



NATIONAL INVESTIGATION AGENCY

Ministry of Home Affairs, Govt. of India

Branch Office, Lucknow

A/47, Vishal Khand-4, Gomti Nagar

Lucknow (UP) - 226010

Tel.: 0522-2391958, Fax: 0522-2391298

No. Prov-326/Canteen/NIA/LKW/2015-16/3026-36

Dated, the 11 Sept, 2015

TENDER NOTICE FOR RUNNING NIA TIFFIN ROOM

1. The SP of National Investigation Agency, having its office in Lucknow invites sealed tenders from reputed Contractors having experience of at least 2 years in running Tiffin services in Govt. departments/PSUs to run the **Tiffin Room** for the Officers/Staff of NIA at No. A/47, Vishal Khand-4, Gomti Nagar, Lucknow-226010 for a period of 01 year w.e.f. 01.11.2015 to 31.10.2016 which may be extended for another one or two more years subject to approval of government.
2. The Contractor will be required to provide tea/coffee, beverages, snacks, lunch etc. and cater for meetings, which may include high tea, buffet/packed lunch and also to manage the Tiffin Room on day to day basis as per requirements of NIA.
3. The tender in the format at Annexure "A" (**Technical Bid**) and "B"(**Financial Bid**) along with the relevant details / supporting documents, Tender fee of Rs. 500/- (Rupees five hundred) and earnest money of Rs. 14,000/- (Rupees fourteen thousand) by way of a demand draft drawn in favour of the ZPAO, SSB, Lucknow should be dropped in tender box available at NIA branch office at No. A/47, Vishal Khand-4, Gomti Nagar, Lucknow- 226010 on or before **1500 hrs. on 05.10.2015** separately in two different sealed envelopes with the words 'Technical Bid' or 'Financial Bid' clearly written on the cover. The sealed tenders may be sent by registered post or courier so as to reach this office latest by **1500 hours on 05.10.2015**. The earnest money will be returned to unsuccessful bidder/ tenderers after completion of tender formalities. The tenders will be opened by a Committee of Officers on the same day i.e. **05.10.2015 at 1600 hrs.** If the tender is sent by post/courier, it should be ensured that the cover should be intact at the time of reaching this office. The Department will not be responsible for the delay on account of postal/courier services. These envelopes shall be superscribed "**FINANCIAL BID**" and "**TECHNICAL BID**" separately and put inside a bigger sealed envelope which shall be superscribed with the words "**TENDER FOR CANTEEN SERVICES**"
4. **FACILITIES PROVIDED BY NIA**

The premises can be inspected during any working day from 10.00 a.m. to 5.00 p.m. for kitchen facilities, water, storage, space for cooking and dining facilities. Furniture and electricity on actual usage basis shall be provided by the NIA.

materials, disposable plates/glasses, packing materials, utensils, tools, counters, refrigerator, deepfreezes, acquaguard/R.O. system, microwave oven etc. shall have to be arranged by the contractor at his/their own cost.

5. REQUIRED LABOUR FORCE

- i) Quality manpower will be provided by the Contractor after proper verification. The Contractor must ensure providing complete work force with sufficient backup, so that no work is left unattended at any point of time and that there is someone to attend to those duties independently/ concurrently without effecting the services in view of working of NIA due to its mandate.
- ii) The Contractor shall nominate Salesman, Tea coffee maker and Wash boy/Dish Cleaner within overall sanctioned manpower for NIA Branch office, Lucknow tiffin room. In case of leave, absence or sickness of any work force, it will be the responsibility of Contractor to adjust the services within overall manpower and not to affect the services.

6. REQUIREMENTS FROM CONTRACTOR

- i) The Contractor shall procure food articles, vegetables, milk, beverages of good quality to the satisfaction of the NIA. The DSP (Adm) shall have the right to change any brand of material used for cooking, provided the cost of the same does not exceed the cost of specified brand.
- ii) The food shall be cooked, stored and served under hygienic conditions. The Contractor shall ensure that only fresh cooked food is served and old/stale food is not recycled. Stale food shall be removed from Canteen premises as soon as possible and latest within 10 hrs of its preparation. Un-refrigerated cooked food, not consumed within six hours in summer months and ten hours in winter months, shall be deemed to be stale and unfit for consumption.
- iii) The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the employees.
- iv) The oil that remains from deep frying at the end of the day shall have to be discarded and shall not be allowed to be recycled for the purpose of cooking again due to hygienic reasons.
- v) The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard. The utensils shall have to be maintained sparkling clean at all time. Trays shall be sterilized each morning before serving of any items.
- vi) The Contractor shall pay special attention to maintain the Tiffin Room in a neat and tidy condition at all times. For this purpose, the Tiffin Room shall be cleaned thoroughly after each meal regularly.
- vii) The Contractor shall ensure that only hot food is served to the employees. Complaint, if any, in this regard shall be dealt with severely.
- viii) The Contractor shall ensure that sufficient man power is deployed for preparation and service of each meal including cleaning, washing and overall upkeep of Tiffin Room assets and premises. The Contractor shall also ensure proper room services for the NIA officials.



7. TERMS AND CONDITIONS

- i) Tenders received without prescribed Earnest Money Deposit (EMD) and Tender fee shall be rejected. 'Technical bid' & 'Financial bid' shall be sealed in separate envelops with clearly written on it.
- ii) A demand draft/BC of Rs. 14,000/- (Rupees fourteen thousand) only is required to be deposited as an Earnest Money in favour of ZPAO, SSB, Lucknow along with tender documents. The Earnest Money deposit of the successful tenderer shall be liable to be forfeited if he does not fulfill any of the following conditions:-
 - I. An agreement is signed by him within 15 (fifteen) days of the receipt of the letter awarding the contract.
 - II. The Canteen services shall commence within 7 (seven) days of the receipt of the letter awarding the contract.
- iii) Tender fee of Rs. 500/- in favour of ZPAO, SSB, Lucknow.
- iv) Late tenders will not be considered.
- v) NIA reserves the right to accept or reject any or all the offers either fully or partly without assigning any reason and is not bound to accept the highest maintenance charges offered, since due weightage shall be given to several factors besides the commercial bid.
- vi) The Contractor will have to provide a list of workers with complete details, police verification and medical report.
- vii) The Contractor will be solely and exclusively responsible for adherence to meeting all statutory obligations under Indian law in respect of compliance of all the rules, regulations and directions given by a statutory authority with regard to safety, labour laws, PF & ESI remittance or any other prevalent laws both of Central and State enactments.
- viii) The Contractor will also submit a medical certificate on half yearly basis that all the employees handling food are free from contagious disease.
- ix) The Contractor will ensure that neat and clean clothes and aprons are used by the work force handling food at all times. The tiffin room workers will bear temporary Identity Card issued by NIA, Lucknow during the working hours.
- x) The Contractor shall not be allowed to keep his/her employees inside NIA tiffin room between 7:00 P.M. to 8:00 A.M. on any day.
- xi) The tiffin room shall remain open from 9:30 A.M. to 6:00 P.M. on all days. However, depending on the exigencies, the Contractor may be required to keep the tiffin room open or close as per requirement of NIA. The Contractor shall keep the tiffin room operational even on close days depending upon the requirement projected by the DSP (Adm) of the NIA.



kitchen and shall not occupy the adjacent verandas and open space.

- xiii) The Contractor will ensure that his/her employees do not loiter around in the campus. In case of any loss to NIA caused by the employees of the Contractor, the Contractor will be responsible for any such incident.
- xiv) NIA reserves the right to ask & require the Contractor to remove any person deployed by the contractor without assigning any reason or notice in case his conduct is not found suitable.
- xv) The Contractor will ensure high standard of cleanliness, hygiene and sanitation in the kitchen and tiffin room. The Contractor will make the arrangements for keeping all eatables in covered showcase, free from flies and insects. Adequate number of dustbins will be provided by the Contractor to ensure proper disposal of garbage. There should not be any littering of unused food or any other articles within the tiffin room. The Contractor will also ensure that no used utensils viz cups, plates, disposable items etc. are lying in the NIA campus and these should be removed immediately.
- xvi) The Contractor will ensure that the cooks have proper shave and clipped nails while cooking food and should wear apron and head gear.
- xvii) The Contractor will ensure that the cooked and uncooked food is stored properly and no stale food is served. In case of any food poisoning, the Contractor will be held solely responsible and will be penalized besides legal action.
- xviii) The raw materials used for cooking can be checked by DSP (Adm) at any time and if substandard/unauthorized material is found, the Contractor will be penalized at the discretion of NIA and contractor will have to abide by it. The penalty will be at least Rs.1,000/- in case he is found using substandard material.
- xix) The Contractor will be required to display the rate list of all the food articles, soft drinks, tea, coffee and juice etc. sold in the canteen.
- xx) The Contractor should have sufficient equipment & crockery and other items normally required to cater to at least 75 persons at a given time. He should have sufficient utensils, crockery and other infrastructure to provide tiffin room services including Buffet Lunch/High Tea/snacks etc as and when required.
- xxi) The Contractor should take all safety measures while running tiffin room. He will keep a First- Aid box for the persons deployed to work in canteen.
- xxii) The Contractor shall not deploy any minor for the tiffin room work.
- xxiii) The Contractor shall abide by all laws of the land including labour laws, tax deduction liabilities and welfare measures of its employees.
- xxiv) NIA will deduct Income Tax at source under section 194-C of the Income tax Act, 1961 from the bills of the Contractor.



- xxv) In the event of unsatisfactory services rendered by the Contractor, the contract may be cancelled by the NIA by giving one month's notice.
- xxvi) No responsibility will be taken by the NIA for credit sales.
- xxvii) Dispute if any, arising out of the contract shall be settled by mutual discussion or arbitration by sole arbitrator to be appointed by DG, NIA at New Delhi as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and the rules framed there under. All legal disputes shall be subject to jurisdiction of Lucknow Court only.
- xxviii) The Contractor shall inform the administration department of NIA about any changes of Canteen workers, if required, made by him along with their police verification and medical report.
- xxix) The Contractor shall submit duly signed undertaking enclosed with the tender document.
- xxx) The Contractor must quote their rate only on per person per month basis as per revised minimum wages under the Minimum Wages Act and other charges like ESI, PF etc should be quoted as per Central Government and Government of Uttar Pradesh. Agency service charges should be clearly mentioned in the financial bids. If a firm quotes 'NIL' charges/consideration, the bid shall be treated as unresponsive and will not be considered. The amount quoted shall not vary during the entire period of contract.
- xxxi) The deduction towards PF and ESI etc. should be factored in rates being quoted on per person per month basis and the same would not be payable over and above the rates thus quoted.
- xxxii) The successful tenderer will have to deposit a performance Security Deposit 8% (eight percent) of total tender value in the form of FDR/BG/TD made in the name of ZPAO, SSB, Lucknow which should remain valid for a period of sixty days beyond the date of completion of all contractual obligations. Security money shall be forfeited in case of the following :
 - i) If the tenderer withdraws or amends its tender or increase its rates after opening of the tender but before the validity of the quotation expires.
 - ii) On refusal to enter into contract after award of contract.
- xxxiii) No interest is payable on the Performance Security Deposit.
- xxxiv) The tender details are also available on www.nia.gov.in


(Aseem Srivastava)
Superintendent of Police
National Investigation Agency
Lucknow (UP)



UNDERTAKING

I, Shri. _____ hereby solemnly agree to abide by the terms and conditions. Any break of the clause/clauses will render my contract null and void. I have understood completely about this tender document and the terms and conditions therein. I agree to run the canteen including sale of eatables/buffet lunch. I have also understood that I have to maintain high standard, quality and hygiene of all the eatables.

Dated

Signature of the Contractor

UNDERTAKING

I/We abide by the provisions of minimum wages Act and other statutory provisions regarding ESI and PF/EPF etc. as per government of Uttar Pradesh from time to time for providing Tiffin Room services to NIA, Lucknow.

Dated

Signature of the Contractor



Distribution:-

1. M/S Munchi food Restaurant, YMCA compound, 13 Rana Pratap Marg, Hazratganj, near Dainik Jagran Chauraha, Lucknow (Contact No. 9415786253).
2. M/S Mohan Catterring, Vinay Khand-2, Gomti Nagar Lucknow.
3. M/S Indian Railway Catering & Tourism Corp. Ltd., Paryatan Bhawan, 2nd floor, C-13, Vipin Khand, Gomti Nagar, Lucknow-226010 (Contact No. 9794815888).
4. M/S Good food Dietary Services, Lucknow. (Contact No. 9984568007).
5. M/S Pathways Corporate Services Pvt. Ltd., 310 Chandralok Tower, Kapurthala, Lucknow (Contact No.-9335905589).
6. M/S Intensive Services, 32, Ram Krishna Puram, Kalyanpur, Lucknow (Contact No.-7860786666).
7. M/S Common Security Services (P) Ltd, A-127, Deva Palace, Viram Khand,Gomti Nagar, Lucknow(Contact No.-9415022566).
8. M/S Trans Gomti Caters, Tent & Furnitures, Shop No.30, Near Water Tank, Gomti Nagar, Lucknow.
9. M/S Evergreen Hospitality Services, 4/370, Virat Khand, Gomti Nagar, Lucknow.
10. NIA Website.
11. Notice Board.



NATIONAL INVESTIGATION AGENCY, LUCKNOW**Name of Work: To run the NIA tiffin room, Lucknow.****TECHNICAL BID**

(Technical Bid should be kept in separate sealed cover super scribing "Technical Bid" on it).

S.No.	Description	To be filled by the Bidder
1	Name of the Tenderer	
2	Details of EMD	

**** The following certificate must also be attached:-**

S.No.	Name of certificate	Attached at page No.
1	Registration with ESI Corporation	
2	Registration of Provident Fund	
3	Service Tax Registration	
4	Registration with Registrar of companies	
5	Income Tax certificate/PAN	
6	Experience	

Signature of the Tenderer



FINANCIAL BID

(Keep this Financial Bid in Separate Sealed envelope)

Name of Work: To run the NIA tiffin room, Gomti Nagar, Lucknow.

1. Name of Firm / Proprietor:

(A) Quote the rate in view of infrastructure /facilities provided by NIA:-

Field of skill	No. of persons to be engaged	Wages per heads	Total
(a) Wages per head per month			
Counter clerk/Salesman	01		
Tea coffee maker	01		
Wash boy/dish cleaner	01		
Total (a)	03		
(b) EPF/PF @ 13.36 %			
(c) ESIC @ 4.75 %			
(d) Agency service charge			
		Total (a + b + c + d)	
		Service Tax @ 14%	
		Grand Total	

Signature of the Tenderer

(B) Quote the rate in view of infrastructure /facilities provided by NIA :-

	Description	Rate per unit
1	Veg Thali (4 Chapati, Rice, 1Veg. Sabzi with Dal or Razma, Raita, Dhahi, Pickle & Papad	
2	Paneer Thali (Shahee Paneer with Dal Makhni, sweet dish, 4 Chapati, Rice, Pickle & Papad)	
3	Non Veg. Thali (Chicken Curry, Dal Makhni, 4 Chapati, Rice, Pickle & Papad)	
4	Tea - 100 ml (1 cup)	
5	Coffee - 100 ml (1 cup)	
6	Chhole Rice	
7	Rajma Rice	
8	Veg. Noodles	
9	Mixed Noodles	
10	Aaloo Parantha	
11	Paneer Parantha	
12	Mixed vegetable	
13	Idli (50gms) with chutney/samber- 1 no.	
14	Vada (30 gms) with chutney/samber – 1 no.	
15	Tomato Soup	
16	Veg. Sweet Corn Soup	

(Full signature of the tenderer)

