



Tender No.NIHFWSB/16-194/09

Price: Rs.100/- (Rupees one hundred only), non-refundable.

NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE
BABA GANGNATH MARG, MUNIRKA, NEW DELHI – 110067.
(An Autonomous organization under Ministry of Health and Family Welfare,
Govt. of India)

TENDER DOCUMENT

For

OUTSOURCING OF CANTEEN SERVICES

IN

NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE

Last Date & Time for submission of Tender: 10.9.2010 upto 3.00PM

Date & Time for Opening of Tender: 10.9.2010 at 3.30PM

DIRECTOR

NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE
BABA GANGNATH MARG, MUNIRKA, NEW DELHI – 110067.

(An Autonomous organization under Ministry of Health and Family Welfare,
Govt. of India)

1. Tender document can be obtained from Accounts Section, Administrative Block, NIHFW, Baba Gangnath Marg, Munirka, New Delhi 110067 on payment of **Rs.100/-(Rupees one hundred only) by way of Demand Draft/Banker's Cheque in favour of Director, NIHFW, payable at New Delhi. The Tender document will be sold from 23.8.2010 to 9.9.2010 upto 5.00 p.m. on all working days.** The tender document is also available on NIHFW website (www.nihfw.org), which can be downloaded. In case of downloaded Tenders, the cost of Tender should be sent along with the tender documents in the form of Bank Draft/Banker's Cheque in favour of **Director, NIHFW, Baba Gangnath Marg, Munirka, at New Delhi.** Tender received without this cost will be summarily rejected. **The tender must be dropped in tender box kept at reception of Institute by 3.00PM on 10.9.2010.**
2. The Tender will be opened on **10.9.2010 at 3.30 p.m.** by the Tender Opening Committee in the presence of representatives of the Firms who are present.
3. This is a two-bid system. The first cover should be superscribed "**Technical Bid and Commercial Terms for Outsourcing of Canteen Services**". The second cover should be superscribed "**Financial Bid for Outsourcing of Canteen Services**". Both these Envelopes, after being sealed properly, shall be put into a third envelope, which should be properly sealed before it is sent/submitted. The third sealed cover should be addressed to the Director, NIHFW, Baba Gangnath Marg, Munirka, New Delhi -110067. This cover should be superscribed "**Tender bid for Outsourcing of Canteen Services**" **to be opened on 10.9.2010 at 3.30PM and should be dropped in tender box kept at reception of the Institute.** If the outer envelope is not sealed properly the tender is liable to be rejected. Envelope No.1 shall contain all the Technical details about service capability, experience number of qualification documents etc. The Earnest Money Deposit through Demand Draft shall be kept in this envelope. Those who do not qualify the pre-qualification conditions shall be summarily rejected and their Financial Bids shall not be opened. **Technical bids and commercial terms: The bid should be submitted in the prescribed form (Annexure-I)** shall be opened in the first instance in the presence of tenderers representatives. Only one authorized representative per tenderer will be permitted to be present at the time of opening of the tender. **Financial Bid: The bid should be submitted in the prescribed form (Annexure –II)**

4. Rates should be quoted in prescribed **format (Annexure-II)** and should be legible or typed. The tenderer should quote the items, rates and amount tendered by him in figures as well as in words. Alteration unless legibly attested by the tenderer, shall disqualify the tender. Attested copies of the necessary license issued by the Government relating to the sale of food, drinks and the like and the performance certificate issued by the concerned agency/organization where such type of works/jobs have been performed by the tenderer earlier should also be attached.
5. Tenders must be accompanied by earnest money of Rs.10,000/- in the form of Bank Draft/Bank Pay Order in favour of Director, NIHFW. Tenders received without earnest money will be rejected. The earnest money of unsuccessful tenderer(s) will be returned soon after the acceptance of tender is received from successful tenderer. The earnest money of the successful tenderer will be returned only after deposition of security money of Rs.25,000/- in the form of Bank Guarantee in favour of Director, NIHFW. The security money has to be deposited within three days of award of the contract otherwise it will be presumed that awardee is not interested in the contract.
6. Minimum Turnover of agency should be at least 10 lakhs in each previous consecutive three years.
7. The agency must have working experience in atleast one similar size organization during last 3 years and must submit copy of certificate with tender documents.
8. Agency which has been blacklisted by any government organization or contract terminated due to poor performance/unlawful activities will not be permitted to participate in tender process and application of such agencies will be rejected without any explanation.
9. All legal requirements if any for running Canteen as mandatory requirement of Govt. agencies shall solely be the responsibility of the successful tenderer.
10. The successful tenderer shall abide by the Municipal bye-laws relating to the sale of food, drinks and the like items and shall obtain necessary license issued by the Government. The Institute will not be liable for any payment payable by the successful tenderer on account of taxes, fee and penalty. In case, any amount is paid by the Institute due to default of the successful tenderer, the same will be recovered from any amount due to the successful tenderer.
11. Attested photocopies of PAN number/latest Income Tax clearance Certificate should be attached in the documents.
12. Each paper of the tender document should be signed by the tenderer with seal of firm.
13. Tenders not supported by all the documents as desired would be rejected.

14. The successful tenderer shall not engage any sub-contractor or transfer the contract to any other agency/person in any manner.
15. All modern cooking, Stores and Cleaning standards need to be maintained by the successful tenderer.
16. The successful tenderer shall supply and maintain at his own cost all the equipments, good quality crockery, kitchen and serving utensils and other (except furniture and water cooler) which are necessary for carrying out the Canteen.
17. The successful tenderer shall always keep the said premises scrupulously clean and in sanitary condition to the satisfaction of the Institute and should not allow any thing to be done therein which may endanger the said premises or adjacent building to be damaged by fire.
18. The working hours of the Canteen shall be 8.30 a.m. to 6.00 p.m. on all working days. If required, the successful tenderer will run the Canteen during holidays on instruction of Director, NIHFW.
19. If required, Canteen may also have to supply in bulk snacks, tea/coffee/cold drinks/lunch/dinner etc. to various programmes/meetings/training courses etc. as per approved rates for which all necessary arrangements including trolley, crockery and equipments etc. have to be managed by tenderer without any cost to Institute.
20. Name of all the employee working in the canteen shall be provided by the contractor to the Institute and keep it updated.
21. The contractor shall deploy his own manpower at his cost for providing the canteen services and maintaining the cleanliness of the premises. The Institute shall not provide any manpower/staff for the same.
22. The successful tenderer has to arrange the adequate number of (literate) minimum 5th pass waiters, properly dressed and having name plate for providing good services.
23. The successful tenderer will not engage any child labour.
24. No accommodation will be provided to any person of the successful tenderer in the premises of NIHFW. No area or premises of the Institute will be utilized by any person of the successful tenderer for any use.
25. The successful tenderer shall be responsible for engaging staff and making payment of their dues, etc. and NIHFW will not have any liability for them.
26. It shall be the responsibility of the successful tenderer to provide servers of the food articles in a clean manner who shall wear neat and clean clothes and gloves.

27. The number of persons employed should be adequate to provide quick, clean and efficient service. The contractor will be responsible for health and injury caused to the workers while working in the canteen. The contractor will also be responsible for the behavior & conduct of the workers.
28. The contractor shall hire employee of good moral character and get there police verification done on his own. Any complaint regarding behavior of his employees shall be responsibility of the contractor. The Institute has the right to ask the contractor for removal of any of his employee if not found competent, orderly or disciplined.
29. All the workers/employees will have to be medically examined initially at the time of appointment and at the interval of every six months. Only medically fit personnel shall be allowed to work in the canteen. All the workers will wear clean uniforms with caps name plate to be provided by the Contractor.
30. The successful tenderer should not make any person who is in government service or as employee of the Institute a partner to the contract directly or indirectly in any manner whatsoever.
31. It will be responsibility of agency to provide uniform for its employees. An Identity Card need to issued by the agency to its workers.
32. The tenderer will abide by the Minimum Wages Act and the Contract Labour Act etc. as applicable from time to time for the workers employed by him. Bonus, Gratuity, PF and ESI, if applicable will have to be borne by the tenderer.
33. A Committees constituted by Institute authorities will periodically monitor quality of food, Hygienic conditions & medical status of workers in Canteen and any violation of Terns & Conditions of canteen. The licensee/caterer will have to maintain the standards up to satisfaction of committee and prescribed norms.
34. The Agency staff/successful tenderer shall work under overall direction of the Canteen Committee constituted by this Institute or any officer authorized by the Director.
35. The successful tenderer should properly display daily menu on price board. The weekly menu can be finalized in consultation with Canteen Committee of the Institute.
36. The rates quoted by the tenders shall remain valid till the validity of contract. No request for revision of rates etc. shall be entertained during the validity of contract.
37. The successful tenderer shall bring or cook only vegetarian food products only.
38. The successful tenderer shall ensure that all raw material/ingredients to be used for cooking should be either branded or duly approved by the Canteen Committee.

39. The article sold in the Canteen shall be fresh and of good quality. The successful tenderer shall use Agmark Brand Atta and Basmati Rice. Besan, vegetables and oil should be of good quality.
40. The contractor will ensure that raw materials used for cooking are of very good quality and safe for human consumption. In the event of any food poisoning/contamination, the contractor will be held fully responsible and will bear all the liabilities arisen due to food poisoning/contamination and other penal actions under the law.
41. The prices to be charged as mentioned above shall be displayed on the notice board prominently in the Canteen Area. Any article not included in the rate list shall not be sold in the Canteen unless and until the sale thereof and the price to be charged for has been approved by the Institute.
42. The price charged for packaged/ready-made food items, soft drinks etc. should not exceed MRP printed on the items.
43. Only sale of cooked/ready-made food items and soft drinks will be allowed. Sale and Service of Alcoholic drinks & Tobacco products are strictly prohibited.
44. The successful tenderer shall not bring or cook/sale anything which may hurt the religious feelings of any community.
45. The Canteen Committee has the right to check the products used by the successful tenderer at any time without any notice.
46. Every day's waste collected from the Canteen to be disposed of by the successful tenderer on their own.
47. The Canteen Committee or any person authorized by Director will have the power to inspect the foodstuffs at any time, and if not found worth eating the same shall be discarded and the same would be sent to PFA Laboratory etc. for testing.
48. The successful tenderer should arrange the proper cleaning of Canteen to ensure proper hygiene.
49. The Contractor will arrange soap, towel etc. at the washbasin at his own cost.
50. In case of any loss/theft of any Canteen property provided by the NIHF, the successful tenderer will be responsible for the same and the cost will be recovered from him.
51. The successful tenderer will bear all taxes, rates, charges, fees, levies, if any, related to running of the Canteen.

52. The validity of the contract will be for one year from the date of start. This will be evaluated after every 03 months and if found satisfactory, the contract will continue further. The contract may be extended for further one year with the approval of Director. The successful tenderer shall be allowed to discontinue after giving three month's advance notice in writing. However, Director, NIHFV has the right to cancel the contract without assigning any reason.
53. In case of cancellation of agreement by the committee/Institute, the successful tenderer shall have no right to go to the Court against the decision of the Committee/Institute and the decision of the Institute will be final.
54. A site visit of all qualified tenders will be made by the Committee duly constituted by the Director, before award of contract to ascertain performance of agencies. In case of poor performance observed by the Committee the tender document may be rejected without citing any reasons/explanation.
55. PNG gas charges need to be borne by the agency. Use of Electricity for cooking purpose will not be allowed. Any damage to Institute property/fixtures will have to be rectified/replaced by the Contractor.
56. Agency need to provide service to senior officer in their Chamber and for meeting in Committee rooms etc. for which trolley etc. need to be arranged by the agency without any cost to Institute.
57. Room service will be required to be provided by the Contractor with a reasonable time to all points in the office and in meeting rooms at all times from 8.30AM to 6.00AM at 10% additional cost for room services. In the event of failure to supply the approved items, the same will be arranged by the Institute at the Contractor's risk and cost.
58. If required by this Institute, the contractor will supply the Lunch/Refreshment/Tea etc. on credit basis and raised the bill to the Administration for payment in the subsequent month as per procedure.
59. The successful tenderer shall keep a complaint book at a conspicuous place in the Canteen for recording complaints therein, which shall be open to inspection by the Canteen Committee or the person duly authorized by the Institute.
60. The successful tenderer shall not exhibit in the Canteen any printed or written notice or advertisement of any kind whatsoever without obtaining the previous approval of the Government in writing except that of any notice concerning the Canteen.
61. The successful tenderer shall not use the Canteen area otherwise than for the purpose or running the Canteen nor shall make or permit any structural additions and alterations to the same without obtaining the previous sanction of the Institute in writing.

62. The Contractor will ensure that hazardous or any kind of intoxicating material is not stored in the canteen premises.
63. The tenderer should assess the volume of business by him. The Institute will not guarantee any minimum/maximum business.
64. Any dues against the customers will be at the risk of the contractor and the Institute authorities will not be responsible in any case.
65. The licensee/contractor will have to present before the Deputy Director (Admn.) as and when required.
66. For any breach of the terms & conditions on the part of the Contractor, the Director will be fully empowered to impose penalty to the extent of Rs.5,000/- (Rupees five thousand only) and forfeit the Security money besides termination of the Contract.
67. Some more items may be added in the list as per requirement and Canteen Committee may fix the price which should be acceptable to successful tenderer.
68. The Contractor will not take out of the NIHFW premises any articles or stores without a Gate-Pass to be issued by the Workshop & Maintenance Officer.
69. The licensee shall abide by the rules/regulations and orders issued by the Director, NIHFW.
70. The Security deposit shall be refunded sixty days after the date of completion of the contract only on production of no dues certificate.
71. A passport size photograph of tenderer duly attested must be submitted with application. Documents as proof of identity and residence must be submitting alongwith.
72. After allotment of the contract the successful tenderer before starting of canteen services has to submit within three days an undertaking on an Stamp Paper of Rs.100/- that he shall abide by all the terms and condition of the agreement and the food/eatables served would be of good quality only. The tender has to start the full service within one week time for issue of order.
73. The Contractor has a bare permission only to run a canteen in the Institute premises during the contract period and nothing contained in this document shall be constructed as demise in law of the said premise or any part thereof and shall not give any legal interest to the Contractor.

74. The contractor shall indemnify the Institute against all other damages/charges and expenses for which the government Institute may be held liable or pay on account of negligence of the contractor, of his staff or any other person under his control whether in respect of food poisoning etc, injury to the person or damage to the property of any member of the public or any person or to the equipments and items provided by the Institute or in executing the work or otherwise and against all claims and demand thereof. The Institute shall not be responsible financially or otherwise for any injury to the person deployed by the contractor.
75. The contractor has to vacate the premises peacefully on the expiry or earlier termination of this Agreement in good order or condition.
76. The Institute reserves the right to cancel/reject full or any part of the tender which tenderer does not fulfill the condition stipulated in the matter. No enquiry verbal or written in r/o acceptance/rejection of the tender shall be entertained.
77. Criteria for awarding tender will be the lowest total of all items (L1) mentioned on the price schedule Annexure-II subject to other terms and conditions given in the document.
78. Tenderer submitting the tender would be presumed to have considered and accepted all the terms and conditions.
79. The Institute reserves the right to terminate the contract without assigning any reasons by giving the successful tenderer one month notice of its intention to do so and on the expiry of the said period of notice, the contract shall come to an end without prejudice for any right of remedy that may be accused to other party by reason of any incident which of any terms thereof such notice may be signed on behalf of the Competent Authority of this Institute.

Signature_____

Name_____

Address_____

Phone Nos.(Office & Mobile)_____

Email:_____

Photographs

PRICE SCHEDULE

The rates at which you can supply the following items during the period of contract and which can be considered for evaluation of tender may be indicated below:

Sl.No.	I. Snacks/Tea/Coffee	Qty./per pc.	Rate
1.	Samosa	Per piece (100 gm.)	Rs.
2.	Bread Pakoda	Per piece (125 gm.)	Rs.
3.	Bread Omlette	- 1 egg with 2 slices of bread. - 2 eggs with 4 slices of bread.	Rs. Rs.
4.	Bread Roll	Per piece (75 gm.)	Rs.
5.	Puri Subzi	4 pc. Puri (25 gm.each)+ Cury subzi (75 ml.)	Rs.
6.	Butter toast	Two slices (4' x4')	Rs.
6.1	Butter Slice	20gms + 4 Slice (4'x4')	Rs.
7.	Dahi Vada	Per piece (75 gm.)	Rs.
8.	Urad Vada	Per piece (75 gm.)	Rs./
9.	Aloo Bonda	Per piece (75 gm.)	Rs.
10.	Veg. Cutlet	Per piece (75 gm.)	Rs.
11.	Veg. sandwich	2 bread slices (big) with cream and seasonal vegetables.	Rs.
12.	Veg. Berger	Per pc.	Rs.
13.	Veg. Patties	Per pc. (100gm.)	Rs.
14.	Idly 2 pcs. with chutney and sambhar	75 gm. (each)	Rs.
15.	Sambhar Vada 2 pcs.	75 gm. (each)	Rs.
16.	Plain Dosa	Per pc. (market size)	Rs.
17.	Masala Dosa	Per pc. (market size)	Rs.
18.	Chaumeen	Per plate (150gm.)	Rs.
19.	Omlette	1 egg + 2 Slices	Rs.
20.	Omlette	2 eggs + 2 Slices	Rs.
21.	Tea (tea bag)	Per cup 150 ml.	Rs.
22.	Expresso Coffee	150 ml	Rs.
23.	Coffee	150 ml.	Rs.
24.	Tea of different flavour	150 ml	Rs.
25.	Soups (Seasonal)	Per Cup (150ml)	Rs.
26.	Papad	Per Piece	Rs.
27.	Biscuit (Salt/Sweet) (As per market standard).	As per requirement	
	II. Sweets		
28.	Beasan Burfi/Laddoo	50 gm.	Rs.
29.	Khoya Burfi	35 gm.	Rs.
30.	Gulab Jamun/Rasgulla	50 gm.	Rs.
31.	Pinni	75 gm.	Rs.
32.	Kheer (one plate)	150 ml	Rs.
33.	Ice Cream	As per market standard	Rs.
34.	Pastry	50 gms.	Rs.
35.	Custard	150 ml	Rs.
	III. Lunch		
36.	Rice with Dal (150gms + 150ml)	Full Plate	Rs.
37.	Rice with Dal (75gms + 75ml)	Half Plate	Rs.
38.	Rice with Chhole/Rajma (150gms + 150ml)	Full Plate	Rs.
39.	Rice with Chhole/Rajma (75gms + 75ml)	Half Plate	Rs.
40.	Cholley-Bhatura	100gms + 2 Piece (50 gm. each)	Rs.
41.	Roti (Tawa)	Per piece (25 gm.)	Rs.
42.	Roti (Tandoori)	Per piece (50 gm.)	Rs.
43.	Nan	Per piece (50gm)	Rs.

44.	Missi Roti	Per piece (50 gm)	Rs.
45.	Paratha	Per piece (50gm)	Rs.
46.	Puri	Per piece (25gm)	Rs.
47.	Subzi dry	Half plate (75 gm.)	Rs.
48.	Subzi dry	Full plate (150gm.)	Rs.
49.	Subzi with curry	Full plate (150ml.)	Rs.
50.	Cholley	Per plate (150 ml)	Rs.
51.	Dal (Arhar)	Per plate (150 ml)	Rs.
52.	Rajma	Per plate (150 ml)	Rs.
53.	Karhi	Per plate (150 ml)	Rs.
54.	Curd	Per plate (150 ml)	Rs.
55.	Raita	Per plate (150 ml)	Rs.
56.	Pickle	5 gm	Rs.
57.	Ordinary Thali with 4 chapati (Tawa) basmati tukda rice (100 gm.), Arhar Dal (150 gm.)/Karhi/Rajma/Chhole (150gm., seasonal subzi (100 gm.), Raita (75ml) and salad, papad, pickle.	Per Thali	Rs.
58.	Special Lunch Vegetarian: (1) Mushroom Mutter/Mutter Panner/Malai Kofta – 150gms (ii) Arhar Dal/Rajma/Chhole – 150gms, (iii) Raita/Curd – 100gms, (iv) 4 Chapati (Tawa) (v) Rice (Basmati) – 150gms, (vi) Salad, Papad, Pickle, (vii) Sweet – 50gms)	Per Thali	Rs.
59.	Cold Drinks/Fruit Juice	300/200ml (As per market standard)	Rs.
60.	Lassi	200 ml.	Rs.

- N.B. 1. Rates quoted above are inclusive of Service Tax and other tax applicable, if any.
2. Room Service charges will be 10% extra.

Signature of the Contractor _____

Name /Firm
With Seal _____

The participating tenderer must enclose the following documents with their tender:

Pre-qualification Bid:

1. EMD of Rs.10,000/- (Rupees ten thousand only) in the form of Bank Draft/Bank Pay Order in favour of Director, NIHFV.
2. A copy of the VAT registration Number of GNCT of Delhi, if applicable.
3. PAN (Permanent Account Number of Income Tax).
4. Self attested photocopy of last three financial year income tax return proof.
5. Details of Government offices/Departments where such services have been/are being provided in the last three years and a certificate of satisfactory performance from respective office/deptt. issued by competent authority.
6. Each paper of the tender document should be signed by the tenderer with seal of firm.
7. This is a two-bid system. The first cover should be superscribed “**Technical Bid and Commercial Terms for Outsourcing of Canteen Services**”. The second cover should be superscribed “**Financial Bid for Outsourcing of Canteen Services**”. Both these Envelopes, after being sealed properly, shall be put into a third envelope, which should be properly sealed before it is sent/submitted. The third sealed cover should be addressed to the Director, NIHFV, Baba Gangnath Marg, Munirka, New Delhi -110067. This cover should be superscribed “**Tender bid for Outsourcing of Canteen Services**” to be opened on 10.9.2010 at 3.30PM.