



NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH
(MINISTRY OF EARTH SCIENCES, GOVERNMENT OF INDIA)
HEADLAND SADA, VASCO-DA-GAMA,
GOA -403 804
(TEL: 0832-2525555)

**TENDER DOCUMENT FOR PROVIDING CANTEEN
SERVICES AT NCAOR CAMPUS, HEAD LAND SADA,
VASCO-DA-GAMA, GOA – 403 804**

*(TO BE DROPPED IN THE TENDER BOX KEPT IN THE
ADMINISTRATIVE BLOCK (GROUND FLOOR))*

NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH
HEADLAND SADA, VASCO-DA-GAMA, GOA – 403 804

TENDER NO	<u>NCAOR/45/13</u>
DATE	27.07.2013

Sub: Providing Canteen services at NCAOR

Sub: Notice Inviting Tender for providing Canteen services at NCAOR

The National Centre for Antarctic & Ocean Research, Headland Sada, Vasco-da-Gama, Goa, requires a caterer / contractor to run its canteen for supply of Tea/Snacks & lunch/meals to approx. 150 persons at NCAOR premises. NCAOR will provide well furnished canteen space (without any charges) with the required utensils/ cutlery/crockery as well as water and electricity. However cooking gas and stove etc. will have to be arranged by the caterer himself. Those firms/individuals who have minimum experience of two years for successfully running of the catering services in canteens, cafeteria/restaurants/hotels/Govt/ semi Govt./ reputed pvt. organisations ending 31.03.2013 may collect the tender forms for a cost of Rs. 100/- (inclusive of service tax) from the Administration Section of NCAOR on any working day between **10:00 hrs to 16:00 hrs upto 12th August, 2013** and submit tender by **15.00 hrs on 13th August 2013**. Tender document can also be downloaded from NCAOR website www.ncaor.org. Downloaded tender documents must be accompanied with tender fee for Rs. 100/- in the form of DD in favour of Director, NCAOR payable at Vasco-da-Gama, Goa..

Administrative Officer

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SCOPE OF WORK FOR CANTEEN CONTRACTOR

NCAOR campus comprises of an Administrative block, one Laboratory block, one Hostel building and one Transit Guest House with a strength of 150 employees. The canteen located in the NCAOR campus which caters to the requirements of NCAOR employees and also other service providers in the campus. The Canteen serves tea, coffee, cold drinks, snacks, high tea, lunch, dinner etc in general and also in various official meetings, programmes, seminars and functions organized by the Institute from time to time. In addition to above, people visiting NCAOR campus in connection with various academic/research activities of the Institute also avail these services.

TENDER DOCUMENT FOR PROVIDING CANTEEN
SERVICES AT NCAOR CAMPUS, HEADLAND
SADA, GOA- 403 804

Last date and time for submission of duly filled in Tenders:
13th August, 2013 (Tuesday) by 15.00 hrs
*(Duly filled in Tender Documents, complete in all respect to
be dropped in the Tender Box kept in the Administrative
Block, Ground Floor)*

Date and Time of opening of Bids
13th August, 2013 (Tuesday) at 15.30 hrs.

Venue for opening of Bids
National Centre for Antarctic & Ocean Research
Head land Sada, Vasco-da-Gama
Goa – 403804

NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH
TENDER DOCUMENT FOR PROVIDING CANTEEN SERVICES AT
NCAOR CAMPUS, GOA

TECHNICAL BID

GENERAL INFORMATION	
1. Name of the Bidder and complete (registered office address)	
2. Name, Designation and Tel. Nos(s) of the Contract Person - Fax No(s) -Email address	
3. Statutory Details (document to be attached) (a) Copy of Registration of the Firm issued by appropriate authority	

4. List of major clients (Please use separate sheet for each) as per the following format. The information provided will facilitate in evaluation of your Bid.::

S.No.	Name of the Organisation with complete Postal Address	Name & Designation of the contact person with Tel/Mobile no	Date from which the contract was awarded	No. of persons deployed by your firm	No. of persons served.

TERMS AND CONDITIONS

GENERAL

1. All pages of the Tender Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the Terms and Conditions of this Tender.
2. NCAOR reserves the right to obtain feedback from the previous/present clients of the Tendered and also depute its team(s) to inspect the site(s) at present contract(s) for on-the-spot first hand information regarding the quality of food and services provided by the Tenderer. Decision of NCAOR with regard to award of the contract will depend upon the feedback received by it from the previous/and present clients and also from its team(s) deputed for the purpose. The decision of the Institute in this regard will be final and binding on all bidders.
3. Tender shall be submitted in NCAOR's official tender form only. If submitted in any other manner, the same shall be summarily rejected. No bidder shall be issued more than one Tender Form.
4. The services to be rendered by the contractor must not be sub-contracted.
5. No paper shall be detached from the Tender Document.
6. The name and address of the bidder shall be clearly written in the space provided for the purpose and no over-writing, correction, insertion shall be permitted in any part of the tender unless duly countersigned by the bidder. The tender should be filled in and submitted strictly in accordance with the instructions contained herein, otherwise the tender is liable to be rejected.
7. Person signing the bid or other documents connected with tender must clearly write his/her name and also specify the capacity in which signing.
8. The Institute reserves the right to reject any or all the tenders without assigning any reason.
9. The Institute reserves the right to change any condition of the Tender before opening of the Bids.
10. Canvassing in any form will make the tender liable to rejection.
11. Tenders received without proper documents, shall be summarily rejected.

ELIGIBILITY CONDITIONS/ GUIDELINES FOR EVALUATION OF BIDS.

12. **(i) Basic Eligibility:**
 - a. Bidder should have valid establishment/trade license for carrying out the business of catering on the date of application.
 - b. The applicant should have minimum experience of two years for successfully running of the catering services in canteens, cafetaria/restaurants/hotels/Govt/ semi Govt./ reputed pvt. organisations ending 31.03.2013
- 12(ii) Bids will be evaluated on the basis of price quoted by the bidder considering all the items (Bidders are advised to quote price for all the items otherwise bid will not be considered for evaluation).

GUIDELINES FOR SUBMISSION OF TENDER

13. All the prospective bidders are advised to visit the site before submitting the bids.
 - a. Bidder has to submit the bid on prescribed format along with proof of experience and copy of registration of establishment /trade license as mentioned in para 12(i).

PERIOD OF CONTRACT

14. In general, the contract will be valid initially for **One Year** with yearly extension based on the satisfactory performance and revised scope of work. The contract may be further renewed after the initial one year for a further period of 2 years subject to satisfactory performance and on such terms and conditions as may mutually be agreed upon between the parties

SECURITY DEPOSIT

15. The successful bidder will be required to submit with NCAOR security deposit of Rs. 10000/- in form of Demand Draft in favour of Director, NCAOR payable at Vasco-da-Gama, within 15 days from the date of issue of work order.
16. If the Contract is terminated by the Contractor without giving minimum 90 days notice or fails to observe the terms & conditions of the Tender and the Letter of Award of Contract with the Institute, the Security Deposit will be forfeited without prejudice to the NCAOR's Management's right to proceed against the contractor for any additional damages that the Institute suffers as a result of the breach of the aforesaid terms and conditions.

STATUTORY OBLIGATIONS OF THE TENDERER (CONTRACTOR)

17. The contractor shall be responsible for engaging adequate number of trained manpower required for providing good quality canteen services in NCAOR campus.
18. The employees of the Contractor should possess good health and should be free from any diseases, especially contagious and frequently recurring diseases.
19. The Contractor will, prior to the commencement of the operation of contract, make available to NCAOR the particulars of all the employees who will be deployed at the Institute's premises for running of the Canteen.
20. The contractor shall be responsible for timely payment of wages to his/her workers as per the Minimum Wages Act and fulfill all other statutory obligations, as applicable to the Contractor.
21. The contractor shall ensure proper discipline among his/her workers and further ensure that they do not indulge in any unlawful activity.
22. Employment of child labour is strictly prohibited under the law. Therefore, the contractor will not employ any child.
23. The Contractor shall indemnify and keep indemnified, defend and hold good NCAOR., its officers, director, employees and agents against loss, damages or claims arising out of any violations of applicable laws, regulations, guidelines during the contract period and for the breach committed by the contractor or their services personnel on account of misconduct, omission and negligence by the contractor or his service personnel.

24. The contractor shall ensure compliance of all laws relating to cleanliness, sanitary hygienic and health conditions and other laws in force from time to time with regard to the environment around cooking place, dining hall and surrounding etc.
25. The Contractor shall register with Registrar of the concerned Central/ State Body and shall abide by State Labour/Government of India (Ministry of Labour) rules and regulations and all other Statutory Acts/Regulations and rules relevant to this contract and shall indemnify the principal employer (NCAOR) against and damages arising out of the default on the part of Contractor due to negligence or non-compliance of any of the applicable rules, regulations, etc., laid down by the Government, Statutory authorities and other Government bodies, if any, from time to time.
26. The Contractor shall provide uniform to its employees and shall ensure that they wear them at all times and maintain them properly.
27. The contractor shall be personally responsible for conduct and behavior of his/her staff and any loss or damage to the Institute's moveable or immoveable property due to the conduct of the Contractor's staff shall be made good by the contractor. If it is found that the conduct or efficiency of any person employed by the Contractor is unsatisfactory, the Contractor shall have to provide a substitute in place of the concerned person within 24 hours of intimation by NCAOR. The decision of the NCAOR's designated officer in this regard shall be final and binding on the Contractor.
28. The contractor shall not appoint any sub-contractor to carry out his obligations under the contract.
29. The contractor shall keep the Canteen and its surrounding areas clean and up to date sanitation every day after the services are over. The cleaning includes cleaning of kitchen, canteen hall, floor, counter, benches, tables, chairs etc. NCAOR management will have 24 hour access to inspect the canteen premises at any time for ensuring the cleanliness and hygienic conditions of the canteen's kitchen and dining hall premises.
30. The Institute reserves the right to appoint officers/officials to inspect the quality of raw material, food and other items prepared and sold in the canteen. Any defect(s) pointed out by such officers/officials during their visits shall be properly attended to by the Contractor.
31. A list showing the rates and prices chargeable shall be prominently displayed on the board provided in the canteen. The canteen will be kept open from morning 8.30 am to 5.30 pm and also as per the need of NCAOR authority. The approved price list will be made an attachment to the work order and will be valid for one year initially and may be reviewed during the extended period only once after six months with mutual discussions except aerated drinks and other standard packaged items supplied in canteen. Prices of these articles will be revised whenever manufacturers revise them. The contractor will supply only such items specifically approved by the Institute. However, more items can be included in the menu with prior approval of the Institute.
32. The contractor shall get the prices of all items approved by the authorized office of the Institute and no changes, what-so-ever shall be made without prior written approval of the Institute.
33. The contractor will use only branded raw material for preparation of items. The permissible brands of various items are given in Annexure I.
34. The Institute will provide to the Contractor space for storing raw material, kitchen equipment as per list provided in Annexure II for cooking and preservation of

perishable items, sitting and serving space etc free of cost. The Institute shall also provide tables and chairs in the serving area.

35. Care must be taken to ensure that, while carrying out the work, no fittings, fixtures, furnishings, equipments provided by the Institute are damaged. Any damages done to the same or any other property will have to be repaired/replaced by the Contractor, failing which the same will be done by NCAOR at the contractor's risk and cost. In this regard, the decision of the designated officer of NCAOR shall be final and binding on the Contractor.
36. All work shall be carried out with due regard to the convenience of NCAOR. The orders of the concerned authority shall be strictly observed.
37. The contractor will deploy adequate manpower for work during late hours and on Saturdays/Sundays, including other holidays, according to the requirement of NCAOR.
38. The contractor shall use /install only commercial gas cylinders/fuel supply at his own cost. Use of kerosene /cooking heaters/chulas in the canteen premises is strictly prohibited.
39. Storing/supply/sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the Institute's campus, including Canteen. Any breach of such restrictions by the Canteen contractor will attract deterrent action against the contractor as per statutory norms.
40. No minimum guarantee will be furnished to the Contractor towards consumption of food items. The Contractor is advised to maintain the highest quality at the minimum possible prices so as to attract the maximum number of students/hosteliers/NCAOR personnel to avail canteen services.
41. The contractor will bring his own tools, cookers, hot boxes, steam boxes, trolleys, equipment, utensils, plates, jugs etc., in sufficient quantity as needed to maintain the canteen services in addition to what is provided for by NCAOR.

TERMINATION OF CONTRACT

42. The contract can be terminated by either party, ie NCAOR or contractor, after giving three month notice to the other party extendable by mutual agreement till alternate arrangements are made. However, NCAOR reserves the right to terminate the contract without giving any notice in case the Contractor commits breach of any of the terms of the contract. NCAOR's decision in such a situation shall be final and shall be accepted by the Contractor without any prejudice or resistance.
43. On termination of the contract, the contractor will hand over all the equipments/furniture/articles etc supplied by NCAOR, in good working condition, back to NCAOR, failing which the items will have to be replaced back to NCAOR.
44. Director, NCAOR reserves the right to accept or reject any of the tenders without assigning any reasons whatsoever.
45. In the event of any dispute in this regard the decision of the Director, NCAOR or any other officer appointed by him on his behalf from time to time shall be final and binding on the contractor.

I/We have read and understood the scope of work and also accepted all terms/conditions as mentioned in this tender document.

Full Firm Address with Tel. No.

Signature of Tenderer _____

Date: _____

Seal

PERMISSIBLE BRANDS OF CONSUMABLES

ITEM	BRAND
Salt	Iodised salt such as Tata, Annapurna, Nature Fresh
Spices	MDH, MTR or equivalent brands
Ketchup	Maggi, Kissan, Heinz
Oil	Refined oil such as Sundrop, Nature Fresh
Pickle	Mother's or Chandelkar's or Priya
Atta	Aashirvad, Pilsbury, Nature Fresh,
Butter	Amul, Britannia, Mother Dairy
Bread	Spencer's/Monginis/Modern/Jasiya
Jam	Kissan
Milk	Toned milk of Mother Dairy, Goa Dairy, Nandini
Paneer	Amul/Mother Dairy
Tea	Brook Bond, Lipton, Tata, Society
Coffee	Nescafe, Rich Bru
Biscuits	Britannia, Parle G, Good Day
Ice Cream, lassi, Curd	Mother Dairy, Amul, Cream Bell-all varieties
Mixtures /Chips	Haldiram's /Bikaner
Mineral Water	ISI marked Kinley/Bisleri/Aqua Fina
Besan, Dal	Good Quality
Rice	Good Quality
Cold Drinks	Pepsi, Coke etc
Juices	Real, Tropicana
Lemon Water	Limca
Sweet	Bikaner, Haldiram

The Contractor may use any other brand only after obtaining prior written approval from the Institute.

LIST OF KITCHEN EQUIPMENT TO BE PROVIDED BY NCAOR

<u>CROCKERY ITEMS (IN STEEL) for regular usage</u>	
Sr. No.	Item Description
1	Rectangle Bhojan Tat S.S (Plates for meals)
2	S.S. Plate 9" S.S (Quarter Plates) Brand : KU-KU
3	Kishco Spoon (Table Spoons)
4	S.S.Water Glasses
5	Serving Spoon -Oval Spoon
6	Serving Spoon -Dal Spoon
7	Pan Spoon S.S (Rice Spoon) Brand: Saurabh
8	Serving Spoon -Vakaria Spoon
9	Tea Strainer R-6 S.S (Small) Brand: Regan
10	Tea Strainer (Big)
11	Water Jug (medium size)
12	Tea Kettle (for 50 cups)
<u>COOKING ITEMS IN STEEL</u>	
13	Prestige cooker 5 ltrs.
14	Aluminium Round idli Cooker (Idli Maker) (approx. 40 idli) (52 idlis)
15	S.S. Copper Bottom Sauce Pan (Tea Pan Big Size)
16	S.S. Copper Bottom Sauce Pan (Tea Pan Small Size)
17	Cooking vessels (Bhagona) with lid
18	Tava small plate
19	P.M. Laddle S S (Tadka pan (aluminium))
20	Aluminium Tope with lid No. 29 (Aluminium Bhagona with lid)
21	Aluminium Tope with lid No.31 (Aluminium Bhagona with lid)
22	Aluminium Tope with lid No. 35 (Aluminium Bhagona with lid)
23	Aluminium Tope with lid No.33 (Aluminium Bhagona with lid)
24	P.M. Palta S.S (Small Palta Chamcha)
25	Iron Kadhai (diff.sizes 1 small & 1 big)
<u>CROCKERY ITEMS FOR OFFICIAL LUNCH</u>	
26	Water Glasses (LG-33 Glass)
27	Desert Spoon S.S (Table Spoons) Brand Classic
28	Tea Spoon S.S (Brand Classic)
29	S.S. Watti (Bowls (Katory))
30	S.S.Watti (Bowls for curds)
31	Aluminium Tray (Serving Tray)Brand: LOROS

32	Melamine Tray (Serving Tray)Brand: Peacock
33	Milton Casserole 3000ML
34	Milton Casserole 4000ML
35	Glass Water Jug
36	Dinner Plate
37	Tray (Medium)
38	Cups and Saucers
39	Table Spoons
40	Benmerry
41	Bowls (Tata) for Desserts
42	SS. Tea Spoons
43	Drinking Glasses
44	SS Vatti (Small)
45	SS Vatti (Big)
<u>OTHER ITEMS</u>	
46	Plastic container 7 kg @ (Plastic Containers Big)
47	Plastic container 10 kg @ (Plastic Container Big)
48	Plastic container 3 kg @(Plastic Containers Small)
49	Eagle Flask 1.2 ltr
50	Eagle Flask 1.6 ltr
51	Tramontina Knife (Small Size)
52	Cutting Board 12 x 18 x 1
53	Floor Duster (Duster Cloth)
54	Carting Scissors (Big Size) Brand: Cartini
55	Dust Pan
56	Hot Vessel Stand (Ban Marriey)
57	High Pressure (Bhatti 3 burners)
58	Salt and Pepper Stand
59	Buckets with Mugs
60	Coconut Grater
61	Dustbin wid cover
62	Tava
63	Vessel Washing Stand
<u>FURNITURE ITEMS</u>	
64	Table
65	Chairs
<u>ELECTRICAL ITEMS</u>	
66	Refrigerator Double Door 400 ltrs Brand/Make: Whirlpool Model:410
67	Microwave Oven 20 Ltrs Brand: Videocon Solo
68	Water Geyser 25 Ltrs Brand : V Guard
69	Mosquito Fly Attractor 2 ft. x 2 tube light
70	Exhaust Fans (Kitchen)
71	Brand/Make: Orient Spring Air 12”

72	Water Cooler 40 Ltrs Brand/ Make: Voltas 40/40 FSS
73	Purifier Cooler with purifier Three stage Brand/Make: Forbes water purifier with water level sensors
74	Grinder
75	Wall Mounted Fans, Brand : Bajaj 16
76	Emergency Light

Other items of use will be arranged by the Contractor himself/herself.

NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH
TENDER DOCUMENT FOR PROVIDING CANTEEN SERVICES AT NCAOR
CAMPUS, GOA

FINANCIAL BID

(The bidder must quote prices for each items given below failing which, bid shall not be considered.)

RATE LIST OF ITEMS
FOR EMPLOYEES AT CANTEEN

Sl. No.	Description	Qty in ml/gms	(Rs.)
1	Tea	120 ml	
2	i. Coffee ii. Special Coffee (Nescafe)	120 ml 120 ml	
3	Cold drinks		As per MRP
4	Breakfast <i>(It is upto the contractor to provide all the items mentioned below on daily basis. However, it is compulsory for the contractor to provide atleast 3 items alternatively on daily basis)</i> i. 2 Aloo parathas with pickle/sauce ii. Pav Bhaji (Two pav (standard size) and bhaji) iii. Puri Bhaji (4 Puri and bhaji) iv. Bread butter with Omlet (of 2 eggs) v. 2 Potato Vadas with sambar & chutney vi. Onion Pakoda(125gms.) vii. Samosa (2nos. standard size) viii. Sweet Buns (2nos.) ix. Upma / poha with chutney x. Veg sandwich with chutney(125gms.) xi. 2 nos. of Set Dosa/Onion Uttapam with sambar and chutney(standard size) xii. Masala Dosa with sambar and chutney(standard size)	1 plate 1 plate	

5	Plated Meals (Veg.) (Fixed Thali) One Rice (sona massorrie or better quality) Dal Veg Curry Sambar/Rasam Papad Pickle Curd Chapati/Puri/Roti..... Seasonal Vegetable	150 gm 080 gm 120 gm 100 gm 01No 05 gm 60 gm 2 Nos 100 gms	(Fixed price per Thali)
6	Non-Veg Thali to be supplied (on demand) i. In addition to items mentioned at 5 above excluding Veg Curry, Fish Curry with fried fish to be added. ii. Chicken curry rice thali with chapatti & Salad	1 plate 1 plate	(Fixed price per Thali)
7	Snacks i. Biscuits ii. Samosa/Pakoda/Vada etc. with chutney/ sauce/ketch up (of kissan/Maggie/Heinz only)	- 01 No.	

**RATE LIST OF THE ITEMS FOR OFFICIAL PURPOSE AT THE DEFINED
VENUE WITHIN THE NCAOR CAMPUS**

Sl. No.	Description	Qty in ml/gms	(Rs.)
1	Tea (made of thick milk)	120 ml	
2	i. Special Coffee (Nescafe or Bru)	120 ml	
3	Cold drinks		As per MRP
4	Breakfast i. 2 Aloo parathas with pickle, butter & jam/Puri Bhaji (4 Puris and bhaji)/4 slice bread butter with Omlet (of 2 eggs)/2 Potato Vadas with Sambar & chutney(Standard size)/ (Upma / poha with chutney(Standard size)/ Dosa with sambhar & chutney(Standard size) ii. Onion Pakodas(125gm)/ 2Nos. of Samosas (Standard size) /2nos. of Sweet Buns(standard size) / 2nos. of Veg. sandwich with chutney		
5	Full / buffet meals i. Puri/Roti/Chapati ii. Jira Rice/Vegetable Biryani/Vegetable Pulav (Basmati Rice) iii. Chicken item or Fish item iv. Paneer palak / Kofta / Paneer Mutter v. Dal fry / Dal Tadka vi. Dry Aloo ghubhi / Manchurian dishes / Mixed vegetables vii. Papad and pickle viii. Gravy based curries (Rajma / chana masala/ Dum Aalu / Bhendi do pyaja) ix. Curd / Raita x. Salad – veg. xi. Mineral water xii. Icecream xiii. Sweet dish - Gulab jamun / Rasgulla or Rasmalai	Per pax	
6	Snacks for meeting etc. i. Cashewnuts (10 nuts) ii. Good day biscuits(2 nos) iii. Samosa or vada or pakoda or pattice (1 no) iv. Coffee or Tea or Soft drinks	Per pax	
7	High Tea i. Cashew nut (10 nos) ii. Sweet item (Caju burfee 2 pc) iii. Pastry or Samosa or Cake or muffins or pakoda iv. Aloo chips (Haldiram or uncle chips) – 8 pcs v. Good day biscuits (2 nos) vi. Coffee (Nescafe) or Tea or Juice or Soft Drinks / Nescafe	Per pax	
8	Real Juice or Tropicana	1 no (200 ml)	