



GAUHATI UNIVERSITY  
Gopinath Bardoloi Nagar, Guwahati-781014

EOI No. GU/Regr(SF)/2017/13

Date:12/01/2017

**Subject: Inviting Expression of Interest (EOI) for Catering and House Keeping Services**

Sealed EOIs are invited from reputed firms/agencies/companies having valid licenses with experiences in the field of catering and housekeeping services in two bid system (Technical Bid and Financial Bid) for providing catering and housekeeping services on contractual basis at Gauhati University, Gopinath Bardoloi Nagar, Guwahati-781014.

1. Description of work : Providing catering and housekeeping services in Gauhati University **Girls' Hostel.**
2. Period of contract : One year, which can be extended on satisfactory performance with mutual agreement.
3. Availability of EOI forms : 12/01/2017 to 24/01/2017
4. Last date for EOI submission : 24/01/2017 (3:00 p.m.)
5. Date for opening of EOI : 24/01/2017 (3:30 p.m.)
6. EOI fee : Rs. 2,000/- (Non-refundable)

The interested firms/agencies are requested to submit the technical bid and financial bid separately. The bids in Sealed Cover-I containing "Technical Bid" and Sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover superscribed "EOI for Catering Services and Housekeeping " should reach the office of the Registrar, Gauhati University, Gopinath Bardoloi Nagar, Guwahati-781014, Assam, India. The Technical bid will be opened on 24/01/2017 at 3:30 p.m. After evaluation of Technical Bids, Financial Bids will be opened for which intimation regarding date, time and venue will be intimated to the successful bidders whose Technical Bids are accepted. For any other query, please contact Deputy Secretary, University Classes, Gauhati University, Guwahati-781014.

Detailed EOI documents may be downloaded from the university website: [www.gauhati.ac.in](http://www.gauhati.ac.in). A non-refundable EMD fee of **Rs. 2,000/- (Two thousand only)** should be paid in the form of Demand Draft drawn in favour of the Registrar, Gauhati University, payable at SBI, Gauhati University Branch and should be placed in cover-I with Technical Bid. EOI not accompanied by the required Demand Draft will be rejected.

Registrar  
Gauhati University



GAUHATI UNIVERSITY  
Gopinath Bardoloi Nagar, Guwahati-781014

**Notice Inviting Expression of Interest (EOI)**

EOI No. GU/Regr(SF)/2017/13

Dated 12/01/2017

**EOI for Catering and House Keeping Services**  
**Detailed terms and conditions**

1. Work: Catering and Cleaning Services for Girls Hostel, Gauhati University
2. Nature: Services
3. Scope:
  - a. Providing in-house catering services including preparation, serving, with all additional services required for day-to-day food services, maintaining standard of quality, hygiene and ethics, for two hostels with 107 intake capacities in each hostel in the Gauhati University Campus. At present, there is one hostel, however, the service may be extended to two hostels, if felt necessary.
  - b. Providing Cleaning services of the Kitchen, Dining Hall, Hostel Blocks with 26 Rooms and Corridors, Toilet Blocks, and the entire campus inside the boundary on continuous basis following Round-the-Clock-Clean approach.
  - c. Providing such services in a special manner as and when required during festivals, functions, parties etc. related to the boarders and the hostels
4. The following will be provided from the University side:
  - a. Already built hostel blocks with kitchen, dining hall, and a small store, with boundary walls.
  - b. Security services with round the clock guards inside the campus.
  - c. Electricity depending on the public electricity supply line.
  - d. Water supply to the internal storage and supply line, depending on the public water supply system.
  - e. Dining hall furniture, kitchen and cooking accessories.
  - f. Serving and other utensils.
5. The services have to be with a dedicated staff, preferably with a few female staff members. Accommodation of the staff members will be responsibility of the service provider.
6. If male staff is engaged, the member needs to commute from outside for duties. Male staff members cannot stay inside the campus overnight.

**Initial** \_\_\_\_\_

7. The agency must produce full Biodata of all staff members engaged to the GU with colour photographs, and necessary approval has to be taken for deployment of such staff. De-engagements must be informed to the office and the ID cards must be surrendered. Any new engagement have to be informed well ahead of time, and similar approval process and issuing of identity cards must be followed.
8. No person without prior approval and without ID cards will be allowed inside the campus, whatever may be the reason.
9. Consumption of any alcoholic drinks, banned medicines, tobacco and tobacco products, and any unethical food is strictly prohibited and will result in expelling such persons and also will result in termination of the contract.
10. Any unsocial, unethical, unlawful, and un-humanitarian activities by the engaged staff and the agency will lead expulsion of the concerned staff member and discontinuation of the contract with the agency.
11. The services are treated as regular, continuous, and under no circumstances these could be discontinued, halted, squeezed, scaled down by the vendor, unless and otherwise instructed by GU authority.
12. Although the electricity and water supplies are from the University electricity and water networks, in case of failure of electricity and water supply, the Agency must take care of its own arrangement for Kitchen and dining hall management, and must ensure preparation and serving of food, drinking water, and cleaning services, including cleaning of toilet blocks.
13. Breakfast, Lunch, Evening snacks, Tea/Coffee and Dinner need to be served as per the menu agreed upon with the university administration.
14. Special meal (such as boiled food) should be provided to the hostel boarder hospitalized in campus hospital.
15. Under any circumstance, the contract cannot be sublet or transfer to any third party.
16. The Services may be discontinued by the Agency with at least two months prior notice.
17. The agency must have proper Govt registration, permission etc. for the business, services, taxes etc. Such registration may include service tax registration, labour services registration, ESI registration, EPF registration etc. if and as applicable.
18. The agency must have similar experience with its own establishment and business licence. Necessary supporting documents and testimonials must be produced along with the EOI. More experienced agency, and agency with good testimonials and reputation will get preference.
19. The service provider shall ensure that all safety precautions are properly taken during different processes by his employee. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/instruments, fire-fighting equipment etc.
20. The GU authority will not be responsible for any accidental injury, damage, or causality of life to the engaged persons for the services.
21. All waste disposals must be disposed of through properly placed Waste-Bins, using permissible polythene or other material waste bags, and has to be disposed regularly with Agency's own transport arrangements, to the nearest Municipality Waste Bins. Agency cannot dispose and store any waste, part of waste, or other non-usable materials etc, in the campus, or in any other place of the University, not even in wetlands, pits, drains, open fields etc.

**Initial** \_\_\_\_\_

22. The contract will be initially for **a period of one year** and is renewable with mutual agreement, and on satisfactory performance. Regular evaluation with feedback from the boarders, and sudden inspection will be done
23. The agency must maintain service schedule chart in the kitchen, toilets and blocks, and those charts must be hanged in a common place in the appropriate blocks, and must be submitted to the office on regular basis.
24. The offer may be in a suitable service-and-pay condition which may include fixed, variable and conditional components of rates.
25. The EOI will be evaluated and the selected agency will be offered the contract. On acceptance, a service-level-agreement will have to be signed.
26. The services must be started from the date to be specified in the work order.
27. Legal disputes that may arise out of this bilateral contract are subjected to the jurisdiction of civil courts at Guwahati, Assam only.
28. The suggestive quote for different items/services should be inclusive of all taxes/charges levied by the central Govt., where applicable.
29. On acceptance, a security amount of **Rs. Fifty Thousands** must be deposited to the GU, which may be refunded without any interest on completion of satisfactory service delivery of one year, if not renewed.
30. The minimum rate/lowest rate may or may not be the criteria for the award of the contract.
31. All other terms and conditions will be as per Gauhati University rules and decisions.
32. The contract may be terminated by the GU on violation of any clause of the terms and conditions by the agency or the engaged persons, at any time.

I/We understand, accept and agree to comply all the terms and conditions stated above.

Place:

Place:

Signature of the firm/bidder with seal



GAUHATI UNIVERSITY  
GUWAHATI-781014

**TECHNICAL BID**

Paste a  
passport size  
photograph of  
representative  
of the firm

(To be submitted in separate sealed Cover-I superscribed as **Technical Bid**)

1.	Name and address of the Firm	Phone No: _____ e-mail ID: _____
2.	Name of the representative/ contact person of the firm with designation	Name: _____ Designation: _____ Phone No: _____ e-mail ID: _____
3.	Catering License No: (copy to be Enclosed )	
4.	PAN (copy to be enclosed )	
5.	Name of the bank and A/C No :	
6.	Transaction during last three months (copy of income tax and service tax payments to be enclosed)	
7.	No. of Employees	Regular : _____ Temporary: _____
8.	Turnover per annum Rs. (in Lakh) (Authenticated copy of audited statement of accounts for last three years should be enclosed)	
9.	Service provider Solvency (capital employed) Rs.(in Lakh)	
10.	Previous experience of catering at Reputed organization/agency (certificate to be enclosed)	
11.	Presently doing business with GU (Yes/No)	
12.	Litigation, if any, connected with catering and housekeeping services	
13.	Any other information, caterer wishes to provide in support their credentials (details, if any, to be furnished separately)	
14.	Details of the Demand Draft of Rs.2,000/- towards EOI fee	

Note: Please use separate sheets if the space is not sufficient and indicate the column number.  
Authenticate certificates are to be produced in support of respective items.

I, ....., hereby declare and confirm that all the entries in this application are correct. I undertake that, in case any information furnished by me is found to be false or incomplete or if any information as concealed by me, the application may be cancelled at any stage.

Date:

Place:

Signature of the firm/bidder with seal



GAUHATI UNIVERSITY  
GUWAHATI-781014

## **FINANCIAL BID**

(To be submitted in separate sealed Cover-II superscribed as **Financial Bid**)

### **Part – A**

**Service provider should provide rates in the following pattern:**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Items to be served</b>	<b>Rate in Rs. (inclusive of all taxes) Per student</b>
1.	<b>Breakfast with tea/coffee</b>	<ul style="list-style-type: none"><li>• 4 slices of toasted bread with butter/jam &amp; one banana “or”</li><li>• 4 pieces of puri with sabji “or”</li><li>• Milk (200ml) with cornflakes with one banana “or”</li><li>• Chole Bhature (2 pieces) “or”</li><li>• Masala Dosa with sambar and chutney “or”</li><li>• 2 pieces of aloo paratha/ Stuffed Paratha with curd or pickle “or”</li><li>• 2 pieces of plain paratha with sabji “or”</li></ul>	
2.	<b>Lunch</b>	<ul style="list-style-type: none"><li>• Rice, Chapatti, dal, one vegetable dry sabji, one vegetable curry, salad, Papad/chips and curd.</li></ul>	
3.	<b>Evening snacks with tea/coffee</b>	<ul style="list-style-type: none"><li>• Standard size Cake (one piece) “or”</li><li>• Standard size vegetable sandwich (one piece) “or”</li><li>• Vegetable samosa (one piece) “or”</li><li>• Kachori (one piece) “or”</li><li>• Vegetable cutlet ( 2 nos) with sauce “or”</li><li>• Vegetable pakoda ( 5 pieces) with chutney</li></ul>	
4.	<b>Dinner</b>	Rice, Chapatti, dal, one vegetable dry sabji, one vegetable curry, salad, Papad/chips and pickle.	

**Note:**

- The salad will include onion, lemons and seasonal vegetables (like: carrot, cabbage, raddish etc.)
- Special item to be served in five meals (lunch or dinner) in a week.
  - **For non-vegetarian student:**
    - Chicken (2 pieces/50gm each) in 2 meals,
    - Egg curry (1 piece each) in 2 meals
    - Fish curry (1 piece each) in 1 meal.
  - **For vegetarian student:**
    - Paneer (4 pieces/25gm each) in 2 meals,
    - Kofta (2 pieces each) in 2 meals
    - Special sabji in 1 meal.
    -

I, ....., agree to abide by terms and conditions as mentioned in the EOI as well as agree to provide the services as per rates stated above.

Date:

Place:

Signature of the firm/bidder with seal



GAUHATI UNIVERSITY  
GUWAHATI-781014

## **FINANCIAL BID**

(To be submitted in separate sealed Cover-II superscribed as Financial Bid)

### **Part - B**

#### **Details of measured area for housekeeping of individual hostels:**

<b>Sr. No</b>	<b>Description</b>	<b>Floor Area including toilet and verandah/corridor in Sq.Mtrs.</b>
1.	Hostel- 1	1560

<b>Description of items</b>	<b>Rate in Rs. (inclusive of all taxes) Per month</b>
	Hostel- 1
Complete cleaning, sweeping, swabbing of hostel rooms, common rooms, reception, passage, toilet, verandah, corridor, stair case and drain cleaning.	

I, ....., agree to abide by terms and conditions as mentioned in the EOI as well as agree to provide the services as per rates stated above.

Date:

Place:

Signature of the firm/bidder with seal