

**National Institute of Disaster Management  
Ministry of Home Affairs**

TENDER DOCUMENT

FOR

CANTEEN/MESS SERVICES

Plot no. 15, Block-B, Pocket-3, Sector-29, Rohini, Delhi

**1. INTRODUCTION:**

National Institute of Disaster Management (NIDM) has been established under the provision of DM Act, 2005 of Government of India. NIDM campus is located at secluded area at Sector-29, Rohini where basic amenities are yet to be developed by the Government. Since no other major project is coming up in the near vicinity therefore the institute will have to cater for all the staff and trainees at NIDM.

**2. NOTICE INVITING TENDER:**

The NIDM, Rohini, Delhi invites sealed tender under "TWO BID SYSTEM" for selection of a reputed firm for providing canteen/mess services at the campus and Hostel.

The details of the tender are given below:

- a. Closing date & time for submission of bids 03.09.2021 (02:00 pm)
- b. Date & time of opening of Bid:
  - i. Technical bid: 03.09.2021 (03:00 pm) in presence of tenderers or their authorized representatives.
  - ii. Financial bid: After evaluation of Technical Bid
  - iii. Bid validity up to: 90 days from the date of opening of financial
- c. Correspondence Address: Joint Director, NIDM, Plot no. 15, Block-B, Pocket-3, Sector-29, Rohini, Delhi

**"TWO BIDS SYSTEM"** shall be followed for this tender. Tenderer should take due care to submit the tender in accordance with requirement in sealed covers. Bids received shall be evaluated as per the Criteria prescribed in the tender document. NIDM will not entertain any modifications subsequent to opening of bids and bids not conforming to tender conditions

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shall be liable to be rejected. Therefore, bidders are advised to submit their bids complete in all respects as per requirement of tender document specifying their Acceptance to all the clauses of Bid Evaluation Criteria, General terms and conditions and compliance to the Scope of Work requirement etc. Tender documents for providing Canteen/Mess Services can be obtained from the Maintenance Department, NIDM, Rohini, Delhi from \_ to \_ on all working days between 10 A.M. to 4 P.M.

EMD draft should be put in the technical bid envelope. In case if it is submitted along with financial bill, the same will be rejected.

The EMD draft should be kept in the Technical Bid Cover. The Technical bid and the financial bid should be sealed by the tenderer in separate covers duly super scribed as "Technical Bid" and "Financial Bid" respectively. Both these sealed covers should then be kept in a bigger cover which should also be sealed & duly super scribed as "Tender for providing Canteen/Mess Services at NIDM, Rohini, Delhi".

## **Scope of Work:**

### **1. NIDM's Requirements**

A reputed Contractors having experience of at least 02 years running **Canteen/Mess** in a Govt. Sector/PSUs/Educational Institutions is eligible to apply who can cater to the needs of Trainees and Faculties/Officers/Staff as details given in **Annexure B-I & B-II** of this tender document.

The vendor selected through this tender process will have to cater canteen within 05 days from the date of work order and have to provide services to approx. 50-60 trainees at hostel during face to face program and approx. 150 Officers/Faculty Members/Staff Members.

The NIDM will pay only those bills which will be ordered by the NIDM Administration by the way of written order to provide the High Tea/Tea/Cold Drinks/Snacks/lunch/dinner etc. for official purpose as and when required. Canteen arrangement and services will be provided by the contractor during regular office hours in the academic & admin blocks, Official meetings, which may include tea & snacks, High Tea/Tea/Cold drinks/Juices etc.

### **I. Facilities Provided by NIDM**

NIDM has exclusive space to provide canteen services along with kitchen and dining facilities. The premises can be inspected during any working day from 10.00 AM. to 04.00 PM under prior intimation to Maintenance Department. Charges of Electricity on actual usage basis will be borne by the contractor. However, water shall be provided by the Institute as part of maintenance changers paid by the vendor. However, raw materials, food articles, cooking fuel / gas cylinder, cleaning/washing materials/tools / crockery and man power shall have to be arranged by the contractor at his/their own

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cost. NIDM shall not provide accommodation for manpower engaged by the contractor.

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## II. **Technical and Qualifying Criteria:**

1. Contractor should have valid license certificate for running Canteen/Mess Services.
2. Attach experience certificate of last 2 years along with technical bid as proof for providing Canteen/Mess in a Govt. Sector/PSUs/Educational Institutions.
3. Contractor should have minimum turnover of Rs. 0.5 crore each year in the last two years.
4. Copy of ITR for last two year duly attested by C.A.
5. Undertaking for not ever been blacklisted by the Govt. /Non Govt. Agency as per format provided in the tender document.
6. The GST number either in the name of proprietor or the firm. (Copy should be enclosed along with technical bid.)
7. The Contractor should have valid PAN number either in the name of proprietor or firm. (Copy should be enclosed along with technical bid).
8. A demand draft of Rs.25,000/- (Rupees Twenty Five thousand only) to be deposited as Earnest Money Deposit in favour of "National Institute of Disaster Management" along with tender.
9. The Technical Bid without complete information and supporting documents shall not be considered for evaluation of the Financial Bid.
10. The Contractor has to fill the **Technical Bid form Annexure B-I and B-II** and provide supporting document mentioned above.
11. All columns must be filled compulsorily.

## III. **Quality & Hygiene to be provided by the Contractor:**

1. The contractor shall procure all food and other items to be sold in the canteen of good quality to the satisfaction of the Canteen/Mess Committee constituted by the Institute.

The Canteen/Mess Committee shall have the right to change any brand of material supplied/used for cooking, provided the cost of the same does not exceed the cost of specified brand.

2. The food shall be cooked, stored and served under hygienic conditions. The contractor shall ensure that only freshly cooked food is served and the stale is not recycled. Stale food shall be removed from Canteen premises as soon as possible. Un-refrigerated cooked food, not consumed within three hours in summer months and six hours in winter months, shall deemed to be stale and unfit for consumption.
3. The food preparation shall be wholesome and shall generally cater to the taste of the employees/trainees.
4. The oil that remains from deep frying at the end of the day shall have to be disposed off and shall not be recycled for the purpose of cooking again.
5. The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard.

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6. The utensils shall have to be maintained sparkling clean at all time.
7. All utensils shall be sterilized each morning before serving any item.
8. The contractor shall pay special attention to maintain the Canteen neat and tidy at all times. For this purpose, the Canteen shall be cleaned thoroughly after each meal regularly by the employees of the contractor.
9. The contractor shall ensure that only hot food is served to the trainees/employees. Complaint, if any, in this regard shall be viewed seriously.
10. The contractor shall ensure that sufficient man power is deployed at all times for preparation and serving each meal including cleaning, washing and overall upkeep of Canteen assets and premises.
11. The contractor shall also ensure proper room services for the NIDM officials as and when required.
12. The contractor should supply the items at the rates fixed on finalization of tender for the items listed in Annexure B-I & B-II.
13. The Approved rate list should also be displayed at NIDM Canteen mandatorily.
14. The contractor should also follow the brand of raw material as listed in Annexure 'A- III'.

#### **IV. GENERAL TERMS AND CONDITIONS: -**

1. The contract shall remain valid for a period of One year from the date of its commencement. The contract can be further extended on the same terms and conditions on yearly basis up to 3 years the rights of which is reserved by NIDM. The extensions shall be based on the satisfactory performance of the contract. The contract once awarded can be terminated by either party after giving three months month notice. Nevertheless, NIDM may terminate the contract of the Firm without any notice in case the Firm commits a breach of any of the terms of the contract. NIDM's decision that a breach has occurred will be final and shall be accepted without demur by the Firm.
2. Contractor shall accept terms and conditions mentioned in this tender.
3. The Contractor will be required to pay to the Institute electricity charges on actual basis, for which sub-meters shall be installed. Out of the total bills received by the Institute for electricity consumption, the amount in respect of the units consumed by the Contractor shall be paid by him to the Institute as per average rate of unit consumed by the campus.
4. Refilling of the commercial gas connections will be borne by the contractor.
5. The rates quoted in this bid shall be for the items to be supplied at NIDM Canteen, Contractor shall not be allowed to reduce the items required from the canteen without prior written permission from NIDM. Failure to supply any item at the indicated cost shall be considered a breach of contract and invite action.
6. The rates of items in Annexure B-I & B-II can't exceed the maximum rates fixed. Packaged goods should not be sold more than MRP. In case any bidder is quoting higher amount, the fixed rates shall prevail.
7. Also, vendors shall use recyclable / reusable plates & cups to avoid usage

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- of plastic.
8. Items to be sold in Canteen as per approved list only.
  9. The Tenderer will have to enclose D.D. of **Earnest Money Deposit** with **Technical Bid** which will be refundable to unsuccessful bidders.  
The Tenderer shall also give an undertaking specifically agreeing to all tender conditions failing which his financial bid shall not be opened.
  10. NIDM shall be entitled to take over possession of the premises after expiry of 24 hrs notice with no further correspondence. However, any case of default will be pointed out in writing to him as and when it comes to the notice to enable him to correct and rectify his mistake.
  11. Tender shall be submitted in official tender form only, if submitted in any other format the same shall be summarily rejected. No Tenderer shall be issued more than one tender form.
  12. Tenders received without prescribed Earnest Money Deposit (**EMD**) shall not be considered.
  13. The schedules issued with the form of tender listing the menus etc. for Canteen services to be rendered, must not be altered by the Tenderer. Any modifications/alterations of the rate schedules considered necessary by the Tenderer should be in the separate letter accompanying the tender.
  14. No paper shall be detached from the tender.
  15. The name and address of the Tenderer with rubber stamp shall be clearly written in the space provided and no overwriting, corrections, insertion shall be permitted in any part of the tender unless duly countersigned by the Tenderer. The tender should be filled in and submitted in strict accordance with the instructions laid down herein otherwise the tender is liable to be ignored.
  16. The tender is liable to be ignored if complete information is not given therein or if the particulars and data (if any) asked for in the Schedule to the tender are not filled in.
  17. Individual signing the tender or other documents connected with the tender must specify whether he signs as:
    - i. A sole proprietor of the concern or constituted attorney of such sole proprietor.
    - ii. A partner of the firm if it is a partnership firm, in such case he must have authority to execute contracts on behalf of the firm by virtue of partnership agreement or by a power of attorney duly executed by the partners of the firms.
    - iii. Director or Principal Officer duly authorized by the Board of Directors of the company.
  18. In case of above a copy of the partnership deed or general power of Attorney, in either case attested by a Notary Public should be furnished or an affidavit on stamp paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of Attorney should be furnished. The attested copy of the certificate or registration of firm should be attached along with the tender. In case of partnership firm, where no authority to refer dispute concerning the

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- business of the partnership has been conferred on any partner, the tender and all other related documents must be signed by all the partners of the firm. In case of 15 (C) above the person signing the tender should be authorized by a resolution passed by the Board of Directors and a copy of the resolution attested by the Principal Officer should be attached.
19. A demand draft of Rs.25,000/- (Rupees Twenty Five thousand only) is required to be deposited as an **Earnest Money Deposit** in favour of "National Institute of Disaster Management" along with tender. The Earnest Money deposit of the successful Tenderer shall be forfeited if the Tenderer.
- i. Withdraws tender offer before finalization of the same.
  - ii. Fails to accept the contract, if his/their tender is accepted by NIDM Srinagar.
  - iii. Fails to deposit the Security deposit within stipulated time limit.
  - iv. Fails to execute the agreement in the prescribed form within 10 (Ten) days of the receipt of the letter awarding the contract.
  - v. Fails to commence the Canteen Services within **15 (Fifteen) days** of the receipt of the letter awarding the contract.
20. The successful Tenderer has to furnish **Security Deposit** only in the form of demand draft for **Rs. 50,000/-** (Rupees Fifty Thousand only) as refundable in favour of the "National Institute of Disaster Management". No interest shall be payable on this deposit. The same will be returned after the successful completion of contract and after adjusting dues if any, of the contractor.
21. The EMD of successful Tenderer can be converted as a part of security deposit upon request and the EMD of unsuccessful Tenderer will be refunded without interest on or before the 30th day after the award of the contract.
- 22. Late tenders will not be considered. NIDM reserves the right to accept or reject any or all the offers either fully or partly without assigning any reason.**
23. Telegraphic/fax or conditional tender will not be considered.
24. Gas Cylinder (Commercial) will be arranged by the contractor for continuing the canteen services throughout contract, no separate payment will be made by NIDM for the same.
25. NIDM's decision that a breach has occurred will be final and shall be accepted without demur by the contractor.
26. If at any time during the period of contract, it comes to the notice of the NIDM that the Agency has misled the NIDM by way of giving incorrect/false information, which has been material in the award of Contract to him/her, the contract shall be liable for termination besides other legal action which may be initiated against the Agency or the owner /partners/directors or any person responsible for the affairs of the Agency under law.
27. The contractor will have to provide a list of workers who will be working at NIDM Campus and provide complete details about them. The contractor

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- will also provide police verification and medical report of all his/her workers working within NIDM Campus.
28. The contractor will have to submit an affidavit at the time of signing the agreement indicating that all employees of the contractor are paid the minimum wage as per Minimum Wages Act of the Central Government.
  29. The financial bid/s of the technically qualified bidders will only be opened.
  30. Contractor may have to serve foods/refreshments from time to time as per requirement of the Institute during various events/programmes against extra payment on actual.
  31. Contractor shall abide by all laws of the land including labour laws (ESI, PF, Bonus, Income Tax, Service Tax or any other extra taxes levied by the Govt.) companies Act, Tax deduction liabilities, welfare measures of its employees and all other obligations of the region and also those Laws which are not essentially enumerated and defined herein. Any such claims at a later stage shall be the exclusive responsibility of the Contractor and it shall not involve the centre in any way whatsoever.
  32. The contractor will also submit a medical certificate on half yearly basis that all his/her employees handling food are not having any contagious diseases.
  33. The contractor will ensure that neat and clean clothes and aprons are used by his/her employees handling food at all times. Every employee so appointed by the contractor shall wear the prescribed uniform. The said uniform shall be provided by the contractor at his own cost. The Canteen workers will bear the Identity Card issued by NIDM, Srinagar Centre during the working hours.
  34. The contractor shall not be allowed to keep his/her employees inside NIDM Canteen between 10:30 P.M. to 5:00 A.M. on any day. Essential staff will be provided separate accommodation based on availability.
  35. The Canteen shall remain open from 8:30 A.M. to 09:00 P.M. from Monday to Sunday (including Local/National Holiday) on all working days. However, depending on the exigencies, the contractor may be required to keep the Canteen open or close as per requirement of NIDM.
  36. The contractor will occupy the space earmarked for canteen and kitchen and shall not occupy the adjacent verandas and open space.
  37. The contractor will ensure that his/her employees do not loiter around in the campus. In case of any loss to NIDM caused by the employees of the contractor, the contractor will be responsible.
  38. NIDM reserves the right to instruct the contractor to remove any person deployed by the contractor without assigning any reason or notice.
  39. The contractor will ensure high standard of cleanliness, hygiene and sanitation in the kitchen and canteen. The contractor will make the arrangements for keeping all eatables in covered showcase, free from flies and insects. Adequate number of dustbins will be provided by the contractor to ensure proper disposal of garbage. There should not be any littering of unused food or any other articles within the canteen. The contractor will also ensure that no used utensils viz Cups, plates are lying

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- in the NIDM campus and these should be removed immediately and frequently.
40. Contractor shall ensure daily removal of canteen garbage from the canteen premises. However, before the garbage is taken out for disposal, the Security Supervisor would need to check it physically in order to ensure that the material being disposed does not contain any useful items.
  41. The contractor will ensure that the cooks have proper shave and clipped nails while cooking food and should wear apron and head gear.
  42. The contractor will ensure that the cooked and uncooked food is stored properly and no stale food is served. In case of any food poisoning, the contractor will be held solely responsible and will be penalized besides legal action.
  43. The raw materials used for cooking can be checked by the Canteen/Mess Committee at any time and if substandard/unauthorized materials are found, the contractor will be penalized at the discretion of NIDM and contractor will have to abide by it. The penalty will include at least Rs.5,000/- per occasion in case if it is found using sub-standard material.
  44. The contractor will be required to display the Menu and rate list of all the food articles, soft drinks, tea, coffee and juice etc. sold in the canteen.
  45. The contractor should have sufficient equipment & crockery and other items normally required to cater to at least 100 persons at a given time. He should have sufficient utensils, crockery and other infrastructure to provide the service and also for Buffet Lunch/High Tea, as and when required.
  46. The contractor should take all safety measures (including fire) while running canteen. He will keep a First- Aid box for the persons deployed to work in canteen.
  47. The contractor shall not deploy minor / child labour for the Canteen work.
  48. The contractor shall abide by all laws of the land including labour laws, Tax deduction liabilities, welfare measures of its employees and any other statutory obligations.
  49. NIDM will deduct Income Tax at source under section 194-C of the Income tax Act, 1961 from the bills of the contractor.
  50. The rates for different items shall be as per the list enclosed. The contractor if intends to serve eatables not specified in the enclosed list, the same must be with the approval of rates by the Canteen/Mess committee / NIDM authorities.
  51. The Canteen/Mess Committee member(s) may inspect the preparation of food etc. on time to time.
  52. In the event of unsatisfactory services rendered by the contractor, the contract may be cancelled by the NIDM. Monetary fine as penalty @ Rs. 1000/- per day will be imposed for every default during the period of contract. If the services do not improve within 03 working days, a monetary fine as penalty of Rs. 5,000/- per day will be imposed for the defaults and this will have to be paid by the contractor within a week on receipt of communication from the NIDM, failing which it will be adjusted

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- against the Security Deposit.
53. No responsibility will be taken by the NIDM for credit sales to students, staff, employees and others, losses or pilferage.
  54. No legal right shall vest in the contractor's workers to claim employment or otherwise absorption in NIDM, nor the contractor's workers shall have any right whatsoever to claim the benefit and/or emoluments that may be permissible or paid to the employees of NIDM. The workers will remain the employees of the contractor and this should be the sole responsibility of the contractor to make it clear to his/her workers before deputing them to work at NIDM.
  55. The contractor shall not engage the services of any sub-contractor or transfer the contract to any other person. If, it is found at any time that the contractor is unable to provide the canteen services and has sub contracted to any other party, the NIDM has right to terminate the contract and to forfeit all security deposits.
  56. Firms submitting tender would be considered to have read & accepted all terms & conditions. No enquiries verbal or written shall be entertained in respect of acceptance or rejection of the tender. The bidder shall in a separate sheet disclose the details of the partners/directors etc. which shall be enclosed with technical bid.
  57. The bidder should indicate the names of the firm/firms along with location where they are currently having business with them and which can be seen by the NIDM Officials. A satisfactory report issued by such organization/s must be enclosed with the bid.
  58. The contractor shall make good all damage/loss which may be caused by any act or default of the contractor, his agents or servants or workers to any property of the Institute. The NIDM reserves the option to make good the damage or loss by charging the contractor with the expenses.
  59. In case of the breach of the terms of the agreement, security deposit of the contractor is liable to be forfeited.
  60. Without prejudice to right under any other clause of the contract, the NIDM may in the event of any breach of the conditions on the part of the contractor cancel the contract and charge the contractor with any loss arising from such cancellation.
  61. Dispute if any, arising out of the contract shall be settled by mutual discussion or arbitration by sole arbitrator to be appointed by Director, NIDM at Delhi as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and the rules framed there under. Any Arbitrator appointed shall not have the jurisdiction to pass any interim awards, or to grant interest higher than 8% charged simply on the award amounts or amounts payable to either party. No dispute arising of the execution, implementation or termination of the present contract, as also any other dispute with respect to the present contract be entertained by any court and shall be subject matter of Arbitration under the Indian Arbitration and Conciliation Act, 1996 and rules framed there under.
  62. All legal disputes shall be subject to jurisdiction of Delhi Court.

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63. The contractor shall inform to the administration/maintenance department of NIDM, Rohini any changes of Canteen workers, if required, made by him along with their police verification and medical report.
64. The contractor shall submit duly signed undertaking enclosed with the tender document.
65. Any act on part of the Contractor to influence anybody in NIDM would make him liable for rejection of his tender.
66. In the event of violation of any contractual or statutory obligations by the Contractor, he/she shall be responsible and liable for the same. Further, in the event of any action, claim, damages, suit initiated against the Institute by any individual, agency or government authority due to acts of the Contractor, the Contractor shall be liable to make good/compensate such claims or damages to the Institute. As a result of the acts of the Contractor, if the Institute is required to pay any damages to any individual, agency or government authority, the Contractor would be required to reimburse such amount to the Institute or the Institute reserves the right to recover such amount from the payment(s) due to the Contractor while settling his/her bills or from the amount of Security Deposit of the Contractor lying with the Institute.
67. The canteen workers shall be issued Identity Cards bearing photographs. The contractor shall provide sufficient sets of Uniforms and pair of shoes to his employees and shall ensure that they wear them all times and maintain them properly.
68. Refilling of gas cylinders including the maintenance of burners shall be the responsibility of the Contractor. On termination of the contract, the Contractor shall return to NIDM's items along with the canteen Furniture / Fixtures / Equipment etc. provided by NIDM to Contractor.
69. The Contractor shall not use the canteen premises for any other activity except for the purpose for which it has been provided for.
70. The payment in respect of official meetings/ conference/ hospitality bills of the Institute submitted in duplicate by the Contractor shall be released on receipt basis. Any supply of food items without proper authorization by the designated authority of NIDM will not be paid for.
71. In case contractor takes advance from the student it will be the responsibility of the contractor to adjust/reimburse in case the student do not avail canteen facility during holiday or during his/her leave period.
72. In case of more than one L-1 vendors, decision for allocation of contract will be done by Competent Authority based on experience, credibility and other criteria deemed fit. **The L-1 will be decided on the basis of total lowest charges of items mentioned in Annexure B I.**
73. The NIDM authorities would constitute a Canteen/Mess Committee consisting of Officer, faculty and staff. The Canteen Tenderer will have to follow instructions of the Committee related to Menu, meal frequency, food quality, cleanliness, health & hygiene service & Canteen timings to suit student's community requirements.
74. The Canteen Tenderer shall also provide various kinds of beverages,

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- snacks and eateries in the canteen at such price/quotes as approved by the Canteen/Mess Committee from time to time. In case of failure, all these items would be served on contractor's account and at his risk by making alternative arrangements, which may please be noted.
75. The Canteen services should capture innovative variety and balanced nutrition both for vegetarians and non-vegetarians. Requirement of Canteen services include: (a) Breakfast, Lunch and afternoon snacks with tea/coffee for all students including hostellers and day-scholars, (b) Dinner for hostellers, (c) Breakfast / Lunch etc. to officer/faculty/staff who require such services.
  76. The Tenderer should visit the campus and the canteen premise to see the infrastructure before bidding. The Tenderer will be provided the space and infrastructure like tables, chairs, light fittings, fans, water coolers and water supply. Canteen furniture, kitchen utensils, lights i.e. bulb, tubes etc. on monthly maintenance charge basis.
  77. Evening dinner on all days including holidays (Saturday, Sunday etc.), morning breakfast, will be served to participants/trainees hostels and Lunch on all working days to be served at the Institute without any extra charges.
  78. The Tenderer will maintain daily served menu list in proper register and may be certified daily by canteen/Mess committee member authorised for the purpose.
  79. In case of trainees sickness, hospitalization, etc., the Tenderer shall supply the food in Tiffin at trainees' hostel as per the recommendations of the authorities without any extra charges.
  80. NIDM shall not provide any consumable or non-consumable items including raw materials at the canteen for the purpose of Canteen. And the Contractor shall maintain the equipment's provided by the NIDM in good working condition (as per list of inventory enclosed) and would be responsible for damages caused. He will carry out the repairs without any delay to avoid interruption in services and cost of repairs shall be born fully by the contractor. On termination of agreement, Tenderer will hand over all such equipment / articles in good working condition back to NIDM.
  81. NIDM shall provide a list of normal holidays and students vacations in each semester to the Tenderer for assessing and providing Canteen services to the hostellers residing during holidays and vacations.
  82. It shall be compulsory for the Canteen Tenderer to take the following hygiene and cleaning measures : (a) Cleaning the kitchen area twice a day, including the store- room, (b) soaking the vessels in hot water at the end of the day, (c) Crockery to be washed with hot water using detergents, (d) thorough cleaning of refrigerators, bottle-coolers and water coolers, once a week, (e) Periodic spraying of insecticides, (f) food quality (g) maintain latest standards of health & hygiene (h) Cleaning the dining tables with detergent and water at the end of the day, (i) Thorough cleaning of wash basins with detergent at the end of the

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- day. In case of failure the contractor will liable for legal actions as per the provisions of Food safety Rules and other various Act, applicable in this respect.
83. Tenderer shall not sell any cigarette, bidi, pan, alcohol etc. in the canteen and in the NIDM premises, if anyone is found indulging in these activities; the person shall be asked to leave the campus immediately and the Tenderer shall be liable to lose the contract for breach of this condition.
  84. The Tenderer shall make adequate arrangements to serve tea/coffee/cold drinks, etc. to faculty & staff twice a day (in the morning and afternoon) at their work-place without any additional charge. The Tenderer shall also make arrangements to serve snacks/ tea/coffee/cold drinks etc. in the official meetings and conferences.
  85. The Tenderer shall ensure that either he himself or one of his responsible supervisors remains present during breakfast/lunch/dinner services to the students.
  86. The Tenderer shall bring their own tools, cookers, hot boxes, steam boxes, trolleys, equipment, utensils, plates, jugs, etc., in sufficient quantity as needed to maintain the canteen/mess services, in addition to what is provided by NIDM.
  87. The Tenderer shall undertake that any act of omission or commission including theft, by his staff shall be his sole responsibility and further that he would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.
  88. The Tenderer shall be required to enter in to an agreement for the due performance of the contract with NIDM. It should be stamped with adhesive stamps as required and should be signed before a First Class Magistrate or a Justice of Peace or a Notary Public without fail.
  89. During summer/Winter breaks, caterer will depute at least 5 staff (02 cooks and 3 waiters) to cater the officers and staff members of NIDM.
  90. The tender submitted by the tenderers will remain valid for a period of 90 days from the date of opening of the tender.
  91. Caterer will maintain at least 4 dozens of decent quality crockery set to serve tea/coffee/food to NIDM management, for all official meetings. Caterer should depute at least 2 waiters during such meetings.
  92. Whenever there is any occupancy in the NIDM's guest house, one person from the caterer will attend the guest.
  93. The Tenderer shall not keep the canteen closed without prior permission from the NIDM authority. Any such incident shall be treated as breach of contract and suitable action including penalty shall be taken for the same by NIDM, as it may deem fit.
  94. The contractor shall provide adequate numbers of worker/staff to facilitate serving of Tea/Drinks/Refreshments in Admin & Academic blocks.
  95. The contractor shall provide adequate numbers of workers/staff to catter to various meetings/ functions etc in the campus.
  96. Vendors shall not sell items other than items listed in Annexure- B-I as NIDM Management is committed to provide other facilities such as Milk

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Parlour or Nestea kiosk etc to the students.

V. **TERMS OF FINANCIAL BIDS:**

1. Bidder for providing Canteen services will be decided at the time of finalization of tender on the basis of lowest rate (Grand Total) quoted for Menu Charges.
2. The contractor has to quote the rate of **Annexure B-I** and **B-II** mandatorily and abide by the brand specification given in **Annexure A-III.**
3. There should not be any calculation & totalling mistake in the Financial Bid. If any mistake is found Competent Authority will have full discretion to accept or reject the Bid.

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**TECHNICAL BID**

(Technical Bid should be kept in separate sealed cover super scribing "**Technical Bid**" on it).

**1.**

<b>S.No</b>	<b>Description</b>	<b>To be filled by the Bidder</b>
1	Name of the Tenderer	
2	Details of Tender document cost	(Rs.....) With Draft No.
3	Details of E.M.D.	Rupees  Draft No.  Issuing Bank

2. Details of Experience in the relevant field, attach copies of experience certificate from the organizations of at least last two years (Attach separate sheet, if required):

<b>S. No.</b>	<b>Period</b>		<b>Organization/Agency</b>	<b>Approx. number of Clientele handled/being handled**</b>
	<b>From</b>	<b>To</b>		

\*\* Certificate from the concerned Agency must also be attached

**CHECK LIST:**

<b>S. No.</b>	<b>Particulars</b>	<b>Mention 'Yes' or 'No'</b>	<b>Page No.</b>
1.	Whether "Technical"& 'Price' bids submitted separately and the respective envelopes super scribed properly.		
2.	Whether Demand Draft of Rs. 25,000/- (Rupees Twenty Five Thousand only), in favour of "NIDM, Delhi" is enclosed as EMD with the tender submitted.		
3.	Valid license certificate		
4.	Whether certificate/document in support of having experience of minimum 2 years for running canteen/mess in government sector/PSU/Education institutions, along with a list of organization (Govt./PSU/reputed MNCs/Organizations) where the contractor is currently providing/provided Mess/Canteen Services is enclosed.		
5.	Whether agrees to pay minimum wages of the central Government to all employees engaged.		
6.	Whether copy of valid PAN Card enclosed.		
7.	Whether copy of latest and last 2 years valid Income Tax Return duly certified by C.A. enclosed.		
8.	The annual turnover of the tenderer was minimum Rs. 0.5 crore per annum for the last 02 years.		
9.	Whether agreed & able to arrange for Crockery, utensil, (, Cutlery, etc required for running the canteen smoothly within 15 days) on accepting the work order.		
10.	Whether agreed to abide by all the terms & conditions of this tender.		
11.	Copy of Final accounts duly Certified by CA for the last <u>two</u> Years		
12.	Please specify as to whether Tenderer is sole proprietor /Pvt. Ltd./Partnership firm (Name of The partner should be specified in this case). Separately attach details of partnership/company etc. in Accordance with clause 15.		
13.	Whether the firm/Company has ever been blacklisted by any Govt./Non Govt. agency.		
14.	PF and ESI registration (if not applicable, to be given on companies letter head)		
15.	Whether copy of valid GST registration No. is attached.		

**Signature of the Tenderer & Date with Rubber Stamp**

I/we Sign & Agree



## **UNDERTAKING**

I/We.....hereby solemnly agree to abide by the Terms & Conditions and the rates enumerated above.

Any break of the Clause/Clauses will render my/our contract null and void.

I/We have understood completely about this tender document and the terms and conditions therein. I/We agree to sell the eatables/snacks/Tea/High Tea/Juices etc. on the rates mentioned in the tender rate list annexed with. I/We have also understood that I/We have to maintain the high standard, quality and hygiene of all the eatables as mentioned in the rate list of items with the tender.

Dated

Signature of the Contractor

Name of the Contractor \_\_\_\_\_

(Full signature of the Tenderer with seal of the Agency)

I/we Sign & Agree

**The Executive Director,  
National Institute of Disaster Management  
NIDM Campus, Rohini-29,  
Delhi**

Ref. your tender No.

Sir/Madam,

1. I/We the undersigned (hereinafter known as "the contractor") hereby apply for grant of contract for running the canteen at NIDM.
2. I/We have gone through all the terms and conditions and also the schedule of items as enlisted by you in your notice inviting tender for the subject under reference.
3. I/We, hereby confirm that I/We have understood all the terms and conditions and confirm my/our commitment to abide by them. In case of any discrepancy / dispute or wrong / incorrect nomenclature in the schedule, the decision of NIDM shall be final.
4. I/We also confirm my / our commitment to provide the material as enlisted in the schedule of items with your notice inviting tender under reference.
5. I/We have experience of 02 years providing Canteen / mess in a Govt. Sector/PSUs/Educational Institutions.

(a)	
(b)	
(c)	

6. I/We enclose herewith experience certificate duly signed by Competent Authority of .....
7. I am/we are enclosing herewith a DD bearing No Dated.....Bank.....Branch for Rs. 25,000/-(Rupees Twenty Five Thousand only) drawn in favour of "National Institute of Disaster Management. I/We understand that the amount will be forfeited, if the applicant who is awarded the contract refuses to accept the contract.
8. I/We understand that I/We shall have to deposit a security deposit of Rs. 50,000/-(Rupees Fifty Thousand only) as refundable security deposit in favour of NIDM before signing the "Agreement" in case I am/We are awarded the contract. This deposit will not bear any interest and shall be refunded on termination of the contract after adjusting dues, if any.
9. In case the contract is awarded to me/us, I/We shall sign an agreement within 10 days (on a non-judicial stamp paper of prescribed value) of the receipt of the letter awarding the contract.

**Signature of the Tenderer**

I/we Sign & Agree

**UNDERTAKING**

I/We..... solemnly state that I/We have not so far been black listed by any of the institutions/offices in which I/We have worked/run canteen.

**Signature of contractor**

(Full signature of the Tenderer with seal of the Agency)

Date:  
Place:

**Annexure 'A-III'**

**Permissible Brands of Consumables**

<b>Items</b>	<b>Brand</b>
<b>Salt</b>	Iodized salt such as Tata, Annapurna, Nature Fresh
<b>Spices</b>	MDH, MTR or equivalent quality brands or Agmark brand
<b>Ketchup</b>	Maggi, Kissan, Heinz
<b>Oil Refined oil</b>	such as Sundrop, Nature Fresh, Fortune or equivalent
<b>Pickle</b>	Mother's/ Priyaor/ Tops/Nilons
<b>Atta</b>	Aashirvad, Pillsbury, Nature Fresh/Shakti Bhog
<b>Butter</b>	Amul, Britannia, Mother Dairy, Hutson, Super/Saras
<b>Bread</b>	Harvest/Britania make / Top & Town / Modern / Avon
<b>Jam</b>	Kissan, Nafed
<b>Milk</b>	Verka, Super/Amul/Saras
<b>Paneer</b>	Amul/Mother Dairy / Super
<b>Tea</b>	Brook Bond, Lipton, Tata
<b>Coffee</b>	Nescafe, Rich, Bru
<b>Biscuits</b>	Britannia, Parle, Good Day, etc.
<b>Ice Cream, Lassi, Curd</b>	Mother Dairy, Amul, Kwality, Cream Bell - all varieties, Top & Town, Vadilal
<b>Mixtures/Chips</b>	Haldiram/Bikaner or any good brand
<b>Mineral Water</b>	Kinley/Bisleri/Aquafina/Rohtang or ISI marked
<b>Besan, Dal</b>	Rajdhani, Shaktibhog or Agmark brand
<b>Rice</b>	Basmati, India Gate or Agmark brand
<b>Cold Drinks</b>	Pepsi, Coke, Thumps Up or any good brand etc.
<b>Juices</b>	Real, Tropicana
<b>Lemon Water</b>	Lemon, Kissan, Hello etc.

I/we Sign & Agree

<b>S.No.</b>	<b>Description</b>	<b>Rate</b>
1.	<p><b>License fee</b></p> <p>a. for kitchen area at Main/Admin block approx. 330 sq. ft.</p> <p>b. for cafeteria/tuck shop at first floor approx. 66 sq. ft.</p> <p>c. kitchen area at hostel building approx. 490 sq. ft.</p>	
2.	<p><b>Charges for catering services (for hostel building)</b></p> <p>i. Bed tea/coffee</p> <p>ii. Morning breakfast (consists of breads, butter, jam, cornflakes with milk, fresh fruits, boiled eggs, omelette or south Indian dishes</p> <p>iii. Evening tea/coffee with biscuits</p>	
3.	<p>Charges for catering services during face to face training program</p> <p>i. Morning tea/coffee with biscuits</p> <p>ii. Lunch</p> <p>iii. Afternoon tea with biscuits</p> <p>iv. Dinner at hostel</p> <p>v. High tea as and when required</p> <ul style="list-style-type: none"> <li>• Menu for lunch, dinner and high tea (veg/non-veg) may be mentioned as per normal practice</li> </ul>	
4.	<p>Charges for NIDM's officials</p> <p>i. Tea</p> <p>ii. Samosa/bread pakoda etc.</p> <p>iii. Regular thali (dal, sabzi-1, boiled rice, chapati and salad)</p> <p>iv. Mini thali (curri chawal, rajma chawal or chole bhature or puri bhaji etc.)</p>	

**Annexure 'B-I'**

**Signature of the Tenderer & Date with Rubber Stamp**

I/we Sign & Agree

**Annexure 'B-II'**

In addition to the above, some other items may also be quote by the contractor. (As and when required) These items must be supplied as specific order.

Sr. No.	Particular	Rate Quoted by the Tenderer in Rs.
1.	<p style="text-align: center;"><b>High Tea</b></p> <ul style="list-style-type: none"><li>• Roasted Kaju (15 grams)</li><li>• 2 piece Gulab Jamun/Rasgulla/2 Kaju Burfi</li><li>• Pakora (Paneer/Gobhi/Vegetable (100 grams) etc.)</li><li>• Pastry (Blackforest/Chocolate/Vanilla/Strawberry)</li><li>• Kandvi/Dhokla</li><li>• Wafers (uncle chips, lays etc.)</li><li>• Juices/ Tea/ Coffee</li><li>• Assorted Biscuits</li></ul>	
2.	<p style="text-align: center;"><b>Snacks</b></p> <ul style="list-style-type: none"><li>• Pakora (Paneer/Gobhi/Vegetable (100 grams) etc.)</li><li>• Wafers (uncle chips, lays etc.)</li><li>• Tea/ Coffee/Soft drinks</li><li>• Assorted Biscuits</li></ul>	
3.	<p><b>Veg. /Non-Veg. Breakfast/Lunch/Dinner (Buffet) (Unlimited)</b></p> <ul style="list-style-type: none"><li>• Two Vegetables(One Seasonal Vegetable(200 grams)</li><li>• One Shahi Paneer/MalaiKofta/Mushroom/Paneer Mutter (200 grams) etc.</li><li>• Daal Fri(200 grams)</li><li>• Pullav/Jeera Rice (200 grams)</li><li>• Chapatti/Tandoori, Roti/Nan/Puri(4 No.)</li><li>• Salad</li><li>• Pappad</li><li>• Pickle</li><li>• Raita/Plain Curd/Dahi Bhalla(100 grams)</li><li>• Sweet dish</li></ul>	

**Note:** The rates of items in **Annexure B-II** can't exceed the maximum rates fixed. Packaged goods should not be sold more than MRP. In case any bidder is quoting higher amount, the fixed rates as above shall prevail. Also, vendors shall use recyclable / reusable plates & cups to avoid usage of plastic. Items to mentioned above will be only sold in the Canteen. Selling of any items will be allowed only with the express approval of NIDM.

**Signature of the Tenderer & Date with Rubber Stamp**

I/we Sign & Agree

## **FINANCIAL BID**

The vendors may before filling the financial bid may note that the vendor is being selected as the basis of following:

1. That the vendor is agreeable to provide the desired items/ at the rates fixed by NIFT.
2. That the vendor is agreeable to provide canteen facilities and items listed in the tender.
3. That the vendor at no point of time will increase the rates (except in case of MRP items on their revision).
4. That the vendor is ready to bear electricity charges on consumption basis.

Consequent upon accepting the above I/We M/s\_\_\_\_\_quote the charges for Canteen as per Annexure B-I :-

Grand Total of items mentioned at Annexure B-I in words  
Rupees\_\_\_\_\_.

If there is any variation between rates quoted in Numbers & Words, the lowest value among the two will be considered.

The vendor will be selected on qualification of Technical Criteria and on acceptance of all the terms of Tender in general and all the five terms of financial bid in particulars and the highest quotes for the canteen taken together.

**Signature of the Tenderer & Date with Rubber Stamp**

I/we Sign & Agree