

TENDER NOTICE

Ref.: III/Canteen Tender/2019-22.

Re: Catering Services at Insurance Institute of India BKC Office.

Tender Reference No. – III/ESTB/2019-22/Canteen Tender/03Yrs.

Sealed tenders are invited from the reputed and resourceful registered / licensed contractor having at least 7 years of experience in execution of catering services in a medium sized organization (Bank, Government Offices, PSU and Training Institute) for providing catering services for an Air-conditioned canteen, at the Office located at :-

**Insurance Institute of India,
G Block, Plot No. C-46,
Bandra-Kurla Complex,
Mumbai – 400051.**

and catering to approximately 100+ employees and approx. 60 nos. trainees/ participants of the Corporate Office and the College of Insurance.

The tender alongwith the Earnest Money Deposit (EMD) in sealed cover is to be addressed to:-

**Secretary General
Insurance Institute of India,
G Block, Plot No.C-46,
Bandra Kurla Complex,
Mumbai – 400051**

and should reach latest by 16.00 hrs. on or before 3rd April, 2019.

Tenderer must keep the tender open for acceptance for a period of **two calendar months from the due date**. The Insurance Institute of India reserves all rights to reject any or all of the tenders received without assigning any reason.

Date: 18th March, 2019

Mumbai


Secretary General

SCOPE OF THE TENDER

The Bidder, who's Tender, upon evaluation of all the Tenders received, is considered as the most responsive i.e. the Successful Bidder shall be permitted by the Insurance Institute of India to use the Canteen Premises situated at Insurance Institute of India, G-Block, Plot No. C-46, Bandra Kurla Complex, Mumbai - 400051 for the purpose of running the Canteen on Contract Basis in consensus and in compliance of the terms and conditions governing the Scope of the Tender for the term as enumerated therein.

Signature of the Bidder

**Stamp /Seal of the
Establishment of the Bidder**

IMPORTANT NOTE TO THE BIDDER

1. The Bidder shall submit his / her Tender only if the Bidder meets the qualifying criteria as enumerated in the Tender Notice as well as in the instructions given to the Bidders in the Tender Document under the caption "Instructions to the Bidders" and it is in accordance with and in compliance to these instructions.
2. The Bidder shall submit his / her Tender by quoting the price / rate of the articles of food and drinks more specifically enumerated in Section B (B) of the Tender Document against the name of each item.
3. The Tenders submitted by the Bidders shall be evaluated on the basis of the responsiveness of the offer given based on the following criteria:
 - a) Experience
 - b) Opinion / Rating of randomly selected patrons availing the facility at the tenderers premises.
 - c) Kitchen Management at the existing Establishment of the Bidders.
 - d) Quality of Raw / Unfinished items at the existing Establishment of the Bidders.
 - e) Quality of the randomly selected prepared food items at the existing Entrepreneurial Establishment of the Bidders.
 - f) Cleanliness and Hygiene of the Kitchen Staff and the Service Personnel provided at the existing Entrepreneurial Establishment of the Bidders as also the dining and adjacent area.
 - g) The Price / Rate offered by the Bidder on randomly selected commonly consumed articles of food and drinks.

Signature of the Bidder

**Stamp / Seal of the
Establishment of the Bidder**

MANDATORY CONDITIONS

Bidders are requested to note that the Tender submitted by the Bidder shall be **rejected outright** if the Bidder –

- a) Does not keep the Tender open for acceptance for a period of **Two Calendar Months** from the due date.
- b) Does not possess an FSSAI License.
- c) Stipulates his / her own conditions or any alternative / conditional proposals.
- d) Does not have seven years of experience of providing catering services to an organization where at least 300 persons use the service. Reference information to be provided by contractor of the services in Section – B (C).
- e) Does not quote offer in figures and words in the tender.
- f) Does not sign and affix the Stamp / Seal of the Entrepreneurial Establishment of the Bidder in the manner and at the places as enumerated / earmarked in the Tender Document.
- g) Is not registered under the Contract Labour (Regulation & Abolition) Act, 1970. Not having Licenses from the Local Government Authorities.

The bidder who will be selected has to keep the Security Deposit of Rs.1,00,000/- (Rupees One Lakhs Only) (Non-Interest bearing).

Signature of the Bidder

**Stamp / Seal of the
Establishment of the Bidder**

INSTRUCTIONS TO THE BIDDERS

1. Qualifying criteria of the Bidder:

The Bidder shall meet the minimum qualification criteria as shown below: -

- (i) The Bidder shall have seven years of experience of providing catering service to an organization where at least 300 persons use the service. Reference information to be provided by contractor of the services in Section – B (C).
- (ii) No Joint Venture shall be allowed to submit the Tender.
- (iii) All statutory licenses required including FSSAI license.
- (iv) The Bidders kitchen facilities should be suitably located to minimum distance for transportation of cooked food (maximum travel time 45 min to 1hr.) if incase the need arise due to unavoidable reason for specific period.

2. Conflicting Relationship of Bidders:

If, it is found that contrary to above, bidders are related to one another or managing / having the same business but under different names, such of Bids shall be forfeited. If the above fact is noticed after the award of the Tender then the contract will automatically be terminated and the Security Deposit shall be forfeited. In addition to this they will be blacklisted.

3. Cost of Tendering:

The Bidder shall bear the entire cost associated with the preparation and submission of his / her Tender and the Insurance Institute of India shall in no case be responsible or liable for these costs regardless of the outcome of the tendering process.

4. Language of Tenders: English.

5. Earnest Money Deposit:

The amount of Earnest Money Deposit (EMD) is Rs. 25,000/- (Rupees Twenty-five Thousand only) (Non-Interest bearing) should be necessarily accompanied in Section A in the form of Demand Draft drawn from any Nationalized Bank in favour of “**Insurance Institute of India**” payable at Mumbai, failing which the tender shall be declared unresponsive. EMD shall be refunded to the unsuccessful bidders within 30 days of award of contract to the successful bidder/bidders. Bidders shall not approach for refund of EMD till the finalisation of the tendering process and award of contract to qualifying Tenderer.

6. Bid:

The Bidder shall submit his / her offer by filling in the rebate price / rate offered by the Bidder for the articles of food and drinks more specifically enumerated in Section B (B) of the Tender Document against the names of food items.

7. Submission of the Tender:

Submission of the Tender shall be properly sealed and submitted in 2 Sections namely, Section A & Section B and enclosed in one envelope giving reference as **“Catering Service – III/ESTB/2018-19/ESTB/Canteen Tender”** and addressed to **“Secretary General, Insurance Institute of India, Mumbai”**. The format for **Section A & B** is enclosed.

- a) The 1st envelope i.e. cover (Section A) shall contain the DD of EMD i.e. Rs. 25,000/- (Rupees Twenty-five Thousand Only) in favour of “Insurance Institute of India” payable at Mumbai and the required documents as mentioned under Section A.
- b) The 2nd envelope (Section B) shall contain priced schedule of quotation, duly signed, Stamped and Page numbering by the authorized signatory of the Bidder.
- c) Both the above envelopes should clearly be marked on top about type of envelope i.e., the details of contents in envelope – **Section A {Separate Envelope} / Section B {Separate Envelope}**, Two envelopes are to be put in bigger envelope duly sealed and super-scribed **“Tender for Catering Services at III BKC Office, Mumbai due on 03rd April, 2019”** and addressed to **“Secretary – General, Insurance Institute of India, G Block, Plot No. C-46, Bandra – Kurla Complex, Mumbai – 400 051”** and also the name and detailed address of the bidder on the bottom left of each envelope. If the outer envelope is not sealed and marked as above, the Institute will reject the same and disqualify.

Section- A will contain following details:-

- A. Form of Tender - Section A (A).
- B. Bio-Data Form (Proprietor / Partners / Directors) - Section A (B).
- C. Company Profile – Section A (C).
- D. List of the Documents to be supplied (copies only) - Section A (D).
- E. Demand Draft of Earnest Money as per point no.5 of Instructions to Bidders.

Section- B will contain following details:-

- A. List of items and Services provided in the Canteen Premises by the Insurance Institute of India to be administered by the Contractor – Section B (A).
- B. List of Articles of Food & Drinks with Rates to be supplied by contractor in Canteen Premises – Section B (B).
- C. Reference Information to be provided by Contractor of the services provided by them – Section B (C).

It may be noted that the submission of the tender itself shall be construed as acceptance of all the terms and conditions of this tender by the tenderer.

8. Due Date & Time for submission of Tender:

The Tender as per instruction no.7 should be personally submitted by the Bidder or by the representative of the Bidder at the office of the Insurance Institute of India – Establishment Department at the address mentioned in the **Tender Notice upto 16.00 hrs. on or before 03rd April, 2019.** Insurance Institute of India may at its discretion extend the deadline for submission of the Tender by issuing an addendum in which case all the rights and obligations of the Bidder previously subjected to the original deadline shall be subjected to the new deadline. Tender shall not be sent by Post, Courier, E-mail or Fax and if inadvertently sent by post, courier or fax shall be returned unopened to the Bidder.

9. Late Tender:

The Tender submitted after the deadline will not be considered.

10. Modifications and Withdrawal of Tender:

The Bidder shall not be permitted to modify / withdraw his / her tender once submitted.

11. Tender Opening and Evaluation:

Tender shall be opened as per the procedure of the Insurance Institute of India.

12. The contract:

The contract shall be awarded to that bidder whose Tender, upon examination, evaluation and determination is considered as the best on the basis of report and recommendations of Store Committee / Canteen Committee. This contract would be awarded for 1 year and may be extended for further period of one year purely on performance basis.

13. Security Deposit:

The Successful Bidder shall have to pay the Security Deposit of **Rs.1,00,000/- (Rupees One Lakh only)** within 15 days from the date of issue of the acceptance letter.

Terms and Conditions governing the Scope of the Tender to be duly signed by Successful Bidder as and when selected.

1. The Successful Bidder shall be permitted to use the Canteen Premises only for the purpose of running the Canteen for the benefit of the Staff of the Insurance Institute of India and participants / trainees of the College of Insurance during the period of Contract.
2. The Contractor shall observe, abide and comply with the Rationing provisions / regulations / rules that are in force or that which shall be brought into force from time and time by the Competent Authority/ ies and shall obtain the necessary permits and comply with the directions of the Food and Rationing Authorities including submissions of returns, etc.
3. The Contractor shall necessarily have E.S.I.C. and P.F. Code No. for the employees of the Contractor appointed for the purpose of assisting the Contractor to run the Canteen from the Institute's premises.
4. In addition to what is stated in Clause 3 above, the Contractor, in the matter of running the Canteen from the Institute Premises shall at all times duly observe, abide and comply with the provisions of the statutes that are in force; such as Provident Fund Act, Workman's Compensation Act, Employees State Insurance Act, Payment of Minimum Wages Act, Factories Act, Sales Tax Act, Contract Labour (Regulation and Abolition) Act, Mumbai Municipal Institute Act or that which may be brought into force from time to time as well as the regulations / rules / bye-laws framed there under and comply with all the directions or orders issued / passed by the M.C.G.M., the Government of Maharashtra, the Union Government or any other Competent Authorities authorized to issue / pass directions or orders in the matter of the Canteen being run from the Institute's premises by the Contractor.
5. The Contractor shall keep the Canteen open and provide the catering services for the Staff of the Insurance Institute of India and Trainees and Resident Trainees of the College of Insurance on all days subject to change as decided by the Institute / College. During office hours Tea/ Coffee/ Snacks is to be supplied on the table of the staff. For this, the Contractor should have at least one service boy, per 50 employees of the Institute.

Note: The number of the participants of the College of Insurance may not be fixed. However, there may be occasion that there will not be any session for the College of Insurance. In that case, the Contractor has to serve the food items to the participants and the employees of the Institute who may be present in the Institute / College.

Service Time for Office Staff:

Monday to Friday	:	09.20 am. To 11.30 am.	Tea/Coffee/Breakfast
and 1 st , 3 rd & 5 th		01.30 pm. To 02.15 pm.	Lunch
Saturday			

Service Time for Participants in the college / Residents in the Hostel:

Monday to Sunday	:	08.00 am. To 10.00 am.	Tea/Coffee/Breakfast
		01.00 pm. To 03.00 pm.	Lunch
		04.00 pm. To 05.30 pm.	Tea/Coffee/ Snacks
		08.30 pm. To 10.00 pm.	Dinner

The competent authority of the Insurance Institute of India reserves the rights to change the above service time as per the requirement.

6. The Contractor shall every day maintain the Canteen Premises (including fixtures, fittings, equipments, etc. provided by the Insurance Institute of India at the Canteen Premises) in neat, clean hygienic and perfect condition at the cost of the Contractor and take necessary measures to preserve them.
7. The Contractor shall serve the articles of food and drinks in the Canteen for the Staff of the Insurance Institute of India and trainees / participants of the College of Insurance without any distinction and reservation of class, caste, creed, religion or sex.
8. The Contractor shall serve either Vegetarian or Non-Vegetarian dishes prepared in refined oil or vegetable / pure ghee only as per the menu decided by the Institute / College. The Contractor will ascertain that precautions are taken to store and prepare veg and non-veg food products separately.
9. The Contractor shall not encroach or occupy any space beyond the Canteen Premises permitted to be used as Canteen.
10. The Contractor shall not exhibit any signboard, nameplate or advertisement within or outside the said Canteen Premises of the Institute.
11. The Contractor shall offer for sale the articles of food and drinks in the prescribed volume / weight as enumerated in the Section B (B) of the Tender Document at the price / rate offered by the Contractor and accepted by the Insurance Institute of India.
12. The Contractor shall not make any alteration in the rates, weights, quality, quantity, etc. of the articles of food and drinks enumerated in Section B (B) of the Tender Document kept for sale at the Canteen Premises while running the Staff Canteen except by the prior permission of the Insurance Institute of India.

If the Contractor desires to serve any additional items, the Contractor may submit an additional list of items mentioned in Section B (B) of the Tender document and shall serve such additional articles of food and drinks at the rates as finalized by the Institute.

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13. The Contractor hereby agrees that variation in the rebate price / rate of the articles of food and drinks as offered by the Contractor shall not be changed except by prior written permission of the Institute.
14. The Contractor shall display the price / rate of the articles of food and drinks more particularly enumerated in Section B (B) of the Tender Document as offered and such of the articles of food and drinks as approved from time to time by the Institute. The Contractor shall make provision for duly attested copies of the Menu Card having the rebate price / rate offered by the Contractor over the articles of food and drinks enumerated in Section B (B) of the Tender Document at each and every table in the Canteen Premises as well as the price / rate as approved from time to time by the Institute in bold letters at such conspicuous place as may be directed by it.
15. The Contractor shall serve good and wholesome articles of food and drinks in the prescribed volume, weight and quality approved by the Insurance Institute of India. The Contractor shall keep sufficient supply of the articles of food and drinks at hand for sale and service. Any deterioration in quality shall be treated as breach of the terms and conditions and the scope of Tender shall be liable to be terminated.
16. If it is found on inspection that any food item is injurious to health or of a sub-standard quality, the Contractor shall be liable to pay a penalty as may be decided by the Insurance Institute of India, on each occasion.
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| By visual observation – | Rs. 10,000/- |
| By observing putrid or bad smell – | Rs. 20,000/- |
| By observing hair, stapler pin, glass etc. – | Rs. 25,000/- |
| By case of food poisoning – | Rs. 1,00,000/- |
17. The Contractor shall permit the concerned authorized personnel of the Institute at all times to enter the Canteen Premises to inspect the following: -
- Catering Arrangements.
 - Raw material being used.
 - Quality & Quantity of eatables and articles of food and drinks served and sold.
 - Conditions of the fittings, fixtures and furniture's.
 - Sanitary arrangements and general cleanliness.
 - Upkeep of the Canteen Premises.
 - Canteen and kitchen employee's hygiene and updated health check-up records.
18. The Contractor shall keep a Complaint Book within the Canteen Premises.
19. The Insurance Institute of India will provide dustbins in the Canteen. The Contractor shall use polythene bags for dry and wet garbage separately. Garbage collected in these polythene bags is to be disposed off next day. In no case, it should be put in the dustbin boxes kept on the Ground Floor / or basement. The MCGM Garbage Van collects the garbage on daily basis but in case, if not done by them the same should be disposed off by the contractor on its own cost & arrangement. The cleanliness of the dustbins is to be maintained by the contractor.

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20. The list of furniture, fixtures, equipments, crockery, cutlery, etc. as stated in Section B (A) shall be provided by the Insurance Institute of India. Any additional articles required by the contractor, then the Contractor have to arrange on its own cost with prior permission of the Insurance Institute of India.
21. The Contractor shall attend the Canteen Committee Meetings to address any issues that may arise in the matter of running of the Staff Canteen from the Institute's premises once in three months or as and when required by the Institute. The Contractor shall be bound by the decisions taken in the Meetings such convened.
22. The Contractor shall provide to the Insurance Institute of India the list of all the articles / machinery / equipment's / utensils brought by them for the purpose of running the Staff Canteen from the Institute Premises which shall be verified and signed by the concerned authorities of the Institute. Any articles / machinery / equipment's / utensils not enumerated in the list provided by the Contractor shall be considered as property of the Insurance Institute of India over which the Contractor shall have no legal rights.
23. The Contractor shall be solely responsible for any misconduct on the part of the employee's appointed by the Contractor for the purpose of assisting the Contractor in the matter of running the Staff Canteen from the Institute Premises or indirectly by the employees so appointed.
24. The Contractor shall be responsible for any nuisance caused directly / indirectly or damages or loss or injury whatsoever that may be caused at any time to the property of the Institute or to any person or persons including any third party while running the Staff Canteen from the Institute Premises and all such damages, injury or loss to life or property shall be made good and / or as the case may be shall be paid immediately by the Contractor to the satisfaction in all respects of the Insurance Institute of India.
25. The Contractor shall keep the Insurance Institute of India, its Officers and servants safe and harmless and indemnified from and against all losses, suit, damages, cost charges, claims and demands whatsoever including claims under the Workmen's Compensation Act, 1923, the Officers or Servants may become liable to pay for the reason or in consequence of any injury to any person or persons or to any property either belonging to the Insurance Institute of India or any third party whether resulting directly through any accident or otherwise to life or property shall be made good and / or as the case may be shall be paid immediately by the Contractor to the Insurance Institute of India.
26. Nothing herein contained shall purport or operate to declare, assign limit or extinguish whether present or in future in favour of the Contractor any right, title interest whether vested or contingent in the Canteen Premises that vests with the Institute and the Contractor hereby agrees that the Canteen Premises is the property of the Institute that vests in the Institute.

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27. The Insurance Institute of India shall in no way be responsible for or liable to any damage, loss or injury caused to the Contractor, the property of the Contractor or to the employees appointed by the Contractor for the purpose of assisting the Contractor in the matter of running the Staff Canteen from the Canteen Premises or to the property of the employees so appointed from any cause whatsoever at any time.
28. The Insurance Institute of India shall not be a party for recovery of payment of any bills or dues from any of the customers of the Contractor, i.e. the Staff of the Insurance Institute of India or trainees / participants of the College of Insurance.
29. The Contract shall be liable to be terminated by giving one month's notice in writing to the Contractor without assigning any reason whatsoever.
30. Upon breach by the Contractor of any of the terms and conditions governing the Scope of the Tender and / or upon the Contractor failing to comply with the directions / orders issued / passed by the MMRDA/M.C.G.M., the Government of Maharashtra, the Union Government or any other Competent Authority and / or upon the Contractor failing to comply with the requisitions issued by the Institute and / or if in the opinion of the Institute, the Contractor is not running the Staff Canteen within the Canteen Premises in a satisfactory manner and / or if the Contractor is adjudicated insolvent and / or if any attachment or execution is levied on any of the property of the Contractor, the Scope of the Tender shall be liable to be terminated.
31. Whenever the Scope of the Tender is terminated by the Insurance Institute of India, the Contractor shall forthwith stop using the Institute Canteen for running the Staff Canteen. In default it shall be lawful for the Insurance Institute of India to forthwith stop the Contractor from using the Institute Premises for running the staff Canteen. The Contractor shall not be entitled to any compensation or any amounts already paid, on account of termination of the Scope of the Tender.
32. The Contractor shall remove the Contractor's articles / machinery / equipment / utensils and / or any other machines installed by the Contractor with the previous sanction of the Insurance Institute of India on expiry of the period of Scope of the Tender at the Contractor's own cost within a period of seven days. Upon failure to do so, the Insurance Institute of India shall be at liberty to remove the same at the risk and cost of the Contractor.
33. In reference to point no. 1 (iv) of Instructions to Bidders the transport vehicle and the containers used for carrying food products to the premise of the Insurance Institute of India should be maintained clean at all times by the Contractor. These containers should be washed and sanitized by the Contractor before and after use. Hot food should be transported at 60° C and above whereas cold foods should be transported at 5° C or below.
34. It is hereby agreed that the Contractor shall keep the articles of food and drinks labelled and date tagged in the canteen covered in suitable fly and rat proof receptacles as shall be

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approved by the Insurance Institute of India and shall be liable to periodic inspection by the members of the Canteen Committee and / or the concerned authorities of the Insurance Institute of India. The receptacles will be cleaned from time to time as required and shall be replaced or repaired, if required, to the satisfaction of the Insurance Institute of India.

35. The Contractor shall keep the Canteen Premises and the utensils used for preparing and serving the articles of food and drinks daily cleaned and sanitized. The furniture fixtures of the Canteen Premises shall be cleaned periodically or as often as required by the Insurance Institute of India with good sanitizer by the Contractor at his own cost.
36. The entire canteen equipments and cutlery mentioned in Section – B (A) should be handled with care by the contractor and the employees appointed by the contractor for the purpose of assisting the Contractor in the matter of running the Staff canteen in the Institute's premises. If any repair or defect arise or found due to mishandling to this equipments and cutleries, the cost of the same will be recovered from the contractor. Cutlery made up of Porcelain Clay and Glasses are excluded from this term.
37. The Contractor shall appoint required employees at the cost of the Contractor for the purpose of assisting the Contractor in the matter of running the Staff canteen from the Institute's premises and the Contractor shall at the Contractor's own cost provide to the employees so appointed with proper uniform, badges / ID cards, head gears, footwear, beard net and food grade disposable hand gloves as directed by the Insurance Institute of India.
38. In the matter of appointment of the required employees for the purpose of assisting the Contractor to run the Staff Canteen in the Institute's premises, the Contractor shall not appoint any children prohibited by statute.
39. For security reasons, the Contractor shall provide the list of all the employees appointed by the Contractor for the purpose of assisting the Contractor in the matter of running the Staff Canteen in the Institute Premises. Such list shall contain the following details of the employees appointed by the Contractor namely Name, Age, Date of Birth, Sex, Photo, Educational Qualification, Designation, Address, Telephone No. and health records (updated on yearly basis). Appointment of any new employee should be intimated timely with proper submission of all above said documents to the Insurance Institute of India. Any termination / exit of the employees shall also be intimated to the Institute.
40. The employees appointed by the Contractor for the purpose of assisting the Contractor in the matter of conducting the Staff Canteen in the Institute Premises shall leave the Canteen Premises at the end of their duty hours. The Canteen is locked at 11.00 p.m. and the keys of the Main Door have to be handed over to the Security. However, keys of Store Room, Refrigerator, and Deep Freezer may be kept by the Contractor.
41. The Contractor shall be solely responsible in respect of the employees appointed by the Contractor for the purpose of assisting the Contractor to conduct the Staff Canteen in the

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Institute Premises and the Insurance Institute of India shall not be a party to any disputes that may occur between the Contractor and the employees appointed by the Contractor.

42. The Scope of the Tender shall be for an initial period of 1 year from the day the Contractor is permitted to use the Canteen Premises for running staff Canteen. On expiry of the aforesaid period, Contractor may be permitted to run the staff Canteen from the Canteen Premises for a further period of one or two more years, on the same terms and conditions as enumerated herein or mutually accepted but subject to the Contractor entering into a Contract for the said respective term.
43. On expiry of the period of the Scope of the Tender, the Contractor shall conduct the Staff Canteen on such terms and conditions as may be stipulated by the Insurance Institute of India till appointment of the new Contractor by the Institute. However, such permission shall not create any interest or right of the Contractor.
44. The Insurance Institute of India shall be entitled to modify the timings of the Canteen service on special occasions as per the necessity and the Contractor shall provide the Canteen service accordingly.
45. The Contractor shall forthwith at the Contractor's own cost and expenses comply with any requisitions issued by the Insurance Institute of India or any Competent Authority pertaining to any matters in connection with the Staff Canteen being run from the Canteen Premises by the Contractor.
46. In all cases of dispute, the decision of the Insurance Institute of India shall be final and legally binding upon the Contractor.
47. The Contractor shall not assign, transfer, mortgage or sublet the rights and liberties hereby granted or induct any new partner or partners without the previous consent of the Insurance Institute of India.
48. It shall be binding upon the Contractor to use modern and suitable Kitchen equipments like gas, cooking range, hot plates, ovens, etc. as enumerated at Section – B (A) with a view to ensuring cleanliness, minimum pollution and better quality of food if and when provided by the Insurance Institute of India and the Contractor shall bear all expenses that may be incurred for proper maintenance, servicing and repairs of such Kitchen Equipments.
49. The Contractor shall obtain necessary License / permission to engage Labours / Staff as required under the Contract Labour (Regulation & Abolition) Act, 1970.
50. Contractor shall obtain the FSSAI License (and ensure timely renewal), BMC-Health Dept., Fire, Shop & Establishment and pay the License fees accordingly. TRC charges shall also be paid by the Contractor.

51. The Contractor shall be liable to pay a fine of Rs.5000/- per person, if the Contractor is found catering to the person other than the staff of the Insurance Institute of India. Guest of the staff of the Insurance Institute of India shall be exempted provided such guests are accompanied by the staff of the Insurance Institute of India or when duly authorized in writing by the Insurance Institute of India, concerned authorities or Canteen Committee.
52. The Canteen Committee of the Insurance Institute of India shall visit the contractor premises unannounced for quality check as and when required.
53. The utensils and equipments brought by the Contractor after acquiring approval from the Insurance Institute of India has to be intact and maintained clean by way of washing and sanitizing including the chopping boards used.
54. The Contractor shall enter into a Contract Agreement, embodying the terms and conditions governing the Scope of the Tender within the period as notified by the Insurance Institute of India. Separate contract Agreement shall be entered into for every term of the Scope of the Tender.

Signature of the Bidder

**Stamp / Seal of the
Establishment of the Bidder**

Section – A (A)
FORM OF TENDER

To,
Secretary General,
Insurance Institute of India,
G Block, Plot No. C-46,
Bandra Kurla Complex,
Bandra (East),
Mumbai- 400 051.

Dear Sir,

Sub: In the matter of running the staff Canteen at _____

Pursuant to the Tender Notice dated _____ in the matter of running the Staff Canteen in the Institute's Premises. I / We whose names and signature is are given appended herein below representing the Entrepreneurial Establishment whose Stamp / Seal is also affixed herein below hereby submit my / our Tender for being appointed as your Contractor.

I / We have inspected the Canteen Premises from where the staff Canteen is required to be run as well as the Furniture and Fixtures provided at the Canteen Premises which are more particularly listed in the Section B- (A) of the Tender Document and I / We are satisfied that the Canteen Premises and the Furniture and Fixtures provided at the Canteen Premises are appropriate and meets the requirements to conduct the Staff Canteen.

I/ We agree to keep my / our Tender open for acceptance for a period of two calendar Months after the last date of receipt of the Bid and I / We further agree not to revoke my / our Tender at any time during the said period of Two Calendar months.

I / We hereby declare that I / We have read and understood the terms relating to submission of the Tender as more specifically enumerated in the Tender Document under the caption "Instructions to the Bidders" and I / We hereby state that my / our Tender been valued for considering its responsiveness only if I / We have submitted my / our Bid in consonance and in compliance of the terms relating to the submission of the Bid as enumerated in the Bidder Document under the caption "Instructions to the Bidders".

I / We hereby state, declare and undertake that if my / our Tender is considered as the most responsive and I / We are declared as the successful Bidder I / We shall offer for sale the articles of food and drinks more specifically enumerated in Section- B (B) of the Tender Document at the rate offered by me / us and accepted by the Institute.

I / We hereby state, declare and undertake that on being declared as Successful Bidder, I / We shall conduct the Staff Canteen from the Canteen Premises in consonance and in compliance of the terms and conditions governing the Scope of the Tender of the Tender Document.

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As required by the terms of the Institute Notice dated 18th March, 2019 as well as the terms as enumerated in the Bidder Document, I /We have attached D.D. in respect of Earnest Money Deposit of Rs.25,000/-.

I / We hereby state, declare and undertake that on being a Successful Bidder, I / we shall deposit / remit the Security Deposit of Rs.1,00,000/- within the period prescribed and execute the Contract Agreement as and when called upon to do so within the period as stipulated therein.

I / We _____ do, hereby state and declare that I / we whose name and signature/s is / are given / appended herein below representing the Entrepreneurial Establishment whose Stamp / Seal is also affixed herein below have not filled in this Bid under any other name or under the name of any other Entrepreneurial Establishment otherwise nor I / we are in any way related or concerned with the Entrepreneurial Establishment or any other Entrepreneurs who have filled in the Bid for conducting the staff Canteen from the Canteen Premises.

I / We _____ have filled in the Bid and submitted my / our Tender with the full knowledge of the liabilities and therefore I /We shall not raise any objection or dispute in any manner relating to any action taken, including forfeiture of the Security Deposit and Blacklisting, for giving any information, which is found to be incorrect and against the instructions given in the Bidder Document under the caption "Instructions to the Bidders" or in the matter of running of the Staff Canteen from the Canteen Premises as per the terms and conditions governing the Scope of the Tender more specifically enumerated in the Tender Document.

I / We further agree and undertake that in the event it is revealed subsequently after the scope of the Tender is awarded to me / us that any information given by me / us in this Bid is false or incorrect, I / We shall compensate the Insurance Institute of India for any such losses or inconvenience caused to the Insurance Institute of India in any manner and will not resist any claim for such compensation on any found whatsoever.

I / We further agree and undertake that in the event the Scope of the Tender is terminated for the reason as enumerated in the terms and conditions governing the Scope of the Tender, I / We shall not claim any amount by way of damages or compensation.

In witness of what is stated herein above I / We have put my / our respective signature along with the Stamp / Seal of the Entrepreneurial Establishment which I / We represent on this _____ day of _____ 2019.

1. If the Entrepreneurial Establishment is a Proprietary Concern-
 - a) Name of the Proprietor of the Proprietary Concern
 - b) Signature of the Proprietor
 - c) Residential Address of the Proprietor
 - d) Office Address of the Proprietary Concern, if any

e) Stamp of the Proprietary Concern

2. If the Entrepreneurial Establishment is a Partnership Firm :-

a) Name of the Partners of the Partnership Firm

b) Signature of the Partners if the Bid is not Submitted through an Authorized Signatory

c) Signature of the Authorized signatory if the Bid is submitted by the Authorized Signatory

d) Residential Address of the Partners of the Partnership Firm

e) Office Address of the Partnership

f) Stamp of the Partnership Firm

3. If the Entrepreneurial Establishment is a Company –

a) Name of the Directors of the Company

b) Signature of the Directors if the Bid is not Submitted through an Authorized Signatory

c) Signature of the Authorized Signatory if the Bid is Submitted by the Authorized Signatory

d) Residential Address of the Directors of the Company

e) Residential address of the Authorized Signatory

f) Office Address of the Company

g) Seal of the Company

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Section- A (B)
B I O - D A T A F O R M



NAME : _____

DATE OF BIRTH * : _____ SEX: M / F

EDUCATIONAL QUALIFICATION: _____

DESIGNATION : _____

LOCAL ADDRESS #: _____

PERMANENT ADDRESS: _____

TELEPHONE NO : _____

MOBILE NO : _____

SIGNATURE

* Proof such as copy of School Leaving Certificate / Birth Certificate / Passport/ Driving License, etc... to be attached.

Proof such as copy of Ration Card / Passport / Bank Pass Book, etc... to be attached.

Section- A (C)
COMPANY PROFILE

Name of the Company :

Regd. Office :

Central Kitchen :

Name of Partners/
and Contacts :

Email Id :

Website :

Details of Experience : Last 7 years

Shop & Est. Regn. Cert. No. :

GST Number :

Food Health License :

Food License (FDA) :

EPF No. :

ESIC No :

Professional Tax No. :

Labour License No. :

Trade License No. :

Small Scale Industries Reg No.:

NSIC – Certificate :

Chartered Accountant :

ESIC/ PF Consultant :

Authorized Person to be :

Contacted

Cell No

I. T Return : Last 3 Years

Annual Turnover : Last 3 Years

Average Turnover: 2.5 Cr.

Section - A (D)
List of Documents to be submitted

1. Bidder's Profile / Partner / Partnership deed (in case of Partnership)
2. Partnership deed (in case of Partnership)
3. Membership of Association of Architects
4. Name of authority
5. Contact Details
6. Address
7. Telephone No.
8. Mobile No.
9. Fax No. (if any)
10. E-mail ID (if any)
11. Proof of Residence / Office
12. Voter ID Card / Passport / Driving License
13. PAN Card - Individual & Company (if applicable)
14. IT Returns for 3 years individual as well as of the Entrepreneurial Establishment of the Bidder
15. EAP Vendor registration No / Vendor Account No.
16. Bank details with Certificate from Bank
17. BSR form duly attested by Bank
18. Bank solvency certificate of EA
19. List of recommendation from past Customers (at least 10)
20. Experience Certificate
21. List of Recommendations from the organizations where the contractor has performed similar services
22. FTR
23. EIS No.
24. Sales Tax Registration No.
25. Details of existing establishment
26. Licenses
27. Shop & Establishment
28. Public Health Department for Shops & Establishments
29. PSCAI License
30. License to engage contract laborers under the contract Labour (Regulation & Abolition) Act, 1970

Section – A (D)
List of Documents to be supplied

1. Bio-data of Proprietor / Partner / Partners / Director /s
2. Partnership deed (in case of Partnership)
3. Copy of the Memorandum of Association and Articles of Association in case of a Company.
4. Letter of authority.
5. Contact Details
 - a. Address
 - b. Telephone No.
 - c. Mobile No.
 - d. Fax No. (if any)
 - e. E-mail ID (if any)
6. Proof of Residence / Office.
7. Voter ID Card/ Passport/ Driving License.
8. PAN Card – Individual & Company (if applicable)
9. IT Returns for 3 years individual as well as of the Entrepreneurial Establishment of the Bidder.
10. SAP Vendor registration No./Vendor Account No.
11. Bank details with Certificate from Bank.
12. ECS form duly attested by Bank.
13. Bank solvency certificate of Rs. _____
14. Letter of recommendation from past Customers (at least 2)
15. Experience Certificate.
16. Letter of Recommendations from the organizations where the contractor has run the canteen service.
17. PF No.
18. ESIS No.
19. Sales Tax Registration No.
20. Details of running establishment.
 - a. Licenses
 - i. Shop & Establishment.
 - ii. Public Health Department for Grade of Eating House
 - iii. FSSAI License
 - b. License to engage contract labourers under the contract Labour (Regulation & Abolition) Act, 1970.

Section – B (A)

List of items provided in the Canteen Premises by the Insurance Institute of India to be arranged by the Contractor.

Kindly note that any additional articles required with below listed items, Contractor has to arrange the same at its own cost with prior permission of the Insurance Institute of India.

A) Items already available in Canteen Premises:

Sr. No	Assets Name	Total
1.	2 Burner Gas Range	1
2.	2 Door Vertical Freezer	1
3.	3 Burner Gas Range	1
4.	3 Sink Unit	1
5.	4 Container Bain Marie	1
6.	Clean Dish Landing Table	1
7.	Dosa Bhatti Table Top	1
8.	Dough Knitting Machine	1
9.	Electric Sandwich Griller	1
10.	Electrical Deep Fat Fryer (Double)	1
11.	Electrical Heavy Duty Mixer	1
12.	Electrical Idli Steamer - 54 Idlis	1
13.	Electrical Multipurpose Juicer	1
14.	Masala Grinder Weight 10 kg.	1
15.	Masala Trolley	1
16.	Onion Potato Bin	1
17.	Plate Rack	1
18.	Pulveriser - 3 HP	1
19.	Rice Boiler	1
20.	S S Rack	3
21.	Single Burner Gas Range	1
22.	Single Sink Unit	1
23.	Solid Dish Landing Table	1
24.	Tea Coffee Dispenser (3 Tank)	1
25.	U/C Refrigerator with 2 OHS	1
26.	Work Table with 2 U/s	2
27.	S. S. Water Tank	1
28.	Chaffing Heating Dish Set	12
29.	Chafing Dish wth Electric Element	4
30.	Conveyor Toaster	1
31.	Electric Toaster	1
32.	Geyser - Eterno 25 Ltr	1

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Sr. No	Assets Name	Total
33.	Ice Cube Maker	1
34.	Induction Plate	1
35.	Juice Dispenser	1
36.	Microwave Oven	1
37.	Microwave Oven	1
38.	REFRIGERATOR	1
39.	Salad Set with Lid & Stand	1
40.	Service Trolley- 2 tire with Buckets	1
41.	Shelving Rack Stand	1
42.	Sink Unit Tripple	1
43.	Soup Warmer	1
44.	SPIDER FLY CATCHER M/C.	1
45.	Tea/Coffee Dispenser	2
46.	Toaster	1
47.	Trolley- 3 Tire	1

B) Other cutlery items such as Stainless Steel Spoon (Big & Small Size), Stainless Steel Fork, Porcelain Clay Cup and Saucer, Melamine Soup Bowl & Spoon, Melamine Plate (Big & Small Size), Glasses are available in sufficient quantity.

C) Other Services already available in the Canteen Premises:

1. All Electric fittings.
2. Kitchen Platform.
3. Exhaust System.
4. Store Room.
5. Serving Counter.
6. Water (provided by Institute).
7. Big Size Garbage Bin.

Signature of Bidder

**Stamp & Seal of the
Establishment of the Bidder**

Section – B (B)

**List of Articles of Food and Drinks with Rates to be supplied by Contractor
in Canteen Premises.**

For Break Fast : Rs. / Per person

1. Tea / Coffee/ Milk
2. Bread/ Toast with Butter/Jam/Jelly/Veg Sandwich
3. Fruits / Fruit Juice
4. Sprouts
5. Boiled Eggs / Omlete
6. Corn Flakes with Milk

Any two of the Following (with balance combination of regional variety):

Onion Uttappa / Medu Wada Sambhar, Poha, Upama, Idli with Sambhar, Vegetable Cutlet, Stuffed Paratha, Puri Bhaji, Masala Dosa , Tomato Omlete, etc.

For Lunch : Rs. / Per person

1. Soup
2. Dal
3. Sambar / Dahi Curry
4. Veg Subzi – Dry
5. Veg Subzi – with gravy (Indian /Western)
6. Fish (Surmai/pomfret or any other good quality fish) /Chicken Gravy (Indian / Chinese / Western)/Mutton
7. Plain Rice / Curd Rice
8. Rice /Biryani / Pulao/ Fried Rice /Noodles
9. Roti / Chapatti / Paratha / Puri
10. Salad
11. Pickle / Papad
12. Sweet

Evening Snacks : Rs. / Per person

1. Tea / Coffee/ Milk

Any one of the Following:

Batata Wada,, Vegetable Cutlet, Mix Bhajia, Dalwada, Sandwich, Burger, Croissant, Samosa, Mung Dal Bhajia, Bhonda, Bhel Puri / Sev Puri, Bread Pakoda / Roll, Pasta, Pizza etc.

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For Dinner : Rs. / Per person

1. Soup
2. Dal
3. Sambar / Dahi Curry
4. Veg Subzi – Dry
5. Veg Subzi – with gravy (Indian /Western)
6. Fish (Surmai/pomfret or any other good quality fish) /Chicken Gravy (Indian / Chinese / Western)/Mutton
7. Plain Rice / Curd Rice
8. Rice /Biryani / Pulao/ Fried Rice /Noodles
9. Roti / Chapatti / Paratha / Puri
10. Salad
11. Pickle / Papad
12. Sweet

In addition to the above items, if Contractor wishes to give additional articles of food and drink, then the Contractor has to submit a separate list along with its rates. The decision for the approval of the additional article will rest with the Insurance Institute of India.

Signature of Bidder

**Stamp & Seal of the
Establishment of the Bidder**

Section – B (C)

Reference information to be provided by contractor of the services provided by him –

Company name	Location	Meals catered	Catering since – Catering till	Reason for discontinuation

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