

Reply should be addressed to
The Director, NICED,
P-33, C.I.T. Road, Scheme – XM,
Beliaghata, Kolkata - 700010

No: NICED/CANTEEN/2016-2017

Date : 19.12.2016

M/s _____

**SUB: TENDER ENQUIRY FOR PROVIDING SERVICES OF
STAFF CANTEEN AT NICED. KOLKATA**

Dear Sir,

1. Quotation in sealed cover is invited for running the STAFF Canteen, NICED (Kolkata) for supplying food and other related services to the employees of NICED for a period of one year as per details covered in **Schedule of Requirement** (SOR) placed at enclosure to this document. General information about the tender:

- (a) Tender reference No. : NICED/Canteen/2016-2017
- (b) Last date and time for receipt of tenders : 27.01.2017 at 1.30 PM
- (c) Time and date for opening of tenders : 27.01.2017 at 3.00 PM
- (d) Place of opening of tenders : NICED, KOLKATA

2. Quotation should remain valid for a minimum period of **60** days.

Submission /Opening of Tenders

3. PLEASE WRITE THE TENDER REF NO. AND DATE OF TENDER OPENING ON SEALED COVER. FAILURE TO DO SO WILL RENDER YOUR OFFER INVALID.

4. Sealed quotations addressed to The Director, NICED should be dropped in tender box kept at 1st Floor, NICED, Kolkata, or to be sent by registered post so as to reach this office by due date and time. No responsibility will be taken for postal delay or non-delivery/non-receipt of tender documents.

PLEASE NOTE, IF THE SEALED OFFERS ARE DROPPED IN THE WRONG BOX,
THEY WILL BE RENDERED INVALID

5. Tenders will be on a two bid system. Your sealed quotations containing both “**Technical bid**” and “**Price Bid**” should reach this office latest by 27th January, 2017. **The technical bid should firmly indicate acceptance of all terms and conditions expressed in this tender document and the Standard Conditions of Contract (SCOC) and scheduled of requirements placed at enclosure. The technical bid should also contain detailed specifications of items listed in Schedule of Requirement. Disclosure of price details in technical bid will render the quote invalid. In the separate sealed price bid you are required to quote unit rates of items.** The technical bid will be opened by a committee on

15.00 hrs on 27th January, 2017. The date of opening of Commercial bid will be intimated after acceptance of Technical bid. The following are to also be submitted with technical bid.

- a) Caterer should be in the field of Catering/Hotel Business and should provide evidence of having run a Hotel for the past 02 years or run a Canteen for Autonomous Organization/Government establishment or a reputed private establishment.
- b) Caterer shall have a team of sufficient experienced Personnel to ensure best quality of Food/eatables and service.
- c) Caterer must adhere to the health and safety regulations prevalent in the local rules.
- d) Caterer must be in possession of valid health and Trade license.
- e) Qualification of tender will be based on proof of past experience, performance, financial capability and resource availability.

6. Tenders found in sealed envelopes will only be considered. **To avoid any complications with regard to Late Receipt/Non Receipt of Tenders, it may please be noted that responsibility rests with the firm to ensure that tenders reach this office before due date. Late quotes and quotes received by Fax will be rejected out rightly.** The rates are inclusive of all taxes and duties including sales tax, service tax if applicable and the Institute shall not entertain any other claim on any account during the pendency of contract.

7. In case your firm is not willing /unable to quote due to any reason, a letter in this regard indicating your inability to submit your offer with reasons for the same may be submitted to this office, before the due date.

8. The commercial Offer will be opened by a Committee and if the firm desires it may depute a representative duly authorized in writing to be present at the time of opening of the tenders. Post opening of Price bids NICED reserves the right to negotiate with the lowest tenders.

Commercial aspects

9. Tender Fees : The cost of Tender fees of **Rs. 100/- (Rupees One hundred only) [Non-Refundable]** for each in the form of Demand Draft /Pay Order in favour of “**The Director, NICED Kolkata**” from any Nationalized Bank .

10. **Earnest Money Deposit.** Firms shall deposit at this office an amount of **Rs. 2,000/- (Rupees Two thousand only)** as Earnest Money in the form of a Cheque/Demand Draft/Performance Bank Guarantee issued by a Scheduled Nationalized bank drawn in favour of “**The Director, NICED, Kolkata**”. Price Bids received without EMD will be summarily rejected. EMD shall be refunded to firms whose bids do not qualify as lowest as determined by the Tender Opening Committee. No interest shall be payable by NICED to the firm on Earnest Money for the period of its currency. In the event of tenderer withdrawing/modifying his tender before expiry of tender validity of 120 days from date of submission and opening the EMD shall be forfeited.

11. **Security Deposit:** If selected for contract refundable interest free security deposit of **Rs. 10,000/- (Rupees Ten Thousand Only)** payable to “**THE DIRECTOR, NICED, KOLKATA**” is to be furnished within 30 days of receipt of confirmed work order.

12. **Penal provisions.** The managing committee will have the right to forfeit the security deposit amount, whole or part thereof or deduct whole/part of the security deposit against payment of amount due to NICED, Kolkata, by way of any loss or damage caused to or would be caused to suffered by the NICED by reason of any breach of contract or if any of the terms or conditions contained in the agreement or by reason of contractor’s failure to perform the agreement. The decision on the amount of penalty would be that of NICED and cannot be contested by the contractor.

Evaluation Criteria

13. The minimum evaluation criteria of offers will be as follows:

- a) Only those offers shall be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the tender, both technically and commercially.
- b) The Lowest „Acceptable“ tender shall be considered further for conclusion of contract after complete clarification and price negotiations as applicable.
- c) The tenderer must have experience in running the Staff canteen/hotel for at least preceding 02 years for Autonomous Organization/government establishment. Proof of the satisfactory performance from the previous employer is to be provided.
- d) NICED reserves the right to accept any tender or reject any tender or all tenders without assigning any reasons whatsoever.

14. Standard Conditions of Contract (SCOC). Firm shall be required accept Standard Conditions of Contract. The copy of SCOC is placed at enclosure. You are requested to return a signed copy of the SCOC to this office attached with your technical bid indicating acceptance of terms and conditions.

15. This Tender Document is being issued with no financial commitment and this office reserves the right to change or vary any part thereof at any stage. This office also reserves the right to withdraw the Tender Document should it be so necessary at any stage.

Thanking you,

Yours faithfully,

Tapan Kumar Saha,
Administrative Officer
for Director.

Enclosures:

- 1.Schedule of Requirement
- 2.Standard Conditions of Contract

SCHEDULE OF REQUIREMENTS

1.0. Definitions.

NICED means National Institute of Cholera & Enteric Diseases.

CONTRACTOR means the person or company, with whom Order is placed by NICED.

CONTRACT means the Contract signed with issued by NICED for running a canteen for supply of Breakfast, lunch and Tea/snacks.

2.0. Scope of work Contract.

2.1. Running of in the staff canteen in the designated building at NICED for supply of breakfast, lunch, tea/snacks etc. to employees of NICED as per Menu at below for a period of one year, extendable to one more year on discretion of NICED.

2.2 Space, electricity and water will be provided by NICED. No rent will be charged for the premises. Electricity & water charges will be monitored and any abnormal increase in electricity/water charges monitored and any abnormal increase in electricity/water charges will be levied on contractor. Cooking gas only can be used as a cooking medium.

2.3. Available cooking equipment's, utensils, and cutlery will be handed over to the contractor. Balance cooking equipment's utensils, serving vessels, plates, spoons, glasses etc. are to be arranged by the contractor. Cleanliness and maintenance will be contractor's responsibility. Any items issued by Institute are to be returned at the end of contract, in working condition. In case of any damage/deficiency/discrepancies these on the costs for the same would be recovered from the contractor.

2.4. Provision of food stuff, provision and other items for running canteen is entirely the responsibility of the contractor. All beverages and eatables shall be supplied or prepared from good and pure raw material, maintaining healthy and hygienic standards. In case any item is found sub-standard or inferior quality or unhygienic, NICED shall have the right to prohibit the catering / supply thereof at the canteen and make alternate arrangements at risk and cost of the Contractor. Cooking oil should be refined sunflowers oil and oil once used should not be reused for any cooking purpose again. All raw material condiments used must be comply to ISI quality FCI/Agmark standards.

2.5 Tea shall be served to the employees at the Working Place/Offices in 3(three) buildings under NICED in covered vessels and in hot condition twice daily in the morning and evening along with snacks.

2.6 Breakfast and lunch shall be served to the employees against coupons issued by contractor on payment by individuals. Self-service procedure will be followed in the canteen. The bearer will provided drinking water and with united items of menu on table and clear all tables and clean them.

2.7 After the use, plates & glasses should be cleaned in boiling water and kept safe. Overhead tanks of canteen should be cleaned monthly.

2.8 The Contractor shall prepare and display the menu and rate list of items prominently in the canteen. The Canteen Management Committee (CMC) constituting of personnel from Institute will be responsible for monitoring work of contractor and will have right to inspect store rooms, Kitchen, dining hall etc. The contractor shall adhere to the decision of CMC and he will attend any CMC meeting on call. CMC may meet once in 2 weeks. CMC will have right to inspect any time and find out quality and quantity of items supplied by the contractor. The CMC would have the authority to undertake surprise checks on quality, quantity of food and health and hygiene in canteen.

3.0. Clean-ship

3.1 The contractor shall be fully responsible to keep the premises of the canteen like dining hall, kitchen, toilets in canteen premises and surroundings clean and neat. The contractor also should engage their employees for removal of wet & dry wastes at least twice a day. The Contractor shall keep the premises of the canteen, canteen hall, kitchen, all the furniture, utensils, fixtures, roof/wall, ceiling fans, exhaust fans, windows and ventilators including net and its glass, and any other fittings in clean, healthy and hygienic and sanitary conditions to the satisfaction of the CMC. The canteen hall tables, kitchen slabs, wash basins and other areas of the Canteen should be cleaned daily at end of day using perfumed disinfectant. Mopping of all these locations should be done after each meal. Entire canteen area shall be washed on alternate days in a week. Surroundings areas have to be swept once in a week. All inside/outside drainages connected with canteen in the canteen compound premises shall be cleaned using disinfectant/phenol by the contractor. Cold storage and refrigerators are to be defrosted and cleaned once a week by the contractor. Rat proofing regularly and other pest control is to be done with case once in six months.

3.2 The employees on duty in the canteen shall always wear clean and neat uniform (minimum 02 sets to be provided by contractor). Torn uniform, chappals, unkempt looks will be considered as breach of contract. They should be familiar with usage of fire extinguisher and other safety equipment. The age of employees should not be below 18 and above 55. The contractor is responsible for behavior and conducts of his personnel.

4.0. Rates

4.1 The rates as per the Order shall be fixed during the contract period of one year, but can be reviewed only by the canteen management committee.

4.2. The rates quoted should be are inclusive of all taxes & duties including sales tax, service tax if applicable and the Institute shall not entertain any other claim on any account during the period of contract.

5.0. Daily timing of service

5.1 The approx. daily timings of food is:

Breakfast/Tea/Snacks: 09.00 – 10.45 hrs.

Lunch: 13.00 – 14.30 hrs.

Tea & Snacks: 15.30-16.00 hrs. in evening.

6.0. Contractor's general responsibilities and liabilities

6.1 Employees at the canteen shall be engaged and remunerated for by the Contractor. Accommodation for the employees of canteen will have to be arranged by the Contractor. NICED shall have no liability to the employees or members of Contractor whatsoever. However, the prior permission of the DIRECTOR, NICED shall be obtained by the Contractor for posting his personnel in employment at the canteen. The persons so employed should be subjected to medical examination at the time of posting.

6.2. All disputes or differences between the contractor and his/their employees shall be settled by him/them. NICED will have absolutely no liability whatsoever concerning the employees of the contractor.

6.3. All employees engaged by the contractor shall be on his/their payroll and paid by him/them. Payment of wages statutory as applicable and non-statutory benefits etc. to the employees shall be borne by the contractor and made within the stipulated time.

6.4. No employees of the Contractor or other person in charge of canteen shall be permitted to remain in the NICED premises during the period between 7 pm and 6am. The canteen contractor or authorized rep should be always available in canteen at all other times.

6.5. All materials taken out shall be regulated through all passes issued by an authorized Officer.

6.6. The contract will be terminated unilaterally by NICED in case the contractor defaults in setting up canteen within a reasonable time after date of handing over the canteen, fails to comply with any terms and conditions of the contract or if the contractor's performance is considered unsatisfactory. Security Deposit will be forfeited if the contract is terminated due to the above mentioned reasons. In addition NICED also reserves the right to terminate the contract at any time during the period of the contract without any obligation, and without assigning any reasons thereof to the contractor. The contractor is required to give a minimum notice period of 30 days to NICED to make suitable alternate arrangements in case of requirement to terminate contract from his side. Failure to do so will also result in forfeiture of security deposit.

6.7. The Contractor shall execute a contract with NICED within 15 days of the receipt of Work Order at his own expense.

6.9. The contractor shall be responsible for any loss or damage to property and articles of NICED by the employees of the contractor.

6.10. The contractor shall ensure medical checkup of his personnel every six months to ensure proper hygiene and health of staff.

STANDARD CONDITIONS OF CONTRACT

1. **Security deposit** : On acceptance of the tender and placement of work order, the firm/contractor shall pay a security deposit of Rs. 10,000/- (Ten Thousand Only) within 30 days of placement of work order, in the form of Bank Guarantee issued by any Nationalized/Scheduled Bank drawn in favour of " **THE DIRECTOR, NICED, KOLKATA**".

2. Duration of work and delay. In case the contractor defaults on running of the canteen during the contract period the firm will forfeit their bank guarantee. Decision of The DIRECTOR, NICED in this regard shall be final and binding.

3. Execution of the contract. The Contract will be coordinated and directed by Administrative Officer who is designated as the contracting officer. The schedule of requirements of the contract is as enclosed.

4. Condition of working: The Contractor shall note that the work lies within the restricted area and his representatives and workers shall be required to abide by the following: -

- a) **Entry/Exit:** The contractor or his representatives and workers will be allowed to enter through and leave from only such gates as the security staff may at their discretion permit to be used.
- b) **Security checks:** The contractor or his representatives or workers are liable to be searched at the gate used for entry and exit by the security staff. They are not to visit any other area within NICED other than the designated work area.
- c) **Safety norms:** The contractor will ensure that prevalent safety norms in NICED areas are strictly followed. The contractor will be liable to pay compensation in the event of any injury to his workmen.

5. Injury/accident: The payment of compensation to the employees of the Contractor for physical injury/disability if any, during the execution of the work shall be the liability of the Contractor.

6. Waste materials and debris; . Waste material generated during work will be required to be cleared by the Contractor on daily basis as wet and dry garbage and placed in bins outside the staff canteen for collection.

7. The Contractor is advised to go through the tender documents carefully and thoroughly. He will be deemed to have accepted the terms and condition stipulated in the tender documents if he submits his quotations for contract.

8. Responsibility of Contractor:

- a) Running of the canteen as per contractual clauses and scheduled of requirements;
- b) Adhering to the relevant legislation and Institute safety policy, procedures and standards of good institutional practice;
- c) Enforcing of procedures and practices, which are safe, and without risk to people, property and environment;
- d) Providing facilities and equipment which are well designed and constructed, properly maintained and adequately tested so that the contract can be fulfilled safely and without risk to people, property and environment;

- e) Reporting all accidents, incidents, injuries and near misses with serious potential. All unsafe acts and conditions should be corrected immediately;
- f) Providing adequate safety and environment protection policies and regulations. Providing any necessary safety and protective equipment and ensuring that it is used;
- g) Providing personnel who are medically fit to carry out the work, properly qualified, trained and adequately experienced and supervised;
- h) All disputes or differences between the contractor and his/their employees shall be settled by him/them. NICED will have absolutely no liability whatsoever concerning the employees of the contractor. The contractor should maintain proper records/ registers as required by the concerned statutes and submit them to CMC as and when required.

9. The following general terms and conditions regarding working in canteen are to be adhered to:

- a) Services of the Canteen should be available on all working days from Monday to Friday and with 6 hours prior intimation on Saturday, other holidays, if required the services of the Canteen are to be operated primarily for NICED personnel and demands of all items are to be met in full.
- b) The prices of articles can only be revised during the operational period of contract including the extended period if any. Changes can be made in pre-approved menu with the written permission of the canteen Management Committee.
- c) The contractor is to make his own arrangements for fresh/dry provisions of good quality and is to ensure that sufficient stock of items are maintained at all times to avoid interruption in the services of the canteen. The contractor should not use any adulterated item for cooking. All vegetables and non-vegetarian items such as Egg, fish, chicken & mutton should be fresh, of good quality and must be stored in cold storage. The refrigerator and cold storage is to be maintained in working condition by the contractor.
- d) Supply of items on credit basis to any personnel would be purely on the risk of the Contractor and NICED will not be responsible in any manner for realization of dues from the any staff using the services of the canteen. Any problem in this regard may be however reported to Canteen Management Committee for feasible help. No altercation or manhandling of the personnel is to be resorted to by contractor or his personnel in this regard.
- e) Entry to the Kitchen is to be strictly restricted except for the Canteen staff, Canteen management committee and the official visiting for authorized inspection from time to time.
- f) The Contractor is prohibited from using kerosene stove, electric heater and fire wood inside the canteen.

- g) The Contractor has to employ the canteen staff of Indian Origin only after due verification of their character & antecedents. Personnel having been involved in any civil/criminal cases are not to be engaged for employment in the canteen. Any of the contractor personnel working in the canteen is found to have been/being involved in civil/criminal cases would entail termination of the contract as well as forfeiture of security deposit.
- h) Undertaking to undertake repairs/maintain the equipment's/facilities handed over/provided at own cost. No re-imburement of any kind on this account would be made by NICED.
- i) Samples of all food items prepared are to be kept for a period of 12 hours.
- j) The Canteen Contractor is to keep a Complaint Register in the Canteen Counter for registering the complaints of the customers. The Contractor will be liable to implement the decisions given by The DIRECTOR, NICED/ Canteen Management Committee on any complaint by the customer's complaint by the customers failing which it will be construed as a breach of the obligation.

10. The following special conditions of contract also need to be adhered to:

- a) Contractor will be responsible for maintenance of all electrical fittings such as all fans, exhaust fans, tube lights, tube light covers, switch buttons, fan regulators, all type of sockets, plugs, main switch board etc. Breakage of any window pans/frames or ventilators are to be exchanged with new a one.
 - b) Contractor will be responsible for distempering of all walls from inside and painting of the door and windows on completion of the contract period and rectification of all buildings, fittings, electrical and other defects.
 - c) The contractor will not accept any orders for supply of eatables, catering for any party or take away without the specific permission of CMC.
 - d) The contractor should ensure that the staff at counter and serving staff is issued with clean & neat uniform (Pant, shirt).
- 11.** NICED reserves the right to extend the contract for a further period of one year as agreed by both parties.
- 12.** You are requested to sign and return two copies of this contract on your acceptance of the contractual terms and conditions.

Signature of Contractor
Date:

Seal

(Tapan Kumar Saha)
Administrative Officer
for Director

**National Institute of Cholera and Enteric Diseases (ICMR)
P-33, C.I.Road, Scheme – XM, Beliaghata,
Kolkata – 700010**

(FORM TO BE FILLED BY THE TENDERER)

1. Name of the Organization :
(in full, in BLOCK Letters)

2. Name & Telephone Number of contact person :

3. a) Head Office/ Registered Office Address :
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- b) Telephone Number & Fax Number :

- c) Branch Office in Kolkata if any Address :
.....

- d) Telephone Number & Fax Number :

4. Name of Chief Executive/Proprietor/Partners:

- a) Telephone Number & Fax Number :
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Tender for the followings

1. Veg Thali (to be supplied good rice (150 gms), Dal, Sabji, (seasonal), Bhaji
2. Non-Veg. Thali (150gms Rice, Dal, Sabji, (seasonal), Fish Curry i.e. Kata Pons/Chara Pona Standard Size 1 pc.)
3. Non-Veg. Thali (150 gms Rice, Dal, Sabji (seasonal), Egg Curry (1pc).
 - a. Tea (100 ml)
 - b. Tea Special (100 ml)
 - c. Coffee (100 ml)
 - d. Roti (2 pcs)
 - e. Ghugni (1 plate)
 - f. Alur Dom (1 plate)
 - g. Boil 1 Egg (1 pcs)
 - h. Omlet (1 pcs)
 - i. Parata (2 pcs) with Sabji
 - j. Luchi (4 pcs) with Sabji
 - k. Rice (150 gms)
 - l. Extra Rice
 - m. Extra Bhaji
 - n. Fish Chop
 - o. Egg Devil
 - p. Fish Fry (Vetki Fish- 50gms)
 - q. Mutton Curry (100 gms)
 - r. Chiken Curry (150 gms)
 - s. Snacks (120 gms)
 - t. Curd (50 gms)

Sd/- Tapan Kumar Saha
Administrative Officer
NICED, Kolkata