

Indian Audit & Account Department
“Mahalekhakar Bhawan”, Kaulagarh
Dehradun

INVITATION OF BIDS FOR RUNNING CANTEEN

O/o The Accountant General (A&E) Uttarakhand, Dehradun, invites bids for providing catering services to its staff in the ‘Cafeteria’ located in Mahalekhakar Bhawan, Dehradun as per schedule given below :-

Sr. No.	Items	Description
1.	Scope of work	Providing catering and related services for running Cafeteria of the Mahalekhakar Bhawan, Dehradun.
2.	Availability of Bid Document	R.No. 421 R-wing 4 th floor Mahalekhakar Bhawan, Dehradun. The bid document can also be down loaded from the websites : www.agua.cag.gov.in
3.	Pre-bid Meeting Date and Time	3:00 P.M on 16-11-2017
4.	Earnest Money Deposit	Rs. 15,000/- in the form of Demand Draft Drawn in favour of “Pay & Accounts Officer”, O/o AG (A&E) UK, Mahalekhakar Bhawan, Dehradun.
5.	Last date for submission of bids	20-11-2017 Upto 11:00 A.M
6.	Date of opening of Bids	21-11-2017 at 3:00 P.M
7.	Address for submission and opening of bids.	DAG (Admn) O/o the Accountant General (A&E) Uttarakhand, “Mahalekhakar Bhawan”, Dehradun.

Sd/-
Deputy Accountant General/Admin

Following detail may be filled by the Contractor-

1.	Name of the Contractor	
2.	Residential Address	
3.	Permanent Address	
4.	Phone/Mobile No	
5.	Experience for running Canteen/Dhaba	

A. GUIDELINES FOR SUBMISSION OF TENDER

1. Please read the Terms & Conditions carefully before filling up the document. Incomplete Tender Documents will be rejected.
2. All pages of the Tender Document must be signed by the Bidder as token of having accepted all the Terms and Conditions of this Tender duly filled in tender form.
3. Department reserves the right to obtain feedback from the clients of the Tenderer and may also depute its team(s) for on the Spot Inspection of the site (Canteen/Dhaba presently run by the Tenderer so that quality of service and food could be analysed accordingly. Decision to award the contract would strictly be based on the feedback collected from his previous/current clients and the Departmental Team to whom requisite task was assigned for. In this regard, Department's decision will be final and binding on all bidders.
4. Tender shall be submitted in Department official tender form only. No any other means will be acceptable/entertained and the same would liable be summarily rejected.
5. Tenders received without the prescribed Earnest Money Deposit (EMD) of Rs. 15,000/- (Rupees fifteen thousand only) will not be entertained.
6. No paper shall be detached from the Tender Document.
7. 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 it is duly countersigned by the bidder. The tender should be filled in very carefully in accordance with the instructions contained herein, otherwise the Tender is liable to be rejected.
8. The Bid should bear the name and complete postal address of the bidder Sealed envelopes super-scribed "BID FOR PROVIDING CANTEEN SERVICES AT O/o AG (A&E) UK, Mahalekhakar Bhawan, Dehradun. This bigger envelop bearing the name & complete postal address of the bidder should be addressed to the O/o The Accountant General (A&E) Uttarakhand, Dehradun and may be deposited in the G D Section at 3rd Floor, O/o AG (A&E) UK, Mahalekhakar Bhawan, Dehradun.
9. EMD deposited by all bidders will be valid for at least for a minimum period of six months from the date of opening of Bids.
10. The Department reserves the right to reject any or all the tenders without assigning any reason.
11. Before submitting the filled in Tender Document to the Department the bidders may seek clarification (s), if any, during the pre-bid meeting.

12. The Department reserves the right to change any condition of the tender before opening of the Technical Bids.
13. The successful bidder will have to enter into an agreement with the Department before taking charge of the Canteen and commencement of the canteen work.
14. Canvassing in any form will make the tender liable to rejection.
15. Conditional tender will not be accepted and will be rejected outright.

B PRE-BID MEETING AND OPENING OF BIDS.

1. A pre-bid conference will be arranged to brief about the facilities available in the O/o AG (A&E) UK, Mahalekhakar Bhawan, Dehradun at 03:00 PM on 16-11-2017. All Firms intended to apply for this tender shall attend the pre-bid meeting.
2. EMD of the unsuccessful bidders will be returned to them without interest within a period of three months from the date of award of contract to the successful bidder.
3. EMD of the successful bidder shall be liable to be forfeited if the contractor does not fulfil any of the following condition.
 - i) If an agreement is not signed in the prescribed form within ten days of the receipt of the Letter of Award of the Contract.
 - ii) If the Contractor does not commence canteen services within 10 days of the award of contract.
4. The Contract for award of Canteen Services, through this Tender is likely to come into effect from 01-12-2017. Hence, the Bids submitted by the bidders should be valid to become operative from 01-12-2017. In view of this, no change in the bid will be allowed. If the successful bidder withdraws or alters the terms of the tender during this period the Earnest Money Deposit shall be forfeited.
5. If the successful bidder withdraws or the services provided by the successful bidder are not found satisfactory (say in a month or so) during the probationary period of three months from the date of taking over charge of the canteen services, department reserves the right to terminate the contract without giving any notice and would initiate appropriate necessary action in the matter for making alternate arrangements.
6. If any of the conditions of Tendering are not fulfilled, such Tender/Tenders will be summarily rejected outright and objections raised in this regards will neither be entertained. Department reserves the right to choose accept or reject any or all requests/offer in full or part at any stage reduce or increase the quantity/rate of items without assigning any reasons therefore.
7. The successful bidder will be required to deposit with Department either a Bank Guarantee/ Demand Draft or Fixed Deposit Receipt (In original) in favour of PAO O/o AG (A&E) UK, Mahalekhakar Bhawan, Kaulagarh, Dehradun for a sum of Rs 30,000/- (Rupees thirty thousand only) as Deposit on account of Performance Security Bank Guarantee/ Demand Draft or Fixed Deposit Receipt (in original), renewed from time to time, will be retained by the department for the entire period of the contract and on termination of the contract, the department will refund to the contractor the sum of Rs.30,000/- (Thirty thousand only) without interest.

C. ELIGIBILITY CONDITIONS

1. The applicant should have an experience of running Canteen/Dhaba business on regular basis for not less than a period of three years as on 30-09-2017.
2. The person/firm should have on their rolls sufficient number of cooks to prepare good quality of food/beverage.
3. The Registered office or Branch office of the bidder should be located in Dehradun Region only.

Note: Copies of documents in support of each of the above Eligibility condition should be enclosed with the Bid.

D. TERMS & CONDITIONS OF THE CONTRACT

1. The Department will provide adequate space to the contractor for storing raw material, kitchen equipment for cooking and preservation of perishable items sitting and serving billing etc. free of cost.
2. The Department will provide and maintain furniture (tables and chairs in the serving area. The department will also provide water purifiers water .Contractor has to arrange for rest of the equipment e.g.which are not provided by Department.
3. The Department will pay the electricity and water charges also
4. LP Gas charges will be paid by contractor.
5. The contractor will have to start the functioning of the Canteen/cafeteria within a period of 10 days from the date of award of contract.
6. The successful bidder will ensure that raw material used for cooking are of very good quality, safe for human consumption and will also conform to the standard laid down by the Govt. of India. In the events of any food poisoning/contamination the contractor will be held fully responsible and would liable to be penalized under the law. The contractor will ensure to maintain proper sanitation/hygienic conditions in the premises and would also deploy persons free from infectious diseases.
7. The contractor shall be responsible for compliance of the labour laws in respect of the personnel employed by him. The contractor shall be the employer for his workers and the Ministry of Environment, Forest and Climate Change will not be held responsible fully of partially for any dispute that may arise in future between the contractor and his workers.
8. The contractor would be responsible for verifying antecedents of the persons deployed by him through police verification and a certificate to this effect shall be provided by him to the Department in respect of each staff member.
9. The eatables will be served in neat and clean utensils and the cafeteria staff would strictly adhered to the Dress Code.

10. Cost of food & beverages must be competitive and reasonable rates. Some basic items should be as per list enclosed.
11. The contractor may also supply those eatable items which are not under the contract in case of any demand is made from staff and the cost of such items may be fixed on MRP rates.
12. The approved price of the eatables should be prominently displayed at the counter/Notice Board in Canteen. Tentative list of items to be provided by the contractor are listed at Annexure-II. However, the contractor can add items as per demand/consumption etc.
- 13 A canteen management committee will be nominated by the Department to inspect the functioning of the Canteen with a view to ensure hygienic conditions and satisfactory service. In case repeated failures or lacunae are noticed by the Committee on the part of the contractor, the HoD and/or Chairman of the Canteen management committee will be authorized to impose a fine of up to Rs. 1,000/- on each occasion.
14. Cleaning of canteen shall be done by the contractor. The garbage of the canteen shall also be disposed of by the contractor on daily basis. The contractor shall ensure cleanliness of the canteen all the time
15. For premature termination of the agreement one month notice from the Department's side and three months' notice from Contractor's side will be mandatory to be furnished in writing. The contractor will vacate the premises, if desired by the Department and will handover the same to the Competent Authority of the Department. This procedure will be final and binding upon the contractor.
16. The contractor will be held responsible for all damages or losses of Departmental Canteen's property and will be liable to maintain good practice. Any such loss or damage comes to notice except those due to reasonable use or wear and tear or such as caused by natural calamity, would certainly be borne by the Contractor.
17. The contractor will be held responsible for the safety of his workers/ labors/cooks etc, on the event of any eventuality in casual on the part of his

negligence or occurrence of any accident. Therefore, Department will not be responsible in any means in such cases.

18. The Caterer is required to maintain the details of all his employees/workers.

19. In case eatables are sold by the Licensee after the expiry date as mentioned by the manufacture a penalty of Rs. 500/- will be imposed for each default.

20. The contractor would be required to use ISI/Agmark/Food grade products.

21. The contractor will not be allowed to use the canteen premises for any other activity except for the purpose for which it is provided for.

22. The contractor shall ensure that all the canteen employee during their working hours wear neat and tidy uniform and use hygiene gloves supplied by the Contractor No canteen employee will be allowed to perform his duty without proper uniform.

23. The contractor shall not stock any inflammable or otherwise dangerous material goods, narcotics or drugs in any part of the allotted space which are fire and health hazardous to the property.

24. The Contractor will have to supply breakfast/lunch / in the canteen premises as per requirement and schedule drawn for the purpose by the concerned authorities of the Department.

25. The Contractor will deploy adequate manpower for work during late hours and on Saturdays/Sundays, including other holidays, according to the requirement of Department .

26. The Contractor shall be responsible for engaging adequate number of trained manpower required for providing good canteen services in Department.

27. The employees of the Contractor should possess good health and should be free from any diseases, especially contagious and frequently recurring diseases.

28. The Contractor will be liable to produce the particulars of all the employees who will be deployed at the department premises for running the Canteen such particulars inter alia should include age/date of birth, permanent address, police verification report and profile of the health status of the employees.

29. The contractor will give assurance for proper discipline among his/her workers and would also ensure about non-indulgence of any of his in any unlawful activity.
30. The Contractor provide sufficient sets of uniforms and pair of shoes to his employees and shall ensure that they wear them all time and maintain them properly.
31. Employment of child labour is strictly prohibited under the law Therefore the Contractor will not employ any child. If such deployment is noticed than he will be held responsible to be penalized for concealing the fact.
32. 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.
33. The contractor shall at all times keep indemnified the principal employer namely and its officers and designated concerned staff for and gains all third party claims whatsoever (including property loss and damage personal accident injury or death of any person) and/or the owner and the contractor shall at his/her own cost and imitative at all times maintain all liabilities under workman's compensation Act/Fatal Accident Act. Personal Injuries Employees state insurance Act. PF Act. Etc. in force from time to time.
34. The canteen staff shall be issued Identity cards bearing photographs by the Contractor on regular basis as per the rules in force however verification of the antecedents of the staff will be responsibility of the contractor.
35. The contractor shall be personally responsible for conduct and behavior of his staff

Rates of following items may be given-

1.	Tea	ML	125	
2.	Coffee	ML	125	
3.	Samosa		One piece	
4.	Aaloo Roll		One piece	
SWEETS/ICE CREAM				
1.	Gulab Jamun (One Piece)	GMS	60	
2.	Burfi (One Piece)	GMS	60	
3.	Rasgulla (One Piece)	GMS	60	
4.	One Plate Gulabjamun		2pcs	
5.	Ice-Cream (Standard Brand and Weight)		1 Scoop	
	Pakora	GMS	60	
LUNCH (COMBO/THALI)				
1.	Ordinary Lunch (Dal, 1 Vegetable, Rice, 4 Roti, Salad)		1 Plate	
2.	Special Lunch (Dal, 1 Ordinary Vergetable, 1 Paneer Dish, rice Sweet, 2 Naan/Parantha, Curd, Salad)		1 Plate	
3.	Dal Rice		(Full Plate)	
	Dal Rice		½ Plate	