

Notice Inviting Quotation

for

Mess Services of Halls of Residence

at

RAJIV GANDHI UNIVERSITY, DOIMUKH/ITANAGAR, ARUNACHAL PRADESH

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| NIQ No. | No. ST-443/MS-HoR/2024 |
| NIQ Issue Date | 17/01/2025 |
| Last Date of Submission | 27/01/2025 |
| Siyom Halls of Residence (Men) | 200 boarders |
| Dihing Halls of Residence (Women) | 100 boarders |



RAJIV GANDHI UNIVERSITY
RONO HILLS, DOIMUKH-791112
ARUNACHAL PRADESH
Phone: 0360-2277253 Email: rgureg@gmail.com
Website: <http://www.rgu.ac.in>

**राजीव गाँधी विश्वविद्यालय
रोनो हिल्स, दोईमुख
RAJIV GANDHI UNIVERSITY
RONO HILLS, DOIMUKH**

No. ST-443/MS-HoR/2024/2465

Dated, the 16th January, 2025

NOTICE INVITING QUOTATION

Rajiv Gandhi University, Rono Hills, Doimukh invites sealed quotation for Hostel Mess Services. Interested parties may send their quotations in sealed cover addressed to the Registrar, Rajiv Gandhi University, Rono Hills, Doimukh superscribed with the words "Quotation for Mess Services for Various Halls of Residence" and complete in all respects should be dropped in the tender box kept in the office of the Registrar, RGU Doimukh. The quotation(s) received after the scheduled date and time will be rejected out-rightly.

1. Introduction:

- 1.1 The Rajiv Gandhi University, Rono Hills, Doimukh invites the quotations from reputed firms for running Hostel Mess Services in Various Halls of Residence for 100 nos. boarder.
- 1.4 The agency shall be awarded the work should run a Hostel Mess "as is where is basis" with the space and facilities provided by the University in the Campus.

2. Eligibility Criteria:

- 2.1 The tenderer should have a valid FSSAI registration certificate/license.
- 2.2 The tenderer should be an Income tax assesses (latest Income Tax return should be enclosed).
- 2.3 The tenderer should have at least 3 years' experience in running a hostel mess or catering services. Documentary evidence, such as an experience certificate, issued from the concerned educational institute/University, should be furnished.
- 2.4 The bidders should have worked preferably in educational institution/University having residential hostel/guest house who have annual turnover of Rs. 80 lakhs or more per annum. The bidders should provide separate Balance Sheet, certified by chartered Accountant for the last three years having Rs. 80 lakhs or more per annum.
- 2.4 To prove financial capability to undertake the tender, the tenderer should furnish banker's Certificate (in original) as per Appendix-5. OR The Tenderer can furnish a Solvency Certificate from any nationalized/ scheduled bank .
- 2.5 Employees of Rajiv Gandhi University or their family members are not eligible to participate in the Tender. For this purpose, the family includes spouse and children (Undertaking to be furnished in this regard as per Appendix 6).

3. GENERAL TERMS AND CONDITIONS FOR THE AWARD OF CONTRACT :

- 3.1 The tenderers are requested to go through the instructions, terms and conditions and specifications given in the tender. Failure to furnish all required information in every aspect will be at the tenderer's risk and may result in the rejection of the tender.
- 3.2 To enclose duly filled up check list as per Appendix-7



- 3.3 The tenderer seeking any clarification on the tender may request the Office of the Registrar, Rajiv Gandhi University office hours 10.00 am to 04.00 pm.
- 3.4 The University reserves the right to amend the tender in full or any part thereof. Amendment to the Tender will be uploaded on the University website www.rgu.ac.in and it will be the sole responsibility of the tenderer to verify the amendments if any and get the amended documents before the submission of the tender.
- 3.5 The Tender document is not transferable.
- 3.6 There shall be no repetition of vegetables in Breakfast, Lunch and Dinner and also on the subsequent days. (Menu of the vegetable shall be determined by the Hostel Mess Management Committee of the University in consultation with the caterer with a provision to change as per need.)
- 3.7 The meals provided in Breakfast, Lunch and Dinner shall be unlimited for its boarders.
- 3.8 Initially the contract will be awarded for a period of 12 months from the date of signing the agreement. The Hostel Mess Management Committee will assess the performance of the agency before completion of tenure. After reviewing, if the performance of the agency is found to be satisfactory, the contract may be considered for renewal for next year with mutual consent.
- 3.9 If at any stage the involvement of the Contractor is found, in any, uncalled for activity, inside or outside the premises of the University, which may bring disrepute to the University, the contract is liable to be terminated by the Competent Authority by giving 10 days notice.
- 3.10 University reserves the right to accept or reject the tender without assigning any reason whatsoever. The contract may be terminated after giving one-month notice by the University. In case Contractor wants to terminate the contract, they have to give minimum two months' notice.
- 3.11 Contractor will be required to deposit **Rs. 3.00 lakh (Rs. three lakh) only in form of Demand Draft/Bank Guarantee as security deposit** for Hostel Mess Services.
- 3.12 The premises of the Hostel Mess Services will be used for the purpose for which the allotment will be made and not for any other purpose without the written permission of the Competent Authority.
- 3.13 No person with any adverse police record will be allowed to work in the Hostel Mess.
- 3.14 Mess bill only be raised against the actual enrolled students.
- 3.15 Any change like timing of operation, rate of items and any addition of item(s) to be included in the Hostel Mess Services in future will require the prior permission of the University.
- 3.18 The Contractor will ensure and comply with the provisions of various municipal and other Rules/Regulations/Laws of the Government in respect of wages and other benefits to their employees.
- 3.19 The University shall not be the party in case any dispute takes place between the Contractor and their employees.
- 3.20 Dispute, if any, between the Contractor and the University shall be subject to the Itanagar jurisdiction.
- 3.21 Menu may change as per discussion with the Hostel Mess Committee with vendor. Hostel Mess Committee will evaluate the quality of food and the materials used for preparation of the food and will have the right to impose suitable fine/penalty in case of unsatisfactory service.
- 3.22 Maintenance cost including electricity bill, water charges etc. for the premises and kitchen, store, etc. shall be paid by the agency.



- 3.23 The workers employed by the agency shall wear uniform and name-badge, which will be provided by the agency itself. This should be implemented within 15 days from the date of signing the agreement. These workers are not employees of the university and shall not have any claims whatsoever on the university and shall not act detrimental to the interest of the university.
- 3.24 The agency should maintain a complaint register inside the canteen and should be produced on demand by any of the user. Non-production of this will be taken seriously by the university and suitable penalty shall be imposed as determined by the competent authority.
- 3.25 The agency should also produce the copy of the complaint register duly verified by mess committee in charge along with the bills submitted for the payment to the university.
- 3.26 The University shall not provide any accommodation to the tenders and its workers. They shall manage on its own outside the University Campus.
- 3.27 No outside food shall be allowed in the Hostels, food items to be cooked in the hostels only.
- 3.28 The Mess Service Contract shall be awarded maximum to a limit of two (2) Halls of Residence to a single firm. However, RGU reserves the right to award the contract(s) to the eligible firm(s) irrespective of price bid.

4. Hygiene Criteria:

- 4.1 The food served by the caterer has to be prepared in clean and hygienic and safe conditions as per the menu and healthy sanitary methods.
- 4.2 Caterer should wash and maintain dining hall, hand-wash area, dish wash area etc. in highly clean conditions, caterer should also provide hand sanitizer and hand wash.
- 4.3 The caterer should collect the garbage from the kitchen, dining-hall, dish-wash area and dispose of the same every morning. The surrounding should be kept clean and hygienic by the caterer.
- 4.4 The caterer should maintain high quality of hygiene, sanitation and safety in the kitchen and dining hall. All the surrounding area of the mess premises should be cleaned and washed daily by the caterer.
- 4.5 After every meal (breakfast, lunch and dinner) all the plates, glasses, spoons and other cutlery are to be cleaned in soap solution and hot water and dried and kept ready for the next meal by the caterer. The caterer must use cleaning material of high quality.
- 4.6 Mess workers should be strictly asked to make the use of hand gloves, aprons, cooking hats etc.
- 4.7 Dining hall and kitchen should be washed with water and soap solution and mopped after every meal by the caterer.
- 4.8 Water cooler and purifier etc. should be cleaned and maintained properly by the caterer.
- 4.9 All the utensils, dinner set and other equipment's required in the mess should be arranged by the caterer and replaced if missing/damaged in the kitchen.
- 4.10 The caterer should provide sufficient number of fly catchers in the mess premises.



4.11 Non maintenance of above criteria shall result in penalty to be imposed on the vendor as follows: -

- (a) Penalty for Poor Food quality – Rs. 5000/- on each occasion
- (b) Penalty for Hygiene/cleanliness – Rs. 2500/- on each occasion

If poor quality of food has been found three times in a month, in such conditions the awarded contract shall be terminated and their security deposit shall be forfeited.

5. Earnest money deposit (EMD) :

- 5.1 The tenderer should furnish Earnest Money Deposit (EMD) for a value of **Rs. 1,00,000/- (Rs. One lakh only)** for mess and canteen may be along with the tender by way of Demand Draft / Bankers Cheque obtained from any Nationalized /Scheduled Bank and drawn in favor of "**Rajiv Gandhi University**" payable at Doimukh/Naharlagun.
- 5.2 Any tender without the EMD will be considered as Non- responsive and will be summarily rejected.
- 5.3 The tender inviting authority will arrange to refund the EMD to the un-successful tenderers after publishing the successful tenderer within a reasonable time. No interest will be paid on the EMD.
- 5.4 The EMD of the successful agency is liable to be forfeited if the agency fails to start the mess as per the date scheduled in the agreement with the university. The tenderer on becoming successful fails to furnish the required security deposit or sign the agreement within the stipulated time.

6. Contract requirement:

- 6.1 While quoting the rate, the tenderer should mention separately all applicable taxes such as GST and duties on purchases and any other applicable taxes and duties levied by the State and Central Government or any other authority. University shall not be responsible for any change in the tax rate during the contract.

7. Submission of Tender:

- 7.1 The tender document duly filled in, signed on all pages shall be submitted in sealed cover to the Registrar, Rajiv Gandhi University at his/her office as per the procedure laid down herein. The tender can be submitted by registered/speed post on all workings days till the above closing date.
- 7.2 The university will not be held responsible for any delay in the receipt of the Bank Draft or any delay in the receipt of the document by the tenderer including loss of the document in transit or delay in obtaining any document/ certificate or on any other account. No extension of the date and time for the submission of the documents will be given for any such delay.
- 7.3 The university may extend the last date for submission of tender by issuing an amendment. In such case all the rights and obligations of the university and the tenderers previously subject to the original due date for submission will be then subject to the new date for submission.
- 7.4 Any tender received by the university after the last date and time will not be considered and will be returned to the tenderer.

8. Procedure for Submission of Tender :

- 8.1 Tenderers are advised to go through the tender documents and understand all the provisions and stipulations contained therein before submitting the tender.

- 8.2 The tenders shall be submitted as per the procedures and requirements stipulated therein.
- 8.3 This tender is based on **Two-Bid System** i.e. Technical Bid and Financial Bid. Therefore, the tender shall be submitted in two parts viz., Cover-A and Cover-B. Each part shall be placed in an independent sealed envelope and each part shall be super scribed as follows:

Cover 'A' : "TECHNICAL BID COVER"

Name of work: *"Tender for Various Halls of Residence Mess Services at of Rajiv Gandhi University, Rono Hills, Doimukh"*

Cover 'B' : "PRICE BID"

Name of work: *"Tender for Various Halls of Residence Mess Services at of Rajiv Gandhi University, Rono Hills, Doimukh"*

- 8.4 The Price Bid must be submitted by the bidder separately for all three (3) Halls of Residences.
- 8.5 The Tenderer should attach valid Labour licenses issued by State/Central Government.
- 8.6 The Women entrepreneurs are encouraged to apply for the Girls Hostel Mess and shall be preferred.
- 8.7 The contents of each of the two covers shall be as described in the subsequent clauses. For all other references, these covers will be referred to briefly as: **"Technical Bid cover"** and **"Price Bid Cover"**.
- 8.8 Both the covers i.e. Cover-A and Cover-B, shall be placed inside an outer cover and shall be super scribed as follows:

"TENDER OF HOSTEL MESS SERVICES IN RAJIV GANDHI UNIVERSITY" & TENDER NUMBER.

- 8.9 The sealed tender envelope shall be addressed to **"The Registrar, Rajiv Gandhi University, Rono Hills, Doimukh**. The Tender envelope shall contain clearly the name and address of the Tenderer prominently, with Phone Number, email ID and Postal address.
- 8.10 The technical bid cover shall contain a "check list" as per **Appendix – 7**. In addition to check list any document or certificates etc., mentioned anywhere in the tender document shall also be part of the technical tender requirements as a proof of experiences, Turnover, Registration No., GST No., PAN No. Labour License of the State/Central Govt.
- 8.11 Financial Bid (Price Bid 'Cover"- B) shall contain the duly filled in and signed Financial Bid as per **Appendix-3**.
- 8.12 The tender shall be signed by a person or persons duly authorized to sign on behalf of the Tenderer. All pages of the tender shall be signed by the person(s) signing the tender. The Tenderer shall enclose a certified copy of the power of attorney authorizing the signatory or signatories to sign the tender document. This certification shall be from the Managing Director or the Legal manager or any other authorized person of the firm".
- 8.13 The tender shall contain no alteration or additions, except those Tenderer has to comply as per the instructions issued by the University. In case it is absolutely necessary to make corrections in the errors made by the tenders, in which case such corrections shall be signed by the person or person's signing the tender.
- 8.14 All the pages in the tender document should be signed by the tenderer after properly filling all details.



9. Compliance/ Confirmation:

- 9.1 The Tenderer should give an undertaking with reference to the Application Form for running the Mess in University and should also give undertaking cum declaration regarding confirming and comply with various terms and conditions in Appendix-4 "letter of Tender cum declaration" and Appendix-7 "Check List".

10. Tender Opening:

- 10.1 Tender will be opened in the presence of the Tenderers or their authorized representative who choose to be present and the tender Purchase Committee (General). The tender opening date and time shall be intimated to the bidders. The representative of tenderer who attend the tender opening must produce their identification proof and authorization letter from the companies/tenderer.
- 10.2 Cover-A containing "Technical Bid" shall be opened first.
- 10.3 On opening the tender, the details such as name of the tenderer, address, EMD details, etc., will be read out.
- 10.4 Tenders found without the EMD or with an invalid EMD or insufficient EMD, will be summarily rejected. Unopened tenders will be returned to such tenderers.
- 10.5 On verifying the EMD, the Technical bids will be examined to decide their service suitability for the said work. Tenderers whose Technical bids are not found acceptable will be advised of the same and their sealed covers containing the respective Financial Bids will not be opened. Their EMD will also be returned to them.
- 10.6 Financial bids of only those bidders whose technical bids are qualified, will be opened in the presence of the Tenderers or their authorized representative, if chooses to be present.

11. SIGNING OF AGREEMENT :

- 11.1 The successful tenderer shall furnish the required security deposit and execute an agreement (Three copies) on a non-judicial stamp paper to the value of Rs. 100/- (embodying the terms and conditions of the tender within 15 days from the date of acceptance of the agreement.
- 11.2 If the agreement mentioned in Clause 11.1 above is not executed in the prescribed period, the Earnest Money Deposit and Security Deposit of the tenderer are liable to be forfeited.
- 11.3 The successful tenderer, if fails to execute the agreement within the stipulated period, he will also be liable for all damages arising there from such default including the cost of conducting fresh tenders and the increase in rates if any, in the subsequent tender and shall compensate for all losses sustained by the Government/University in this regard.

12. TERMINATION OF CONTRACT

12.1 Termination for Default:

- i. The University may, without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 30 days, sent to the Hostel Mess Contractor, terminate the contract in whole or in part.
- ii. If the Hostel Mess Contractor fails to perform any of the obligation(s) under the contract; or if the Hostel Mess Contractor, in the judgment of the University, has engaged in fraudulent and corrupt practices in competing for or in executing the contract.

iii In the event, the University terminates the contract in whole or in part, the University may entrust the contract of operating/running canteen to other persons/contractors in such manner and at such rate as deemed appropriate and they shall be liable to the University for loss of revenue Suffered by the University in this process. However, the Hostel Mess Contractor shall continue the performance of the contract to the extent not terminated.

12.2 Termination for Convenience:

The University may give a written notice, with a notice period of 30 days sent to the Hostel Mess Contractor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the University convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

13. Special Conditions :

13.1 Adducing reasons like strikes, non-availability of raw material etc. shall not be entertained.

Non-fulfillment of the contract on any grounds will result in forfeiture of part or whole of Security Deposit /Earnest money deposit amount. The University also reserves the right to debar such tenderer/ Catering Service Provider from future tenders. Besides this the tenderer will also be liable for all damages arising from such default including the cost of conducting fresh tenders and the increase in rates in the subsequent tender and shall compensate for all losses sustained by the university in this regard. liquidated demurrage charges may also be levied in case of non-performance or poor performance of the contract i.e. goods of FSSAI, AGMARK etc for maintenance of good quality of food to the students or beneficiaries.

14. Visit to Tenderers' Clients:

14.1 Complete details of clients of the tenderers must be enclosed with the Technical bid. Clients' addresses, name(s) of contact person(s) with phone numbers must be listed in the enclosure. The university reserves the right to carry out surprise visits to establishments/mess/dining facilities/Hostel Mess Serviced currently by the tenderers and their reports will form valuable input for the short-listing process. The Hostel Mess Committee of the University shall supervise the quality of goods.

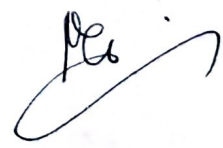
15. Alternative Proposals:

15.1 Tenderers shall submit offers that strictly comply with the requirements of the Tender Document. Any alternatives or modifications shall render the respective Tenderers invalid. Offers with conditional rebate will become automatically invalid.

16. Validity of Offer:

16.1 Tenderers shall agree to keep the tender open for six (6) months from the due date of submission thereof and not make any modifications in the stated terms and conditions.

16.2 In exceptional circumstances, prior to expiry of the initial time limit as indicated in 16.1 above, the tender inviting authority may request the Tenderer to extend the period of validity for a specified additional period. The request and the Tenderers responses shall be made in writing. tenderer(s) may refuse the request without forfeiting his Earnest Money Deposit. The tenderer(s) agreeing to the request will not be permitted to modify his tender. However, he shall extend the validity of the Earnest Money Deposit for the period of the extension.



17. Disputes and Jurisdiction:

Any legal disputes arising out of any breach of contract pertaining to this tender process shall be settled in the courts of competent jurisdiction located within Itanagar.

18. Schedules:

18.1 The Tender schedule highlights the important service conditions to be strictly abided by all tenderers.

18.2 Schedule A refers to the terms and conditions for lease of Mess in Rajiv Gandhi University, Rono Hills, Doimukh.

18.3 Schedule B refers to the scope of work.

It is mandatory that all tenderer must sign and submit these Schedules along with the tender.

19. Acknowledgement:

It is hereby acknowledged that I have gone through the entire tender document and all the conditions mentioned hereunder and we agree to abide by them.



REGISTRAR

Dated, the January, 2025

Memo No. ST-443/MS-HoR/2024

Copy to:

1. All authorized dealers/ suppliers.
2. The Jt. Director, Computer Centre for information and uploading the Tender Notice on the University website.
3. Notice Boards.
4. Guard File.
5. Office copy.



REGISTRAR

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