

**Expression of Interest for Leasing of Canteen/Utilities in Hostel  
Premises in North Eastern Institute of Ayurveda and Homoeopathy,  
Shillong**

The Expression of Interest (EoI) is hereby invited on behalf of the Institute from the interested Applicant/firm/bidder for leasing of Canteen in Boy' Hostel and Girl Hostel with capacity of average 104 students in each hostel and other utility services in the hostels premises of the Institute.

Interested Applicant/firm/bidder can download the documents from the Institute website ([www.neiah.nic.in](http://www.neiah.nic.in)) and submit their offers in the format dully filled and signed along with required enclosures and documents. The EoI is to be submitted on or before 1<sup>st</sup> December, 2022 in a sealed envelope, superscribed "EoI for Leasing of Canteens/Utilities at NEIAH, Shillong," addressed to the **Director, North Eastern Institute of Ayurveda and Homoeopathy, Shillong.**

s/d  
**Director, NEIAH**

**Key dates and information are as below:**

S.No.	Details	Start Date & Time
1	Last date & time for receipt of EoI	1 <sup>st</sup> December, 2022; 2.00 PM
2	Date & time of opening of EoI	1 <sup>st</sup> December, 2022 at 3.00 PM

**INSTRUCTION TO APPLICANT/FIRM/BIDDER AND TERMS  
&CONDITIONS**

1	Tender Fee of Rs. 500 /-(Rupees Five Hundred only) non refundable.
2	The EoI should be accompanied by an Earnest Money Deposit for Rs. 2000/- (Rupees Two Thousand ) only in the form of Bank Draft payable to the Director, North Eastern Institute of Ayurveda & Homoeopathic, Shillong. The EOI received without EMD will be rejected summarily. The EMD is returnable to the unsuccessful bidders after award of the contract. No interest is payable on the EMD.
3	In case of successful Bidder the EMD would be refunded after furnishing the Performance Security of Rs 50,000/- (Rs fifty thousand only ) each. The Amount will be payable through Bank Draft/Bank Guarantee/Fixed Deposit Receipt drawn in favour of Director, North Eastern Institute of Ayurveda & Homoeopathy, Shillong.
4	The applicant/firm/bidder are encouraged to conduct their own independent survey, assessment, analysis and check the reliability, accuracy, feasibility and their suitability before submission of their interest/ proposal.
5	The applicant/firm/bidder should submit their response as per formats provided. The submissions not conforming to the instructions or prescribed formats will be rejected.
6	The applicant/firm/bidder should equip himself /herself with all the permits, license, from FSSAI (Food Safety and Standards Authority of India) etc, for the operation of the Canteen/Utilities.
7	The applicant/firm/bidder should adhere to the safety guidelines and norms in running the Canteen/Utilities.
8	The applicant/firm/bidder will be responsible for cleaning and regular upkeep of the premises
9	The lease term will be initially for 1 (one) year and the same may be extended based upon satisfactory performance. On the expiry of lease term, applicant/firm/bidder shall vacate the premises immediately.
10	No liquor items will be provided/ served in the Canteen.
11	The selected applicant/firm/bidder will have to sign an Agreement with the NEIAH before operation of the Canteen/Utilities.
12	The applicant/firm/bidder should submit the bid with supporting documents about their experience, qualification, annual turnover of 3 years etc.
13	NEIAH, Shillong reserves the right to cancel the EoI invitation as a whole or in part without assigning any reason whatsoever.

14	There are two (02) number of Hostel for both Boy and Girl with capacity of average 104 students in each hostel.
15	Initially the rent will be of Rs 20,000/- (Rs10,000/- for boys hostel & Rs 10,000/- for girls Hostel ) shall be paid at the end of each month or as per the lease agreement to be made in due course of time. The rent may be varied on extension of the lease period.
16	<b>Termination of contract:</b> The contract can be terminated by applicant/firm/bidder by giving 30 days clear notice. However, the authority reserves the right to terminate the contract without assigning any reason, if it appears to the authority at any point of time that the utilities/services, quality of food, maintenance of hygiene/cleanliness of any of the canteen services are deteriorated to such an extent that it is detrimental to the interests of the Institute
17	<b>Agreement:</b> The successful applicant/firm/bidder has to sign an agreement on Rs 100/- non judicial stamp paper (to be borne by the successful applicant/firm/bidder).
18	<b>Arbitration:</b> Any claim, dispute or difference arising out of this agreement shall be resolved through negotiation and discussion. In case any claim, dispute or difference is not resolved, as soon as practicable, but not earlier than three months after a request to settle the dispute amicable has been made to the other party, give the other party notice in writing or existence of such question, dispute or difference, specifying the nature and the point at issue, and the same shall be finally, settled by Arbitration in accordance with the Arbitration and Conciliation Act 1996, with modification or reenactments thereto and relevant laws and regulation in force at that time in India. The dispute shall be referred to a sole arbitrator to be appointed by the Director of the INSTITUTE. The venue of arbitration shall be Shillong and the decision of the arbitrator shall be final and binding on the parties
19	<b>Legal dispute:</b> The Courts at Shillong, to the exclusion of all other courts, shall have exclusive jurisdiction on any matter arising out of this agreement
20	<b>Inspection authority:</b> Authorized representatives of the NEIAH will carry- out periodic inspection and surprise checks to ensure quality of food, services, hygiene, and cleanliness.
21	<b>Canvassing:</b> Any attempt to canvass for the candidature of any applicant/firm/bidder directly or indirectly will lead to disqualification of such bidder/firm from the whole process.
22	<b>Rejection clause:</b> Applicant/firm/bidder who does not fulfil any of the above conditions or submits incomplete documents in any respect is liable to be rejected summarily.
23	<b>Modifications:</b> a) NEIAH reserves the right to modify/add any clause to the Agreement, during the period of the contract, for any essential item, services etc. b) NEIAH reserves the right to engaged more than one bidders for Boys Hostel & Girls Hostel seperately at the same price.
24	<b>Medical fitness:</b> The staff including cooks, serving member, and cleaners have to be medically reviewed. The fitness certificate should be obtained from a registered medical practitioner once in a month to the satisfaction of the hostel authorities, failing which suitable action may be initiated.
25	The list of all workers engaged to carry out the dietary work, indicating name, age, home address, qualifications etc. and would also intimate as and when any change takes place. The bidder shall not at any time engage any minor to carry out the work under the contract. No unhealthy workers should be allowed to prepare and serve foods. Their periodic health check-

	ups will be conducted by NEIAH, Shillong and after obtaining a fitness certificate to work they should be allowed to work.												
26	The Bidder shall undertake that any act of omission or commission including theft, by his staff shall be his sole responsibility and further that he would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.												
27	All the workers engaged by the Bidder for carrying out tasks under this contract, shall be deemed to be the employees of the Bidder only. The Bidder shall be solely responsible for their wages, fringe benefits, conduct, duty roster, leave-records, relievers, etc. The Bidder shall also provide its Workers photo-identity cards which shall be checked by the NEIAH, Shillong, as and when necessary.												
28	The firm must have valid FSSAI licence issued on or before date of issuance of tender.												
29	Have at least 3 years experience in bulk catering services as on last date submission of tender. Preference will be given who have experience in successful running of Mess/ canteen services in the Institute of National Importance of atleast 300 students.												
30	Applicant/authorized person should sign on each and every page of the EOI documents.												
31	Applicant/firm/bidder should be financially sound to operate the Canteen/Utilities.												
32	In support of the credentials submitted by the parties, NEIAH reserves the right to solicit information from the organizations, issuing such credential certificates.												
33	<b>Trading License:</b> The entity has to submit valid trading license or any other relevant document for exemption. In compliance to the Govt of Meghalaya letter No. DCA36/91/323 dated 24.06.2015, Non-Tribal entity has to furnish trading license from the concerned district council (Khasi Hills Autonomous District Council). In case of non submission of the trading license an undertaking for submission of the trading license within 07 days from the award of contract is to be submitted failing of which the EOI will be rejected.												
34	<p>The meals should be served at following timings:</p> <table style="margin-left: 100px;"> <tr> <td>Breakfast</td> <td>:</td> <td>7.00 AM – 8.00 AM</td> </tr> <tr> <td>Lunch</td> <td>:</td> <td>1.00 PM – 2.00 PM</td> </tr> <tr> <td>Tea Time</td> <td>:</td> <td>4.30 PM – 5.30 PM</td> </tr> <tr> <td>Dinner</td> <td>:</td> <td>7.00 PM – 8.00 PM</td> </tr> </table> <p>The timings may be changed as and when such circumstances arise.</p>	Breakfast	:	7.00 AM – 8.00 AM	Lunch	:	1.00 PM – 2.00 PM	Tea Time	:	4.30 PM – 5.30 PM	Dinner	:	7.00 PM – 8.00 PM
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## SCOPE OF WORK

The different facilities and services intended by the authority and to be provided by applicant/firm/bidder are mentioned below.

1	Preparation of List of Food Items/Recipe/Menu should obtain approval from NEIAH before introducing it. <b>Applicant/firm/bidder must have the capacity for preparation and serving of a bulk quantity of food items.</b>
2	Deployment of adequate manpower, materials, consumables etc. to run the Canteen/utilities smoothly.
3	Arrangement of adequate equipments, crockeries, LPG gas cylinder, consumables etc. required for smooth functioning of the Canteen/Utilities.
4	Applicant/firm/bidder will ensure the safety and proper custody of the property/structure/ furniture/ equipments of NEIAH and will pay any loss or damage caused by him/her to NEIAH.
5	Applicant/firm/bidder will also establish the facilities for serving different variety of Vegetarian Non-vegetarian foods, Coffee Shop, Confectionary, Snacks etc.
6	Design the interior /exterior of the Canteen/Utilities with minimum facilities without out any structural change to the built up area.
7	<b>Sub Leasing of the Canteen/Utilities after award of work/Agreement will not be permitted.</b>

## DÉSIRABLE

1.	The Applicant/firm/bidder should have been operating in the any chosen area of the proposed EoI.
2.	The Applicant/firm/bidder should have been operating and managing a project of similar size and scale for the last 3 years.
3.	The Applicant/firm/bidder should have demonstrable marketing abilities.
4.	Prior experience in the Govt. Sector/ educational institutions of National and International repute in hospitality shall be preferred.

## **EoI Application Form**

**While submitting the Expression of Interest for the Canteen/Utilities (in a plain paper according to the following format), Applicant/firm/bidder must submit the following details along with all required/ documents showing their experience, without which the bid will not be considered.**

**1. Details about applicant/firm/bidder**

Name of the Applicant/firm/bidder / Company/Organisation:

Present address with contact number:

Key Contact Person (name, designation, address, contact no., mail id):

**2. Registration details of the organization/entity** (with supporting documents, registration certificate, etc.)

**3. Brief description about the organization/ entity, organization structure and type of business.**

Signature of Applicant/Authorized Person

DAILY MESS RATE: Rates Quoted

Sl. No.	Description	Menu	Rate in Figure	Rate in Words
1	Rate per day-per student for breakfast			
2	Rate per day-per student for Lunch			
3	Rate per day-per student for Evening Snacks + Tea			
4	Rate per day-per student for Dinner			
5	Total cost (Per day per student)			

Note: The bidder should provide separate menu for Veg and Non-Veg.

These prices include all kind of material cost and profit margin of the bidder. Applicable Tax (GST) Extra