

TENDER DOCUMENT FOR MESS SERVICES AT NATIONAL INSTITUTE OF DESIGN ASSAM

TENDER NO. NIDJ/2020-21/Mess/1528 dated 20.10.2020



Notice Inviting Tender

Managing NID, Assam Students' Mess for approximately 102 students

Tender Notification No : NIDJ/2020-21/Mess/1528 dated 20.10.1010

Nature of work : Managing NID, Assam Students' Mess for around 102

students

EMD Amount : 1.00 Lac (Rupees One Lac only) Mandatory for all

except those who are exempted under specific

provisions of law.

Bidders who had participated and submitted EMD against Tender Notice No. NIDJ/2020-21/Mess/1391 dated 28th May, 2020 are also exempted from the

submission of the EMD.

Period for contract : Initially for a period of 01 year that may be extended

further on the same terms and conditions as

mentioned in the Tender documents.

11.11.2020 till 01.00 PM Last Date of submission of Tender

Date of Opening of Technical Bids : 11.11.2020 at 03.00 PM

Date of Opening of Commercial Bids of : To be announced later

Technically Qualified Bidder

Address for the submission : The Chief Administrative Officer

NID, Assam

Jorhat, (Assam) 785 014



A. PART – I

For Providing Mess Services
TWO-BID TENDER
Invitation for Tender and Tender Conditions

1. Introduction:

National Institute of Design, Assam is an institute of National Importance established under the Department for Promotion of Industry and Internal trade (DPIIT), Ministry of Commerce & Industry, Govt. of India, with its mandate to provide world class design education.

The institute desires to outsource the catering and mess services for its hostels with a strength of around 102 students at the Institute campus by engaging reputed catering firm to operate the hostels mess professionally and provide healthy and hygienic food at par with Institute standards.

Therefore, sealed quotations, in two-part bids, are invited from reputed Catering Firms / Restaurant Chains to manage the Institute mess and serve food to the hostel boarders at NID, Assam. The crockery for serving dishes, ovens and other kitchen equipment shall be provided by Institute for routine day to day catering. However, the consumables and fuel (Commercial LPG cylinder) have to be arranged by the service provider.

2. Bidding System:

Interested firms may submit their quotations in two parts: -

PART A: Technical Bid (Form-I, II, III, IV & V)

PART B: Financial Bid (Form- VI &VII)

3. Scope of Work:

The Scope of Work is broadly described as providing Breakfast, Lunch, Snacks and Dinner for approximately 102 boarders of NID, Assam on a regular basis as well as arranging special lunch / snacks / dinner on various occasions as per the requirement of the Institute Administration / Mess Committee / Students' Body. The scope of work is elaborately described at Part –III, below.



4. Technical Qualifications:

For Established Mess Contractor / Catering Firm

Minimum 05 years' experience in the profession of managing mess of 100 persons or students OR continuously running for at least 03 years at any reputed Educational Institute / AB's / PSUs / Private Companies.

OR

Minimum 05 years' experience in the profession of operating any restaurant or Hotel.

- Annual turnover of at least Rupees Ten Lac during last 3 financial years
- Registration with Income Tax department for PAN
- Registration under the EPF Act 1952 and ESI Act
- GST Registration No.
- Labour license No.
- > EMD of Rupees One Lac Only in form of DD issued on the name of NID, Assam payable at Jorhat
- Trade license

5. Pre-Bid Meeting:

The Institute reserves the right to call for a Pre-Bid Meeting by notifying an appropriate date exclusively in the Institute website with the prospective bidders or their representatives. The Pre-Bid Meeting would discuss the realm of activities of the mess and also clarify queries, if any of the prospective bidders and therefore, all the prospective bidders are requested to go through the Institute website regularly.

6. Opening of Technical Bids:

The Technical Bids shall be opened on <u>11.11.2020</u> at 3.00 p.m. in the presence of the bidders, who wish to remain present. Only one representative from a firm will be allowed



to attend the opening. Representatives must carry letter of authority from their firm/agency.

7. Opening of Financial Bid:

Financial Bids of only those firms, found technically qualified by the committee, will be opened. Shortlisted firms will be intimated by e-mail about the date of the opening of Financial Bid to enable them to remain present on the day of opening of Financial Bids.

8. Quoting the Price:

Bidders are required to quote only the price for per plate food per day (including manpower cost). Bidders shall quote rates separately for Breakfast, Lunch, Snacks, and Dinner in the Financial Bid Form- VI &VII.

9. Cancellation of Tendering Process:

NID, Assam reserves right to withdraw tender after floating it for public access or cancel the entire tendering process without assigning any reason thereof.

10. Last Date for Submission of Tender:

Last date for submission of quotation, completed in all respect, is 11.11.2020 by 1:00 pm, either by Speed / Registered Post or submitted by hand to the following address with all documents: The Chief Administrative Officer, National Institute of Design, Assam, Tocklai, Rajabari, Jorhat (Assam) 785 014. The Tender No-NIDJ/2020-21/Mess/1528 and 'Tender for managing NID, Assam students hostel mess' shall be clearly mentioned on the top of envelope.

11. Sequencing of Tender Documents (Technical Bid):

Tender documents shall be prepared in below mentioned order. Document shall be arranged in following order:

SI. No.	Details of Documents of Technical Bid	Form No.	Enclosed or Not. (If not, reason for non-enclosure may be given in the form
			of an Undertaking)



		T	
1.	Earnest Money Deposit (EMD).	Rupees 1 Lac only	
2.	Affidavit on letter head or Judicial Stamp Paper for the Acceptance of Tender Terms & conditions	Form-I	
3.	Certificate for Ethical Practice	Form- II	
4.	Technical Bid	Form- III	
5.	Signed & stamped copy of tender		
6.	Work experience certificates (Attach copies of Work Orders)		
7.	Contact details of establishment where Contractor has provided service in the past or present	Form-IV	
8.	Incorporation certificate of your firm		
9.	Annual Turnover of last 3 financial years	Attach copies of Audited Report and IT Return for the year 2017-18, 2018-19, 2019-20	
10.	Bank Solvency Certificate in format given	Form-V	
11.	Copy of PAN		
12.	Copy of GST Registration		
13.	Copy of EPF registration		
14.	Copy of Labour registration of last 02 years		
15.	Copy of Shop & Establishment Registration if applicable		
16.	Copy of Trade License		

I. Financial Bid:

Form- VI and Form- VII shall be kept in separate sealed envelope mentioning 'Financial Bid



for Mess Service'

m. Evaluation of Bids:

All received quotations shall be initially evaluated on technical parameters.

It is mandatory for all bidders to fulfill all specified criteria. Therefore, bidders are required to read the tender document carefully and submit quotations along with all necessary documents to avoid any chance of rejection

Process of evaluation:

Steps of	Criteria	Impact of unavailability of
evaluation		requisite document
1 st	EMD Amount of Rs. 1 Lac	Tender shall be summarily rejected
		& no further evaluation of Tender
		shall be done except otherwise
		exempted
2 nd	05 years' experience in the	As above
	profession & continuous running of	
	mess from last 03 years	
3 rd	Annual Turnover of Rs. 10 Lac	As above
4 th	Registration with Income Tax	As above
	department & PAN No.	
5 th	Registration with GST	As above
6 th	Trade License	As above
7 th	Registration of FSSAI Certificate	As above
8 th	Registration under EPF Act & ESI Act	As above
9 th	Registration of Labour License	As above



B. Part-II

General Condition & Scope of the Contract

- 1. Scope of Work:
- a. The contract is essentially for providing following mess services to the boarders of NID Assam hostel. The scope of work, covered by the contract, is broadly but not extensively described as given below:
- **b.** Cooking and serving meals- Breakfast (Morning), Lunch, Snacks and Dinner. Each meal will be served over a period of 1 ½ (One and a half) hours.
- **c.** Procurement of raw material as per specification given in Part-IV
- **d.** Managing and control of stocks and inventories
- e. Coupon sales. Boarders may use these coupons to get 'extra' items not included in the basic menu of the mess
- f. Cleaning of utensils, kitchen and serving items
- **g.** Cleaning of cooking, dining and auxiliary areas
- **h.** Security of the equipment, utensils and other items in the mess
- i. Maintenance of the equipment in the kitchen and dining areas
- j. Maintenance of books, ledgers, other records and documents related to running of the mess
- **k.** Deployment and supervision of required manpower for the above-mentioned job
- Contract shall be initially for a period of 01 year that may be extended further on same terms and conditions as mentioned in the Tender Documents.
- **m.** Tentative Period of mess operation: 2nd week of July to 3rd week of December and 3rd week of January to 2nd week of June

Summer break: 3rd week of June to 1st week of July.

Winter Break: 4th week of December to 2nd week of January

In case the vacation is extended/reduced or re-scheduled, the Contractor will be paid based on the actual number of days food was served for students during the said period.

n. Tentative Timing of Mess

Breakfast: 07.00 am to 8.30 am

NIDJ राष्ट्रीय डिज़ाइन संस्थान, असम National Institute of Design, Assam

Lunch: 12: 30 pm to 02.00 pm

Snacks: 05.00 pm to 05.30 pm

Dinner: 08.00 pm to 09.30 pm

o. However, Mess Committee reserves the right to extend or reduce the period of mess

operation.

p. The mess committee also reserves right to decide the timings for breakfast and each meal

on different days. The mess committee may revise the timings over the year as per academic

and other activities. The mess committee will inform the contractor about the changes in the

timings well in advance.

q. <u>Sample Mess Menu</u> - The mess committee shall provide basic menu, which shall continue

for a minimum period as notified, once agreed upon mutually between Mess Committee and

the Contractor. The mess committee reserves the right to change the menu from time to

time. Any change in the menu shall be communicated in writing, adequately in advance, to

the contractor. However. the Basic Meal Plan as contained in Annexure-II shall be executed

initially.

r. In addition to above, the contractor shall be required to provide extra mess facilities against

additional payment-to the boarders of hostel in respect of items not covered under the Basic

Meal Plan. Under such circumstances, the contractor shall be required to proportionately

enrich the dinner/lunch/breakfast, as decided by the mess committee. Menu once decided

shall continue for a minimum period of one month.

List of Boarders - The list of boarders shall be provided by the Warden/Mess Committee

from time to time.

The Mess premises comprising, cooking and dining facilities, furniture, food / raw material

containers, appliances, and water shall be provided by the Institute against a licence fee of

₹ 10,000/= (Rupees Ten Thousand Only) per month. However, cleaning / washing materials

/ tools and manpower to properly maintain this infrastructure shall be arranged by the

contractor at his own cost.

The contractor should hire/enter into agreement with Pest-Control Agency to keep the mess

area infection/mosquito/rat free and cost incurred on it shall be borne by contractor.

National Institute of Design राष्ट्रीय डिज़ाइन संस्थान

s.

t.

u.



- 2. <u>Maintenance of Inventory</u> The inventory of articles shall be handed over to the contractor in good and working condition at the commencement of the contract. The contractor shall be the custodian of this Institute's properties and mess inventory during the period of contract and shall make good any loss to the inventory by way of misuse, breakage, theft, etc., at his own cost.
- 3. <u>Refund of Security Deposit</u> Similarly the inventory in good condition shall be handed over by the contractor to the mess committee on the expiry of the contract period. The security deposit shall be refunded only after a "No Dues Certificate" granted by the Mess Committee or concerned Institute Authority.
- 4. The requirement, furniture and appliances shall be provided by hostel administration. However, the serviceability and repairing of the utensils, furniture and appliances shall be done and ensured by the contractor at his own cost.
- 5. <u>Use of Electricity</u> The contractor shall not be allowed to use electricity as a cooking fuel. However, he shall be permitted to use toasters, refrigerators, water coolers, mixer / grinder, oven and other equipment for cutting/grilling vegetables, etc. Any other electrical cooking appliance may also be used by the contractor after obtaining prior permission of the Mess Committee in writing.
- **Storage and Food** The food shall be cooked, stored and served under hygienic conditions. The contractor shall ensure that only freshly cooked food is served, and that stale food is not recycled. Stale food shall be removed from the mess premises as soon as possible. Unrefrigerated cooked food, not consumed within 6 (six) hours in summer and 10 (ten) hours in winter, shall be deemed to be stale and unfit for consumption.
 - 7. The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard. The utensils shall have to be maintained sparkling clean at all time.
 - **8.** The contractor shall pay special attention to maintain the mess in a neat and tidy condition at all times. For this purpose, the mess shall be cleaned thoroughly after each meal.
 - 9. Removal of Waste Materials from the Mess Area The waste material and unused/leftover food from mess will be removed from mess premises every day. The contractor will ensure that all the waste material and unused/leftover food should be disposed-off properly



- outside the Institute premises. The contractor will also ensure that stray cattle, such as monkeys, pigs, dogs, cows, etc., do not consume any food within the mess premises.
- 10. Quality of Food The contractor shall procure only good quality fresh vegetables from the market. He shall not be allowed to store the vegetables for more than 1 (one) day in summer and 3 (three) days in winter at a stretch. However, the contractor shall ensure that a sufficient stock of other raw material are stocked in the store for consumption for a minimum period of 15 (fifteen) days. The mess committee or concerned Institute Authority shall have the right to check the quality of food articles and vegetables from time to time.
- **11.** The food shall be neither too spicy nor too oily. Food should be wholesome and shall cater to the taste of the boarders.
- **12.** The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- **13.** Operational Period of Mess The mess will normally be operational for at least **9 months** in a year. No payment shall be made to contractor when mess is closed. The actual dates of these vacations are decided well in advance and are readily available in the institute academic calendar. The decision of the institute regarding the operations of mess during the vacation shall be final and binding on the contractor. During the academic session the mess will not be allowed to be closed on any day, including Sundays and other holidays, for any reason whatsoever.
- 14. In case of any sudden holiday or closure of institute, due to unforeseen reasons, the contractor shall be paid as per the actual number of days for which the mess was operational for the month. Institute shall pay food cost / Per Plate / per Student to Contractor only for these periods. There is also a provision of a weeklong recess during academic session and that will be intimated by Mess Committee / concerned Institute Authority to Contractor in advance.



C.

PART – III BRAND OF ITEMS

The contractor shall procure wholesome food articles of good quality in consultation with and to the satisfaction of the Mess Committee. The quantity of some of the items is specified below:

SI.	Items	Brands	
No.			
1.	Mustard Oil	Dhara, Fortune, Nature fresh, Patanjali etc.	
2.	Refined Oil (Sunflower)	Fortune, Nutrela, Saffola, naturefresh etc.	
3.	Tea leaves/ Chaipatti	Tata gold, Brook bond, Lipton, Taj mahal etc.	
4.	Coffee Powder	Nescafe, Bru, Tata Café etc.	
5.	Pickles (Mango/ Mix)	Mother, Priya, Nilons, etc.	
6.	Instant Noodles	Maggi, Yippee, Surya, Ching Chinese, Patanjali etc.	
7.	Wheat flour	Shakti Bhog, Aashirvad, Annapurna, Patanjali etc.	
8.	Papad	Lijjat	
9.	Bread	Modern, Kalorie, Britannia, BONN etc.	
10.	Jam	Kissan, Maggie, Annapurna etc.	
11.	Butter, Cheese	Amul, Britannia, Mother Dairy etc.	
12.	Tomato Sauce/ Ketchup	Kissan, Maggi etc.	
13.	Milk for drinking and curd	Amul, Purabi (Full cream), Mother Diary etc Or Fresh	
		Milk from local market	
14.	Spices	M.D.H., Everest, Catch etc.	
15.	Biscuit	Marie Gold, Good Day, Parle ,Britania etc.	
16.	Salt	Tata, Annapurna, Catch etc.	
17.	Cornflakes	Kellog's, Pantajali or other good brand	
18.	Ghee	Amul, Everyday, Anik, Pantajali, etc.	
19.	Ice Cream	Amul, Kwality, Vadilal, etc.	
20.	Liquid soap	Dettol or Lifebuoy	
21.	Phenyl	Domex or Lizol	
22.	Rice for Meal/ Pulao/	BEST / High quality	



23.	Bombay Rawa/ Suji	High quality
24.	Pulses (Red gram / Bengal gram)	High quality
25.	Paper Napkin	Standard quality
26.	Towel	Standard quality
27.	Room Freshener, etc.	Standard quality
28.	Chilli sauce/ Soya Sauce	Standard quality

Note:

- 1. These items are just indicative. It will be the responsibility of contractor to ensure the purchase of superior quality items, in the case of rice, pulses, vegetables, etc. also along with other branded items. If it is found that, contractor is deviating from the specified brand or standard, he shall be penalized accordingly, and Mess Committee may also decide for the termination of contract after repetitive deliberate negligence / mistake.
- 2. The Contractor may use any other FSSAI approved brands also, if permitted by the Mess Committee / concerned Institute Authority in writing.
- 3. The mess committee / concerned Institute Authority shall have the right to change any brand provided the cost does not exceed the specified brand.
- **4.** The institute may send their representative along with contractor while purchasing the non-perishable items like rice, dal, atta etc. to ensure the purchase of branded items, as mentioned above.
- 5. Vegetarian and Non-Vegetarian food will be cooked and served separately.

D. PART- IV

Catering Contract Terms and Conditions along with responsibilities of Contractor

The Mess facility at NID, Assam on the campus consists of a kitchen and dining hall. The important terms and Conditions are listed below for the convenience of contractor:

Evaluation of Performance – The institute Mess committee or concerned Institute Authority may take up periodical or sudden check at the mess to ensure quality of the food provided to the boarders.



- 2. Security Deposit Within 7 days of execution of the mess contract, the Contractor will be required to execute the performance security deposit, equivalent to 10% of annual contract value in the form of a Demand Draft / Cheque / Fixed Deposit / Bank Guarantee issued in the name of 'National Institute of Design, Assam' payable at Jorhat from a scheduled bank, and will be held against any defaulting in performance and violation of terms and conditions. This Security Deposit shall be effective for entire contract period. The Security Deposit shall be retained up to and including 60 (Sixty) days after the contract is over and will be returned only on the submission of 'No Dues Certificate" from the institute.
- 3. <u>License Fee</u> The catering contractor has to pay a license fee of Rs. 10,000/- per month for the contract period OR at such rate as may be fixed by the institute for the subsequent period, if the contract is extended
- 4. Labour Law Compliance: The successful mess contractor should have registered himself with the Labour Commissioner, Assam as a contractor under the Contract Labour Regulation Act and should have obtained a Labour License and should complete all required formalities
- 5. The <u>Contractor shall not employ child labour</u> and upon violation legal action would be taken.
- 6. <u>Maintenance of Civil & Electrical Work</u> Major civil and electrical works will be attended by NID, Assam. Minor maintenance jobs such as replacement of light bulbs, tube lights, maintenance of fan etc. will be the responsibility of the catering contractor.
- **7.** Kitchen equipment, cooking utensils, Dining hall furniture and service counters will be provided by NID, Assam. Upkeep of all items will be the sole responsibility of the Contractor.
- **8.** <u>Maintenance of Stock Registers</u> The stock entry of Kitchen equipment, cutlery, crockery and furniture, etc., which is provided by the NID, Assam and bought by the Contractor will be maintained in NID, Assam Mess Office in both the Hard and Soft copy format.
- **9.** Refilling of commercial cylinders and procurement of good quality grocery/ provisions and other consumables will be the responsibility of the Contractor.
- 10. <u>Security and Maintenance of Fixed Assets</u> Security and maintenance of licensed equipment, fittings and fixtures, furniture etc. will be the responsibility of the catering contractor.



- **11.** Cleaning and Housekeeping of kitchen and dining area will be the sole responsibility of the Contractor.
- **12.** Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture is also responsibility of the Contractor. The highest possible standards are expected in this regard.
- 13. All possible measures must be taken to ensure hygiene in the kitchen and mess as per the CoViD-19 Protocol issued by the Govt. of India. These include the provision of ample liquid soap for hand wash at basin, hand sanitizers, clean towels to clean hand, head caps and face masks for mess workers and other measures as advised by the Mess Committee / concerned Institute Authority.
- **14.** The Contractor shall attend a monthly meeting of the mess committee, failing which a penalty may be imposed.
- **15.** One of the supervisors should be entrusted the duty of quality control and hygiene.

E. PART- V

PENALTIES FOR VIOLATION OR RULES

The Contractor will be fined in case of violation of the following rules:

- Non-availability of complaint register on the counter/discouraging members from registering complaints would lead to a fine of Rs. 2,000/- on the Contractor on each occasion.
- 2. Any complaints of insects and/or foreign object (hair, rope, cloth, plastic, etc) cooked along with food found in any food item would invite a fine of Rs. 1,000/- on every occasion on the contractor. Occurrence of three such complaints in a month may lead to the cancellation of the Contract.
- 3. Any complaint of stones / pebbles will attract a penalty on the Contractor which can range between Rs. 300/- to Rs. 3,000/- on every occasion. Occurrence of three such complaints in a month may lead to the cancellation of the Contract.
- **4. Hard and/or sharp objects** like glass pieces, nails, hard plastic etc. will attract a penalty of at least Rs. 5000/- per incident. Occurrence of three such complaints in a month may lead to



the cancellation of the Contract.

- **5. Food poisoning** shall invoke a hefty fine beyond the limit of any fine mentioned above, along with cancellation of contract and possible blacklisting of the Contractor.
- **6. 03** or more complaints of unclean utensils in a day would lead to a fine of Rs. 3,000/- on the contractor on each occasion.
- 7. If mess committee agrees that certain meal was not cooked properly then a fine of Rs. 3,000/- would be imposed on the Contractor on each occasion.
- **8.** If food for any meal gets over within timings of mess and waiting time is more than 10 minutes for breakfast or lunch or dinner, then a fine of Rs. 2,000/- would be imposed on the Contractor. The timing for that meal will be extended equivalent to delay time.
- **9. If the quality of milk is not found up to be appropriate**, or it is diluted, a fine of 2,000/-would be imposed on each occasion. Occurrence of three such complaints in a month may lead to the cancellation of the Contract.
- 10. Changes in menu of any meal (including fruit/juice/milkshake) without permission of mess committee / concerned Institute Authority would result in a fine of Rs. 5,000/- to the Contractor. Occurrence of three such complaints in a month may lead to the cancellation of the Contract.
- **11. Failure to maintain a proper health check up of the workers** will attract a fine of Rs. 4,000/- per instance. Occurrence of three such complaints in a month may lead to the cancellation of the Contract.
- 12. Absence of proprietor or his representative empowered to take decision from mess committee meetings on due invitation (which will be held once every month) will attract a fine of Rs. 10,000/- on Contractor.
- **13.** As and when mess committee / concerned Institute Authority proposes a fine, it will inform the representative of the Contractor or mess manager and fine will be imposed.
- **14.** Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and decided by the Mess Committee / concerned Institute Authority.
- 15. Severity of hygiene failure shall be assessed and decided by the mess committee /



concerned Institute Authority and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summarily Termination of the Contract.

- **16.** Contractor would not have any right to put any charges/blame on any of the Mess Committee members as they are serving voluntarily on the committee.
- 17. Only people who pay, gets the food. No other people including security men, or any other staff gets free of cost food for any reason. (Exception- food quality supervision).
- 18. A Penalty of minimum Rs. 1,000/- shall be charged on mess contractor, per person who is offered free of cost food. It is the responsibility of contractor to ensure that only people who pay gets food.

P.S.: Any penalties/fines imposed on the Contractor would be deducted from their payment of the same month.

F. PART- VI

ENGAGEMENT AND DEPLOYMENT OF MANPOWER FOR MESS SERVICES

Note: Detailed calculation of wage and salary of staff has been provided in Annexure-I for the reference of contractor.

Contractor will be required to engage above mentioned staff under Highly Skilled, Skilled, Semi-Skilled and Unskilled categories or categories as specified by NID, Assam from time to time.

- Details of Workers The contractor shall submit a list of its workers, with complete details including local/ permanent addresses, contact details, and their photographs etc. to the institute administration. The above workmen shall be placed at all the times under exclusive supervision of the contractor.
- 2. Payment of Minimum Wages The Contractor is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the GoI norms as applicable and should meet any other statutory and non-statutory benefits/obligations.



- The contractor shall compulsorily submit the proofs of payments towards PF, ESIC and Service Tax (if applicable) dues of previous month for claiming subsequent month's payment.
- **4.** <u>Maintenance of Attendance Record</u> The contractor has to maintain a proper attendance record of all the workmen.
- 5. The mess workers shall be available for work for more than one shift staggered over 12 hours. However, the total hours of work taken in a day shall not exceed 08 hours.
- 6. The contractor shall not be allowed to use the hostel or mess premises to offer any messing facility beyond the scope of the contract unless agreed to by Mess Committee / concerned Institute Authority.
- 7. For sick students, the contractor shall arrange to serve "sick diet" at their rooms. The sick diet shall be defined and provided by mess committee / concerned Institute Authority to the contractor.
- **8.** He shall nominate a qualified and experienced manager, acceptable to the institute to take orders/instructions from the mess committee / concerned Institute Authority.
- 9. Responsibility of providing Medically Fit Mess Staff The contractor shall ensure that all employees engaged by him are free from communicable/ infectious disease and are also medically fit to work at mess. Regular medical check-up of the employees and submission of Fitness Certificate to the Institute shall be the responsibility of the Contractor.
- **10.** Follow the Security & Safety Regulations of the Institute The contractor shall be responsible for his employees in observing all security and safety regulations and instructions as may be issued by the Institute from time to time.
- 11. In case, the Institute suffers loss of any nature on account of the contractor or his employees for not following security/ safety regulation/instructions, the contractor shall be liable to makegood the loss as determined by the Institute at its sole discretion and the institute shall have the right to recover such losses, etc.
- 12. The contractor shall **not appoint** any sub- contractor for the work assigned to him without the written permission of the institute. Also, no part of the contract, nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the



- contractor directly or indirectly to any person, firm or whosoever.
- **13.** Smoking and drinking within the entire area of the Institute campus are strictly prohibited. Violators of this rule shall be prosecuted as per law.
- **14.** If and when required by the Institute, all personnel deployed by contractor at NID, Assam will be required to display ID card while entering into the institute premises. They will also wear the ID Card at all times while on duty.
- 15. Accident or Injury to Workmen -The Institute shall not be liable for any damage or compensation payable in respect of or in consequence of any accident or injury to any workmen or other person in the employment of the contractor through claim from insurance company. The contractor shall indemnify and keep the Institute indemnified against all such damage and compensation whatsoever in respect or in relation thereto.
- **16.** <u>Damage to Property</u> The contractor shall be responsible for making good to the satisfaction of the Mess Committee / concerned Institute Authority for any kind of loss or damage to any structures and properties within the mess premises.
- **17.** The contractor shall be required to obtain requisite license from the office of the Regional Labour Commissioner under the. Contract Labour (Regulation and Abolition) Act, 1970.
- **18.** The contractor shall be liable to comply with the Employees' State Insurance (ESI) Act, 1948 and Employees' Provident Fund (EPF) and Miscellaneous Act 1952.

G. PART- VII

Rates of meal and terms of payment

- The bidder shall only quote the rate of food per plate (including manpower cost) in Financial Bid Form- VI & VII.
- 2. Bidder will be required to quote the price of food per plate for Breakfast, Lunch, Snacks and Dinner separately to reach the final rate of per student per day. They will also be required to quote the prices for add on items in **Form-VII**.
- **Criteria for Evaluation of Financial Bid** Financial Bid, received without calculation chart shall be summarily rejected, even that their price is lowest. The objective of preparing calculation chart is to examine the correctness of price as per current market rate.
- **4.** The prices/rates accepted by the contractor shall remain firm till the completion of contract,



except the new taxes enacted by government during contract period and applicable to this institute. The prices/rates shall be deemed to include and cover all costs, expenses and liabilities of every description and all risks of every kind to be taken in executing the work.

- of the work and material required though the contract may not have fully and precisely incorporated them. The opinion of the Mess Committee as to the items of work which are necessary and reasonable for completion of the work shall be final and binding on the contractor although the same may not be shown on or described specifically in contract documents.
- 6. The aforementioned rates shall remain in force for one year from the date of commencement of the work and during this period the rate shall not be revised.
- 7. The rates so fixed will be inclusive of all taxes, duties, and levies etc. imposed by the State government and Local Bodies as on the date of award of the work, However, if any new tax, duty or levy is imposed or enhanced by the Government / Local Bodies subsequent to the award of work, the same shall be reimbursed on production of proof of payment.
- 8. The contractor will raise bill on monthly basis.

H. PART- IX

General Instructions to bidder

Selection of successful bidder and award of job-

- 1. Bidder shall be selected on the basis of quoted rate of per plate-per day-per student.
- 2. Work order for operating mess shall be awarded to that technically qualified bidder, whose quoted rate of per plate food will be found near to our in-house estimate. The decision of the Tender Evaluation Committee (TEC) institute will be taken as final in this regard.
- 3. Merely quoting low price doesn't make a bidder L-1/ successful bidder. Their price should also be justified and commensurate with existing market rate.
- **Mobilization Time** The contractor shall have to mobilize his resources so as to commence the work within 15 (fifteen) days from the date of award of contract.



- 5. Making Good of Security Deposit: In case, the institute makes any recoveries on any account from the Security Deposit of the contractor, the contractor shall make good the Security Deposit amount within a period of 10 (ten) days after the receipt of information in this regard, failing which the contractor shall have to pay an interest @ 10 % per annum for the period of delay in making good the Security Deposit.
- 6. The mess premises shall always be in possession of the Institute and the contractor is only permitted to enter the premises to manage the mess. Whenever the contract is terminated or concluded the assigned work and institute decides to not allow contractor on written notice to run the mess, the institute shall be entitled to restrain the contractor from entering into NID, Assam premise as well as the hostel premises.
- 7. Income Tax (TDS), if applicable shall be deducted from all payments made to the contractor as per rules and regulations in force and in accordance with the income tax act and service tax department prevailing from time to time.
- 8. <u>Termination of contract</u> The Institute shall reserve right to terminate the contract for any reason. A notice in writing from the institute to the contractor shall be issued giving 30 (Thirty) days' notice for such termination and vacation of the premises, without assigning any reasons thereof. Under exceptional circumstances the notice period may appropriately be reduced. Also, if the contractor wants to terminate its services, it has to give a written notice of three months failing which the security deposit may be forfeited by the institute.
- **9.** If all or part of the contact is terminated in accordance with the provisions contained above, the institute shall pay to the contractor charge up to the effective date of termination.
- 10. Issues, not specifically clarified in the contract, shall be settled with mutual consent between the contractor and the Mess Committee / concerned Institute Authority without vitiating the basic premises of the contract.
- 11. Wherever it is mentioned in the scope of work that the contractor shall perform certain work or provide certain facilities, it is understood that contractor shall do so at his own cost and the value of the contract shall be deemed to have included in the cost of such performance and provision so mentioned.
- 12. Once the quoted rates/prices accepted by the contractor, it shall be for all purposes



whatsoever and it will be deemed that they have independently obtained all necessary information for the purposes of the present contract and shall be deemed to have taken into account all contingencies as may arise due to such information or the lack of the same. The scope of work is only broadly defined and the final details shall be finalized by the Mess Committee / concerned Institute Authority during the course of the execution of work.

- 13. The contractor shall be deemed to have examined and understood the contract documents, to have obtained his own information in all matters whatsoever that might affect the carrying out of the work at the scheduled rates and to have satisfied himself to the sufficiency of his tender. Any error in the description or quantity or omission there from, shall not vitiate the contract or release the contractor from executing the work comprised in the contract according to specifications at the scheduled rates.
- 14. Any neglect or failure on the part of the contractor in obtaining necessary and reliable information upon the foregoing or any other matters affecting the contract shall not relieve him from any risks or liabilities or the entire responsibility from completion of the work at the scheduled rate and time in strict accordance with the contract document.
- 15. In case of any doubt and clarity required for any clause of contract/tender, contractor may send their request in writing to the institute to settle the issue, before signing the contract.

 The institute shall provide such clarification as may be necessary in writing to the contractor.
- **16.** No verbal agreement or inference from conversation with any officer or employee of the Institute before, during or after the execution of the agreement, shall in any way affect or modify any of the terms/ obligations contained herein.
- and of the material and stock thereon and to rescind the contract, and to carry on with the work by his agents, workmen and the supervisors as the institute in its absolute discretion may think proper to employ without making payment to the contractor for the said material other than such as may be certified in writing by the Mess Committee / concerned Institute Authority to be reasonable, then the amount of such excess as certified by the Mess Committee / concerned Institute Authority shall be deducted from subsequent month bill or security, which may be due for work done by the contractor and be made good under the



contract and not paid for.

18. Force Majeure -

- a. In the event of either party being rendered unable by force majeure to perform any obligation required to be performed by them under this agreement, the relative obligation of the affected party by such force majeure shall be suspended for the period during which such cause lasts. The term "force majeure" as employed herein shall mean, acts of god, war, revolt, riot, fire, flood and acts and regulations of the Government of India or any of its authorized agencies.
- b. Upon the occurrence of such cause and upon its termination of the party alleging that it has been rendered unable as aforesaid thereby shall notify the other party in writing within 7 (Seven) days of the alleged beginning and ending thereof giving full particulars and satisfactory proof.
- c. The time for performance or relative obligations suspended by the force majeure shall be extended by the period for which the cause lasts or condoned by the Institute without any penalty.
- d. If the work is suspended by force majeure conditions lasting for more than 1 (one) month, the Institute shall have the option of cancelling the contract in whole or in part thereof at its own discretion. Any situation of force majeure shall not be payable by the Institute under any circumstances. For the period of force majeure, no amount shall be payable to the contractor.

19. Schedule of Rates and Payments -

The price to be paid by the Institute to the contractor for the whole of the work to be done and the performance of all the obligations undertaken by the contractor as per the terms of the contract shall be ascertained by the bidders at the schedule of rates and payment shall be made according to the work actually executed and approved by the Mess Committee / concerned Institute Authority.

20. Receipts for Payment -

The receipt for payment made on account of the work when executed by a firm must be signed by a person holding due power of attorney in this respect on behalf of the contractor,



except when the contractor are described in their tenders as a limited company in which case the receipts must be signed in the name of the company by one of its principal officers or by any authorized person.

21. Completion of Contract-

Unless otherwise terminated under the provisions of any other relevant clause, this contract shall be deemed to have been completed at the expiry of the duration of the contract.

22. Arbitration-

- a. Except as otherwise provided elsewhere in the contract, if any dispute, difference, question of disagreement or matter whatsoever, shall, before/ after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach thereof, shall be referred to a sole arbitrator to be appointed by the Director of the Institute at the time of the dispute. The award given by the arbitrator so appointed shall be binding on both parties.
- b. The venue of arbitration shall be Jorhat.
- c. Subject as aforesaid the provisions of the Arbitration and Conciliation Act 1996 and any statutory modifications or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

23. Jurisdiction -

The contract shall be governed by and construed according to the laws in force in India. The contractor shall hereby submit to the jurisdiction of the courts situated at Jorhat for the purpose of actions and proceedings arising out of the contract and the **courts at Jorhat** shall have the sole jurisdiction to hear and decide such actions and proceedings.

Place:	
Date:	(Signature and Seal of the Bidder)



PART-A

FORM- I

TENDER / CONDITIONS ACCEPTANCE LETTER

(To be given on Company Letter Head)

То	Date :
The	Director
NID	, Assam
Sub	ject: Acceptance of Terms & Conditions of Tender.
Ten	der Reference No : NIDJ/2020-21/Mess/1528 dated 20.10.2020
Ten	der Name: Running of NID, Assam Students' Mess for around 102 students
Dea	r Sir,
1.	I/ We have downloaded the tender document(s) for the above mentioned 'Tender / Work'
	from the NID, Assam website www.nidj.ac.in as per your advertisement, given in the
	above mentioned website.
2.	I / We hereby certify that I / we have read entire terms and conditions of the tender
	documents from Page No to (including all documents like annexure(s),
	schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby
	the terms / conditions / clauses contained therein.
3.	The corrigendum(s) issued from time to time by your organization too has also been taken
	into consideration, while submitting this acceptance letter.
4.	I / We hereby unconditionally accept the tender conditions of above mentioned tender
	document(s) / corrigendum(s) in its totality / entirely.
5.	In case any provisions of this tender are found violated, your organization shall be at liberty
	to reject this tender/bid including the forfeiture of the full said earnest money deposit
	absolutely and we shall not have any claim / right against organization in satisfaction of this
	condition.
	Place: Yours faithfully,



(Signature of the Bidder, with Official Seal)

FORM-II

CERTIFICATE OF ETHICAL PRACTICES

(This document shall be duly signed by the tenderer and to be attached with Technical Bid)

- 1. I/We assure the NID, Assam that neither I/We nor any of my /our workers will do any act/s, which are improper / illegal during the execution of the contract awarded to us.
- 2. Neither I/We nor anybody on my/our behalf will indulge in any corrupt activities / practices in my/our dealing with the organization / institution.
- 3. I/We will have no conflict of interest in any of our work / contract at the institution.
- 4. We will keep the messes and its surroundings hygienic, neat & clean.
- 5. I / We will sign the "Integrity Pact" with the Institute.

	Yours faithfully,
Place	
Date	(Signature of the Bidder, with Official Seal)



FORM-III

FORMAT FOR TECHNICAL BID

(Tender Reference No.: NIDJ/2020-21/Mess/1528 dated 20.10.2020)

(Technical Bid should be kept in separate sealed cover without stating any price or schedule of rates)

From,
To,
The Director
NID, Assam
Details E.M.D. (Rs. 1 Lac)
Draft NoDateDate

S. No.	Particulars	Details to be filled in by the Agency/ Firm
1.	Name of the Entity / Firm / Consortium / & Contact Person	
2.	Regd. Office / Business Address / Contact of the Entity	
3.	Date of incorporation of the Entity. Assam State whether it is Partnership / or Proprietorship or others (Specified)	
4.	PAN and TIN Nos. of the Entity	
5.	GST no.	
6.	Whether the Entity has minimum 3 years of experience in providing catering services to reputed organizations / institutions (Attach copies of work Orders and relevant certificates of works executed)	
8.	Whether the Entity is registered with ESIC? Please Assam State the Registration No. (Attach copy of Registration)	
9.	If the Entity is registered with EPF. Please mention the Registration No. (Attach copy of Registration)	

Tender Notice No. NIDJ/2020-21/MESS/1528



10.	Attach copy of Income tax returns for last 3 years and other supporting document	2017-18: 2018-19: 2019-20:
11.	Whether the Entity is an Income Tax Assesses and have filed its income tax returns for the last three assessment years (Attach copy of IT Returns)	
12.	Number of Manpower working with the Entity	
13.	Whether the Contractor agrees to properly handle the various gadgets and utensils, crockery etc. provided by the institute?	

DECLARATION:

- a. I/we agree that the decision of NID, Assam, in selection of Bidders will be final and binding to me/us.
- b. I/we agree that we have no objection if inquiries are made about our works and experience, its related areas and any other inquiry regarding all contracts listed by us in the bid.
- c. I/we undertake to inform any change in the constitution of the firm, as and when it takes place. The continuation of the contract subsequent on such alteration will be at sole discretion of NID, Assam.
- d. All the information and data furnished herewith are true and correct to the best of my/our knowledge & belief.

	Yours faithfully
Place	
Date	(Signature of the Bidder, with Official Seal



FORM-IV

FORMAT FOR SOLVENCY CERTIFICATE

(On Bank's Letter Head)

(Technical Bid should be kept in separate sealed cover without stating any price or schedule of rates)

Ref.No:	Date:
To, The Director NID, Assam	
This is to certify that to the best of our knowledge	ge and information, M/S.
(Bidders name with complete address), a custom capable of executing orders to the extent of Rs.	ner of our Bank, is respectable, and is /are
(Rupees	Only)
as disclosed by the information and records which	ch are available with us.
M/S.	
have been our customer since till to	date and has been granted the
following limits, at present, against various facilit	ties granted by the Bank:
• •	risk or responsibility on behalf of the Bank or any ecific request of the customer for the purpose of -21/Mess/1528.
Signature of Authorized Person Name	
Designation of the Authorized Person	
Place	
Date	(Official Seal)



FORM- V

Contact details of establishment where Contractor has done the work in the past or present: (Use separate sheet if required)

Sl. No. →	1	2	3
Name of the			
Organization			
Contract value per			
year			
Name of the Officer-			
in-Charge			
&			
Contact Persons			
Mobile / Phone No.			
Period of contract			
Total contract			
period			
(in months)			

Place

Date

(Signature of the Bidder, with Official Seal)

Name of Firm / Agency:



PART-B FINANCIAL BID

FORM- VI

For meals

(Form-VI & VII should be kept in a separate sealed cover-To be filled in BLUE INK)

The rates should be quoted inclusive of all charges except GST. Quote showing any charges separately will not be considered.

Rates quoted will be valid for 120 days

SI.	Description	Amount (Rs.)	
No.		In figure	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 Snacks *		
4.	Rate per day-per student for Dinner *		
5.	Total cost (Per day per student) *		
6.	GST		
* The	ese prices include all kind of material cost	and profit n	nargin (including manpower cost) of
contr	actor.		
Place			
Date		(Signa	ature of the Bidder, with Official Seal)
Date		(Sign	itale of the blader, with Official



FORM- VII

FINANCIAL BID for Additional Items

(Form-VI & VII should be kept in a separate sealed cover-To be filled in BLUE INK)

On direct payment basis to Contractor by students

Name of Firm / Agency:	
------------------------	--

SI. No.	Description	On minimum of 10 students request Amount (Rs.)	
		In figure	In words
1.	Omlette / Egg Bhujia – 2 Eggs		
2.	Boiled Egg – 2 Eggs		
3.	Egg Curry – 2 Eggs		
4.	Chilli Chicken 250 gm		
5.	Chicken Curry 250 gm with curry		
6.	Mutton Curry 250 gm with curry		
7.	Fish Curry 250 gm with curry		
8.	Butter Chicken		
9.	Any Paneer Item		
10.	250 ml Milk (Full cream) + Horlicks /		
	Bournvita / Complan / Corn flakes /		
	Chocos		
11.	250 ml Milk (Full cream)		
12.	Paneer Butter Masala		
13.	Any Sweet Dish		
14.	Veg Cutlet / Any Similar Item		

^{*} These prices include all kind of material cost and profit margin (including manpower cost) of contractor.

Tender Notice No. NIDJ/2020-21/MESS/1528



Place

Date

(Signature of the Bidder, with Official Seal)

Annexure-I Mess Menu

IMPORTANT NOTE:

- (a) Bread with Butter & Jam shall be available on all day at the time of breakfast along with regular menu.
- (b) Salt, Pepper, Green chilies, & Paper napkins shall be available on all days at the time of Lunch & Dinner along with above mentioned items
- (c) Quantity of breakfast, lunch and dinner shall be unlimited
- (d) List of Add on items for Breakfast, Lunch, and Dinner to be provided above will be included in Menu, as decided by the Mess Committee / concerned Institute Authority. The committee shall choose any 3 items (maximum) per meal. They shall be individually priced and charged from the students on coupon basis.

Days	Breakfast*	Lunch*	Snacks	Dinner
Mon	Pav Bhajji + Tea / Coffee (100 ml)	Rice, Chapati, Rajmah dal, Seasonal vegetables-1, Papad, Green salad, Curd Extra- Any Paneer Item	Bread Pakoda-1 + Tea / Coffee (100 ml) + Green Chutney / Tomato Sauce	Rice, Chapati, Any dal, Seasonal vegetable-1, Papad, Green salad, Gulab jamun-1(50 gm), Milk (250 ml)
Tues	Poori & Sabji, Jalebi -2 (big size) + Tea / Coffee (100 ml)	Veg Biriyani / Veg Manchurian, Raita, Papad-1, Green salad, Lassi (Buttermilk) / any fruit Extra- Any Sweet Dish	Samosa -1 + Tea / Coffee (100 ml) + Green Chutney / Tomato Sauce	Roti, Dal Makhani, Rice, Seasonal vegetable-1, Green salad, Milk (250 ml). Extra- Any Paneer Item / Any Sweet Dish
Wed	Poha / Parantha + Tea / Coffee (100 ml)	Rice, Chapati, Moong / Kala Chana, Seasonal Veg, Papad, Green salad, Raita, Extra: Fish Curry* / Chilly Mushroom	Veg Cutlet (75 gm) - 1 + Tea / Coffee (100 ml) + Green Chutney / Tomato Sauce	Jeera Rice, Butter Nan, Paneer Butter Masala Papad-1, Milk (250 ml), Green salad, Ice cream (Amul- Butter scotch- 100 ml) / Kheer in Winter Extra: Chicken Curry*
Thurs	Masala Dosa / Idly / Vada / Uttapam / Sambhar+ Tea / Coffee (100	Rice, Chapati, Matarpanner, Seasonal vegetables-1,Curd, Papad, Green salad, Fresh any	Veg Sandwich-2 + Tea/Coffee (200 ml) + Tomato Sauce	Rice, Chapati, Sambhar, Seasonal vegetables-1, Papad, Salad, Milk (250 ml) Extra: Chilly Chicken* / Paneer &



	ml)	fruits		Any SweetDish
Fri	Chole, Bhature + Tea / Coffee (100 ml)	Chapati, Rice, Kadhi- Pakaudi, Seasonal vegetable-1, Papad, Green salad, Raita Extra- Fry Chicken/ Any Paneer Item	Onion/Palak Pakoda (75 gm) + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Veg Fried Rice, Plain Paratha, Seasonal vegetables-1, Veg Manchurian Papad, Green salad, Milk (250 ml) Extra: Butter Chicken*/ Paneer
Sat	Aaloo Paratha (200 gm), Pickles and Curd (50 gm) + Tea / Coffee (100 ml)	Khichdi / Pullao Papad- 1, Pickles, Curd, Green salad Extra- Any Paneer Item	Aaloo Tikki-2 + Tea/Coffee (100 ml) + Green Chutney/ Tomato Sauce	Tandoori Roti, Chole/ Mix vegetable, Papad, Green salad, Fruit Custard, Milk (250 ml) Extra: Kadhai Chicken* / Paneer
Sun	Veg Choumin / Maggi + Tea / Coffee (100 ml)	Pulao, Roti, Dal- Tadka (Chana / Udad Mix), Palak / Matar Aloo, Papad, Green salad, Lassi	Khasta Kachaudi Chat + Tea / Coffee (100 ml) + Green Chutney / Tomato Sauce	Rice, Chapati, Veg Kofta, Aaloo Jeera, Daal Fry, Papad, Green salad, Milk (250 ml) Extra: Mutton Curry*

^{*} This menu will be followed in the hostel but can also be changed as per the requirement of hostel/recommendation of the mess committee / concerned Institute Authority.

ADD ON ITEMS:

- *Breakfast: Boiled Egg (2pc) / Omlette (Single Egg + 2 bread slice or double egg omlette)/
 250 Milk Full cream
- **b.** *Lunch/Dinner: Egg Masala Curry, Fish Curry, Mutton Curry, Chicken Curry, Egg Curry
- c. *Extra Item: The above items will be extra and on direct payment basis by the student
- d. MEAL FOR SICK STUDENTS:

Kichdi, Dalia, Curd, Milk, Fruits or as advised by Doctor. It shall be ordered in advance (except emergency cases).

e. FESTIVE SPECIAL MEALS

Festive meals shall be served on the following occasions as decided by the students committee:

1. New Year

2. Janmastami

3. Diwali

4. Republic Day

5. Independence Day

6. Eid

7. Holi

8. Navratri

9. Christmas

MONTH SPECIAL: Special meals shall be served once in a month on the day as decided by

^{*} Schedule of festive meal shall be finalized by Mess committee



Mess Committee / concerned Institute Authority.

PART- V
Description of the Hostel
The residence area of students is situated inside the Institute with an exclusive and fully
secured premise of its own. The hostel is fully accessible by transport. The Hostel comprises
rooms for boarders with a separately located dining facility
The hostel houses Undergraduates, who generally stay on the premises and avail dining
facilities throughout the academic year.
Generally, the strength of the boarders from January, 2021 will be around 102 during the
Semester however, during the vacations, the strength of the students may reduce
substantially.
Day-Boarders, who do not stay in the hostel, are also allowed to avail the dining facilities in
Mess as outside members on payment basis
The Hostel is provided with a self-contained mess, comprising kitchen and dining facility to
prepare and serve meals to the boarders and other authorized persons daily apart from the
evening tea and snacks. The mess is well equipped with furniture, cooking facilities utensils,
appliances and equipments; etc.
The Hostel is under the supervision of NID Assam Administration or such representative
who exercises overall control on all activities related to the hostel including dining services