



## Tender Document



### Hostel Canteen

National Museum Institute of History of Art, Conservation and Museology  
A-19, Institutional Area, Sector - 62, NOIDA, Uttar Pradesh - 201309

We are in the process of selection of catering contractor for our Hostel Canteen at A-19, Sec-62, Noida, UP - 201309. The terms and conditions on which the contract is to be awarded are given in the following pages and are divided under the following headings:

- Catering contract Hostel Canteens terms and conditions along with responsibilities of Caterer
- Rules pertaining to the daily functioning of the Canteens
- Penalties for violation of rules
- Format for Technical Bid
- Annexures

The deadline for submission of technical bid and financial bid, containing the documents stated in later part of this tender document, along with EMD and Tender Fee is **30<sup>th</sup> June, 2022 5.00 PM**. EMD of Rs 1,15,000/- and Tender Fee of Rs.2,000/- is payable by way of Demand Draft to be issued in favor of "NMIHACM" payable at Noida. The EMD of the unsuccessful bidders will be refunded at the time of the award of the contract. Address for submission of the bids is:

**National Museum Institute  
A-19, Sec- 62, Noida  
U.P. - 201309**

Technical bid and financial bid must be kept in separate envelope and both the envelopes should be kept in a bigger envelope sealed and superscribed as "Bid for Hostel Canteen at Noida Campus of NMI" and addressed to Registrar, NMI.

The technical bids will be opened at **05<sup>th</sup> July, 2022, 3.30 PM** in the presence of bidders.

After the technical Bids are opened the Students and the Committee members may visit the establishments of the caterer to review and inspect their working.

## **TERMS AND CONDITIONS ALONG WITH RESPONSIBILITIES OF CATERER**

The important terms and conditions are listed below:

1. The Contract Agreement would be for a period of 11 months and subsequently, may be renewed for another 11 months or part thereof, subject to satisfactory performance.
2. The Caterer has to serve approx. 80 students staying in the hostel. An illustrative menu is attached as Annexure-I. However, the bidder is encouraged to suggest his own menu also which should be healthy and nutritious. The price to be quoted by the bidder should not exceed **Rs.6,500/- per student per month**. Caterer will bill to NMI on the basis of actual number of students served in a month. Caterer may also sell certain items in the Canteen as given at Annexure-II at the prices mutually agreed upon.
3. If the student remains absent for 04 (four) days altogether in one calendar month, the Caterer shall be paid in full towards the food bill for all 04 (four) days of absence of the student. But if the absence period of the student exceeds 04 (four) days, the Caterer shall not be paid the food bill beyond 04 (four) days in respect of that student. The student takes any meal either Breakfast or Lunch or Dinner, the Caterer shall be paid in full for that particular day.

4. Within 15 days of execution of the agreement, the caterer will be required to provide a refundable interest free Bank Guarantee of Rs. 1,50,000/- issued by a scheduled nationalized bank and will be held against in default in performance and violations of terms and conditions. This Bank Guarantee shall be effective for a period of 13 months from execution of the contract.
5. The catering contractor will pay Rs.1000/- towards water charges every month. Wastage of water must be avoided.
6. Electricity shall be provided by NMI and the Bill has to be paid by the Caterer.
7. Contractor must submit all necessary statutory documents, as stated in later part of this document
8. The caterer should adhere to the provisions of the Provident Fund Act, the Minimum Wages Act and other such acts which are applicable.
9. The caterer should ensure that the payment is made to the labourers as per Minimum wages act to the satisfaction of the licensee.
10. The Caterer shall not employ any child labour. Upon violation of this requirement, legal action would be taken.
11. Major civil and electrical works will be attended to by NMI. Minor maintenance jobs such as replacement of light bulbs, tube lights, plumbing etc. are the responsibility of the catering contractor.
12. Kitchen equipments, utensils etc provided by NMI are given at Annexure-II. Rest all necessary items will have to be arranged by Caterer himself. The furniture (if any) issued will be on a One Time Basis and it will have to be returned in good condition after expiry of the contract. Its maintenance will be the responsibility of the Caterer who will be responsible for any breakage and damage of these furniture.
13. No accommodation will be provided to the workmen of the Caterer. On completion / termination of the Contract, physical possession of the kitchen area, dining hall & washrooms etc will have to be restored by the Caterer in the condition at the time of initiation of the contract failing which charges incurred on replacements etc. will be deducted from the security amount.
14. Only those caterers who have establishment in Delhi/NCR shall be considered.
15. The caterer should preferably have experience of catering in a reputed establishment which will be reviewed and visited by members from NMI.
16. The Canteen contract will be reviewed for 6 months from start duration and further decision will be taken based upon the performance of the Caterer.

## 17. Issues related to Hygiene in the Canteen

- (a) The Caterer should make their own arrangements for the disposal of the leftover food etc. at their own cost on daily basis.
  - (b) Cleaning and Housekeeping of kitchen and Dining area will be the sole responsibility of the Caterer.
  - (c) Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture etc. is also the responsibility of the Caterer. The highest possible standards are expected in this regard.
  - (d) Highest levels of hygiene must be maintained in the workers' toilet, with provisions for soap, towels etc.
  - (e) Workers should be provided the necessary training so as to maintain the highest possible standard of hygiene, as is expected.
  - (f) NMI would reserve the right to check on the cleanliness and upkeep of premises and quality of provisions, and quality of the food.
18. Procurement of gas, high quality provisions and other consumables is the responsibility of the Caterer. Cost of gas initially filled in 8 gas cylinders borne by NMI shall be recovered from the Caterer. Use of domestic cylinders and wood as fuel are strictly prohibited.
19. The Caterer shall arrange for fire proof arrangements at his own cost. It will be the responsibility of the Caterer to comply with all fire and/or fire fighting norms and conditions as laid down by the concerned authority including the relevant provisions of the relevant laws. NMI will not be responsible in case of any eventuality.
20. Caterer should not outsource the Contract given to him to some other party in any case. If found the contract would be terminated immediately and will be blacklisted for entering in NMI in future.
21. The bidders may visit the premises of NMI Canteen, if they wish to, before submitting their bid.

## **PENALTIES FOR VIOLATION OR RULES, TERMS AND CONDITIONS**

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

1. Insects cooked along with food would invite a fine of at least Rs. 10,000/-
2. Any complaint of soft objects like hair, rope, plastic, cloth etc. in food will attract a fine of Rs. 2,500/- per complaint.
3. Any complaint of stones / pebbles of diameter more than 2 mm will attract a penalty on the Caterer which can range between Rs. 1000/- to Rs. 3,000/- depending on the size of the stone/ pebble.
4. Hard and / or sharp objects like glass pieces, nails, hard plastic etc. will attract a

penalty of at least Rs. 5000/- per incident.

5. Three or more complaints of unclean utensils in a day would lead to a fine of Rs. 3,000/- on the Caterer.
6. If Canteen Committee agrees that certain item of a meal was not cooked properly / overcooked / extra spicy / extra oily then a fine of Rs. 3000/- would be imposed on the Caterer.
7. Food poisoning shall invoke a hefty fine beyond the limit of any fine mentioned above, along with cancellation of contract and possible blacklisting of the Caterer.
8. If the quality of milk is not found up to be appropriate, or it is diluted, a fine of 8,000/- would be imposed. Milk should be toned.
9. Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc. will lead to fine of Rs. 3,500/- on Caterer for every instance.
10. Failure to maintain a proper health check-up of the workers will attract a fine of Rs. 4,000/- per instance.
11. For any rule stated in the agreement, first violation of the rule implies fine as per the rule. Second and subsequent violations of the same rule on a different day *within 30 days of previous fine* will attract triple the initial amount of fine on the Caterer.
12. As and when Canteen Committee proposes a fine it will inform the representative of the Caterer or mess manager and fine have to be remitted then and there.
13. Using brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above as decided by the Canteen Committee.
14. Severity of hygiene failure shall be assessed and decided by the Canteen Committee and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.

**APPLICATION FOR CONTRACT FOR HOSTEL CANTEEN IS TO BE SUBMITTED TO THE UNDERSIGNED IN A SEALED ENVELOPE**

**Proforma for the Technical Bid**

Name of the party: \_\_\_\_\_

1. Name(s) of the Proprietor(s)/Partner(s): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Contact Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Contact Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

e-mail address: \_\_\_\_\_ Cell phone: \_\_\_\_\_

4. Major establishments in Delhi / NCR:

i) .....

ii) .....

iii) .....

iv) .....

v) .....

Signature of the Proprietor(s)/Partner(s) or Authorized Representative

Date: \_\_\_\_\_ Name of the Signatory: \_\_\_\_\_

Place: \_\_\_\_\_ Designation: \_\_\_\_\_

Stamp:

### **Information to be provided with the Technical Bid**

1. Details of Experience of handling institutional/corporate cafeteria/food outlet: Current and Earlier (during last 5 years). Enclose work orders in support.

Please include copies of Audited Profit & Loss Accounts for values of Rs.20 lakhs and above for contract periods of one year. For the purpose of evaluation it is necessary that the caterer must have executed 1 work order of 80% or 2 work orders of 60% or 3 work orders of 40% of a notional value of Rs.50 Lakhs over one year period in last 5 years.

2. Any other pertinent information.

### **Documents to be provided with the Technical Bid**

- 1) Two References establishment where caterer has provided service in the past or present
- 2) Photocopy of the following documents:
  - a) Bank solvency certificate
  - b) Income tax return certificate -last three years
  - c) Copy of PAN Card
  - d) Municipal license by Public Health Officer
  - e) Details about PF/ESIC registration (If applicable)
  - f) Balance Sheet - last 3 years
  - g) Partnership deed (If applicable)
  - h) GST Registration Certificate
  - i) Shop Establishment Registration certificate from Municipality

**Please note that bids without the information and documents mentioned above will be rejected without further consideration.**

**Annexure - I****Mess Menu**  
**National Museum Institute Hostel**

<b>DAY</b>	<b>BREAKFAST</b>	<b>LUNCH</b>	<b>DINNER</b>
Monday	Boiled Egg, Butter or Jam Bread, oats, Tea, coffee, Milk (Bournvita) Banana, Mango or Apple, Papaya or any seasonal fruits	1 seasonal vegetable, Kadhi, Rice, Chapati, Curd	1 seasonal vegetable, 1 Daal, Rice, Chapati or Paratha, Custard
Tuesday	Idli or Vada, Sambar, Coconut Chutney, Butter or Jam Bread Tea, coffee, Milk (Bournvita) Banana, Mango or Apple, Papaya or any seasonal fruits	1 seasonal vegetable, Chole, Rice, Chapati, Curd	1 seasonal vegetable, Daal, Rice, Chapati or Paratha, Ice- cream
Wednesday	Aloo or Paneer Paratha with curd, Butter or Jam Bread Tea, coffee, Milk (Bournvita) Banana, Mango or Apple, Papaya or any seasonal fruits	1 seasonal vegetable, Rajma, Rice, Chapati, Curd	Mixed Veg, Daal, Rice, Chapati or Paratha, Motichoor Laddu
Thursday	Poha, Dalia, Tea, coffee, Milk (Bournvita) Banana, Mango or Apple, Papaya or any seasonal fruits	1 Seasonal Vegetable, Daal, Rice, Chapati, Raita	Mattar- Paneer, Daal, Rice, Chapati or Paratha, Gulab Jamun
Friday	Aloo Puri or Paratha, Sprouts, Tea, coffee, Milk (Bournvita) Banana, Mango or Apple, Papaya or any seasonal fruits	Veg Pulao or Fried Rice, Veg Manchurian or Raita	Dum Aloo curry, Daal, rice, Chapati/Paratha, Methi Sewai
Saturday	Veg Cutlets, Upma or Uttapam, Tea, coffee, Milk (Bournvita) Banana, Mango or Apple, Papaya or any seasonal fruits	Soya Badi or Aloo Badi, Daal, Rice, Chapati	Palak Paneer or Shahi Paneer, Daal, Rice, Chapati, Suji or Gajar Halwa
Sunday	Besan Cheela, Bread Pakoda, Tea, coffee, Milk (Bournvita) Banana, Mango or Apple, Papaya or any seasonal fruits	Chole Bhaturo/ Puri/ Paratha, Rice, Curd	Malai Kofta or Veg kofta, Daal, Rice, Chapati or Paratha, Rice Kheer

\* Salad, Pickle, Sugar, Salt and Pepper will be available with all meals.

## Annexure - II

### LIST OF ITEMS AND PRICES

Following items may also be allowed to be sold in the canteen at the prices mutually agreed upon:

Sr. No.	Items
1	Tea / Coffee
2	Samosa / Kachori
3	Poha / Upma / Idli / Vada / Veg Cutlet
4	Besan Cheela / Bread Pakora
5	Hot Chocolate milk
6	Hot Boost Milk
7	Hot Horlicks
8	Cold Drinks & Ice-Creams
9	Veg / Paneer Franky
10	Chocolate Milk Shake (200ml)
11	Cold Coffee (200ml)
12	Banana Milk Shake (200ml)
13	Badam Lassi (200ml)
14	Mango Lassi (200ml)
15	Veg Sandwich
16	Bread Butter
17	Tomato Soup / Veg Manchow Soup (250ml)
18	Maggi (bowl of 250ml)

19	Mosambi Juice (200ml)
20	Pineapple Juice (200ml)
21	Orange Juice (200ml)
22	Lemon Juice (200ml)
23	Mango Juice (200ml)
24	Aloo /Onion/Gobi/Palak/Mixveg/Paneer Parantha
25	Boiled Egg
26	Boiled egg fry
27	Omelet
28	Double omelet
29	Veg Hakka Noodles
30	Veg Fried Rice
31	Dal Khichdi
32	Chilly Paneer (Dry / Gravy)

### BRANDS OF CONSUMABLES PERMISSIBLE

Mess Item	Brand
Salt	Tata, Annapurna, Nature fresh
Spices	M.D.H. Masala, Catch, Everest, Mothers
Ketchup	Maggi, Kissan, Heinz, Del Monte
Oil (Sunflower)	Sundrop, Godrej, Saffola, Fortune, Dhara (use of Hydrogenated (vanaspati) oil is strictly prohibited )
Pickle	Mother's, Priya, Tops, Nilon's
Atta	Ashirvad, Pillsbury, Annapurna
Instant Noodles	Maggi, Top Ramen, Yipee
Flavoured drinks	Rasna, Roohafza, Mapro
Papad	Lijjat
Butter	Amul, Mother dairy, Govardhan

Bread	Modern, Kwality, Perfect, Britannia
Cornflakes	Kellogg's
Chocos	Kellogg's
Jam	Kisan, Mapro, Druk, Maggi
Ghee	Amul, Mother Dairy, Britannia, Gits, Everyday,
Shrikhand	Amul
Frozen yogurt	Mother dairy
Cow Milk	Amul, Mother Dairy, Govardhan
Paneer	Amul, Mother Dairy, Ananda
Tea	Brooke bond, Lipton, Tata, Taaza
Coffee	Nescafe, Bru
Ice Cream	Amul, Mother Dairy, Kwality. Natural's, Havmor
Soya	Nutrella
Frozen Peas	Safal (offseason), Al kabeer
Cheese	Amul, Mother Dairy, Britannia
Kolam Rice	Royal, Donur
Basmati Rice for special rice	Everyday, Daawat Devaaya,
Custard Powder	Brown Polson
Handwash	Lifebuoy (non-diluted)
All non-branded	As decided by the Canteen Committee

#### Canteen timings:

Breakfast	07.30 AM to 08.30 AM
Lunch	12.30 PM to 2.30 PM
Dinner	7.30 PM to 9.00 PM

- During vacation & suspension of classes and on Gazetted holidays, the Caterer shall provide all 3 meals to the hostel boarders.

## Annexure - III

### List of items provided by NMI to the Caterer for running the Hostel Mess

S.no.	Description of Goods	Quantity
1	Salamander	01
2	Frying Pan big	02
3	Plastic Basket	02
4	Tea Mug	125
5	Four Burner cooking Range without Oven	1
6	Degchi SS with 12 Ltr. Capacity	6
7	Frying spoon small	2
8	Rolling Pin	6
9	Iron	2
10	Heavy Duty Mixer	1
11	Colander SS (Rice Strainer) Big	2
12	Plastic Basket (Rectangular) medium	2
13	Tea Urn	2
14	Low Height burner cooking Range	1
15	Degchi SS with 6Ltr. Capacity	4
16	Chopping Board Green	2
17	Compartmental Thali for Meal	125
18	SS Storage Bins Small	2
19	Brain Marie	1
20	Chimta	1
21	SS Trey	6
22	Plastic Basket(Rectangular Large	2

23	Chapati Plate cum Puffer	2
24	Degchi SS with 4Ltr capacity	1
25	Chopping Board Yellow	2
26	Small compartmental thali for meal	125
27	Dish Landing Table with Garbage Shoot	1
28	Round Spoon (Big)	2
29	SS Storage Bins medium	2
30	Masala Container SS (Boxes 9 or more)	2
31	SS Bowl Medium Size	6
32	SS Working Table (4ft.X 2 ft.)	2
33	Kadhi SS big Round 50x32 inches	2
34	Chopping Board (Red)	2
35	Dessert Spoon	125
36	SS Storage Bins big	2
37	Two (02) Sink Dish Washing unit	1
38	Round Spoon (small)	2
39	Palta Big	2
40	SS Basin	4
41	SS Working Table (2.5 fit X 2.5fit)	1
42	Kadhai SS small Round (24 inches)	2
43	Soup Strainer	4
44	SS Glass	125
45	SS Rack with 3 Shelves	2
46	Frying Spoon (Big)	2
47	Palta (Small)	2

48	SS Parat (Big Size)	2
49	Gas filled commercial cylinders	8