

OFFICE OF THE REGISTRAR
GURUCHARAN UNIVERSITY
SILCHAR, CACHAR: ASSAM
গুরুচরণ বিশ্ববিদ্যালয়
শিলচর, কাছাড় : আসাম

A State University established by upgrading Gurucharan College under Assam Act No. LVII of 2023

Date: 09-10-2025

BID DOCUMENT
ELIGIBILITY CRITERIA, INSTRUCTIONS, SCOPE OF WORK AND TERMS & CONDITIONS
FOR RUNNING CANTEEN AT GURUCHARAN UNIVERSITY, SILCHAR

Bid No.: 142/Reg/C/2025/ 141

Sealed bids are invited from eligible bidders in the two Bid systems for running the Canteen of the Gurucharan University Campus.

- **The last date of submission:** 20-10-2025 up to 2:00 pm in the O/o the Registrar.
- **Date of scrutiny:** 21-10-2025 at 3:00 pm.
- **Venue :** Gurucharan University, Silchar-788004

A. Eligibility Criteria

1. The bidder must have a registered office / branch in Assam. Documentary evidence to be furnished.
2. The bidder should not be declared as ineligible/blacklisted by the Government of India and/or any other Government body on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature. An undertaking to this effect should be furnished.
3. The agency/firm/company should have experience in providing similar services.
4. The bidder should have a valid license to operate in Assam under the FSSAI Act, 2011.
5. The bidder should have a valid trade license.
6. The firm should have registration with GST, wherever applicable.
7. The Bidder should have its own bank account and provide the bank account details.

All supporting documents against the above minimum qualifications must be submitted along with the bid. A simple undertaking claiming the stated criteria will not be treated as sufficient.

B. Instructions to Bidders

1. How to apply:

The bidder should submit sealed quotations at the designated place of the Gurucharan University located at the following format:

A. First Envelope: The first envelope should be sealed and clearly marked as *Technical Bid* on its cover. It can contain only the Technical Bid (that includes the profile of the bidder) and supporting documents along with a signed copy of this bid document as a mark of agreement to all the terms and conditions mentioned herein. Nowhere in this envelope should be any indication of the Financial Bid or Quote.

B. Second Envelope: The second envelope should also be sealed and clearly marked as *Price Bid* on its cover. It can contain only the Price Bid / Financial Bid / Quote.

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C. Third Envelope: Both the First Envelope and Second Envelope should be put together in the Third Envelope and sealed. The same has to be submitted within the due date to the *O/o the Registrar, Gurucharan University, Silchar.*

2. Validity of the Bids:

The submitted bid should remain valid for 6 months from the date of opening for the purpose of acceptance and award of work. Validity beyond 6 months from the date of opening shall be by mutual consent.

No bidder will be allowed to withdraw/alter/modify after submission of tenders within the bid validity period.

3. Duration of contract:

The contract shall be initially for **3 years**. However, the contract may be renewed on the satisfactory performance and mutually agreed upon terms. In case of unsatisfactory performance, the contract will be terminated by giving **One Month notice**.

4. Award of Contract:

The bidder quoting the **highest rent** shall be awarded the contract. The bids will be evaluated in the Two Bid Evaluation system. The Price Bid of only those vendors will be opened who qualifies in Technical Bid evaluation stage. The Successful H1 Bidder will be given the work order. The bidder will then enter into an agreement with the University.

The bid shall be deemed non-responsive if the bidder selected for the work fail to accept and sign the formal agreement or to start the work on the date stipulated in the work order.

C. Scope of Work

Canteen / Food items as per the list with pricing at Annexure - A.

The successful vendor shall be required to keep their services open from 9.00 am to 5.30 pm and should be open whenever informed by the University authority.

D. General Terms & Conditions

1. The required service has to be provided at the Gurucharan University, Silchar.
2. A **non-refundable mandatory tender fee of ₹ 2000/- (Rupees Two thousand only)** has to be submitted along with the Technical Bid (First Envelope) through Cheque in favour of the Finance Officer, Gurucharan University, Silchar.

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3. **An Earnest Money Deposit (EMD) of ₹ 10,000/- (Rupees Ten thousand only) has to be submitted along with the Technical Bid (First Envelope) through a Cheque in favour of the Finance Officer, Gurucharan University, Silchar. Bidders claiming EMD exemption shall need to produce relevant exemption documents and submit the Bid Security Declaration in the prescribed format at Annexure - D, in lieu of the EMD.**
4. The successful vendor has to submit a **Security Deposit of ₹ 10,000/- (Rupees ten thousand only)** before the start of the work. The EMD deposited by the successful bidder will be converted into a security deposit.
5. The bidder shall not be permitted to bid if a relative is working at Gurucharan University.
6. The rented out facility shall be the absolute property of the University. **Subcontracting and putting the facility to any other use shall not be permitted.**
7. The successful bidder shall be required to pay the electricity bills as per actual consumption.
8. The successful bidder shall be required to arrange for disposal of all its waste and garbage as per norms of relevant authorities.
9. The surroundings of the facility must be kept clean at all times. Emphasis should be on the use of biodegradable material and use of plastic / thermocol material should be minimised.
10. The successful bidder shall be responsible for taking good care of the University's infrastructure and furniture provided to them. The contractor shall be responsible for maintaining the assigned pantry and hall area spotlessly clean and free from insects, rodents, and animals at all times. The crockery, cutlery, furniture and utensils used in the preparation and serving of food shall always be properly cleaned and kept in a clean, hygienic and good condition. No damaged crockery or utensils should be used to serve food.
11. The quality of food, cleanliness, hygiene and availability shall be the essence of this contract and must conform to FSSAI standards and other norms prescribed by the Institute.
12. Any conditional bid shall not be considered and will be out rightly rejected in the very first instance.
13. The successful vendor shall deploy such personnel in the facility who are well-mannered and maintain decorum and discipline.
14. If in the opinion of the authorized representative of the university, the performance of any of the persons deployed is not satisfactory or he / she is not amenable to discipline or their continued

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presence is not conducive to retain them for the work, he / she should be replaced immediately.

15. The successful vendor has to make compensation for any damage, loss of property of the University caused due to acts of omission/commission by it or by the staff deployed by it.

16. **Penalty:** Deduction from the Security Deposit on account of unsatisfactory services will be made on the following grounds:

a. In case of complaints raised by students and validated by the authorised representative of the Institute for **quality of food / wrong pricing**, etc., a warning letter shall be issued on the first instance. Subsequent complaints would result in ₹ 1000/- penalty being imposed.

b. In case of complaints raised by students and validated by the authorised representative of the University for any harmful objects, worms/insects found in food served, a warning letter shall be issued on the first instance. Subsequent complaints would result in a ₹ 2000/- penalty being imposed.

c. In case of complaints raised by students and validated by the authorized representative of the University for non-maintenance of cleanliness in the rented out facility, a warning letter shall be issued on the first instance. Subsequent complaints would result in ₹ 1000/- penalty being imposed.

d. In case of loss/theft/damage caused to institute property and amount of such loss will be determined by the University authority.

e. In case of unforeseen or peculiar circumstances beyond the instances above, the decision of the institute shall be final as far as imposition of penalty is concerned.

17. Arbitration:

I. In the event of any question of dispute / difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to the sole arbitration of the Registrar, Gurucharan University or his nominee.

II. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred to is unable to act for any reasons whatsoever, the Registrar, Gurucharan University shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the terms of this agreement. The arbitrator so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor or afresh as the case may be.

III. The Arbitrator may give interim award(s) and / or directions, as may be required. Subject to the aforesaid provision, the Arbitration & Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

18. The successful bidder shall do the necessary background, antecedent and integrity verification of all employees put on their effort and cause a copy of such verification shall be sent to the University, before

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the person is actually deployed on site. The successful bidder shall not deploy any person who is not acceptable to the institute. No person who has been convicted or is facing criminal proceedings or charges shall be deployed in the Institute and any such person shall be barred from participating directly or indirectly in providing the services. The successful bidder shall ensure that persons deployed by them shall possess good behaviour and shall immediately withdraw persons with bad record. The decision of the University on such matters will be final. The successful bidder shall ensure that proper discipline and decorum is maintained by the person deployed at all times while on duty or otherwise during their presence in the campuses. The successful bidder shall suspend, remove or terminate the services of any of their persons to fulfill its obligations.

19. The successful bidder shall also ensure that the personnel deployed are medically fit & Certificates of their medical fitness are to be provided when called for.
20. The successful bidder shall engage such a number of required employees as required to maintain the facility. The said employees engaged by the bidder provider shall be the employees of the agency/service provider and it shall be the agency/service provider's duty to pay salary every month. There is no master & servant relationship, and further that the said person of the service provider shall not have any claim for absorption in the Institute.
21. The successful bidder's personnel shall not claim any benefit/compensation/absorption/regularisation of services under the provisions of the Industrial Disputes Act, 1947 or the Contract Labour (Regulation & Abolition) Act, 1970.
22. The successful bidder's or the agency/service provider's personnel shall not divulge or disclose to any person any details of office, operational processes, technical know-how, security arrangements and administrative/organisational matters.
23. The agency/service provider's personnel working should be polite, cordial, positive and efficient so that their actions promote goodwill and enhance the image of the Institute.
24. The agency/service provider shall ensure proper conduct of his personnel in office premises, and enforce the prohibition of consumption of alcoholic drinks, paan, gutkha, smoking, loitering without work.
25. The agency/service provider shall be responsible for any act of indiscipline on the part of persons deployed by it.
26. That the persons deputed shall not be below the age of 18 (eighteen) years and not exceeding 60 years of age.
27. The agency/service provider has to provide appointment letters and photo identity cards to the persons employed by it for carrying out the works.

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28. The agency/service provider should provide appropriate uniforms to all personnel employed by him. The staff must wear uniforms as per their job assignments. The successful bidder shall provide and ensure that the kitchen and service staff are wearing clean uniforms, aprons and gloves (wherever required), disposable caps and masks while working.
29. Gurucharan University will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personnel that may take place while on duty or otherwise. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make their own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them under their payroll and submit proof to this effect.
30. Workmen's Compensation Insurance to be taken at agency/service provider's cost and obtain from the underwriter and/or insurer a waiver of subrogation in favour of the Institute. The agency/service provider shall be required to register and pursue realization of all insurance claims.
31. Gurucharan University will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the agency / service provider.
32. That the agency / service provider on its part and through its own resources shall ensure that the goods, materials and equipment etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If Gurucharan University suffers any loss or damage on account of negligence, default or theft on the part of the employees / agents of the agency, then the agency / service provider shall be liable to compensate for the same. The agency / service provider shall keep fully indemnified against any such loss or damage.
33. The agency / service provider and any individual assigned for the performance of the services shall comply with all of the Institute's standard operating procedures in place at the locations where the agency / service provider is performing work.
34. No part of the contract nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the agency / service provider directly or indirectly to any person, firm or whosoever.
35. Either party can terminate the agreement by giving 1 (one) months notice in advance. If the agency fails to give 1 (one) months notice in writing for termination of the agreement, then the Security Deposit will be forfeited.
36. That on the expiry of the agreement, unless extended formally, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues.
37. In the event of any increase or decrease in duty, by the clauses of the agreement, the matter will be referred to the Registrar, Gurucharan University whose decision shall be binding on both the parties.

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38. The personnel of the agency / service provider shall not join any labour union nor resort to strikes or demonstrations or any other agitation of this nature. The personnel shall neither directly nor indirectly join nor assist any commotion of civil nature and they will render their sincere services during any kind of national exigencies to their best extent. The personnel must not in any way act against the interest of Gurucharan University.

39. The contract shall be interpreted and have effect in accordance with the law of India and any suit or other proceeding relating to this contract lies within the jurisdiction of the High Court of Guwahati, Assam.

40. The Registrar, Gurucharan University reserves right to:

- a. Withdraw / relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.
- b. Accept or reject any or all the tenders without assigning any reason whatsoever and his decision shall be final and binding on the Tenderer.
- c. Terminate the contract at any time without assigning any reasons by giving a one-month notice prior to the contracting agency/firm/company.
- d. Suitably increase / reduce the scope of work put to this Tender. In case of any ambiguity in the interpretation of any of the clauses in Tender document or contract document, interpretation of the clauses by the Gurucharan University shall be final and binding on all parties.

41. Force Majeure:

The term "force majeure" shall mean acts of god, war revolt, riots, fire, flood and acts and regulations of the Government of India or any of its authorized agencies. If under event either party being rendered unable by Force Majeure to perform their obligations to be performed by them under this agreement, the party affected shall notify the other party in writing within 7 (seven) days of the occurrence of such alleged Force Majeure. Neither of the two parties shall be liable for any penalty/payment during the period of force majeure


Registrar

Registrar
Gurucharan University
Silchar

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Annexure A

List of Canteen / Food items with maximum pricing that can be charged.

Sl. No	Food Item	Quantity	Maximum Price (in ₹)
1	Milk Tea (100 ml)	1 Cup	10/-
2	Lemon Tea	1 Cup	7/-
3	Black Tea	1 Cup	5/-
4	Tea Special	1 Cup	20/-
5	Coffee with milk	1 Cup	20/-
6	Black Coffee	1 Cup	15/-
7	Aloo Paratha	1 Piece	20/-
8	Plain Paratha with sabji	1 Piece	20/-
9	Aloo Onion Paratha	1 Piece	25/-
10	Dal Paratha	1 Piece	25/-
11	Stuff Paratha (cheese)	1 Piece	35/-
12	Plain Maggi	1 Plate	20/-
13	Fried Maggi	1 Plate	25/-
14	Vegetable Maggi	1 Plate	30/-
15	Boiled Egg	1 Piece	10/-
16	Omelette	1 Piece	15/-
17	Bread Toast	1 Piece	10/-
18	Veg Roll	1 Piece	20/-
19	Egg Roll	1 Piece	30/-
20	Chicken Roll	1 Piece	50/-
21	Samocha	1 Piece	10/-
22	Bread Chop	1 Piece	10/-
23	Veg Rice Thali	1 Thal	80/-
24	Mutton Rice Thali	1 Thal	150/-
25	Chicken Rice Thali	1 Thal	120/-
26	Fish Rice Thali	1 Thal	100/-
27	Veg Chowmein	1 Plate	30/-
28	Egg Chowmein	1 Plate	40/-

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29	Chicken Chowmein	1 Plate	50/-
30	Veg Burger	1 Piece	30/-
31	Veg Cheese Burger	1 Piece	40/-
32	Chicken Burger	1 Piece	50/-
34	Veg Fried Rice	1 Plate	30/-
35	Egg Fried Rice	1 Plate	35/-
36	Chicken Fried Rice	1 Plate	70/-
38	Plain Dosa	1 Piece	40/-
39	Masala Dosa	1 Piece	50/-
40	Veg Cutlet	1 Piece	20/-
41	Chicken Cutlet	1 Piece	40/-
42	Aloo Chop	1 Piece	10/-
43	Chicken Chop	1 Piece	20/-
44	Veg Momo	6 Pieces	20/-
45	Chicken Momo	6 Pieces	40/-

No component from the above list can be left out of the contract.

Important Note:

1. The quality and quantity of the above items shall have to be approved by the designated Committee constituted for the purpose.
2. The vendor shall be at liberty to add more items to the above list, the pricing of which shall be approved by the authorized representative of the Institute as and when required.
3. Revision of prices for the items above may be considered after only one year of service, with due permission from the University Authority.

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Annexure D

Bid Security Declaration Format

To,
The Registrar
Gurucharan University, Silchar

We, [insert name of the Bidder] understand that, according to bid conditions, Bids must be supported by a Bid-Securing Declaration.

We the Bidder hereby declare that, if we are in breach of any of our obligation(s) under the bidding conditions as brought out below, our bids for any package whose originally scheduled date of bid opening/actual date of bid opening (First Envelope or Second Envelope) falls within 1 year reckoned from the date of issuance of communication to this effect by the Employer, shall be considered non-responsive:

1. If we withdraw our bid during the period of bid validity specified by us in the Bid Form; or
2. In case we do not withdraw the deviations proposed by us, if any, at the cost of withdrawal stated by us in the bid and/or accept the withdrawals/rectifications pursuant to the declaration/confirmation made by us in Attachment — Declaration of the Bid; or
3. If we do not accept the corrections to arithmetical errors identified during preliminary evaluation of our bid; or
4. In the event of us being a successful Bidder, if we fail within the specified time limit
 - (i) To sign the Contract Agreement (if applicable), or
 - (ii) To furnish the required performance security, in accordance with the tender.
 - (iii) In any other case specifically provided for intender.

I/We undertake to accept the above obligations failing which my/our Firm may be blacklisted for participating in any future bid floated by the Institute.

Name of the Bidder** _____

Name of the person duly authorized to sign the Bid on behalf of the Bidder** _____

Title of the person signing the Bid _____

Signature of the person named above _____

Date signed _____ day of _____ 20____

****Person signing the Bid shall have the power of attorney given by the Bidder attached to the Bid**