



पूर्वोत्तर इंदिरा गांधी क्षेत्रीय स्वास्थ्य एवं आयुर्विज्ञान संस्थान  
North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences  
(भारत सरकार, स्वास्थ्य एवं परिवार कल्याण मंत्रालय, स्वायत्त संस्थान)

(An Autonomous Institute, Ministry of Health and Family Welfare, Government of India)

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F.N: GAD/ESTAOMISC/1/2025/Part (1)

Dated: \_\_\_\_\_

SELECTION OF AGENCY / FIRM FOR PROVIDING GUEST HOUSE CUM RESTAURANT  
CUM CATERING SERVICES AT GUEST HOUSE (OLD AND NEW) OF NEIGRIHMS, MAWDIANGDIANG, SHILLONG FOR A  
PERIOD OF 5 (FIVE) YEARS

Notice Inviting Tender (NIT)

NEIGRIHMS is a super specialty Medical Institution for post graduate education research and patient care services. The Institute invites bids /offers from reputed service agencies/firms for the comprehensive management and running of Guest House (Old and New) cum Restaurant cum Catering services located within the premises. The Institute is presently engaging and running the Old Guest House along with the Restaurant. The New Guest house which is located in proximity to the Old Guest House is equipped with a fully furnished Kitchen and Dining Hall. The New Guest house will begin its maiden operation on parallel management with the Old Guest House. Once the New Guest house is fully functional the Institute plans to renovate the Old Guest House during which only the New Guest House will be operational.

The New Guest house has 24 (Twenty four) Standard rooms, 4(nos) VIP suites comprising of 1 (one) Double bedroom and 1 (one) lounge room, Dining hall, Kitchen etc. The Old Guest house has 9 (Nine) standard rooms, 3 (Three) Deluxe rooms, 1 (one) Dining hall, 1(one) Kitchen, 1 (one) Restaurant space with kitchen, 1 (one) space for staff accommodation etc.

The contract for providing the services will be valid for a period of five (5) years from the date of award. The contract period may be extended annually on the option of the Director, NEIGRIHMS, if the situation warrant or till the finalization of the next tender, if required. In the event of termination or expiry of the agreement, the Contractor shall hand over the entire premises and equipments/properties etc. of the NEIGRIHMS in his custody to the latter.

The bidder must have experience in providing guest house facility management services including reception and room allotment, general maintenance services, hospitality of guests, operating guest house kitchen etc.

1. Providing Canteen /Cafeteria /Restaurant /Hostel /Mess services /Guest Houses to /in a Central /State Government /UT Hospital(s), Central /State Government /UT Autonomous Institution, Central /State Government PSU, Central /State Government /UT Educational Institutions /Organizations or Hotel services with minimum 30 rooms on regular basis, for the last three (03) consecutive years out of 04 years i.e. F.Y. 2024-25, 2023-24, 2022-23 and 2021-22.
2. Annual average turnover of Rs 30 lakhs (Rupees Thirty lakhs)only exclusively in the field mentioned in the clause 1 above for the last three consecutive years out of 4 years i.e. F.Y.2021-22, 2022-23 2023-24 and 2024-25.
3. Registered as a society, partnership firm or company under applicable laws. Proprietary firms are also eligible.
4. Earnest Money Deposit & Performance Security Deposit:

- (a) Bidders have to submit Earnest Money Deposit (EMD) of Rs 1, 20,000/- (Rupees One lakh twenty thousand only) drawn in favour of Deputy Director (Admn.), NEIGRIHMS, Shillong. The Bid Security may be accepted in the form of Call deposit, Banker's Cheque, Fixed Deposit or Demand Draft valid for forty-five days beyond the final bid validity period or Bank Guarantee from any Commercial Bank
  - (b) Successful bidder will have to submit Performance Security @ 3% of the value of contract, drawn in favour of Deputy Director (Admn.), NEIGRIHMS, Shillong and valid up to sixty days beyond the validity period of contract. The Performance Security may be furnished in the form of Insurance Surety Bond, Account Payee, Demand Draft, Fixed Deposit Receipt, Bank Guarantee (including e- Bank Guarantee) from a Commercial bank.
  - (c) Space and accommodation (Cooking area, Store, Pot wash area, Workers /Staff Room/ Restaurant), in the Guest House will be provided by NEIGRIHMS, on payment of following license fee.
    - (i) of Rs. 1,08,000/- (Rupee One lakh eight thousand only) per month, subject to change, modification by the Institute authorities or as per CPWD rates applicable from time to time- For old Guest House.
    - (ii) of Rs. 27,000 /- (Rupee Twenty seven thousand only) per month, subject to change, modification by the Institute authorities or as per CPWD rates applicable from time to time- For New Guest House.
5. The Service Provider shall furnish the valid documents, certificates and affidavits as listed below with the Technical Bid and shall specify the page no., failing which Bid will be summarily rejected:-
- (a) Self-attested copy of certificate of required experience in desired period as mentioned in the Bid document.
  - (b) Self-attested copy of its incorporation
  - (c) Self attested copy of Certificate of Turnover for the desired period and amount in the related field/business issued by Chartered Accountant.
  - (d) Self-attested copy of PAN.
  - (e) An affidavit duly sworn before a Notary that the firm or proprietary concerned or company that the firm has never been blacklisted.
  - (f) An affidavit duly sworn before a Notary that neither Service provider nor the firm/ Partners/ proprietor/Director of the company/ member of Society has never been convicted or punished by any Hon'ble Court of Law nor any criminal prosecution, involving moral turpitude, in which a charge sheet is issued, is pending against any of them.
  - (g) An affidavit to the effect that the Service provider does not have any close or direct relationship with any employee of NEIGRIHMS.
  - (h) Self-attested copy of EPF& ESI Registration certificate along with the code number, if applicable.
  - (i) Self-Attested copy of GST registration Certificate along with number.
  - (j) License from Food Safety and Standard Authority of India (FSSAI)
  - (k) Copy of resolutions for authorization of signatory to sign the bid along with name and designation.
  - (l) Copy of proof relating to deposit of EMD
  - (m) Copy of MSME document/ startup certificate in case EMD exemption is sought.
  - (n) The Service provider should submit a certificate of satisfactory performance from all the previous employers for three consecutive years out of last 04 years i.e. F.Y. 2021-2022, 2022-23 and 2023-24, 2024-25.
  - (o) Self-attested scanned copy of the undertaking by the bidder that, they will not employ & deploy any minor (less than 18 years) for providing Services at NEIGRIHMS, Shillong.

6. Successful Bidders /Contractors, in case of Non –tribal, shall have to apply and obtained a valid trading license, issued by the Khasi Hills Autonomous District Council, Shillong, within 90 days of issuing of award /orders. An undertaking for the same has to be submitted by the bidder, on award of contract.
7. Details of Human Resource (Identity, Present and Permanent Address, Educational Qualification, Designation, Medical fitness certificate, Police verification and PF details) to be submitted after the award of contract.
8. In case the Service Provider furnishes false information their tenders/ bids will be rejected and their security deposit/EMD will stand forfeited.
9. The agency must possess the requisite valid license issued by the competent authority for carrying out the business and shall be responsible for complying with all laws pertaining to the services in question as well as those pertaining to engagement of persons under him and should obtain necessary license/ clearance certificate of the State Food Inspector /respective authorities and should produce certified copies of certificate fulfilling the requirements.

10. NEIGRIHMS reserves all rights to make any changes in terms and conditions of the e-tender and also to reject any or all e-bids without assigning any reason thereof. At any time prior to the date of submission of e-bid, Director, NEIGRIHMS may, for any reason, whether at his own initiatives or in response to a clarification from a prospective e-bidder, modify the e-bidding documents by an amendment may at his discretion, extends the date and time for submission of e-bids.
11. Bidders are required to sign and submit the Integrity Pact agreement, as per the prescribed format.
12. Settlement of Dispute. If there is any dispute or differences, the same may be referred to Director, NEIGRIHMS. Director, NEIGRIHMS or his authorized representative shall be the final authority in all disputes and decision taken by the authority will be binding on all concerned. Therefore, the jurisdiction in respect of settlement of disputes in Stores & Civil contracts shall be as per the Commercial Courts, Commercial Division and Commercial Appellate Division of High Courts (Amendment) Ordinance 2018, wherein the provision for pre -institution mediation, has been made mandatory in respective cases by the parties to the disputes. The mediation shall be under the authorities constituted under Legal Service Authority Act, 1987. The Courts in Shillong shall have the exclusive jurisdiction over any disputes between the parties.

Section II:  
General Conditions of Contract (GCC)

1. Bidders should have necessary license/ clearance certificate of the State Food inspector/health authorities and should produce certified copies of certificate fulfilling the requirements. Prequalification /Post Qualification shall be entirely upon the capability and resources of prospective agency to perform the particular contract satisfactorily, taking into account their (i) experience and past performance on similar contracts (catering services / Guest house or hotel or restaurant/hospital diet servicing) (ii) Capabilities with respect to Personnel (Qualified Cook ,experienced attendant , Professionals with degree /diploma in hotel management & catering technology), Equipment (atomized equipments for catering purpose) (iii) financial standing through annual report (balance sheet and Profit & Loss account) of last 3 (three) years. Fulfillment of eligibility criteria is to be supported with documentary evidence in the form of certified /self-attested copies of work order, completion certificates, report, payment certificates, indicating the period of work .In case of Joint venture/partnership firm, the experience of the signatory /lead agency will be taken into consideration for qualification of the agency.
2. The e-bidder must possess the requisite valid license issued by the competent authority for carrying out the business and shall be responsible for complying all laws pertaining to the services in question as well as those pertaining to employment of persons under him.
3. The lowest rates quoted (overall bidder's quoted rate for Old Guest House and New Guest House as per BOQ) on the total comprehensive facility management of the Guest House offered by the purchaser will be taken for the purpose of price evaluation /selection. The awarding shall be on the techno-commercially compliant bidder meeting all required parameters for a period of 5 (five) years or till the finalization of next contract, which ever earlier. The license fee will remain the same for the initial 2 (two) years period. Thereafter, the license fee will be subsequently increase by 5% every year for the remaining 5 (five) years contract period or any extension thereof.
4. The Service provider should provide menu of popular dishes and regional dishes and they should ensure alternate menus/ servings on all days of the week at justified rates agreeable to the Institute. Any revision in the price by the Service provider is to be based on mutual agreement after approval of the Director, NEIGRIHMS.
5. The personnel appointed by the service provider must have proper and clean uniform for their identification. The personnel so appointed should have the basic knowledge of personal hygiene and safe & clean methods of food handling.
6. The persons associated with preparation and distribution of food will be required to undergo periodical medical checkups to rule out the possibilities of communicable disease/infectious diseases and anybody found suffering from such has to be kept out of engagement till he/ she is fully recovered.
7. The list of personnel deployed for food preparation, handling and serving have to be intimated to the authority at the time of joining and from time to time.
8. The contractor selected will be required to maintain such level of cleanliness and standard of hygiene with regard to the persons under his employment and utensils for serving the food as may be decided by the authority.
9. There shall be no compromise on the quality of service /food supplied by the e-tenderer and if any such incidence or food adulteration is found, action deemed fit, including black listing the firm, shall be taken by the Competent Authority and all the rules of Prevention of Food Adulteration Act (PFA Act) will apply.
10. The agency will be responsible for complying with payment of minimum wages and other Social Security benefits including prescribed number of leave/holiday and prescribed hours (maximum and hours) of Work Schedule as per Labour Laws in force from time to time to its employees deployed in the hospital, all laws related to Social Security (E.S.I. & P.F., etc., in case the contractor engages manpower more than the specified number), Service Tax wherever applicable & other Labour legislations, pollution control and such statutory orders from time to time as regards to treatment & disposal of garbage, and the contractor will be liable for any consequences resulting from violation of any such rule / provision.
11. The contractor will be responsible for such conduct of the persons engaged by him/her, which will be conducive for maintaining the harmonious atmosphere in the hospital and will be responsible for any act commission & omission of such persons.

12. The Contractor shall maintain a complaint book and any genuine complaint recorded therein will be given due consideration
13. Bidders shall have to make a presentation before Tender Evaluation Committee, if required.
14. The successful bidder / e-tenderer shall obtain a valid license under the Contract Labour (R & A) Act, as amended from time to time and rules framed there under and shall continue to hold it till completion of the contract.
15. The fuel to be used for cooking will only be LPG and shall be arranged by the contractor.
16. The garbage from the rooms will be collected and disposed off at the site provided for the purpose by the Municipal Authorities. Other waste materials will be dumped in the nearest S.M.B dustbin by the Contractor.
17. NEIGRIHMS will have the right to serve a notice on the contractor in the event of any lapse on the part of the latter in the services, which shall be rectified or remedied by the latter forthwith.
18. Consumption or sales of alcohol or tobacco or any other prohibited items in the premise of the NEIGRIHMS Guest House by the Contractor or his employees is strictly forbidden. If anyone is found indulging in these businesses, the agency shall be asked to leave the campus immediately and the agency shall be liable for termination of service for breach of this condition.
19. The Service provider shall use the water-supply and electricity economically, however consumption of water-supply and electricity and license fee shall be paid within the 10th of each and every month by the Service provider on actual basis or as conveyed by the Estate Section/ SE/ EE. 18% GST on H1 license fee as applicable will be on reverse charge basis to be deposited by the successful bidder within stipulated timeframes as per prevalent GST guidelines.
20. Even though the Contractor/bidder will provide the services through his own employees, the work of such employees will be supervised from time to time by a representative of the NEIGRIHMS duly appointed by the Director, NEIGRIHMS, for this specific purpose. The representative of the NEIGRIHMS will look after the well being and other requirement and liaison between the guests and the employees of the contractor on the one hand and the NEIGRIHMS authorities and the Contractor on the other hand.
21. Only purified water (purified by Aqua guard/ Modiguard /Aqua sure or other purifier of similar standard) has to be served in the mess
22. The upkeep and maintenance of the above equipments will be the sole responsibility of the Service provider. The cost of repair/ maintenance/ replacement of the equipments and equipment parts will be borne by the Service provider. During handing over, the above equipments shall be "Handed over on as-is basis" with the condition that the Service provider handles the equipment properly so that no damage is cost to the equipment/ system while handing back the facility to the Institute. In case, there is damage to the equipment/ system due to wear and tear/ mishandling etc., the Service provider has to make replacement of the item with similar specification such that it is compatible with the overall system installed in the Kitchen.
23. Agency should make necessary arrangement for equipment, serving trolley, food trays, cups, etc on their own.
24. Civil and electrical maintenance of the premises belonging to NEIGRIHMS will be taken up by the respective department of NEIGRIHMS.
25. If the agency gives wrong information in their tender and creates circumstances for acceptance of the tender, the company reserves the right to reject such tender or rescind contract at any stage.
26. No subletting of work by the agency is permissible.
27. Digital payment to be made available.
28. The agency shall not use the name of the NEIGRIHMS, Shillong in business dealing with other persons or traders
29. The contractor should keep the kitchen, dining, restaurant areas clean and in hygienic condition as per prevalent standards. If, at any point the Kitchen and its premises are found to be unclean, the contractor shall be held responsible and action deemed fit shall be taken by the competent authority.
30. The contractor will be required to submit the bill month wise by 10<sup>th</sup> of the subsequent month, for further action and release of payment. Payment will be released as per the terms and conditions, less deduction of Income Tax at source at prevailing rates. No Service tax is applicable for billing to educational Institute like NEIGRIHMS, Shillong which is entirely under the administrative control of Ministry of Health & Family Welfare, Government of India.

31. The contractor shall bear all the expenses for running services and shall not in any manner be liable for any damage caused or incidents like theft, burn, fire, electric shock or bear any compensation for damage or injury caused to its workmen during discharging their duty.
32. The contractor shall not be entitled to use the accommodation allotted for any other purpose or business other than contract services.
33. The contractor shall not use the name of the NEIGRIHMS, Shillong in business dealing with other persons or traders.
34. The Hospital campus is a "No Smoking Zone", hence sale and use of tobacco of any form, is prohibited.

SECTION III:  
Special Conditions of Contract (SCC)

**1. Operational**

The agency shall be responsible for procurement of all the raw materials. The raw materials procured will be of the highest quality, (FPO, AGMARK, or BIS marked should be adhered to as far as possible) fresh and fit for human consumption. The raw materials must be stored properly to avoid contamination and infestation with pests. Sample of the food materials in the store will be checked by the hospital representative from time to time. The Food safety checklist prescribed by the Food Safety and Standards Authority of India, New Delhi ([www.fssai.gov.in](http://www.fssai.gov.in)) as amended from time to time, should be signed and adhered to by the bidders/agency.

Vegetarian and non-vegetarian items should be segregated properly at all stages; storage, preparation and serving. The agency will be responsible for collection, washing and cleaning of the serving trays/utensils/bottles etc (in case of non-disposable) with safe and standard quality of cleaning material.

The agency will be responsible for safe disposal of the leftover food/vegetable peels/and other kitchen garbage hygienically so that it does not pollute the environment etc. If disposables are used in any of the hostel mess, they should be disposed off, as per Civic/Municipal Authorities requirement from time to time.

Only LPG (or electricity when required for certain cooking procedures) will be used for cooking. No coal, wood or any other fossil fuel shall be used as fuel for cooking of food, heating of food etc.

**2. Cleanliness**

The Service provider shall keep the premises scrupulously clean and in a sanitary condition to the satisfaction of the Guest house in charge and administration. The Service Provider shall not damage the premises as well as the fittings and fixtures in the premises provided by the Institute. In case of damage the Service Provider shall be responsible for repair and replacement. It shall be the responsibility of the Service Provider to employ adequate number of cleaners and safaiwalas and to provide them with adequate and necessary equipments/ chemicals for keeping the area scrupulously clean. Anti rodent and pest control measures are to be strictly followed which will be the responsibility of the Service Provider. The Service Provider should also provide adequate cleaning equipments, tools, cloth for cleaning, brushes, bottle brush, scrubbers, wipers, moppers and detergents (soap, hand wash, liquid detergent, disinfecting solution (Lysol/cross/phenyl/harpic/sodium hypochlorite) for thorough cleaning.

The Service provider should keep the premises clean. If, at any point the premises are found to be unclean, the Service provider shall be held responsible and action deemed fit shall be taken by the competent authority. All floors and counter tops are to be scrubbed regularly and non-corrosive detergents or soap, and all vertical surfaces/wall are to be dusted /cleaned regularly. The standard of cleaning should be such that there is no visible dirt or marks at any point of time.

The Service provider selected for the service of Guest house (Old and new), will be required to maintain satisfactory level of cleanliness and hygienic standards with regards to the following criteria in different sections:

1. Pre- preparation and preparation of food should be done in hygienic methods following the protocols of food safety as provided by the FSSAI Food Safety.
2. Usage of only stainless steel knives.
3. Any cooked or raw food items should never be kept or left in the open.
4. Cleanliness checklist should be maintained on a daily basis by the supervisors. The checklist will be checked and evaluated by the authorized Personnel /Warden on a daily basis.
5. Schedule for daily, weekly, monthly and annual cleaning should be planned by the manager and carried out under the supervision of the supervisors.
6. Biodegradable and non biodegradable waste should be segregated and should be disposed on a daily basis.
7. Separate buckets for cleaning and mopping should be provided. Cleaning buckets should not be used for any other purposes.
8. Separate cloth should be provided for cooking purposes and for cleaning.



9. Hands should be washed well with liquid hand wash or soap before starting work, after using toilets, immediately before handling food, after handling refuse and whenever the hands look dirty. Besides this, no bangles or bands and rings should be worn.
10. For the welfare of kitchen personnel, first aid material such as bandages, dressing and antiseptic should be available and provided by the catering contractor in case of minor cuts and injury.

### 3. Food Procurement and Storage:

1. The Service provider shall be responsible for procurement of all the raw materials. The raw materials procured will be of the highest quality, (FPO, AGMARK, or ISI /FSSAI marked should be strictly adhered) fresh and fit for human consumption.
2. The raw materials must be stored properly to avoid contamination and infestation with pests. Sample of the food materials in the store will be checked by the hospital representative from time to time.

### 4. Manpower

The agency shall engage adequate number of well trained manpower as per Annexure I at his cost to be quoted taking into account all labour rules and regulations, for the proper discharge of the responsibility entrusted to him under the agreement and such manpower shall be persons with enough experience. They shall be provided with uniforms, aprons, headgears, etc by the agency at their own cost and they are to be maintained in neat and tidy condition. The manpower engage by the agency shall be of good character and sound health. Manpower of the agency shall be provided with Identity Card that will be issued by agency under intimation to Chief Security Officer, NEIGRIHMS. The agency at his own shall not entertain any outsider in the cooking area. List of Manpower to be engaged by the agency is indicated in Annexure I.

### 5. Security and Safety

NEIGRIHMS, Shillong shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory that maybe kept in the area store by the agency. The premises provided to the agency should only be used for the purpose as mentioned in the contract. Under no circumstances, should the premises be used for any other purpose, than what has been mentioned in the contract. Agency will not store any hazardous and/or inflammable/ combustible goods or substances or articles in or around the cooking area.

### 6. Space and Accommodation

Space and kitchen equipments will be provided by NEIGRIHMS, Shillong to the agency for a specified period of the contract. At the time of termination of the contract, the agency will have to hand over to NEIGRIHMS in the same condition as received. On the expiry or earlier termination of this Agreement, the said area shall be vacated peacefully by the agency and handed over to the NEIGRIHMS, Shillong in the condition they had received. In case, during the period of contract, the agency decides to terminate the contract, a notice for a period of not less than three months will be given to the NEIGRIHMS administration.

### 7. NEIGRIHMS management shall have the right

- A. To stop the supply of or to destroy any article of food or drinks sold if found adulterated, contaminated, and unfit for human consumption or of unsatisfactory quality.
- B. To stop the service rendered by the agency, if detected not of the requisite standard.
- C. NEIGRIHMS Management shall on demand be supplied with a sample of any article of food or drinks for inspection and analysis.
- D. The agency shall allow the official of NEIGRIHMS to enter the cooking area in order to inspect and execute, any structural additions and alterations or repairs to the said cooking area premises, repairs to electric, water and sanitary installation, which maybe found necessary from time to time. The time and date for this purpose will be fixed with the mutual convenience of both the parties.

- E. The food analysts and Public Health Authority of the Government will have the right to inspect the premises and to collect the food sample as per the law. The agency will be solely responsible of any shortfall/deficiency in this regard.

**8. Waiver**

No failure or delay by NEIGRIHMS in enforcing any right to remedy of NEIGRIHMS in terms of contract or any obligation or liability of the contractor in terms thereof shall be deemed to be a waiver of such right, remedy obligation or liability, as the case may be, by NEIGRIHMS and notwithstanding such failure or delay, NEIGRIHMS shall be entitled at any time to enforce such right, remedy, obligation or liability, as the case may be.

**9. Termination Clause:**

Director NEIGRIHMS reserves the right to terminate the contract any time if;

1. Repeated unsatisfactory food quality by the agency.
2. Repeated violation of safety, hygiene and sanitation, by the agency.
3. Repeated Noncompliance to notice or suggestion by the diet committee.
4. Recommended by the diet committee in view of unsatisfactory services.

Vendor may exit the contract on giving three (3) months notice for reasons, on approval of Director, NEIGRIHMS.

The party/ e-bidder/ contractor shall indemnify and shall keep the other party indemnified from and against all costs, claims, losses, damages, demands, liabilities, causes of action, proceedings, awards or judgments incurred by or brought or made against the other party to the extent that they were caused by or contributed to by any negligent act or omission of a party or its (a party's) employees, agents or contractors.

Either party shall be entitled to withdraw from the Contract after serving three-month notice in writing to the other party in this behalf.

Notwithstanding any other provision contained herein, in all cases of withdrawal from Contract or termination of Contract, the Service Provider shall have to continue the work under the contract till an alternative arrangement is made by the NEIGRIHMS. In the event of failure to observe this condition, the entire Security Deposit, as also any and all other dues, lying with the NEIGRIHMS, would stand forfeited.

**10. Selection in a Tie:**

In case of a tie in financial bid, service providers will be selected based on the following parameters:

- (a) Experience: Service provider with more experience will be considered.
- (b) Financial Turnover: Service provider with higher financial turnover will be considered.

**11. Pricing:**

1. The service provider should submit /quote rates which should include all incidentals and establishment cost to the contractor for running the services as stated in the document.
2. Escalation: No escalation will be given in first year. However, for the 2<sup>nd</sup> year and thereafter and on approval of the competent authority, the escalation in rates as per the RBI (consumer price index- prepared meals/snacks/sweets) will be given mutual agreement after approval of Director, NEIGRIHMS. Government tax and levies will be applicable during Contract period. Any new tax/ alternate tax which will be introduced by the government in future, will be paid by the party accountable for it. No other increase shall be considered on any other account during the Contract period. If under unforeseen circumstances, the new tender is not materialized, the existing Service Provider will continue to provide services till the finalization of the new tender. In that eventuality of an escalation, the food cost will be provided as per provision of this clause.

**12. Penalty Clause:**

Sl No.	Classified Deficiency	Amount of fine
1.	Employment of staff below 18 years	Rs. 10,000.00/Termination of contract.
2.	Subletting	Termination of contract.
3.	Complaints regarding quality of food item.	Replacement of food item Rs 10,000.00 (Rupees Ten Thousand only).
4.	Complaints regarding quality of service.	Rs 10,000.00 (Rupees Ten Thousand only) per complaint.
5.	Workers deployed by the service provider not wearing apron, cap, gloves, etc. while serving and not removing nails of cooks employed weekly and if an improper conduct of the manpower is observed.	Rs 10,000.00 (Rupees Ten Thousand only) per instance. This will in addition to the right of the hospital administration to remove such manpower from the hospital premises
6.	Unhygienic and unclean kitchen and wash area with no adequate system of keeping foods, utensils, stoves, platform, overall kitchen premises dust free and soot clean as per standards.	Rs 5,000.00 (Rupees Five Thousand only) per instance
7.	Deficiency of lapse in hygiene at preparation site.	Rs 5000/- per occasion
8.	Shortage of manpower	Rs 5,000 per occasion
9.	Untimely deposit of monthly licensee fee, for delays beyond a month	Interest at the rate of 10% per annum.
10.	Non-compliant to rules and regulations and terms and conditions of the tender.	Rs. 1000/- per occasion.
11.	Any other deficiencies pointed out by the official not indicated in the above classified items	Fine up to Rs. 20,000/- at the discretion of NEIGRIHMS administration not less than Rs 2,500.00

1. Bidder's Eligibility Criteria

- (a) Providing Canteen/Cafeteria/Restaurant/Hotel/Hostel/Mess services/Guest Houses to/in a Central/State Government/UT hospital(s), Central/State Government/UT Autonomous Institution, Central/State Government PSU, Central/State Government/UT Educational Institutions/Organizations on regular basis or Hotel services with minimum 30 rooms on regular basis, for the last three (03) consecutive years out of 04 years i.e. F.Y. 2024-25, 2023-24, 2022-23 and 2021-22.
- (b) The bidder must have Minimum average Annual Turnover of INR 30 LAKHS for (03) three consecutive financial years in (04) preceding four financial years (2024-25, 2023-24, 2022-23 and 2021-22, 2020-21) in the field as per 1 (a) above.
2. Mandatory information & Documentation and Technical Parameters for Bid Evaluation of Tender for Outsourcing of Facility Management Services for Old & New Guest House at NEIGRIHMS, Shillong

Sl. No.	Mandatory information is to be provided by the prospective Bidders for Bid to be declared Legally valid.	Self-Assessed Compliance	Page no.
1.	Legal Standing of the Tender/Firm <ul style="list-style-type: none"> <li>Type:</li> <li>Registered As:</li> <li>Since:</li> <li>Power of Attorney/Authorization</li> </ul>		
2.	Consent to submit P.B.G. / Security Amount: 3% of the contract value in case contract is awarded.		
3.	Valid GST Regn. No. & Certificate		
4.	Valid PAN/TAN Regn. No.& Certificate		
5.	Valid E.P.F.&E S I Regn. No. & Certificate, if applicable.		
6.	Notarized Affidavit on Rs.10/-Non-Judicial Stamp Paper for not having been blacklisted.		
7.	Valid License under the provisions of Contract Labour (Regulation and Abolition) Act, 1970		
8.	GST return filed for (03) three consecutive financial years in (04) preceding four financial years (2024-25, 2023-24, 2022-23, 2021-22)		
9.	Certificate of annual turnover for (03) three consecutive financial years in (04) preceding four financial years (2024-25, 2023-24, 2022-23, 2021-22)		
10.	Notarized Affidavit on Rs.10/-Non-Judicial Stamp Paper for No Criminal/Labour/ Vigilance cases.		
11.	Self-declaration to the effect that the rate quoted in the tender is the lowest rates, or the highest rates, as the case may be, quoted to any government institute/hospital (State/Central) in India		
12.	An affidavit to the effect that the bidder does not have any direct or indirect relationship with the either permanent/contractual/Adhoc/outourced personnel in NEIGRIHMS.		
13.	Copy of resolution for authorization of signatory to sign the bid along with name & designation.		
14.	Performance reportsfor (03) three consecutive financial years in (04) preceding four financial years (2024-25,2023-24, 2022-23 and 2021-22)		
15.	Details of experience during (03) three consecutive financial years in (04) preceding four financial years (2024-25,2023-24, 2022-23 and 2021-22)		

16.	Notarized Affidavit on Rs.10/-Non-Judicial Stamp Paper that the firm is not under liquidation.		
17.	Undertaking by the bidder for acceptance of all terms and conditions of the tender document.		
18.	Valid FSSAI License		

## Scope of Services

### 1. Brief Description of the Guest House

The Institute has 2 (two) Guest House in the permanent campus at NEIGRIHMS, Mawdiangdiang, Shillong. The New Guest house have recently been furnished at par with 3 (three) star Hotels and is equipped with a fully furnished Kitchen and Dining Hall and is located in proximity to the Old Guest House. The Institute is presently engaging and running the Old Guest House along with the Restaurant. The New Guest house will begin its maiden operation in parallel management with the Old Guest House. Once the New Guest house is fully functional the Institute plans to renovate the Old Guest House during which only the New Guest House will be operational.

The New Guest house has 24 (Twenty four) Standard rooms, 4(nos) VIP suites comprising of 1 (one) Double bedroom and 1 (one) living room ,Dining hall, Kitchen etc. The Old Guest house has 9 (Nine) standard rooms, 3 (Three) Deluxe rooms, 1 (one) Dining hall, 1(one) Kitchen, 1 (one) Restaurant space with kitchen, 1 (one) space for staff accommodation etc.

Bidders to visit and inspect the site where the guest house (old and new )are located, prior to bidding.

### 2. Guest House Management& Reception Services

(a) The Manager deployed by the successful bidder will be responsible for overall maintenance of all guest houses, supervision of the food production and quality of catering services provided to the visitors and supervision of day-to-day operations of the guest house.

(b) Front Desk Executive deployed by the successful bidder will supervise the operations at the Reception with the team of professional and experienced persons who will attend to the guests with decent and hospitable manners and ensure the following:

- (i) Attend and address any guest complaint promptly.
- (ii) Maintain the check-in and check-out in both Registers and in system
- (iii) Allot the rooms in the guest houses as per the directive received from the institute
- (iv) Arrange safe handling of baggage of the guest.
- (v) To attend the telephones, and maintain a call traffic register.
- (vi) Maintain the Complaint Register (standard Format) which should be available on demand.
- (vii) To arrange emergency transport as and when required by the guest.
- (viii) To provide information with regard to rail/air timings and information related to campus to the guests on request.
- (ix) To ensure overall cleanliness in the surrounding areas of the Reception Counter lobby.
- (x) To report the Room-wise Occupancy status every morning to the NEIGRIHMS officials through the Manager, Guest House
- (xi) To report non-functional electrical gadgets (Geyser, Fan, lights, AC etc) and other maintenance issues of the rooms as well as common areas to the Facility Manager, Guest house. A register to be maintained for this purpose, room-wise and the same to be brought to the notice of the In charge, Guest house daily through Facility Manager.
- (xii) At the time of check-out, to ensure that all the items provided in the room (like Remote of AC etc) are available in the room and in case of any missing items the successful bidder will be solely responsible to replace the same at no extra cost.
- (xiii) Maintain daily checklist form (AnnexureIII)

(c) All systems and processes in Soft Services should be designed to achieve the highest standards of hygiene and cleanliness through innovative approaches and integration of trained and qualified human resources, state of art

equipment, eco-friendly cleaning products and proven processes. The results should be of superior quality performance levels. For this it is the duty of the successful bidder:

- (i) To ensure that all the rooms, fixtures and fittings attached to the rooms are kept well cleaned, regularly as specified in the cleaning service (Record to be maintained for verification).
- (ii) To ensure that all rooms are provided with following items at any point of time (Record to be maintained for verification). Requests of guests must be accommodated, such as for more towels, and logged in the record. These items will be provided by the Institute.
  - Bed Sheets
  - Bed Cover
  - Pillow Covers
  - Blanket
  - Bath Towel
  - Hand Towel
  - Tumblers (Glass)
  - Coasters
  - Hangers
  - Bucket
  - Foot Mat
  - Mug
  - Dustbin open
  - Dustbin closed
  - Electrical Kettle
  - Cups
  - Telephone
- (iii) The successful must supply the following toiletries and consumables for each room per new occupant and replenish every alternate day.
  - Bath Soap 50 gms
  - Shower Gel 50 ml bottle
  - Shampoo 50 ml bottle
  - Moisturiser 50 ml bottle
  - Dental kit
  - Hygiene kit
  - Shower cap
  - Comb
- (iv) The successful bidder must supply the following consumables for each room per day.
  - Newspaper, Water bottle 1 Litre (02) Coffee, Tea, Milk, Sugar Free and Sugar Sachets
- (v) The successful bidder must ensure the following items are replenished promptly in each room.
  - Goodnight/All-out mosquito repellent with refills
  - Toilet Tissue Rolls (2 nos.)
  - Room fresheners
  - Newspaper
  - Water bottles
  - Naphthalene balls
  - Battery/ Cells (in working condition) for AC remotes.
  - Bedroom linen and Bathroom towels should be changed every second day during occupancy or more frequently, if required.

### 3. Cleaning Services

It is necessary to maintain the environment of the guest house in a clean and hygienic condition round-the-clock at the level of a 3-star hotel or above. All living areas are to be kept clean and tidy and effective waste collection and disposal arrangements shall be made. The following jobs which will be carried out by the successful bidder:

*Daily Cleaning:*

- (i) Sweeping of the entire premises.
- (ii) Damp mopping of tiles, floors, staircases, sidewalls, corridors, passages.
- (iii) Dusting of desk, table, chair and furniture located in the rooms occupied.
- (iv) Special attention will be paid to the cleaning of wash basins.
- (v) Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non-abrasive cleaners and disinfectants.
- (vi) All the wash basins, toilets pans should be kept stain free using harpic/sanifresh etc.
- (vii) All surfaces shall be free of germs, soap and mud at the wash rooms/WCs.
- (viii) Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area.
- (ix) Cleaning of Door mats; aluminium doors, aluminium Fish plates etc.
- (x) Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets.
- (xi) Emptying all waste paper baskets from all rooms and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning of items where they were located.
- (xii) All waste wet and dry from waste paper baskets, kitchen, dining halls etc. will be collected and disposed of as per the guidelines every day.

*(c) Weekly Cleaning:*

- (i) Glass table tops, doors partitions and glass accessories would be cleaned using solvent.
- (ii) Cleaning of bath fittings with silvo silver polish.

*(d) Monthly Cleaning:*

- (i) All glass doors, windows of the premises would be cleaned using damp and dry method.
- (ii) Cleaning of photos, sculptures, panels, glass/board partitions etc.
- (iii) Wipe/clean/polish all staircases/ metal railings, passages, corridors with detergents/brasso/silvo.
- (iv) Dusting /cleaning of Venetian blinds/curtains.

*(e) Quarterly Cleaning:*

- (i) To remove cobwebs from the entire guest house premises wherever they exist.
- (ii) Scrubbing of all floor areas.
- (iii) Carpets in Guest Rooms if any to be cleaned with shampoo by experienced personnel.
- (iv) All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition.

4. Laundry Services: The laundry services will be availed from the Hospital laundry which is installed with cleaning /Drying/ ironing functionalities. The successful bidder will be responsible to ensure the quality of the cleaning done by the agency running the hospital laundry as per industry norms and it will be the responsibility of the Guest house Service provider to ensure that transportation, record, storage and management of all linens of both the Guest house is done with proper care and standards.

- (a) Washing of bed sheets, pillow covers, bath & hand towels and bed covers.
- (b) Washing/dry cleaning, ironing and refitting of curtains.
- (c) Washing/dry cleaning of carpets.
- (d) The Reception Desk should attend to the guests' requirements.



5. Hospitality (Boarding)/Restaurant/Catering Services: The successful bidder must provide Hospitality (Boarding) / Catering Services in Guest House premises, Dining hall & rooms as per details given below. The services like cleaning, maintenance, disposal of garbage, provisioning of Potable drinking water or other materials/ consumables etc already included in the above clauses are also applicable under the Catering Services. The Service provider should provide menu of popular dishes and regional dishes and they should ensure alternate menus/ servings on all days of the week at justified rates agreeable to the Institute. Any revision in the price by the Service provider is to be based on mutual agreement after approval of the Director, NEIGRIHMS.

Scope of Hospitality (Boarding) Services:

- (i) The successful bidder must provide Boarding / Catering services in the Dining Area and/or Rooms for the guests.
- (ii) The successful bidder must provide Boarding / catering services as per the following courses.
  - Bed Tea
  - Breakfast
  - Evening Tea
  - Meals (Lunch & Dinner)
- (iii) The Service provider should provide menu of popular dishes and regional dishes and they should ensure alternate menus/ servings on all days of the week at justified rates agreeable to the Institute. Any revision in the price by the Service provider is to be based on mutual agreement after approval of the Director, NEIGRIHMS.
- (iv) The successful bidder must use the furnished kitchen (list of equipment provided by NEIGRIHMS is in AnnexureIV) available in the guest house for this purpose.
- (v) Serving of potable drinking water from the source to the dispensers and water coolers placed in Guest House.
- (vi) The waiters/serving staff shall be well dressed, presentable, well-mannered and trained. Adequate sets of uniform shall be provided by the Agency so that they can present themselves neat and clean daily.
- (vii) The successful bidder must arrange for such of those special equipment's (over & above provided by NEIGRIHMS) and apparatus if any required for cooking etc in the Cafeteria and Kitchen at his own cost.
- (viii) Serving of potable drinking water from the source to the dispensers and water coolers placed in Guest House.
- (ix) The waiters/serving staff shall be well dressed, presentable, well-mannered and trained. Adequate sets of uniform shall be provided by the Agency so that they can present themselves neat and clean daily.
- (x) The successful bidder must arrange for such of those special equipment's (over & above provided by NEIGRIHMS) and apparatus if any required for cooking etc in the Cafeteria and Kitchen at his own cost.
- (xi) The successful bidder must ensure that staff deployed in catering services is free from any infection or communicable diseases and arrange their regular Health checkups. The staff should trim their nails regularly and wear caps & gloves at the work place. Smoking, eating or chewing of Pan, tobacco/zarda/gutka/koi etc, and spitting is strictly prohibited.
- (xii) The Agency shall be equipped to undertake Hygiene audit as per Annexure II on daily basis and report submitted to NEIGRIHMS. NEIGRIHMS will also undertake independent hygiene and quality audits as and when deemed necessary.
- (xiii) The eatables served by the successful bidder to the Guests must be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served.
- (xiv) Vegetarian dishes shall be prepared and served separately.
- (xv) All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The successful bidder will be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry.

- (xvi) Operations: Normally, the timings for providing catering services as per Menu is given below:
- Bed Tea in Room: 06.00 a.m. onwards
  - Breakfast: 08.00 a.m. to 10.00 a.m.
  - Lunch: 01.00 p.m. to 02.30 p.m.
  - Evening Tea and Snacks: 05.00 p.m. to 06.00p.m.
  - Dinner - 08.00 p.m. to 10.00p.m.
  - The successful bidder, however, will be required to adjust/ change the above timings as and when required depending upon the arrival/ request of the Guests staying. It must be ensured that tea/coffee is served steaming hot.
  - The Cafeteria/Kitchen shall remain open on all days.

(xvii) Inspection

- NEIGRIHMS will check the quality of grains, oil, vanaspati oil, Atta (flour), fruits, vegetables and provisions used or stored in the store room for cooking. Any deficiency pointed out shall be promptly removed.
- The successful bidder must allow the food inspector/ NEIGRIHMS Officer to inspect the food items and services for their quality, as per prevailing rules and regulations. The successful bidder must abide by all laws applicable.
- In case of dispute regarding the services, quality or the quantity of the food items, snacks, tea etc. the decision of NEIGRIHMS will be final and binding.

(xviii) Maintenance of Restaurant/Dining Hall

- The successful bidder will be responsible for proper maintenance and safety of all furniture & fixtures, materials, goods, electronic items, stocks, books, periodicals, vehicles lying in Guest House premises, etc. The successful bidder will prepare and serve the breakfast/lunch/ dinner, as per Menu, in a pleasing and presentable manner. White clothes and colored frill clothes required for covering the serving tableland must be always in clean condition.
- Disposable paper napkins (of approved quality)/ Cloth napkins shall be placed along with each plate for breakfast, lunch and dinner for dining purpose as well as small ones while serving soup, tea coffee, etc.

(xix) Provisioning of Certain Services on Payment basis

- The successful bidder will provide regular boarding service (Tea/Coffee/Lunch items/snacks) on rates included in the Comprehensive Facility services and indicated at Annexure XII to the Guest staying in the Guest House.
- The Food bills at approved rates are to be borne by the Guest.
- The successful bidder must provide consumables like Biscuits/Snacks /Cold drinks/Juice/Tea/Coffee etc to guests on payment basis (not exceeding M.R.P.) as approved by NEIGRIHMS, whenever requested.
- NEIGRIHMS will not be responsible for any amounts due to the successful bidder arising out of supply of any of the above service or material including foodstuffs supplied by bidder to any guests/unauthorized persons/ individuals.
- Events (lunch/dinner) organized by Individual/Department in NEIGRIHMS will be provided by the successful bidder on payment basis as per actual or rate approved by the institute.
- The kitchen equipments fitted in the New Guest house is the sole responsibility of the successful bidder. Any damage to the fittings/equipments/furniture etc at the Guest house which is the sole property of the Institute will have to be repaired/maintain/ replace in proper working and the cost is to be borne by the contractor up to the full satisfaction of the Institute.

TENDER FORM

Date\_\_\_\_\_

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Complete address of the purchaser)

Ref. Your TE document No. \_\_\_\_\_dated \_\_\_\_\_

We, the undersigned have examined the above mentioned TE document, including amendment/corrigendum No. \_\_\_\_\_, dated \_\_\_\_\_ (if any), the receipt of which is hereby confirmed. We now offer to supply and deliver\_\_\_\_\_ (*Description of goods and services*) in conformity with your above referred document for the sum indicated in the price bid, attached herewith and made part of this tender.

If our tender is accepted, we undertake to supply the goods and perform the services as mentioned above, in accordance with the delivery schedule specified in the List of Requirements.

We further confirm that, if our tender is accepted, we shall provide you with a performance security of required amount in an acceptable form for due performance of the contract.

We agree to keep our tender valid for acceptance as required with modification, if any or for subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this tender up to the aforesaid period and this tender may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal contract is executed, this tender read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We further understand that you are not bound to accept the lowest or any tender you may receive against your above-referred tender enquiry.

We confirm that we do not stand deregistered/banned/blacklisted by any Govt. Authorities.

We confirm that we fully agree to the terms and conditions specified in above mentioned TE document, including amendment/ corrigendum if any

\_\_\_\_\_  
(Signature with date)

\_\_\_\_\_  
(Name and designation)

Duly authorised to sign tender for and on behalf of

\_\_\_\_\_  
\_\_\_\_\_

MINIMUM ASSURED MANPOWER

Human Resources (HR): The successful bidder must deploy following minimum human resources for 24 x 7 for smooth running of the guest houses at NEIGRIHMS, Shillong, as per the details mentioned below:

Sl. No.	Type of HR required	No. of HR required		Qualifications & Experience of required HR
		Old Guest House	New Guest House	
1.	Manager	1		Diploma/ Degree Holder with 5 years of experience in hotel.
2.	Front Desk Executive	2	2	10+2, Diploma in front office, computer knowledge, 2 years experience in front desk.
3.	Chef/Cook	2	2	Diploma/degree in food production, 3 years of experience in Hotel/ Multi Cuisine Restaurant.
4.	Assistant to Chef	2	2	Diploma in food production with 1 year of experience in Hotel/ multi cuisine Restaurant.
5	Kitchen Steward ( Dish & Utensil Washer)	3	3	8 <sup>th</sup> Pass
6	Housekeeping	3	4	10 <sup>th</sup> pass with 2-3 years of experience in Housekeeping
7	Waiter	3	3	10 + 2 with 2 years Experience in hotel or Restaurant
8	Room/Bell Boy/Porter	1	1	8 <sup>th</sup> Pass with good communication in English & Hindi

Timing of Duty:

Morning shift: 7:00 -3:00pm

General shift: 10:00-5:00pm

Evening shift: 2:00-10:00pm

## PROFORMA FOR HYGIENE AUDIT

Sl. No.	Check Points	Observation (Yes/No)
1	Head gear/caps are worn	
2	Gloves are worn	
3	Smoking, eating or chewing of tobacco, zarda, gutka, etc spitting, are strictly Prohibited. Prohibition observed or not	
Food Preparation		
4	Food indexing- the menus are being decided to ensure food variety	
5	Food Safety Ensured	
6	Is the food prepared properly under hygienic conditions	
7	Are the prepared items covered properly	
8	Proper cleaning of the utensils	
Kitchen/Pantry Hygiene		
9	Floors are hygienically clean	
10	Walls are dust / damp free	
11	Furniture is regularly cleaned	
12	Washing area provides hygienic environment	
13	Cooking counter is adequately clean	
Condition of Equipment in Food Preparation		
14	Work worthy	
15	Clean	
16	Safe to handle	
Food Handler's Health		
17	Health checkups done or not	
18	Nail are cut clean and healthy	
Hygiene of Eating Place / Dining Hall		
19	Floor is hygienically clean	
20	Walls are dust/ damp free	
21	Furniture is regularly cleaned after each meal	
General Observations		
22	Exhaust system is working	
24	Garbage disposal is done regularly	
25	Drainages system is free from blocks	
26	Washing area is hygienic	
27	Service counter(s) are adequately clean	
28	Utensils are properly cleaned	
29	Kitchen staff are in uniform/Service Boys are in uniform and wearing gloves & caps	
30	Portable drinking water arrangement neatly done	
31	Utensil washing area is properly maintained	
32	All items as per Menu Provided	
33	Serving tables covered with white cloth with colored frills	

34	All items in orderly manner and are in a presentable manner	
35	Storage area/fridge is clean	
36	Fly Catcher working satisfactorily	



## DAILY CHECKLIST FORM: RECEPTION

Date:

Location: Old Guest House / New Guest House

Overall Housekeeping &amp; Maintenance of Reception Area: Satisfactory / Not Satisfactory

Sl. No.	Check Points	Observation (Yes/No)
1	Supervisor/Receptionist and Room boys available round the clock in proper uniform	
2	Receptionist and Bell boy attended to guests promptly	
3	Set of newspapers (2 Hindi & 2 English) placed in reception	
4	Welcome kit placed in the room	
5	Toiletries as per scope of work placed in room	
6	Tea/coffee tray replenished with sachets as per menu	
7	Newspaper provided in the room	
8	Status of fixtures and fittings ascertained- In order	
9	Linen (bed sheets, towels, etc.) provided (Fresh/ Changed as per stipulated frequency)	
10	Room boys presented themselves and behaved properly	
11	Cleaning & Housekeeping completed in guest house	
12	Check-in/ Check-out formalities done in a pleasing manner	
13	Complaints, if any	
14	Details of the complaint attached with the form	

Name &amp; Signature of the Front Desk Executive

## List of Kitchen Equipment Provided by NEIGRIHMS, Shillong

Sl No.	Description	Qty
1.	Commercial Island cooking range cooking facility for Indian Food, Tandoori, Chapati& Table Size:154"x54"x34"	1 set
2.	Two Door under counter chiller cum food pickup table with 2 OHs heating arrangement Size 60"x30"x34"	1 no.
3.	Four door dual chamber chiller cum freezer	1 no.
4.	Wall mounted storage rack single tier size	2 nos
5.	Table Top Deep Fat fryer single chamber 6 ltr capacity electric operated.	1 no.
6.	Juice Machine SS body	1 no.
7.	Sandwich griller	1 no.
8.	Pop up toaster 6 slice SS body	1 no.
9.	KTC-2 Burner table top SS body	1 no.
10.	Single sink unit size 24"x24"x34"+6"	1 no.
11.	Work table with 2 US Size: 67"x24"x34"+6"	1 no.
12.	Two sink unit Size: 48"x24"x34"+6"	1 no.
13.	Soiled Dish landing table size: 48"x24"x34"+6"	1 no.
14.	Wall Mounted storage rack single tier for cutlery & crockery size: 252" x 12"	2 nos
15.	9 Create vegetable storage rack	1 no.
16.	Four Seater capacity dining table with chair (Korean Finish)	12 set
17.	Single deck single tray capacity	1 no.
18.	Planetary Mixer 20 liter	1 no.
19.	Hot Air Ventilation System Hood/ chimney made of galvanized sheet with baffle type filter made of stainless steel length-154" x 54" & Ducting made of Galvanized sheet 24 SWG length approx- 45 fts. Fitted with required commercial centrifugal fan centrifugal fan fume/oil scrubber cum washer, silent body	1 no.
20.	Fresh Air Intake System Ducting made of galvanized sheet 24 SWG fitted cooling air machine.	1 no.
21.	High Pressure LPG Pipeline Installation system Fitted 6+6 cylinder capacity manifold with iron cage	1 no.

Note: The upkeep and maintenance of the above equipments will be the sole responsibility of the Service provider. The cost of repair/ maintenance/ replacement of the equipments and equipment parts will be borne by the Service provider. During handing over, the above equipments shall be "Handed over on as-is basis" with the condition that the Service provider handles the equipment properly so that no damage is caused to the equipment/ system while handing back the facility to the Institute. In case, there is damage to the equipment/ system due to wear and tear/ mishandling etc., the Service provider has to make replacement of the item with similar specification such that it is compatible with the overall system installed in the Kitchen or any other areas affected.

(Part of Technical Bid)

Affidavit

I ----- s/o ----- resident of -----

Owner/Partner/Proprietor/Director/Chairman of M/s -----having its registered office at --  
----- do hereby solemnly affirm and declare the following: -

That our Firm/organization/company/Society/ namely M/s -----has never been blacklisted by  
any of our clients or by any government department.

Deponent

Verification

Verified at ----- on the ----- date ----- that the contents of the above affidavit are  
true and correct to the best of my knowledge and belief.

Deponent

(Part of Technical Bid)

Affidavit

I ----- s/o ----- resident of -----  
owner/Partner/Proprietor/Director/Chairman of M/s -----having its registered office at --  
----- do hereby solemnly affirm and declare the following:-

That there is no ongoing criminal case / vigilance enquiry / labour dispute against the  
firm/organization/company/Society or its owners/ partners/ proprietors/Director/Chairman and he/she has never been  
convicted by any Hon'ble Court of law.

DeponentVerification

Verified at ----- on the ----- date -----that the contents of the above affidavit are true  
and correct to the best of my knowledge and belief.

Deponent

(Part of Technical Bid)

Affidavit

SELF DECLARATION FOR LOWEST RATE

(on Rs 10.00 Non-judicial Stamp paper)

I, (Name of the Signatory), (Designation of the Signatory) with M/s (Name of the Company), do hereby certify that the rates quoted in the Tender No. \_\_\_\_\_ is the lowest rates quoted to any Government Institute / Hospital (State / Central) in India.

Authorized Signatory

Designation

Seal

Date:

Place:

(Part of Technical Bid)

AFFIDAVIT  
(Notarized)

Reference : Tender No

I, (Name of the Signatory), S/o (Father's Name), (Designation of the Signatory) with (Name of the Company), with its office at (Address of the Head office of the Company), do solemnly affirm and declare as under:-

An affidavit to the effect that the bidder does not have any direct or indirect relationship with the permanent/contractual/Adhoc/outourced personnel in NEIGRIHMS.

Place:

Date:

Deponent

Verification:

Verified that the contents of the above affidavit of mine are true and correct to the best of my knowledge and no part of it is false and nothing has been concealed therein.

Verified at (Place), on this (Date) day of (Month) 2024.

Deponent

(Part of Technical Bid)

AFFIDAVIT

(Notarized on Rs 100.00 Non-judicial Stamp paper)

Reference: Tender No

I ----- s/o ----- resident of -----  
owner/Partner/Proprietor/Director/Chairman of M/s -----having its registered office at --  
----- do hereby solemnly affirm and declare the following:-

I/We shall abide by all Labor law statutes in letter and spirit and shall provide mandatory leaves as per law to the employees engaged for providing services to your organization. Further, I/We shall also provide uniform, PPE (including gown, mask, gloves, goggles, head cover, foot cover, e.t.c.) and the non-productivity linked bonus as declared by the government from time to time. I/We hereby further declare that expenditure on accounts of these mandatory norms has been considered and taken care of in the admin. charges while quoting the financial bid. Accordingly, I/We hereby undertake not to claim anything in addition to what has been quoted in the financial bid.

Authorized Signatory

Designation

Seal

Date:

Place:

Verification:

Verified that the contents of the above affidavit of mine are true and correct to the best of my knowledge and no part of it is false and nothing has been concealed therein.

Verified at (Place), on this (Date) day of (Month) 2024.

Deponent

PERFORMANCE REPORT FORMAT

Sl. No.	Parameters	Details
1.	Name of the Institution	
2.	Address of the Institution	
3.	Contact details (Cell No. & Email ID)	
4.	Contract Agreement No. & Date	
5.	Contract cost of the work awarded & date	
6.	Date of commencement of work/service	
7.	Date of completion of work/service	
8.	Performance Report	

Signature & Stamp of the Performance Certificate issuing Authority

Place: .....

Dated: .....



DETAILS OF EXPERIENCE

Sl. No.	Name & Address of the organization where services as mentioned in this tender document were provided along with contact details	Contract period	Types of Human Resources deployed	No. of Human Resources deployed	Amount of payment made by the organization during the contract period (yearly)	Litigation/ Arbitration) (if any)

(Signature of the bidder with seal)

Place: .....

Dated: .....

Rate list of consumables to be supplied on Order/ Requirement basis (over and above)  
defined in scope of service  
(Rate to be quoted by the Service provider)

Sl. no	Consumable item (over and above) defined in scope of services to be supplied on Order/ requirement basis.	Details	Rate/Amount per room, Rs.
1	TCM Supplies	Tea, coffee , Milk & Sugar Sachet, Water Bottle ,Tissues etc	
2	Room Amenities	Electric Kettle, Water Jug & Glass, Cup and Saucer, Tissue Holder	
3	Room Supplies	1) Soap/ Shower Gel, Shampoo, Toilet Roll, Hand Wash, Batteries, Bathroom Slipper, Cloth Hanger, Towels ( Hand & bath towels), Mosquito Repellent.	
		2) Dental Kit, Shaving Kit and Fruits for the VIP and Official Guest of the institute.	

Note: The Service provider will provide all necessary room TCM supplies, room amenities, and room supplies as indicated above as per FHRAI standards. The cost quoted by the bidder will take into account all such provisions as per the scope of services whereas the additional supplies required from time to time will be made available by the Service provider to be paid by the Institute on order/ requirement basis only.

(PRESCRIBED FORMAT)

To,

The Director,  
NEIGRIHMS,  
Mawdiangdiang, Shillong-18

Subject: Undertaking for Submission of “ KHADC Trading Licence”

Sir,

Inviting reference to the above subject, I , the undersigned do hereby undertake to submit the Trading licence from KHADC within 3 (three) months of award of contract. In case, I fail to produce the said Trading licence within the stipulated period, my contract will be terminated without assigning any reason and at no cost to the Institute.

I , hereby enclose the necessary documents of proof of my application of the Trading Licence at KHADC,Shillong.

Thanking you.

Yours Faithfully,

Date:

Name of the Proprietor:-

Place:

Seal:

### Bill of Quantity(BOQ)

The comprehensive Outsourcing of Facility Management Services for Old & New Guest House at NEIGRIHMS, Shillong must include the cost of providing guest house management services & reception services, cleaning services, laundry services(Laundry services will be availed from the Hospital Laundry however only the transportation of linen, account and record management will be under the scope of the service provider)& catering services and inclusive of chemicals/Cleaning agent (Johnson Diversey Product) / consumables, costs of equipment standard, manpower wages (as per labour rules and regulations) & further it will take into account the frequency of cleaning, the quantity & quality of chemicals /consumables as per FHRAI (Federation of Hotel & Restaurant Association of India) required for cleaning, number of manpower deployed and items that has to be provided for each guest as mentioned in guest house management services & reception services, except for those for which the rate list has been finalized by NEIGRIHMS), as asked for in the Tender Document and rates will be quoted for a month.

Sl. No.	Guest House	Comprehensive Outsourcing of Facility Management Services for Guest House at NEIGRIHMS, Shillong per month (numerals)	Comprehensive Outsourcing of Facility Management Services for Guest House at NEIGRIHMS, Shillong per month (words)	With applicable taxes	Total amount in Figures with taxes/levies	
1.	Old Guest House					
2.	New Guest House					
3.	Overall Bidder's quoted rate for Old and New Guest House.					
(During Renovation of Old Guest House, only New Guest House quote will be applicable for all payments etc.)						
GST will not be considered for deciding L1 Bidder. Bidder quoting lowest will be L1 bidder.						

Note: Specific attention of Bidder is invited towards the following:

(i) All statutory taxes including GST shall be paid for as per provisions in the respective rules of those Taxes or as stipulated by law.

(ii) Financial liability on account of all applicable taxes including GST will need to be projected only for the calculation of total annual budgetary outlay.

All statutory applicable taxes including GST will not be considered for evaluation of Financial Bid

1. Floor Price :- "This bid has been created/published with floor price(minimum value) selected by the Buyer. Service Providers are advised to quote above the minimum floor value/i.e. license fee to be remitted by the bidder to the Institute"

2. BOQ:- Composite service charges/ cost for service provision by the bidder for Old Guest House and New Guest House separately in percentage in ATC documents, so that in case either is not under utilization due to renovation or repairs then same is easily identifiable.

Note:

1. Cost/Rates to be quoted will be inclusive of all supervision charges, applicable license fees payable by bidders.

2. The above quantities, wherever indicated are only for the purpose of evaluation. The requirement may increase or decrease and the decision of the NEIGRIHMS, Shillong in this regard shall be final and binding on the successful bidder.