

NORTH EAST REGIONAL INSTITUTE OF EDUCATION
(NATIONAL COUNCIL OF EDUCATIONAL RESEARCH & TRAINING)
UMIAM :: BARAPANI :: SHILLONG :: PIN- 793103

F.No.1-38/NERIE-2012/CANTEEN/

Dated: 21.06.2012

INVITING QUOTATIONS

Sealed quotations are invited from reputed firms/contractors for providing catering services in the North East Regional Institute of Education, Shillong, Barapani Campus so as to reach the undersigned within 21 days from the date of publication of this advertisement. The Tender Document along with detail Terms and Conditions can be downloaded from the NERIE website: <http://nerie.nic.in>.

Administrative Officer

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TENDER DOCUMENT

REQUIREMENTS FOR CATERING SERVICES IN THE NORTH EAST REGIONAL INSTITUTE OF EDUCATION, SHILLONG, BARAPANI CAMPUS

About NERIE Canteen

The Institute has current staff strength of about 40 personnel. A good number of employees would like to have breakfast, snacks and lunch in the canteen whereas most of the employees may take tea/coffee twice a day. Besides, the Institute organizes about 2 - 3 training programmes/workshops of 5 - 10 days duration every month wherein a minimum of 15 - 30 participants participate in each programme.

The approximate daily sale of different food items will be as under:

1. Morning Tea & Snacks	:	40 Nos
2. Lunch	:	40 Nos
3. Evening Tea & Snacks	:	40 Nos

The above items will be subsidized by the Institute.

Scope of Service

- 1. Morning Tea & Snacks**
- 2. Lunch**
- 3. Evening Tea & Snacks**

Contractor has to cook and serve making use of NERIE canteen infrastructure as given below:

Acceptance or otherwise of all the service line requirements and Terms and Conditions shall be explicitly stated by contractor in the bid document.

Incomplete offer is liable to be rejected.

Service Line Requirements:-

1. The Coffee/Tea/Snacks and Lunch shall be provided to the employees on all working days (Monday to Friday).
2. Whenever required it shall be provided on Saturdays and Sundays and also on closed Holidays and for those who are working after office hours on working days on prior intimation.
3. The canteen shall function as per timing given below.
 - a. Morning Tea & Snacks : 11:00 AM
 - b. Lunch : 01:00 PM
 - c. Evening Tea & Snacks : 04:00 PM
4. The contractual shall ensure that the canteen personnel wear neat and clean clothes so as to put up a pleasing appearance. They should observe utmost cleanliness.
5. The contractor shall employ only people aged more than 18 years or as stipulated by GOI guidelines/Labour Laws. The contractor should indicate the total number of staff deployed for running the Canteen.
6. The canteen contractor shall ensure polite and cordial behavior of personnel with the employees and visitors at the Canteen. Any report of improper behavior shall warrant appropriate action.
7. The Institute Authorities will be regularly supervising the canteen services including cooking and will be giving appropriate instructions to the contractor/workers to improve quality. They have the right to reject the prepared food if the quality is not to their satisfaction.
8. **PENALTY:** The items served during any day in a month will be measured/weighed in the presence of canteen contractor by NERIE. Three such measurements will be taken in a month and average arrived. This will be compared with the desirable levels. If the difference is beyond acceptable limits (less by 20 ml/25 gms) then a Penalty up to 5% will be levied on the current monthly bill. This amount shall be deducted by NERIE against any week payment.
9. **Quality of food: TASTE:**
 - a) The taste of all foods served should be good, fresh, and palatable and without any foul or bitter feeling.
 - b) The dishes and curries should be changed every day for different tastes with different vegetables and other ingredients.
 - c) Constant supply of same vegetables and same dishes will be discouraged.
 - d) Quality of all ingredients used to prepare all food items should be of reputed grades and of standard brand quality, company packed and sealed, and procured from genuine suppliers with prior approval from the Institute Authorities.
 - e) All food items, after procurement, should be produced for verification of quality by the Institute Authorities before cooking.
 - f) It is the sole responsibility of the contractor to ensure that the food items procured are not adulterated or of poor quality.
 - g) Strict action, including imposition of fine against the contractor, as may be decided by Institute Authorities, will be taken/imposed if

food served with adulterated items or substandard quality is noticed, at any stage of the Canteen service. The brand of the items to be used for cooking will be approved by the NERIE authority. AGMARK items may also be used. Utmost hygiene, care and professional skill should be maintained while cooking. The Canteen should be open to inspection by the authorities of the Institute at any time without notice.

10. The Contractor is required to maintain a Suggestion-cum- Complaint Book at the designated prominent spot in the canteen. In the event of any complaint the canteen personnel shall politely request the users to record the complaint in the Book.
11. The Contractor shall be available at NERIE all the time to take decisions, for consultation with NERIE and to deliver the services. (The Contract is terminable in case if he/she is irregular)
12. **MENU** - The contractor shall post the weekly menu card in the notice board.
13. **CLEANLINESS:**
 - a) Vegetables, rice, grains etc. should be neatly washed before cooking.
 - b) All food items before cooking should be free from contaminants, soil worms etc.
 - c) Waste food and other cooked waste including tea/coffee waste should be immediately discarded.
 - d) Food items ready to serve should be kept covered and not be exposed to dust, moths, and flies and to become cold.
 - e) Dining tables, wash basins, kitchen, washing areas, serving counters etc. should be kept clean and should not produce nauseating/rotten smell
 - f) The cooking area and dining area should be cleaned daily with soap solution.
 - g) The cobwebs should be removed every week.
 - h) The items should be properly covered and stored.
 - i) The personnel deployed should observe utmost cleanliness both at Canteen and at distribution points.
 - j) The contractor should dispose kitchen waste, unused food, paper cups in the place specifically provided.
 - k) Serving food items in plastic materials is strictly prohibited
 - l) The ABOVE LISTED CLEANLINESS ASPECTS SHALL BE STRICTLY FOLLOWED. If NERIE finds any shortfall in CLEANLINESS a penalty of 5% will be levied.

General Terms and Conditions:

1. The rates quoted shall be valid for a period of ONE Year. The Contract is initially for a period of ONE YEAR and extendable on mutually agreed Terms & Conditions.

2. The Contract is terminable by giving one month's notice in writing from either side without assigning any reason thereof and the Contractor shall have no claim for any kind of compensation thereof.
3. The contractor shall not Sub contract the services to other agency or individual. The contractor shall be fully responsible for Conduct, Service and Discipline of the personnel deployed in NERIE canteen.
4. In all matters of interpretation or dispute relating to the Contract, the decision of the authorities of the Institute shall be final and binding. Any dispute arising out of Contract will be subject to Jurisdiction of courts in Shillong only.
5. Institute reserves the right to accept/reject any or all the offers without assigning any reason thereof.
6. Contractor should have been directly offering/managing the catering/canteen services to Central/State/PSUs/IT organizations/Industries.
7. The Contractor will be required to abide by the security instructions issued by the Institute from time to time.
8. Full price of the food stuffs as stipulated in the Contract will be paid by the Institute to the Contractor on surrendering the coupons against which the food stuffs are sold.
9. The Contractor has to submit the claim to the Accounts Section, NERIE, once in a week along with the coupons for payment. The coupons have to be pasted 25 in a page and submitted for verification and payment.
10. **TENDER FEE**:-The contractor shall pay Rs.500/- by way of DD drawn in favor of Principal, NERIE payable at Shillong towards tender document fees. The tender document shall be downloaded from NERIE website:-www.nerie.nic.in. Alternatively the tender document can be collected from Administrative Officer, during the office hours on all working days.
11. **EMD**:- The contractor is required to submit a Earnest Money Deposit of 2% of the contract amount by way of demand draft drawn in favour of Principal payable at Shillong along with the tender/quotation. Such of the tenders/quotations which are not accompanied by the requisite EMD shall be summarily rejected.
12. The Earnest Money Deposit will be refunded to the unsuccessful bidder after finalisation of the Contract. If the successful bidder fails to operate the Contract awarded, the Earnest Money Deposit amount shall be forfeited.
13. **SECURITY DEPOSIT**:- The Contractor is required to deposit with the Institute an interest free Security Deposit of a sum of Rs. 20000/- (Rupees twenty thousand only) for the due performance of the terms and conditions of the Contract. The Security Deposit shall be remitted by way of Demand Draft within ten days from the date of award of Contract. The contractor shall produce an affidavit from a notary public duly disclosing whether any legal proceedings are initiated or pending against him.

14. The bidder is advised to visit the NERIE facilities before submitting the offer.
 15. The bidder may seek any clarification from Sri A. Seenivasan, AO, NERIE, Umiam, (Ph. No. 0364-2570017)
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QUOTATION FORMAT

ANNEXURE – 1

To cook and serve making use of NERIE canteen infrastructure.

THE CONTRACTOR SHALL QUOTE IN THE FOLLOWING FORMAT ONLY

Sl. No	ITEM	Rate in Rs.
1.	Breakfast items:	
2.	Snack items: Coffee / Tea / Milk in Paper Cups	
3.	Lunch	

I agree for all the service line requirements and Terms and Conditions as per NERIE tender document.

I have attached duly filled check list, DD for tender fee and DD for EMD separately.

Signature -

Name -

Address -

Seal –

ANNEXURE-2

Infrastructure support offered by NERIE

1. Water Cooler
2. Drinking water Filter
3. Freezer.
4. Dosa / Chapatti Tava.
5. Gas Stoves – 2 Nos.
6. Gas Connection Up to 4 cylinders. Gas refills is to the account of Contractor.
7. Furniture will be loaned to the Contractor free of cost.
8. Repairs towards utensils and gas connection, gas stove, etc., to be carried out by the Contractor at his cost only.
9. Available Breakfast (about 40) and Lunch plates (about 40) will be provided. Additional plates will have to be arranged by Contractor.
10. All other items like Grinders, Mixies, Utensils, Cutlery; Water jugs (Closed), Tumblers, Spoons, Spoon dispenser etc., are to be arranged by the Contractor.
11. The items issued by NERIE shall be returned in good working condition at the end of the term.
12. The furniture, Kitchen equipment, cutlery item, etc provided by the Institute for the Canteen shall be issued to the contractor for safe custody and proper maintenance of them. It shall be open to the Institute to recover from the contractor out of the security deposit and also by other means the cost of damage or loss to any item of property of the Institute issued to the contractor on termination of the contract.
13. On emergency, the major repairs may be carried by the contractor with approval of NERIE.
14. Water will be supplied free of cost.
17. All cleaning agents and accessories shall be arranged by contractor.