

TENDER DOCUMENT

FOR

**CATERING SERVICES
ON
ANNUAL RATE CONTRACT
FOR
ORGANISATION OF VARIOUS ACTIVITIES SUCH AS
TRAINING COURSES/WORKSHOPS/SEMINARS/
SYMPOSIUMS ETC FOR A PERIOD OF ONE YEAR**

**NATIONAL INSTITUTE OF HYDROLOGY
(A Govt. of India Society under Ministry of Water Resources
River Development & Ganga Rejuvenation)
JALVIGYAN BHAWAN,
ROORKEE - 247 667 (UTTARAKHAND) INDIA
Tel: 91-1332-272108, 272106, Fax: 91-1332-272123. 273976
E-mail: sao.nihr@gov.in; Website: www.nihroorkee.gov.in**

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NIT No. 5(XXIV)/2017-Pur-3

Dated: 02.08.2017

TENDER NOTICE
FOR
CATERING SERVICES

NATIONAL INSTITUTE OF HYDROLOGY, ROORKEE invites sealed tenders under **two-bid** system from reputed and experienced agencies for providing Catering Services on Annual Rate Contract for organization of various activities such as Training Courses/Workshops/Seminars/Symposiums etc. for a period of one year.

The interested agencies are required to submit the technical and financial bid separately. The bids in Sealed Cover-I containing “Technical Bid” and Sealed Cover-II containing “Financial Bid” should be placed in a third sealed cover superscribed “Tender for Catering Services” and should **reach NIH, Roorkee on or before 21.08.2017 at 1500 Hours**. The technical bids shall be opened on the same day at 1530 Hours at NIH, Roorkee.

The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be downloaded from Institute's Website: www.nihroorkee.gov.in.

SENIOR ADMN. OFFICER

TENDER DOCUMENT

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QUOTATION FOR PROVIDING CATERING SERVICES on
Annual Rate Contract for organization of various activities such as
Training Courses/Workshops/Seminars/Symposiums etc. for a period of
one year

TECHNICAL BID

(In separate sealed Cover-I superscribed as **Technical Bid**)

1.	Name & Address of the Tenderer Organization/ Agency with phone number, fax number, e-mail etc	
2.	Name and designation of contact person with telephone/mobile number etc	
3.	Whether the firm have an Experience in the work of providing catering Services. (Attached copies of minimum 3 work order)	
4.	Whether the firm has a certificate/license under Food & Security Act 2006 ? (Attach a copy)	
5.	Whether the firm is registered for GST ? (Attach a copy)	
6.	PAN No. (Please attach copy)	

Declaration by the Tenderer :

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

(Signature of Tenderer with seal)

Name:

Seal:

Address :

Phone No (O) :

FINANCIAL BID

(In sealed Cover-II super scribed "Financial Bid")

CATERING SERVICES**Rates for Food Items:-** Rates to be given without applicable taxes. The applicable taxes shall be charged separately.**Menu No.01****Breakfast**

ITEMS (any one from each)	Rate / Person Nos. 01-30	Rate / Person Nos. 31-50	Rate / Person Above 50
Bread-butter with Jam/ Cornflex with Milk/Stuff Paratha with curd/ Puri and Sabzi/ Bread Omelette /Chole Bhature alongwith pickle, sauce, Tea & Coffee			
Extra Item: Fruits, Juice			

Menu No. 02:**Veg. Lunch/Dinner (Special)**

ITEMS (any one from various options)	Rate / Person Nos. 01-30	Rate / Person Nos. 31-50	Rate / Person Above 50
Welcome Drink: Soft Drink/ Juice			
Soup: (Tomato/Sweet Corn/Vegetable/Green Pea Soup)			
Dal: (Dal Fry/Dal Makhani/Dal Arhar/Moong Masoor Dal/ Chana Masala/Rajma Masala/Kadi Pakora/Veg Manchurian/Chilli Paneer/Veg Noodles)			
Seasonal Veg: (Mixed Veg./Gobhi Aloo/Bhindi Masala/Dum Aloo/Saag/Any seasonal veg.)			
Paneer Veg. (Mutter Paneer/Shahi paneer/Kadai Paneer/Paneer Pasanda/Palak Paneer/Malai Kofta)			
Rice: (Plain Rice/Fried Rice/Zeera Rice/Veg.Pulao/ Mutter Pulao)			
Roti: (Roti Tandoori/ Puri/Naan Butter) + Tawa Roti			
Curd: (Plain curd/Boondi Raita/Mix Raita/ Dahi Bhalla/ Aloo Raita)			
Salad: (Salad, Papad, Achar, Chutney/Garden Green Salad/Sirka Onion/Macroni Salad/Beans Sprout)			
Sweets: any One (Sponge Rasgulla/Gulab Jamun/Rasmalai/Ice Creams/ Gajar ka Halwa/Moong Dal Halwa / Jalebi /Kheer) or one sweet for fast purpose			
Extra Item Juice: (Orange/Pineapple/Grapes/ Lichi) Espresso – Coffee			

Menu No. 03

Veg. Lunch/Dinner (Normal)

ITEMS (any one from various options)	Rate / Person Nos. 01-30	Rate / Person Nos. 31-50	Rate / Person Above 50
Soup: (Tomato /Vegetable)			
Dal: (Dal Fry Urad or Dal Arhar)/ Chana Masala/Rajma Masala/Kadi Pakora)			
Seasonal Veg: (Mixed Veg. or any seasonal veg.)			
Paneer Veg. (Mutter Paneer/Palak Paneer/Shahi Paneer/ Malai Kofta)			
Rice: (Plain Rice/Veg. Pulao/Zeera Rice)			
Roti: (Roti Tawa or Tundoori/Puri)			
Curd: (Plain curd/Boondi Raita)			
Salad: (Salad, Papad, Achar)			
Sweets: any One (Sponge Rasgulla/Gulab Jamun/Ice Creams)			

Menu No. 04

Non-Veg. Lunch/Dinner

ITEMS (any one from various options)	Rate / Person Nos. 01-30	Rate / Person Nos. 31-50	Rate / Person Above 50
Welcome Drink: Soft Drink/Juice			
Soup: (Tomato/Sweet Corn/Vegetable)			
Dal: (Dal Fry/Dal Makhani/Dal Arhar)			
Seasonal Veg: (Mixed Veg./Any seasonal veg.)			
Paneer Veg. (Mutter Paneer/Shahi paneer/Kadai Paneer/Paneer Pasanda/Palak Paneer/Malai Kofta)			
Non-veg: Chicken/Mutton/Fish (Fry & Curry)			
Rice: (Plain Rice/Fried Rice/Zeera Rice/Veg. Pulao)			
Roti: (Roti Tanduri/Tawa Roti/Puri/Naan Butter)			
Curd: (Plain curd/Boondi Raita/Mix Raita/ Dahi Bhalla)			
Salad: (Salad, Papad, Achar, Chutney/Garden Green Salad/Sirka Onion/Macroni Salad/Beans Sprout)			
Sweets: any One (Sponge Rasgulla/Gulab Jamun/Rasmalai/Ice Creams/Gajar ka Halwa/Moong Dal Halwa / Jalebi /Kheer)			
Extra Item: (Orange/Pineapple/Grapes/Lichi)			

Menu No. 05 High Tea

ITEMS (any one from various options)	Rate / Person Nos. 01-30	Rate / Person Nos. 31-50	Rate / Person Above 50
Sweet: (Pista Burfi/Kaju Burfi/Malai Chap/Kala jam/White Rasgulla/Pastry)			
Veg. Cutlet/Veg. Sandwich/Veg. Mix Pakode/Finger Chips			
Dhokala/Khandvi			
Biscuits (Salty & Sweet)/ Chips/ Moongfali Giri			
Tea & Coffee			

Menu No. 06 Session Tea

ITEMS (any one from various options)	Rate / Person Nos. 01-30	Rate / Person Nos. 31-50	Rate / Person Above 50
Biscuits (Salty & Sweet)/ Chips			
Tea & Coffee			
Extra Item: Cold drinks/Nimbu Pani			

Menu No.07 Evening Snacks

ITEMS (any one from various options)	Rate / Person Nos. 01-30	Rate / Person Nos. 31-50	Rate / Person Above 50
Veg. pakoda/Samosa/Aloo vada/Bun-samosa/ Bread Pakoda			

Menu No. 08 Packed Meals

ITEMS (any one from various options)	Rate / Person Nos. 01-30	Rate / Person Nos. 31-50	Rate / Person Above 50
Puri (6) & Aloo-Jeera or Stuff Paratha (02 Nos.) & Achar/ Mineral Water-500 ml./ Sweet-01/ Seasonal Fruit-1			

1) The rates shall include the cost of manpower (including trained chef and catering staff), materials including tea kit, canteen services, fuel, cooking equipment, utensils, and crockery etc. No other charges will be paid. Exclusive manpower shall be deployed for catering operations. No manpower from housekeeping shall be diverted to catering.

2) The total rates given in the above list are for compression of bids. As the total units may vary during the year, the final total rates may also vary on actual basis.

Declaration by the Tenderer :

This is to certify that I/We, before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note: i) No other charges would be payable by NITS.

ii) There would be no increase in rates during the Contract period.

* Refer to Menu Items

(Signature of Tenderer with seal)

Name:

Seal:

Address :

Phone No (O) :

Date:

ANNEX III

TERMS & CONDITIONS OF CONTRACT

A. Information relating to submission of Bids

1. Tenders are invited for providing Catering services as mentioned in this document in the office of NIH located at Roorkee from the agencies that fulfils the criteria given below.
2. The period of contract under the scope of work shall be initially for a period of one year, which can be further extended by mutual agreement for a period of two years on yearly basis or less with the same terms and conditions depending on satisfactory performance of the Agency and at discretion of NIH.
3. The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be downloaded from www.nihroorkee.gov.in
4. The interested agencies are required to submit the technical and financial bid separately in the format enclosed. The bids in sealed Cover-I containing “Technical Bid” and sealed Cover-II containing “Financial Bid” should be placed in a third sealed cover superscribed “Tender for Catering services” to reach NIH on or before 17.08.2017 **at 1500 Hours**. The technical bids shall be opened on the same day at 15.30 Hours at NIH Roorkee in presence of the bidders or their authorized representatives who choose to remain present.
5. All the pages of the tender should be signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory.
6. A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms and conditions.
7. A Security money of Rs. 10,000/- should be deposited with NIH, Roorkee before start of contract in NIH in the form of F.D.R/DD in favour of National Institute of Hydrology, Roorkee. In case of unsatisfactory service of catering, the security money may be forfeited and further service may be discontinued.
8. The bid shall be valid and open for acceptance of the Competent Authority of NIH for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and/withdrawal of tender on any ground by successful bidder shall be entertained.
9. To assist in the analysis, evaluation and computation of the bids, the NIH may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
10. In case two or more agencies are found to have quoted the same rates, the Competent Officer authorized by NIH shall decide about the agency to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority shall be final.

11. NIH reserves the right to accept or reject any or all bids without assigning any reasons. NIH also reserves the right to reject any bid which in its opinion is non responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
12. Financial bids of only those agencies will be opened who qualify in the Technical bids.
13. The tender document is not transferable under any circumstances.
14. Lowest Bidder will be taken on the basis of minimum of rates quoted by the bidder in Financial Bids.

B. Eligibility criteria for Tendering

1. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted engaged in catering services, who should have required licenses issued by Food Safety & Standard Authority of India (FSSAI) (attested copy has to be attached).
2. The tenderer should have minimum **three** year experience of providing Catering service to the Department/Ministries of the Government of India/PSUs (copies of two work orders received from Govt. Deptts/PSUs during each of the last three years should be enclosed).
3. The Bidder should have an office in proximity of Roorkee.
4. The bidder shall have the following Registrations and details of the same be provided in the Technical Bid :
 - a) Service Tax Registration/GST
 - b) Valid License, issued by Regional Labour Commissioner, Govt of India

C. SCOPE OF WORK

Providing Catering Services at National Institute of Hydrology, Roorkee - 247 667

C- 1 Catering services in NIH premises and related terms & conditions

The Agency shall provide Catering Services in the NIH premises as per details given below. The services like cleaning, maintenance, disposal of garbage, provisioning of Potable drinking water or other materials/ consumables etc already included in the above clauses are also applicable under the Catering Services.

Scope of Catering Services at NIH

- a) ***Agency shall provide adequate approved good quality crockery and cutlery (preferably of bone china/opal ware) and table cloth, mats etc. of superior quality in the kitchen and dining halls. Utensils for serving warm food shall also be provided by the Agency.***
- b) The waiters/serving staff shall be well dressed, presentable, well-mannered and trained.

2 Personal Hygiene:

- a) The Agency shall ensure that staff deployed in catering services is free from any infection or communicable diseases and arrange their regular Health check ups. The staff should trim their nails regularly and wear caps & gloves at the work place. Smoking, eating or chewing of tobacco/zarda/gutka etc, spitting is strictly prohibited at the work place.

3 Quality Maintenance:

- a) The eatables served by the Agency to the Guests shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served.
- b) Non-vegetarian dishes shall be made from fresh and good quality mutton, chicken or Fish; and shall be purchased from standard authorized shop. The pieces of non-vegetarian items shall not be too small or too big. Unnecessary shreds and small bone pieces shall be removed. The non-vegetarian items shall be washed and marinated properly before cooking.
- c) Vegetarian and Non Vegetarian dishes shall be prepared and served separately.
- d) All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry. Maintain hygienic conditions in cooking/pantry area & dining/serving areas.

4 Inspection:

- a) NIH will check the quality of grains, oil, vanaspati oil, atta (flour), fruits, vegetables and provisions used or stored in the store room for cooking. Any deficiency pointed out shall be promptly removed.
- b) The Agency shall allow the NIH Officer to inspect the foods items and services for their quality, as per prevailing rules and regulations. applicable.
- c) In case of dispute regarding the services, quality or the quantity of the food stuff, snacks, tea etc. the decision of NIH will be final and binding.

5 Service during the Training

- a) Arrange for Tea and Coffee with snacks and cookies (2 types) at the assigned place during mid-session breaks.
- b) The Agency shall place hot Tea/Coffee Dispenser (to be provided by Agency) along with service boys to serve tea and coffee in front of all the Training Halls to the participants during the mid-session breaks.

- c) The Agency shall arrange to serve tea and coffee and water in the training halls, as and when required.

D Terms & Conditions for Catering

1. The Agency shall maintain good standard of food quality/services as indicated. In case the quality of food/services is not found up to the mark, a warning note shall be issued to the agency specifically indicating the discrepancy and a deduction to the extent of 20% of the billed amount for that particular instance (Tea/Meals) shall be levied on recommendation/approval of Course Coordinator. The performance of the agency will be reviewed on monthly basis and in case the services are not found up to the mark the Agency's contract will be terminated even before the expiry of contract period by giving one month's notice.
2. No request for making advance payment on any ground shall be entertained.
3. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.
4. There would be no increase in rates payable to the Agency during the Contract period.
5. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
6. During the course of the contract period, the agency shall deposit service tax at prevailing rates as per GOI norms.
7. In case of non compliance/non-performance of the services according the terms of the contract, the NIH shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the contract.
8. The decision of NIH in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
9. In case of failure of the Agency in fulfilling the contract, the competent authority of NIH may at its discretion, terminate the contract either in part or full of the total services provided by giving one month advance notice to the Agency assigning reasons thereof.
10. The Agency shall not assign or sub-contract any of these contracts. In case of violation/contravention of any of the terms and conditions mentioned herein, the NIH reserves the right to terminate the agreement forthwith without giving any notice to the Agency and without prejudice to its right to recover damages and other charges/cost to the NIH from amount payable to him or otherwise.
11. An agreement shall be signed with the successful bidder as per specimen enclosed.
12. If the performance of the Agency is found poor and despite instructions, he fails to improve the same, the NIH shall be liable to recover any amount towards penalty or losses as decided by the authorized officer and to terminate the contract without any

notice. The Agency shall not be entitled for compensation to any loss which he may incur in this regard.

13. The Authorised officer/Committee of NIH shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.
14. In case of any dispute or differences arising on terms and conditions, the same shall be settled by reference to arbitration by Sole Arbitrator to be appointed by the Director, National Institute of Hydrology. The provisions of Arbitration and Conciliation Act, 1996 shall be applicable.
15. In case of any dispute between the Agency and NIH, NIH shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Roorkee.

