



राष्ट्रीय पृथ्वी विज्ञान अध्ययन केंद्र
पृथ्वी विज्ञान मंत्रालय, भारत सरकार
 पी.बी.सं. 7250, आक्कुळम, तिरुवनंतपुरम- 695011, भारत
NATIONAL CENTRE FOR EARTH SCIENCE STUDIES
Ministry of Earth Sciences, Government of India
 P.B.No. 7250, Akkulam, Thiruvananthapuram – 695011, India

No. EAM-CAN/1/2025-EAM-NCESS

Date: 09.06.2025

Notice Inviting Tender-OPEN TENDER

1.1. Tenders are invited under the Two Bid System *i.e.* Technical Bid and Financial Bid from Agencies/Individuals for ***Engagement of Service Provider for Canteen Services at NCESS.***

Schedule of Tender		
Sl. No.	Activity Description	Schedule
1.	Tender No.	EAM-CAN/1/2025-EAM-NCESS
2.	Time and last date of submitting bid	09.07.2025, Wednesday, 6 pm
3.	Time and Date of Opening of Technical Bids	11.07.2025, Friday, 11 am
4.	Date & Time of Opening of Financial Bids of technically qualified parties	Will be announced later
5.	Validity of tender	120 days from the date of opening
6.	Tender Mode	Online tender: Two bid system
7.	Site visit	The Bidders may please visit NCESS canteen facilities on any working days between Monday to Friday

TERMS AND CONDITIONS

- The tenderer should see the document for details of the tender conditions and pre-qualification criteria in their own interest, uploaded to the NCESS website.

2. The successful tenderer should execute an agreement with NCESS on a stamp paper worth Rs. 200/-.
3. All statutory dues compliance legal and labour requirements and remittance are to be remitted by the contractor.
4. A copy of the Kerala State FSSAI Food business Registration/License clearly showing the validity date should be provided mandatorily.
5. A copy of pan card and ID proof details of contractor should also be provided mandatorily.
6. A copy of the GST Certificate of contractor should also be provided mandatorily.
7. No increase in rates will be allowed during the awarded contract period.
8. Compliance sheet attached along with the tender form has to be mandatorily duly filled in.
9. NCESS reserves the right to reject incomplete quotations.
10. Conditional bids will not be accepted. The cost / price should not be revealed anywhere in the qualifying bid. In case price/cost is revealed, the tender will be rejected as invalid.
11. The bidder should take up the contract and strictly comply with the stipulated terms and conditions during entire period of contract.

The Director, NCESS reserves the right to accept or reject all or any of the quotations.

IMPORTANT NOTE

1. Detailed specifications are listed in the BoQ. The bid document can be seen and downloaded from website <https://www.ncess.gov.in/>
2. The tender form and schedule in excel (BOQ) format should be downloaded and submitted through the e-procurement website - <https://eprocure.gov.in/eprocure/app>.
3. The other required forms should be submitted in PDF format by 'logging on' in the website <https://eprocure.gov.in/eprocure/app>

Senior Manager

Annexure - I**FORM OF NOMINATION**

I.....do hereby nominate and authorize
Sri./Smt.....aged.....years of
.....village.....TalukDistrict
residing at to
receive all any sum found due to me under the terms of contract and details of contract in the event
of my death before the amount has become payable or having become payable but has not been
paid.

Signature:

Name:

Address:

In the presence of witness:

1. Name & Address:

2. Name & Address:

Signature:

Signature:

Annexure - II**Tender Form****Engagement of Service Provider for Canteen Services at
NCESS**

Schedule of Tender		
Sl. No.	Activity Description	Schedule
1.	Tender No	EAM-CAN/1/2025-EAM-NCESS
2.	Name	
3.	Individual/Co-Op. Society/ Kudumbasree/Others	
4.	Address	
5.	Phone No. & Mobile No.	
6.	E-mail id.	
7.	Previous Experience	

Signature:

Date:

Name:

Annexure - III**COMPLAINT STATEMENT**

Sl. No.	Particulars	Complied - Y/N
1.	Registration or Commencement Certificate of the firm	
2.	Valid copy of License under FSS Act 2006	
3.	Copy of Pan Card of the Contractor	
4.	Copy of the GST Certificate of contractor	
5.	Minimum three Experience Certificate from Central/State/PSUs	
6.	EPF Registration Number	
7.	ESI Registration Number	
8.	Annexure-I – duly filled	
9.	Annexure-II – duly filled	
10.	Annexure-III – duly filled	
11.	Declaration of near relatives in NCESS as in Annexure-IV	
12.	Undertaking as in Annexure-V	
13.	Declaration on litigation as in Annexure VI	
14.	Work orders of major contracts during financial years 2022-2023, 2023-24 and 2024-2025 (Copies attached)	

Signature:

Date:

Name:

Annexure - IV**DECLARATION**

Ison/daughter..... of
..... aged.....years residing at
..... State and sole proprietor /managing partner /director of
..... declare that no person vested with
ownership rights of the firm is related by blood or marriage with any employee currently
serving in NCESS.

Date:

Authorised Signatory
(with name & full address)

Annexure – V**UNDERTAKING**

I, son/daughter of
aged years and residing at State and
sole proprietor / managing partner / director of , after
having read and understood the tender document No.....
dated..... floated by NCESS, hereby undertake that I agree to and shall abide
by the terms and conditions prescribed in the said tender document for engagement
of service provider for Canteen and Catering Services for NCESS,
Thiruvananthapuram.

Date:

Authorised Signatory
(with name & full address)

Annexure – VI**DECLARATION ON LITIGATION**

1. I agree that furnishing of incorrect information shall render my tender liable for rejection and I agree that no claim shall be made by me on this account.
2. It is declared that we have performed the contracts, the details of which are furnished in the bid in Annexure-I without any breach.
3. It is also certified that we have not defaulted on statutory compliances relating to timely disbursement of wages and other related matter(s). In case the declaration is found to be false, we unconditionally agree to termination of the contract at any time.
4. It is also certified that we do not have any litigation, current or during last five years.

or

The following litigations/arbitrations were settled in the last five years/ pending with parties during the last five years.

Sl. No.	Details of the Organization	Nature of contract	Amount involved	Date of initiation of litigation/arbitration	Current status

*Please strike out the clause not applicable.

Date:

Authorised Signatory
(with name & full address)

SCOPE OF WORK

1. The timings for canteen service are as follows: - Breakfast: 08.00 AM to 09.00 AM
Lunch: 01.00 PM to 02.00 PM
Tea/coffee/Beverages (with or without snacks):
 - (i) between 10.30 AM & 11AM in the forenoon and
 - (ii) between 3.30 PM & 4.00 PM in the afternoon.The contractor should strictly adhere to the timings in order to avoid disruption in NCESS work.
2. Proper hygiene should be strictly maintained in preparing, storing and serving food. It is the contractor's duty to keep the entire canteen block tidy, neat, clean and free from insects and house fly.
3. Utensils, vessels, refrigerator, deep freezer and other similar items should be cleaned at regular intervals to avoid fouling.
4. The main cook should have experience in making South/North Indian dishes/ varieties.
5. Disposal of waste should be done in an appropriate manner thrice a day or as suggested by NCESS.
6. The standardized Menu mentioned in the tender must be adhered to.

Pre-Qualification Criteria:

1. Bidder should have a minimum of 3 years of experience, on the date of submitting the tender, in providing catering services and operating Canteen in Government departments /Autonomous Bodies/ Public Sector undertakings/Banks/Reputed Industrial/Corporate Establishments/Educational institutions.
2. Bidder should have run canteen(s) for a dining strength not less than 100 persons in and around Thiruvananthapuram
3. The Operational Canteen of the Bidder must be located in Thiruvananthapuram or at adjoining locations (40 to 50 km radius) and the bidder must submit proof for the same.
4. No sub agency to be engaged by the contractor for the entire contract work awarded.

General Terms & conditions:**Support by NCESS**

1. Canteen space, kitchen, Electricity, Water, Furniture, Refrigerator, Electric Mixer/Grinder, Gas Stove, Induction Cooker and Cooking/serving utensils will be provided by NCESS free of cost for running the canteen. The cost of booking gas, not exceeding 4 commercial cylinders shall be reimbursed on production of original invoice duly certified by the security personnel at the 'In Gate' during delivery. A system of keeping register at NCESS Gate is maintained for implementation of record. The spot bill provided at the time of supply of gas cylinder should be submitted for reimbursement.
2. Initially, a full set of kitchen appliances/utensils and serving items such as plates, bowls, cups, spoons etc. will be supplied to the Contractor on an accountable basis. Thereafter, it will be his/her sole responsibility to always ensure availability of not less than the same quantity of the listed items in the canteen kitchen at his own cost.

3. Beverages, vegetables, eggs, meat and fish can be stored in refrigerator / Deep freezer. Necessary minimum facilities will be provided.
4. The maintenance and upkeep of premises, furniture and fixtures will be the sole responsibility of the contractor. In case any damage is caused to any of the items due to mishandling, the item of the same quality shall be replaced by the contractor.
5. The contractor has to ensure that canteen premises are used only for the purpose of running the canteen for NCESS and not for any other purpose. The Contractor himself and/or his worker(s) should not use the premises for any other business. The Contractor shall not be authorized to sublet the premises in any manner.
6. The contractor will not be allowed to change rates for the items of food.
7. The Contractor shall also undertake and ensure that all the raw material including milk etc. shall be available during the course of the working hours of the office and he shall also arrange to supply the food items like tea, coffee, snacks, beverages, breakfast, lunch and dinner at the same rate even beyond the working hours and/or on holidays, if required.
8. The edible oil/ghee and other ingredients to be used shall be from amongst the brands as suggested by the NCESS Canteen committee. If no suggestions are made, it should have FPO/AG MARK/ FSSAI marking and should be open to scrutiny by the Canteen committee. palmoil / pamolin should not be used for cooking.
9. The contractor shall use high quality branded items (approved by the canteen Management committee NCESS) for rice, tea, edible oil etc. The contractor shall not change the branded items without the consent of the Canteen Committee. The Contractor should ensure non reuse of leftover oil/food items.
10. Refreshments which can be consumed outside the canteen shall be served in appropriate and convenient packing. The contractor should not use plastic cups to serve any Cold Drinks, Beverages & Food Stuff etc. **Use of plastic bags is prohibited**

inside NCESS premises.

11. Operation of the canteen is subject to regular (once every week) inspections by the Canteen Committee to ensure that all conditions, especially on standards of hygiene, cleanliness and health are adhered to. Any violation to the terms and conditions of the contract shall attract a penalty on the contractor which shall be decided by the Canteen Committee.
12. The canteen contractor shall deploy, at his own cost and expenses, sufficient, competent and experienced manpower (including relievers) to operate and run the canteen in the kitchen, workspace, store, dining hall and all distribution points.
13. Remuneration of personnel:
 - (i) The rate quoted should be inclusive of contractor's overheads, administrative charges, Service charges, cost of materials, tools & tackles, uniforms, transport for men and materials etc.
 - (ii) Payment of wages is not less than the prescribed minimum wages, EPF, Bonus, Insurance and other charges is the responsibility of the Contractor.
 - (iii) NCESS shall not pay any compensation in respect of any injury or any untoward incidence to the workers/employees of canteen contractors. It shall be the sole responsibility of the contractor under the applicable law.
 - (iv) Payment for the food consumed will be made by the individual consumer.

Commercial Bid:

- (a) The bidders should quote the rates for all items in the Commercial Bid. The successful bidder will be decided on the overall L-1 price rates for the mandatory items. If the rate for all the items in the Commercial Bid are not quoted, the Bid will be treated as invalid.

Legal and Labour law compliance:

1. The Contractor must abide by the provision of the Labour laws governing the Payment of Wages, Employees Provident Fund, Employees state insurance, Payment of Bonus, Employees Compensation Act and any other labour statutes relating to the canteen in force from time to time, during the subsistence of the Contract. The contractor shall obtain the necessary license to run the canteen from the appropriate authorities and file necessary returns periodically.
2. The Contractor shall have a valid comprehensive workmen compensation policy/ equivalent insurance policy from reputed insurance companies for the employees who are not covered by ESI towards Employees Compensation liability under Employees Compensation Act 2010 during the contractual period in this Centre. The contractor shall produce copy of the Policy and receipt towards payment of premium within a month from the date of award of the Contract. The contractor should also keep this Centre indemnified to that extent. The premium payable toward the policy will be reimbursed by this Centre.
3. The Contractor shall employ his own canteen staff, provide them clean uniform at his own cost and shall be responsible for timely payment of their wages/salary directly in their bank accounts.
4. The contractor should pay the salary to the employees working at NCESS canteen before the 5th of every month. Failure to disburse timely wages and its resultant action by any enforcing authority is at the risk of the contractor and repetitive default in disbursement of wages shall lead to termination of contract without any notice apart from forfeiture of Security Deposit.
5. Persons below 18 years of age will not be allowed to be engaged inside the canteen premises. NCESS shall not be responsible whatsoever in any manner.
6. This Centre will not be responsible for any material or personal loss / injury to employee engaged by the Contractor, in case of failure to obtain the insurance policy. Any liability arising out of such lapses will be recovered from the contractor, out of the amount payable to him.

7. In case of litigation, if any, the cause of action shall be deemed to have arisen in Thiruvananthapuram District only and the City civil court at Thiruvananthapuram (Kerala) alone shall have jurisdiction over any such litigation.
8. The employees of the contractor must be courteous and polite. The contractor must ensure all employees are well mannered and courteous. They must be neat and tidy, free from communicable/infectious diseases and medically fit. The Centre is a no smoking zone. Consumption of tobacco and/or alcohol is strictly prohibited. Persons under intoxication or under the influence of liquor/drugs will not be allowed in the canteen.
9. The Contractor or his Manager/Supervisor or his authorized representative must be professionally qualified / experienced and must always be available in the canteen to attend to complaint, if any, immediately.
10. Terms and conditions in this Bid document will be deemed as part of the agreement and binding between this Centre and the successful bidder.

FORCE MAJEURE:

1. For purposes of this Clause, “Force Majeure” means an event beyond the control of the Contractor and not involving the Contractor’s fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of NCESS either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, pandemics, quarantine restrictions and freight embargoes.
2. If a Force Majeure situation arises, the Contractor shall promptly notify NCESS in writing of such conditions and the cause thereof. Unless otherwise directed by NCESS in writing, the Contractor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

ACCOUNTABILITY:

1. It shall be the sole responsibility of the Contractor to prevent theft or damage to the property or tangible and intangible assets, movable and immovable properties of this Centre due to negligence of the personnel engaged by him.
2. If there is any loss to this Centre on account of dishonesty, connivance and / or due to any cause attributable to such personnel, the Contractor shall make good the loss to this Centre on demand and if found necessary the performance security shall be forfeited without any reference to contractor.

SPECIAL TERMS AND CONDITIONS:

- a) The Contract shall be for a period of One year from the date of effective service after completing the formalities listed in the tender/contract documents. (The initial period of contract is for one year, which may be extended for a further period of one year on the same terms and conditions).
- b) The successful bidder shall enter a contract within 21 days from the date of receipt of the Work Order.
- c) Contract can be curtailed or terminated by the centre owing to deficiency in service, sub-standard quality of personnel, breach of contract, reduction or cessation of the requirements of work by giving a notice of one month.
- d) The Centre may require the contractor to substitute for any incompetent person or person deployed by the contractor for the execution of this contract.
- e) The Contractor shall remove its concerned personnel within 24 hours, if he is found to commit any of the following: a) Act of disobedience / uncivilized behaviour. b) Negligence & not maintaining alertness. c) Lack of punctuality. d) Any act of dishonesty f) Use of alcohol or intoxicating drugs while on duty. g) Conflict of interest, h) Any other misconduct. If the manpower deployed by the Contractor are found to be lacking devotion or not up to the expected level of performance, the Contractor shall replace them with identical substitute (s) within a week.
- f) The Contractor shall furnish to the Centre, the name, father name, residential address, age, Aadhaar, recently taken photograph etc. of each of the persons deployed by him.

- g) For proper identification of the personnel, the contractor shall issue identity cards and the said personnel shall be duty-bound to wear them on their body while on duty. The ID cards will be cross verified by the Personnel/Security section of the Centre.
- h) The personnel provided by the Contracting Agency can be deployed at the campus, only after a process of verification of credentials by the agency and approval from the Centre.
- i) The personnel of the Contractor shall be subject to the security checks and restrictions imposed by Centre.

PENALTIES AND LIQUIDATED DAMAGES:

If the agency fails to deploy the number of workers as required for the satisfactory execution of the work, recovery subject to a minimum of Rs.250/person/day needs to be credited to NCESS Accounts for the days of default.

Annexure – VII

COMMERCIAL BID**List of items to be served in NCESS Staff Canteen****ITEMS TO BE SERVED AS BREAKFAST, SNACKS AND LUNCH IN
VEG AND NON-VEG CATEGORIES.****Individual items with units (mandatory)**

Event	Day of the week	Item (s)	Quantity gm.
Breakfast items	Monday	Chapati (3 Nos.) + Mixed Vegetable Curry / Egg Curry	100g per Chapati Curry 200g
		Bread Toast (White / Brown) (2) with Butter/Jam	-
		Bread Toast (White/Brown) (2) with Omlette / Bullseye	Omlette (2 eggs)
	Alternate Monday	Poori (4) + Kabuli Chana Masala	-
		Bread Toast (White/Brown) (2) with Butter/Jam	-
		Bread Toast (White/Brown) (2) with Omlette / Bullseye	Omlette (2 eggs)
	Tuesday	Appam (3 Nos.) + Egg Curry	100g per appam Egg Curry 200 g
		Bread Toast (White/Brown) (2) with Butter/Jam	-
		Bread Toast (White/Brown) (2) with Omlette / Bullseye	2 eggs
	Alternate Tuesday	Idiyappam (3 Nos,) + Egg Curry	100 g per appam Egg Curry 200g
		Bread Toast (White/Brown) (2) with Butter/Jam	-
		Bread Toast (White/Brown) (2) with Omlette / Bullseye	2 eggs

	Wednesday	Idiyappam (3 Nos.) + Greenpeas Curry / Mixed Veg Curry / Potato curry / Egg Curry	100 g per idiyappam Curry 200g
		Bread Toast (White/Brown) (2) with Butter/Jam	-
		Bread Toast (White/Brown) (2) with Omlette / Bullseye	2 eggs
	Alternate Wednesday	Appam (3 Nos.) + Greenpeas / Mixed Veg Curry / Potato curry / Egg Curry	100 g per appam Curry 200g
		Bread Toast (White/Brown) (2) with Butter/Jam	-
		Bread Toast (White/Brown) (2) with Omlette / Bullseye	Omlette (2 eggs)
	Thursday	Masala Dosa + Sambar+Chutney	30 cm long dosa with 50 g aloo in masala dosa Sambar 200g Chutney 100g
		Bread Toast (White/Brown) (2) with Butter/Jam	-
		Bread Toast (White/Brown) (2) with Omlette / Bullseye	2 eggs
	Alternate Thursday	Puttu (3) + Kadala Curry	100 g per puttu Kadala Curry 200g
		Bread Toast (White/Brown) (2) with Butter/Jam	-
		Bread Toast (White/Brown) (2) with Omlette / Bullseye	-
	Friday	Poori (4) + Masala	100g per poori Masala 225g
		Bread Toast (White/Brown) (2) with Butter/Jam	-
		Bread Toast (White/Brown) (2) with Omlette / Bullseye	Omlette (2 eggs)

	Alternate Friday	Idli (2) + Sambar + Chutney	100g per idli + 200 ml sambhar + 100ml chutney
		Bread Toast (White/Brown) (2) with Butter/Jam	-
		Bread Toast (White/Brown) (2) with Omlette / Bullseye	Omlette (2 eggs)
Morning Snacks (Any two item in a day)		Vegetable Cutlet	
		Samosa	
		Sprouts/ Chickpeas (Kadala)	
		Aval Nanachathu	
		Tapioca (boiled) + Chutney	
		Vegetable Sandwich	
Evening Snacks (Any two item in a day)		Banana fry	
		Parippu vada	
		Onion vada	
		Neyyappam	
		Pazham Nirachathu	
		Samosa (Aloo + Mutter)	
		Kozhukkatta	
		Modakam	
		Uzhunnu vada	
		Ila Ada	
Lunch		LUNCH – Regular (Rice + Sambar+ Parippu / Puliserry, thoran (Spinach/ Bitter gourd/ Beans/ Beetroot/ Cabbage), aviyal, pappad, pickles, rasam/buttermilk)	
		LUNCH – North Indian (Basmati Rice + Chapati (2) + white chana/Gobi, pappad+pickles, raw salad + rasam/buttermilk)	

Curry options for North Indian Lunch	Chana Masala / Gobi Manjuria / Paneer Masala / Rajma
Lunch option 2	Chapati (3 Nos.) + Chana masala / Sambar+ Parippu / Puliserry, thoran (Spinach/ Bitter gourd/ Beans/ Beetroot/ Cabbage), pappad+pickles, raw salad + rasam/buttermilk)
Lunch option (Once in a week)	Chicken Biryani + boiled egg+ salad + pappad
Lunch option (Once in a week)	Vegetable Biryani+ salad + paneer Butter masala + pappad
Lunch Extra Item	Omlette (Single)
Lunch Extra Item	Omlette (Double)
Lunch Extra Item	Boiled Egg (Single)
Extra Item with regular Lunch	Fish Curry
Lunch Extra Item with regular Lunch	Fish Fry
Extra Item with Lunch	Chicken Curry
Extra Item with Lunch	Chicken Fry
Lunch Extra Item with regular Lunch	Curd
Lunch Extra Item (option)	Payasam

Tea, Coffee, Juice (Mandatory)

Item	Quantity	Unit
Tea	150ml	1 Cup
Black Tea	150ml	1 Cup
Lime Tea	150ml	1 Cup
Special Tea	150ml	1 Cup

Coffee	150ml	1 Cup
Bru Coffee	150ml	1 Cup
NESCAFE	150ml	1 Cup
Milk	150ml	1 Cup
Horlicks	150ml	1 Cup
Boost	150ml	1 Cup
Juice	200ml	1 Cup

Breakfast (optional items)

Item	Quantity	Unit
Onion Uthapam / Ghee Dosa / Onion Dosa	120 gm	1 No.
Uppuma	120 gm	1 Plate
Poha	100 gm	1 Plate
Aloo Paratha + Curd + Pickle	125 gm	1 No.

Snacks (optional)

Item	Quantity	Unit
Chicken Cutlet	75 g	1 No.
Masala Biscuit	50g	1 No.
Cookies	50g	1 No.

Juices/ Drinks (optional)

Item	Quantity	Unit
Lime Juice	200 ml	1 No.
Lime Soda	200 ml	1 No.
Grape Juice	200 ml	1 No.
Pineapple Juice	200 ml	1 No.
Orange Juice	200 ml	1 No.
Sambharam	200 ml	1 No.

Flavoured Milk	200 ml	1 No.
Lassi	200 ml	1 No.
Butter Milk	200 ml	1 No.
Tropicana / Frooti (MRP discounted)	200 ml	1 No.
Tender Coconut	200 ml	1 No.
Mineral Water (Aquafina / Kinley)	500 ml	1 No.

Salad (Optional)

Item	Quantity	Unit
Green Salad	125 g	1 Plate

Fruits (optional)

Item	Quantity	Unit
Banana	150g	1 Plate
Mixed cut Fruits	125g	1 Plate
Fruit Salad	125g	1 Plate
Papaya	125g	1 Plate
Watermelon	125g	1 Plate

***Rates should be quoted inclusive of GST.**

TENDER CONDITIONS

1. The successful bidder will have to execute an Agreement on a Stamp Paper worth Rs. 200/- and deposit **Rs.25,000/- (Rupees Twenty-Five Thousand Only)** which shall be returned without interest on termination of the contract, after deducting any amount due to the Institute. The contract can be terminated by either party with a three months' written notice period. If the contract is terminated by the contractor on his own accord during the contract period, without valid reason, the deposit will be forfeited. The Institute will be at liberty to terminate the contract, if any of the conditions of the contract is violated. In any case three months' notice should be served on either side. The tender and the terms and conditions attached to it will form part of the agreement to be executed.
2. Selection of the contractor will be made after assessment of the contractor based on information provided in the quotation or by contacting the reference person. The committee may also visit the canteens/hotels run by the contractor and collect opinions from other related persons. The Director reserves the right to select any contractor who is found suitable, according to him, without assigning any reason. The selection of the contractor will be made by the Institute based on the recommendation of the Canteen Committee.
3. The contractor will engage his/her own staff. There will be no accommodation except with special permission for the staff to stay in the premises. Contractor will engage sufficiently experienced staff **especially cooks**. The staff will always be clean and tidy, and their behaviour must be polite and should have pleasing manners. The staff should wear neat and clean uniforms/aprons/caps provided by the contractor.
4. The contractor must provide minimum one number of staff exclusively for cleaning of dining rooms, counter and wash areas. The **Cleaner should not be engaged for food service**. They should arrange the tables and chairs in the proper way. The contractor should also provide sufficient number of experienced cooks (minimum 2 nos) along with other required staff.
5. The contractor must give a list of his/her employees with their designation, age and address within one week of starting the contract. All employees must be of age greater than 18. All transactions should be billed using the billing machine.
6. **A Canteen Manager or a supervisor appointed by contractor should be available always in the dining hall for overall supervision every day.** Preferably the supervisor should know English/Hindi in addition to the local language. At least two persons should be available to serve food at the tables during lunchtime.
7. It is the responsibility of the contractor to get all the workers of the canteen (manager/supervisor, cooks, server, cleaners etc.) medically examined before employing them to serve in the canteen and at least once in six months thereafter. While on work, if

any worker is suffering from any infectious illness his/ her services should not be used on those days.

8. The Contractor shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by him/her at NCESS. The NCESS shall have no liability in this regard.
9. The canteen contractor and/or supervisor must report to the Canteen Committee as and when required. In the absence of the supervisor on a particular day, the responsibility should be given to another person, and the matter is to be informed to the Committee Chairman/Convener.
10. The Contractor is solely responsible for any act of non-compliance as per the FSSAI Act 2006, and NCESS shall not have any responsibility for any penalty/notice served by the Food Safety and Standards Authority of India and State Food Authorities.
11. Only good quality fish, meat, vegetables etc. should be used for cooking. All items should be supplied rotationally as per the menu (attached) and vegetarian and non-vegetarian items should be provided in standard quality and quantities. The Canteen Management Committee reserves the right to modify the list of menu items as and when required. Curd and all items must be in the correct measurement as per our schedule.
12. The contractor is not permitted to bring his/her own utensils in the canteen. The Contractor shall keep the canteen, furniture, utensils, crockery, cutlery clean.
13. The contractor will maintain a ledger for individual canteen users who would like to pay in bulk. The ledger would be used for the purpose of maintaining account details regarding the items consumed by the user for which instant payment was not made. An advance of Rs. 500/- may be collected from each user who wants to avail this facility. Each one will be given a separate page. Each entry should be signed by both the Canteen Manager and the user.
14. The contractor will provide morning tea / coffee, breakfast, mid-day tea & snacks, lunch, evening tea & snacks during the prescribed hours and on immediate/ urgent basis as and when required as per instructions from the Director's/Senior Manager's office. The timings notified must be strictly followed. The items provided must be fresh and of good quality, tasty and well prepared. Room service should be provided for official requirements authorized by the Director's/ Senior Manager's Office for which payment is made from the institute against submission of bills. Individual Room Service is not encouraged.
15. No liquor, cigarette or any other intoxicating items should be used by the staff employed nor will such items be sold.
16. Preference should always be given to the NCESS staff and guests accompanying NCESS employees. The accepted rates are applicable to all such users. Realizing higher prices from

such users is objectionable. **The rates of food items should be displayed prominently in the canteen by the Contractor.**

17. The contractor shall cater to the outsiders only after the designated service timings stipulated for NCESS staff. Contractor may charge higher rates from the outsiders as compared to NCESS staff & guests. The higher rates for the outsiders shall be displayed separately.
18. A list of items (menu) to be supplied regularly is attached which should be followed strictly. Additional items, if needed, will be recommended by the Canteen Committee and the Canteen Contractor is expected to oblige such recommendations.
19. The contractor is liable to carry out the instructions given by the Canteen Management Committee. Failure to adhere to the instructions of the Committee will be viewed seriously and, in that case, contract can be terminated with three months' notice. In such cases, contractor is liable to pay for the losses, if any, incurred by the Institute.
20. Cleanliness is very important. Tables and chairs must be properly arranged. Dining halls, counter, kitchen, cleaning area, work area, store, attached toilets etc. must be kept clean and dry. Cleanliness is to be maintained, while handling food items, utensils etc. Hand should not be put inside a clean tumbler or plate. The canteen staff are to wear headcaps and gloves while serving food. Waste lines from the canteen must also be kept clean by removing large particles, which may cause block in the canteen area.
21. Tea/Coffee for V.I.P.'s, conferences, delegates, interviews of candidates, committee members (on meeting) etc. should be served only in porcelain cup/cup and saucer. The staff serving Tea/Coffee for the same should always be clean and tidy and should wear neat and clean uniforms provided by the contractor.
22. Maintaining the **QUALITY AND QUANTITY** of food during the contract period is a must and is very important. All requisite provisions, vegetables, meat, fish etc. of best quality available in the market should be purchased. For meals (boiled rice), par boiled, stone less rice in sealed bags of reputed brands must be used. The contractor must show the stock and stores to the nominee of the Committee or a representative of the Institute on any working day during office hours, as and when required.
23. Decayed vegetables, fruits, meat, fish etc. and stale food should not be used or kept in the kitchen. **The required food should be prepared in the NCESS canteen itself. Taking the cooked food from the canteen for use outside the institute is not allowed.**
24. Milk and milk products (ice cream etc.) should be from reputed brands (Amul, Milma, Milky Mist, Muralya) etc. For using any other brands, written permission must be obtained from the Canteen Management committee.
25. **Rates must be quoted for all items without any modifications, failing which the quotation is liable to be rejected.** Rates quoted should take into consideration the possible price hike for vegetables, provision, milk, ration, meat, fish, egg, oil etc. during the next

one year of the contract period and considering the cost of giving high quality food during the entire period. Salary increases and bonus for the workers must also be taken into consideration. Subsequent request for any **price increase for any food item will not be allowed, even if there is an exorbitant rise in prices.** Contractor is free to quote reasonable rates in the tender and price will not be the only criteria for selection of a contractor.

26. The bidder must quote the rates of the items in the Bill of Quantity (BoQ) only.
27. If any new item is to be supplied in the canteen, for which rate is not available in the quotation, prior approval must be sought from the canteen management committee. Additional items suggested by the committee must also be served, after fixing a rate in consultation with the committee.
28. The contractor must read and be aware of all the conditions, menu, specifications and list of food items and visit the canteen, before quoting the rates. They can contact the Chairman/Convener of the Canteen Management Committee on any working day. They may be contacted through phone also.
29. Complaints and suggestions book/box must be maintained by the contractor in the canteen and made available to the committee members for inspection and redressal.
30. Any untoward incidence in the canteen must be reported to the committee.
31. In the case of decisions on items / areas for which clear guidelines are not available, the Director's decision will be final.
32. Upon good performance as assessed by the canteen committee the period of contract mentioned in this tender may be extended by the institute on mutual consent for one more year on two successive occasions.
33. Electrical, plumbing, and civil complaints must be informed to the Estate and Administration section. All these issues must also be simultaneously brought to the notice of Canteen Committee.
34. Immediately on termination of the agreement, for whatsoever reason, the contractor shall peacefully vacate the premises and hand over to the Institute all articles, equipment, furniture, fixtures etc. in a good working condition. Failure to do so will result in forfeiture of the security deposit and further penal action as may be deemed fit. The contractor should also remove all his stores and effects on termination of the contract. In case of failure to remove the stores and effects by the contractor, the Institute is entitled to enter and take possession of the canteen or any area which was given to the contractor and deal with the situation, as may be deemed fit.
35. The waste generated in the canteen should be separated into bio-degradable and non-bio-degradable and disposed by the cleaner engaged by the canteen contractor strictly at the space identified by the office. Any delay in the removal of food waste/kitchen waste shall

be penalized with a sum of Rs. 1000/-. The Canteen Committee of the Institute shall have the power to impose this penalty after getting the approval of the Director.

36. For all disputes arising out of this contract, the legal jurisdiction will be court at Trivandrum, Kerala.

37. In case the quote is not according to the above terms and conditions, the same will be summarily rejected. Further, false certification and misrepresentation of facts may attract blacklisting of tenderer. The Canteen Committee members reserve the right to visit such an establishment and ascertain competency based on the following criteria:

a. Should have a current hotel/canteen/similarly operating establishment.

b. The establishment should be currently running for three years.

c. The establishment should be clean and hygienic.

d. Should have mandatory license to run canteen.

e. Number of workers of that establishment.

I/we accept all the terms and conditions as stipulated in the terms and conditions of this tender.

Date:

Name:

Place:

Signature: