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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(456)/2026-27/ 12.10.2026

Tender for Running of Canteen at NIEPID, RC Navi Mumbai

National Institute for the Empowerment of Person with Intellectual Disabilities (Divyangjan)is an Autonomous Body under the administrative control of Department of Empowerment of Persons with Disabilities (Divyangjan), Ministry of Social Justice & Empowerment, Government of India. NIEPID Regional centre, Navi Mumbai is located at Sector 5, Kharghar, Navi Mumbai, Maharahstra.

The NIEPID, Regional Center Navi Mumbai is frequently visited by the parents of Divyangjans(per day approximate 50 clients will visit) for consultation, visitors, students (approx.. 120), staff (approx.. 20), etc,. The canteen is the busiest location having spur of activity. The NIEPID, Regional Center Navi Mumbai intends to engage a reputed catering firm to operate the institute canteen and provide tasty & hygienic foods on reasonable rates.

The Institute will conduct approximate 10 Training/CRE programmes (3 days duration) during calendar year. There will be a 50 to 55 people for each training programme.

Scope of Work

The essence of contract is to prepare and serve food at NIEPID, Regional Center Navi Mumbai.

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 from Monday to Sunday from 8.00 am to 9.30 pm. 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 repuration 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 license

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 **02.11.2026** by 1800 hrs through e-procurement and date of opening **02.11.2026** at 1830 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 National Institute for the Mentally Handicapped.

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 should pay the canteen rent for every month with an amount of Rs.10,000/- to NIEPID RC Navi Mumbai.

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 NIEPID, Regional Centre Navi Mumbai 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 NIEPID RC NM 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 NIEPID RC NM 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 NIEPID.

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 alongwith 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 NIEPID 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 Divyangjans, parents, visitors,staff, the caterer has to take action as suggested by the NIEPID

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 NIEPIDRC NM 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 NIEPID 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 NIEPID RC NM 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. NIEPID 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 NIEPID 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 NIEPID RC NM. 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 supervisor 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 NIEPID 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 and minor (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 NIEPID 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 Sunday. In case the Canteen is to be closed for any maintenance, prior permission from the Officer Incharge, NIEPID RC Navi Mumbai shall be taken in writing, at least one week in advance.

45. The Canteen should be run during the timings from 8.00 A.M. to 9.30 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 NIEPID RC NM, the same shall be resolved mutually. However, in case of disagreement, it will be referred to the Director, NIEPID, 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 NIEPID RC NM 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, NIEPID 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 NIEPID RC NM 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 NIEPID RC NM together with the costs incurred by NIEPID RC NM 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, NIEPIDRC NM 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 NIEPID. All legal disputes shall be subject to the jurisdiction of court at Hyderabad.

56. NIEPID 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.

58. The security deposit shall forfeited if the agency/bidder withdraws/abandon/terminates the contract during the contract period.

59. The agency should serve the food at any place in campus during various programmes and arrangement for transportation of water, food and serving by the agency only.

60. The Canteen and premises will be maintained with hygienically at all times by the agency

61. The NIEPID members will inspect as and when required to check the quality, quantity and cleanness of Canteen. The agency will be terminated without reasons if any complaints by the NIEPID members during their inspection.

62. The agency should serve the items mentioned in Menu to any place in campus with the same rate during various programmes alongwith manpower.

TECHNICAL BID FORM

Sl 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.	Annual financial statement/ Turnover for last 3 years authorized by CA	
6.	Acceptance certificate of technical bid as per Annexure-1.	
7.	Acceptance certificate of financial bid as per Annexure-2.	
8.	GST/VAT/CST Certificate of the firm to be attached	
9.	PAN details to be attached	

10.	FSSAI Certificate	
11.	Details of EMD	
12.	All the pages should be serially numbered, signed and stamped. Indicate the total number of pages submitted.	

Annexure-1

ACCEPTANCE CERTIFICATE

FOR TECHNICAL BID

I.....(designation).....,of (Name of the Company)..... hereby accept the above mentioned Terms & Conditions for Running of Canteen at NIEPID, Regional Centre Navi Mumbai

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 NIEPID, Regional Centre Navi Mumbai.

Date:

Place: **Signature & Company Seal**

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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 at Canteen at NIEPID, Regional Centre Navi Mumbai

Sl. No.	Item	Rates
Break Fast		
01.	Corn Flakes with milk – one bowl 200ml Vermicelli (for vegetarians) one bowl 200ml	
02.	Two eggs (for non-vegetarians) Omlet or Boiled with 4 slice of bread	
03.	Two Idly (150gms) with chutney and sambar	
04.	Two MeduVada (200 gms) with chutney and sambar	
05.	Upma (150gms) with chutney and sambar	
06.	Three Puri (100 gms) with bhaji	
07	Two AaloParatha with curd &achar	
08.	One Masala Dosa (150 gms) with sambar and chutney	
09.	Poha(150gms)	
10.	SabudanaKhichadi(150gms)	
11.	Sabudana Wada (02 pieces 150 gms)	
12.	Chhole (150 gm) with 02 piece Bhature	
13.	Two Chapatees with sabji	
14.	One cup Tea 100 ml	
15.	Coffee 100 ml	
16.	Milk 150 ml	
17.	Chhaas 150 ml	
Lunch		
18.	Rice (150gms), Chapathi – 2, Dal, Vegetable 01, Papad, , Chatnee, Curd	
19.	DaalKhichadi (200 gms) , Papad, , Chatnee, Curd	
20.	One Non-vegetarian dish {mutton curry or fish curry or chicken curry or eggs curry (eggs curry will not be repeated not more than 2 days in a week)} with a minimum of 100 gms or as normally required	
21.	Sweet Dish one plate / two pieces 40 gms each	
Lunch-during Programmes		
22.	Chapathi – 2No's; Veg Biryani/Pulav/veg Fried rice; Plain Rice; Vegetables 03; Dal;Pickle; Salad; Papad; Curd; Sweet/Fruit	
Lunch-during Special Programmes		
23.	Sweet, Veg Biryani/Pulav Rice, Rumali Roti/Chapati (02 nos), Veg Masala curry, Veg Fry, Dal, chutney, Curd,White Rice, Papada/ fryums, Green Salad, fiber plate, Water (500ml), Paper glasses, Spoons, Tissues	
Tea/Coffee, Snacks		
24	Forenoon/Afternoon Tea/Coffee with two standard (Sweet and salt) biscuit or with one sandwich or bread pakoda or samosa (One cup of standard size 75ml). Sancks item to be changed on day to day basis	
25	Bajji (150gms) with Pav	
26	Vada(150gms) with Pav	
27	2 nos. Samosa (100gms)	
28	Misal (150gms) with Pav	
29	Pav Bhaji (02 pav with 150 gm bhaji)	
30	Pakodi Bajji (150gms)	
31	2 nos. Veg Puff (30gms)	
32	Daal Wada (100gms)	
33	Bread Pakoda (100gms)	
34	Masala Maggi (150gms)	

Sl. No.	Item	Rates
35	Veg Maggi (150gms)	
36	Veg. Sandwich	
37	Cheese Sandwich	
38	Pasta	
Dinner		
39	Rice (150gms), Chapathi – 2, Dal, Vegetable 01, Papad, , Chatnee, Curd	
40	Daal Khichadi (200 gms) , Papad, , Chatnee, Curd	
41	One Non-vegetarian dish {mutton curry or fish curry or chicken curry or eggs curry (eggs curry will not be repeated not more than 2 days in a week)} with a minimum of 100 gms or as normally required	
42	Sweet Dish one plate / two pieces 40 gms each	