Govt. affiliated universities/institutions/hostels of Delhi NCR	Experience certificate/s should be signed & attested by the Head of the institution
4.	Head office of the company/firm must be located in Delhi/NCR since last two years	Certificate of Incorporation & Certificate of Registration

DOCUMENTS REQUIRED:

1. The Bidder shall submit the scanned copy of following documents along with company profile while submitting the bid documents: -
2. Self-attested Identity proof, address proof, Pan Card and a recent passport size colored photograph of authorized representative;
3. Name of the company/firm/entity of the bidder, including details of promoters/partners with official and residential addresses and telephone numbers; with year of Establishment;
4. Attested copy of deed of partnership, if the bidder is a partnership concern; Certificate of Incorporation in case of company/Any document proving ownership of proprietary firm;
5. Documents mentioned in the qualification criteria as per **Section – A**
6. National Electronic Fund Transfer (NEFT Form) as per **Section -B** for payment in Indian Rupee;

7. CA certificate/Statutory Auditor Certificate showing annual turnover for the last 3 financial years (2022-23, 2023-24, 2024-2025).
8. Registration Number:
 - a. Goods & Service Tax Registration No:
 - b. PAN & TAN Number of the firm
 - c. Valid PF Registration No with last three months of PF details
 - d. Valid ESIC Registration No: with last three months of ESI details
 - e. Registration under Contract Labor Act, 1970/Labour identification number may also be enclosed.
 - f. Office location of service provider must be located in Delhi NCR.
 - g. Undertaking of all terms & conditions on letter head of the firm. (*Please enclose relevant document*)
9. Declaration on letter head of the bidder(s) that it has never been involved in any illegal activity or financial frauds;
10. Declaration on letter head of the bidder(s) that its contract was not terminated by any of its clients due to unsatisfactory performance, nor it refused to continue the catering service after the contract was awarded during the last three years;
11. The Successful bidder shall furnish license from the appropriate authority under FSSA Act, 2006 as early as possible but not later than 15 (fifteen) days, extendable by another 15 days from the date of receipt of letter of award, failing which the Hostel reserves the right to terminate the contract with forfeiture of bid security.

REQUIREMENTS IN TERMS OF KITCHEN AND MESS STAFF

1. An undertaking by the bidder confirming availability of manpower of requisite technical & educational qualification & experience along with copies of testimonials may be furnished.
2. The contractor shall engage at least 5 staff to run the mess. They shall be paid at least minimum wages as per the Government of NCT of Delhi. Act on a monthly basis through account payee cheque.
3. Tobacco, Alcohol and Smoking are banned in hostel premises; in case any mess worker is found guilty the penalty will be imposed according to penalty clause **Annexure-B**.
4. Personal details of the mess staff duly verified by the Police should be provided to the Hostel Authorities.
5. Stand-by workers to substitute any absent workers should be available and the workers should be given a weekly off.

6. Following points have to be followed for the Mess and the Kitchen staff-

- a. The main cooks must have experience of at least three years in continuity in recent years and the other staffs should have experience of one year.
- b. The staff should be well-trained and well-behaved so that they can communicate nicely to the Residents and office staff if needed.
- c. All staff should be free from any legal charges.
- d. The contractor must ensure that any false documents in terms of all information of the staff should not be produced and if it is discovered subsequently the staff shall be liable under the applicable law for the time being in force.

SECTION- B
NEFT MANDATE FORM

From: M/s.

Date:

To,
The Provost,
North Eastern Students' House for Women,
University of Delhi,
Delhi – 110009.

Sub: NEFT PAYMENTS

We refer to the NEFT being set up by the Hostel. For remittance of our payments using RBI's NEFT scheme, our payments may be made through the above scheme to our undernoted account.

NATIONAL ELECTRONIC FUNDS TRANSFER
MANDATAE FORM

Name of City	
Bank Code No.	
Bank 's name	
Branch Address	
Branch Telephone / Fax no.	
Bidder's Account No.	
Type of Account	
IFSC code for NEFT	
IFSC code for RTGS	
Supplier's name as per Account	
Telephone no. of bidder	
Bidder's E-mail ID	

[Signature with date, name and
designation] For and on behalf of bidder

[Name & address of the manufacturers]

Confirmed by Bank

Enclosed a copy of Crossed Cheque

List of indicative brands of items to be used in catering

S.No.	Item	Brand
1	Milk	Mother Dairy/Amul
2	Bread	Britania/Harvest
3	Butter	Amul
4	Jam	Kissan/Tops
5	Tea	Taj Mahal/ BrookeBond
6	Coffee	Nescafe/Bru
7	Tomato Sauce/Ketchup	Kissan/ Tops
8	Chilli Sauce	Kissan/ Tops
9	Refined Cooking Oil	Safola/Sunflower/Fortune/Mahakosh
10	Rice	Good quality
11	Sugar	Good quality
12	Atta/Maida/Besan	Good quality -Agmark, ISI brand
13	Pulses	Good quality-Agmark ISI brand
14	Spices	Good quality- Agmark ISI brand
15	Fruits/Vegetables	Seasonal fresh quality
16	Salad	Seasonal fresh items of green vegetables, Beetroot, Carrot etc.

Note: Perishable items like Paneer, Chicken/Mutton/Fish etc. should be procured fresh daily.



Provost

Prof. Swati Diwakar
Provost NESHW
University of Delhi
Delhi-110009



Warden

Dr. Nirja Sharma
Warden, NESHW
University of Delhi
Delhi-110009

Technical Scores Evaluation

Sl. No.	Criteria	Maximum Marks
1.	Years of experience in the similar line of business: 04 up to 05 years = 5 Marks, more than 05 years up to 06 years = 10 marks, more than 06 years up to 07 years = 15 marks, more than 07 years = 20 marks	20
2.	Average Financial Turnover from the similar services in the last 3 years, as per the certificate issued by a Practitioner Chartered Accountant with UDIN will be considered: Rs.20 lakh to 25 lakh = 2.5 marks, above Rs.25 lakh to 30 lakh = 5 marks, above Rs.30 lakh to 35 lakh = 7.5 marks, above Rs.35 lakh = 10 marks	10
3.	Number of Institutes/Universities/hostels in Delhi/NCR where similar nature of services have been provided in the last 5 years: 01 = 2.5 marks 02 to 03 = 5 marks 04 to 05 = 7.5 marks Above 05 = 10 marks	10
4.	Evaluation on the Presentation by Bidder (s): The presentation by the bidder(s) will be evaluated by North Eastern Students' House for Women, University of Delhi panel members. The bidders are expected to cover the following points during the presentation: <ol style="list-style-type: none"> 1. Quality of food in regard to used material such as spices, cooking oil, vegetables, grains etc. 2. Promptness of service in the given time limit. 3. Skillfulness of workers regarding preparing food. 4. Food etiquettes as presentation serving. 5. Attentiveness of workers regarding cleanliness and hygiene. 6. Whether the staff/supervisor is proficient in their respective work. 	60
5.	Total Marks	100

Indicative Menu

DAY	PACKED LUNCH	BREAKFAST	LUNCH	TEA	DINNER
Monday	Parantha, Jeera Aloo, Aachar	Poori and Matar Boiled Egg, Bread, Jam, Butter, milk, tea, cornflakes and seasonal fruit	Rice, Roti, Aloo Dry Fry, Masoor Dal, Boondi Raita, Salad Papad and Lemon	Coffee + Muffin	Roti, Rice , Mixed dal, Kadhai Paneer, Boiled Chicken with Vegetable, Salad, Custard
Tuesday	Veg. Fried Rice with Soya Sauce and Veggies	Parantha (aloo-pyaz) Boiled Egg, Bread, Jam, Butter, Milk, Tea, Cornflakes and Seasonal Fruit	Rice, Roti, Mixed veg without aloo, Dal Makhani, Curd, Salad Papad and Lemon	Tea and Chowmein	Rice, Roti, Special Salad (Beetroot and all vegetable to eat raw) Dal, Aloo dum, Jalebi
Wednesday	Mix Veg, Plain Parantha, Aachar	Idli, Sambaer, Chutney Boiled Egg, Bread, Jam, Butter, Milk, Tea, Cornflakes and Seasonal Fruit	Rice, Roti, Channa Dry Fry, Arhar Dal, Raita, Salad Papad and Lemon	Tea and Veg. Sandwich/ Bread Pakora with green Chutney	Roti, Rice , Paneer Chilli , Dry Chicken , Ooty, Soup & Salad
Thursday	Rice, Rajam, Aachar	Poha/ Namkin Sewai, Omelette, Bread, Jam, Butter, Milk, Tea, Cornflakes and Seasonal Fruit	Rice, Roti, Rajma, Dry Seasonal Veg without Aloo, Curd, Salad Papad and Lemon	Tea + Samosa Green Chutney	Rice, Roti, Yellow Moong Dal, Dry mashroom with Onion and capsicum/Soya Beans with Matar, Salad, Kheer
Friday.	Fried Aloo Beans, Parantha, Aachar	Roti, Kala Channa aloo sabji, Boiled Egg, Bread, Jam, Butter, Milk, Tea, Cornflakes and Seasonal Fruit	Rice, Roti, Aloo Pithika, Moong Dal, Fritter/ Pakoda Curd, Salad Papad and Lemon	Tea + Biscuit	Non-Veg Biryani, Veg. Biryani, Boond Raita, Salad, Halwa
Saturday	Mixed Parantha, Aachar	Paav bhaji, Boiled Egg, Bread, Jam, Butter, Milk, Tea, Cornflakes and Seasonal Fruit	Khichadi, Labdra, Curd, Papad, Salad, Lemon	Tea, White Sauce Pasta	Rice, Roti, Seasonal Veg without patota Channa dal , salad Ice-cream
Sunday	_____	Dosa with Sambhar, Coconut Chutney Boiled Egg, Bread, Jam, Butter, Milk, Tea, Cornflakes and Seasonal Fruit	Chhole bhature , Rice, curd, salad, Pickle, Papad and Lemon	Coffee, French Fries	Rice, Roti, Arhar dal, Egg with Potato Curry, Palak Paneer, Salad Ice-cream

Note: i) Quantity of toned milk should be 200 mL per person.

ii) Two pieces of chicken approximately 100 gm for non-vegetarian and 100 gm paneer for vegetarian.

iii) Quantity of curd should be 100 gm. to per person.

v) Boiled meal if required to any resident

vi) Soup will be served on winters and Ice-cream during summers.



Warden

Dr. Nirja Sharma
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Provost

Prof. Suniti Tiwari
Provost NESIW
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