



राष्ट्रीय गतिशील दिव्यांगजन संस्थान
National Institute for Locomotor Disabilities (Divyangjan)

(दिव्यांगजनसशक्तिकरणविभाग, सामाजिकन्याय एवं अधिकारिता मंत्रालय, भारत सरकार)
(Department of Empowerment of PwDs (Divyangjan), Ministry of Social Justice and Empowerment, Govt. of India)
बी.टी. रोड बनहूगली, कोलकाता-700090 / B.T. Road, Bon-Hooghly, Kolkata-700090
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N.I.T. No-PC/2742/EO/2020/NILD/PT-I

Date: 21.07.2022

e -TENDER DOCUMENTS
FOR

**Providing Canteen Services at National Institute for Locomotor Disabilities
(Divyangjan), B. T. Road, Bon-Hooghly, Kolkata 700090**

PRICE: ₹ 500.00



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LIST OF e -TENDER DOCUMENTS

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N.I.T. No-E.I.- P&O/2838/CE/2021/NILD/

Date: 21.07.2022

PARTICULARS OF e-TENDER

Percentage rate bids are invited through www.eprocure.gov.in from Eligible specialized firm/ agencies who are carrying out the similar type of works in Government/ reputed private organization to undertake the work of Providing Canteen Services at National Institute for Locomotor Disabilities (Divyangjan), B. T. Road, Bon-Hooghly, Kolkata 700090.

SL. NO:	PARTICULARS	
1	Name of the Work	Providing Canteen Services at National Institute for Locomotor Disabilities (Divyangjan), B. T. Road, Bon-Hooghly, Kolkata 700090
2	Duration of Contract	1 (one) year from the issue of work order (subject to be extended for another 01 year on the basis of satisfactory completion of the work)
3	Cost of Tender Paper	₹ 500.00
4	Earnest Money Deposit	₹ 28,500.00
5	Performance Guarantee	₹ 1,14,000.00
6	Last Date of Submission of Filled in Tender Paper	On 11 .08.2022 up to 11:00 am
7	Date of Opening of Tender	on 12 .08.2022 at 11:00 am
8	Tender documents can only be downloaded from the web site (www.eprocure.gov.in). The cost of tender paper amounting to ₹ 500.00 which shall have to be deposited by the tenderer directly to the bank account of National Institute for Locomotor Disabilities (Divyangjan), Kolkata through online mode . The detail of the Bank Account of National Institute for Locomotor Disabilities (Divyangjan), Kolkata is mentioned in Annexure III. The copy of the transaction slip, duly signed by the tenderer, have to be uploaded alongwith the bid documents.	



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GENERAL TERMS AND CONDITIONS

1. GENERAL:

1.1. The bid document consists of particulars of e-tender, general terms and conditions, scope of work, and other necessary documents mentioned in particulars of tender.

1.2. Location:

Canteen at the Ground Floor of the Main Institute Building at National Institute for Locomotor Disabilities (Divyangjan), B. T. Road, Bon-Hooghly, Kolkata 700090.

1.3. The work shall be executed as per the direction of the competent authority of NILD, Kolkata.

2. COMMERCIAL CONDITIONS:

2.1: Eligibility Criteria:

- The Agency must have valid Food license for catering/canteen services in West Bengal, issued by appropriate authority of Govt. of West Bengal, i.e. License under FSS Act, 2006.
- The agency should have its average annual turnover at least Rs. 23 Lakhs over the period of last 03 financial year.
- If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria. In case any bidder is seeking exemption from Turnover, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
- Self attested photo copy of satisfactory completion certificate of work as given below must be submitted with Tender documents:
One similar work of value not less than Rs. 9.12 Lakh in any government/semi government or autonomous body during last three years ending June, 2022. Or,
Two similar works, each of value not less than Rs. 6.84 Lakh in any government/semi government or autonomous body during last three years ending June, 2022. Or,
Three similar works, each of value not less than Rs. 4.56 lakh amount in any government/semi government or autonomous body during last three years ending June, 2022.

#similar work means running a departmental or non-departmental canteen in any government/semi government or autonomous body.

If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Experience Criteria". In case any bidder is seeking exemption from Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

The completion certificates must clearly indicate:

- The date of completion of work.
- Nature of work.
- Total value of work done.
- That the work has been completed satisfactory.

- Self attested photo copy of GST registration certificate, company registration certificate/Trade License, PAN Card, Food License, Turnover Certificate of last 03 financial year, Income tax return certificate of Last 03 financial year and Partnership deed (in case of Partnership firm) and others must be uploaded along with technical bid documents as mentioned in the checklist as per Annexure II of this NIT.

2.2. Type of Contract:

The work to be awarded by this NIT shall be treated as indivisible works contract.



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2.3. Issue, Submission and opening of Tenders:

Type of Bidding: Two Bid

Part I: Technical Bid (Containing all the bid documents excluding BOQ; i.e. Price Bid)

Part II: Financial Bid (Containing only BOQ; i.e. Price Bid)

2.3.1.

- a. Tender documents can only be downloaded from the web site (www.eprocure.gov.in). The cost of tender paper amounting to Rs. 500.00 which shall have to be deposited by the tenderer directly to the bank account of National Institute for Locomotor Disabilities (Divyangjan), Kolkata through online mode. The detail of the Bank Account of National Institute for Locomotor Disabilities (Divyangjan), Kolkata is mentioned in Annexure III. The copy of the transaction slip, duly signed by the tenderer, have to be uploaded alongwith the technical bid document. The Duly filled in and signed tender paper will have to be uploaded in www.eprocure.gov.in on or before XX.07.2022 up to 11:00 am.
- b. EMD of Rs. 28,500.00 which shall have to be deposited by the tenderer directly to the bank account of National Institute for Locomotor Disabilities (Divyangjan), Kolkata through online mode. The detail of the Bank Account of National Institute for Locomotor Disabilities (Divyangjan), Kolkata is mentioned in Annexure III. The copy of the transaction slip, duly signed by the tenderer, have to be uploaded alongwith the technical bid document.
- c. **Pre Bid Meeting: The pre-bid meeting with the tenderers will be held on 01.08.2022 at 12:00 noon at the Directors' Meeting hall**
- d. Other documents mentioned in the Checklist as per Annexure II must be uploaded alongwith the Technical Bid .
- e. Telegraphic/cabled/faxed/e-mail/manual tender or any type of exposed tenders will be summarily rejected.
- f. **Disclosing of Price Quoted in the Technical Bid Documents will must be the cause of rejection of the tender.**
- g. One no. of letter regarding self-declaration as per Annexure I in the company's original letter head must be uploaded by the tenderer along with other technical bid documents.

2.3.2. The Tenderers are advised not to deviate from the technical specifications, items, terms and conditions of NIT like terms of payment, etc.

2.3.3. The technical bid only shall be opened on 11.08.2022 at 11:00 am.

2.3.4. Scrutiny/ evaluation of technical bid documents shall be done by the Tender Committee of NILD, Kolkata. In case if it is found that the bid of the Tenderer is not in line with NIT specifications, requirements and/or contains any deviations, the department reserves the right to reject the bid of such firms without making any reference to the Tenderer(s).

2.3.5. Any clarifications required by the department shall have to be furnished by the Tenderer within the time given by the department for the same. The Tenderer will have to depute his representative to discuss with the officer(s) of the department as and when so desired. In case, in the opinion of the department a Tenderer is taking undue long time in furnishing the desired clarifications, his bid will be rejected without making any reference.

2.3.6. In the bid document, uploaded by the tenderer, shall be no condition whatsoever. In case any Tenderer mentions any condition including conditional rebates in their price part, Tender shall be rejected forthwith. A Tenderer will also not be allowed to withdraw or modify any condition after opening of the bids.



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- 2.3.7. The Financial bid of the eligible bidders only will be opened after scrutiny of the technical bid.
- 2.3.8. The department reserves the right to reject any of or all the bids and go for fresh Tenders as the case may be without assigning any reason.
- 2.3.9. The Director of National Institute for Locomotor Disabilities (Divyangjan), B.T.Road, Bon-Hooghly, Kolkata 700090 will communicate the LOWEST bidder by facsimile confirmed by letter transmitted by registered post that his bid has been accepted. This letter (hereinafter and in the condition of contract called the "Letter of Offer" shall prescribe the amount which National Institute for Locomotor Disabilities (Divyangjan), B.T.Road, Bon-Hooghly, Kolkata 700090, will pay to the contractor in consideration of the execution of the work as prescribed in the NIT.
- 2.3.10. The successful Tenderer shall submit an irrevocable **performance guarantee of Rs. 1,14,000.00** in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract agreement within 07 days from the date of acceptance of tender. This Performance Guarantee shall have to be deposited by the tenderer directly to the bank account of National Institute for Locomotor Disabilities (Divyangjan), Kolkata through online/ offline mode. The detail of the Bank Account of National Institute for Locomotor Disabilities (Divyangjan), Kolkata is mentioned in Annexure IV. The original copy of the transaction slip, duly signed by the contractor, have to be submitted to this Institute within the above specified date. **The performance guarantee will be returned after satisfactory completion of work.**
- 2.3.11. The Director of National Institute for Locomotor Disabilities (Divyangjan), B.T.Road, Bon-Hooghly, Kolkata 700090, will award the work to the successful bidder whose bid is found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document. The work order will be issued after receiving of aforesaid performance guarantee.

2.4 Forfeiture of earnest money

- 2.4.1. If any tenderer withdraws his tender before the expiry of the validity period, or before the issue of letter of acceptance, whichever is earlier, or makes any modification in the terms and conditions of the tender which are not acceptable to the department, then the Government shall, without prejudice to any other right or remedy, be at liberty to attract penal action of forfeiture of EMD.
- 2.4.2. If contractor fails to furnish the prescribed performance guarantee within the period as indicated above, including the extended period, if any, it will attracts penal action of forfeiture of EMD.
- 2.4.3. In case of forfeiture of earnest money as prescribed in clause 2.4.1 & 2.4.2 above, the tenderer shall not be allowed to participate in the retendering process of the work.

2.5. Non performance by An agency:

If an agency does not start the work or does not perform the assigned work properly and/or in time, it shall be dropped from the list of approved/short listed agencies and their deposits including performance guarantee etc. shall be forfeited. Such agencies shall be debarred for tendering for a period of three years in this Institute. Such action shall be decided by Director, NILD, Kolkata. This shall form part of the contract as special conditions.



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-: SCOPE OF WORK :-

1. Procurement of raw materials, preparation, processing, cooking and serving of prepared and cooked food items, after taking into account the availability of seasonal vegetables and fruits, to the patients, staff and visitors in canteen as per terms and conditions of tender document. The workers will work in Kitchen and Dining area. Cleaners cannot be used for kitchen work. Any requirement of the packed lunch/basic buffet lunch/dinner will have to be prepared and served by the agency as directed by the Canteen Committee.

2 Job Specifications:

2.1. To provide breakfast, lunch, evening snacks and dinner. The number of bed capacity of Indoor Unit is 50(fifty). However, the numbers of staffs, indoor and outdoor patients & visitors may vary from time to time. The agency is required to set up the canteen, meeting day to day requirements of the patients, staff and visitors like breakfast, lunch, tea, snacks, coffee, cold drinks etc. and should have catering arrangements.

No minimum guarantee will be furnished to the Contractor towards consumption of food items. The minimum numbers of indoor and outdoor patients, staff and visitors to be served may vary time to time.

2.2. The food has to be prepared in clean, hygienic and safe conditions as per the menu.

2.3. The workers should have the sufficient knowledge and aptitude for preparing food both vegetarian and non-vegetarian.

2.4. The kitchen, dining-hall, hand wash area, dish wash area, etc. will be washed with water and Soap solution and mopped after every meal (breakfast, lunch, evening snacks and dinner) and will be disinfected once in a week or as and when required.

2.5. The Agency shall arrange for disposal of the garbage collected from the kitchen, dining halls, dish wash area etc. every morning in closed bins by separation of bio-degradable waste from non-biodegradable waste. The surroundings shall be kept clean and hygienic.

2.6. The timing for the indoor patients for breakfast normally from 07:00 a.m. to 8:00 a.m.; lunch from 12:30 p.m. to 1:30 p.m.; evening snacks from 05:00 p.m. to 05:30 p.m. and dinner from 07:00 p.m. to 09:00 p.m. No meals shall be served after the above timings.

The timing for the staffs and visitors for breakfast normally from 07:00 a.m. to 10:00 a.m.; lunch from 1:00 p.m. to 1:30 p.m.; evening snacks from 05:00 p.m. to 06:30 p.m. and dinner from 07:00 p.m. to 09:00 p.m. No meals shall be served after the above timings.

The canteen shall remain open for 7(seven) days in a week including holidays. Any changes in the timing will be as approved by the concerned authority of NILD, KOLKATA.



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2.7. Meal for the indoor patients should be served at the bedside strictly as per the direction given by the Canteen Committee. Staffs, visitors and outdoor patient will have to take the meal in the canteen dining hall.

2.8. After every meal (breakfast, lunch, evening snacks and dinner), all the plates, cups, bowls, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and hot water and dried and kept ready for next meal. All the vessels used for cooking also should be washed in soap solution and hot water and should be available for use for cooking the next meal. The cleaning material supplied should be of approved quality.

2.9. A book shall be kept in the canteen for recording any complaint or suggestions from any user of the Institute and will be produced for inspection. Decision taken by the Competent Authority of the Institute shall be final in all these complaints/suggestions.

3. Menu of the Mess:

3.1. The Canteen Committee will decide the food menu of the canteen every month in advance after taking into account the availability of seasonal vegetables and fruits. Care should be taken to prescribe a balanced diet at a reasonable price.

3.2. The menu so decided will be displayed in the dining hall and one copy given to the Canteen Committee who will ensure its strict observance.

3.3. Subject to the availability in the mess, any extra item at breakfast/lunch/evening snacks/dinner may be supplied to the user with it at such extra charges as may be fixed from time to time. The Agency cannot make any alteration in the prescribed menu & rates without the prior approval of the Canteen Committee.



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-: ADDITIONAL TERMS AND CONDITIONS:-

1. The Agency shall be solely responsible either for any loss or damage to the equipment/property in the areas of work as a result of negligence/carelessness of its workers.
2. The workers employed by the Agency shall wear uniform and name badge, which is provided by the Agency, and the agency, shall be responsible for the discipline of his workers. The workers shall have to follow the security regulations as directed by Security and Administration of the Institute. Workers shall not form union or carry out trade union activities in the campus.
3. The Contractor shall be responsible for engaging adequate number of trained/semi-trained manpower required for providing good canteen services in NILD, KOLKATA campus. The employees of the Contractor should possess good health and free from any diseases, especially contagious and frequently recurring diseases. The Agency shall ensure the police verification of all the persons before deploying them at the allotted premises.
4. No accommodation will be provided in the campus for the workers and the Agency shall make its own arrangements, outside the Institute Premises.
5. The Agency shall have to arrange for all cooking equipment, utensils, crockery services, table linen, and other necessary equipments etc. on his own for smooth running of the canteen.
6. The Contractor should have sufficient equipment & crockery and other items normally required to cater to at least 100-150 persons at a given time. He should have sufficient utensils, crockery and other infrastructure to provide the service and also for Buffet Lunch/High Tea, as and when required.
7. The LPG (commercial) fuel for cooking purpose has to be arranged & procured by the Agency.
8. The Agency shall not make or cook any meal(s) in the premises of the NILD, KOLKATA for supply to any person(s) outside the NILD, KOLKATA.
9. The Agency shall not make any additions & alterations to the infrastructure provided in the Institute for cooking and catering purposes, without any permission of the competent authority of NILD, KOLKATA.

10. Rate, Billing and Payment:

10.1. Rate of the food Items are predefined and fixed and inclusive of G.S.T. as mentioned in the tender document. The agency has to sell the food following the rate chart strictly. **No additions and alterations are allowed in the said fixed rate throughout the entire contract period.**

10.2. **Rate for the Diet to be served to the Indoor patients, are fixed; i.e. Rs. 125.00 per patient per day. No additions and alterations are allowed in the said fixed rate throughout the entire contract period.** The weekly alternative menu for the Diet to be served to the Indoor patients, will be decided by time to time by the Canteen Committee. The payment of the food for the indoor patients will be released by NILD, Kolkata upon submission of the monthly bill duly verified by the concerned officials of this Institute.

10.3. Discount, which comes out highest through the bidding process, to be given by the agency for all the staffs of NILD, Kolkata as per the agreement over the price of all the food items (except branded/packaged food), as predefined in the tender document. **No alterations are allowed in the said rate of discount throughout the entire contract period.**



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10.4. **The agency should have proper billing system in the canteen and must provide G.S.T. bill to the each occasion of procuring of food to everyone.** Selling of food without bill is strictly prohibited. A proper record of aforesaid bills must be maintained by the agency and will have to provide to NILD, Kolkata on demand.

10.5. Payment for the food supplied by the agency in buffet or in packaged form during any special occasion organised by NILD, Kolkata will be done as per the work order given by NILD, Kolkata separately for each occasion.

10.6. **Payment to be collected by the agency from purchasers (except Indoor Patients) i.e. staff and external visitors as prescribed. NILD, Kolkata will not be liable for any non-payment of purchasing. Record of billing and collection of payment to be made by the agency except for the indoor patient, a separate billing may be made for them.**

11. *Electricity & water charges:*

NILD, KOLKATA will provide adequate water and electricity in the kitchen and dining hall at no cost. The use of electricity will be restricted to lights, fan, refrigerator or any other electrical appliances/gadgets, which are considered necessary for smooth functioning of the kitchen/dining hall. In no case, electricity will be used for cooking or heating food.

12. Duration of the Contract: 1 (one) year from the issue of work order. However, the contract period may be extended for another 02 years on the basis of satisfactory completion of the contract period. The extension of contract is entirely depends up on the decision taken by the competent authority of this Institute.

13. *Termination of contract:*

13.1. The Contract can be terminated by either party, i.e., NILD, KOLKATA or the Contractor, after giving three months notice to the other party extendable by mutual agreement till alternate arrangements are made. However, NILD, KOLKATA 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. NILD, KOLKATA's decision in such a situation shall be final and shall be accepted by the Contractor without any objection or resistance.

13.2. On termination of the contract, the Contractor will hand over all the equipments/furniture/articles etc., supplied by NILD, KOLKATA, in good working condition, back to NILD, KOLKATA.

13.3. If the successful bidder withdraws or the services provided by the successful bidder are not found satisfactory during the probationary period of three months from the date of taking over charge of the canteen services, NILD, KOLKATA reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternate arrangements.

13.4. The Contractor shall not appoint any sub-contractor to carry out his obligations under the contract. Subcontracting will lead to immediate termination of contract.

13.5. That the agency will not transfer or assign any part of his interest under this contract and that this contract shall also be liable to be terminated by the death or insolvency of the agency before the expiry of the period of this contract.

14. *Penalty:*

14.1. The NILD, KOLKATA reserves the right to impose a penalty of 0.5% of the PG money per occasion on the Contractor for delay in supplies and unsatisfactory performance or for any serious lapse in



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maintaining the quality and the services wilfully or otherwise by the Contractor or his staff or for any adulteration. The maximum limit of such deduction would be 100%.

14.2. If the NILD, KOLKATA is not satisfied with the quality of eatables served, services provided or behaviour of the contractor or his/her employees, the Contractor will be served with 24-hour notice to improve or rectify the defect(s), failing which the NILD, KOLKATA will be at liberty to take appropriate necessary steps as deemed fit.

15. *Force Majeure:*

NILD, KOLKATA may consider relaxing the penalty and delivery requirements, as specified in this Tender Document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of a Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as natural disasters, act of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful bidders premise, etc.

16. *Settlement of Disputes and Arbitration:*

All disputes, differences and questions arising out of or in any way touching or concerning this agreement or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration of NILD, Kolkata or any person nominated by her/him. The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996. The arbitrator shall be entitled to extend the time of arbitration proceedings with the consent of the parties. No part of the agreement shall be suspended on the ground of pending arbitration proceedings. The decision of the sole arbitrator shall be final and binding on the parties.

17. *Governing Laws and Disputes:*

This shall be construed and governed by the laws of Republic of India and the parties hereby submit to the exclusive jurisdiction of the Calcutta High Court at Kolkata.

B] STATUTORY OBLIGATIONS OF THE AGENCY (CONTRACTOR) 1. The contractor shall obtain license under the Contractor Labour (Abolition and Regulation) Act 1970 (hereinafter referred as the Contractor Labour Act), if required and all other requisite licenses at his own cost from the appropriate authorities and comply with the terms and conditions of the license(s) and all other relevant and necessary provisions of the Contractor Labour Act and the Rules framed there under all such other provisions of laws in any enactment or otherwise laid down by an authority from time to time, it being clearly understood and agreed that the entire responsibility for compliance thereof shall always be of the contractor. The contractor shall be fully responsible for any compensation etc. In case of any injury/casualty or mishap to any employees of the canteen during canteen working hours. Appropriate documents/Certificates issued from appropriate authorities should be enclosed to support this.

2. The Contractor will, prior to the commencement of the operation of contract, make available to NILD, KOLKATA the particulars of all the employees who will be deployed at the NILD, KOLKATA's 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.

3. The Agency shall fulfil all statutory requirements pertaining as per the Labour Act, 1970. NILD, Kolkata is not responsible for any such liabilities. The Contractor shall be responsible for timely payment of wages to his/her workers as per Government rule. The contractor shall fulfil all other statutory obligations, such as, Provident Fund, ESI, Service Tax etc. In force from time to time, as applicable, as per Government rule.



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4. The Contractor shall ensure proper discipline among his/her workers and further ensure that they do not indulge in any unlawful activity.
5. Employment of child labour is strictly prohibited under the law. Therefore, the Contractor will not employ any child.
6. In the event of violation of any contractual or statutory obligations by the Contractor, he/she shall be responsible and liable for the same. Further, in the event of any action, claim, damages, suit initiated against the NILD, KOLKATA by any individual, agency or government authority due to acts of the Contractor, the Contractor shall be liable to make good/compensate such claims/ damages to the NILD, KOLKATA. As a result of the acts of the Contractor, if the NILD, KOLKATA is required to pay any damages to any individual, agency or government authority, the Contractor would be required to reimburse such amount to the NILD, KOLKATA or the NILD, KOLKATA reserves the right to recover such amount from the amount of performance guarantee of the Contractor lying with the NILD, KOLKATA.
7. 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.
8. The Contractor shall be personally responsible for conduct and behaviour of his staff and any loss or damage to NILD, KOLKATA's moveable or immovable 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 remove the concerned person and engage a new person within 48 hours of intimation by NILD, KOLKATA. The decision of the NILD, KOLKATA in this regard shall be final and binding on the Contractor.
9. The Contractor shall get the prices of all items approved by the NILD, KOLKATA and no changes, whatsoever shall be made without prior written approval of the NILD, KOLKATA.

C] OTHER OBLIGATIONS OF THE AGENCY (CONTRACTOR)

1. Care must be taken to ensure that, while carrying out the work, no fittings, fixtures, furnishings, equipments provided by the NILD, KOLKATA 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 got done by NILD, KOLKATA at the contractor's risk and cost. In this regard, the decision of NILD, KOLKATA shall be final and binding on the Contractor.
2. All work shall be carried out with due regard to the convenience of NILD, KOLKATA. The orders of the concerned authority shall be strictly observed.
3. The Contractor will deploy adequate manpower for work during late hours and on Saturdays/Sundays, including other holidays, according to the requirement of NILD, KOLKATA and the guests.
4. The Contractor will have to supply breakfast/lunch/dinner in the canteen, ward and mess / NILD, KOLKATA premises as per requirement and schedule drawn for the purpose by the concerned authorities of the NILD, KOLKATA.
5. The Contractor should have sufficient equipment & crockery and other items normally required to cater to at least 100-150 persons at a given time. He should have sufficient utensils, crockery and other infrastructure to provide the service and also for Buffet Lunch/High Tea, as and when required.



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6. Storing/supply/sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the NILD, KOLKATA's campus, including Canteen. Any breach of such restrictions by the Canteen Contractor will attract deterrent action against the Contractor as per statutory norms.

7. The workers employed by the Contractor shall be directly under the supervision, control and employment of the Contractor and they shall have no connection what-so-ever with NILD, Kolkata shall have no obligation to control/supervise such workers or to take any action against them except as permissible under the law. Such workers shall also not have any claim against NILD, KOLKATA for employment, pension, or any other statutory claim, or regularization of their services by virtue of being employed by the Canteen Contractor, against any temporary or permanent posts in NILD, KOLKATA. In case of any untoward incident/fire/death/injury of any employee of canteen NILD, KOLKATA will not be liable to pay any damages.

8. The Contractor shall ensure that either he/she himself/herself or his/ her representative is available for proper administration and supervision at the works to the entire satisfaction of the NILD, KOLKATA.

9. 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 by NILD, KOLKATA.

10. The Contractor shall not use the canteen premises for any other activity except for the purpose for which it has been provided for.

11. That the items served by the Agency shall be wholesome and hygienic prepared in the clean atmosphere. The members of the Canteen Committee of the NILD, KOLKATA and/or may at any time enter the kitchen area allotted to the agency for the purpose of this contract and take away samples of raw material, semi-prepared or fully prepared eatable items free of cost for the purpose of inspection, trial or analysis, and the decision of the authorities of the NILD, KOLKATA with regard to the desirability or quality of the food articles offered for consumption shall be final. If any item of the menu/provision of food is found defective or not fit for use/consumption, the NILD, KOLKATA's authorities may – (i) issue warning; and / or (ii) get the said raw material/items destroyed and ask the Agency to purchase fresh stocks, without any payment of compensation to the Contractor for the discarded material/items.

If, however, this problem recurs in spite of warning having been issued, the NILD, KOLKATA reserves the right to impose financial penalty as decided by the NILD, KOLKATA's authorities or the contract may be cancelled without giving any notice.

12. That the agency shall not make any additions & alterations in the premises allotted to him for providing canteen services.

13. That the agency has agreed to keep the premises and its surrounding area neat, clean and tidy at all times and according to the Health/Hygienic conditions. In the event of violation of any of the aforesaid in and around the Canteen Kitchen/cooking area or dining hall, the agency shall be responsible for any penalty/fine imposed by the concerned authorities.

14. That in the event of FSSAI, Health Department or any other government/statutory body authorities taking samples of raw material used by the agency and those samples are not found fit/up to the mark for human consumption, the agency shall be fully responsible for any fine/penalty imposed or legal recourse taken by such authorities.



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15. That the agency has agreed to provide sufficient number of cooks, waiters and other supporting staff in the kitchen and dining hall and shall take all reasonable precautions to ensure that these workers attire themselves properly while on duty and are civil, polite, sober and honest in their dealings with the NILD, KOLKATA's staff, patients, visitors and guests. He shall also employ only those workers whose antecedents have been verified by the police and are medically fit in all respects.
16. That any employee deployed by the Agency in the premises becomes liable for suspension or dismissal by the NILD, KOLKATA due to his actions, disobedience or misconduct, the agency shall accept the decision of the NILD, KOLKATA as final and abide by such decision. Such an event, the NILD, KOLKATA shall not in any way be liable for any claim made by the concerned employee of the agency for wages or damages and the agency shall keep the NILD, KOLKATA's authorities indemnified.
17. That it is agreed between the parties that no interest whatsoever in the premises has been assigned by the NILD, KOLKATA to the contractor and the possession of the premises will always that of the NILD, KOLKATA, even when the premises are in use or occupation of the agency.
18. The NILD, KOLKATA shall provide existing equipments, furniture & fixtures to the agency. He shall be responsible for their maintenance. Basic equipments for functioning of canteen will be provided by NILD, Kolkata. Subsequently operational expenses will be borne by the agency. Canteen operator has to arrange for rest of the equipments which are not provided by NILD, Kolkata.
19. The agency should maintain a barrier free environment in the canteen for the disable persons.
20. The agency should maintain all the Covid protocol strictly in the canteen premises and at the place of serving of food issued by concerned authority, time to time.
21. Display Shelf is not required by NILD, Kolkata.
22. Smart vending machines are not required by NILD, Kolkata. But, the service provider may install the same as per their requirement.



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-: MENU TO BE SERVED:-

A] MENU for the indoor Patients

SL NO	TIMING	MENU	Rate* (per patient per day)
1	BREAKFAST	- Tea (80 ml) - Milk (250 ml) - Boiled Egg (50 gms) - Seasonal Fruit – Banana/Apple/Papaya etc (100 gms). as decided by the CC - Bread-butter/Poha/Rava/Roti-Sabji/Dalia/khichdi etc. (100 gms)	₹ 125.00
2	LUNCH	- Rice+/Roti (450 gms) - Daal (Moogh/Massor/Matar) (100gms) - Sabji (Seasonal Vegetable)(200 gms.) - Fry item (Alu/Papad)(50 gms) - Fish (70 gm)Curry/Chiken(100gm) Curry /Panner(25gm) Curry/Egg (2 nos.)Curry	
3	EVENING SNACKS	- Tea (80 ml) - Biscuit(10gm)	
4	DINNER	- Rice+/Roti (450 gms) - Daal (Moogh/Massor/Matar) (100gms) - Sabji (Seasonal Vegetable)(200 gms.) - Fry item (Alu/Papad)(50 gms) - Fish (70 gm)Curry/Chiken(100gm) Curry /Panner(25gm) Curry/Egg (2 nos.)Curry	

*The above quantity of plates and menu are purely indicative and the weekly alternative menu will be decided by time to time by the Canteen Committee (CC). For the aforesaid menu the above fixed rate will be paid by NILD, Kolkata on submission of the monthly bill by the agency.

B] MENU for the other than indoor patients.

B1] Breakfast Menu

SL NO	ITEM	Rate [₹]
1	Tea (80 ml)	05
2	Coffee (80 ml)	10
3	Milk (250 ml)	15
4	Boiled Single Egg	10
5	Single Egg Omlet	15
6	Bread-butter (100gms)	15
7	Bread-Omlet (Single Egg)	20
8	Puri (4 pc.)+Sabji (150 gms)	20
9	Roti (2 pc.) + Sabji (150 gms)	15
10	Plain Paratha (2 pc)+ sabji (150 gms)	20
11	Aalu Paratha (2 pc) + Curd+Pickle	30



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12	Poha (250 gms)	15
13	Rava(250 gms)	15
14	Dalia(250 gms)	15

B2] LUNCH/DINNER MENU:

SL NO	ITEM	Rate [₹]
1	Rice (450 gms)	10
2	Roti (1 pc)	05
3	Daal (100 gms)	05
4	Sabji (Seasonal vegetable) (200 gms)	10
5	Fry item (Potato/ Papad) (50 gms)	05
6	Panner(raw 25gm) Curry (total 200 gms)	20
7	Egg(2 pc) Curry (total 200 gms)	20
8	Fish (raw 70 gm)Curry(total 200 gms)	25
9	Chicken(raw100gm) Curry (total 200 gms)	30
10	Mutton (raw 70 gm)Curry(total 200 gms)	50
11	Veg Thali: Rice/+Roti(450 gms); Daal (100 gms); fry item (potato/ papad)(50 gms); sabji (Seasonal vegetable) (200 gms)	35
12	Panner Thali: Rice/+Roti(450 gms); Daal (100 gms); fry item (potato/ papad)(50 gms); sabji (Seasonal vegetable) (200 gms); Panner(raw 25gm) Curry(total 200 gms)	45
13	Egg Thali: Rice/+Roti(450 gms); Daal (100 gms); fry item (potato/ papad)(50 gms); sabji (Seasonal vegetable) (200 gms); Egg (2 nos.)Curry(total 200 gms)	45
14	Fish Thali: Rice/+Roti(450 gms); Daal (100 gms); fry item (potato/ papad)(50 gms); sabji (Seasonal vegetable) (200 gms); Fish (raw 70 gm)Curry(total 200 gms)	50
15	Chicken Thali: Rice/+Roti(450 gms); Daal (100 gms); fry item (potato/ papad)(50 gms); sabji (Seasonal vegetable) (200 gms); Chicken(raw 100gm) Curry(total 200 gms)	60
16	Mutton Thali: Rice/+Roti(450 gms); Daal (100 gms); fry item (potato/ papad)(50 gms); sabji (Seasonal vegetable) (200 gms); Mutton (raw 70 gm)Curry(total 200 gms)	80

B3] SNACKS MENU

SL NO	ITEM	Rate [₹]
1	Samosa	5
2	Bread Pakora	5
3	Chicken Pakora	15
4	Onion Pakora	5
5	Paneer Pakora	15
6	French Fries	15
7	Veg Chowmin (450 gms)	30
8	Egg Chowmin(450 gms)	35
9	Chicken Chowmin(450 gms)	40
10	Mixed Chowmin(450 gms)	50
11	Veg Roll	25
12	Egg Roll	30
13	Chicken Roll	40



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14	Egg Chiken Roll	50
15	Veg Fried Rice(450 gms)	50
16	Egg Fried Rice(450 gms)	60
17	Chiken Fried Rice(450 gms)	70
18	Mixed Fried Rice(450 gms)	80
19	Veg Maanchurian (150 gms)	35
20	Chili Chiken Boneless (150 gms)	50
21	Chiken Manchurian (150 gms)	50
22	Salad	10
23	Golap jam	10

B4] OTHERS

SL NO	ITEM	Rate [₹]
1	Branded/ packaged item: Curd, chips, cold drinks, ice-cream, mineral water, juice, cakes, biscuits etc.	Rate not above M.R.P.
2	Any other item (to be sold after approval of the CC)	Rate to be decided by CC after offer placed by the Agency
3	Buffet Lunch/Dinner (VEG/NON VEG) per head	150.00
4	VIP Lunch/Dinner (VEG/NON VEG) per head	500.00
5	Packaged Lunch/Dinner/Breakfast	Rate to be decided by CC after offer placed by the Agency for a specific men

N.B.:

i. *All the Rates are fixed & inclusive of G.S.T.

ii. Discount to the staffs of NILD, Kolkata will be applicable over this prescribed rate (Except table no **A & B.4.**) as per the agreement.

iii. Menu will be decided by NILD, Kolkata for the item no: **3, 4 & 5** of table no: **B.4.** at the time of order.



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Specifications of Food Consumables			
Sl. No.	Name of Item	Specific Brand, if applicable	Specific place of purchase
1	Salt	Iodised salt such as Tata, Annapurna, Nature Fresh	From reputed local suppliers and wholesale dealers
2	Sugar	Fortune, Ganesh or equivalent quality brands	
3	Spices	JK, MDH, Cookme, Everest, Sunrise or equivalent quality brands	
4	Ketchup	Maggi, Kissan, Heinz	
5	Oil	Engine, Emami, Fortune or equivalent quality brands	
6	Pickle	Mother's, Priya	
7	Atta, Maida	Ashirbad, Ganesh, Fortune	
8	Butter	Amul, Britannia, Mother Dairy	
9	Bread	Harvest, Britannia, Modern	
10	Jam	Kissan,	
11	Milk	Toned milk of Mother Dairy, Amul, Ashirbad	
12	Panner	Amul, Mother Dairy	
13	Tea	Tata, Lipton, Brook Bond	
14	Coffee	Nescafe, Bru	
15	Biscuit	Britannia, Parle, Good Day etc.	
16	Ice Cream, Lassi, Curd	Mother Dairy, Amul	
17	Mixture	Haldiram	
18	Mineral Water	ISI Marked Kinley, Bisleri, Ganga, Aquafina	
19	Rice	Baskathi/ Basmati/ Derhadun	
20	Besan, Dal	Ganesh, Fortune or equivalent quality brands	
21	Cold Drinks	Coke, Pepsi etc.	
22	Juice	Real, Tropicana	

The contractor may use any other brand of same quality, only after obtaining written approval from the Canteen Committee of this Institute



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PRICE SCHEDULE

1. Rate of the food Items are predefined and fixed & inclusive of G.S.T. as mentioned above in the tender document.

2. **Rate for the Diet to be served to the Indoor patients [mentioned in Menu list A], are fixed; i.e. ₹ 125.00 per patient per day.**

3. Flat Discount* @.....% (In Words: Percent), will be given for all the staffs of NILD, Kolkata over the price of all the food items [mentioned in menu list B1, B2 & B3], as predefined in the tender document.

***Minimum cut off value of the discount is 20%. That means bidder will have to be quoted the rate more than or equal to 20% for the eligibility of their bid.**

****Disclosing of Price Quoted in the Technical Bid Documents will be the cause of rejection of the tender.**



राष्ट्रीय गतिशील दिव्यांगजन संस्थान
National Institute for Locomotor Disabilities (Divyangjan)

(दिव्यांगजनसशक्तिकरणविभाग, सामाजिकन्याय एवं अधिकारिता मंत्रालय, भारत सरकार)
(Department of Empowerment of PwDs (Divyangjan), Ministry of Social Justice and Empowerment, Govt. of India)
बी.टी. रोडबनहूगली, कोलकाता-700090 / B.T. Road, Bon-Hooghly, Kolkata-700090
Phone: 2531-0279, 2531-0610/Tele Fax: 2531-8379/E-mail: mail@nioh.in/web: www.niohkol.nic.in



ANNEXURE - I
(Proforma for self-declaration)*

To,
The Director
National Institute for Locomotor Disabilities (Divyangjan)
B.T.Road, Bon-Hooghly,
Kolkata 700090

Sub: Name of work : Providing Canteen Services at National Institute for Locomotor Disabilities (Divyangjan), B. T. Road, Bon-Hooghly, Kolkata 700090
Ref: Your N.I.T. No-E.I.- P&O/2838/CE/2021/NILD/ **Date: 21.07.2022**

I/We have read and examined the notice inviting tender, particulars of tender, general & additional terms and conditions, and all other contents in the tender document for the work.

I/We hereby tender for the execution of the work specified in the NIT, in all respects with the referred to in general & additional terms and conditions, & as per the other tender documents.

I/We agree to keep the tender open for 90 (ninety) days from the due date of its opening and not to make any modifications in its terms and conditions.

I/we have uploaded herewith the copy of the transaction slip, amounting to ₹ 500.00 only (submitted directly through online mode to the bank account of National Institute for Locomotor Disabilities (Divyangjan)) for depositing of cost of tender paper as prescribed in the referred NIT. I/We am/are also aware that the cost of tender paper is not refundable in any situation whatsoever.

I/we have uploaded herewith the copy of the transaction slip, amounting to ₹ 28,500 only (submitted directly through online mode to the bank account of National Institute for Locomotor Disabilities (Divyangjan)) for depositing of cost of tender paper as prescribed in the referred NIT. I/We am/are also aware that the cost of tender paper is not refundable in any situation whatsoever.

I/We will submit the performance guarantee of ₹ 1,14,000.00, directly through online mode to the bank account of National Institute for Locomotor Disabilities (Divyangjan), within the stipulated period as mentioned in the NIT. If I/We fail to furnish the prescribed performance guarantee within prescribed period, I/We agree that the Director, NILD, Kolkata shall without prejudice to any other right or remedy, be at liberty to forfeit the EMD absolutely.

Further, if I/We fail to commence work as specified, I/We agree that the Director, NILD, Kolkata shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said bid security and/or performance guarantee absolutely. The said bid security and/or performance guarantee shall be guarantee to execute all the works referred to in the tender documents upon the terms and conditions contained in the tender form.

Further, I/We agree that in case of forfeiture of earnest money as aforesaid, I/We shall be debarred for participation in the re-tendering process of the work and in case of forfeiture performance guarantee I/we shall be debarred for tendering for a period of three years in this Institute.

I/We hereby declare that; 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.

I/We hereby declare that; the company has never been blacklisted from any establishment and no case is pending against this company in court of law.

I/We hereby declare that; I/we am/are totally agree with the general & additional terms and conditions, and other specifications mentioned in this NIT. I/We shall treat the tender documents, drawings and other records connected with the work as secret/ confidential documents and shall not communicate information/ derived there from to any person other than a person to whom I/We am/are authorized to communicate the same or use the information in any manner prejudicial to the safety of the state.

Yours faithfully

Dated

Signature of Tenderer

Note:

*This letter should be on the letterhead of the tenderer and should be uploaded by the Bidder with the technical bid



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documents.

Annexure II

CHECKLIST OF TECHNICAL BID DOCUMENTS - (TO BE FILLED BY THE TENDERER)

SL. NO:	DOCUMENTS	PLEASE MARK "√" IF DOCUMENT UPLOADED*
1	Tender document, downloaded from the web site www.eprocure.gov.in duly filled in and signed by the tenderer.	
2	Copy of the transaction slip, amounting to ₹ 500.00 only (submitted directly through online mode to the bank account of National Institute for Locomotor Disabilities (Divyangjan)) for depositing of cost of tender paper as prescribed in the referred NIT	
3	Copy of the transaction slip, amounting to ₹ 28,500.00 only (submitted directly through online mode to the bank account of National Institute for Locomotor Disabilities (Divyangjan)) for depositing of EMD as prescribed in the referred NIT	
4	Self attested photo copy of satisfactory completion certificate of One similar work mentioned in this NIT of value not less than 9.12 Lakh in any government/semi government or autonomous body during last Three years ending June,2022 as mentioned in para (i) under clause (2.1.2) or, Self attested photo copy of satisfactory completion certificate of Two similar works mentioned in this NIT, each of value not less than 6.84 Lakh in any government/ semi government or autonomous body during last Three years ending June,2022, as mentioned in para (ii) under clause (2.1.2) or, Self attested photo copy of satisfactory completion certificate of Three similar works mentioned in this NIT, each of value not less than 4.56Lakh in any government/ semi government or autonomous body during last Three years ending June,2022, as mentioned in para (iii) under clause (2.1.2)	
5	Self attested photocopy of GST registration certificate	
6	Self attested Photo copy of Company Registration Certificate/Trade Licence	
7	Self attested photo copy of PAN Card	
8	Self attested photo copy of Food License in West Bengal, issued by appropriate authority of Govt. of West Bengal, i.e. License under FSS Act, 2006.	
9	Self attested photo copy of Company Turnover Certificate of last 03 FY.	
10	Self attested photo copy of IT return of last 03 FY.	
11	Self attested photo copy of Partnership Deed (in case of Partnership firm must be uploaded along with the Technical Bid documents)	
12	Letter regarding self-declaration as per Annexure I in the company's original letter head	
13	Filled in and duly signed Annexure IV – Detail of the bidder.	
14	Any other documents uploaded by the Tenderer, to be mentioned here:	

*Mention "Not Applicable" if the document is irrelevant.



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Annexure -III

BANK ACCOUNT DETAIL OF NILD, KOLKATA FOR DEPOSITION OF TENDER COST, AND PERFORMANCE GUARANTEE

Name of the Account Holder	National Institute for the Orthopaedically Handicapped
A/c No	53015297593
Name of the Bank	State Bank of India
Name of the Branch	NIOH Campus Kolkata
IFSC	SBIN0030468



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Annexure -IV
DETAIL OF THE BIDDER
(To be filled by the tenderer)

1	Name of the Company / Agency			
	Type of Ownership	Proprietorship / Partnership / Registered firm / In - Registered firm / Body Corporate (partnership deed enclose, in case of partnership firms only)		
	CONTACT DETAILS: Address: Land line no: Mobile No: Fax No: Email ID:	BANK ACCOUNT DETAILS: Account Holders' Name: Account Number: Bank: Branch: IFSC Code:		
	PAN NO:	GSTIN NO:		

N.B:

- All fields are mandatory and the information should be given as specific.
- Bidders to ensure that:
 - i. All pages have been signed and stamped by the authorized persons.
 - ii. Pages have been numbered.
 - iii. Documents are legible (clearly readable).

I/we certify that the information furnished above is true and correct. The terms and conditions are acceptable to us and I have the authority to participate in this tender.

Dated:
Place:
Seal of the Firm

Name & Address of Firm
Authorized Signature &