



राष्ट्रीय विज्ञान शिक्षा एवं अनुसंधान संस्थान, भुवनेश्वर
(परमाणु उर्जा विभाग, भारत सरकार का एक स्वयं शासित संस्थान)
NATIONAL INSTITUTE OF SCIENCE EDUCATION AND RESEARCH, BHUBANESWAR
(AN AUTONOMOUS INSTITUTE UNDER DEPT. OF ATOMIC ENERGY, GOVT. OF INDIA)

At/Po- Jatni, Dist. Khurda, Pin- 752050, Odisha

NO. NISER/HA/Canteen/ SOH-4/2019

Dated: 19.03.2019

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Expression of Interest

The Expression of Interest (Eoi) is hereby invited from the interested bidders for providing "Catering Service" in Hostel at NISER Bhubaneswar at Jatni Campus. Interested bidders can download this document and submit their offers in the given format duly filled and signed with required enclosures and documents. The Eoi is to be submitted in a sealed envelope superscribed "Eoi for providing Catering Service in Hostel, NISER Bhubaneswar at Jatni Campus" addressed to the Chief Warden, NISER, At/Po- Jatni, Pin-752050, Odisha, India.

LAST DATE FOR SUBMISSION OF EOI: 15 April, 2019 LATEST BY 05:00 PM.

PLACE OF SUBMISSION : CHIEF WARDEN's OFFICE, NISER

INSTRUCTION TO BIDDERS /TERMS & CONDITIONS:

Interested bidder should note the following:

1. Concerned firms are required to fill all the particulars with proofs as per Annexure-I. Failure to do so or any incomplete information would disqualify the firm for further processing.
2. **Earnest money deposit (EMD):** Rs. 5,000/- (rupees five thousand only) by crossed Demand Draft issued from any scheduled bank in favour of Finance Officer, NISER and payable at Bhubaneswar. EMD amount deposited will be refunded (without any interest) to the unsuccessful bidders after the award of the contract to successful firm.
3. **Security Deposit (SD) :** The successful firm will be required to deposit ₹1,00,000/- (Rupees One Lakh only) as interest free security deposit in the form of a crossed demand draft drawn in favour of Director, NISER and payable at Bhubaneswar, within 15 days of the award of the services contract. EMD deposited at the time of submission of the EOI documents can be adjusted against the security deposit. The SD will remain at the disposal of NISER, Bhubaneswar. The authority reserves the right to recover the losses/damages caused to the instruments/ articles/ building/ fittings etc. by the contractors or their employees and realization of damages arising out of any deficient services over and above any other punitive step/ civil action as the authority deems fit.
4. **Period of contract:** The contract will be assigned initially for a period of 1 (one) year, preferably from the date of awarding with a provision for normal

Date:
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extension for 2 (two) more years on yearly basis subject to satisfactory performance and approval of the competent authority of the Institute.

5. **Termination of contract:** The contract can be terminated by the contractor by giving 02 (two) months clear notice. However, the authority reserves the right to terminate the contract without assigning any reason, if it appears to the authority at any point of time that the services, quality of food, maintenance of hygiene/cleanliness of any of the canteen services are deteriorated to such an extent that it is detrimental to the interests of the Institute.
6. **Agreement:** The successful agency has to sign an agreement on Rs 100/- non judicial stamp paper (to be borne by the successful bidder).
7. Existing contractors or their close relatives those who are already rendering the canteen/mess in NISER Campus are not allowed to participate in the EOI, an affidavit confirming the same should be submitted in original to NISER.
8. Successful caterers has to pay water charges and monthly rental of the kitchen area as intimated on the basis of extent rules every month to NISER, apart from this the caterer has also to pay electricity charges of the kitchen area every month on the basis of actual unit consumed.
9. **Arbitration: All** disputes or differences whatsoever between the mess service provider and the Institute related to the contract will be settled by arbitration as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and shall be binding for all purpose.
10. **Legal dispute:** Any dispute, which may necessitate legal redressal will be restricted to the jurisdiction of the civil courts at Bhubaneswar only.
11. **Inspection authority:** Authorized representatives of the Institute will carry- out periodic inspection and surprise checks to ensure quality of food, services, hygiene, and cleanliness.
12. **Canvassing:** Any attempt to canvass for the candidature of any bidder directly or indirectly will lead to disqualification of such bidder/firm from the whole process.
13. **Rejection clause:** The firm who does not fulfil any of the above conditions or submit incomplete documents in any respect is liable to be rejected summarily.
14. **Modifications: NISER, Bhubaneswar** reserves the right to modify/add any clause to the agreement, during the period of the contract, for any essential item, services etc.
15. **Medical fitness:** The mess staff including cooks, serving member, and cleaners have to be medically reviewed. The fitness certificate should be obtained from a registered medical practitioner once in a month to the satisfaction of the hostel authorities, failing which suitable action may be initiated.
16. **The Bidder/ Firm should sign on each and every page of the EOI documents.**

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17. Brief specification of the services

- a. Procuring good quality raw materials, both dry and wet rations, from the open market.
- b. Ensuring that the procured raw materials are fit for cooking with proper washing and cleaning in a hygienic environment.
- c. Cooking the raw stuff as per menu and meal specification using ISI branded cooking materials, wherever applicable. Standard brand or quality of ingredients should be used for preparing food items as per the menu recommended by authorized body of the hostel in consultation with the service providers (contractor).
- d. Serving the prepared food in hot condition using service utensils on pre-cleaned dishes, tumblers, cups (small bowls), as the case may be. Food is to be served during fixed time periods as per meal schedule in a well maintained and clean environment in the dining halls of the hostel.
- e. Thorough washing and cleaning of all the items and space used for the purpose should be done after each meal.
- f. Interested parties can also provide coffee/soup/tea vending machines along with stall for light snacks on payment basis.
- g. Interested parties should also extend services to other employees and staff of the Institute as and when required.

18. Subletting of contract

Under any circumstances, the contractor cannot sublet or transfer the contract to any third party. Any deviation from this clause may invite spot termination of the contract.

19. Hostel building

The entire activity of the canteen service provider/contractor shall be limited within a marked area of the hostel meant for dining, cooking, storing, cleaning, and preparation areas.

20. Uniforms

In order to bring uniformity amongst the service boys in the dining hall, mess service provider shall arrange to provide them with a pair of Shirt/T-shirt, which should be common for his/her entire team. In order to coordinate the activity for smooth discharge, manager(s) shall be appointed by the mess service provider for hostels who will keep a check on the food prepared inside the kitchen, servicing in the dining hall, and all aspects of hygiene, etc. staff posted on duty should always bear a clean appearance, complete in uniform and should carry a photo identity card.

21. Transportation of raw materials

Transportation of all the consumables, including filling and refilling of the gas cylinders, to the hostel will be the sole responsibility of the mess service provider at his own risk and cost.

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22. Penalty

Non-availability or short supply of any declared item of the menu of any meal may entail imposition of penalty decided by the competent authority, as and when necessary. Deficient up-keeping and non-maintenance of hygiene in the cooking/cleaning/dining area may also entail imposition of penalty to be fixed by the said authority as deemed fit.

A few of the possible penalty situation under the purview of authorities, which accounts to poor services in the mess, are (for a broad idea to the contractor):

- Delay in making of food.
- Shortage of food items before scheduled time.
- Food item (to be made according to menu) not prepared at all.
- Poor service and misbehaviour of staff or any other case which comes under this category.
- Use of non-approved brand of consumables as stated in Annexure – IV.

23. Safety measures

The mess service provider shall ensure that all safety precautions are properly taken during the process of cooking by his employees. Special emphasis will be laid on fire Safety norms and proper operation of electrical gadgets/instrument, and fire-fighting Equipment etc. placed at the disposal of the hostel mess. Any loss to the goods/human life incurred due to mishandling of safety measures shall be made good by the firm/contractor.

24. Good behaviour and prompt service

The successful firm shall ensure that the quality of service is courteous and prompt and is in accordance with the laid down specification.

25. Recovery of dues

In case of any rightful dues (such as claim, penalty etc.) the service provider is supposed to deposit the amount in due time, failing which stern action may be Initiated leading to termination and recovery from the security deposit.

I/We accept all the general terms and conditions stated above.

Date:
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EOI FORM

1. Name of the agency (As registered):-

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2. Address of the agency:-.....

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3. Phone Number:-.....

4. Proprietor's name:

5. Address of Proprietor:

6. Proprietor's Phone No.:

Details of the firm:-

(a). Date from which the firm is operating:

(b). Turnover of the firm during:

FY 2015-16 (Rs.)

FY 2016-17 (Rs.)

FY 2017-18 (Rs.)

(Please attach copy of audited balance sheet)

(c) PAN

(d) TAN

(e) PF Reg.No.:

(f) Service Tax Registration No.:

(g) GST No.:

Note: For any other information attach extra sheet.

Date:
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PRE- REQUISITE QUALIFICATION FOR BIDDERS

The bidder shall necessarily be a valid legal entity, having following registrations:

- i. Registration under Labour Laws.
- ii. Copy of License under Food Safety and Standard Act 2006. (Valid on date of EOI Opening). (No person shall commence any food business unless he possesses a valid license. For reference please visit the website: <http://www.fssai.gov.in/>)
- iii. Employee Provident Fund Registration.
- iv. Employee State Insurance Corporation registration
- v. Copy of Registration with service Tax, PAN and Sales Tax/VAT etc.
- vi. Copies of work order of last 03 years. (i.e. similar work).
- vii. The Bidder should not have been blacklisted by any organization at any point of time.
- viii. The caterer must possess at least 03 years of experience serving as a mess contractor in reputed national institutes or any other university/institute/corporate sector etc.
- ix. The caterers having experience only in the Cafeteria (snacks & beverage services) will not be considered.
- x. Annual financial turnover of Rs. 50 lakhs (in each year) during last three financial years.
- xi. The vendor should provide the proper addresses of their existing outlets in and around Bhubaneswar area, if there is any for quality check inspection.

Final selection of the agency will be made on the basis of various parameters (as fixed by the Committee/Competent Authorities) like visiting of various existing sites of caterers, food quality, cleanliness, feedback from the current users etc. Bidders, if required may be called for the presentation (not more than 15 minutes) before the committee regarding their plan/credentials etc.

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Rates and various items of different meals

(Expected/Indicative Rate)

A) Breakfast (the possible combinations of items to be served to an adult. The sign "/" denotes "or" and "," denotes "and")		
Item No	Item	Expected/Indicative Rate
1	Indian Dish Or Slices of toasted bread (04 slices) with butter and jam; sprouts / boiled pulses	Rs 20.00
2.	Milk (200 ml) with cornflakes/boiled egg (1 piece/Omelette, 1 egg/bananas (1 piece)/ veg cutlets (02 pieces)	
3.	Tea/Coffee	

Indian dish may include:

- o Masala Dosa (1 piece)/Vada (02 pieces)/Idli (02 pieces)/ Uttapam (1 piece) with Sambhar and chutney
- o Variety of stuffed (Aaloo, Paneer, Dal etc.) Paratha (01 piece) with pickle /sauce, curd (100gm), and butter (10 gm)
- o CholaBhatura (02 pieces)/Poori (04 pieces) with a vegetable and pickles
- o PavBhaji (02 pieces)/ Pohaetc.
- o As per programme chart

B) Lunch		
Item No	Item	Expected Rate
1	Rice; Chapatti; Dal; Sambhar/Rasam	Rs 45.00
2.	One Vegetable Dry/ Curry	
3.	Salad; Curd/Raita/Custard etc.	
4.	Papad/Chips; Pickles	

For Every lunch, Salad will include Onions, Lemon and Seasonal Vegetables (like carrot, cabbage, radish etc.)

C) Evening Snacks		
Item No	Item	Expected Rate
1	Tea/Coffee	Rs 20.00
2.	Snacks (Samosa/Cutlet/Noodles/Burger/Pakoda/Kachori or other items)	

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D) Dinner (the possible combinations of items to be served to an adult. The sign “/” denotes ‘or’ and “comma(,)” denotes ‘and’)		
Item No	Item	Expected Rate
1	Rice; Chapatti/Poori/Paratha/Bhatura; Dal/Sambhar/Rasam	Rs 45.00
2.	One Vegetable Dry/Curry Or Special item (to be served thrice a week) For non-vegetarian people : Chicken (02 pieces- 50 gm each) curry/ Fish (1 piece, 100gm) curry/ Egg curry (01 piece) For Vegetarian people: Paneer (4 pieces, 25 gm each)/ Kofta (02 pieces 50 gm each)/special sabji Only one special item in each category (Veg and Non veg) to be served per day	
3	Salad and pickles	
4	Sweet dish (Rasagola / GulabJamun / Ice cream): 1 pieces or 25 gm whatever is applicable and should be served thrice a week	

I agree to abide by the term and conditions as mentioned in the EOI as well as agree to provide

The services as per the rates given in the EOI.

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Approved Brand of consumables permissible in Dining Hall premises.

Sl.	Name of Items	Approved Brands
1	Salt	Tata, Annapurna, Nature fresh
2	Spices	M.D.H , Everest, Catch, Home fills, Ruchi
3	Chicken	Venky's Chicken, Godrej Real good or fresh Chicken
4	Ketchup	Maggi, Kissan, Heinz
5	Oil	Sundrop, Saffola, Fortune, Patanjali
6	Atta	Aashirvad, Rajgharona (Sarbatti), Patanjali (Sarbatti)
7	Rice	Daawat, India gate, HMT
8	Pickle	Mother's, Priya, Nilon's
9	Pappad	Lijjat, Haldiram, Patanjali, Bikaneer.
10	Butter	Amul, Mother dairy , Omfed
11	Bread	Morden, Kwality, Kissan, Top n Town, Haldiram
12	Cornflakes	Kelloggs, Patanjali
13	Jam	Kissan, Tops, Cremica
14	Ghee	Amul, Mother Dairy, Everyday, Patanjali, Gowardhan, Omfed.
15	Milk	Omfed, Amul, Nestle, Mother Dairy, Omfed, Pragati gold, Milky moo
16	Paneer	Omfed, Amul, Mother dairy
17	Tea	Tata, Lipton, Brook bond, Taj
18	Coffee	Nestle (Nescafe), Brooke Bond (Bru).
19	Soya chunks	Nutrella, Patanjali, Ruchi
20	Mustard oil	Engine, Patanjali, Fortune.

* Any other brand may be used after proper permission from competent authority.

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