

No. B-11015/6/2017-Estt.

Government of India

Ministry of Shipping

TENDER DOCUMENT

Tender inviting rate quotations from the experienced canteen services providers for supply and service of tea/coffee, light snacks and lunch to the officers and staff of the Ministry for a period of one year from the date of entering into contract with the Ministry of Shipping .

Published date : 27th September, 2017, 03:00 PM

Bid Document Download/ : 27th September, 2017, 05:00 PM

Sale Start Date

Bid Submission Start Date : 28th September, 2017, 06.00 PM

Pre-bid meeting : 11th October, 2017, 3.00 PM

Bid Submission End Date : 19th October, 2017, 03:00 PM

Technical Bid Opening Date : 20th October, 2017, 04:00 PM

Date and time for opening of Financial Bid : Will be decided later on

No. B-11015/6/2017-Estt.

Government of India

Ministry of Shipping

Room No.532,
Transport Bhavan,
1, Parliament Street
New Delhi-110 001

Dated: - September, 2017

1. NOTICE INVITING e-TENDER

Online e-tenders are invited on behalf of the President of India, under Two Bid System i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Companies/Firms/Agencies for canteen services providers for supply and service of tea/coffee, light snacks and lunch to the officers and staff of the Ministry.

2. The interested Companies/Firms/Agencies can submit the tenders online at <http://eprocure.gov.in/eprocure/app> in two bid system {i.e. (i) Technical Bid and (ii) Financial Bid}.

3. Tenderers/Contractors are advised to follow the instructions provided in the 'Instructions to the Contractor/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-Procure at <http://eprocure.gov.in/eprocure/app>. Tenders sent by any other mode will not be accepted.

4. The Tenderers are required to submit an Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees Fifty Thousand only) in the form of pay order/demand draft drawn in favour of PAO, Sectt. MOST, New Delhi in a sealed cover on or before 19th October, 2017

by 3.00 P.M. addressed to the Under Secretary (Admn.), Room No. 427, Transport Bhavan, 1, Parliament Street, New Delhi –110001. However, the scanned copy of EMD may be uploaded on the CPP portal along with tender documents.

5. The Technical bid will be opened on 20th October, 2017 at 4.00 P.M. and the date of opening of Financial bid will be decided later on.

6. This Ministry reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Ministry of Shipping in this regard shall be final and binding on all.

(Sunil Kumar Jain)

Under Secretary to the Govt. of India

Ph: - 23710363

2. SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

1. The contractor should be ISO : 9001 : 2008 certified and possess SQF Certificate for quality of its products.
2. The average turnover of the contractor in canteen sector should not be less than Rs. 30 Lakh during each of the financial years 2014-15, 2015-16 and 2016-17.
3. The contractor should have at least 3 years work experience of operating such canteen satisfactorily in Government/Govt. recognized/PSU Department/Reputed Private organisations.
4. The Contractor should have a catering license issued by the Competent Authority.
5. There shall be no charges towards rent of space, electricity and water provided for canteen. However, the Contractor would be liable to pay a 'nominal user charge' of Rs. 5000/- per month.
6. The Contractor will be responsible for bringing his own modern kitchen/cooking etc. equipments in the canteen.
7. The Contractor shall deposit Rs. 2.0 (Rupees two lakh only) as Security Deposit in the form of pay order/demand draft drawn in favour of PAO, Sectt. MOST, New Delhi before starting the canteen.
8. The Contractor will ensure proper sanitation/hygienic conditions in the premises and deploy persons free from infectious diseases.
9. The Contractor would be responsible for verifying antecedents of the persons deployed by him and certificate to this effect shall be provided by him to the Ministry in respect of each staff member.
10. The eatables will be served in a neat and clean utensil and the canteen staff will be in proper uniform.
11. The prices of the eatables as approved by the Ministry will be displayed at the Counter/Notice Board in the canteen.

12. The Contractor shall also make arrangements for service of tea/coffee, cold drinks, breakfast/lunch etc. for officers of the rank of DS/Director and above in the Ministry in their Rooms on payment and in Conference Room of this Ministry.

13. The items served by the canteen would be subject to constant review by an Internal Committee of this Ministry and Contractor will have to abide its decisions.

14. In case the services are found unsatisfactory or breach of any of the clause of terms and conditions, the contract is liable to be terminated any time. The security deposit of Rs. 2.0 Lakhs (Rupees Two lakhs only) shall also stand forfeited in case of termination of the contract under this clause. The Ministry may also impose appropriate fine for breach of clause/unsatisfactory service. The final amount will be decided by Ministry depending on severity of breach.

15. The Contract shall be for three years. However, initially it shall be awarded for one year. The Contract may be extended for further period of 2 (two) years on same terms and conditions subject to contractor's satisfactory performance.

16. The food material used in canteen should conform to the latest FSSAI standards.

17. Maintenance of the accommodation will be the liability of the Contractor. The contractor will bear the damages done to the facility/site provided by Ministry. The contractor will be liable to pay damage charges, if any, as estimated by CPWD.

18. The contractor should undertake to indemnify and hold Government of India harmless against all costs, damages and claims arising out of any claims of his workers any person claiming through him/her or arising out of any act or omission of the contractor's personnel in the course of performance of the services or otherwise.

19. Fire Safety equipments shall be installed by the Contractor at its own cost as per the specifications of CPWD.

20. The interested Companies/Firms/Agencies may submit the tender document online complete in all respects along with the earnest money deposit (EMD) for **Rs. 50,000/- (Rupees Fifty Thousand only)** in the form of Demand Draft/Pay Order drawn in the favour of PAO, Sectt. MOST, New Delhi. Original copy of EMD should reach to the undersigned in a sealed cover addressed to the Under Secretary (Admn.), Room No. 532, Transport Bhavan, 1, Parliament Street, New Delhi - 110001 on or before 19th October, 2017 by 3.00 P.M. The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage)/Financial Bid (Second Stage) shall be returned to them without any interest.

21. The successful tenderer will have to deposit Performance Security Deposit (PSD) of Rs. 2,00,000 (Two lakh Rupees) in the form of Fixed Deposit Receipt (FDR) made in the name of the Company/Firm/Agency but hypothecated to the PAO, Sectt., MOST, New Delhi or Demand Draft in favour of PAO, Sectt., MOST, New Delhi on award of contract.

22. The tendering Companies/Firms Agencies are required to enclose photocopies of the following documents (self attested) along with the Technical Bid, failing which their bids shall be summarily/out-rightly rejected and will not be considered any further: -

a. **Registration certificate**

b. **Copy of License from Department of Food Safety and Standard**

Act, 2006.

- c. Copy of ISO : 9001 : 2008 certificate
- d. Copy of SQF Certificate for quality of its products
- e. Copy of PAN/GIR card/Proprietor
- f. Turnover certificate of last three years.
- g. Experience and performance certificate of last three years.
- h. Copies of IT return filed for the last three financial years.
- i. Copy of the GST registration certificate.

23. The Technical bid will be opened on 20th October, 2017 at 4.00 P.M. The Financial Bids shall be opened on the date and time to inform later.

24. The competent authority is the Ministry of Shipping reserves the right to annul any or all bids without assigning any reason.

3. Terms & Conditions

Part-A

1. The Canteen will run from **9.00 AM to 6.30 PM** on all working days. On Saturdays, Sundays and other Holidays the Canteen is to be opened on specific requirement of the Ministry. The Contractor should provide the services of Tea, Coffee, Snacks and Lunch in the Canteen and in the rooms of the Ministry of Shipping as per the request of the officials of the Ministry. Tea/Coffee and snacks, cold drink, milk powder, juice, water bottle etc. should be available at all times.
2. All utensils and Canteen equipments will be arranged by the tenderer. All serving and cooking utensils to be of stainless steel, the contractor shall make the arrangements for keeping all eatables in glass cover show cases to protect from flies & insects.
3. Tenderer will have to maintain standard of service and clean environment at a high level. Maintenance of the designated area will be the responsibility of the contractor.
4. Sale & Services of Alcoholic drinks & Tobacco products are strictly prohibited.
5. The persons engaged by the service provider shall be the employee of the service provider and the service provider will be responsible in respect of the persons deployed by it in the Ministry of Shipping .
6. A Committees constituted by the Ministry of Shipping will periodically monitor quality of food, Hygienic conditions & Medical status of workers in Canteen and violations of Terms &Conditions of canteen, if any. The contractor will have to maintain the standards up to satisfactions of Committee and prescribed norms.
7. In case the contractor is found selling items on unapproved rates, the contract shall be terminated immediately without any notice.

8. A good quality of chutney/sauce has to be provided and standard quality (approved by the Govt. Agency) of oil/ghee has to be used.

9. The contractor is required to arrange at his own expense for cooking materials, crockery/cutlery or any other material required for preparation/cooking /service/storage of food items.

10. A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. All the materials used in preparation for food items should be of reputed brands.

11. The Contractor should provide uniforms to all his staff at his cost and ensure that all the catering staff wear clean uniforms, as prescribed. The headgear for cooking and service staff in the catering area are also to be provided by the Contractor. Strict personal hygiene has to be observed.

11. The Contractor shall at all times during the tenure of the contract follow all direction sand instructions given by the Ministry and all authorized officials concerning every aspect of service and maintenance.

12. The contract may be terminated at one month's notice by the Ministry if any one of the stipulated conditions agreed upon by the Contractor is not met to the satisfaction of Ministry of Shipping.

13 . The contractor shall not engage any sub-contractor or transfer the contract to other person in any manner.

14. The payment shall be made by the Ministry, within 30 days of submission of the bill by the service provider on conclusion of the calendar month.

Part-B

(i) The dispute, if any, shall be settled by sole arbitrator appointed by the Ministry of Shipping in consultation with service provider. The cost of arbitrator shall be borne by this Ministry and service provider, equally. Any dispute can be settled in NCT, Delhi only.

4. TECHNICAL REQUIREMENT/TECHNICAL BID

Part-A

The tendering Company/Firm/Agency should fulfill the following technical specifications and furnish attested copies of documents evidencing compliance with these specifications: -

1. The Registered Office or one of the Branch Offices of the Company/Firm/ agency must be located either in Delhi/New Delhi or NCR region of Delhi.
2. License issued to the Company/Firm/Agency from Department of Food Safety and Standard Act, 2006.
3. The Company/Firm/Agency/Proprietor should have a PAN/GIR Card.
4. The Company/Firm/Agency must have had a minimum annual turnover of not less than Rs. 30 Lakh during each of the last three years. A copy of turnover Statement duly certified by CA must be enclosed with the tender.
5. The firm should have at least 3 years work experience and performance certificate from Government/Govt. recognized/PSU Department/Reputed Private organisations.
6. The Company/Firm/Agency/Proprietor must have filled IT return for the last three financial years.
7. The Company/Firm/Agency must be registered with GST Department etc.

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5. PROFORMA FOR TECHNICAL BID

Part-B

1	Name of Agency	
2	Profile of the agency	
3	Name of proprietor/Director of the Agency	
4	Full Address of Registered Office	
	1.Telephone No. 2.Fax No. 3.E-mail Address	
5	Copy of License from Department of Food Safety and Standard Act, 2006.	
6	Registration No. of the Agency under the Companies Act (Attach attested copy of the Registration)	
7	PAN No. of the Company (Attach attested copy of PAN card of the Agency)	
8	Service Tax Registration No. (Attach attested copy of the Registration certificate).	

15. Financial turnover of the Agency for the last **3 Financial Years**: (Copy of the IT return filed during last three financial years and copy of the Turnover statement of last three years duly certified by Chartered Accountant to be attached).

Financial Year	Amount (Rs. Lakh)	Remarks, if any
2014-15		
2015-16		
2016-17		

(Attach separate sheet if space provided is insufficient)

Signature of authorized person

The above experience of the Agency will be counted in respect of services of housekeeping staff and supervisor only.

Date:

Name:

Place:

Seal:

**6. DECLARATION BY TENDERER/
TERMS AND CONDITIONS ACCEPTANCE LETTER**

Part-C

1. I, _____ Son/Daughter/Wife of _____ Sh. _____ Director/Proprietor/authorized signatory of the agency/firm, competent to sign this declaration and execute this tender document.
2. I have carefully read and understood the terms and conditions and scope of work and general instructions for tenderers attached to the tender document and all the terms and conditions of the tender notice no. No. B-11015/6/2017-Estt. dated 27th September, 2017 of the Ministry of Shipping and undertake to abide by them.
3. My agency has not been black listed/debarred from participating in tender of any Ministry/Department of the Government in the last 03 years.
4. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:
Place:

Full Name:
Seal:

Signature of authorized person (s)

7. APPLICATION – FINANCIAL BID

1. Name of tendering Company/Firm/ Agency:
2. Details of Earnest Money Deposit: Rs. 50,000/- (Rupees Fifty Thousand only)
D.D/P.O. No. & Date:
Drawn on Bank:
3. Date and time for opening of financial bid will be intimated later on.
4. The successful tenderer will have to deposit Performance Security Deposit (PSD) of a sum of **Rs. 2,00,000/- (Rupees Two Lakh only)** in the form of Fixed Deposit Receipt (FDR)/Bank Guarantee/DD made in the name of The PAO, Sectt., MOST, New Delhi on award of contract.

5. The details of items proposed to be provided are:-

Sl. No.	ITEMS	RATES (In Rs.)
	Beverages	(To be quoted by the tenderer including all taxes)
1.	Tea (Normal) (150 ml)	
2.	Tea (Executive) (150 ml) including two biscuits (Good Day) or equivalent quality	
3.	Coffee (170 ml)	
	Snacks	
4.	Paneer Pakoda (70 gms)	
5.	Vegetable Pakoda (per plate) 100 gms	
6.	Bread Pakoda (70 gms)	
7.	Namak Pare (100 gms)	
8.	Samosa/Kachori (60 gms)	

12.	Butter Toast 4 slice	
13.	Vegetable Sandwich having mayonnaise (eggless) and grafted vegetable (Harvest Bread White)	
14.	Vegetable Patty (50 gms)	

	Sweets	
15.	Gulab Jamun (25 gms)	
16.	Burfee(25 gms)	
17.	Bessan Laddo (25 gms)	
	Lunch	
18.	Standard Thali – which would include 4 Roti (25 gms each), rice boiled (100 gms), 1 vegetable (100 gms), 1 Dal (100 gms), Salad, Pickle and 1 Raita (100 gms)	
19.	Executive Thali – 4 Roti/2 Parantha (25 gms), fried rice (100 gms), 1 Special Dal (100 gms), 1 dry seasonal vegetable (100 gms), 1 vegetable curry (100 gms), 1 Boondi Raita (100 gms), Pickle, Salad, Papad & 1 Sweet (40 gms)	
20.	Rajama & Chawal (Rice)/Chhole & Chawal (150 gms each)	
21.	Puri (4 pcs) & Subzee (100 gms each)	
22.	Sambar- Vada 2 Pcs (40 gms) each	
23.	Sambar-Idli- 2 pcs (50 gms) each	

25.	Tomato Soup (150 ml)	
26.	Vegetable Soup (150 ml)	

Note : Milk powder, Tea, coffee, Cold drink, water bottle, juice, biscuit, namkeen chips etc. should be provided not more than MRP.

Signature of authorized person

Date:

Place:

Full Name:

Seal:

Notes:

1. The rate quoted by the tendering agency should be inclusive of TDS/Administrative charges at the time of entering into the contract.

8. NOTIFICATION OF AWARD BY ISSUANCE OF 'LETTER OF ACCEPTANCE'

1. After determining the successful bidder after evaluation, the client shall issue a Letter of Acceptance (LoA) in duplicate, which will return one copy to client duly acknowledged, accepted and signed by the authorized signatory, within three (3) days of receipt of the same by the successful bidders.
2. The issuance of the Letter of Acceptance to the bidder shall constitute an integral part and it will be binding to the contractor.

9. PENALTY

1. Canteen should maintain the opening and Closing time i.e. 9:00 AM to 6:30 PM on all working days. Penalty of Rs. 100 per 5 Minute will be imposed if canteen will be closed before 6:30 PM and not opened by 9:00 AM.
2. Quantity and Quality of the items should be as per details of items proposed in tender. Any variation in this regard attracts the penalty of maximum Rs. 1000 per Day.
3. Canteen should always be clean and odorless. Otherwise penalty of Rs 1000 per day will be imposed.
4. All workers of the canteen should be well prescribed dressed. Otherwise penalty of Rs. 100 per worker per day will be imposed.
5. The Customer may not pay any amount for lunch if the quantity served by the contractor is found less than the quantity mentioned in the contract awarded.

10. TERMINATION

1. This contract may be terminated by either party by giving written notice to the other if:

The other party is in material breach of its obligations under this Agreement and/or, in the case of such breaches capable of being remedied, fails to remedy that breach within thirty days of receiving notice of such breach;

2. The contract may be terminated forthwith by the client by giving written notice to the contractor, if:

(i) In case of breach of any of terms and conditions of the contract by the contractor, the Competent Authority of the client shall have the right to cancel the contract without assigning any reason thereof and nothing will be payable by the client in that event and the Performance Security Deposit in the form of Fixed Deposit Receipt shall be forfeited and encashed.

(ii) The contractor does not provide housekeeping services satisfactorily as per the requirements of the client or/and as per the Schedule of Requirements.