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INDIAN COUNCIL
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आई सी एम आर - राष्ट्रीय पोषण संस्थान
स्वास्थ्य अनुसंधान विभाग, स्वास्थ्य और परिवार
कल्याण मंत्रालय, भारत सरकार

ICMR – National Institute of Nutrition
Department of Health Research, Ministry of Health
and Family Welfare, Government of India

No.NIN/Maint/Canteen Services/2020/81

Date: 24.12.2020

NOTICE INVITING TENDER

to carry out

PROVIDING CANTEEN SERVICES AT ICMR-NIN CANTEEN

Sealed quotations are invited on behalf of the Director, ICMR-NIN, Hyderabad, Ministry of Health & Family Welfare, Government of India from reputed, experienced, contractors / agencies with established experience for "PROVIDING CANTEEN SERVICES AT ICMR-NIN CANTEEN"

GUIDELINES FOR SUBMISSION OF TENDER

1. Please read the Terms & Conditions carefully while filling up the document. Incomplete Tender Documents will be rejected.
2. Before submitting the tender, details of documents to be attached may be verified from the Check List given at Annexure –I of the Tender Document.
3. All pages of the Tender Document must be signed by the authorized signatory with stamp of the bidding firm as token of having accepted all the Terms and Conditions of this tender.
4. Tender shall be submitted in ICMR-NIN official tender format only. If submitted in any other manner, the same shall be summarily rejected.
5. The name and address of the bidder shall be clearly written in the space provided for the purpose and no over-writing, correction, insertion shall be permitted in any part of the tender unless duly countersigned by the bidder. The tender should be filled in and submitted strictly in accordance with the instructions contained herein, otherwise the Tender is liable to be rejected.
6. The contractor/Agencies should provide the rates of the items listed in Annexure-II with reference to the material to be used as per annexure-III.
7. The quotation is to be sent in a sealed envelopes and it should bear the name and complete postal address of the bidder and super-scribed "**QUOTATION FOR PROVIDING CANTEEN SERVICE at ICMR-NIN Canteen**" **addressed to the Director , ICMR-NIN** on or before **07.01.2021 at 16.00 Hrs.** Tenders received after due date & time shall not be accepted.

8. Person signing the bid or other documents connected with tender must clearly write his/her name and also specify the capacity in which signing.
9. The ICMR-NIN reserves the right to reject any or all the tenders without assigning any reason.
10. Before submitting the filled-in Tender Document to the ICMR-NIN, the bidders may seek clarification(s), if any, the bidder may visit the site with prior appointment with In-Charge Maintenance at 040-27197226 on all working days i.e from Monday to Friday except public holidays from 10.00 hrs AM to 4.00 P.M.
11. The ICMR-NIN reserves the right to change any condition of the tender before opening.
12. The successful bidder will have to enter into an agreement with the ICMR-NIN before taking charge of the Canteen and commencement of the canteen work.
13. Canvassing in any form will make the tender liable to rejection.
14. Conditional tender will not be accepted and will be rejected outright.
15. The Contractor will use only branded raw material for preparation of items. The permissible brands of various items are given in Annexure-III.
16. The quotation will be opened at 3.30 PM on 08.01.2021 at ICMR-NIN.

A. GENERAL TERMS AND CONDITIONS

1. ICMR-NIN reserves the right to obtain feedback from the previous/present clients of the Tenderer and also depute its team to inspect the site at present contracts for information regarding the quality of food and services provided by the Tenderer. Decision of ICMR-NIN with regard to award of the contract will depend upon the feedback received by it from the previous/ and present clients and also from its team deputed for the purpose. The decision of the ICMR-NIN in this regard will be final.
2. The firm will ensure that raw material used for cooking are of very good quality, safe for human consumption and conform to the standard laid down by the Govt. of India in this regard from time to time. In the event of any food poisoning/contamination, the firm will be held fully responsible and liable to other penal actions under the law. The firm will ensure proper sanitation/hygienic conditions in the premises and deploy persons free from infectious diseases.
3. The firm shall be responsible for compliance of the labour laws in respect of the personnel employed by them. The firm shall be the employer for his workers and the- ICMR-NIN will not be held responsible fully or partially for any dispute that may arise between the firm and his workers.
4. The firm would be responsible for verifying antecedents of the persons deployed by him and a certificate to this effect shall be provided by him to the ICMR-NIN in respect of each staff member.

5. The eatables will be served in neat and clean utensils and the cafeteria staff must be in proper uniform.
6. Cost of food & beverages must be competitive and reasonable. Prior approval of the ICMR-NIN will be required for any increase in the price of any item.
7. The firm may also supply those eatable items which are not under the contract in case of any demand. The cost of such items may be fixed on MRP rates or as per the recommendation of ICMR-NIN.
8. The approved price of the eatables should be prominently displayed at the counter/ Notice Board in Canteen.
9. Cleaning of canteen shall be done by the firm. The garbage of the canteen shall also be disposed of by the firm on daily basis. The firm shall ensure cleanliness of the canteen all the time.
10. The firm shall be responsible for all damages or loses of ICMR-NIN property and will be liable to make good any such loss or damage excepting those due to reasonable use of wear and tear or such as caused by natural calamity.
11. It shall be the sole responsibility of the firm to obtain and keep ready necessary license/permissions from various government bodies and for running catering services and produce the same before the concerned authority as and when asked for. An undertaking in this regard has to be given by the Firm.
12. Liability/ responsibility in case of any accident causing injury/death to canteen worker of any of his staff shall be of the firm. The ICMR-NIN shall not be responsible by any means in such cases.
13. The caterer is required to maintain the details of all his employees/workers.
14. The firm would be required to use ISI / Agmark / Food grade products and as per FSSAI norms.
15. The firm shall not use the canteen premises for any other activity except for the purpose for which it has been provided for.
16. The firm shall ensure that all the canteen employees, during their working hours, wear neat and tidy uniform and use hygienic gloves supplied by the Firm. No canteen employee shall be allowed to perform his duty without proper uniform.
17. The firm shall not stock any inflammable or otherwise dangerous material goods, narcotis or drugs in any part of the allotted space which are fire and health hazard to the property.
18. The Firm will have to supply breakfast & tea / lunch/tea & snacks in the canteen as per the scheduled timing.
19. The Firm shall be responsible for engaging adequate number of trained manpower required for providing good canteen services.

20. The employees of the Firm should possess good health and should be free from any diseases, especially contagious and frequently recurring diseases.
21. The Firm shall be responsible for timely payment of wages to its workers as per Minimum Wages Act and fulfil all other statutory obligations, such as Provident Fund, ESI, Service Tax etc., in force from time to time. Any lapse in this regard shall be viewed seriously.
22. The firm shall provide sufficient sets of Uniforms and-pair-of shoes to its employees and shall ensure that they wear them all times and maintain them properly.
23. The Firm shall ensure proper discipline among its workers and further ensure that they do not indulge in any unlawful activity.
24. Employment of child labour is strictly prohibited under the law. Therefore, the Firm will not employ any child.
25. The Firm shall ensure compliance of all laws relating to cleanliness, sanitary, hygienic and health conditions and other laws in force from time to time with regard to the environment around cooking place, dining hall and surrounding etc.
26. The Firm shall at all times keep indemnified the principal employer, namely, ICMR-NIN and designated concerned staff for and against all third party claims whatsoever (including property loss and damage, personal accident, injury or death of any person) and/ or the owner and the Firm shall at its own cost and initiative at all times, maintain all liabilities under Workman's Compensation Act / Fatal Accident Act Personal Injuries, Employees State Insurance Act, PF Act, etc. in force from time to time.
27. The Firm shall be personally responsible for conduct and behavior of its staff and any loss or damage to ICMR-NIN moveable or immoveable property due to the conduct of the Firm's staff shall be made good by the firm. If it is found that the conduct or performance of any person employed by the Firm is unsatisfactory, the Firm shall have to remove the concerned person and engage a new person within 48 hours of intimation by ICMR-NIN The decision of ICMR-NIN designated officer in this regard shall be final and binding on the Firm.
28. The Firm shall not appoint any sub-firm to carry out its obligations under the contract. Subcontracting in any form will lead to immediate termination of contract.
29. The Firm shall keep the Canteen and its surrounding areas clean and up to date sanitation every day after the services are over. The cleaning includes cleaning of utensils, kitchen, canteen hall, floor, counter, benches, tables, chairs, etc. ICMR-NIN will have access to inspect the canteen premises at any time for ensuring the cleanliness and hygienic conditions of the canteen's kitchen and dining hall premises.

30. The ICMR-NIN reserves the right to appoint officers/officials to inspect the quality of raw material, food and other items prepared and sold in the canteen, Any defect(s) pointed out by such officers/officials during their visits shall be properly attended to by the Firm.
31. The Firm shall get the prices of all items approved by the ICMR-NIN and no changes shall be made without prior written approval of the ICMR-NIN.
32. Storing/supply/sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the ICMR-NIN campus, including Canteen. Any breach of such restrictions by the Canteen Firm will attract deterrent action against the Firm as per statutory norms.
33. No minimum guarantee will be furnished to the Firm towards consumption of food items. It is advised to maintain the highest quality at the minimum/reasonable prices so as to attract the maximum number of ICMR-NIN staff to avail canteen services. The strength of ICMR-NIN staff including projects staffs, students and outsourcing staff is approximately 600 members.

B. PERFORMANCE SECURITY

1. The firm will be required to submit with ICMR-NIN Bank Guarantee or Demand Draft or Fixed Deposit Receipt (in original) made in favour of Director, ICMR-NIN for a sum of Rs. 25,000/- (Rupees Twenty Five thousand only) as Deposit on account of Performance Security. Bank Guarantee or Demand Draft or Fixed Deposit Receipt (in original), renewed from time to time, will be retained by the ICMR-NIN for the entire period of the contract and on termination of the contract, the ICMR-NIN will refund to the firm at the time
2. If the firm withdraws or the services provided by the firm are not found satisfactory (say in a month or so) during the probationary period of three months from the date of taking over charge of the canteen services. ICMR-NIN reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternative arrangements.

AMENITIES TO BE PROVIDED BY ICMR-NIN

1. The ICMR-NIN will provide adequate space at canteen to the firm for storing raw material, kitchen equipment for cooking and preservation of perishable items, sitting and serving, billing, etc. free of cost.

2. The ICMR-NIN will provide furniture (tables, chairs) ,fans, crockery, utensils, water purifiers, water coolers and other kitchen equipment. Firm has to arrange for rest of the equipment which are not provided by ICMR-NIN.
3. Electricity & water will be provided by ICMR-NIN on free of cost.

C. VALIDITY OF CONTRACT

1. The contract for Canteen Services shall remain valid initially for a period of Two years However, in order to evaluate the performance and services of the Firm, the contract will have probationary period of three months. The contract for the remaining 21 months will be confirmed only if the services and quality of items served by the firm are found satisfactory during the probationary period.
2. On termination of the contract, the Firm will hand over all the equipment /furniture / articles etc, supplied by ICMR-NIN in good working condition back to ICMR-NIN.
3. For premature termination of the agreement, one month notice from the ICMR-NIN side and three months' notice from Firm's side shall be required in writing. The Firm shall vacate the premises, if desired by the ICMR-NIN and shall handover the same to the ICMR-NIN along with all articles as may have been provided. The decision of the Competent Authority shall be final and will be binding upon the firm.
4. ICMR-NIN reserves the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other agency at the cost, risk and responsibilities of bidder and excess expenditure incurred on account of this will be recovered by ICMR-NIN from Security Deposit or pending bill or by raising a separate claim. However, the agreement can be terminated by the Firm by giving three months notice in advance. If the agency fails to give three months notice in writing for termination of the agreement then three month's payment etc and any amount due to the agency from ICMR-NIN shall be forfeited.
5. If the ICMR-NIN is not satisfied with the quality of eatables served, services provided or behaviour of the firm or his/ her employees, the Firm will be served with 24-hour notice to improve or rectify the defect(s), failing which the ICMR-NIN will be at liberty to take appropriate necessary steps as deemed fit.

E. PENALTY

1. A Management Committee will be nominated by the ICMR-NIN to inspect the functioning of the Canteen with a view to ensure hygienic and satisfactory service. In case repeated failures or lacunae are noticed by the Committee on the part of the firm. The Management Committee may impose a fine of upto Rs. **5,000-** on each occasion.

2. In case services are found to be unsatisfactory or there is breach of any of the clause of terms and conditions, the contract is liable to be terminated at one month's notice resulting in the forfeiture of Performance Security.
3. In case eatables are sold by the Licensee after the expiry date as mentioned by the manufacture, a penalty of Rs, **500/-** will be imposed for each default.
4. In the event of violation of any contractual or statutory obligations by the Firm, it shall be responsible and able for the same. Further in the event of any action, claim, damages, suit initiated against the ICMR-NIN by any individual, agency or government authority due to acts of the Firm, the Firm shall be liable to make compensate such claims or damages to the ICMR-NIN. As a result of the acts of the Firm, if the ICMR-NIN is required to pay any damages to any individual, agency or government authority, the Firm would be required to reimburse such amount to the ICMR-NIN or the ICMR-NIN reserves the right to recover such amount from the payments due to the firm while settling its bills or from the amount of Security Deposit of the Firm lying with the ICMR-NIN
5. If the Contract is terminated by the firm without giving stipulated period of notice or fails to observe the terms & conditions of the tender, Letter of Award for the contract and the agreement signed by the Firm with the ICMR-NIN, the Security Deposit will be forfeited without prejudice to the ICMR-NIN Management's right to proceed against the firm for any additional damages that the ICMR-NIN suffers as a result of the breach of the aforesaid terms and conditions.
6. The ICMR-NIN reserves the right to impose a penalty (to be decided by the ICMR- NIN authorities) on the Firm for any serious lapse in maintaining the quality and the services wilfully or otherwise by the firm or its staff or for any adulteration.

F. JURISDICTION

Dispute, if any, arising out of the Contract, shall be settled by mutual discussion alternatively by legal recourse under jurisdiction of the courts only.



I/c Maintenance
Maintenance Department
For Director

ANNEXURE-1

DOCUMENTS FOR PROVIDING CANTEEN SERVICES AT NIN CAFETERIA

Name of the Firm (as per Registration Certificate)		
Complete Postal Address of the Firm(as per Registration Certificate)		
Company Profile		
1. Name of the company/firm and complete registered address		
(a) Legal Status (Individual, Proprietary firm, Partnership firm, Limited Company or Corporation)		
(b) Has your company/ firm ever changed its name any time? If so, when, the earlier name and the reason thereof?		
2.Name, designation and Te;. No(s) of the Contact Person, -Fax No(s) and email address		
3.Year of commencement of business		
4.Statutory details (photocopy to be attached) a) Registration No. Of the Firm b) PAN- c) ESI Reg. No. d) GST Reg. No. e) EPF Registration No. f) Food Safety Reg. No. (FSSAI)		
5. List of present and past clients (Please use separate sheet for each) as per the following format.		

ANNEXURE-II

STATEMENT OF ITEMS THAT ARE TO BE SERVED AT THE RATES AT WHICH THEY ARE TO BE SERVED AND THE QUANTUM THAT SHOULD BE MAINTAINED

S.No	Item	Quantity	Proposed Rate
BREAKFAST			
1.	Idly	150 grams (2 Nos)	
2.	Wada	150 grams (2 pieces)	
3	Upma	100 grams	
4	Puri	150 grams (3 nos) with curry	
5	Plain Dosa	100 grams	
6	Masala Dosa	120 grams	
7	Rava Dosa	120 grams	
8	Pesarattu	120 grams	
9	Utappam	120 grams	
10	2 Chapathi with curry	150 grams	
11	Pesarattu Upma	120 grams	
12	Tea (full)	100ml	
13	Tea (single)	50ml	
14	Coffee	100 ml	
15	Nestle/Bru Coffee	100 ml	
16	Cool drinks 300ml	Each	
17	Fruit juice (any seasonal fruits)	Each	
18	Milk	100 ml	
19	Water bottle	Each	
LUNCH			
20	Plate Meals (Vegetarian) with following items (Plate Rice, Dal, Sabji, Sambar/ Rasam, curd, Pickle, Papad)	Each	
21	Special Meals (Vegetarian) with following items (Plate Rice, Dal, Sabji, Sambar/ Rasam, curd, Pickle, Papad) plus 2 chapatis or 4 small puri	Each	
22	Combination Meals roti / Chapathi /Curd Rice, Bisibelabath, Veg Biryani/Fried Rice	Each	
23	Tray packing meals above items	Each	
24	Extra Rice	Each	
25	Veg Salad	1 plate	
26	Veg Biryani	200 grams	
27	Lemon Rice	200 grams	
28	Omlet with Onion	2 eggs	
29	Boiled egg	1 egg	

Evening snacks		
30	Mirchi bajji / alu Bajji / onion Bajji	1 Plate (2 Pieces)
31	Punukulu	1 Plate (10 Pieces)
32	Sweet corn	150 grams
33	Veg Noodles/ Fried Rice	250 grams
34	Egg Noodles	250 grams
35	Veg Manchuria	250 grams
36	Veg Frankie	180 grams (1 No)
37	Egg Frankie	180 grams (1 No)
38	Sandwich	Two bread slices with vegetable
39	Bread Omlet	Bread two slices + one egg omlet
	Samosa (Onion) Small	Each
40	Vegetable Curry Puff	Each
41	Egg Puff	Each
42	Samosa (Potato)	Pieces
43	Alu Bonda	80 grams
44	Mysore Bajji	160 grams (4 pieces)
45	Mixture	60 grams
46	Salt Biscuit	4 Nos
47	Sweet Biscuit	4 Nos
DESSERTS		
48	Barfee	80 grams
49	Ravakesari	80 grams
50	Rava Laddu	80 grams
51	Laddu	80 grams
52	Dabal-ka-Meettha	100 grams
53	Cone Ice Cream	
54	Ice creams (small cups)	50 ml

SELECTED BRANDED ITEMS

S.No	Name of the Ingredient	Brand Permitted to be used for cooking
1.	Rice	Sona masury/BPT/HMT of High quality
2	Atta/ Wheat	Aashirvad/Pillsbury/Annapurna
3	Maida	High Quality
4	Salt	Tata/Anna Purna/ Nature Fresh/ Kristal for all purposes
5	Butter	Amul/ Vijaya/ karimnagar diary
6	Jam	Kissan
7	Oil	Sundrop, Godrej, Vijaya, Safola, Golddrop
8	Ice cream	Amul/ Kwaliti walls (in different flavours)
9	Milk	Amul/ Vijaya/ Karimnagar dairy Milk alone should be used for all purposes (higher fat content)
10	Tea	Brook Bond, Lipton, Tata, Chakra Gold
11	Coffee	Nescafe/Bru/ Green label
12	Ketchup	Maggi/ Kissan
13	Ghee	Amul/ Vijaya/ Karimnagar dairy
14	Pickle	Priya/Ruchi/ Home made
15	Bread	Any Standard Brand
16	Chips	Potato
17	Dal	Good quality, clean, fresh and stone/ dust free any standard brand
18	Papad	Large size
19	Chicken/ mutton	Fresh and high quality