

TENDER DOCUMENT

**Contract for providing Catering Service to CSIR-NAL at Main
Laboratory at Kodihalli and Belur campus (Including Belur
canteen & C-CADD), Bengaluru
(Three canteens)**

Tender Ref. No.:
CSIR-NAL/CANTEEN/22-23/S.VI

INDEX

NAME OF WORK: Contract for providing Catering Service to CSIR-NAL at Main Laboratory at Kodihalli and Belur campus (Including Belur canteen & C-CADD), Bengaluru (Three canteens)

Sl. No.	PARTICULARS	PAGE NO.
1.	Tender Schedule	3
2.	Notice Inviting Tender (Section-I)	4 – 7
3.	Instructions to Bidders (Section-II)	8 – 11
4.	General Conditions of Contract (Section-III)	12
5.	Scope of work (Section-IV)	13 – 38
6.	Undertaking-cum-Declaration (Annexure-A)	39
7.	Check list	40
8.	Financial Bid/BoQ	41
9.	Bid securing declaration form	42

TENDER SCHEDULE

01.	Name of Work	Contract for providing Catering Service to CSIR-NAL at Main Laboratory at Kodihalli and Belur campus (Including Belur canteen & C-CADD), Bengaluru (Three canteens)	
02.	Tender Reference No.	CSIR-NAL/CANTEEN/2223/S.VI	
03.	Tender Fee (Non-refundable)	0 (zero)	
04.	Earnest money deposit (EMD)	Bid Securing Declaration form to be submitted	
05.	Tender Publishing Date	12.10.2022	1800 Hrs.
06.	Bid Document Download /Sale Date & Time	12.10.2022	1800 Hrs.
07.	Bid Document Sale End Date & Time	09.11.2022	1000 Hrs.
08.	Clarification through e-portal – Start Date & Time	12.10.2022	1800 Hrs.
09.	Clarification through e-portal – End Date & Time	31.10.2022	1000 Hrs.
10.	Bid Submission Start Date & Time	12.10.2022	1800 Hrs.
11.	Bid Submission End Date & Time	09.11.2022	1000 Hrs.
12.	Date & Time of opening of Pre-Qualification/Technical Bid (Envelope –I)	10.11.2022	1000 Hrs.
13.	Date & Time of opening of Financial Bid (Envelope – II)	Will be updated later on.	

Note:-

- a. CSIR-NAL may at its discretion extend / change the schedule of any activity by intimating the bidders through a notification on the e-tendering portal <https://etenders.gov.in>.
- b. Corrigendum if any, will be uploaded only on e-tendering portal. It is the responsibility of bidders to check at the website or their registered Email ID / Mobile No.
- c. Clarification after the due date stipulated above will not be entertained and no request for extension of date on any grounds will be granted / entertained.

CSIR-NAL reserves the right to accept or reject any or all applications without assigning any reasons thereof. CSIR-NAL also reserves the right to call off tender process at any stage without assigning any reason.

SECTION: I
NOTICE INVITING TENDER

No.CSIR-NAL/CANTEEN/2022/S.VI

1. Tenders are invited from the reputed, experienced, well established and registered agencies/organisations through the NIC CPP e-tendering portal by the Director, CSIR-NAL for **“Catering Service to CSIR-NAL at Main Laboratory at Kodihalli and Belur campus (Including Belur canteen & C-CADD), Bengaluru”** for a period of **2 Year (twenty four months)**.
- 1.1 **Details of requirement is at Scope of work section of this tender document.**
 - 1.1.1 The tendering process is online at CPP e-portal URL address <https://etenders.gov.in>. Aspiring bidders may go through the tender document by “Guest User” login.
 - 1.1.2 Prospective bidders are advised to get themselves register at CPP Portal, obtain “Login ID” & “password” and go through the instructions available in the Home Page after login to the CPP-portal <https://etenders.gov.in>. They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application.
- 1.2 The following 2 type of bids shall be submitted by the bidders: -

Technical Bid

The bidder shall submit their application only at CPP Portal <https://etenders.gov.in>. Bidders are advised to follow the instructions provided in the tender document for online submission of bids. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

Public procurement policy for Micro, Small and Medium enterprises registered under NSIC shall be followed as per the directives of Government of India prevailing on the date of acceptance.

MSEs which are specified by the Ministry of Micro, Small and Medium Enterprises under MSMED Act 2006 and Public Procurement Policy, 2012 as Manufacturing and Service Enterprises should have registered with NSIC.

The bidders registered under NSIC / MSME are eligible to get the benefits under the Public Procurement Policy for Micro, Small & Medium Enterprises extended by the Govt. of India.

The bidders should upload the following scanned documents **ONLINE** in support of their meeting each criterion mentioned below in "Technical bid": -

SL. NO.	QUALIFYING REQUIREMENT	DOCUMENT(S) TO BE UPLOADED IN CPP PORTAL
(i)	EMD	Scanned copy of Bid securing Declaration Form
(ii)	Establishment Registration Certificate No/ Licence No. of the agency	Scanned copy of the Establishment Registration Certificate No/License No of the agency
(iii)	The bidder must be registered for providing Catering Services.	Scanned copy of license/documents
(iv)	The firm sufficient number of qualified personnel with requisite Qualifications/skill.	Scanned copy of documents
(vi)	Valid Form-C issued by Food Safety & Standards Authority of India	Scanned copy of Valid Form-C issued by Food Safety & Standards Authority of India
(vii)	Should have ESIC Registration certificate	Scanned copy of ESIC Registration certificate
(viii)	Should have EPF Registration certificate	Scanned copy of EPF Registration certificate
(ix)	Should have Professional Tax Certificate	Scanned copy of Professional Tax Certificate
(x)	Should have GST Registration Certificate	Scanned copy of GST Registration Certificate
(xi)	Should have Permanent Account Number(PAN)	Scanned copy of PAN Card
(xii)	Should have an Office in Bengaluru	Scanned copy of Proof of Address of Bengaluru Office (Like GST Reg., Trade License, Rent agreement of office etc.)
(xiii)	Income Tax returns for last 3 years	Scanned copy of Income Tax returns for last 3 years (2019-20,2020-21,2021-22)
(xiv)	Present clientele list and performance certificate	Scanned copy of Present/last three years clientele list and performance certificate from concerned establishment
(xv)	MSME/NSIC registration certificate (if any)	Scanned copy of MSME/NSIC registration certificate

(xvi)	Should have experience in providing the services (mentioned in scope of work) at least for 3 years ending on 31-03-2022 to Government establishments/Public Sector Undertakings/R&D institutions/established private sector/other similar organization out of which minimum 1 year in and around Bangalore)	Scanned copy of Work Order/ Completion Certificate with value of the contract
(xvii)	Financial capability: Turnover of more than 50 lakhs	Scanned copy of Balance Sheets along with Profit & Loss Account Statement for the Financial Year - 2019-20,2020-21 & 2021-2022
(xviii)	Undertaking-cum- Declaration	Scanned copy duly signed with company's seal, as per Annexure-A.
(xix)	Scope of work	To be signed, scanned and uploaded

Note: - All the above documents may be scanned as a single document and uploaded. The uploaded documents must be clear.

In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file gets reduced. This will help in quick uploading even at very low bandwidth speeds.

FINANCIAL BID

The **Service charges (including charges towards Pest control & Disinfestation of canteens)** shall be quoted in the format provided and no other format is acceptable. The Financial Bid has been given as a standard **BOQ format** with the tender document.

Bidders are required to download the BOQ file, open it and complete the unprotected cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed.

Once the details have been completed, the bidder should save it and submit it online.

The service charge quoted by the bidder shall remain unchanged during the currency of the contract.

The bidders who quotes NIL charges/consideration, their bid shall be treated as unresponsive and will not be considered.

In case two or more bidders offer same service charges, then the bidder having highest turnover will be considered as L1.

Tax rate will be governed as per Government orders.

1.3 BIDS OPENING PROCESS

The bid opening process is described below: -

1.3.1 Technical Bid:

Bid containing document as per Para 1.2 (uploaded by the bidders) shall be opened on date & time mentioned in Tender schedule.

If any clarification is needed from the bidder about the deficiency in the uploaded documents in Technical bid, it will be asked to provide it through CPP Portal or email if required. The bidder shall upload the requisite clarification /documents within date and time specified by CSIR-NAL, failing which it shall be presumed that bidder does not have anything to submit and bid shall be evaluated accordingly.

Criteria for short listing of applications and procedure for finalization of contract:

On fulfilling the eligibility criteria, Canteen Committee of the laboratory would evaluate the applications in terms of capability, experience, infrastructure etc. The firm/contractors minute attention to detail in order to maintain high standards of food quality and hygiene would be one of the main criteria of short listing. The firm/contractor may be called to make a presentation of the profile of the firm and elucidate their performance indicators in their respective areas. The Committee may also visit if need be for personal evaluation where they are providing presently their catering services. Based on the above parameters, only such of those contractors/agencies/firms who fulfill the criteria as adopted by the committee constituted for the purpose would be shortlisted as qualified for further consideration of the financial quote.

The contractor should meet all statutory requirements with all necessary licenses to run a canteen in the Laboratory. The original documents, certificates/licenses and credentials, are to be produced for verification along with a copy of each of them for Laboratory records.

The intimation regarding acceptance/rejection of their bids will be through CPP Portal.

1.3.2 Financial Bid:

Financial bid of only those bidders shall be opened, who are found meeting all the requirements of Technical bid. The date and time of opening of Financial bid will be updated on CPPP at a later date.

Sr Controller of Administration

SECTION: II

INSTRUCTIONS TO BIDDERS

2. Tender document:

2.1 The tender document consists of 4 sections. The bidder shall go through all these sections:

Section-I	:	Notice Inviting Tender
Section-II	:	Instructions to bidders
Section-III	:	General Conditions of Contract
Section-IV	:	Scope of work

Bidders shall comply with each clause of all the above 4 sections.

2.1.1 Bidders willing to participate may download the digitally signed tender document on-line from CPP e-Procurement portal at <https://etenders.gov.in> and submit digitally counter-signed tender document on-line at the same portal.

2.1.2 The instructions in the tender document are binding on the bidder and submission of the tender shall imply **unconditional acceptance** of all the terms and conditions by the bidder.

2.1.3 The Quotations received without 'Bid Securing declaration form' will be summarily rejected.

2.2 Amendment to Tender document:

At any time, prior to scheduled date of submission of bids, CSIR-NAL, if it deems appropriate to revise any part of this tender or to issue additional data to clarify and interpretation of provisions of this tender, it may issue addendum / Corrigendum to this tender. Any such addendum / corrigendum shall be deemed to be incorporated by this reference to this tender and binding on the bidders. Addendum /corrigendum will be notified through CPP e- Procurement portal at <https://etenders.gov.in>.

2.3 Clarifications of Bid Documents:

Bidder, requiring any clarification of the tender documents may submit their queries, if any, only through provision of CPP Porta at <https://etenders.gov.in> and CSIR-NAL shall not respond to any queries sent through any other means.

2.3.1 Request for clarifications received from bidders shall be responded by CSIR-NAL till the schedule date and time indicated in the Tender Schedule or as extended thereto by CSIR-NAL.

- 2.3.2 Replies to Clarifications by CSIR-NAL will be uploaded through CPP e-Procurement Portal. The bidders are advised to visit the same at <https://etenders.gov.in> regularly.
- 2.3.3 Clarifications and other documents, if and when issued by CSIR-NAL, shall be in relation to the tender and hence shall be treated as their extension.
- 2.3.4 CSIR-NAL neither take guarantee about accuracy of any response, nor does undertake to answer all the queries that have been posted by the Bidders.
- 2.3.5 In order to provide reasonable time to bidders to take the amendments made by CSIR-NAL into account for preparing their bids, CSIR-NAL may, at its discretion, extend the deadline for the submission of bids suitably.
- 2.3.6 CSIR-NAL shall summarily reject a bid as non-responsive if found valid for a shorter period than specified in the Tender documents. Only in exceptional circumstances, CSIR-NAL may request the bidder's consent for an extension to the period of bid validity. The request and the responses thereto shall be made in writing.

2.4 Post Tender Qualification for Technical Evaluation:

Apart from the eligibility conditions as specified in the tender, the following shall also be considered for the evaluation:

- 2.4.1 If any document submitted in Technical bid is found to be false or fabricated, the bidder shall be debarred from participating in CSIR-NAL tendering process as per CSIR-NAL regulations.
- 2.4.2 Director, CSIR-NAL reserves the right to reject any or all tenders, without assigning any reasons thereof, and to call for any other details or information from any of the bidder.

2.5 Composition of Bids and General Guidelines for bid process:

- 2.5.1 Bidders shall submit their bids as per scheduled date & time through CPPP at <https://etenders.gov.in> only.
- 2.5.2 Bidders shall submit the tender before the deadline as specified in the Tender Schedule of this tender document. E-tender CPP Portal shall not allow bidders to submit their tender after the scheduled date & time.
- 2.5.3 The Technical bid will be opened online by CSIR-NAL at the time and date as given in the Tender schedule. Time and date for opening Financial bid will be updated later. All the statements, documents, certificates etc., uploaded by the bidders shall be downloaded and verified for evaluation.

2.6 E-Tendering General Guidelines:

- 2.6.1 The bidder may correct, modify or withdraw his bid after submission but prior to scheduled last date & time of submission.
- 2.6.2 To assist in the examination, evaluation and comparison of bids, CSIR-NAL may, at its discretion ask the bidder for the clarification / confirmation of compliance of its bid. The request for clarification /confirmation of compliance and the response shall be through query provision available in CPP e-tendering portal.
- 2.6.3 Bidders may submit their response to CSIR-NAL queries through provision of CPP Portal only.
- 2.6.4 No post bid clarification / confirmation of compliance at the initiative of the bidder, shall be entertained.
- 2.7 **Preparation / Submission of Bids:** Bids shall be prepared and submitted in TWO parts: the first part shall comprise of the Technical Bid and the second part shall comprise of Financial bid specifying the price offer to be uploaded in CPPP.

2.8 Language and Currency:

The bidder shall quote the rates in English language and in international numerals. The rates shall be in whole numbers. The rates shall be written in both figures as well as in words. Over writing is not permitted. In case of disparity in figures & words, the rate in words will be considered. In the event of the order being awarded, the language of all services, manuals, instructions, technical documentation etc. provided for under this contract will be English. The bidders should quote only in Indian Rupees and the bids in currencies other than Indian rupees shall not be accepted.

- 2.9 It shall be clearly understood and noted that Financial Bid of the tender document is for pricing alone. No condition, whatsoever, shall be stipulated in this part.
- 2.10 Tenders, in which any of the particulars and prescribed information are missing or are incomplete, in any respect and/or prescribed conditions are not fulfilled, shall be considered non-responsive Bid and are liable to be rejected. If the bidder gives wrong information in his/her tender, **CSIR-NAL reserves the right to reject such tender at any stage or to cancel the Contract, if awarded and forfeit the security deposit.**

- 2.11 CSIR-NAL reserves the right to reject any or all tenders without assigning any reason. The Financial bids of the bidders who do not qualify in Technical bid evaluation shall not be opened. CSIR-NAL also reserves the right at its sole discretion not to award any order for which the tender is called. CSIR-NAL shall not pay any cost incurred in the preparation and submission of any tender or any cost incidental to it.
- 2.12 CSIR-NAL shall evaluate the Bids to determine whether they are complete, the documents have been properly signed and the bids are in order.
- 2.13 No correspondences / representations shall be entertained from the bidders after opening of Financial Bid of the Tender during the tendering process.
- 2.14 Date of submission and opening of tender can be extended at the sole discretion of the Competent Authority.

2.15 BID EVALUATION

The bidder who quotes **lowest service charges** will be awarded the contract.

The bidders who quotes NIL charges/consideration, their bid shall be treated as unresponsive and will not be considered.

In case two or more bidders offer same service charges, then the bidder having highest turnover will be considered as L1.

2.16 Award of Contract:

The award of contract shall be intimated to the successful bidder by CSIR-NAL through Letter/ e-mail/CPMP.

SECTION: III

GENERAL CONDITIONS OF CONTRACT

3. The e-Tenders as per the prescribed form are invited in open tender two bid system:

(i) **Technical Bid**

(ii) **Financial Bid**

3.1 Not more than one Tender shall be submitted by a bidder. Not more than one concern in which an individual is interested as Proprietor and / or partner shall tender for the execution of the same work. If they do so, all such Tenders shall be liable to be rejected.

3.2 No single firm shall be permitted to submit two separate tender applications.

3.3 The right to accept the tender in full or in part / parts will rest with CSIR-NAL. The bidder is bound to perform the contract at his quoted rates. However, CSIR-NAL does not bind itself to accept the lowest tender and reserves to itself the authority to reject any or all the tenders received or cancel the tender without assigning any reason thereof. No claim whatsoever will be entertained on this account.

3.4 The Submission of a tender by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the job to be done/service to be carried out and of conditions and local conditions and other factors bearing on the execution of the nature of specified job.

3.5 Canvassing in connection with Tenders is strictly prohibited and the Tenders submitted by the bidders who resort to canvassing will be liable to be rejected.

3.6 On acceptance of the Tender, the name of the representative(s) of the agency who would be responsible for taking instructions from the Director, CSIR-NAL or his authorized representative, which shall be communicated to the CSIR-NAL.

3.7 Notification of Award of contract will be made through CPPP.

3.8 All rates shall be quoted in Financial Bid only.

3.9 Incomplete and conditional tenders are liable to be rejected.

3.10 The bidder shall duly attest all corrections, cancellation and insertions.

3.11 The bidder has to declare that none of his/her/their near relatives is posted in CSIR-NAL as officer responsible for award and execution of this particular tender/work and that no employee of CSIR-NAL is a Director / Proprietor / Partner or holding any other post in his/her/their Firm/Company. The bidder has to further undertake to intimate the names of persons, if any who are working with him/her/them in any capacity or are subsequently employed by him/her/them and who are near relatives to any officer in CSIR-NAL(Annexure-A).

Note:- The term "near relative" means wife, husband and parents, grandparents, children, grandchildren, brothers, sisters, uncle, aunty and cousin and their corresponding in laws.

SECTION: IV

Details of the scope of work and terms and conditions

4.0 Details of the Contract

4.1 CSIR-NAL requires a reputed, able and experienced canteen contractor to provide **“Catering Service to CSIR-NAL at Main Laboratory at Kodihalli and Belur campus (Including Belur canteen & C-CADD), Bengaluru”** (total 3 Nos of vegetarian canteen).

4.2 Firms/Contractors responsibility:

4.2.1 Managing the entire activity of CSIR-NAL Canteen by providing catering services to the staff and guests of the Laboratory.

4.2.2 Providing catering services within the campus (Tea / Refreshments / Lunch / Dinner) in the areas identified by CSIR-NAL officials for occasions such as seminar / symposium/ conferences etc as per requirement.

4.2.3 Maintaining cleanliness and Hygiene of the Canteen at all times.

4.2.4 Procurement of quality raw materials and branded ingredients for preparation of the food.

4.2.5 Upkeep and maintenance of the Kitchen area, dining tables, serving area of Canteen.

4.2.6 To arrange the cooking fuel (gas cylinders).

4.2.7 Engagement of proper qualified/skilled manpower.

4.2.8 Providing uniform to the manpower engaged by the contractor. The requirements are:

All the personnel deployed by Contract should wear prescribed uniform at all times on duty. All workers should be provided with two pairs of good quality uniforms once in six months and should be of NTC or equivalent quality, Bata shoes or equivalent quality, Chef caps, use and throw caps, hand gloves and aprons etc. as detailed below (a-d).

- | | |
|-------------------------------------------------|------------------------------------------------------------------------------------|
| (a) Pants, shirts, shoes, hand gloves, dusters | - for all categories |
| (b) Black pants, White Shirts, Ties | - for Supervisor |
| (c) Aprons, Bow-tie, Waist Coat and hand gloves | - for Stewards/Canteen Attendants, Cashier/Clerks, Cleaners & House-Keeping staff. |
| (d) Aprons, Chef Caps and hand gloves | - for cooks & Head Cooks. |

4.2.9 Complying with all the statutory requirements in respect of the persons engaged for catering service as per laws applicable to such contract.

- 4.2.10 Maintenance of attendance records/registers of personnel engaged & submit for verification to CSIR-NAL authorities.
- 4.2.11 Maintenance of existing electronic system of billing.
- 4.2.12 The Contractors shall get the antecedents of his personnel verified through appropriate authorities and the verification reports made available to CSIR-NAL.
- 4.2.13 The Contractor shall issue photo identity cards to personnel engaged by him in the format provided by Security Officer.
- 4.2.14 The personnel deployed by the Contractor whose work or conduct is found unsatisfactory by the Laboratory will have to be replaced immediately by the contractor.
- 4.2.15 The personnel deployed by the contractor shall be the employees of the contractor and not that of the Laboratory under any circumstances.
- 4.2.16 Any compensation for dis-engagement on account of death, disability of any personnel deployed by contractor in CSIR-NAL Campus shall be contractor's exclusive liability including for any disability that manifests after the termination of the assignment.
- 4.2.17 The Contractor/Service provider shall be solely responsible for all the accidents or injuries sustained by the personnel deployed by him.
- 4.2.18 The Contractor/Service provider shall be responsible for the properties and assets of CSIR-NAL Canteen, which will be entrusted to him for running the Canteen. Any issues due to mistakes attributable to the Contractor will be made good to CSIR-NAL by the Contractor.

4.3 Canteen Service requirement:

- 4.3.1 The CSIR-NAL Canteen **functions five days a week** for regular canteen services i.e., Monday to Friday.
- 4.3.2 Staff members attending Laboratory on Saturdays / Sundays / Holidays are to be provided with breakfast, lunch & dinner based on indent received from the concerned Head of the Division. The Approximate number of Lunch is 100 each at Kodihalli and Belur (including C-CADD).
- 4.3.3 Advance intimation will be provided to contractor for canteen services on holidays and Sundays.
- 4.3.4 Approximate requirement of regular services and canteen timings are indicated in **Annexure-I**.
- 4.3.5 The Items to be served with Schedule Volume/Weight are indicated in **Annexure – II**.
- 4.3.6 The projected number of special lunches is only indicative and actuals may vary depending upon the meetings and visitors to CSIR-NAL.

- 4.3.7 Interested tenderers are advised to visit CSIR-NAL, Kodihalli and Belur Campus, at their cost to understand themselves the site and its surroundings to have firsthand information that may be necessary for proper evaluation and submission of financial quote.
- 4.3.8 The cost quoted by the contractor should include minimum wages plus statutory payments associated with minimum wages, cost of cleaning, maintaining canteen and contractor profit etc., for running the canteen.
- 4.3.9 GST or any modified tax structure as applicable from time to time shall be paid to appropriate authorities or reimbursed, against documentary evidence of remittance as per rules on subject (only for official indents).

4.4 Responsibility of CSIR-NAL

- 4.4.1 CSIR-NAL shall provide electricity, furniture, water for running the canteen and maintain the inside canteen premises. Electricity is not to be used for cooking. **Hot water for cleaning used vessels may be provided through geysers/solar water heater systems.** The Canteen has a connected Gas Bank System with provision for limited number of LPG Gas Cylinders. The contractor shall liaise with the Gas Agency for regular gas supply and the payment towards the same shall be borne by the Contractor.
- 4.4.2 Kitchen equipment, furniture, crockery, cutlery, etc., will be provided by CSIR-NAL. Malfunctioning or shortage of such items has to be reported immediately to Canteen Committee for necessary action. The contractor is expected to post competent persons and instruct his employees to handle the kitchen equipment with due care. In case certain minor essential repairs or replacements are required, the contractor has to get it done at his cost.
- 4.4.3 The contractor should ensure that no items/belongings of CSIR-NAL like (Kitchen equipments / Cutlery & Crockery etc) go out of the canteen premises. The contractor may keep a separate register and maintain a register for requests from concerned head of the divisions for providing items like flask/tea kettle/Plates/Cups etc on special occasions.
- 4.4.4 Payment against official indents will be made on a monthly / fortnightly basis as may be desired by the Contractor. Such payment shall be made within 15 working days on receipt of the bills along with official indents duly certified by an authorized officer.
- 4.4.5 Contractor will be paid Service charge on monthly basis for providing Canteen services. **The Service charges will be paid based on the monthly performance review (Annexure- VIII), attendance submitted by the contractor along with the monthly bills.**

4.5 Service requirement from the Contractor:

4.5.1 The ideal staff requirement for smooth running of canteen is mentioned below

Sl. No.	Designation	Skill Category - (Skilled/Semi Skilled)	Kodihalli Canteen	Belur Canteen	
				Belur Main Canteen	Belur C-CADD Canteens
1	Manager	Highly Skilled	1 No.	--	--
2	Supervisor	Skilled	1 No.	1 No.	--
3	Head Cook	Skilled	1 No.	1 No.	--
4	Cooks	Skilled	4 Nos.	3 Nos.	--
5	Stewards / Canteen Attendants	Semi Skilled	7 Nos.	4 Nos.	2 Nos.
6	Cleaners	Unskilled	4 Nos.	2 Nos.	1 Nos.
7	House Keeping	Unskilled	2 Nos.	1 No.	1 No.
8	Cashier/Clerks	Semi Skilled	2 Nos.	1 No.	1 No.
	Total		22 Nos.	13 No.s	5 Nos.

4.5.2 The contractor shall take note of the above staff requirement of 40, minimum wages payable to them and Pest control & Disinfestation of canteens while working out the financial bid.

All the above personnel engaged by the contractor shall be efficient, smart and trained. The smart and trained boys shall be engaged for managing room services and special lunch. The numbers indicated are at minimum and if the contractor estimate is higher than the indicated actual requirement, he may calculate the cost and quote accordingly.

Note: A manager shall be appointed by contractor to monitor the overall operation of the canteen's at CSIR-NAL. He shall be a single point contact to CSIR-NAL management for the Canteen Service activities. He will preferably have 3 years' degree/diploma in Hotel Managements & catering Service or equivalent qualification with 5 years and above experience.

The contractor has to ensure personalized/ table service on the occasions of High delegate's special lunch in both the Canteen Premises.

Essential Qualifications / Skill Requirement:

1. Supervisor - Any Degree, should have worked in a reputed hotel or large catering establishment for atleast 3 years.
2. Head Cook - 5 years experience as cook / Head cook in reputed hotels / canteens / large catering establishment. Should be able to take charge of the kitchen as a Head Cook and direct other Cooks in preparation of the menu desired.
3. Cooks - 3 years' experience as cook in reputed hotels / canteens / large kitchens. Should have knowledge of the methods and practice of large-scale food preparation. Should have knowledge of basic kitchen sanitation methods
4. Stewards / Bearer / Canteen Attendants - 10th std. with 2 years' experience in Service

4.5.3 Personnel so employed by the contractor shall be clean, physically and medically fit to handle the kitchen and canteen services. The contractor at his own cost has to carryout medical examination once in every 6 months in respect of the personnel to ensure their fitness to handle and submit certificate of medical fitness to office of NAL.

4.5.4 The contractor is solely responsible for procurement of all provisions, vegetables, oil and other items of good quality duly approved by the Canteen Advisory Committee at his / her own cost and store them properly after cleaning in the identified Stores area provided of the canteen premises. The contractor should use only the following brands for cooking: -

- 1) The oil to be used for cooking medium has to be refined sunflower oil like Saffola or equivalent brand. Other oils such as palm oil etc. should not be used.
- 2) The tea powder should be TajMahal / Red Label or equivalent brand and coffee powder with coffee beans and chicory (80:20) ratio of good quality from Indian Coffee Board / Coffee Day or equivalent should be used.
- 3) Milk to be used shall be from Bangalore Dairy Nandini or Nilgiris/ Reputed Brands.
- 4) Ice-cream used shall be from Nandini / Arun / Kwality Walls/ Reputed Brands

The necessary inputs / ingredients for preparing food items should be of good standard / quality acceptable to CSIR-NAL. Further, the contractor **should not use baking soda/cooking soda or Ajinomoto (Taste maker)** for any preparations. The left out pan oil should not be re-used for any other purpose in the canteen. All the leftover food and other prepared items should be disposed of on the same evening at the site identified by CWC. All such items should not be stored anywhere in the canteen.

4.5.5 **Apart from the items listed in the annexure, the contractor may introduce any new item, the rate for such item to be decided by the contractor with prior intimation and concurrence of the Committee.**

4.5.6 The contractor is required to print his own bills, coupons etc., at his own cost for General Services and issue them to staff on cash payment for various items like coffee /tea, breakfast, lunch, evening snacks, soft drinks, etc.

4.5.7 The contractor shall take charge of kitchen equipment, furniture, crockery, cutlery, etc., provided by CSIR-NAL at the Canteen and would be responsible for proper up keep, maintenance and safety of the same. Minor repairs, if any, shall be carried out by Contractor at his cost. Any loss of items shall have to be made good by the Contractor. On inspection, if the contractor opined that the equipments provided by the CSIR-NAL is insufficient or the existing equipments needs replacement / upgradation, the contractor shall, at his own cost, bring such equipments with an intimation to CSIR-NAL Stores and obtain entry pass at the CSIR-NAL gate. The equipments so brought shall be taken back by the contractor on closure of the contract.

4.5.8 The Contractor is responsible to pay the wages to his staff in compliance with the **Minimum Wages Act**. That the Contractor shall at his own cost, if required, take necessary insurance cover in respect of the aforesaid services rendered to CSIR-NAL. The contractor shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970 Employees State Insurance Act, Workman's Compensation Act, 1923, Payment of Wages Act, 1936, The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952, Payment of Bonus Act, 1965, The Minimum Wages Act, 1948,

Employer's Liability Act, 1938, Employment of Children Act, 1938, Maternity Benefit Act and / or any other Rules / regulations and / or statutes that may be applicable to them.

4.5.9 The Contractor shall be solely responsible for any violation of provision of the Labour Laws or any other statutory provisions and shall further keep the CSIR-NAL indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. Contractors failure to fulfill any or all of the obligations hereunder and / or under the said acts, rules / regulations and / or any bye-laws or rules framed under or any of these, the CSIR-NAL shall be entitled to recover any such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury from the Contractor's monthly payments.

4.5.10 Cleaning of kitchen equipment, utensils, tables, chairs, floors of kitchen, wash rooms and places which are under contractor's control shall be the responsibility of the contractor.

4.5.11 The contractor is responsible for daily disposal of waste and leftovers at the identified locations in CSIR-NAL.

4.5.12 The contractor shall at his own cost provide (Aprons, caps, gloves, uniform dress, shoes, vase coats and bow tie minimum two pairs in a year) to his employees.

4.5.13 The contractor is required to maintain cleanliness and other aspects as indicated in the GOI OM No. 10/1/2014-Dir(C), dated 09/10/2014 in respect of the canteen under **Swachh Bharat Mission**, which shall be periodically inspected by the authorities of CSIR-NAL.

4.6 **Penalty Clause:**

4.6.1 A Canteen Committee will frequently inspect the quality of raw materials purchased, number of employees working / absenteeism and maintenance of hygienic conditions in the kitchen and wash area. They will collect feedback from users of the canteen on various aspects. Any violations of the Terms & Conditions of the Tender will be intimated to the Contractor. Depending on the nature of complaint, failure to implement corrections within a period of one week to one month will attract a penalty of **deduction up to 10% of the monthly Service Charge payable to Contractor by CSIR-NAL**. Work not done satisfactorily would be recorded and rejected for payment based on designated officer of CSIR-NAL/Canteen committee recommend by the Director CSIR-NAL. The reasons for rejections would also be recorded.

4.6.2 In the event of any question/dispute/difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to the Delhi International Arbitration Centre for appointment of Arbitrator to adjudicate the dispute.

The award of the Arbitrator shall be final and binding on the parties. The Arbitrator may give interim award(s) and/or directions, as may be required.

Subject to the aforesaid provision, the Arbitration and Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the Arbitration proceedings under this clause.

4.6.3 Canteen Committee monitoring the activities can make recommendations to the Director for termination of contract for failure to improve inspite of actions as indicated.

4.7 Other requirements:

4.7.1 The Service Charges quoted by the Contractor shall be valid for **2 (two)** years from the date of award of the contract. Further, the contractor cannot demand price rise during the interim period of contract.

4.7.2 The Director, CSIR-NAL reserves the right to reject any or all the tenders or to accept them in part or reject the lowest tender without assigning any reasons.

4.7.3 The rates of food items and optional dishes will be decided after the finalization of contract. The Contractor may provide the ala Carte menu for Breakfast, Lunch, Dinner. (Any special catering dishes that he/ she likes to offer in addition to the regular services) with Name of the Dish, Quantity and Rate.

However, this rates as shown in the table below shall not be considered for bid evaluation purpose.

Sl. No.	Name of the Dish	Quantity in (Grams)	Rate (Rs.)

4.7.4 The contractor should ensure fumigation of all containers and all serving areas on a weekly basis

Approximate requirement of regular services and their timings

(KODIHALLI /BELUR INCLUDING C-CADD)

TABLE – 1 (against cash payment by Staff)

Sl. No.	Routine Services	Approximate Number	Time
1	Morning Breakfast	270	08:15 hours to 08:45 hours
2	Morning Tea / Coffee	300	08:15 hours to 08:45 hours
3	General Lunch Chapati meal Raagi Mudde Sambar Rice	270 25 25 80	12:30 hours to 13:00 hours
4	Afternoon Tea / Coffee Snacks	250 60	15:00 hours to 15:15 hours

TABLE – 2 (against official indents by divisions; priced in Table B)

Sl. No.	Special Services	Approximate Number	Time
1	Special Service of Tea / Coffee	200	09:00 hours to 18:00 hours
2	Serving of evening snacks	100	17:00 hours to 17:15 hours
3	Serving of Working Lunch	200	12:30 hours to 13:00 hours
4	Special Lunch buffet	50	13:00 hours to 14:00 hours

I. GENERAL SERVICES (On cash collection basis)

1. Tea / Coffee : 100 ml per cup
2. Each plate of breakfast consisting of any of the following items

TABLE – 3

Sl. No.	Item	Schedule Volume/Weight
1	Any rice item (i.e., Pongal, Vaangi Bath, Bisi Bele Bath)	300 gms.
2	2 Nos. of idly + 1 No. of Uddina Vada with Sambhar	Idly – 80 gms. each Uddina Vada – 60 gms Sambar as required
3	2 Nos. of Kali Dosa with chutney	8"-9" inches dia of 80 gms each
4	Masala Dosa with chutney, onion dosa	11"-12" inches dia of 150 gms Onion with potato masala and thick Chutney as required
5	Mysore Dosa / Onion Dosa with chutney	11"-12" inches dia of 150 gms. Chutney as required
6	3 Nos. of Poori with Saagu / Chole Bhature	5" inches dia of 60 gms each Veg. Saagu as required
7	2 Nos. of Rava Idly with chutney or Saagu	90 gms. Each Chutney or Saagu as required
8	Chow chow bath	175gms of Vegetable Upama and 100 gms of Kesari Bath with Chutney as required
9	Uppitu/Pongal+ 1 No. Uddina Vada with chutney	250 gms of Vegetable Upama Uddina Vada – 60 gms Chutney as required
10	Boiled egg / Milk cornflakes / Chocos	2 nos. of 100 gm each/300 ml per cup/300ml per cup
11	Aloo Paratha & tomato chutney/Pickle	3 nos. of 100 gm each
12	Instant Noodles	300 gms

Others: -

1. The mini breakfast or half breakfast needs to be served
2. Ready to eat items (like noodles) need to be included.
3. Breakfast menu should not repeat during the same week.
4. Rice item for the breakfast can be served only once a week on any day
5. Optional Items* to be included (to be served during regular canteen hours only)
*roti-curry, mixed rice -curd rice, fruit salad, juice, special weekend meal, Ice cream, beeda , veg. sandwich, side non-veg dishes (on special req.) etc.,
6. In unforeseen cases, if regular food is exhausted, the vendor has to arrange for alternate quick food items.

3. Each plate of General lunch will consist of the following items:

TABLE – 4

Sl. No.	Item	Schedule Volume/Weight
1	Meals	<p>Cooked Rice – 250 gms</p> <p>2 soft Chappatis/Roti/Paratha/Kerala Paratha / Missi Roti 5"-6" dia each to be served in warm condition</p> <p>Sambhar/Dal/Dal Tadka/ Dal</p> <p>Arhar/chana/masoor/Dal Makhani- 100 ml.</p> <p>Vegetable (seasonal)-100 gm</p> <p>Rasam – 100 ml.</p> <p>Buttermilk – 100 ml.</p> <p>Curds – Made out of Nandini/Nilgiris milk(Thick)</p> <p>Butter Paneer</p> <p>Pickle – 1-2 pickles (Standard pieces) – Lemon or Mango to be prepared at the canteen or MTR/PRIYA brand can be used</p> <p>Papad – 1 papad of 4"-5" dia</p>
2	Sambar Bath	<p>Cooked Rice – 300 gms</p> <p>Sambhar - 100 ml.</p> <p>Rasam – 100 ml.</p> <p>Dry vegetable curry– 100 gms.</p> <p>Pickle – 1-2 pickles (Standard pieces) – Lemon or Mango to be prepared at the canteen or MTR/PRIYA brand can be used</p>
3	Dry Chapathi	<p>3 dry chappatis 5"-6" dia each to be served in warm condition</p> <p>Dry vegetable curry – 100 gms.</p> <p>Sambhar - 100 ml.</p>
4.	Raagi Ball + Rice	<p>Raagi Ball – 100 gms.</p> <p>Cooked Rice – 100 gms</p> <p>Bele Saaru – 100 ml.</p> <p>Koottu – 100 ml and Sambar 100 ml</p>

4. Schedule of afternoon snacks (3 PM)

Afternoon snacks consisting of any one of the following items:

TABLE – 5

Sl. No.	Items	Schedule Volume/Weight
1	Greengram/ Kabuli Chenna	100 gms.
2	Masala Vada	2 Nos. of 50 gms. each
3	Bajji (potato, onion, mirchi)	4 Nos. of 50 gms. each
4	Avalakki mixture / Poha	125 gms.
5	Masala vada, Maddur vada	2 Nos. of 50-60 gms. each
6	Fresh fruit juices (in paper glass)	200 ml
7	Sandwitch (potato/cucumber/	2 Nos. of 150 gms each
8	Samosa / Kachori	2 Nos. of 70 gms each
9	Noodles / Pasta	300 gms
10	Chats	200 gms
11	Dahi Vada	2 Nos. of 80 gms each
12	Spring roll with sauce	3 Nos. of 80 gms each

Optional: Cold drinks like Real / Tropicana juices / paperboat / flavoured Milk etc of established makes. Vending machine or a manual counter should always be available for the above.

SPECIAL SERVICES (against official requests)

1. **Official Coffee/Tea:** Special Coffee/Tea 100 ml (Including cost of disposable cups)
2. **Schedule of Special lunch – Buffet**

TABLE – 6

Sl. No.	Items
1	Soup – 150 ml (Sweet corn / mixed vegetable / tomato soup /sweet & sour (any one)
2	Poori / Chapathis/ Nan / Parathas / Tandoori Roti (Any one)
3	Pulav / Noodles (different varieties) / Fried Rice (Any one)
4	One Veg. Curry with Gravy & Paneer , Kofta, Kadai, Rajma, Chhole
5	Two Veg. Curry - Dry
6	White Rice
7	Sambar / Dhal / Kurma (Any one)
8	Rasam
9	Curd Rice with seedless grapes or pomegranate
10	Papad
11	Vegetable salad including onions
12	Pickles
13	Ice Cream / fruit salad
14	One Sweet (if included in the menu, this will be charged separately by the contractor as per the market rate)
15	Supari/Saunf

3. **Evening Tiffin with Coffee / Tea (5 PM)**

TABLE – 7

Sl. No.	Item	Schedule Volume/Weight
1	2 Nos. of Kali Dosa with chutney	8"-9" inches dia of 80 gms each
2	2 Nos. of idly + 1 Uddina vada with Sambhar	Idly – 80 gms. Each, vada 60 gms, Sambar as required
3	3 Nos. of Poori with saagu	5" inches dia of 60 gms each Veg. Saagu as required
4	2 Nos of Idly with Kurma	Idly – 80 gms each
5	Savie bath/ Fried rice / Maggi	300 gms
6	Bajji(potato/banana)	4 Nos. of 60 gms each
7	Sandwich/paav baaji	150 gms / 200 gms
8	Samosa/kachori	2 Nos. of 70 gms each
9	Noodles/springroll/maggi	300gms/3 Nos.of 80gms each/300gms
10	Pasta/chat/dahi vada	300gms/200 gms/2 Nos. of 80gms each
11	Masala dosa	2 Nos. of 150 gms each

* Morning breakfast items should not be served on same day evening. Rice items like chitranna, puliyogare, should be avoided. Other Tiffin items like paav-baaji, noodles, chow chow bath, masala dosa, chapatti, khara bath with masala vada etc., may be served at the same cost.

3. Schedule of **working lunch** : served as buffet

TABLE – 8

Sl. No.	Items
1.	Cooked white Rice
2.	Veg. bath Rice
3.	2 soft Chappatis
4.	Sambhar
5.	Rasam
6.	Buttermilk
7.	Curds
8.	Palya
9.	Dry vegetable curry
10.	Pickle
11.	Papad
12.	Sweet

5. Soft Drinks: only MRP cost to be charged
(200 ml bottle – Pepsi / Coco-cola / Thumps Up / Mirinda / Fanta)

6. Drinking Water : only MRP cost to be charged
(Aquafina/Bisleri/Kingfisher/equivalent brands 500 ml bottle for the meetings).

7. Supply of Packet raw Milk to Divisions : only MRP cost to be charged

8. **High Tea** : (to be served in good variety paper plate with paper napkins)

One sweet / pastry

One Samosa/Veg. Bonda/Cutlet/Spring roll with pudina chutney/sauce
Cashew nuts, wafers/chips as required.

Tea / Coffee / Badam Milk **or** any other item as mutually agreed.

Note: High Tea / Snacks shall be served only on special occasions on specific request

9. Special snacks (following or similar special snacks shall be made available based on request)

- | | | | |
|----|-------------------------|---|-----------|
| a) | Groundnut Masala | - | } 150 gms |
| b) | Finger chips with sauce | - | |
| c) | Veg. Pakoda | - | |
| d) | Gobi Manchurian | - | |
| e) | Boiled vegetables | - | |
| f) | Masala Papad | - | |

10. **Special requirements:** Cool Drinks, packed tender coconut water, milk, special sweets, biscuits, fruit juices, ice cream, cashew nuts and any other items as requested shall be bought from reputed shops. **CSIR-NAL shall reimburse the amount on actual cost basis**

ANNEXURE-IV

The firm has to give training on the following aspects from the experts from hotel management & Catering/ Hospitality institute like IHM etc. at his cost.

1. Personal Hygiene, Appearance & Grooming
2. Knowledge about equipments used in a canteen
3. Laying of cover, Napkin folding/how to lay table cloth
4. Waiting at the table, use, laying and carrying of tray for service of various items.
5. Canteen Service and Room Service
6. Handling, Upkeep and Polishing of cutlery and crockery
7. How to use service cloth, carrying of plates, clearing of plates and cutlery
8. getting the canteen ready (Cleaning and setting up)
9. Service of hot and cold drinks
10. Service of food items
11. Taking orders and settling bill
12. Closing the canteen
13. Occupational Health and Safety Hazards
14. Communication skill and customer dealing
15. Arrangement of small parties
16. Laying of Buffet
17. Dining Etiquette's and manners
18. Knowledge of different beverages
19. Knowledge of cutlery crockery and glassware House Keeping
20. Knowledge of House Keeping equipment
22. Care and maintenance of equipment
23. Care and maintenance of floor and wood surface
24. Knowledge of cleaning material
25. Environmental Hygiene, Energy Conservation
26. Disposal of waste material (wet, dry degradable and non-degradable)

ANNEXURE-V

Requirement to be followed for maintaining Hygiene and Cleanliness

The Vendor must abide to the Hygiene & Cleanliness for Food Vendors/Suppliers as specified in the document below:

- a) The following standards apply to good practices which are universally accepted and based on recommended international code of practice- 'general principle of food Hygiene (Rome 1988) and guidelines for the application of the hazard analysis critical control point (HACCP) system.
- b) CSIR-NAL shall have the rights to inspect vendor / supplier sites for food safety and hygiene at any point of time
- c) Base kitchen/ Live counters must have Food license in the name of vendor; vendor should comply with all applicable statutory requirements
- d) Purchase:
 - The production of high quality safe food can only be achieved when Raw ingredients are free from contamination/adulteration.
 - The first measure to prevent hazards is to buy from reputable suppliers, wherever available good quality branded raw material must be used
 - All the Raw material brought has to be branded either by 'FPO' or 'Agmark' or FSSAI
 - All the raw material should be free from adulteration - CSIR-NAL has the right to collect samples to check on quality/adulteration.
 - Vegetables & fruits : All fresh raw material has to be brought from branded wholesaler like Le Marche', Auchan, More, Big Bazaar, METRO, WALMART/ Heritage/Hyper city/ Reliance Super Mart /equivalent etc
 - Groceries and Spices: all Groceries should be Branded with 'FPO' or 'Agmark' or FSSAI with manufacturing and best before date
 - Oil and sauces/Juices: all Oil, Sauces, Juices should be branded with 'FPO' or 'Agmark' or FSSAI with manufacturing and best before date. Hydrogenated Vegetable Oils like Vanaspati/Dalda etc. are not accepted. Re-use of oil is not acceptable due to generation of trans fats.
- e) **Transportation:**
 - Vehicle used for transportation should be completely covered from all sides with a locking facility
 - All containers used for transportation should be of food grade virgin Plastic/PTFE/stainless steel/thermo box with refrigeration system. It has to be properly covered with secured air tight lid (clean wrap cover would not be allowed)
 - Containers should have lining either with butter paper or brown plain paper- newspaper, staplers, pins, glassware, plastic poly bags- are not allowed
 - Vehicles should be cleaned thoroughly after every delivery of food with hot water and antibacterial soap solution.
 - Covered and lockable containers should be used for transportation of Snacks and Bakery items.

- Proper temperature (as specified by the food supplier/ food Standards) has to be maintained during transportation
- While loading and unloading food handling staff should wear disposable plastic/latex hand gloves and head caps. These are to be discarded after every consignment

f) **Stock Storage:**

- Storage of expired items is strictly prohibited at the site and at base kitchen. All material stored should have a label of "best before" date
- Storage of chemicals solvents, oils, should be kept separate from Food material
- All Material and food stored at the cafeteria/ counters should strictly be stored in labeled containers and as per FIFO (First In First Out) method to be used for storage and use
- All storage has to be kept closed (In a sealed/securely covered container)at all point of time. Including cut vegetables, prepared / cooked food to avoid foreign particles, pests or cross contamination
- Each material (raw or cooked) to be stored with proper lid and label in Chrome/Nickel Plated Mild steel or Stainless Steel or food grade plastic containers (no storage would be allowed in cardboard carton boxes etc.)
- Storage Bain Marie / counter should be with temperature display and in working condition. (hot or cold as per food requirement)
- Check refrigerated goods daily for quality and "use by" dates.
- Do not store canned goods longer than the recommended date.
- All refrigerated storage areas temperatures to be maintained as per standards given below:
 - ☐ Vegetables - 0°C to 5°C
 - ☐ Dairy - 0°C to 5°C
- Refrigerators will be thoroughly clean on a weekly basis using a suitable disinfection process on internal surfaces.

g) **Base kitchen/Live kitchen at cafeteria/Food preparation:**

- Use only potable water for food preparation & cleaning of raw food materials. RO water is preferred
- Use food grade stainless steel clean utensils for food preparation
- Food preparation area to be segregated for raw/uncooked food processing and cooked food processing
- Clean work surfaces before and after using it with a food grade cleanser
- Proper drainage and exhaust system to be designed and available. Drainage should not be blocked at any point of time.
- Proper exhaust has to be provided with required suction to take away all steam/ vapors being generated (detector points would not be removed/changed/closed)
- Provide separate sinks for each preparation purpose, i.e. vegetables, etc.
- Do not use the above sinks for personal hygiene uses, e.g. hand washing. Clean sink thoroughly after every use.
- Wooden chopping boards should not be used in the kitchen, only Teflon boards should be used.
- Provide hand-washing facilities readily accessible positions throughout food handling area with bactericidal hand soap hand drying and paper towels.
- No usage of glassware should be done in the food preparation & storage area. Borosilicate glass ("Corning/ Borosil") may only be used in micro-wave ovens if available.
- Check cleanliness of equipment utensils and uniforms of kitchen staff on a daily basis.

- All stove knobs /gas piping, cylinder regulators/ pressure gauges should be checked every six months by an expert from Cylinder supplier
- In case of LPG cylinders used (not more than 5 cylinders to be online at a time, and there has to be proper Gas bank with leak detection and pressure gauges with proper Govt approvals to be allowed.

h) Staff /Food handler Hygiene:

- All staff who handles food preparation must take every precaution of personal cleanliness.
- All food handling staff to be provided with uniforms, Aprons, caps (to cover hair completely), sneeze guards, shoes which are laundered/cleaned on a daily basis and only specific to kitchen usage (for ladies, sarees should be avoided at base kitchen/live kitchen)
- Adequate spare caps & coats should be available for non-food handlers entering the food preparation area.
- Hands and arms must be washed with soap thoroughly before starting work, on returning to work after each break, after coming back from washroom, after handling food waste food and chemical, after smoking. Availability of hand sanitizer/ KMnO₄ (Potassium Permanganate) solution should be there for base kitchen/ live counter
- Nails must be kept short and scrupulously clean not bitten, beards must be shaved, no ornaments allowed/watches allowed
- All food to be handled with proper ladles/forceps/gloves at all point of time
- No spitting and chewing of tobacco is allowed near preparation/serving area.
- Use of posters in food preparation area to highlight needs of hygiene.
- All Food handlers should go under through medical test on a 6 months basis- Report has to be submitted to CSIR-NAL CWC
- If Food handler is found infected- he/she has to be taken out of the system till they are treated and FRESH MEDICALLY FIT CERTIFICATE/REPORT has to be submitted
- If the food handler is injured or has an open wound, he/she has to be immediately removed from the system and treated. NO FOOD VENDOR WITH OPEN WOUND WILL SERVE EMPLOYEES.
- All staff members should be provided with hygiene training on the job as well as off the job.

i) **Cleanliness & Pest control and Waste Management:**

- All food counter/ base kitchen/ live kitchen/counters/tuck shops/cafeteria/storage areas/ dishwashing areas has to be thoroughly cleaned and sanitized post each meal (lunch/dinner) including cafeteria
- Pest control has to be done every weekend and complete steam cleaning has to be done at cafeteria
- Food/biodegradable waste and dry waste has to be segregated at source and removed/recycled on a daily basis. Proper labeling has to be done
- Only fresh stock would be allowed to be stored in the premises
- All Drainage points has to be free from blockage at each point of time, all water leakages have to be immediately repaired.

ANNEXURE-VI

CSIR – NATIONAL AEROSPACE LABORATORIES Bengaluru – 560 017

Having understood the scope of work and agreeing to the terms and conditions, as specified in the tender document, I/we would provide catering services at CSIR-NAL. I/we abide by the rates quoted as under for items in Table 'A' and in Table 'B'. Table A is the services to be provided regularly on the NAL canteens. Table 'B' is the special services to be provided on need basis on the request offered by the divisions.

TABLE – A (inclusive of GST) (cash/card payment by Staff)

Sl. No.	Items	Fixed Unit Rates in ₹ (First year)	Fixed Unit Rates in ₹ (Second year)
1.	Breakfast	25	30
2.	Tea / Coffee	10	10
3.	Fresh Juice	25	30
4.	General Lunch	35	40
5.	Chapathi meal	25	30
6.	Ragi Ball meal	25	30
7.	Sambar Bath or Similar Dish	25	30
8.	Snacks (3PM)	20	20

TABLE – B (excluding GST) (official indents by Divisions)

Sl. No.	Items	Indicative Unit Rates in ₹ (First year)	Indicative Unit Rates in ₹ (Second year)
1.	Special Service of Tea / Coffee	15	20
2.	Serving of evening snacks	40	45
3.	Serving of Working Lunch	75	85
4.	Special Lunch buffet	180	200
5.	High Tea	80	85

***Note:** 1) The bills for service charges shall accompany the copy of attendance register along with performance review form (Annexure-VII) which will be cross verified by NAL authorities before passing the bills. 2) Any shortfall in the manpower engaged as agreed in the contract shall be deducted proportionately from the monthly service charge bill. 3) In case of any emergencies or exigency condition, few shortfalls may be allowed for maximum of 2-3 days in a month provided proper justification is prior indicated.

I/we hereby undertake to pay wages as per Minimum Wages Act and also remit all statutory payment associated with minimum wages such as ESI, EPF etc. to the appropriate authority.

Signature of Contractor with Seal & Date

I) Providing pest control & disinfection

Scope of work:

TABLE – L

Sl No	Treatment	Service frequency to control & treatment	Items required
1.	Cockroaches, Antis-red and black silverfish	Every Week	1.Green Dragons Cockroaches Spray(500ml) or similar – 3nos 2.Terro Ant Killer Liquid Ant Baits(6 Convenient) or similar -3packs
2.	Fly Management solution	Weekly Thrice	Necessary items.
3.	Rats, Mice & Bandicoots control	Weekly Thrice	1.Glue board called "Truble Gum (size 330mm x 108mm) or similar-10nos 2.Ratol Rat Cake(100gm) or similar – 12nos 3.Ratol Paste(100gm)or similar – 10nos
4	Lizard treatments (ILM)	Weekly Thrice	Necessary items.
5	Mosquitoes Management solution	Weekly Thrice	Mosquito Insect Killer MK-01 is made of MS Steel Body which is Powder Coated for Long Lasting Trouble Free Life. Mosquito Insect Killer MK-01 is Fitted with 2UV 12" 20 Watts Tubes, High Voltage Circuit in 230 V AC. - 12nos (Once in a year)

Maintenance chart need to be maintained in the canteens (Kodihalli, Belur & C-CADD canteens) and the same will be verified by concerned NAL staff.

ANNEXURE-VII

MONTHLY PERFORMANCE REVIEW FORM (NAL- CANTEEN Service Charge Evaluation Report)

Table A for Kodihalli Canteen

Sl. No	Designation	Skill Category - (Skilled/Semi Skilled)	Kodihalli Canteen Staff Required	Shortfall of Manpower in Days/ Month	Deductions (As per the Minimum Wages Act based on types of Skill Category)
1	Manager	Highly Skilled	1 No.		
2	Supervisor	Skilled	1 No.		
3	Head Cook	Skilled	1 No.		
4	Cooks	Skilled	4 Nos.		
5	Stewards / Attendants	Semi Skilled	7 Nos.		
6	Cleaners	Unskilled	4 Nos.		
7	House Keeping	Unskilled	2 Nos.		
8	Cashier/Clerks	Semi Skilled	2 Nos.		
	Total		22 No.s		

Table B for Belur & C-CAD Canteen

Sl. No.	Designation	Skill Category - (Skilled/Semi Skilled)	Total Required Staff for Belur Canteen	Shortfall of Manpower in Days/ Month	Deductions As per the Minimum Wages Act based on types of Skill Category	C-CAD Canteen Staff Required	Shortfall of Manpower in Days/ Month	Deductions As per the Minimum Wages Act based on types of Skill Category
1	Supervisor	Skilled	1 No.			--		
2	Head Cook	Skilled	1 No.			--		
3	Cooks	Skilled	3 Nos.			--		
4	Stewards / Attendants	Semi Skilled	4 Nos.			2 Nos.		
5	Cleaners	Unskilled	2 Nos.			1 Nos.		
6	House Keeping	Unskilled	1 No.			1 No.		
7	Cashier/Clerks	Semi Skilled	1 No.			1 No.		
	Total		13 No.s			5 No.s		

I The Criteria for any Service charges deduction will be based on the following:-

1) Manpower Requirements-

In case of any absence in the total number of required staff, Contractor shall make alternate staff arrangement if the same is not complied their salary as per the minimum wages act & as per the latest VDA will be deducted. However, unavoidable and /or emergency cases will be considered based on need/justification not more than three occasions in a year. All staff needs to meet the Essential Qualifications / Skill Requirement. Minimum wages and Statutory benefits need to ensure to the employees. Uniforms as per the requirement need to be provided to all employees. All employees deployed need to be physically and medically fit to handle the kitchen and canteen services.

2) Pest Control Disinfestation-

Pest control & disinfestation services need to provide as per the requirement and a maintenance chart in all the canteens need to be attached.

3) Quality of Food Items and Maintenance-

In case of lack of services in i) low quality materials of provisions, vegetables, oil and other cooking items, ii) Maintenance in the Cleaning of kitchen equipment, utensils, tables, chairs, floors, wash rooms, canteen premises, places every session & day, iii) Daily disposal of waste and left overs.

II VALIDITY OF TENDER:

The Tender for the work shall remain open for acceptance for a period of **Ninety (90) days** from the date of opening of Technical Bid.

III PERFORMANCE SECURITY :

1. The successful bidder should submit Performance Security in the form of an Insurance Surety Bond, Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial Bank, Bank Guarantee from a Commercial Bank or online payment in an acceptable form in favour of **Director, NAL, Bengaluru** for an amount of **Rs 6,00,000/- (Rupees Six lakhs only)** which should be valid during the currency of the contract period with a grace period of 2 (two) months. The Performance Security shall be returned only on satisfactory completion of the contract.
2. After termination / expiry of the contract, the Performance Security held by CSIR-NAL will be released to the contractor within a period of two months subject to realization of dues, if any to be made from the contractor.
3. CSIR-NAL shall have unqualified option to forfeit the Performance Security if the contractor failed to carry out the services as per the terms and condition of the contract without prejudice to other rights and remedies available to CSIR-NAL. Any sum of outstanding dues against the Contractor including any amount on acceptance and liquidated damages shall be recovered from the Performance Security. CSIR-NAL shall also have the rights to forfeit or appropriate towards the

damages or losses that may be sustained by CSIR-NAL due to any act / commission or defaults by the Contractor.

IV PERIOD OF CONTRACT

The contract shall be valid for a period of 2 (TWO) years from the date of commencement of the contract subject to review of performance.

V GOODS & SERVICES TAX (GST)

1. The service covered by this contract falls under the scope of GST and the Contractor shall be fully responsible for meeting all the statutory obligations in respect of GST.
2. The copy of GST Certificate should be submitted before submission of first invoice or monthly bill. The GSTIN of CSIR-NAL and the Bidder must be mentioned on each invoice / bill.
3. Penalties, interest etc., if any, levied by statutory authorities on account of non-compliance of provision of GST shall be borne by the contractor and no request shall be entertained in this matter.

VI TAXES & OTHER CHARGES

Income Tax or any other taxes as applicable from time to time shall be deducted as per provisions of the Act from the Bill of Contractor and requisite TDS certificate shall be issued.

VII ACCIDENT / DAMAGES / CLAIMS / LIABILITIES :

The Agency shall be solely responsible for all accidents or personal injuries to the security personnel, Fire Safety Personnel and security office manpower employed by them. However, First Aid Facilities will be provided by the Laboratory.

VII PAYMENT

1. No advance payment shall be paid to the contractor. However, the Contractor shall submit his / her monthly bills in duplicate for necessary payment.
2. CSIR-NAL shall make payment within 30 days from the date of receipt of bills in order by electronic payment through NEFT/RTGS etc.
3. In the event of any dispute on this account, the decision of CSIR-NAL shall be final and binding on the Contractor.

VIII CONTRACTORS OBLIGATIONS & LIABILITIES

1. The contractor shall at his own cost maintain sufficient number of experienced manpower.
2. The contractor shall comply with the provisions of labour laws, Employees

Provident Fund & Misc. Provisions Act and ESI Act as applicable during the entire period of contract including extension, if any.

3. The contractor will comply with / obey /abide by the provisions of the labour laws which are in force such as contract labour (Regulation and Abolition) Act 1970, contract labour (Regulation and Abolition) Central Rules 1971, workmen's compensation Act 1923, Child Labour (Prohibition and Regulation) Act 1986, Minimum Wages Act, 1948, Minimum Wages (Central) Rules 1950, Payment of Wages Act 1936, Employees Liability Act 1938, or the modifications thereof or any other laws relating thereto and the rule made thereunder and their amendments made from time to time.
4. The contractor shall indemnify and keep indemnified CSIR-NAL against payments to be made under and for the observance of the laws aforesaid and the CSIR-NAL Contractor's Labour Regulations with prejudice to his right to claim indemnity from his sub-contractors.
5. The laws aforesaid shall be deemed to be a part of this contract and any breach thereof shall be deemed to be a breach of this contract.
6. Statutory Payments like Bonus is payable to Manpower engaged and deployed by us for Fire Safety Personnel & Security Office Manpower and ESI/EPF will be remitted to the appropriate authorities as per Govt. of India instructions on the subject from time to time and claim reimbursement from the CSIR-NAL by producing proof of remittance.
7. Revision of Minimum Wages is payable to the ex-servicemen as notified by the Directorate General of Resettlement, Ministry of Defence, GOI and for Fire Safety Personnel & Security Office Manpower as per Central Minimum Wages from time to time.

IX ARBITRATION

1. In the event of any question/dispute/difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to the Delhi International Arbitration Centre for appointment of Arbitrator to adjudicate the dispute.
2. The award of the Arbitrator shall be final and binding on the parties. The Arbitrator may give interim award(s) and/or directions, as may be required.
3. Subject to the aforesaid provision, the Arbitration and Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the Arbitration proceedings under this clause.

X FORCE MAJEURE

A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an Act of God (like a natural calamity) or events such as war, strike, riots, crimes (but not including negligence or wrong-doing, predictable/seasonal rain and any other events specifically excluded in the clause). An FM clause in the contract frees both parties from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. It does not excuse a party's non-performance entirely, but only suspends it for the duration of the FM. The firm has to give notice of FM as soon as it occurs and it cannot be claimed ex-post facto. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding 90 (Ninety) days, either party may at its option terminate the contract without any financial repercussion on either side.

XI TERMINATION OF CONTRACT

1. The contract can be terminated by either party by giving two months notice. However, if the services of the Agency is not satisfactory, the Director, CSIR-NAL reserves the right to terminate the contract by giving a notice of one month. The agency shall not cease to render the service facility until the CSIR-NAL makes alternate arrangements thereof and informed the contractor accordingly.
2. CSIR-NAL may also give return notice and without compensation to the contractor to terminate the contract if the contractor becomes unwilling, bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer.
2. Upon termination, under and with reference to this clause, the contractor shall be entitled to be paid for the work actually performed up to the date of termination in accordance with the provisions of the contract, but shall not be entitled to any other claim or compensation whatsoever, including (but not limited to) any claim or compensation for any expenditure incurred by the contractor in or for any equipment's, materials or facilities or for any loss in the profit or anticipated profit of the contractor.
3. The agreement shall be deemed to have been terminated on the expiry of the contract period unless CSIR-NAL has exercised its option to extend this contract in accordance with the provisions, if any, of this contract.

XII SUBLETTING OF CONTRACT

Sub-contract/Assignment of the contract to third party is not permitted. However, certain support services may be permitted for sub-contract with prior consent from CSIR-NAL.

XIII CONTRACT AGREEMENT

1. All Terms & Conditions of the tender/NIT as mentioned in Section-I to IV and Work order placed on successful bidder or any other relevant letter, shall form the part of the agreement to be made with the CSIR-NAL.
2. The contract agreement shall be executed on a non-judicial Stamp Paper of value ₹200/- as per CSIR-NAL format within one month from the date of award of contract and cost of the same shall be borne by the Contractor.

Date:

Signature of Bidder /
Authorized Signatory
(with Company Seal)

ANNEXURE-A

(TO BE SUBMITTED IN Technical bid)
(To be submitted on Bidder's Letter Head)
UNDERTAKING-CUM-DECLARATION

Name of work: Contract for providing Catering Service to CSIR-NAL at Main Laboratory at Kodihalli and Belur campus (Including Belur canteen & C-CADD), Bengaluru (Three canteens)

Tender No.: CSIR-NAL/CANTEEN/22-23/S.VI

I / we hereby certify that I / we have read the entire terms and conditions of the tender document which shall form part of the contract agreement and I /we shall abide by all the conditions / clauses contained in its entirety for the above works.

1. I / We do hereby declare and state that none of my/our near relatives is posted in CSIR-NAL as officer responsible for award and execution of this particular tender/work and that no employee of CSIR-NAL is a Director / Proprietor / Partner or holding any other post in my/our Firm/Company. I / We further undertake to intimate the names of persons, if any who are working with me / us in any capacity or are subsequently employed by me / us and who are near relatives to any officer in CSIR-NAL.
2. I/We do hereby declare that Shri/Smt/Dr.....
Designation..... is my close relative and working indivision of CSIR-NAL.
3. I / We do hereby declare and state that our Firm / Company has not been blacklisted / debarred by CBI / CVC / CSIR-NAL or any Department of Govt. of India / State Govt/PSUs/Corporation.
4. I / We do hereby declare and state that our Firm / Company is not under liquidation, court receivership or similar proceedings and is not bankrupt.
5. I / We do further declare and state that all the above information given by me/us is true to the best of my/our knowledge and in case if it is found to be false / incorrect, CSIR-NAL shall have the absolute right to take any action as deemed fit / without any prior intimation to me/us.

Date:

Signature of Bidder /
Authorized Signatory
(with Company Seal)

Note: Strike out whichever is not applicable

CHECK LIST: Technical Bid

While bidding, the bidder is required to upload the following documents on CPPP

1	Scanned copy of Bid securing Declaration Form	Yes / No
2	Scanned copy of the Establishment Registration Certificate No/License No of the agency	Yes / No
3	Scanned copy of license/documents	Yes / No
4	Scanned copy of documents	Yes / No
5	Scanned copy of Valid Form-C issued by Food Safety & Standards Authority of India	Yes / No
6	Scanned copy of ESIC Registration certificate	Yes / No
7	Scanned copy of EPF Registration certificate	Yes / No
8	Scanned copy of Professional Tax Certificate	Yes / No
9	Scanned copy of GST Registration Certificate	Yes / No
10	Scanned copy of PAN Card	Yes / No
11	Scanned copy of Proof of Address of Bengaluru Office (like GST Reg., TradeLicense, Rent agreement of office etc.)	Yes / No
12	Scanned copy of Income Tax returns, Balance Sheets along with Profit & Loss Account for last 3 years (2019-20,2020-21,2021-22)	Yes / No
13	Scanned copy of Present/last three years clientele list and performance certificate from concerned establishment	Yes / No
14	Scanned copy of MSME/NSIC registration certificate	Yes / No
15	Scanned copy of Work Order/ Completion Certificate with value of the contract	Yes / No
16	Scanned copy duly signed with company's seal, as per Annexure-A.	Yes / No
17	Scope of work to be signed, scanned and uploaded	Yes / No

Financial bid / BoQ

1	The bidder to upload BOQ in Financial Bid	Yes / No
---	-------------------------------------------	----------

Date:

(Signature of Bidder / Authorized Signatory(with Company Seal))

Item Rate BoQ

Tender Inviting Authority : The Director, CSIR - NAL, Bengaluru - 560017.
 Name of Work: Contract for providing Catering Service to CSIR-NAL at Main Laboratory at Kodihalli and Belur campus (including Belur canteen & C-CADD), Bengaluru
 Contract No : 080 2508 6047 / 6047 Email: simachaldash@nal.res.in

TENDER NO.

Name of the Bidder/ Bidding Firm / Company :		Quotation No. & Date:																	
PRICE SCHEDULE (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns (only cells coloured in blue) , else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only). Currency has a drop down menu to select appropriate denomination.																			
Sl. No.	NUMBER #	TEXT #	Item Description	Quantity	TEXT #	Units	Currency /INR / Other	NUMBER #	Charges	NUMBER #	GST /IGST in Percentage Only	TEXT	NUMBER #	Total amount without taxes	NUMBER #	TOTAL AMOUNT With Taxes	NUMBER #	TOTAL AMOUNT in Words	
1	2			4	5	Nos	INR	13		14	42		52	53	54	55			
1			Contract for providing Catering Service to CSIR-NAL at Main Laboratory at Kodihalli and Belur campus (including Belur canteen & C-CADD), Bengaluru	1									0	0	0	0		INR Zero Only	
Total in Figures				By filling the above details, Party agreed that they will abide by the Code of Integrity from Public Procurement.				0.00				0.00				0.00			
Quoted Rate in Figures				Select				0.00				INR Zero Only							
Quoted Rate in Words																			

THIS PAGE IS FOR REFERENCE ONLY AND NOT TO BE FILLED

Bid-Securing Declaration Form

Date: _____

Bid No. _____

To (insert complete name and address of the purchaser)

I/We, The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a)	have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
	Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
b)	I. fail or reuse to execute the contract, if required, or II. fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration).

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of: (insert complete name of Bidder) Dated

on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

Note:

1. In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)
2. Bid Security declaration must be signed in by the Proprietor/CEO/MD or equivalent level of Officer of the company.

