

# **TENDER DOCUMENT**

**Contract for providing Canteen Services to CSIR-NAL at  
Kodihalli and Belur campus, Bengaluru**

**Tender Ref. No.:**  
**D24015/25/2026-S.VI**

## I N D E X

**NAME OF WORK:** Contract for providing Canteen Services to CSIR-NAL at Kodihalli and Belur campus, Bengaluru

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## TENDER SCHEDULE

01.	Name of Work	<b>Contract for providing Canteen Services to CSIR-NAL at Kodihalli and Belur campus, Bengaluru</b>	
02.	Tender Reference No.	<b>D24015/25/2026-S.VI</b>	
03.	Tender Fee (Non-refundable)	<b>0 (zero)</b>	
04.	Earnest money deposit (EMD)	Bid Securing Declaration form to be submitted	
05.	Tender Publishing Date	25/06/2026	1100 Hrs.
06.	Bid Document Download /Sale Start Date & Time	25/06/2026	1100 Hrs.
07.	<b>Pre-bid meeting date</b>	30/06/2026	1100 Hrs.
08.	Bid Submission <b>Start</b> Date & Time	01/07/2026	1100 Hrs.
09.	Bid Submission <b>End</b> Date & Time	07/07/2026	1100 Hrs.
10.	Bid opening date and time	08/07/2026	1100 Hrs.

**Note:-**

- a. CSIR-NAL may at its discretion extend / change the schedule of any activity by intimating the bidders through a notification on the e-tendering portal <https://etenders.gov.in>.
- b. Corrigendum if any, will be uploaded only on e-tendering portal. It is the responsibility of bidders to check at the website or their registered Email ID / Mobile No.
- c. Clarification after the due date stipulated above will not be entertained and no request for extension of date on any grounds will be granted / entertained.

**The tender document does not imply that the CSIR-NAL is bound to select bid(s), and it reserves the right to accept or reject any or all bids, or cancel the tender process, or abandon the procurement of the services, or issue another tender for identical or similar services without assigning any reasons thereof. CSIR-NAL also reserves the right to call off tender process at any stage without assigning any reason.**

## **Tender document:**

The tender document consists of 4 sections. The bidders shall go through all these sections:

**Section-I : Notice Inviting Tender**

**Section-II : Instructions to bidders**

**Section-III : General Conditions of Contract**

**Section-IV : Scope of work**

Bidders shall comply with each clause of all the above 4 sections.

## **SECTION: I**

### **NOTICE INVITING TENDER**

#### **D24015/25/2026-S.VI**

Tenders are invited from the reputed, experienced, well established and registered agencies/organizations through the NIC CPP e-tendering portal by the Director, CSIR-NAL towards contract for providing Canteen Services to CSIR-NAL at Kodihalli and Belur campus, Bengaluru for a period of One year with the provision to extend the contract for one more year based on satisfactory performance in the first year.

1.1 Details of requirement is at Scope of work section of this NIT.

1.1.1 The tendering process is online at CPP e-portal URL address <https://etenders.gov.in>. Aspiring bidders may go through the tender document by “Guest User” login.

1.1.2 Prospective bidders are advised to get themselves register at CPP Portal, obtain “Login ID” & “password” and go through the instructions available in the Home Page after login to the CPP-portal <https://etenders.gov.in>. They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application.

#### **1.2 Pre-bid meeting:**

A pre-bid meeting will be conducted at CSIR-NAL. Bidders are requested to attend pre-bid meeting mandatorily to understand scope of work, requirement, current facility and clear any doubts related to the bid. Bidders failing to attend the mandatory pre-bid conference are liable to be rejected.

1.3 The following 2 type of bids shall be submitted by the bidders: -

#### **Technical Bid**

The bidder shall submit their application only at CPP Portal <https://etenders.gov.in>. Bidders are advised to follow the instructions provided in the tender document for online submission of bids. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

## Terms & Conditions

The bidders may ensure that the following documents have been submitted in the bid in order to avoid further clarifications/rejection:

SL. NO.	QUALIFYING REQUIREMENT	DOCUMENT(S) TO BE UPLOADED IN CPP PORTAL
1.	Bid Securing Declaration	Scanned copy of Bid Securing Declaration Form <b>(format enclosed)</b> . <b>On bidders Letter Head. In case the bidder fails to submit the Bid securing declaration form, the bid will be outrightly rejected and will not be evaluated.</b>
2.	Undertaking-cum- Declaration	Scanned copy duly signed with company's seal <b>on bidders Letter Head (format enclosed)</b>
3.	MSE/ Start Up (if applicable)	i) Scanned copy of UDYAM registration certificate for MSE.  ii) Scanned copy of Startup registration certificate for Startup.
4.	Establishment Registration Certificate No/ Licence No. of the agency	Scanned copy of the Establishment Registration Certificate No/License No of the agency
5.	The firm should have sufficient number of qualified personnel with requisite Qualifications/skill.	Scanned copy of documents
6.	Valid certificate issued by FSSAI ( <b>Food Safety &amp; Standards Authority of India</b> )	Scanned copy of Valid certificate issued by FSSAI ( <b>Food Safety &amp; Standards Authority of India</b> )
7.	ISO 9001:2015 (to ensure consistent quality and customer satisfaction)	Scanned copy of ISO 9001:2015 (to ensure consistent quality and customer satisfaction)
8.	HACCP (Hazard Analysis and Critical Control Points) certificate	Scanned copy of HACCP certificate
9.	ISO 22000:2018 (Food Safety Management System)	Scanned copy of ISO 22000:2018 (Food Safety Management System)
10.	Should have ESIC Registration certificate	Scanned copy of ESIC Registration certificate
11.	Should have EPF Registration certificate	Scanned copy of EPF Registration certificate
12.	Should have Professional Tax Certificate	Scanned copy of Professional Tax Certificate
13.	Should have GST Registration Certificate	Scanned copy of GST Registration Certificate
14.	Should have Permanent Account Number(PAN)	Scanned copy of PAN Card
15.	Should have an Office in Bengaluru	Scanned copy of Proof of Address of Bengaluru Office (Like GST Reg., Trade License, Rent agreement of office etc.)
16.	Income Tax returns for last <b>3 Assessment Years (AY)</b>	Scanned copy of Income Tax returns for last 3 Assessment years (2023-24, 2024-25 & 2025-26)

17.	Present clientele list and performance certificate.	Scanned copy of Present/last three years clientele list and performance certificate from concerned establishment. (The performance certificate uploaded will be verified by CSIR-NAL during technical evaluation)
18.	Should have experience in providing the services (mentioned in scope of work) at least for <b>3 years</b> ending on 31-03-2026 to Government establishments / Public Sector Undertakings / R&D institutions / established private sector/other similar organization out of which minimum 1 year in and around <b>Bengaluru</b> )	Scanned copy of Completion Certificate with value of the contract along with names, address and contact details of clients shall be uploaded with the bid for verification.
19.	Financial capability:  Turnover of more than <b>₹75 Lakh</b>	a) Scanned copy of audited turnover certificate for three years up to 2025.  b) Audited Balance Sheets for the <b>Financial Years (FY) 2022-23, 2023-24 &amp; 2024-25</b> to be uploaded.
20.	Acceptance by the Contractor	To be signed, scanned and uploaded as per the format provided at Pg. 39.
21.	Scanned copy of all the pages of the Tender Document with Sign & Seal	To be signed, scanned and uploaded
22.	Solvency Certificate	The bidder shall submit a solvency certificate issued by any Scheduled Commercial Bank, not older than six months from the date of bid submission, certifying financial solvency of at least an amount equivalent to <b>₹50 Lakh</b> .

Note:

- Non-submission of any of the above documents shall lead to rejection without seeking any clarification and no further correspondence shall be entertained.
- The technical bid should not contain any price information. If the price quoted is submitted in technical bid the bid will be rejected.
- **CONDITIONAL BIDS WILL BE REJECTED.**
- The bidder shall be totally responsible for uploading of all the documents online as listed above.
- **The tender document does not imply that the CSIR-NAL is bound to select bid(s), and it reserves the right to accept or reject any or all bids, or cancel the tender process, or abandon the procurement of the services, or issue another tender for identical or similar services without assigning any reasons thereof. CSIR-NAL also reserves the right to call off tender Process at any stage without assigning any reason.**

**BID-SECURING DECLARATION FORM**  
**(On Bidders Letterhead)**

Date: \_\_\_\_\_

Bid No. \_\_\_\_\_

To

THE DIRECTOR  
CSIR-NAL  
PB No. 1779  
HAL airport road  
BENGALURU-560017

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

(a)	have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
(b)	having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
	(i) fail or refuse to execute the contract, if required, or
	(ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)  
in the capacity of (insert legal capacity of person signing the Bid Securing Declaration).

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for and on behalf of: (insert complete name of Bidder)

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing)

Corporate Seal (where appropriate)

Note:

1. In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid.
2. Bid Security declaration must be signed in by the Proprietor/CEO/MD or equivalent level of Officer of the company.

**(TO BE SUBMITTED IN TECHNICAL BID)**  
**(On Bidder's Letter Head)**  
**UNDERTAKING-CUM-DECLARATION**

**Name of work:** Contract for providing Canteen Services to CSIR-NAL at Kodihalli and Belur campus, Bengaluru

Tender No.: **D24015/25/2025-S.VI**

I / we hereby certify that I / we have read the entire terms and conditions of the tender document which shall form part of the contract agreement and I /we shall abide by all the conditions / clauses contained in its entirety for the above works.

1. I / We do hereby declare and state that none of my/our near relatives is posted in CSIR-NAL as officer responsible for award and execution of this particular tender/work and that no employee of CSIR-NAL is a Director/ Proprietor / Partner or holding any other post in my/our Firm/Company. I / We further undertake to intimate the names of persons, if any who are working with me / us in any capacity or are subsequently employed by me / us and who are near relatives to any officer in CSIR-NAL.
2. I / We do hereby declare that Shri/Smt/Dr.....  
Designation..... is my close relative and working in..... division of CSIR-NAL.
3. I / We do hereby declare and state that our Firm / Company has not been blacklisted / debarred by CBI / CVC / CSIR-NAL or any Department of Govt. of India / State Govt/PSUs/Corporation.
4. I / We do hereby declare and state that our Firm / Company is not under liquidation, court receivership or similar proceedings and is not bankrupt.
5. I / We do hereby declare that no previous transgressions occurred in the last 3 Years with any other Company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.
6. I / We do further declare and state that all the above information given by me/us is true to the best of my/our knowledge and in case if it is found to be false / incorrect, CSIR-NAL shall have the absolute right to take any action as deemed fit / without any prior intimation to me/us.

Date: \_\_\_\_\_ Signature of Bidder / Authorized Signatory (with Company Seal)

Note: Strike out whichever is not applicable

## **Financial Bid**

The **rates per item shall be quoted for all the items listed** in the BOQ provided and no other format is acceptable.

The Financial Bid has been given as a standard BOQ format with the tender document.

Bidders are required to download the BOQ file and complete the unprotected cells with their respective financial quotes (rates per unit) and other details (such as name of the bidder). No other cells should be changed.

Once the complete details have been filled, the bidder should save it and submit it online.

The rates quoted by the bidder shall remain unchanged during the currency of the contract.

The bidders who quote NIL rates, their bid shall be treated as unresponsive and will not be considered.

In case two or more bidders offer same **total rates**, then the bidder having highest turnover by taking the average of three years will be considered as L1.

Tax rate will be governed as per Government orders.

**Note: The approximate turnover of the existing contract during the financial year 2025-26 was ₹1 to ₹1.5 Crores. The bidders are advised to submit their quotations considering the approximate turnover of the previous year.**

### **1.3 BIDS OPENING PROCESS**

The bid opening process is described below: -

#### **1.3.1 Technical Bid:**

Bid containing document as per Para 1.2 (uploaded by the bidders) shall be opened on date & time mentioned in Tender schedule.

If any clarification is needed from the bidder about the deficiency in the uploaded documents in Technical bid, it will be asked to provide it through CPP Portal or email if required. The bidder shall upload the requisite clarification /documents within date and time specified by CSIR-NAL, failing which it shall be presumed that bidder does not have anything to submit and bid shall be evaluated accordingly.

#### **Criteria for shortlisting of applications and procedure for finalization of contract:**

On fulfilling the eligibility criteria, Canteen Committee of the Laboratory would evaluate the applications in terms of capability, experience, infrastructure, etc. The firm/contractors minute attention to detail in order to maintain high standards of food quality and hygiene would be one of the main criteria of shortlisting. The firm/contractor may be called to make a presentation of the profile of the firm and elucidate their performance indicators in their respective areas. The Committee may also visit if need be for personal evaluation where they are providing presently their catering services. Based on the above parameters, only such of those contractors/agencies/firms who fulfil the criteria as adopted by the committee constituted for the purpose would be shortlisted as qualified for further consideration of the financial quote.

The Contractor should meet all statutory requirements with all necessary licenses to run a canteen in the Laboratory. The original documents, certificates/licenses and credentials, are to be produced for verification along with a copy of each of them for Laboratory records.

The intimation regarding acceptance/rejection of their bids will be through CPP Portal.

#### **1.3.2 Financial Bid:**

Financial bid will be opened only if the bidders are found technically qualified.

Sd/-  
Sr. Controller of Administration

## SECTION: II

### INSTRUCTIONS TO BIDDERS

#### **2 Tender document:**

**2.1** The tender document consists of 4 sections. The bidder shall go through all these sections:

- Section-I : Notice Inviting Tender**
- Section-II : Instructions to bidders**
- Section-III : General Conditions of Contract**
- Section-IV : Scope of work**

Bidders shall comply with each clause of all the above 4 sections.

**2.1.1** Bidders willing to participate may download the digitally signed tender document on-line from CPP e-Procurement portal at <https://etenders.gov.in> and submit digitally counter-signed tender document on-line at the same portal.

**2.1.2** The instructions in the tender document are binding on the bidder and submission of the tender shall imply **unconditional acceptance** of all the terms and conditions by the bidder.

**2.1.3** **The Quotations received without 'Bid Securing declaration form' & 'Undertaking cum Declaration form' will be summarily rejected.**

**2.1.4** The prospective bidder may acquaint themselves about the requirement before submitting their tender. They may call 080 2508 6047 / 6031 prior to their visit.

#### **2.2 Amendment to Tender document:**

At any time, prior to scheduled date of submission of bids, CSIR-NAL, if it deems appropriate to revise any part of this tender or to issue additional data to clarify and interpretation of provisions of this tender, it may issue addendum / Corrigendum to this tender. Any such addendum / corrigendum shall be deemed to be incorporated by this reference to this tender and binding on the bidders. Addendum /corrigendum will be notified through CPP e- Procurement portal at <https://etenders.gov.in>.

#### **2.3 Clarifications of Bid Documents:**

Bidder, requiring any clarification of the tender documents may submit their queries, if any, only through provision of CPP Portal at <https://etenders.gov.in> and CSIR-NAL shall not respond to any queries sent through any other means.

**2.3.1** Request for clarifications received from bidders shall be responded by CSIR-NAL till the schedule date and time indicated in the Tender Schedule or as extended thereto by CSIR-NAL.

**2.3.2** Replies to Clarifications by CSIR-NAL will be uploaded through CPP e-Procurement Portal. The bidders are advised to visit the same at <https://etenders.gov.in> regularly.

**2.3.3** Clarifications and other documents, if and when issued by CSIR-NAL, shall be in relation to the tender and hence shall be treated as their extension.

**2.3.4** CSIR-NAL neither take guarantee about accuracy of any response, nor does undertake to answer all the queries that have been posted by the Bidders.

**2.3.5** In order to provide reasonable time to bidders to take the amendments made by CSIR-NAL into account for preparing their bids, CSIR-NAL may, at its discretion, extend the deadline for the submission of bids suitably.

## **2.4 Post Tender Qualification for Technical Evaluation:**

**2.4.1** CSIR-NAL reserves the right to verify the credentials, past performance, and operational capabilities of the bidder before opening the financial bid. For this purpose, CSIR-NAL may undertake site visits to establishments currently operated or previously operated by the bidder and/or obtain performance feedback, satisfactory service reports, or reference checks from present and past clients/employers. The findings of such verification shall be considered during technical evaluation, and the decision of CSIR-NAL in this regard shall be final and binding.

**2.4.2** If during such verification, the bidder is found to have furnished misleading information, suppressed material facts or received unsatisfactory performance feedback from clients, CSIR-NAL reserves the right to reject the bid without assigning any further reasons.

**2.4.3** Director, CSIR-NAL reserves the right to reject any or all tenders, without assigning any reasons thereof, and to call for any other details or information from any of the bidder.

## **2.5 Composition of Bids and General Guidelines for bid process:**

**2.5.1** Bidders shall submit their bids as per scheduled date & time through CPPP at <https://etenders.gov.in> only.

**2.5.2** Bidders shall submit the tender before the deadline as specified in the Tender Schedule of this tender document. E-tender CPP Portal shall not allow bidders to submit their tender after the scheduled date & time.

**2.5.3** The Technical bid will be opened online by CSIR-NAL at the time and date as given in the Tender schedule. All the statements, documents, certificates etc., uploaded by the bidders shall be downloaded and verified for evaluation.

## **2.6 E-Tendering General Guidelines:**

**2.7.1** The bidder may correct, modify or withdraw his bid after submission but prior to scheduled last date & time of submission.

**2.7.2** To assist in the examination, evaluation and comparison of bids, CSIR-NAL may, at its discretion ask the bidder for the clarification / confirmation of compliance of its bid. The request for clarification /confirmation of compliance and the response shall be through query provision available in CPP e-tendering portal.

**2.7.3** Bidders may submit their response to CSIR-NAL queries through provision of CPP Portal Only.

**2.7.4** No post bid clarification / confirmation of compliance at the initiative of the bidder, shall be entertained.

## **2.8 Preparation/ Submission of Bids:**

Bids shall be prepared and submitted in TWO parts: the first part shall comprise of the Technical Bid and the second part shall comprise of Financial bid specifying the price offer to be uploaded in CPPP.

## **2.9 Language and Currency:**

The bidder shall quote the rate in English language and in international numerals. The rates shall be in whole numbers. The rates shall be written in both figures as well as in words. Over writing is not permitted. In case of disparity in figures & words, the rate in words will be considered. In the event of the order being awarded, the language of all services, manuals, instructions, technical documentation etc. provided for under this contract will be English. The bidders should quote only in Indian Rupees and the bids in currencies other than Indian rupees shall not be accepted.

**2.10** It shall be clearly understood and noted that Financial Bid of the tender document is for pricing alone. Any conditional financial bid will not be entertained.

**2.11** Tenders, in which any of the particulars and prescribed information are missing or are incomplete, in any respect and/or prescribed conditions are not fulfilled, shall be considered non-responsive Bid and are liable to be rejected. If the bidder gives wrong information in his/her tender, CSIR-NAL reserves the right to reject such tender at any stage or to cancel the Contract, if awarded and forfeit the security deposit.

**2.12** CSIR-NAL reserves the right to reject any or all tenders without assigning any reason. The Financial bids of the bidders who do not qualify in Technical bid evaluation shall not be opened. CSIR-NAL also reserves the right at its sole discretion not to award any order for which the tender is called. CSIR-NAL shall not pay any cost incurred in the preparation and submission of any tender or any cost incidental to it.

**2.13** CSIR-NAL shall evaluate the Bids to determine whether they are complete, the documents have been properly signed and the bids are in order.

**2.14** No correspondences / representations shall be entertained from the bidders after opening of Financial Bid of the Tender during the tendering process.

**2.15** Date of submission and opening of tender can be extended at the sole discretion of the Competent Authority.

## **2.16 BID EVALUATION**

**2.16.1** For the purpose of evaluation, the rates quoted against each menu items shall be summed up and the bidder with the lowest total quoted amount for all the specified menu items shall be declared as L1.

**2.16.2** The bidders who quotes NIL rates, their bid shall be treated as unresponsive and will not be considered.

**2.16.3** If the total quoted amount is same in case of two or more bidders, then the bidder having highest turnover by taking the average of three years will be considered as L1.

## **2.17 Award of Contract:**

The award of contract shall be intimated to the successful bidder by CSIR-NAL through Letter/ e-mail/CPPP.

**SECTION: III**  
**GENERAL CONDITIONS OF CONTRACT**

3. The e-Tenders as per the prescribed form are invited in open tender two bid system:

- (i) **Technical Bid**
- (ii) **Financial Bid**

- 3.1 Not more than one Tender shall be submitted by a bidder. Not more than one concern in which an individual is interested as Proprietor and / or partner shall tender for the execution of the same work. If they do so, all such Tenders shall be liable to be rejected.
- 3.2 No single firm shall be permitted to submit two separate tender applications.
- 3.3 The right to accept the bid in full or in part / parts will rest with CSIR-NAL. The bidder is bound to perform the contract at his quoted rates. However, CSIR-NAL does not bind itself to accept the lowest tender and reserves to itself the authority to reject any or all the tenders received or cancel the tender without assigning any reason thereof. No claim whatsoever will be entertained on this account.
- 3.4 The Submission of a tender by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the job to be done/service to be carried out and of conditions and local conditions and other factors bearing on the execution of the nature of specified job.
- 3.5 The Director, CSIR-NAL reserves the right to accept or reject any or all tenders or the lowest or to accept other than the lowest or to accept the tender in full or in part without assigning any reason(s) whatsoever and his decision in the matter shall be final and binding
- 3.6 Canvassing in connection with Tenders is strictly prohibited and the Tenders submitted by the bidders who resort to canvassing will be liable to be rejected.
- 3.7 On acceptance of the Tender, the name of the representative(s) of the service provider who would be responsible for taking instructions from the Director, CSIR-NAL or his authorized representative shall be communicated to the CSIR-NAL.
- 3.8 Notification of Award of contract will be made through CPPP.
- 3.9 During the validity of the contract, the Agency shall not make any claims for additional charges other than expressly mentioned in the agreement
- 3.10 The rates shall be quoted in Financial Bid only.
- 3.11 Incomplete and conditional tenders are liable to be rejected.**
- 3.12 The bidder shall duly attest all corrections, cancellation and insertions.
- 3.13 The bidder has to declare that none of his/her/their near relatives is posted in CSIR-NAL as officer responsible for award and execution of this particular tender/work and that no employee of CSIR-NAL is a Director / Proprietor / Partner or holding any other post in his /her/their Firm/Company. The bidder has to further undertake to intimate the names of persons, if any who are working with him/her/them in any capacity or are subsequently employed by him/her/them and who are near relatives to any officer in CSIR-NAL (Annexure-A).

**Note:-** The term "near relative" means wife, husband and parents, grandparents, children, grandchildren, brothers, sisters, uncle, aunty and cousin and their corresponding in laws.

## SECTION: IV - SCOPE OF WORK

### 4. Details of the Contract:

**4.1** CSIR-NAL requires a reputed, able and experienced canteen contractor to provide Catering Service to CSIR-NAL at Kodihalli and Belur campus, Bengaluru (total 2 Nos of canteen) **for one year from the date of commencement of the contract and further extendable by one more year on same terms and condition subject to review of performance.**

### **4.2 Firms/Contractors responsibility:**

4.2.1 Managing the entire activity of CSIR-NAL Canteen by providing catering services to the staff and guests of the Laboratory.

4.2.2 Providing catering services within the campus (Tea / Refreshments / Lunch /Dinner) in the areas identified by CSIR-NAL officials for occasions such as seminar / symposium/ conferences etc. as per requirement.

4.2.3 Maintaining cleanliness and Hygiene of the Canteen at all times.

4.2.4 Procurement of quality raw materials and branded ingredients for preparation of food.

4.2.5 The contractor shall take charge of kitchen equipment, furniture, crockery, cutlery, etc., provided by CSIR-NAL at the Canteen and would be responsible for proper up keep, maintenance and safety of the same. Minor repairs, if any, shall be carried out by Contractor at his cost. Any loss of items shall have to be made good by the Contractor. On inspection, if the contractor opined that the equipments provided by the CSIR-NAL is insufficient or the existing equipments needs replacement / upgradation, the contractor shall, at his own cost, bring such equipments with an intimation to CSIR-NAL Stores and obtain entry pass at the CSIR-NAL gate. The equipments so brought shall be taken back by the contractor on closure of the contract.

4.2.6 Upkeep and maintenance of the Kitchen area, dining tables, serving area of Canteen.

4.2.7 To arrange the cooking fuel (gas cylinders).

4.2.8 Engagement of proper qualified/skilled manpower.

4.2.9 Providing uniform to the manpower engaged by the contractor and the expenses to be borne by the contractor himself. All the personnel deployed by contractor should wear prescribed uniform at all times on duty. All workers should be provided with two pairs of good quality uniforms once in six months and should be of NTC or equivalent quality, Bata shoes or equivalent quality, Chef caps, use and throw caps, hand gloves and aprons etc. as detailed below (a-d).

a)	Dark navy blue pants, shirts, shoes, hand gloves, dusters	for all categories
b)	Dark navy blue pants, White Shirts, Ties	for Supervisor
c)	Aprons, Bow-tie, Waist Coat and hand gloves	for Stewards/Canteen Attendants, Cashier/Clerks, Cleaners & House-Keeping staff.
d)	Aprons, Chef Caps and hand gloves	for cooks & Head Cooks.

- Every staff member shall wear a name tally (name badge) prominently displayed on the waist coat at all times while on duty.

- 4.2.10 Complying with all the statutory requirements in respect of the persons engaged for catering service as per laws applicable to such contract.
- 4.2.11 Maintenance of attendance records/registers of personnel engaged & submit for verification to CSIR-NAL authorities, as and when required.

Master list of employees duly signed by the contractor (along with copies of NAL issued ID cards) to be submitted to administration / Chairman Canteen Committee on assumption of charge. Any change in manpower during the tenure should be intimated along with the copy/copies of ID card. Maintenance of attendance records/registers of personnel engaged & submit for verification to CSIR-NAL administration every month prior to bill clearance.

- 4.2.12 Maintenance of existing electronic system of billing at the cost of contractor.
- 4.2.13 The Contractors shall get the antecedents of his personnel verified through appropriate authorities and the verification reports to be made available to CSIR-NAL.
- 4.2.14 The Contractor shall issue photo identity cards to personnel engaged by him in co-ordination with the Security Officer of CSIR-NAL.
- 4.2.15 The personnel deployed by the Contractor whose work or conduct is found unsatisfactory by the Laboratory will have to be replaced immediately by the contractor.
- 4.2.16 The personnel deployed by the contractor shall be the employees of the contractor and not that of the Laboratory under any circumstances.
- 4.2.17 Any compensation for disengagement on account of death, disability of any personnel deployed by contractor in CSIR-NAL Campus shall be contractor's exclusive liability including for any disability that manifests after the termination of the assignment.
- 4.2.18 The Contractor/Service provider shall be solely responsible for all the accidents or injuries sustained by the personnel deployed by him.

**Any change in the cook(s) deployed at the canteen shall not be effected without prior intimation to and acknowledgement from the Canteen Committee. In case of emergencies, a mail to the committee convener with a copy to the chairman is required to be sent in prior.**

- 4.2.19 The Contractor/Service provider shall be responsible for the properties and assets of CSIR-NAL Canteen, which will be entrusted to him for running the Canteen. Any issues due to mistakes attributable to the Contractor will be made good to CSIR-NAL by the Contractor.

### **4.3 Canteen Service requirement:**

- 4.3.1 The CSIR-NAL Canteen functions five days a week for regular canteen services i.e., Monday to Friday.
- 4.3.2 Staff members attending Laboratory on Saturdays / Sundays / Holidays are to be provided with breakfast, lunch & dinner based on indent received from the concerned Head of the Division.
- 4.3.3 Advance intimation will be provided to contractor for canteen services on holidays and Sundays.

- 4.3.4 Approximate requirement of regular services and canteen timings are indicated in the bid.
- 4.3.5 The Items to be served with Schedule Volume/Weight are indicated in the bid.
- 4.3.6 The projected number of special lunches is only indicative and actuals may vary depending upon the meetings and visitors to CSIR-NAL.
- 4.3.7 Interested tenderers are advised to visit CSIR-NAL, Kodihalli and Belur Campus, at their cost to understand themselves the site and its surroundings to have first-hand information that may be necessary for proper evaluation and submission of financial quote.
- 4.3.8 The cost quoted by the contractor should include minimum wages plus statutory payments associated with minimum wages, cost of cleaning, maintaining canteen and contractor profit etc., for running the canteen.
- 4.3.9 GST or any modified tax structure as applicable from time to time shall be paid to appropriate authorities or reimbursed, against documentary evidence of remittance as per rules on subject (only for official indents).

#### 4.4 Responsibility of CSIR-NAL

- 4.4.1 CSIR-NAL shall provide electricity, furniture, water for running the canteen and maintain the inside canteen premises. Electricity is not to be used for cooking. Hot water for cleaning used vessels may be provided through geysers/solar water heater systems. The Canteen has a connected Gas Bank System with provision for limited number of LPG Gas Cylinders. The contractor shall liaise with the Gas Agency for regular gas supply and the payment towards the same shall be borne by the Contractor.
- 4.4.2 The contractor should ensure that no items/belongings of CSIR-NAL like (Kitchen equipments/ Cutlery & Crockery etc) go out of the canteen premises The contractor may keep a separate register and maintain a register for requests from concerned head of the divisions for providing items like flask/tea kettle/Plates/Cups etc on special occasions.
- 4.4.3 Payment against official indents will be made on a monthly / fortnightly basis. Such payment shall be made after receipt of the bills along with official indents duly certified by an authorized officer.

#### 4.5 Manpower requirement from the Contractor:

- 4.5.1 The ideal staff requirement for smooth running of canteen is mentioned below:

Sl. No.	Designation	Kodihalli	Belur	Total
1	Manager		1	1
2	Supervisor/ Cashier	1	1	2
3	Head Cook /Cooks	1	1	2
4	Asst. Cooks	4	3	7
5	Stewards / Canteen Attendants / Cleaners	7	4	11
	<b>Total</b>	<b>14</b>	<b>09</b>	<b>23</b>

- 4.5.2 **The contractor shall take note of the above staff requirement of 23 nos., minimum wages payable to them and Pest control & Disinfestation of canteens while working out the financial bid.**

All the above personnel engaged by the contractor shall be efficient, smart and trained.

The smart and trained personnel shall be engaged for managing room services and special lunch. The numbers indicated are at minimum and if the contractor estimate is higher than the indicated actual requirement, he may calculate the cost and quote accordingly.

A manager shall be appointed by contractor to monitor the overall operation of the canteen at CSIR-NAL and shall be the single point of contact to CSIR-NAL management for the Canteen Service activities.

The contractor has to ensure personalized/ table service on the occasions of High delegate's special lunch in both the Canteen Premises. In case of Special events the contractor has to deploy additional manpower at his own cost.

**4.5.3 The Non-Veg dishes are to be prepared on requirement basis in separate kitchen using separate utensils, vessels and should be served separately using separate cutleries and crockeries.**

4.5.4 Personnel so employed by the contractor shall be physically and medically fit to handle the kitchen and canteen services. The contractor at his own cost has to carry out medical examination once in every 6 months in respect of the personnel to ensure their fitness to handle and submit certificate of medical fitness to office of NAL.

4.5.5 The contractor is solely responsible for procurement of all provisions, vegetables, oil and other items of good quality duly approved by the Canteen Advisory Committee at his / her own cost and store them properly after cleaning in the identified Stores area provided of the canteen premises. The contractor should use only the following brands for cooking: -

1) The oil to be used for cooking medium has to be refined sunflower oil like Saffola or equivalent brand. Other oils such as palm oil etc. should not be used.

2) The tea powder should be TajMahal / Red Label or equivalent brand and coffee powder with coffee beans and chicory (80:20) ratio of good quality from Indian Coffee Board / Coffee Day or equivalent should be used.

3) Milk to be used shall be from Bangalore Dairy Nandini or Nilgiris/ equivalent.

4) Ice-cream used shall be from Nandini / Arun / Kquality Walls/ equivalent.

**Committee's approval to be obtained for the brands of the cooking items to be used upon taking the charge and on any subsequent changes. Any deviations from the Committee approved brands (if found during the surprise checks) will attract penalty.**

The necessary inputs / ingredients for preparing food items should be of good standard / quality acceptable to CSIR-NAL. Further, the contractor **should not use baking soda/cooking soda or Ajinomoto (Taste maker)** for any preparations. The left out pan oil should not be re-used for any other purpose in the canteen. All the leftover food and other prepared items should be disposed of on the same evening. All such items should not be stored anywhere in the canteen.

Disposal of used cooking oil into drainage lines, sewage systems, or any water body is strictly prohibited. All used cooking oil shall be handed over exclusively to the authorized party. Used Cooking Oil (UCO) aggregators, or disposed of in compliance with the guidelines of the State Biodiesel Board, whichever is applicable.

Receipts or acknowledgement documents from the authorised aggregator shall be collected and submitted to the Canteen Committee/ NAL admin on demand.

- 4.5.6 Apart from the items listed, the contractor may introduce any new item, the rate for such item to be decided by the contractor with prior intimation and concurrence of the Committee.
- 4.5.7 The contractor shall take charge of kitchen equipment, furniture, crockery, cutlery, etc., provided by CSIR-NAL at the Canteen and would be responsible for proper up keep, maintenance and safety of the same. Minor repairs, if any, shall be carried out by Contractor at his cost. Any loss of items shall have to be made good by the Contractor. On inspection, if the contractor opined that the equipments provided by the CSIR-NAL is insufficient or the existing equipments needs replacement / upgradation, the contractor shall, at his own cost, bring such equipments with an intimation to CSIR-NAL Stores and obtain entry pass at the CSIR-NAL gate. The equipments so brought shall be taken back by the contractor on closure of the contract.

The service provider shall be responsible for procuring the missed items and maintaining all cutlery, serving utensils, and crockery required for day-to-day operations.

Any kitchen equipment- fixed assets shall be provided to the contractor on as-is where-is basis, details of which shall be maintained by the contractor and the Stores' representative of CSIR-NAL in an asset register. Repairs and upkeep of the same shall be undertaken by the contractor.

Since CSIR-NAL's purchase process does not enable immediate procurement, the contractor is required to compensate for the short falls of fixed assets by procuring or hiring them. These can be inwards on returnable gate pass clearly identifying by etching /suitable means. The contractor can take back the same once compensated by NAL or during his exit from the lab. A copy of the items inwards as above (along with gate pass copy) to be submitted to the administration.

- 4.5.8 The Contractor is responsible to pay the wages to his staff in compliance with the Minimum Wages Act. The contractor shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970 Employees State Insurance Act, Workman's Compensation Act, 1923, Payment of Wages Act, 1936, The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952, Payment of Bonus Act, 1965, The Minimum Wages Act, 1948, Employer's Liability Act, 1938, Employment of Children Act, 1938, Maternity Benefit Act and / or any other Rules / regulations and / or statutes that may be applicable to them.

**The contractor must take a group medical insurance to cover any eventualities during performance of their duties. The insurance charges shall be borne by the contractor. Copy of the policy document must be submitted to CSIR-NAL within one month of award of contract.**

- 4.5.9 The Contractor shall be solely responsible for any violation of provision of the Labour Laws or any other statutory provisions and shall further keep the CSIR-NAL indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. Contractors failure to fulfill any or all of the obligations hereunder and / or under the said acts, rules / regulations and / or any bye-laws or rules framed under or any of these, the CSIR-NAL shall be entitled to recover any such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury from the Contractor's monthly payments.

- 4.5.10 Cleaning of kitchen equipment, utensils, tables, chairs, floors of kitchen, wash rooms and places which are under contractor's control shall be the responsibility of the contractor.
- 4.5.11 The contractor is responsible for the safe and hygienic disposal of the canteen waste at their own cost. Garbage collection, segregation, and the disposal of the same shall be the sole responsibility of the service provider. This needs to be carried out in accordance with applicable waste management regulations
- 4.5.12 The contractor is required to maintain cleanliness and other aspects as indicated in the GOI OM No. 10/1/2014-Dir(C), dated 09/10/2014 in respect of the canteen under Swachh Bharat Mission, which shall be periodically inspected by the authorities of CSIR-NAL.

#### **4.6 Payments and Digital Transactions**

- 4.6.1. The contractor is required to print his own bills, coupons etc., at his own cost for General Services and issue them to staff on cash/online payment for various items like coffee /tea, breakfast, lunch, evening snacks, soft drinks, etc.
- 4.6.2. The successful bidder shall maintain a valid bank current account in the name of the bidding firm/proprietorship/company and all payments relating to the canteen operations shall be received only through such account.
- 4.6.3. The bidder shall provide the details of the official bank account, UPI ID, QR Code and other digital payment modes registered in the name of the bidder/entity. The same shall be displayed prominently at the payment counter.
- 4.6.4. Collection of payments through personal bank accounts, personal UPI IDs, QR Codes, or digital payment accounts belonging to any individual other than the bidder/entity (including relatives, employees, or third parties) shall not be permitted, unless specifically authorized by CSIR-NAL in writing.
- 4.6.5. The bidder shall ensure that all receipts issued to customers correspond to the payments received through the officially declared bank account/payment gateway.
- 4.6.6. CSIR-NAL reserves the right to verify the payment details and supporting documents during the contract period. Any deviation from the declared payment mechanism may be treated as a breach of the contract and appropriate action, including termination of the contract, may be initiated.
- 4.6.7. The bidder shall submit the details of the official Current Account, cancelled cheque, PAN, GST registration, and the UPI ID/QR Code linked to the same account. The submitted bank account shall be used exclusively for all transactions relating to the contract.

#### 4.7 Penalty Clause:

- 4.7.1 The Canteen Committee will frequently inspect the quality of raw materials purchased, number of employees working / absenteeism and maintenance of hygienic conditions in the kitchen and wash area. They will collect feedback from users of the canteen on various aspects. Any violations of the Terms & Conditions of the Tender will be intimated to the Contractor. Depending on the nature of complaint, failure to implement corrections within a period of one week to one month will attract a penalty of **deduction up to 10% of the monthly bills or upto ₹1,00,000/- (rupees one lakh only) from the amount payable to the Contractor by CSIR-NAL, based on the recommendations of the Canteen Committee.** Work not done satisfactorily would be recorded and rejected for payment based on designated officer of CSIR-NAL/Canteen committee recommend by the Director CSIR-NAL. The reasons for rejections would also be recorded.

The monthly bills payable to the service provider shall be linked to a Performance Score card evaluated periodically by the Canteen Committee. The scorecard shall be structured as follows:

- Parameter Weightage Beneficiary Feedback (Digital terminals) - 35%
- Hygiene and Sanitation Compliance - 35%
- Waste Disposal Compliance (including UCO disposal) - 30%

A total composite score of eighty (80%) or above shall qualify for full payment of monthly bills for that evaluation period. Scores below the qualifying threshold shall attract proportional deductions from the payable amount, as specified in the penalty schedule.

- 4.7.2 Canteen Committee monitoring the activities can make recommendations to the Director for termination of contract for failure to improve, inspite of actions as indicated.

#### 4.8 Other requirements:

- 4.8.1 The rates quoted by the Contractor shall be valid for **the entire contract period including extensions, if any.** Further, the contractor cannot demand price rise during the interim period of contract.
- 4.8.2 The Director, CSIR-NAL reserves the right to reject any or all the tenders or to accept them in part or reject the lowest tender without assigning any reasons.
- 4.8.3 **The rates for menu items to be served at Canteen are fixed by CSIR-NAL and the details are mentioned in the tender document.**
- 4.8.4 The rates of optional dishes will be decided after the finalization of contract. The Contractor may provide the ala Carte menu for Breakfast, Lunch, Dinner. (Any special catering dishes that he/ she likes to offer in addition to the regular services) with name of the Dish, Quantity and Rate.
- 4.8.5 The contractor should ensure fumigation of all containers and all serving areas on a weekly basis.
- 4.8.6 Third party inspection once in 3 months authorized/ approved by FSSAI and the cost for inspection is to be borne by the contractor.

#### 4.9 CANTEEN MENU ITEMS:

#### Approximate requirement of regular services and their timings on daily basis

#### (KODIHALLI & BELUR CAMPUS)

TABLE – 1 (against cash/online payment by Staff)

Sl. No.	Routine Services	Approximate Number	Time
1	Morning Breakfast	240	08:15 hours to 08:45 hours
2	Morning Tea / Coffee	200	08:15 hours to 08:45 hours
3	General Lunch Chapati meal Raagi Mudde Sambar Rice	230 20 20 30	12:30 hours to 13:00 hours
4	Afternoon Tea / Coffee Snacks	100 60	15:00 hours to 15:15 hours

TABLE – 2 (against official indents by divisions)

Sl. No.	Special Services	Approximate Number	Time
1	Special Service of Tea / Coffee	As and when required	09:00 hours to 18:00 hours
2	Serving of evening snacks		17:00 hours to 17:15 hours
3	Serving of Working Lunch		12:30 hours to 13:00 hours
4	Special Lunch buffet		13:00 hours to 14:00 hours

#### 4.10 GENERAL SERVICES (On cash/online payment basis)

4.10.1 Tea / Coffee : 100 ml per cup

4.10.2 **Two varieties of breakfast to be served every day.** Each plate of breakfast consisting of any of the following items:

TABLE – 3

Sl. No.	Item	Schedule Volume/Weight	Fixed Price in ₹
1	Any rice item (i.e., Pongal, Vaangi Bath, Bisi Bele Bath )	300 gms.	35
2	2 Nos. of idly + 1 No. of Uddina Vada with Sambhar	<ul style="list-style-type: none"><li>• Idly – 80 gms. each</li><li>• Uddina Vada – 60 gms</li><li>• Sambar as required</li></ul>	
3	2 Nos. of Kali Dosa with chutney	8"-9" inches dia of 80 gms each	
4	Masala Dosa with chutney, onion dosa	<ul style="list-style-type: none"><li>• 11"-12" inches dia of 150 gms</li><li>• Onion with potato masala and thick Chutney as required</li></ul>	
5	Mysore Dosa / Onion Dosa with chutney	<ul style="list-style-type: none"><li>• 11"-12" inches dia of 150 gms.</li><li>• Chutney as required</li></ul>	
6	3 Nos. of Poori with Saagu / 1 No. Chhole Bhature	<ul style="list-style-type: none"><li>• 5" inches dia of 60 gms each</li><li>• Veg. Saagu as required</li></ul>	
7	2 Nos. of Rava Idly with chutney or Saagu	<ul style="list-style-type: none"><li>• 90 gms. each</li><li>• Chutney or Saagu as required</li></ul>	
8	Chow chow bath	175gms of Vegetable Upma and 100 gms of Kesari Bath with Chutney as required	
9	Upma/Pongal+ 1 No. Uddina Vada with chutney	<ul style="list-style-type: none"><li>• 250 gms of Vegetable Upma</li><li>• Uddina Vada – 60 gms</li><li>• Chutney as required</li></ul>	
10	Boiled egg with Milk and cornflakes / Chocos /Muesli /Oats	2 nos. of eggs and 300 ml milk per cup with cornflakes/Chocos/Muesli/Oats (50 gms approx.)	
11	Aloo Paratha & tomato chutney/Pickle	3 nos. of 100 gm each	
12	Instant Noodles	300 gms	

Others: -

- a) Breakfast menu should not repeat during the same week.
- b) Rice item for the breakfast can be served only once a week on any day
- c) In unforeseen cases, if regular food is exhausted, the vendor has to arrange for alternate quick food items.

4.10.3 Each plate of General lunch will consist of the following items:

TABLE – 4

Sl. No.	Item	Schedule Volume/Weight	Fixed Price in ₹
1	Meals	<ul style="list-style-type: none"> <li>• Cooked Rice – 250 gms</li> <li>• 2 soft Chapatis/Roti/Paratha/Kerala Paratha / Missi Roti 5”-6” dia each to be served in warm condition</li> <li>• Sambhar/Dal/Dal Tadka/ Dal Arhar/ chana/ masoor/ Dal Makhani- 100 ml.</li> <li>• Vegetable (seasonal)-100 gm</li> <li>• Rasam – 100 ml.</li> <li>• Buttermilk – 100 ml.</li> <li>• Curds – Made out of Nandini / Nilgiris milk (Thick)</li> <li>• Butter Paneer</li> <li>• Pickle – 1-2 pickles (Standard pieces) – Lemon or Mango to be prepared at the canteen or MTR/PRIYA brand can be used</li> <li>• Papad – 1 papad of 4”-5” dia</li> </ul>	45
2	Sambar Bath	<ul style="list-style-type: none"> <li>• Cooked Rice – 300 gms</li> <li>• Sambhar - 100 ml.</li> <li>• Rasam – 100 ml.</li> <li>• Dry vegetable curry– 100 gms.</li> <li>• Pickle – 1-2 pickles (Standard pieces) – Lemon or Mango to be prepared at the canteen or MTR/PRIYA brand can be used</li> </ul>	35
3	Dry Chapathi	<ul style="list-style-type: none"> <li>• 3 dry chapatis 5”-6” dia each to be served in warm condition</li> <li>• Dry vegetable curry – 100 gms.</li> <li>• Sambhar - 100 ml.</li> </ul>	35
4	Ragi Ball and Rice	<ul style="list-style-type: none"> <li>• Ragi Ball – 100 gms</li> <li>• Cooked Rice – 100 gms</li> <li>• Dal Sambar – 100 ml</li> <li>• Kootu – 100 ml and Rasam 100 ml</li> </ul>	35

Note:

Optional Items\* to be included (to be served during regular canteen hours only)

\*roti-curry, mixed rice -curd rice, fruit salad, juice, special weekend meal, ice cream, beeda , veg. sandwich, etc.,

#### 4.10.4 Schedule of afternoon snacks (3 PM):

Afternoon snacks consisting of any one of the following items:

TABLE – 5

Sl. No.	Items	Schedule Volume/Weight	Fixed price in ₹
1	Greengram/ Kabuli Chenna	100 gms.	25
2	Masala Vada	2 Nos. of 50 gms. each	
3	Bajji (potato, onion, mirchi)	4 Nos. of 50 gms. each	
4	Avalakki mixture / Poha	125 gms.	
5	Masala vada, Maddur vada	2 Nos. of 50-60 gms. each	
6	Fresh fruit juices (in paper glass)	200 ml	
7	Sandwich (potato/cucumber)	2 Nos. of 150 gms each	
8	Samosa / Kachori	2 Nos. of 70 gms each	
9	Noodles / Pasta	300 gms	
10	Chats	200 gms	
11	Dahi Vada	2 Nos. of 80 gms each	
12	Spring roll with sauce	3 Nos. of 80 gms each	

Optional: Cold drinks like Real / Tropicana juices / paperboat / flavoured Milk etc of established makes. Vending machine or a manual counter should always be available for the above.

#### 4.11 SPECIAL SERVICES (against official requests):

4.11.1 Official Coffee/Tea: Special Coffee/Tea 100 ml (Including cost of disposable cups)

4.11.2 Schedule of **Special lunch** – Buffet

TABLE – 6

Sl. No.	Items	Price in ₹
1	Soup – 150 ml (Sweet corn / mixed vegetable / tomato soup /sweet & sour (any one)	As per the rate quoted by the L1 bidder
2	Poori / Chapathis/ Nan / Parathas / Tandoori Roti (Any one)	
3	Pulav / Noodles (different varieties) / Fried Rice (Any one)	
4	One Veg. Curry with Gravy & Paneer , Kofta, Kadai, Rajma, Chhole	
5	Two Veg. Curry - Dry	
6	White Rice	
7	Sambar / Dal / Kurma (Any one)	
8	Rasam	
9	Curd Rice with seedless grapes or pomegranate	
10	Papad	
11	Vegetable salad including onions	
12	Pickles	
13	Ice Cream / fruit salad	
14	One Sweet	
15	Saunf	

4.11.3 Evening Tiffin with Coffee / Tea (5 PM)

TABLE – 7

Sl. No.	Item	Schedule Volume/Weight	Price in ₹
1	2 Nos. of Kali Dosa with chutney	8"-9" inches dia of 80 gms each	As per the rate quoted by the L1 bidder
2	2 Nos. of idly + 1 Uddina vada with Sambhar	Idly – 80 gms. Each, vada 60 gms, Sambhar as required	
3	3 Nos. of Poori with saagu	5" inches dia of 60 gms each Veg. Saagu as required	
4	2 Nos of Idly with Kurma	Idly – 80 gms each	
5	Savige bath/ Fried rice / Maggi	300 gms	
6	Bajji(potato/banana)	4 Nos. of 60 gms each	
7	Sandwich/paav baaji	150 gms / 200 gms	
8	Samosa/kachori	2 Nos. of 70 gms each	
9	Noodles/spring roll/maggi	300 gms / 3 Nos. of 80 gms each / 300 gms	
10	Pasta/chat/dahi vada	300 gms / 200 gms / 2 Nos. of 80 gms each	
11	Masala dosa	2 Nos. of 150 gms each	

\* Morning breakfast items should not be served on same day evening. Rice items like chitranna, puliyogare, should be avoided. Other Tiffin items like paav-baaji, noodles, chow chow bath, masala dosa, chapatti, khara bath with masala vada etc., may be served at the same cost.

4.11.4 Schedule of working lunch: served as buffet

TABLE-8

Sl. No.	Items	Price in ₹
1.	Cooked white Rice	As per the rate quoted by the L1 bidder
2.	Veg. bath Rice	
3.	2 soft Chapatis	
4.	Sambhar	
5.	Rasam	
6.	Buttermilk	
7.	Curds	
8.	Palya	
9.	Dry vegetable curry	
10.	Pickle	
11.	Papad	
12.	Ice Cream	
13.	Sweet	

4.11.5 Soft Drinks: only MRP cost to be charged  
(200 ml bottle – Pepsi / Coco-cola / Thums Up / Mirinda / Fanta)

4.11.6 Boiled eggs:  
To be readily available daily and provided on request basis.

4.11.7 Drinking Water: only MRP cost to be charged  
(Aquafina/Bisleri/Kingfisher/equivalent brands 500 ml bottle for the meetings).

4.11.8 Supply of Packet Raw Milk to Divisions: only MRP cost to be charged

4.11.9 **High Tea:** (to be served in good variety paper plate with paper napkins)

- One sweet / pastry
- One Samosa/Veg. Bonda/Cutlet/Spring roll with pudina chutney/sauce
- Cashew nuts, wafers/chips as required.
- Tea / Coffee / Badam Milk **or** any other item as mutually agreed.

**Note:** High Tea / Snacks shall be served only on special occasions on specific request

4.11.10 Special snacks (following or similar special snacks shall be made available based on request)

- |    |                         |   |           |
|----|-------------------------|---|-----------|
| a) | Groundnut Masala        | - | } 150 gms |
| b) | Finger chips with sauce | - |           |
| c) | Veg. Pakoda             | - |           |
| d) | Gobi Manchurian         | - |           |
| e) | Boiled vegetables       | - |           |
| f) | Masala Papad            | - |           |

4.11.11 **Special requirements:** Cool Drinks, packed tender coconut water, milk, special sweets, biscuits, ice cream, cashew nuts and any other items as requested shall be of reputed brand and **CSIR-NAL shall reimburse the MRP amount.**

**4.11 The firm has to give training on the following aspects from the experts from hotel management & Catering/ Hospitality institute like IHM etc. at his cost:**

1. Personal Hygiene, Appearance & Grooming
2. Knowledge about equipments used in a canteen
3. Laying of cover, Napkin folding/how to lay table cloth
4. Waiting at the table, use, laying and carrying of tray for service of various items.
5. Canteen Service and Room Service
6. Handling, Upkeep and Polishing of cutlery and crockery
7. How to use service cloth, carrying of plates, clearing of plates and cutlery
8. getting the canteen ready (Cleaning and setting up)
9. Service of hot and cold drinks
10. Service of food items
11. Taking orders and settling bill
12. Closing the canteen
13. Occupational Health and Safety Hazards
14. Communication skill and customer dealing
15. Arrangement of small parties
16. Laying of Buffet
17. Dining Etiquette's and manners
18. Knowledge of different beverages
19. Knowledge of cutlery crockery and glassware House Keeping
20. Knowledge of House Keeping equipment
22. Care and maintenance of equipment
23. Care and maintenance of floor and wood surface
24. Knowledge of cleaning material
25. Environmental Hygiene, Energy Conservation
26. Disposal of waste material (wet, dry degradable and non-degradable)

#### **4.12 Requirement to be followed for maintaining Hygiene and Cleanliness**

The Vendor must abide to the Hygiene & Cleanliness for Food Vendors/Suppliers as specified in the document below:

- a) Possession of a valid FSSAI License under ISO 22000:2018 (Food Safety Management Systems) shall be a mandatory and it is a pre-qualification requirement.
- b) Possession of ISO 9001:2015 certification (Quality Management Systems) is mandatory during technical evaluation.
- c) The following standards apply to good practices which are universally accepted and based on recommended international code of practice- 'general principle of food Hygiene (Rome 1988) and guidelines for the application of the Hazard Analysis Critical Control Point (HACCP) system.
- d) CSIR-NAL shall have the rights to inspect vendor / supplier sites for food safety and hygiene at any point of time
- e) Base kitchen/ Live counters must have Food license in the name of vendor; vendor should comply with all applicable statutory requirements
- f) Purchase:
  - The production of high quality safe food can only be achieved when raw ingredients are free from contamination/adulteration.
  - The first measure to prevent hazards is to buy from reputable suppliers, wherever available good quality branded raw material must be used
  - All the Raw material brought has to be branded either by 'FPO' or 'Agmark' or FSSAI
  - All the raw material should be free from adulteration - CSIR-NAL has the right to collect samples to check on quality/adulteration.
    - Vegetables & fruits: All fresh raw material has to be brought from branded wholesaler.
    - Groceries and Spices: All Groceries should be Branded with 'FPO' or 'Agmark' or FSSAI with manufacturing and best before date
    - Oil and sauces/Juices: all Oil, Sauces, Juices should be branded with 'FPO' or 'Agmark' or FSSAI with manufacturing and best before date. Hydrogenated Vegetable Oils like Vanaspati/Dalda etc. are not accepted. Re-use of oil is not acceptable due to generation of trans fats.

#### **4.13 Transportation:**

- Vehicle used for transportation should be completely covered from all sides with a locking facility.
- The service provider shall utilize a food grade, completely covered Goods carrier for shuttle services within and between the campuses. The vehicle should not be older than 10 years (from the date of receipt of the order). Necessary documentary evidence shall be submitted to the NAL admin upon taking charge. Change in vehicle for any reason shall follow similar guidelines and should be informed to the committee/admin. The least number of required vehicles shall be 2 (one at Kodihalli and one at Belur). The drivers of these vehicles shall be separate from the regular canteen staff, and they should have the valid appropriate licenses.
- All containers used for transportation should be of food grade virgin Plastic/PTFE/stainless steel/thermo box with refrigeration system. It has to be properly covered with secured air tight lid (clean wrap cover would not be allowed)

- Containers should have lining either with butter paper or brown plain paper- newspaper, staplers, pins, glassware, plastic poly bags- are not allowed
- Vehicles should be cleaned thoroughly after every delivery of food with hot water and antibacterial soap solution.
- Covered and lockable containers should be used for transportation of Snacks and Bakery items.
- Proper temperature (as specified by the food supplier/ food Standards) has to be maintained during transportation
- While loading and unloading food handling staff should wear disposable plastic/latex hand gloves and head caps. These are to be discarded after every consignment

#### **4.14 Stock Storage:**

- Storage of expired items is strictly prohibited at the site and at base kitchen. All material stored should have a label of “best before” date
- Storage of chemicals solvents, oils, should be kept separate from Food material
- All Material and food stored at the cafeteria/ counters should strictly be stored in labeled containers and as per FIFO (First In First Out) method to be used for storage and use
- All storage has to be kept closed (In a sealed/securely covered container) at all point of time. Including cut vegetables, prepared / cooked food to avoid foreign particles, pests or cross contamination
- Each material (raw or cooked) to be stored with proper lid and label in Chrome/Nickel Plated Mild steel or Stainless Steel or food grade plastic containers (no storage would be allowed in cardboard carton boxes etc.)
- Storage Bain Marie / counter should be with temperature display and in working condition. (hot or cold as per food requirement)
- Check refrigerated goods daily for quality and “use by” dates.
- Do not store canned goods longer than the recommended date.
- All refrigerated storage areas temperatures to be maintained as per standards given below:
  - Vegetables - 0°C to 5°C
  - Dairy - 0°C to 5°C
- Refrigerators will be thoroughly clean on a weekly basis using a suitable disinfection process on internal surfaces.
- All inward supplies, including groceries, fresh vegetables, and other raw materials, shall be documented in a register maintained by the service provider. Such records shall be produced before the Canteen Committee/ administration upon demand.
- Food samples of all items prepared and served on a given day shall be stored in labelled stainless steel containers and retained in a refrigerator for a minimum period of forty-eight (48) hours, for traceability purposes. Doctors of our health center can check these samples anytime to determine quality of food. This is a mandatory requirement in consideration of the health and wellness of the canteen users.

#### **4.15 Base kitchen/Live kitchen at cafeteria/Food preparation:**

- Use only potable water for food preparation & cleaning of raw food materials. RO water is preferred
- Use food grade stainless steel clean utensils for food preparation
- Food preparation area to be segregated for raw/uncooked food processing and cooked food processing
- Clean work surfaces before and after using it with a food grade cleanser
- Drainage should not be blocked at any point of time.
- Proper exhaust has to be provided with required suction to take away all steam/ vapors being generated (detector points would not be removed/changed/closed)
- Provide separate sinks for each preparation purpose, i.e. vegetables, etc.
- Do not use the above sinks for personal hygiene uses, e.g. hand washing. Clean sink thoroughly after every use.

- Wooden or food-grade stainless steel chopping boards shall be used exclusively. Boards of other materials shall not be permitted.
- Provide hand-washing facilities readily accessible positions throughout food handling area with bactericidal hand soap hand drying and paper towels.
- No usage of glassware should be done in the food preparation & storage area. Borosilicate glass ("Corning/ Borosil") may only be used in micro-wave ovens if available.
- Check cleanliness of equipment utensils and uniforms of kitchen staff on a daily basis.
- All stove knobs /gas piping, cylinder regulators/ pressure gauges should be checked every six months by an expert from Cylinder supplier
- In case of LPG cylinders used (not more than 5 cylinders to be online at a time, and there has to be proper Gas bank with leak detection and pressure gauges with proper Govt approvals to be allowed.

#### **4.16 Staff /Food handler Hygiene:**

- All staff who handles food preparation must take every precaution of personal cleanliness.
- All food handling staff to be provided with uniforms, Aprons, caps (to cover hair completely), sneeze guards, shoes which are laundered/cleaned on a daily basis and only specific to kitchen usage (for ladies, sarees should be avoided at base kitchen/live kitchen)
- Adequate spare caps & coats should be available for non-food handlers entering the food preparation area.
- Hands and arms must be washed with soap thoroughly before starting work, on returning to work after each break, after coming back from washroom, after handling food waste food and chemical, after smoking. Availability of hand sanitizer/ KMnO<sub>4</sub> (Potassium Permanganate) solution should be there for base kitchen/ live counter
- Nails must be kept short and scrupulously clean not bitten, beards must be shaved, no ornaments allowed/watches allowed
- All food to be handled with proper ladles/forceps/gloves at all point of time
- No spitting and chewing of tobacco is allowed near preparation/serving area.
- Use of posters in food preparation area to highlight needs of hygiene.
- All Food handlers should go under through medical test on a 6 months basis- Report has to be submitted to CSIR-NAL CWC
- If Food handler is found infected- he/she has to be taken out of the system till they are treated and FRESH MEDICALLY FIT CERTIFICATE/REPORT has to be submitted
- If the food handler is injured or has an open wound, he/she has to be immediately removed from the system and treated. NO FOOD VENDOR WITH OPEN WOUND WILL SERVE EMPLOYEES.
- Medical fitness certificates have to be produced for all the personnel deployed by the contractor.
- All staff members should be provided with hygiene training on the job as well as off the job.

#### **4.17 Other terms and conditions of the contract:**

- The service provider shall procure and install a minimum of four (4) display boards within the canteen premises. These boards shall be returnable to the service provider upon completion of the contract period.
- A minimum dietary diversity plan shall be maintained, including green leafy vegetables at least twice a week, a protein-rich meal at least once a week, and theme-based meals as may be applicable and recommended by the Canteen Committee.
- Doctors and authorised staff of the CSIR-NAL Health Centre shall be vested with the authority to inspect the canteen premises at any time, with or without prior notice, for compliance with standards of hygiene, sanitation, food safety, waste management, and any other health-related parameters relevant to the wellbeing of canteen beneficiaries.

- **Live coffee –tea counters** are required to be provided at both the canteens during tea time (atleast 2 such counters in Kodihalli, 1 in Belur). Option for sugarless tea/coffee as per the needs of the employee is to be provided.

#### **Cleanliness & Pest control and Waste Management:**

- All food counter/ base kitchen/ live kitchen/counters/tuck shops/cafeteria/storage areas/ dishwashing areas has to be thoroughly cleaned and sanitized post each meal (lunch/dinner) including cafeteria
- Pest control has to be done every weekend and complete steam cleaning has to be done at cafeteria
- Food/biodegradable waste and dry waste has to be segregated at source and removed/recycled on a daily basis. Proper labeling has to be done
- Only fresh stock would be allowed to be stored in the premises
- All Drainage points has to be free from blockage at each point of time, all water leakages have to be immediately repaired.

#### **4.18 Providing pest control & disinfestation**

Sl No	Treatment	Service frequency to control & treatment	Items required
1.	Cockroaches, Antis-red and black silverfish	Every Week	1.Green Dragons Cockroaches Spray(500ml) or similar – 3nos 2.Terro Ant Killer Liquid Ant Baits(6 Convenient) or similar - 3packs
2.	Fly Management solution	Weekly Thrice	Necessary items.
3.	Rats, Mice & Bandicoots control	Weekly Thrice	1.Glue board called “Truble Gum (size 330mm x 108mm) or similar-10nos 2.Ratol Rat Cake(100gm) or similar – 12nos 3.Ratol Paste( 100gm)or similar – 10nos
4	Lizard treatments (ILM)	Weekly Thrice	Necessary items.
5	Mosquitoes Management solution	Weekly Thrice	Mosquito Insect Killer MK-01 is made of MS Steel Body which is Powder Coated for Long Lasting Trouble Free Life. Mosquito Insect Killer MK-01 is Fitted with 2UV 12” 20 Watts Tubes, High Voltage Circuit in 230 V AC. - 12nos (Once in a year)

Maintenance chart need to be maintained in the canteens (Kodihalli & Belur) and the same will be verified by concerned Officials.

Pest control & disinfestation needs to be carried out by the contractor at his own cost. The 3rd party pest control certificate shall be undertaken by the service provider quarterly and the report shall be submitted to the Canteen Committee/ administration compulsorily.

#### 4.20 **Employee Feedback**

Employee feedback on a quarterly basis shall be obtained by CSIR-NAL in a circulated Google form.

<b><u>Feedback Format (Google Form)</u></b>	
Name of the Employee:	
Employment Number:	
Service utilized (kindly tick and Rate)	
Morning Tea and Breakfast:	
Lunch:	
Afternoon Tea and Snacks:	
Evening Tea and Snacks:	
Catering to Meetings:	
Rating on a scale of 1 to 5: 1-very poor, 2-poor, 3-acceptable, 4-good, 5-very good	

Based on the pooled feedback (considering atleast 75%) and the committee's observation, the committee shall decide the quantum of penalty up to a maximum of 10% of the bill amount of the ensuing month.

#### 4.21 **Mandatory submissions to CSIR-NAL Administration:**

- Pest Control register (certified by external agency/ deputed NAL employee
- Raw material quality authentication register certified by an NAL employee

#### 4.22 MONTHLY PERFORMANCE REVIEW

#### Monthly Performance & Compliance Report of CSIR- NAL Canteens – Certification

Sl. No.	Parameters	Status (Complied / Not Complied / Partial)	Observations	Supporting Documents Verified (Y/N)	Deduction Recommended (Rs. / %)	Remarks
1.	Raw Material Brands and Bills					
2.	Pest Control					
3.	Uniform Compliance					
4.	Hygiene					
5.	Food Quality					
6.	Service					
7.	Maintenance of Facility					

The above records and supporting documents submitted by the contractor for the month of \_\_\_\_\_ have been verified with reference to the terms and conditions of the contract. Based on the verification, the performance of the contractor is found to be satisfactory / partially satisfactory / unsatisfactory in respect of the above parameters.

#### Recommendation

In view of the deficiencies observed (as detailed above), it is recommended that a deduction of ₹ \_\_\_\_/ %) may be effected from the monthly bill of the contractor, as per the applicable terms and conditions of the contract.

**Canteen Committee, CSIR- NAL**

#### **4.23 PERFORMANCE SECURITY:**

- 4.23.1 The successful bidder should submit Performance Security in the form of an Insurance Surety Bond, Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial Bank, Bank Guarantee from a Commercial Bank or online payment in an acceptable form in favour of Director, NAL, Bengaluru for **₹6,00,000/- (Rupees Six Lakhs only)** which should be valid during the currency of the contract period with a grace period of 2 (two) months. The Performance Security shall be returned only on satisfactory completion of the contract.
- 4.23.2 After termination / expiry of the contract, the Performance Security held by CSIR-NAL will be released to the contractor within a period of two months subject to realization of dues, if any to be made from the contractor.
- 4.23.3 CSIR-NAL shall have unqualified option to forfeit the Performance Security if the contractor failed to carry out the services as per the terms and condition of the contract without prejudice to other rights and remedies available to CSIR-NAL. Any sum of outstanding dues against the Contractor including any amount on acceptance and liquidated damages shall be recovered from the Performance Security. CSIR-NAL shall also have the rights to forfeit or appropriate towards the damages or losses that may be sustained by CSIR-NAL due to any act / commission or defaults by the Contractor.

#### **4.24 PERIOD OF CONTRACT**

The contract shall be valid for a period of **one year from the date of commencement of the contract and further extendable by one more year on same terms and condition subject to review of performance.**

#### **4.25 GOODS & SERVICES TAX (GST)**

- a. The service covered by this contract falls under the scope of GST and the Contractor shall be fully responsible for meeting all the statutory obligations in respect of GST.
- b. The copy of GST Certificate should be submitted before submission of first invoice or monthly bill. The GSTIN of CSIR-NAL and the Bidder must be mentioned on each invoice / bill.
- c. Penalties, interest etc., if any, levied by statutory authorities on account of non-compliance of provision of GST shall be borne by the contractor and no request shall be entertained in this matter.

#### **4.26 TAXES & OTHER CHARGES**

Income Tax or any other taxes as applicable from time to time shall be deducted as per provisions of the Act from the Bill of Contractor and requisite TDS certificate shall be issued.

#### **4.27 ACCIDENT / DAMAGES / CLAIMS / LIABILITIES:**

The Agency shall be solely responsible for all accidents or personal injuries to the manpower deployed by contractor. However, First Aid Facilities will be provided by the Laboratory.

#### **4.28 PAYMENT:**

- 4.28.1 No advance payment shall be paid to the contractor. However, the Contractor shall submit his / her monthly bills in duplicate for necessary payment.
- 4.28.2 CSIR-NAL shall make payment after receipt of bills through electronic payment (NEFT/RTGS etc.)
- 4.28.3 In the event of any dispute on this account, the decision of CSIR-NAL shall be final and binding on the Contractor.

#### **4.29 CONTRACTORS OBLIGATIONS & LIABILITIES:**

- 4.29.1 The contractor shall at his own cost maintain sufficient number of experienced manpower.
- 4.29.2 The contractor shall comply with the provisions of labour laws, Employees Provident Fund & Misc. Provisions Act and ESI Act as applicable during the entire period of contract including extension, if any.
- 4.29.3 The contractor will comply with / obey /abide by the provisions of the labour laws which are in force such as contract labour ( Regulation and Abolition) Act 1970, Contract Labour Regulation and Abolition) Central Rules 1971, workmen's compensation Act 1923, Child Labour (Prohibition and Regulation) Act 1986, Minimum Wages Act, 1948, Minimum Wages (Central) Rules 1950, Payment of Wages Act 1936, Employees Liability Act 1938, or the modifications thereof or any other laws relating thereto and the rule made thereunder and their amendments made from time to time.
- 4.29.4 The contractor shall indemnify and keep indemnified CSIR-NAL against payments to be made under and for the observance of the laws aforesaid and the CSIR-NAL Contractor's Labour Regulations with prejudice to his right to claim indemnity from his sub-contractors.
- 4.29.5 The laws aforesaid shall be deemed to be a part of this contract and any breach thereof shall be deemed to be a breach of this contract.

#### **4.30 ARBITRATION**

- 4.30.1 In the event of any question/dispute/difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to the Delhi International Arbitration Centre for appointment of Arbitrator to adjudicate the dispute.
- 4.30.2 The award of the Arbitrator shall be final and binding on the parties. The Arbitrator may give interim award(s) and/or directions, as may be required.
- 4.30.3 Subject to the aforesaid provision, the Arbitration and Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the Arbitration proceedings under this clause.

#### **4.31 FORCE MAJEURE**

A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an Act of God (like a natural calamity) or events such as war, strike, riots, crimes (but not including negligence or wrong-doing, predictable/seasonal rain and any other events specifically excluded in the clause). An FM clause in the contract

frees both parties from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. It does not excuse a party's non-performance entirely, but only suspends it for the duration of the FM. The firm has to give notice of FM as soon as it occurs and it cannot be claimed ex-post facto. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding 90 (Ninety) days, either party may at its option terminate the contract without any financial repercussion on either side.

#### **4.32 TERMINATION OF CONTRACT**

- 4.32.1 The contract can be terminated by either party by giving two-month notice. However, if the services of the Agency is not satisfactory, the Director, CSIR-NAL reserves the right to terminate the contract by giving a notice of one month. The agency shall not cease to render the service facility until the CSIR-NAL makes alternate arrangements thereof and informed the contractor accordingly.
- 4.32.2 CSIR-NAL may also give return notice and without compensation to the contractor to terminate the contract if the contractor becomes unwilling, bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer.
- 4.32.3 Upon termination, under and with reference to this clause, the contractor shall be entitled to be paid for the work actually performed up to the date of termination in accordance with the provisions of the contract, but shall not be entitled to any other claim or compensation whatsoever, including (but not limited to) any claim or compensation for any expenditure incurred by the contractor in or for any equipment's, materials or facilities or for any loss in the profit or anticipated profit of the contractor.
- 4.32.4 The agreement shall be deemed to have been terminated on the expiry of the contract period unless CSIR-NAL has exercised its option to extend this contract in accordance with the provisions, if any, of this contract.

#### **4.33 SUBLETTING OF CONTRACT**

Subletting in any form is not permissible.

#### **4.34 CONTRACT AGREEMENT**

- 4.34.1 All Terms & Conditions of the tender/NIT as mentioned in Section-I to IV and Award letter placed on successful bidder or any other relevant letter, shall form the part of the agreement to be made with the CSIR-NAL.
- 4.34.2 The contract agreement shall be executed on a non-judicial Stamp Paper of value ₹500/- as per CSIR-NAL format within one month from the date of award of contract and cost of the same shall be borne by the Service provider.

Date: \_\_\_\_\_ Signature of Bidder / Authorized Signatory(with Company Seal)

## ACCEPTANCE BY THE CONTRACTOR

Having understood the scope of work and agreeing to the terms and conditions, as specified in the tender document, I/we would provide catering services at CSIR-NAL. I/we abide by the rates quoted as under for items in Table 'A' and in Table 'B'. Table A is the services to be provided regularly on the CSIR-NAL canteens. Table 'B' is the special services to be provided on need basis on the request offered by the divisions.

**TABLE – A** (inclusive of GST) (cash/online payment by Staff)

Sl. No.	Items	Fixed Unit-Rates in ₹
1.	Breakfast	35
2.	Tea / Coffee	10
3.	One full Boiled egg	10
4.	Fresh Juice	25
5.	General Lunch	45
6.	Chapathi meal	35
7.	Ragi Ball meal	35
8.	Sambar Bath or Similar Dish	35
9.	Snacks (3PM)	25

**TABLE – B** (inclusive of GST) (official indents by Divisions)

Sl. No.	Items	Price in ₹
1.	Special Service of Tea / Coffee	As per the rate quoted by the L1 bidder
2.	Serving of evening snacks	
3.	Serving of Working Lunch	
4.	Special Lunch buffet	
5.	High Tea	

**TABLE – C** (inclusive of GST)

Sl. No.	Name of the Dish	Quantity	Price in ₹
1	Chicken Biryani (2 good portions of chicken with basmati rice) and curd raitha	400 g (approx.)	As per the rate quoted by the L1 bidder
2	Chicken Kabab	150 g	
3	Egg Curry	2 pcs	
<p><b>May be prepared as and when required.</b></p> <p><b>*The above dishes are to be prepared in separate kitchen using separate utensils, vessels and should be served separately using separate cutleries and crockeries.</b></p>			

Accepted

Signature of the Contractor/Supplier

**Item Rate BoQ**

Tender Inviting Authority : The Director, CSIR - NAL, Bengaluru - 560017.  
 Name of Work: as per Tender Specifications & Terms  
 Contract No : 080 2508 6047/6046, Email: latha.bv@csir.res.in

**TENDER NO. D24015/25/2026-S.VI**

<b>Name of the Bidder/ Bidding Firm /</b>		<b>Quotation No. &amp; Date :</b>
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**PRICE SCHEDULE**

**(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns (only cells coloured in Blue) , else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only ).**

Sl. No.	Item Description (as per Table B & C of tender document Pg. 40)	Quantity	Units	Indicative Cost	Currency INR / Other	Unit Cost (inclusive of GST)	TOTAL AMOUNT In Words
1	Special Service of Tea / Coffee	1	Nos	20	INR		INR Zero Only
2	Serving of evening snacks	1	Nos	50	INR		INR Zero Only
3	Serving of Working Lunch	1	Nos	90	INR		INR Zero Only
4	Special Lunch buffet	1	Nos	250	INR		INR Zero Only
5	High Tea	1	Nos	120	INR		INR Zero Only
6	<b>NON-YEG ITEMS:</b>						
7	Chicken Biryani	1	Nos	100	INR		INR Zero Only
8	Chicken Kabab	1	Nos	50	INR		INR Zero Only
9	Egg Curry	1	Nos	30	INR		INR Zero Only
<b>Total in Figures</b>						<b>0.00</b>	INR Zero Only
<b>Quoted Rate in Figures</b>						<b>0.00</b>	
<b>Quoted Rate in Words</b>		<b>INR Zero Only</b>					

**THIS PAGE IS FOR REFERENCE ONLY. THE QUOTATION SHOULD BE SUBMITTED ONLY THROUGH THE UPLOADED BOQ IN THE FINANCIAL BID.**

# CHECKLIST

**Contract for providing Canteen Services to CSIR-NAL at Kodihalli and Belur campus, Bengaluru**

**Tender Ref. No.: D24015/25/2026-S.VI  
Technical Bid**

SL. NO.	REQUIREMENT	SUBMITTED
1.	Scanned copy of Bid securing Declaration Form as per format attached	Yes / No
2.	Scanned copy of Undertaking-Cum-Declaration duly signed with company's seal, as per Annexure-A.	Yes / No
3.	Scanned copy of UDYAM registration certificate(for MSE) /Startup registration certificate (for startup)	Yes / No
4.	Registration Certificate /License of the agency issued by Labour Commissioner (Central/State)	Yes / No
5.	The firm should have sufficient number of qualified personnel with requisite Qualifications/skill.	Yes / No
6.	Valid certificate issued by FSSAI ( <b>Food Safety &amp; Standards Authority of India</b> )	Yes / No
7.	ISO 9001:2015 (to ensure consistent quality and customer satisfaction)	Yes / No
8.	HACCP (Hazard Analysis and Critical Control Points) certificate	Yes / No
9.	ISO 22000:2018 (Food Safety Management System)	Yes / No
10.	Scanned copy of ESIC Registration certificate	Yes / No
11.	Scanned copy of EPF Registration certificate	Yes / No
12.	Scanned copy of Professional Tax Certificate	Yes / No
13.	Scanned copy of GST Registration Certificate	Yes / No
14.	Scanned copy of Permanent Account Number(PAN)	Yes / No
15.	Scanned copy of Proof of Address of Bengaluru Office (Like GST Reg., Trade License, Rent agreement of office etc.)	Yes / No
16.	Income Tax returns for last <b>3 Assessment Years (AY)</b> 2023-24, 2024-25 and 2025-26	Yes / No
17.	Present clientele list and performance certificate (The performance certificate uploaded will be verified by CSIR-NAL during technical evaluation)	Yes / No
18.	Scanned copy of Completion Certificate with value of the contract	Yes / No
19.	Scanned copy of audited turnover certificate for three years up to 2025.	Yes / No
20.	Acceptance by the Contractor as per the format provided at Pg. 39	Yes / No
21.	Scanned copy of all the pages of the Tender Document with Sign & Seal	Yes / No
22.	Solvency Certificate	Yes / No