

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	31-08-2026 19:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	31-08-2026 19:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Commerce And Industry
विभाग का नाम/Department Name	Department For Promotion Of Industry & Internal Trade
संगठन का नाम/Organisation Name	National Institute Of Design (nid)
कार्यालय का नाम/Office Name	Nid Haryana Kurukshetra
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :hod1.nid.hr@gembuyer.in Buyer Email id: buycon8.nidn.hr@gembuyer.in
वस्तु श्रेणी /Item Category	Catering service (Duration Based) - Veg/Non-Veg; B Catering service (Duration Based) - Veg/Non-Veg; L Catering service (Duration Based) - Veg/Non-Veg; S Buffet , Catering service (Duration Based) - Veg/Non-Veg; Buffet
अनुबंध अवधि /Contract Period	3 Year(s) 1 Day(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	450 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Turnover	Yes Complete
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Relaxation for Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Relaxation) *In case any bidder is seeking exemption from Experience Criteria, the supporting documents to prove his eligibility must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification during the tender/bid process will also be displayed to other bidders after log in)

बिड विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	5
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
न्यूनतम मूल्य/Floor Price	This bid has been created/published with floor price selected by the Buyer. Service Providers are advise minimum floor value.
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	44752500
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	150000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	38

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई केटेगरी के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION:

products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence to be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on the documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically given to MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference as per relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% of total quantity. The buyers are advised to refer the [OM No.1 4 2021 PPD dated 18.05.2023](#) for complete application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preferential Procurement) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved in evaluation of documents submitted.

6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for the purpose of setting Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the selection of bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criterion for the reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonable and competitive prices received in Bid / RA process.

7. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three financial years (ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost of the project.
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost of the project.
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost of the project.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of Work:[1786366133.pdf](#)

Catering Service (Duration Based) - Veg/Non-Veg; Breakfast; Regular Buffet (255)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Value
कोर / Core	
Type of Preparation	Veg/Non-Veg
Type of Spread	Breakfast
Spread bifurcation	Regular Buffet
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Value
कोर / Core	31.25

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Thali/Packet/Plate required per Day	अतिरिक्त
1	Shiwendu Kumar	136131,National Institute of Design Haryana National Highway 44, Village Umri Kurukshetra, Haryana-136131 GSTIN No. 06AADAN0821C1Z9	255	• N di :

Catering Service (Duration Based) - Veg/Non-Veg; Lunch; Regular Buffet (255)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Value
कोर / Core	
Type of Preparation	Veg/Non-Veg
Type of Spread	Lunch
Spread bifurcation	Regular Buffet
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Value
कोर / Core	57.75

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Thali/Packet/Plate required per Day	अतिरिक्त
1	Shiwendu Kumar	136131,National Institute of Design Haryana National Highway 44, Village Umri Kurukshetra, Haryana-136131 GSTIN No. 06AADAN0821C1Z9	255	• N di :

Catering Service (Duration Based) - Veg/Non-Veg; Snacks/High Tea; Regular Buffet (255**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Value
कोर / Core	
Type of Preparation	Veg/Non-Veg
Type of Spread	Snacks/High Tea
Spread bifurcation	Regular Buffet
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Value
कोर / Core	24.75

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Thali/Packet/Plate required per Day	अतिरिक्त
1	Shiwendu Kumar	136131,National Institute of Design Haryana National Highway 44, Village Umri Kurukshetra, Haryana-136131 GSTIN No. 06AADAN0821C1Z9	255	- N - di :

Catering Service (Duration Based) - Veg/Non-Veg; Dinner; Regular Buffet (255)**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Value
कोर / Core	
Type of Preparation	Veg/Non-Veg
Type of Spread	Dinner

विवरण/ Specification	मूल्य/ Value
Spread bifurcation	Regular Buffet
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Value
कोर / Core	57.75

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Thali/Packet/Plate required per Day	अतिरिक्त
1	Shiwendu Kumar	136131,National Institute of Design Haryana National Highway 44, Village Umri Kurukshetra, Haryana-136131 GSTIN No. 06AADAN0821C1Z9	255	- N - di :

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent of the contract. However, once the contract is issued, the contract quantity or contract duration can only be revised up to 50 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent of the service provider.

2. Payment

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff at the project location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, bank statement of payment done to staff.

3. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

National Institute of Design Haryana
payable at
Kurukshetra

. Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to Bid End date / Bid Opening date.

4. **Forms of EMD and PBG**

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

National Institute of Design Haryana
Account No.
36539944010
IFSC Code
SBIN0006615
Bank Name
State Bank of India
Branch address
MINI SECRETARIATE, KURUKSHETRA

. Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line upload scanned copy / proof of the Online Payment Transfer along with bid.

5. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides per GeM GTC). DD should be made in favour of

National Institute of Design Haryana
payable at
Kurukshetra

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of the original DD to the Buyer within 15 days of award of contract.

6. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG per GeM GTC). FDR should be made out or pledged in the name of

National Institute of Design Haryana
A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand of the pledgor. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days

7. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking in Beneficiary name (as per GeM GTC). On-line payment shall be in Beneficiary name

National Institute of Design Haryana
Account No.
36539944010
IFSC Code
SBIN0006615
Bank Name
State Bank of India
Branch address
MINI SECRETARIATE, KURUKSHETRA

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

8. **Buyer Added Bid Specific ATC**

Scope of Works and T & C of the Service

1. Objective of this BID

NID Haryana intends to engage a suitable Service Provider for the operation and running services in the Hostel Mess for students and staff of the Institute. In addition, shall operate a Night Canteen within the hostel Mess premises and a full-fledged Canteen Block to cater to the requirements of students, faculty, staff, visitors, and guests.

Payment for regular Hostel Mess services provided to students, and for meals/servicing, guests, or during official Institute events as authorized by NID Haryana, shall be made as per the approved terms and rates. However, charges for any personal consumption made by faculty, staff, students, visitors, or guests at the Cafeteria and/or Night Canteen shall be paid directly by the respective individuals to the Service Provider.

2. Eligibility Criteria

The intending Service Provider shall meet the following eligibility criteria. Failure to meet any of the criteria or submit the requisite documentary evidence shall render the bid liable for rejection.

A. Statutory Registrations

The bidder shall possess a valid:

- PAN and GST Registration;
- Certificate of Incorporation/Registration of Firm, Company, LLP, Partnership, Society, Trust, or any other legally recognized entity,

A. FSSAI License

The bidder shall possess a valid FSSAI License/Registration for carrying out catering and allied services in accordance with applicable laws at Consignee state.

C. Experience in Similar Services

The bidder must have a minimum of Five (05) years' experience, as on the date of bid, in providing and managing Catering/Mess/Cafeteria Services in Educational Institutions, Universities, Colleges of Government, Public Sector Undertakings (PSUs), Autonomous

D. Past Performance and Similar Work Experience

During the last seven financial years preceding the current financial year, the bidder must have successfully completed similar Catering/Mess/Cafeteria Services satisfying the following criteria:

- a) Three completed similar service contracts, each having an annualized value of **40%** of the estimated annual contract value; or
- b) Two completed similar service contracts, each having an annualized value of **60%** of the estimated annual contract value; or
- c) One completed similar service contract having an annualized value of not less than **80%** of the estimated annual contract value.

For the purpose of this tender, "Similar Services" shall mean operation and management of Mess, Cafeteria, Canteen, Food Court, Institutional Catering, or equivalent services as per 2 (C) .

E. Financial Capacity

The bidder shall have an average annual turnover from Catering/Food Service business during the last three financial years ending on 31st March of the year, of not less than **three (03) times the estimated annual contract value**

Relaxation, if any, shall be applicable to eligible MSMEs service provider having similar services.

F. Local Presence

The bidder shall have an operational office/branch office/service establishment in the State or shall furnish an undertaking to establish the same within thirty (30) days of the contract.

G. Non-Blacklisting

The bidder shall not have been blacklisted, debarred, or banned by any Central Government Department, State Government Department, Autonomous Body, PSU, Educational Institution, or Regulatory Authority during the last five years. A self-certification in this regard shall be submitted along with the bid.

H. Documentary Evidence

The bidder shall submit documentary evidence in support of all eligibility criteria including registration certificates, licenses, work orders supported with completion certificates, turnover certificates, audited financial statements, and any other documents specified in the tender document. Non-submission of the required documents shall result in rejection of the bid.

3. Purchase Preference: Tie-Breaking Criteria

In the event of two or more bidders quoting the same lowest evaluated price (L1), the award shall be determined in the following order of preference:

a) Preference shall be given to the bidder having the longest cumulative experience in providing Mess Services in Government Educational Institutions, Universities, Colleges, Institutes of National Importance (INIs), or other Government-funded higher educational institutions, with a minimum qualifying experience of seven (7) years, supported by documentary evidence.

b) If the tie still persists, preference shall be given to the bidder having the longest duration of Catering/Mess Services provided in Institutes of National Importance (INIs) during the last ten (10) years i.e from 2016-26, supported by work orders and completion/performance certificates.

c) If the tie still persists, preference shall be given to the bidder having the highest number of Catering/Mess/Cafeteria Service contracts executed in INIs during the last ten (10) years, supported by work orders and completion/performance certificates.

d) If the tie remains unresolved even after applying the above criteria, the success shall be determined by the Institute as appropriate.

4. SCOPE OF WORK

- Ø **Schedule A:** To provide Catering Services with dining in Hostel Mess for Resident and Visiting Faculty as per tentative Menu tabulated in **Annexure-I**: Bills payable based on nos. of resident students enrolled in the institute. Institute shall have the necessary changes in combinations of menus in **Annexure-1** and the service same without charging anything extra.
- Ø **Schedule B:** To provide Catering services (take away/without dining) in Hostel Mess as per tentative Menu tabulated in **Annexure-II**. Bills to be settled by consumer itself
- Ø **Schedule C:** To provide catering services with dining in Canteen (Room No. 1000-Ground Floor) as per tentative Menu tabulated in **Annexure-III**. Bills to be settled by consumer itself
- Ø **Schedule D:** To provide catering services on occasion basis for official purposes demanded by the Institute with pre-fixed rates and tentative menu as per **Annexure-IV**. Bill payable by institute based on consumption.

5. Infrastructure /facility, operation and charges Details: -

Services	Location	Total Monthly Licence amount (Plus extra Taxes, if any) payable by Service provider	Facilities	Operational Timing
Mess	Hostels Mess Block	17000/-	Dinning Facility only	Breakfast-8.30AM to 10.00AM Lunch-1.00PM to 2.30PM Evening Snacks-4.00PM to 10.00PM Dinner-8.00PM to 10.00PM All Days Note: Dining area shall be open for students for discussion. From 11.00PM to 5.00AM

Night Canteen	Hostels Mess Block		Only Take away, No dining facilities	11.00 PM 01.00 AM All days
Canteen	Room No. 001, Ground Floor Academic Block	5300	Dining and take away facility	8.30 AM to 8.00 PM Monday to Saturday

Note: License amounts will be increased on annual basis @5%.

6. Service and General terms and Condition: -

a) Minimum Floor Price /Mess Charges

Based on the approved menu and quality standards, the minimum Mess charges shall be **/- approx. Rs. 31.25/- for Breakfast + Rs. 57.75/-for Lunch+ Rs. 57.75/- for Dinner + Rs. 24.75/- for Dinner) per student per day (inclusive of GST)**. Bidding rates below this amount shall be treated as abnormally low and may be rejected.

b) Scope of Services

The Service Provider shall provide:

- Regular Mess services for resident students;
- Mess facilities for guests, officials, visiting faculty, and non-resident students directed by the Institute;
- Night Canteen services; and
- Cafeteria services in the Academic Block.

c) Payment Mechanism

- Monthly Mess charges shall be payable based on the accepted rates for resident students enrolled in the Institute.

S.No	Period	Total Students
1	July-Dec	295 Approx
2	Jan-May	220 Approx

- The Institute shall pay Mess charges for a maximum of 10 months in a year (1st July to 30th June)
- Charges for vacation-period Mess services and personal consumption shall be borne by the students.

n/Cafeteria by students, staff, guests, visitors, or faculty shall be collected from the Service Provider. NID Haryana shall bear no liability for such payments

d) **Student Strength**

The present student strength is approximately **255-290+**, against a sanction, which may increase or decrease from time to time. No claim on account of strength shall be entertained.

e) **Contract Period**

The contract shall initially be for **three years(30months) (10 operational years)** from the date of commencement and shall be subject to performance review. Based on satisfactory performance, the contract may be extended on a year to year basis. The maximum total contract period of **4.5 years**.

f) **Estimated Contract Value**

The estimated contract value is based on **255 students @ ₹5,850/- per student per annum** amounting to:

- ₹1,49,17,500/- per annum (10 Months) (inclusive of GST); and
- ₹4,47,52,500/- for three years (30 Months) (inclusive of GST).

g) **Performance Security**

The successful bidder shall furnish a Performance Security equivalent to **3% of the estimated contract value**.

h) **Infrastructure and Utilities**

- The Institute shall provide the available space, furniture, electrical fittings, kitchen equipment, utensils, and other inventories listed in Annexure-A.
- Additional equipment, utensils, serving ware, and operational requirements required by the Service Provider at its own cost.
- Electricity charges shall be payable by the Service Provider on actual basis as recorded through the dedicated energy meter.

i) **Inventory and Maintenance**

The Service Provider shall maintain all inventories, fittings, fixtures, and installations, and utilities handed over by the Institute in good working condition at the time of expiry/termination of the contract, subject to normal wear and tear.

j) **Food Quality and Hygiene**

- All food items shall conform to FSSAI norms and applicable food safety regulations.
- Fresh, hygienic, and quality ingredients shall be used at all times.
- Balanced vegetarian and non-vegetarian meals shall be provided as per approved menu.
- Special diets such as khichdi/dalia shall be served whenever required by the Institute.
- The Service Provider shall maintain cleanliness and hygiene in kitchen, pantry, storage, and waste disposal areas.

7. Licenses and Compliance

The Service Provider shall maintain a valid FSSAI License and comply with all provisions, including General Hygienic and Sanitary Practices (GHSP) prescriptions and regulations.

8. Staff Deployment

- Adequate trained manpower shall be deployed for all Mess, Cafeteria, and Night Canteens.
- Staff shall wear proper uniform, apron, gloves, headgear, and identity cards visibly.
- Details of deployed staff along with police verification records shall be submitted to the Institute.
- Mess staff, except those specifically engaged for the Night Canteen, shall not be present on campus.

9. Housekeeping and Waste Management

The Service Provider shall be solely responsible for housekeeping, pest control, and maintenance of the Mess/Canteen premises, staff toilets, and scientific disposal of garbage in accordance with Institute instructions and local statutory requirements. Adequate dustbins shall be maintained.

10. Operational Requirements

- Food prepared within NID Haryana premises shall be exclusively for NID Haryana and shall not be supplied elsewhere.
- The Service Provider shall not obstruct access, entry, or exit routes of the Mess/Canteen.
- The Institute may require meal service at any location within the campus without any service charge.
- The Cafeteria may remain closed on Sundays and Institute holidays unless specifically permitted otherwise by the Institute.

11. Rates and Price Control

- Contract rates shall remain firm for 1st years.
- Any revision, if considered necessary by the Institute, may be undertaken annually based on mutually agreed price-index considerations.
- Prices of food items sold in the Cafeteria shall not exceed the applicable MRP or market rates.
- Approved rate lists shall be prominently displayed and receipts shall be issued for all transactions.

12. Gas System Safety

The Service Provider shall arrange periodic servicing, testing, certification, and safety checks of all LPG/Gas Banks, manifolds, pipelines, and related installations through authorized agencies. The Service Provider shall submit records whenever required by the Institute. **Institute is exempted from gas charges in campus. The Service provider shall have to use such facilities and have to pay the consumption charges on actual bill basis.**

13. Liability

The Service Provider shall be responsible for the acts and omissions of its employees. Any damage caused to Institute property due to negligence or misconduct of the Service Provider's personnel shall be recoverable from the Service Provider.

14. Permissible Brands

Consumables and food products shall conform to the approved brands/specifications.

nexure-V.

15. PENALTIES AND FINE

Penalties and fine can be imposed in case service provider have caused loss can be financial as well as reputational. These losses may occur due to breachment, faulty services. Amount of penalties/ fine shall be settled/ recovered nts/ final settlements of the service provider.

Penalties and fine are detail ed below	Nature of Default	1Instance	2Instance
1	Deficiency in quality of food items prepared.	5000/-	15000/-
2	Deficiency in cleanliness and main tenance of hygiene in Kitchen area	5000/-	15000/-
3	Deficiency in cleanliness and main tenance of dining area	5000/-	15000/-
4	Deficiency in cleanliness and main tenance of outside area including disposal of waste material	5000/-	15000/-
5	Misconduct of persons engaged by the service provider for the Mess/C anteen	5000/-	15000/-
6	Non-Adherence to approved rates/ menu	5000/-	15000/-

Schedule A: Menu of Catering Services with dining in Hostel Mess for Resident s

The detailed sample menu for Catering service is being provided below. It shall sul
er recommendation of the Institute and/or the orders of the NIDH

Days	Breakfast	Lunch	Snacks	Din
	Veg: 7 days (one-d ay paneer item) Non-Veg:7 7 days (egg)	Veg: 7 days (2 days - paneer) Non-Veg: 2 days (C hicken)	Veg: 7 days with 1 day- Paneer s nack.	Veg ane Non nd 1
Monday-Su nday	Common items + 2 breakfast items (1- oil fried and 1-non- oil fried item)	Common items + 2 main lunch items (1-Dry item, 1-Grav y item)	Common items + 1-snacks main i tem	Cor nne iten

Add-ons-

1. Special lunch/Dinner once in a month- Approved menu+ (Rice choice -Biryan, av, Roti Choice -Tandoori(Assorted-Missi/Lachha/Roti) + Ice-cream / Hot Gulab Jamoo
2. Sweets (Gulab Jamum/Jalebi/Kheer/Kesri Baat(Rava)/Sevaiya)-Twice in a week -eitf

Note: This is just a sample format menu; changes will be made by the decisions of
nthly/quarterly basis.

Common items:

1. **Common items for Breakfast:** Cornflakes/ Oats/ Chocos + milk; tea/ coffee; gg; plain/ adequately toasted white bread, butter and jam; sessional fruit, spro
2. **Common items for Lunch:** One dal (Toor dal/ Dal makhana/ Chana dal/ Masi dal), Boiled / Steamed Veg, Khichdi, Tomato chutney, Pickle, Salad, Papad, Curd/ oti

- 3. Common items for Snacks:** Tea/ coffee/ Nimbu pani, Biscuits/ Cookies/ Rusks
- 4. Common items for Dinner:** One dal (Toor dal/ Dal makhani/ Chana dal/ Mas Moong dal), chutney, Pickle, Salad, Papad, Rice, Tawa Roti

Tentative Component of Meals: -

Breakfast: Puri Sabji/ Muli/ Ghobi/ aloo/ Mix Prantha with Aloo Matar Gravy, Vada sambhar with Coconut Chutney, Poha/Upma with Channa Gravy and Chutney, Pav Aloo Kachori, Uttipam, with Sambhar with Chutney, Chole Bhature with Onion and Chilli, Namkeen Sevaiya, Macaroni, Veg Khichadi, Bajre ki khichadi, Veg Daliya, etc menu decided by the Institute.

2. Lunch: One Dal, One Dry Dish, One Paneer, One Gravy Dish as per the final menu decided by the Institute.

3. Snacks: Paneer Snacks, Vada Pav, Samosa with Green Chutney, Veg Kothu, Aloo with Red & Green Chutney, Sabudana Pakoda, Mix Pakoda, Bread Pakoda, Aloo Biryani with Chutney, Namak Pare, French Fries etc. or as per the final menu decided by the Institute.

4. Dinner: One Dal, One Dry Dish, One Paneer, One Non-veg Dish (Chicken/Egg.), One Veg Dish, 1 Dessert (Limited), Soup (1 time a week) as per the final menu decided by the Institute

Schedule B: Menu of Catering services (take away/without dining) in appn Hostel Mess (Night Canteen).

S.No.	Items	Rates
1	Pre-cooked Packed food items like Bread, biscuits, cookies, cake, chips, chocolates, soft drinks/juice etc	Minimum price not above MRP
2	Maggie with vegies -100gm	30
3	Egg Maggie-125 gm	40

4	Burger	30
5	Grilled veg Sandwich	30
6	Non Grilled veg Sandwich	25
7	Tea/Coffee-70-100ml	10
8	Milk-200 ml	25
9	Cold Coffee/Tea-100ml	30
10	Fresh Lime juice(Sweet/salty)-200-250ml	25
11	Other items and rates as mutually reviewed, agreed by Institute.	

Schedule B: Menu for catering services with dining in Canteen (Room No. 001 , und Floor) as per tentative Menu tabulated in Annexure-III.

Bills to be settled by consumer itself

S.No.	Items	Rates
Regular items to be served		
1	Pre-cooked Packed food items like Bread, biscuits, cookies, cake, chips, snacks, chocolates, soft drinks/juice, ice-cream etc	Minimum price not above MP
2	Maggie with vegies -100gm	30
3	Egg Maggie-125 gm	40
4	Burger	30
5	Grilled /Non Grilled Sandwich	30
6	Tea/Coffee-70-100ml	10
7	Milk-200 ml	25
8	Cold Coffee/tea-100ml	30
9	Fresh Lime juice(Sweet/salty)-200-250ml	25
10	Poha	30
11	Poori Sabji(4 poori and 100 gm sabji)	40
12	Plain Dosa(Medium Size) with sambar, Chatni	50
13	Masala Dosa(Medium Size) with sambar, Chatni.	70

14	Idli(Medium Size-2) with sambar-1, Chatni-1	50
15	Vada sambar Medium Size-2	50
16	Bread Omlet(2 bread, one egg)	30
17	Omlet(2 egg)	30
18	Regular Veg Thali(Jeera/Peas rice, 2 Roti, Dal tadka/Makhni, paneer gravey, Mix veg, Sweet-1, raita, pickle)	120
19	Mojita -200-250ml	40
20	Sweet Lassi-200ml	40
21	Butter Milk-200ml	25
22	Samosa-1Nos with sweet and green chatney	20
23	Chhole Bhature (2 Bhature + 100 Gm Chhole) 1 Plate	60
24	Chocolate Shake (200ml)/Banana Shake (200ml)/ Papaya Shake (200ml)/ Apple Shake (200ml) / Fruit Plate (250 Gms) 1 Plate	60
25	Panner gravy -150gm with Rice/Roti(3 Nos)-1 plate	80
26	Rajma gravy -150gm with Rice/Roti(3 Nos)-1 plate	80
27	Dal Fry/Tadka/Dal Makhni -150gm with Rice/Roti(3 Nos)-1 plate	80
28	Momos(Steamed/Fried)-6 Nos with Mayo+Schz sauce	40
29	Spring Roll-1 Nos with Mayo+Schz sauce	30
30	White Sauce Pasta-100-120 gm	50
31	Red Sauce Pasta-100-120 gm	50
32	Veg Noodles-100-120 gm with tomato/Chilli sauce	50

33	Egg +Veg Noodles-100-120 gm with tomato/Chilli sauce	60
34	French Fry-30gm with tomato/Chilli sauce	40
35	Kurkure Momos-6 Nos with Mayo+Schz sauce	50
36	Paani Puri-5 nos	20
37	Gulab Jamun-2Nos	40
Other items and rates as mutually reviewed, agreed		
1	Veg items- 10 Nos	
2	Non Veg Item- Chicken/Egg- 5 Nos	
Daily Need items -Raw(Packed only)		
1	Milk, bread, Egg, Panner, Curd, Ghee, Butter, Cheese, fruits, butter milk	Minimum price not above MR
2	Other items and rates as mutually reviewed, agreed by Institute	

Schedule B: Menu for catering services on occasion basis for official purposes decided by the Institute with pre-fixed rates.

Menu for Breakfast, Lunch, Evening Snacks and Dinner for Official Guests/Meetings

Sl no	Particulars	Rates	Menu
.			

1.	Special Breakfast	80/-	Common breakfast of the day + Dhokla + 1 sandwich
2.	Special Lunch/Dinner	150/-	Common Lunch/Dinner of the day + One Plate additional dry Sabji + Salad + Pulav Raita+Papad + Sweet(Gulab Jamoon/Rasgulla)
3.	Executive Breakfast	120/-	Common breakfast of the day + Dhokla+1 glass of Milk + grilled /plain sandwich+20-30g Dry Fruit
4.	Executive Lunch/Dinner (Veg)	300/-	Common Lunch/Dinner of the day + 1 types diet snacks (1 types) + One Paneer dish + (One additional dry sabji + one additional gravy dish + Salad + Basmati Pulav/Jeera Rice + Naan/Missi Roti + Curd+Papad+Sweet (Rasmali/Gulab Jamoon)-
5.	Executive Lunch/Dinner (Non- Veg)	300	Common Lunch/Dinner of the day + 1 types diet snacks (one veg + one non-veg) + One One additional dry sabji + One Non-veg dish + Curd + Basmati Pulav + Naan/Missi Roti+ Raita or curd+Papad+Sweet + Ice-cream
6.	High Tea	80/-	Tea/Lemon tea/black tea/Coffee+ Two Biscuits +Chips+ One Sweet+ one Dhokla/Smosa/Paties/Bread Pakora/Alu tikki/sandwich
7.	Executive High Tea	120/-	Tea/Lemon tea/black tea/Coffee+ Nimboos + 10 Biscuits +Chips+One Sweet/Brownie/ Pastry of Dhokla + 12-15 Piece of dry fruits (salted + unsalted) +one Smosa/Paties /Bread Pakora/Alu tikki+One Cheez Sandwich
8.	Tea with two cookies and one piece of snack	30/-	Tea/Lemon tea/black tea/Coffee+ Two Biscuits +Smosa/Paties /Bread Pakora/veg cutlet
9.	Tea/coffee with Cookies	15/-	Tea/Coffee/Lemon Tea Plus Two Cookies/Biscuits
10	Tea/coffee/Black Tea/Lemon Tea	10/-	Tea/coffee/Black Tea/Lemon Tea 100 m.l.

Annexure V

PERMISSIBLE BRANDS OF CONSUMABLES ITEMS

Items	Brands
Salt	Tata, Annapurna, Nature fresh, Ashirvaad or equivalent
Spices	Everest, MDH, Catch, MTR, Patanjali or equivalent
Ketchup	Maggi, Kissan, Heinz, Del Monte or equivalent

Oil (sunflower/Groundnut/Soya/Mustard)- refined	Sundrop, Saffola, Fortune, Nature Fresh, Dhara (Use of hydrogenated (Vanaspati) oil is strictly prohibited)
Pickle	Nilon's, Priya, Tops, MTR, Bedekar, or equivalent
Atta/Maida/Suji	Ashrivad, Pillsbury, Annapurana, Samrat, Nature's Best, Shakti Bhog, or equivalent
Instant Noodles	Maggi, Top Ramen, Yippee, Ching's secret, Pantalone, or equivalent
Flavored Drink	Rasna, Roohafza, Patanjali, Mapro, or equivalent
Papad	Lijjat or any other reputed brand
Butter	Amul, Mother dairy, Vita, Verka, Ananda, Patanjali, or equivalent (use of margarine of any other butter substitute is not allowed)
Bread	Modern, Kwality, Wibs, Amul, English Oven, Bristle's, Best Gold, Fresh bake or equivalent
Cornflakes	Kellogg's, Patanjali, or equivalent
Chocos	Kellogg's or any other reputed brand
Jam	Kissan, Topsrozen, Cremica or equivalent
Ghee	Amul, Patanjali, Vita, Verka, Ananda, Mother Dairy, Nestle, Everyday, Dynamix, Vadilal, Warana
Frozen Yogurt	Amul, Mother Dairy, Verka, vita or equivalent
Cow Milk (Half Cream/ Non-sterilized)	Vita, Verka, Amul, Mother Dairy, Govardhan, Wagle, or equivalent
Paneer	Vita, Verka, Amul, Mother Dairy, Ananda, Lakshmi, or equivalent
Tea	Tajmahal, Brooke Bond, Lipton, Tata, Tetley or equivalent
Coffee	Nascafe, Bru, Tata or equivalent
Ice Cream	Amul, Mother Dairy, Kwality wall's, Nutral's, Haagen Dazs, or equivalent
Soya badi	Nutreal, Tops, or equivalent
Frozen Peas	Safal (offseason), Al kabeer, vadilal
Cheese & Shrikhand	Amul, Mother Dairy, Britannia, or equivalent
Basmati Rice	India Gate, Dawat, Royal, Donur, Kohinoor, Indira, or equivalent
Custard Powder	Brown & Polson, or equivalent
Sauce (Chilli, garlic, Soya, Manchurian, Tomato)	Chings, Heinz, Maggi, kissan, Sam's, Cremica, or equivalent
All Dal (Tood Dal/ Masoor Dal/ Urad Dal/ Channa Dal/ Chhole/Rajmah etc.)	Tata, India gate, MTR, Patanjali, or equivalent Packed materials from Best Price/D-mart/ Big Bazaar/ Bhoj-Mart/V-mart etc
Sugar	Madhur, Dhampur or any other Brand

	Packed materials from Best price/Dmart/Big Bazaar /Bigbasket (Loose material will not be allowed)
Cornflour/Rava	Satyam, Aashirwad, Fortune Packed materials from Best price/Dmart/Big Bazaar /Bigbasket (Loose material will not be allowed)
Non-Veg. (Chicken, Egg)	These items must be purchased as fresh one and on the day of use. The Service provider will be responsible for the quality and hygiene of these items.

All other items (non-Branded)	As decided by the Institute. The items must be FSSAI approved and best in class as available in Market. The Service provider will be responsible for the quality and hygiene of non-branded items.
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Note:- Service Provider will use only FSSAI approved brands and in case of non-artificial having FSSAI certification, the substitute item may be procured by the service provider after getting permission from the institute in writing.

Products of HAFED, NDRI, state cooperatives like Amul, Vita, Verka, Mother Dairy are acceptable.

List of Inventories

As per provided by the Hostel in Mess and by Admin in Canteen

FORMAT FOR PERFORMANCE CERTIFICATION

(Furnish this information for each individual Catering Contract involving clientele (Students/Person) for the Organization to whom the catering service offered)

1-Name of the Contract and location

1. Agreement no. With date
2. Scope of Contract
3. Annual Contract Cost
4. No. of Students availing the Catering Services in Mess

5. Date of start
6. Period
7. Performance Report
- (i) Quality of Catering service and Ingredients used-

Good /

Satisfactory/

Unsatisfac

- (ii) Performance on Hygiene/Cleanliness/Behavior of Catering Staff: -

Good /

Satisfactory/

Unsatisfac

(Signature of the Authorized Authority of the Organization)

Date:

(Official Seal of the Organiz

UNDERTAKING/LETTER OF CONSENT

To,

The Director

National Institute of Design Haryana

Name of Work: Catering Services in Student Mess at NID Haryana.

Ma'am/Sir,

1. I/We understand the nature and quantum of service to be offered by me/
2. I I/we not quoted price below the floor price.
3. I/we have read the various conditions to tender including general conditions to abide by the all said terms and conditions.
4. I/We also agree to keep this tender open for acceptance for a period of 1 (one) month (30 days) from the date fixed for opening the Technical Bid and in case the tender is not accepted, I/We will forfeit our "Earnest Money Deposit" submitted along with the tender to NID Haryana.
5. The rate quoted is firm and I/we will offer the services as per the requirement on the rates mentioned in this tender document and schedule and hereby bind myself/ourselves to carry out the work/services during the entire contract period after the letter of acceptance of the tender/contract.
6. I/We also hereby agree to abide by the rules and regulations of the NIDH and conditions of the contract as amended from time to time and to carry out the work under the conditions of the contract laid down by NID Haryana.
7. I /We will execute the contract agreement within 10 (Ten) days after getting the order from NIDH.
8. I / We will commence the services within fifteen days of getting information from NIDH.
9. Until a formal agreement is prepared and executed, acceptance of this tender shall be a binding contract between us subject to modifications, as may be mutually agreed and indicated in the letter of acceptance of my/our offer for this work.

Date:

Signature of Bidder(s) with Stamp

Undertaking on affidavit

It is certified: -

- (a) that the Firm or Partners of the Firm or sole proprietor or Company as the case may be, has not been black-listed by any organization and the name of the Firm or company is not black-listed;
- (b) that there is no police case/vigilance enquiry pending against the Partners of the Firm or sole proprietor or Company as the case may be, and that he/ she/ it has never been convicted by any competent Court;

- (c) that there are 'no dues' pending for payment towards Income tax/GST as on date.

Signature of the Bidder

Name of the Signatory

Name of the Firm/ Agency

Seal of the Firm/ Agency

Place:

Date

9. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for

10. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone Support.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent / solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice.

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ is for the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Source Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, is permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then the same shall be redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.

11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specific Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable G
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional to other document. If buyer needs more items along with the main item, the same must be added through bunch or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this representation against the same by using the Representation window provided in the bid details field in Seller dashboard. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Act, 1947; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948; The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and
- All operative provisions of the erstwhile Labour Laws until their complete substitution.

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and other requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute breach of contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable laws.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over-ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिडर इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance with the laws of the country. Non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---