



आई.सी.एम.आर.-राष्ट्रीय मलेरिया अनुसंधान संस्थान  
स्वास्थ्य अनुसंधान विभाग,  
स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार  
ICMR-National Institute of Malaria Research  
Department of Health Research  
Ministry of Health and Family Welfare, Government of India

## Expression of Interest

Sealed Expression of Interest (EOI) is hereby invited from the interested bidders for providing “**Catering Services in canteen at ICMR-NIMR Delhi, at Dwarka Sector-8**”. Interested bidders can download this document and submit their offers in the given format duly filled and signed with required enclosures and documents. The EoI is to be submitted in a sealed envelope super scribed “**EoI for Catering Service in Canteen at ICMR-NIMR Delhi, at Dwarka Sector-8**” addressed to the Director, ICMR-NIMR, Dwarka Sector- 8, New Delhi - 110077 or may be placed in the tender box provided at Room No-405 of the Institute at NIMR Campus. **LAST DATE FOR SUBMISSION OF EOI 20<sup>th</sup> Oct 2020 upto 01:00 PM**

The bidders are expected to examine all instructions, form, terms & conditions and specifications in the bidding document. The bid should be precise, complete and in the prescribed format as per requirement of the EOI document. The bid should be conditional. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding document in every respect will be at the bidder’s risk and may result in rejection of the EOI.

**The firms are advised to visit the site of the Institute at Dwarka, to acquaint themselves regarding the nature and extent of work and space provided for running of canteen services in a effective and efficient manner assess the requirement before submitting EOI, on any working days between 09:00 a.m. to 05:30 p.m. after taking prior permission of the Director or his authorised representative.**

*[Note: All subsequent corrigendum / amendment, if any, shall be published only on [www.https://nimr.org.in/](http://www.https://nimr.org.in/) or [http://eprocure.gov.in.](http://eprocure.gov.in/)]*

निदेशक/Director

आई.सी.एम.आर.- एन.आई.एम.आर /ICMR-NIMR

नई दिल्ली/ New Delhi

हमारे संस्थान में आपके हिन्दी पत्रों का स्वागत है।

सेक्टर -8 द्वारका  
नई दिल्ली - 110077, भारत  
Dwarka, Sector - 8  
New Delhi - 110077, India

दूरभाष/TeI:+91-11-25307103, 25307104, 25361092, 25361093 फ़ैक्स/Fax:+91-11-25307177  
ईमेल/Email: director@mcindia.org | website: www.nimr.org.in

ई-निविदा दस्तावेज़/EOI DOCUMENT

FOR

“Catering Services in canteen at ICMR-NIMR Dwarka Sector-8 at New Delhi”

AT

आई. सी. एम. आर. - राष्ट्रीय मलेरिया अनुसंधान संस्थान, नई दिल्ली  
ICMR- NATIONAL INSTITUTE OF MALARIA RESEARCH

भारतीय आयुर्विज्ञान अनुसंधान परिषद

INDIAN COUNCIL OF MEDICAL RESEARCH

नई दिल्ली, द्वारका सेक्टर - 8

New Delhi, Dwarka Sector - 8

CRITICAL DATES

Start date & Time of Issue of EOI document	25/09/2020 from 05:00 PM
Closing Date and time of Issue of EOI document	19/10/2020, 05:00 PM
Date and Time of Pre-bid meeting	15/10/2020, 02:30 PM
Venue of Pre-bid meeting	ICMR-National Institute of Malaria Research, Sector-8, Dwarka, New Delhi-110077
EMD Amount	Rs. 10,000/-- To be submitted in the form of DD, to be made in favour of Director, National Institute of Malaria Research payable at New Delhi.
Start Date & time of Submission of EOI	25/09/2020, 05:30 PM
Closing Date & time of Submission of EOI	20/10/2020 upto 01:00 PM
Place, Date & time of Opening of Technical Bids only	ICMR-National Institute of Malaria Research, Sector-8, Dwarka, New Delhi-110077
Date & time of opening of price bids	Will be intimated separately

## **ABOUT THE INSTITUTE**



ICMR-National Institute of Malaria Research (NIMR), New Delhi, is one of the permanent institutes of the Indian Council of Medical Research (ICMR), a Government of India's apex autonomous organization under Department of Health Research, for bio-medical research in the country. National Institute of Malaria Research (NIMR) was established in 1977 as 'Malaria Research Centre', which was renamed as 'National Institute of Malaria Research' in November 2005. NIMR is one of the institutes of the Indian Council of Medical Research (an autonomous body under Department of Health Research, Ministry of Health & Family Welfare, Govt. of India).

We are desirous of having a contractor/firm to run a canteen facility at our campus on mutually agreed terms and conditions.

EOI for “**Catering Services in canteen at ICMR-NIMR Dwarka, at New Delhi**”

**No. NIMR/Canteen/2020-21/1**

1. ICMR-National Institute of Malaria Research [ICMR-NIMR] invites sealed EOI for “**Catering Services in canteen at ICMR-NIMR Dwarka, at New Delhi**”. Bidders are requested to submit EOI both **Technical** and **Financial** separately. The sanctioned strength of ICMR-NIMR, New Delhi is 400. However, as on date about 350 employees (regular & project) are employed. The Institute is going to have its own Guest house having 8 rooms and hostel facilities with 16 rooms in near future and canteen facilities inside the campus at New Delhi.

2. Complete Tender Document may be obtained from Institute’s website *on* <https://nimr.icmr.org.in/> or [www.eprocure.gov.in](http://www.eprocure.gov.in).

3. Bidders are requested to submit bids offline duly completed in all respect along with Earnest Money Deposit as mentioned above along with EMD amount in the form of Demand Draft in favour of Director, National Institute of Malaria Research drawn on any scheduled bank payable at New Delhi and send the same to the undersigned duly superscripted “**Bids for Tender No NIMR/Canteen/2020-21/1**” *before 01:00 PM on 20/10/2020*.

4. In case of any postal delay, the Institute will not be held responsible. Bidder(s) who have been registered with DGS&D, NSIC, Micro & Small Enterprises (MSE) as defined by department of Micro, Small and Medium Enterprises (MSME) and Startups may be exempted from submission of EMD amount subject to submission of valid registration certificate issued by the concerned competent authority in the relevant category.

5. Technical Bids will be opened as per schedule give in critical dates in the presence of bidder or their authorized representatives. If the opening date happens to be a closed day/holiday, the tender will be opened on the next working day. Only one authorized representative from the firms shall be allowed to participate in the opening of technical bids/price bid.

6. Any future clarification(s) and / or corrigendum(s) shall be communicated by the Director, ICMR-NIMR through the website <https://nimr.icmr.org.in/> **www.eprocure.gov.in**.

7. ICMR-NIMR, New Delhi reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Director, ICMR-NIMR, New Delhi in this regard shall be final.

निदेशक/Director

आई.सी.एम.आर.- एन.आई.एम.आर /ICMR-NIMR

नई दिल्ली/ New Delhi

## INSTRUCTION TO BIDDERS and TERMS & CONDITIONS

The catering contractor/agency is required to submit the competitive rates for the items mentioned in the Schedule of requirement by adhering terms & condition.

1. This Institute will provide the agency the following facilities:

Rent free space, Water, Kitchen, Furniture (Table & Chairs), Electricity use is restricted strictly for gadgets, water cooler, fans, mixer and refrigerator only. Electricity should not be utilized for any other purpose, if found, the firm may be liable to charged the electricity charges on the prescribed commercial rates of Rajdhani BSES.

**3. Earnest money deposit (EMD):** Rs. 10,000/- (rupees five thousand only) by crossed Demand Draft issued from any scheduled bank in favour of NIMR, New Delhi, payable at New Delhi. EMD amount deposited will be refunded (without any interest) to the unsuccessful bidders after the award of the contract to successful firm.

**4. Security Deposit (SD) :** The successful firm will be required to deposit ₹20,000/- (Rupees **Twenty Thousand** only) as interest free security deposit in the form of a crossed demand draft drawn in favour of Director, National Institute of Malaria Research and payable at New Delhi, within 15 days of the award of the services contract. EMD deposited at the time of submission of the EOI documents can be adjusted against the security deposit. The SD will remain at the disposal of ICMR-NIMR, New Delhi, reserves the right to recover the losses/damages caused to the instruments/ articles/ building/ fittings etc. by the contractors or their employees and realization of damages arising out of any deficient services over and above any other punitive step/ civil action as the authority deems fit.

5. The payment of wages and other benefits as per Minimum Wages Act and other statutory liabilities to the employees of the agency shall be the **EXCLUSIVE RESPONSIBILITY OF THE AGENCY** and persons so employed by the AGENCY shall have **NO CLAIM** whatsoever on the Institute.

**6. Child labour (children less than 18 years) is strictly prohibited.**

7. The contractor/agency shall be solely and wholly responsible for the procurement at its expenses of all the articles of food, raw material and provisions. The contractor/ agency shall bear complete financial responsibility for all purchases it agrees to and also financial commitments it may enter into for fulfilling the contract. **The contractor /agency should maintain the canteen premises clean at its own cost.**

8. Wearing of mask, cotton clothes, kitchen aprons, cotton gloves, headgear and a separate pair of slippers (for kitchen use only) provided by the contractor/agency should be adhered to whilst preparing the food. The contractor/agency is required to maintain cleanliness and personal hygiene, wearing gloves & head gear during service. **The use of mobile phones in the canteen kitchen will not be allowed. ( Covid Precautions )**

9. Only branded oil, dry provisions and masalas should only be used for cooking meals. A sample of these branded items are enclosed at Annexure-IV. Any other brand may also be used but prior permission of the competent authority or his authorized nominated officer.

10. The number of persons availing the canteen facility may change from time to time.

**11.** The agency will have to complete all the required formalities/obtain permits/license, if any, including agreement etc. immediately within 15 days after the award of the work order.

**12.** This Institute reserves the right to reject and or all quotations without giving any reason.

**13. Period of contract:** The contract will be assigned initially for a period of 1 (one) year, preferably from the date of awarding with a provision for normal extension for 2 (two) more years on yearly basis subject to satisfactory performance and approval of the competent authority of the Institute.

**14. Termination of contract:** The contract can be terminated by the contractor by giving 02 (two) months clear notice. However, the authority reserves the right to terminate the contract without assigning any reason, if it appears to the authority at any point of time that the services, quality of food, maintenance of hygiene/cleanliness of any of the canteen services are deteriorated to such an extent that it is detrimental to the interests of the Institute. The firm has to vacate the premises within the time prescribed by the competent authority without any condition has the full right and power initiate any necessary action to get the premises vacated from the firm.

**15. Agreement:** The successful agency has to sign an agreement on Rs 100/- non judicial stamp paper (to be borne by the successful bidder).

- Existing contractors or their close relatives those who are already rendering the canteen/mess in ICMR-NIMR, New Delhi are not allowed to participate in the EOI, an affidavit confirming the same should be submitted in original to ICMR-NIMR, New Delhi.

**16. Arbitration:** All disputes or differences whatsoever between the canteen service provider and the Institute related to the contract will be settled by arbitration as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and shall be binding for all purpose.

**17. Legal dispute:** Any dispute, which may necessitate legal redressal will be restricted to the jurisdiction of the civil courts at New Delhi only.

**18. Inspection authority:** Authorized representative(s) of the Institute will carry- out periodic inspection and surprise checks to ensure quality of food, services, hygiene, and cleanliness.

**19. Canvassing:** Any attempt to canvass for the candidature of any bidder directly or indirectly will lead to disqualification of such bidder/firm from the whole process.

**20. Rejection clause:** The firm who does not fulfil any of the above conditions or submit incomplete documents in any respect is liable to be rejected summarily.

**21. Modifications:** ICMR-NIMR, New Delhi reserves the right to modify/add any clause to the agreement, during the period of the contract, for any essential item, services etc.

**22. Medical fitness:** The mess staff including cooks, serving member, and cleaners have to be medically reviewed. The fitness certificate should be obtained from a registered medical practitioner before employment of catering staff and also once in a year to the satisfaction of the ICMR-NIMR authorities, failing which suitable action may be initiated.

**23. The Bidder/ Firm should sign on each and every page of the EOI documents.**

**24. Brief Scope of services.** The scope of work to be carried out under the Canteen Service Contract is essentially providing catering services at Canteen at the premises of NIMR campus at New Delhi. Meals to be served in the canteen are tea & snacks (Morning and evening) and lunch. Also the contractor is required to provide catering service for workshop/seminar/official meetings also at the prescribed rates by the competent authority

- a. Procuring good quality raw materials, both dry and wet rations, from the open market.
- b. Ensuring that the procured raw materials are fit for cooking with proper washing and cleaning in a hygienic environment.
- c. Cooking the raw stuff as per menu and meal specification using ISI/FSSAI branded cooking materials, wherever applicable. Standard brand or quality of ingredients should be used for preparing food items as per the menu recommended by authorized body of the hostel in consultation with the service providers (contractor).
- d. Serving the prepared food in hot condition using service utensils on pre-cleaned dishes, tumblers, cups (small bowls), as the case may be. Food is to be served during fixed time periods as per meal schedule in a well maintained and clean environment in the dining halls of the hostel.
- e. Thorough washing and cleaning of all the items and space used for the purpose should be done after each meal.
- f. Firm may also provide coffee/soup/tea vending machines along with stall for light snacks on payment basis with prior permission of the competent authority.
- g. The tenderer shall have required specialized and trained staff for cooking as well as supervision and for service, catering, helping job etc. The cooks should be proficient in cooking different special dishes like north Indian, South Indian etc.

25. Self service is to be observed in the canteen/cafeteria. However, during the meeting/seminar/conference, tea/snack may be served on the tables. Food in guest house should be served on tables provided in dinning area.

26. The tentative requirement of the foods items are as follows:

Sno.	Description/Menu
<b>A</b>	<b>Morning/Evening Tea</b>
1	Normal Milk Tea (120 ml)
2	Coffee (120 ml)
3	Special Tea (Adrak/Ilaichi)/Green/Black Tea
<b>B</b>	<b>Snacks</b>
1	Samosa (01 piece) with green chutney ni/tomato ketchup
2	Kachori (Dal/Aloo/Pyaj)(01 piece) with green chutney tni/ tomato ketchup
3	Idli or Vada (02 piece) with Nariyal Chatni & Sambar
4	Poha/Upma
5.	Aloo/paneer/pyaz/gobi/mooli/seasonal any veg paratha with curd /chutney
<b>C.</b>	<b>Lunch (Thali):</b>

	Roti/Chapati (04), Plain Rice (01 bowl), One dry Sabji(mix veg) Dal/Sambar, Green Salad (Seasonal veg like carrot/radish/cucumber/onion etc) with pickle
<b>D</b>	<b>Lunch (Special Thali):</b> Roti/Chapati (04), Plain Rice (01 bowl), One dry Sabji(mix veg) (01 bowl) Dal/Sambar (01 bowl) One peneer sabji (01 bowl) Dahi/Raita (100gm) Green Salad (Seasonal veg like carrot/radish/cucumber/onion etc) with pickle & Papad

27. Any of the item may be deleted or added at the discretion of the Competent Authority and rates of the items shall be fixed by the Competent Authority.

28. The rates of extra items shall be fixed by the Institute and no escalation in rates of the food items shall be allowed for whatsoever reasons without prior permission of Director.

29. Prior booking of food shall be ensured from the occupants.

**30. The contractor has to bring his own cooking utensils, cutlery, crockery(ceramic/SS), Commercial Gas/gas cylinder, stove, refrigerator etc. and dry ration/provisions as may be considered necessary for running and maintaining the Canteen. Use of single plastics items is banned inside the premises.**

31. The Contractor and his manpower shall maintain a high standard of cleanliness in the kitchen area. Smoking, chewing of Pan or Tobacco is strictly prohibited in the Kitchen and dining area. The Contractor shall keep adequate manpower (No child labour is allowed) for running the guest house and canteen with appropriate training and experience, at his own expense, for the proper discharge of the responsibilities entrusted to him, such persons shall be properly and neatly dressed in uniforms and well behaved. They should also be medically fit for employment in the canteen & Guest House.

32. Price should not be more than the listed price anywhere around New Delhi city and service provider may give some discount on their items, mutually decided the Director on the recommendation of Canteen Committee of the Institute from time to time.

33. The timings, menu and price of extra items would be determined mutually with Competent Authority and the vendor. The packaged items should contain the MRP and Date of packing and Expiry and selling price of such packaged items should not exceed MRP.

34. The contractor shall, at his cost, maintain adequate stocks of food grain, grocery, and adhere to the standards practices.



35. Security of allotted/provided space/premises, equipment, fittings and fixtures, furniture etc. is the responsibility of the canteen contractor.
36. The collection of bills/payment from the consumers shall be the responsibility of the contractor. However, the payment of the official meeting shall be made by the Institute. Hence, the contractor shall confirm in writing the order for official tea/lunch before preparation.
37. The Successful Tenderer shall co-operate and co-ordinate with other contractors / agencies working in the same area and shall not cause any hindrance to the other agencies in their work.
38. No claims whatsoever, either for loss of Successful Tenderer's property, tools and appliances, equipments etc., or accident of workmen during the course of work, will be entertained and no losses made good by the Institute on any such account. The workmen deployed on the work shall evince particular care and abundant precaution while doing their duties and special precaution shall be bestowed where electric lines and cables exists, both exposed and underground. Any damage to men or property of Institute due to careless operation and consequential losses shall be to Successful Tenderer's account. The Institute will not be responsible for payment of any compensation on such account. The Successful Tenderer shall take all precautionary steps to avert any accidents resulting in damages to men and property.
39. All activities shall be so carried out as not to damage Institutes' property or existing Sanitary / Water supply / Electric service lines. Any damage or extraneous loss to Institutes' property due to rough or careless handling will be to Successful Tenderer's account.
40. The Successful Tenderer shall employ trusted workmen on the job and inhabited areas shall not be trespassed without obtaining specific permission of the Occupants. The contractor's men shall not infringe the normal principles of carrying out their duties with the least disturbance or least discomfort to the occupants.
41. The ICMR-NIMR does not extend facilities like transport, canteen and medical and other facilities to the Successful Tenderer and his laborers. The Successful Tenderer should make his own arrangement for the same at his own cost.
42. The ICMR-NIMR, New Delhi premise is a '**NO SMOKING & TOBACCO FREE ZONE**', any personnel deployed by the agency in the Institute found smoking, eating pan/ gutka or intoxicants/drugs etc shall be punished as per the law of land/rules of the Institute.
43. The contractor is to provide high safety measures for its staff throughout the contract period. The following guidelines / information have to be followed in addition to the standard practices.
- Safety of catering staff /personnel engaged by the contractor is sole responsibility of the contractor
  - The contractor may arrange for suitable insurance coverage against accidents etc for his personnel and contractor or his personnel are not eligible for any compensation from ICMR-NIMR.
  - The contractor should ensure that all personnel engaged by them are adequately trained for the use of catering/cooking equipments/firefighting maintained in the campus.

- The contractor should ensure that all personnel engaged by them are adequately trained for the use of FIRST AID KIT maintained in the campus in case of requirement. The contractor shall maintain at one standard FIRST AID KIT at site for the use of his personnel
- The contractor should ensure that all personnel engaged by them are adequately trained for the standard Grounding practices while performing catering/cooking food.
- The contractor should ensure that all personnel engaged by them are adequately trained for the use of PERMIT to WORK and other safety procedures while performing operation and maintenance
- The contractor should ensure that all personnel engaged by them are Polite and possess good manners while on duty and while dealing with Department / other agency officials.
- No damage shall happen to the Institute's property, equipments, systems and if anything happens by action of contractor or his personnel during the period, the contractor is required to set right / repair or make good the loss according to the decision taken by the Institute.

44. Successful Tenderer will be required to follow the Security requirements such as possessing a valid pass/identity card while entering the ICMR-NIMR Campus and maintaining high order of discipline while on duty. The Successful Tenderer will make own arrangement for preparing Photo ID Card, duly signed by Director or his Authorized Officer.

45. The Workforce deployed are not authorized to communicate any official information they may come across during their working in the office.

46. The Successful Tenderer shall be responsible for any theft, pilferage or misbehavior by any his workforce engaged for carrying out the work.

47. In case, the workforce employed by the Successful Tenderer commits any act of omission/Commission that amounts to misconduct/indiscipline/incompetence, the Successful Tenderer will be liable to take appropriate disciplinary action against such persons, including their removal from site of the work, if required by Director, ICMR-NIMR.

48. The Successful Tenderer shall replace immediately any of its personnel who is found unacceptable to Institute because of security risks, incompetence, conflict of interest, improper conduct etc. up on receiving written notice from this office.

49. All liabilities arising out of accident or death while on duty shall be borne by the Contractor

50. The security personnel engaged by the contractor shall not take part in any staff union and association activities/strike.

51. The Institute shall not provide residential accommodation to any catering staff of agency.

52. On occurrence of any accident as defined under the guidelines for Settlement of Claim for Compensation on Accident, will be paid by the Contractor. However, ICMR-NIMR shall whether or not there has been any wrongful act, neglect or default or its part and notwithstanding anything contained in other law, be liable to pay compensation to such extent as applicable, any compensation paid by the ICMR-NIMR on this account is invariably be recovered from agency.

53. The Agency shall pay, and continue to fulfil, during the currency of contract all statutory requirements applicable, as per rules and law, regarding payment of gratuity/retrenchment benefits etc. It shall keep Institute indemnified and hold the institute harmless from and against all claims, damages, losses, expenses arising out of, or resulting from the work/services under the contract provided by the contractor.

54. That no right, much less a legal right shall vest in the Agency's workers / employees to claim/ have employment or otherwise seek absorption in the Institute nor the Agency's workers / employees, shall have any right whatsoever to claim the benefits and / or emoluments that may be permissible or paid to the employees of the Institute. The workers / employees will remain employees of the Agency at all times and this shall be solely the responsibility of the Agency to make it clear to their workers before deputing or work at the Institute. Such a stipulation shall also be mentioned in the appointment letter or any similar document which may be issued to workers / employee of the Agency.

The deployed staff through contractor in the ICMR-NIMR shall not claim any benefit, compensation, absorption or regularization of their services in the establishment of ICMR-NIMR either under the provision of Industrial Disputes Act 1947 or Contract Labour (Regulation & Abolition) Act 1970. The contractor should have to obtain an undertaking from the deployed persons to the effect that the deployed persons is the employee of the contractor (agency) and shall submit the said undertaking to the ICMR-NIMR. In the event of any litigation on the status of the deployed persons, the ICMR-NIMR shall not be a necessary parties, however, in any event, either the deployed persons or to the order of the Court, the ICMR-NIMR is made necessary parties in dispute to adjudicate the matter, the contractor has to reimburse the expenditure that expenditure which has been incurred by ICMR-NIMR.

The canteen staff deployed by the contractor shall not divulge or disclose any details of office, operational process, technical know-how, security arrangement, administrative/organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the Institute has every right to remove the said person, immediately and responsibility if any to be borne by the contractor.

#### **Settlement of Claims for Compensation on Accidents - Extent of Liability of ICMR-NIMR.**

On occurrence of any 'accident' as defined under the 'Guidelines for Settlement of Claims for Compensation on Accidents' applicable to the Department of Telecommunications and Public Sector Undertakings under its Control' adopted by all the Departments of Govt. of India, the ICMR-NIMR shall whether or not there has been any wrongful act, neglect or default on its part and notwithstanding anything contained in any other law, be liable to pay compensation to such extent as prescribed below :

- i) In event of death or permanent disability resulting from loss of both limbs: Rs.10,00,000/- (Rupees Ten Lacs only).
- ii) In event of other permanent disability: Rs.7,00,000/- (Rupees Seven Lacs only).

Any compensation paid by the ICMR-NIMR on this account is invariably recoverable from the Service Provider Agency (Person/Firm/ Company etc.).

**55. Penalties for Non-Compliance of Service Level Agreement.** The contractor shall provide a total of 99% uptime of all equipment under the contract and will have to provide services at Guest House and canteen at ICMR-NIMR, New Delhi. These uptime/downtime will be calculated from the

date and time of information/complaint made to vendor/firm. The complaint will be mentioned in a register for complaint/suggestions reporting by the staff/visitors.

**56. Subletting of contract .** Under any circumstances, the contractor cannot sublet or transfer the contract to any third party. Any deviation from this clause may invite spot termination of the contract.

**57. Canteen premises.** The entire activity of the canteen service provider/contractor shall be limited within area of the canteen premises inside the campus for dining, cooking, storing, cleaning, and preparation areas.

**58. Uniforms.** In order to bring uniformity amongst the service boys in the dining hall, service provider shall arrange to provide them with a pair of Shirt/T-shirt, which should be common for his/her entire team. In order to coordinate the activity for smooth discharge, manager(s) shall be appointed by the service provider who will keep a check on the food prepared inside the kitchen, servicing in the dining hall, and all aspects of hygiene, etc. staff posted on duty should always bear a clean appearance, complete in uniform and should carry a photo identity card.

**59. Transportation of raw materials.** Transportation of all the consumables, including filling and refilling of the gas cylinders, to the hostel will be the sole responsibility of the service provider at his own risk and cost.

**60. Penalty.** Non-availability or short supply of any declared item of the menu of any meal may entail imposition of penalty decided by the competent authority, as and when necessary. Deficient up-keeping and non- maintenance of hygiene in the cooking/cleaning/dining area may also entail imposition of penalty to be fixed by the said authority as deemed fit. A few of the possible penalty situation under the purview of authorities, which accounts to poor services in the mess, are (for a broad idea to the contractor):

- (i) Delay in making food.
- (ii) Shortage of food item before scheduled time
- (iii) Food item (to be made according to menu) not prepared at all
- (iv) Poor service and misbehaviour of staff or any other case which comes under this category.
- (v) Use of non-approved brand of consumables as stated in Annexure – IV.

**61. Safety measures.** The service provider shall ensure that all safety precautions are properly taken during the process of cooking by his employees. Special emphasis will be laid on fire Safety norms and proper operation of electrical gadgets/instrument, and fire-fighting Equipment etc. placed at the disposal of the hostel mess. Any loss to the goods/human life incurred due to mishandling of safety measures shall be made good by the firm/contractor.

## **62. Good behaviour and prompt service**

The successful firm shall ensure that the quality of service is courteous and prompt and is in accordance with the laid down specification.

### **63. Recovery of dues**

In case of any rightful dues (such as claim, penalty etc.) the service provider is supposed to deposit the amount in due time, failing which stern action may be Initiated leading to termination and recovery from the security deposit.

निदेशक/**Director**

आई.सी.एम.आर.-एन.आई.एम.आर /**ICMR-NIMR**

नई दिल्ली/ **New Delhi**

**EXPRESSION OF INTEREST (EOI) FORM**

**The Director  
ICMR-NIMR  
Dwarka Sector-8 ,  
New Delhi- 110077**

**1. Name of the agency (As registered):- .....**

**2. Address of the agency:-.....**

.....  
.....

**3. Phone Number:-.....**

**4. Proprietor's name: .....**

**5. Address of Proprietor: .....**

**6. Proprietor's Phone No.: .....**

**Details of the firm:-**

**(a). Date from which the firm is operating: .....**

**(b). Turnover of the firm during:**

**FY 2016-17 (Rs.) .....**

**FY 2017-18 (Rs.) .....**

**FY 2018-19 (Rs.) .....**

**FY 2019-20 (Rs.) .....**

**FY 2020-21 (Rs.) .....**

**(Please attach copy of CA audited balance sheet)**

**(c) PAN .....**

**(d) FSSAI .....**

**(e) PF Reg.No.: .....**

**(f) Service Tax Registration No.: .....**

**(g) GST No.: .....**

**1. Registration as catering agency and Registration Number. (YES/NO)**

**2. Requisite Food licenses (Food and Drug Administration/PMC / PCMC etc.) Nos. ( YES/NO)**

**3. Income Tax Clearance Certificate, PAN No./Aadhar Card copy ( YES/NO)**

**4. Present catering set-up of the agency with complete details. ( YES/NO)**

5. Catering services provided during last two years. ( **YES/NO** )

6. Maximum number of persons for whom catering services provided on one occasion during last one year (2018-19). ( **YES/NO** )

7. Name and address of establishment presently being managed/catered. ( **YES/NO** )

8. Any other information you would like to give. ( **YES/NO** )

9. References. ( **YES/NO** )

Note: For any other information attach extra sheet.

## Annexure -II

### To be submitted alongwith EOI form and requisite documents

#### PRE- REQUISITE QUALIFICATION FOR BIDDERS

##### The bidder shall necessarily be a valid legal entity, having following registrations:

- i. The caterer must possess at least 03 years (2016-17, 2017-18, 2018-19) of experience serving as a mess/canteen/restaurant contractor in reputed national institutes or any other university/institute/corporate sector etc. (please enclosed copy of work order experience certificate)
- ii. Registration certificates under contract labour (R&A) Act 1970 (please enclose copy of valid labour liscence).
- ii. Copy of License under Food Safety and Standard Act 2006. (Valid on date of EOI Opening). (No person shall commence any food business unless he possesses a valid license. For reference please visit the website: <http://www.fssai.gov.in/>)
- iii. Employee Provident Fund Registration (please enclosed copy of experience certificate)
- iv. Employee State Insurance Corporation registration (please enclosed copy of experience certificate)
- v. Copy of Registration with service Tax/GST and PAN Card etc.
- vii. The Bidder should not have been blacklisted or banned by any Govt. Department, PSU, University, Autonomous Institute or Any other Govt. Organization at any point of time and also no case of any nature i.e. CBI/ Civil//Income Tax/GST/EPF/ESIC is contemplated or pending against them.
- x. Annual financial turnover of Rs. 10 lakhs (in each year) during last three financial years in the similar services (catering of food services only).
- xi. The vendor should provide the proper addresses of their existing outlets in and around New Delhi area, if there is any for quality check inspection.
- ix. The caterers having experience only in the Cafeteria (snacks & beverage services) will not be considered.

**Final selection of the agency will be made on the basis of various parameters (as fixed by the Committee/Competent Authorities) like visiting of various existing sites of caterers, food quality, cleanliness, feedback from the current users etc. Bidders, if required may be called for the presentation/meeting (not more than 15 minutes ) before the committee regarding their plan/credentials etc.**



**ANNEXURE III**

**RATES AND VARIOUS ITEMS OF DIFFERENT MEALS**

Sno.	Description/Menu	Unit Rate (Rs.)	Percentage of Tax/ GST, if any	Amount of of Tax/GST, if any	Total
<b>A</b>	<b>Morning/Evening Tea</b>				
1	Normal Milk Tea (120 ml)				
2	Coffee (120 ml)				
3	Special Tea (Adrak/Ilaichi)/Green Tea				
	<b>Total</b>				
<b>B</b>	<b>Snacks</b>				
1	Samosa (01 piece) with green chutney ni/tomato ketchup				
2	Kachori (Dal/Aloo/Pyaj)(01 piece) with green chutney tni/ tomato ketchup				
3	Idli or Vada (02 piece) with Nariyal Chatni & Sambar				
4	Poha/Upma				
5	Aloo/paneer/pyaz/gobi/mooli/seasonal any veg paratha with curd /chutney				
<b>C</b>	<b>Lunch/Dinner (Special Thali):</b> Roti/Chapati (04), Plain Rice (01 bowl), One dry Sabji(mix veg) Dal/Sambar, One peneer sabji Dahi/Raita (01 bowl) Green Salad (Seasonal veg like carrot/radish/cucumber/onion etc) with pickle & Papad				
	<b>Total</b>				
	<b>Grand Total (A+B+C+d)</b>				

**ANNEXURE IV**

<b>Sl.</b>	<b>Name of Items</b>	<b>Approved Brands</b>
1	Salt	Tata, Annapurna, Nature fresh
2	Spices	M.D.H , Everest, Catch, Home fills, /Kings
4	Ketchup	Maggi, Kissan, Heinz
5	Oil	Sundrop, Saffola, Fortune, Patanjali
6	Atta	Aashirvad, Rajgharona (Sarbatti), Patanjali (Sarbatti)
7	Rice	Daawat, India gate, HMT
8	Pickle	Mother's, Priya, Nilon's
9	Pappad	Lijjat, Haldiram, Patanjali, Bikaner.
10	Butter	Amul, Mother dairy , Omfed
11	Bread	Harvest/ Modern n, Kwality, Kissan, Top n Town, Haldiram
12	Cornflakes	Kelloggs, Patanjali
13	Jam	Kissan, Tops, Cremica
14	Ghee	Amul, Mother Dairy, Everyday, Patanjali, Gowardhan, Omfed.
15	Milk	Sanchi/Omfed, Amul, Nestle, Mother Dairy, Omfed, Pragati gold
16	Paneer	Omfed, Amul, Mother dairy/Sanchi
17	Tea	Tata, Lipton, Brook bond, Taj
18	Coffee	Nestle (Nescafe), Brooke Bond (Bru).
19	Mustard oil	Patanjali, Fortune.

Note: Use of any other brand may also be permitted subject to prior approval of the Competent Authority.



**DECLARATION**

**(On letter head)**

From :-

M/s. \_\_\_\_\_  
\_\_\_\_\_

To,

**The Director  
ICMR-National Institute of Malaria Research  
Dwarka Sector- 8,  
New Delhi– 110077**

1. I, \_\_\_\_\_ Son / Daughter / Wife of  
Shri \_\_\_\_\_ Proprietor/Director authorized signatory of the agency/Firm,  
mentioned above, is competent to sign this declaration and execute this EOI document;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

4. I/We further undertake that none of the Proprietor/Partners/Directors of the Agency/agency was or is Proprietor or Partner or Director of any Agency with whom the Government have banned /suspended business dealings. I/We further undertake to report to the Director, NIMR, New Delhi immediately after we are informed but in any case not later 15 days, if any Agency in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such a Agency which is banned/suspended in future during the currency of the Contract with you.

Yours faithfully,  
(Signature of the Bidder)

Date:  
Place:  
Seal of the Agency

Name:  
Designation:  
Address:

**CERTIFICATE REGARDING NEAR RELATIVES**

**(on the letter head of the firm)**

I/we.....S/o/D/o..... resident of ..... hereby certify that none of my/our relative (s) as defined in clause..... Of the Section in the tender document is/are employed in Indian Council of Medical Research HQs, New Delhi or its Institutes/Center and ICMR/NIMR. In case, at any stage, it is found that the information given by me is false/incorrect, ICMR-NIMR shall have the absolute right to take away any action as deemed fit including rejection of bids without any prior information to me/us.

Place:-

Date:-

**Signature and Seal of the Manufacturer/Bidder**

**Annexure- VIII**

**CERTIFICATE & DECLARATION**

1. It has been certified that all information provided in tender form is true and correct to the best of my knowledge and belief. No forged / tampered document(s) are produced with tender form for gaining unlawful advantage. I/We understand that ICMR-NIMR, New Delhi is authorized to make enquiry to establish the facts claimed and obtain confidential reports from clients.

2. In case it is established that any information provided by me/us is false / misleading or in the circumstances where it is found that we have made any wrong claims, we are liable for forfeiture of EMD/SD and or any penal action and other damages including withdrawal of all work / purchase orders being executed by us. Further ICMR-NIMR, New Delhi is also authorized to blacklist our firm/company/agency and debar us in participating in any tender/bid in future.

3. I / We assure the Institute that neither I / We nor any of my / our workers will do any act/s which are improper / illegal during the execution in case the tender is awarded to us. Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities / practices in my / our dealing with the Institute.

4. Our Firm/ Company/ Agency is not been blacklisted or banned by any Govt. Department, PSU, University, Autonomous Institute or Any other Govt. Organization and also no case of any nature i.e. CBI/ Civil//Income Tax/GST/EPF/ESIC is contemplated or pending against us.

Date  
Place  
Stamp

Signature of the Tenderer

***Note: This certificate should be executed on duly notarised ` 50/- NJ Stamp Paper.***

**Annexure-IX**

**Banking information for payment through PFMS/Letter of Credit  
(to be submitted by the bidder)**

Banking details for e-payment is as under:

Sno.	Details	
1.	Name of firm	
2.	Name of Bank	
3.	Branch Name & Address	
4.	Account Name	
5.	Account Type & Number	
6.	IFSC Code	
7.	MICR Code	
8.	Email ID	
9.	Contact Number	

Date  
Place Stamp

Signature of the Tenderer