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**NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSON
WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)**
Department of Empowerment of Persons with Disabilities (Divyangjan)
(Ministry of Social Justice & Empowerment, Govt of India)
Manovikas Nagar, Secunderabad – 500 009
An ISO 9001-2015 Institution



NIEPID/Pur.10(454)/2025-26/

16.06 .2025

Tender for Running of Canteen at CRC, Rajnandgaon

Composite Regional Centre for Skill Development, Rehabilitation and Empowerment of Persons with Disabilities (CRC), Rajnandgaon functioning under the administrative control of the Under the Administrative Control of NIEPID, Secunderabad, Department of Empowerment of Persons with Disabilities (Divyangjan), Ministry of Social Justice & Empowerment, Government of India.

The CRC, Rajnandgaon is frequently visited by the parents of Divyangjans (per day approximate 100 clients will visit) for consultation, visitors, students, staff etc. The canteen is the busiest location having spurred of activity. The CRC, Rajnandgaon intends to engage a reputed catering firm to operate the institute canteen and provide tasty & hygienic foods.

The Institute will conduct approximate 25 Training / CRE programmes during calendar year. There will be around 120 people per Each training programme.

Scope of Work:

The essence of contract is to prepare and serve food at CRC, Rajnandgaon

Lease of Canteen:

The institute will provide space and the Canteen proprietor shall run the canteen in the premises earmarked for the purpose. Electricity and water for cooking will be provided by institute without charge. Purified drinking water has to be provided by the bidder at his own cost for canteen customers.

The Institute will provide tables, chairs and other basic furniture to bidder

The canteen should be run Monday to Saturday and open Sunday also if required as per the instruction by the competent authority in prior. The Institute shall reserve the right to revise the timings.

Basic Eligibility

1. Bidder should have previous financial year/one year of experience for running a Mess, Catering service, Restaurant or Hotel for not less than 100 persons on its dining strength.

Running of Large Industrial/Institutional Canteens successfully in the state or Central Public Sector Undertakings or Companies in Private sector of reputed organization/Institutions/Statutory and Autonomous bodies etc.,

1. Proof of valid Labor License (i.e. Mess, Catering services, Hotel, Restaurant, Manpower etc.,
2. Proof of Registration certificate
3. Experience certificate of running canteen previously may be furnished
4. Should have a valid FSSAI certificate

Terms and conditions:

1. The contract is for a period of one year and extendable for another period of one year on the basis of satisfactory performance.
2. The bids should be submitted on or before **07.07.2025** by 1500 hrs through e-procurement and date of opening **07.07.2025** at 1530 hrs.
3. The tender is required to be submitted through e-procurement online under single bid system(Go to website www.eprocure.gov.in, click on tenders by organization and select CRC, Rajnandgaon
4. The cost of the Earnest Money Deposit of **Rs.20,000/-** (Rupees Twenty Thousand Only) the amount may be transferred through RTGS to “NIEPID Institution, A/c No. 3631010100000025, IFSC Code – PUNB0453800, Punjab National Bank, Manovikasnagar, Secunderabad – 500 009 on or before opening of the tender. The details of UTR No. is required to be submitted online.
- 5.The decision of competent authority is final to accept or reject the Tender or relax the conditions of the tender.
6. The Bidder shouldn't need to pay any rent to run the canteen.
7. The bidder should submit the PBG/Security deposit for an amount of **Rs.50,000/-** before commencement of service.
8. The bidder should be quoted the Menu rate in BoQ in e-procurement.
- 9.The bidders or his authorized representatives may personally visit Canteen at CRC, Rajnandgaon premises at his/their own cost under prior intimation between office hours from 9.00 AM to 5.00 PM (Monday to Friday)
10. MSME Registered firms are exempted from EMD
- 11.The bidder needs to agree with all the terms and conditions of the tender document unconditionally without any altercations.
12. Making misleading or false representation in the bid document will lead to disqualification of the bidder resulting in forfeiture of EMD.
13. The bidder should execute an agreement in the non-judicial stamp, incorporating the various terms and conditions.

14. It will be the sole responsibility of the bidder alone to execute the entire contract on his own. The caterer should not assign or sublet the contract.

15. The CRC, Rajnandgaon will provide basic facilities such as furniture for carrying out preparation of food and service activities in dining room. These facilities will be under the control of the Caterer and he/she will be responsible for any damage other than usual wear and tear.

16. The CRC, Rajnandgaon will provide electricity to the Caterer for the exclusive purpose of running the dining facilities.

17. The Caterer should be solely responsible for the arrangements of gas refills out of his own resources and its safe custody and usage.

18. On expiry of the agreement, all the equipment/articles/facilities provided to the caterer shall be returned in good condition subject to the allowable wear and tear and no excuses of any nature whatsoever will be entertained for any loss or any damage to the equipment/articles/ facilities. In case of any loss or damage, the Caterer will have to replace the lost items / carry out necessary repair, subject to the approval and instructions of the CRC, Rajnandgaon.

19. Fire safety Measures: The Institute has to provide suitable number of fire extinguishers.

20. Utmost attention has to be given to provide wholesome quality dishes and render good acceptable services besides maintaining punctuality in services without any complaint from diners which is equally important

21. Caterer or his mess manager is required to remain present in the canteen The menu along with price should be displayed on the notice board.

22. The contractor shall maintain a suggestion book for recording the suggestions for improvement. Such suggestions have the approval of the CRC, Rajnandgaon should be forthwith acted upon.

23. The Caterer shall be responsible for the proper conduct and behavior of the canteen workers engaged by him. The caterer along with his workers has to behave politely with Divyangjans, parents'visitors'staff and students. If it is found that any worker has misbehaved with any of the staff, the caterer has to take action as suggested by the CRC, Rajnandgaon.

24. The caterer shall not employ any mess worker whose track record is not good. He should not have involved in any crime / offence / police case.

25. The employees cannot reside in the place of work except to the extent necessary for their duty in respect of the functioning of the dining facility.

26. Storage / consumption of any alcoholic drink / liquor is strictly prohibited. The caterer shall not serve any of such substance / drink in canteen. Smoking, consuming tobacco etc., are also prohibited in the premises.

27. The Caterer shall provide food as per the menu prescribed. Basic menu (Breakfast, Morning Tea/Coffee.Lunch and Dinner) to be served by the caterer. The CRC, Rajnandgaon reserves its right to modify the menu and revise the same at its discretion

in consultation with the caterer to suit the availability of seasonal vegetables and their market supply.

28. Not with standing anything contained in the terms and conditions, the CRC, Rajnandgaon shall be at liberty to terminate the contract by giving 30 days clear notice ending with the expiry of that month of contract without assigning any reason whatsoever.

29. After the award of the contract, the caterer shall be on trial for 3 months, subject to fortnightly review of performance, and the continuance of the contract for the remaining period shall be subject to satisfactory performance during the trial period.

30. The food, raw materials, ingredients etc. are to be of good quality, clean, fresh, nutritious, hygienic and edible. No cooked food shall be stored / preserved after meals.

31. The Caterer shall use only branded raw materials and best quality for preparing the food. Procurement of first quality branded groceries; vegetables etc. will be the responsibility of the caterer. The members of the Committee reserves the right to check all materials brought to the canteen as well as cooking practices. In the event of the quality of the Food served being poor or not adhering to contractual conditions, the CRC, Rajnandgaon will be free to impose penalty as deemed.

32. Keeping the kitchens, dining halls and mess premises neat, clean and hygienic are the responsibilities of the caterer. Strict adherence of the hygiene of messes and its surrounding is essential. Disposal of waste getting flogged in drainage lines have to be cleared by caterer. CRC, Rajnandgaon suggestions / actions regarding cleanliness have to be followed and the expenditure will be borne by the caterer. Any violation on the part of caterer is liable for appropriate penal provisions.

33. The utensils are to be cleaned using detergent powder/soap with warm water after every meal.

34. Caterer shall be solely responsible for cases of incidence of food poisoning and shall bear the complete expenditure arising out of this for medical treatment of the canteen consumers. In addition, penalty may be imposed on the caterer as decided by the CRC, Rajnandgaon for such incidences. Since the services include food and eatable, the provisions of Prevention of Food Adulteration Act, 1954 are binding on the caterer.

35. There will be strict check on quality of food. The items of food served will be frequently checked by the Committee constituted by the CRC, Rajnandgaon. Such quality audit may be a test audit or random audit.

a) Minimum workforce for running the canteen/ mess successfully shall be employed as per the need and requirement

b) One supervisors must be present in canteen. One of the supervisors should be entrusted the duty of quality control and hygiene.

c) One Chef should be employed to maintain same taste and quality of food.

Note: If it is required the mess contractor should employ some more additional work force in addition to as described above.

36. The caterer is required to maintain the details of all his employees / mess workers on daily basis in a attendance register. This information along with their photographs

shall be submitted to the CRC, Rajnandgaon in the format that may be prescribed. Separate staff shall be employed in each category of canteen workers i.e., chef, supervisors, cooks, asst. cooks, helpers (i.e., separate for cleaning purpose and serving purpose)

37. Employment of child labour (below the age of 18) is strictly prohibited. The employees of the caterer should wear uniform along with, cap, gloves etc.

38. All expenses relating to the employment of the mess workers engaged by the Caterer shall be within the scope of the Caterer. The caterer shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss or otherwise terminate their services at any time. The caterer shall be solely responsible for any claim arising out of employment or termination of employment of his mess workers and for statutory payments.

39. The INSTITUTE will provide space to Canteen proprietor to run the Canteen in the premises earmarked for the purpose. Electricity charges and water charges will not be collected from contractor however Purified drinking water has to be provided by the tenderer at his own cost for canteen customers.

40. The INSTITUTE shall fix the rates for each item that are to be served at the canteen and the Lessee shall have to serve those items only at the rates and quantum fixed vide Annexure-I and ANNEXURE-III (MENU) chart accordingly should be displayed at the canteen. Further, sale of Pans/Cigarettes/Ghutkas/Alcohol prohibited and other such banned item at the canteen is strictly prohibited.

41. The contractor should not transfer the management to any other individual or agency. The contractor has to appoint a responsible person, who should be present at the premises and supervise the day to day affairs of running of Canteen and shall not give scope for any complaints either from students/staff.

42. The CRC, Rajnandgaon authorities shall have every right to inspect the Canteen without any notice and can seal the Canteen in case of violation of terms and conditions.

43. The food shall be prepared as per the norms laid down by the Food and Drug Administration and shall be of the highest standards of hygiene and sanitation

44. The Canteen shall be kept open from Monday to Saturday and if required on Saturday and Sundays also. In case the Canteen is to be closed for any maintenance, prior permission from the CRC, Rajnandgaon shall be taken in writing, at least one week in advance.

45. The Canteen should be run during the timings from 8.45 A.M. to 5.45 P.M. on all working days. However, the Institute shall reserve the right to revise the timings.

46. In case if any dispute arising between CONTRACTOR and the CRC, Rajnandgaon, the same shall be resolved mutually. However, in case of disagreement, it will be referred to the Director, CRC, Rajnandgaon, who will be the sole arbitrator and his decision shall be binding on both parties.

47. The Canteen Proprietor will have to abide by the decisions taken by the CRC, Rajnandgaon from time to time for proper running of the Canteen

48. In case the caterer fails to operate the contract or comply with any of the contractual obligations, CRC, Rajnandgaon reserves the right to get the same done at the caterer's risk and cost by another agency apart from recovery of a penalty.

49. The Contractor shall be responsible for providing at his own expense for all precautions to prevent loss or damage from any and all risks and to minimize the amount of any such loss or damage and for the necessary steps to be taken for the said purpose.

50. In case CRC, Rajnandgaon be held liable for any loss, damage or compensation to third parties arising by the Caterer, such loss, damage or compensation shall be paid by the Caterer to CRC, Rajnandgaon together with the costs incurred by CRC, Rajnandgaon on any legal proceedings pertaining thereto.

51. All necessary personal safety equipments as considered adequate shall be made available by the caterer for use by personnel employed on the site and maintained in a condition suitable for immediate use. The caterer shall take adequate steps to ensure proper use of equipment by those concerned. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/ instruments and firefighting equipment etc., placed at the disposal of the hostel mess. The caterer shall take appropriate safety measures against outbreak of fire and will be held responsible in case of such an incident occurring. Liability/responsibility in case of any fire accident or any other accident causing injury/ death to mess worker/s inmates or any of his staff shall be of the caterer. The, CRC, Rajnandgaon shall not be responsible in any means in such cases.

52. Disposal of waste material shall be done by the caterer in accordance with the prevalent rules and regulations. He shall take all needs and precautions to clear off the garbage to a suitable location and maintain hygiene in mess premises.

53. The contractor will not be permitted to franchise the lease of canteen for any other commercial activity outside the canteen. The canteen should not be used for any other purpose, other than the catering services for students and staff.

54. Mess workers and cook should be healthy and medically fit. The Caterer should ensure that all his workers are free from communicable diseases. If any mess worker is found medically unfit. he/she may not be given permission to continue his/her duties and the caterer has to replace him/her immediately without fail.

55. In the event of the disputes, differences, claims and questions arising between the parties here to arising out of this agreement, all such dispute claims shall be referred to Sole Arbitrator appointed by the CRC, Rajnandgaon. All legal disputes shall be subject to the jurisdiction of court at Rajnandgaon.

56. CRC, Rajnandgaon reserves the right to review, modify, alter, add and delete any of the terms and conditions of the contract.

57. The Contractor should not transfer the management to any other individual or agency. The Contractor has to appoint a responsible person, who should be present at the premises and supervise the day to day affairs of running of Mess and shall not give scope for any complaints either from students/staff.

TECHNICAL BID FORM

S1 No.	Description	Submitted Yes/No Indicate the Page No. Where the copy attached In the tender document
1.	Name of the Firm: Head Office Address : Branches Tel. No. Fax No. e-mail web site, if any	
2.	Kind of proprietorship: (i) If limited concern, name and address of Directors and Managing Directors (ii) If single owner, name and address of the proprietor and Manager. (iii) If partnership, name and addresses of partners	
3.	Bidder should have previous financial year/one year of experience for running a Mess, Catering service, Restaurant or Hotel for not less than 100 persons on its dining strength	
4.	Shall have firm registration/Shop and Establishment Licenses certificate (Attach copies)	
5.	Experience certificate of running canteen	
6.	Annual financial statement/ Turnover for last 3 years authorized by CA	
7.	FSSAI certificate	
8.	Acceptance certificate of technical bid as per Annexure-1.	
9.	Acceptance certificate of financial bid as per Annexure-2.	
10.	GST/VAT/CST Certificate of the firm to be attached	
11.	PAN details to be attached	
12.	Details of EMD	
13.	All the pages should be serially numbered, signed and stamped. Indicate the total number of pages submitted.	

ACCEPTANCE CERTIFICATE**FOR TECHNICAL BID**

I.....(designation).....,of
(Name of the Company)..... hereby
accept the above mentioned Terms & Conditions for Running of Canteen at CRC,
Rajnandgaon.

Date:

Place:

Signature & Company Seal

Annexure-2

ACCEPTANCE CERTIFICATE

FOR FINANCIAL BID

I.....(designation).....,of
(Name of the Company)..... hereby
accept the above mentioned Terms & Conditions for Running of Canteen at CRC,
Rajnandgaon.

Date:

Place:

Signature & Company Seal

FINANCIAL BID

Financial Bid is required to be submitted in the financial bid only in e-procurement and not in technical bid. The price bid submitted in technical documents will be rejected.

Menu for Canteen at CRC, Rajnandgaon

Sl. No.	Item	Rates
Break Fast		
01.	Poha(180 gms) with chana	
02.	Idli(2 Nos, 60 g each)with sambhar& chutney	
03.	Plain dosa with sambhar& chutney	
04.	Medu-Vada(2 Nos, 60 g each) with sambhar& chutney	
05.	Bread Omelette (2 slices bread + 2-egg omelette)	
06.	PooriSabzi - 4 pooris (25-30 g each) + 100 g gravy sabzi	
07.	2 NosAlooParatha (140-160 gms) with curd	
08.	Masala Maggie (onion, green chili, tomato and spices) – 200 gms	
	<i>items to be changes on day to day</i>	
Lunch		
01.	Veg Thali full- Rice (plain/jeera)- 180 gms), Chapathi/Roti – 2, Dal fry- 150 ml, Sabzi (Dry/Gravy) – 75 gms, Salad – 50 gms, Papad and Achar – 10-15 gms.	
02.	ChholeBhature -2 bhature (60-70 g each) + 150 g chhole	
03.	Roti/Chapati – 35 gms per roti	
04.	Plain Rice - 200 gms (cooked)	
05.	Jeera Rice – 200 gms (cooked)	
06.	Dal Fry – 180-200 ml	
07.	Veg Fried Rice – 180gms (cooked)	
08.	Egg Fried Rice (02 eggs) – 200 gms	
09.	Egg Bhurji (2 eggs + masala + onion/tomato) – 130 gms	
10.	Egg Omelete Plain (2 eggs)	
11.	Egg Omelete Masala (2 eggs + onion, green chili, tomato, spices) – 130 gms	
12.	Egg Bhurji Curry (2 eggs + onion, green chili, tomato, spices) – 150-180 gms	
13.	Boiled egg (2 eggs)	
Lunch-during Programmes		
01.	Buffet: Plain Rice/Jeera Rice, Dal fry, Veg Sabzi dry (1), Paneer gravy sabzi (1), Puri/Roti, Green salad, Raita, Fiber plates, bowls and spoons, Water Jar with disposal glasses, fried papad, Pickle and Sweet (1)	
Tea/Coffee and Snacks (during office hours)		
01.	Tea (Regular) – 100 ml	
02.	Coffee – 100 ml	
03.	Boiled milk – 200 ml	
04.	French Fries – 130-150 gms per portion (cooked)	
05.	2 Nos Samosa (80-100 gms per pc)	
06.	2 Nos. AlooGunda (80-100 gms per pc)	
07.	Onion Bhajiya/Pakoda – 130-150 gms	
	<i>items to be changes on day to day</i>	
Packaged Items (MRP based)		
	Water Bottle, Cold drinks, Curd, Chach, Lassi, Chips, Namkeen, Toffee & Chocolates etc.	
	<i>Items should be ISI marked/good brand having good quantity like</i>	

	<i>Campa, Balaji Chips, Vachaan/Amul/Gaia etc.</i>	
Dinner		
	Plain Rice/Jeera Rice, Dal fry, Veg gravy sabzi (1), Roti, Green salad, Fiber plates, bowls and spoons, Water Jar with disposal glasses, Pickle and Sweet (1)	