



कार्यालय आयुक्त, सीमा शुल्क (निवारक)  
Office of the Commissioner of Customs (Preventive)  
केन्द्रीय राजस्व भवन, द माल, अमृतसर-143001  
Central Revenue Building, The Mall, Amritsar-143001  
Tel.No. 0183-2506408, Fax No. 0183-2506440

## **TENDER NOTICE FOR CANTEEN**

Sealed quotations in format Annexure-A, B & C are invited from the reputed and qualified Caterers / Contractors for running of the office canteen at the 1st floor of Customs House, The Mall, Amritsar with the parameters as under:-

### **1. REQUIREMENTS:-**

Any service provider having GST registration and willing to comply with the conditions of Food Safety Regulations is eligible to apply, for providing services of Breakfast, Lunch, Snacks, Beverages etc. to officers and staff of this office as per Annexure- 'A'. Preference will be given to qualified and experienced contractors.

### **2. FACILITIES PROVIDED BY DEPARTMENT**

The Canteen premises comprise of area of 450 Sq.ft approx. along with kitchen facilities, space for cooking and dining facilities. Furniture, a well equipped kitchen with water cooler with purifier, Fridge, Tea/ coffee vending machine, mixer grinder, juicer, sandwich maker, dosa plate, toaster, Hot Case oven, Idly Steamer, 4 burner cooking range, Fire Extinguisher, Exhaust chimney, Insect repeller, water storage container, utensils, grocery containers and crockery & Gas connection etc will be provided by the office., free electricity (only for running electrical gadgets like fridge, mixer etc and not for cooking purpose) shall be made available by the Department. The contractor shall be responsible for safe custody & maintenance of these goods supplied by the Department. Water shall also be provided by the department. However, raw materials, food articles, cooking fuel, cleaning / washing materials / tool and man power shall

have to be arranged by the contractor at his/their own cost, without causing any damage to the Govt. property in the building.

### **3. Terms & Conditions for providing canteen services in office canteen at the 1st floor of Customs House, The Mall, Amritsar**

- The contractor shall be responsible to procure food articles and vegetables of good quality to the satisfaction of the Canteen committee. The Canteen committee shall have the right to change any brand of material used for cooking, provided the cost of the same does not exceed the specified brand.
- The food shall be cooked, stored and served under hygienic conditions. The contractor shall ensure that only freshly cooked food is served and the stale food is not recycled. Stale food shall be removed from the Canteen premises as soon as possible. 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 human consumption.
- In case eatables of expiry dates as mentioned by the manufacturer are sold by the contractor, a penalty of Rs.500/- will be imposed for each default.
- 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.
- The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard. The utensils and other kitchen wares shall have to be maintained sparkling clean at all time.

- The contract will be awarded to a successful bidder initially for a period of one year which may be extended up to three years on half yearly/yearly basis subject to satisfactory performance of the contractor.
- The successful bidder would be provided space for the Canteen, electricity and water free of cost.
- The contractor will ensure proper sanitation/hygienic & cleanliness conditions in the premises and deploy persons free from infectious diseases.
- The contractor shall be responsible for compliance with the labour laws in respect of the personnel employed by them.
- Liability/responsibility in case of any accident causing injury/death to canteen worker or any of his staff shall be of the caterer. The Department shall not be responsible in any way. Whenever, necessary the contractor should insured be by insurance. The insurance cost shall be borne by the contractor.
- All expenses pertaining to their employee/worker shall be borne by the contractor. They shall not have any right or claim as the Department with respect to employment or pay & perks.
- The caterer shall not employ any worker whose track record is not good.
- He should not have involved in any crime/offence/police case.
- .The caterer is required to maintain the details of all his employees/workers in a register & be responsible to comply with the labour laws.
- The contractor would be responsible for verifying antecedents of the persons deployed by him and a certificate to this effect shall be provided by him to the Department in respect of each staff member.
- The eatables will be served in neat and clean utensils and the cafeteria staff will be in proper uniform.
- The contractor is required to provide catering services in Rooms of senior functionaries, Conference Room, Committee Room and on credit basis and raise bills to the Administration for payment in subsequent month as per procedure laid down by the Department.

- Cost of food & beverages must be competitive and reasonable. Prices of some basic items should be as per list enclosed. Any revision in the rates would be subject to approval by the Canteen Committee of the Department.
- The contractor may also supply those eatable items which are not under the contract in case of any demand. The cost of such items may be fixed on MRP rates.
- The approved price of the eatables should be prominently displayed at the Counter/Notice Board in Canteen. Tentative list of items to be provided by the contractor are listed at Annexure-I. However the contractor can add items as per demand/consumption, etc.
- The canteen shall have to remain open for catering during office hours from Monday to Friday from 9.00 AM to 6.30 PM. The Canteen may also be required to be opened on Saturday and other Holidays and beyond office hours, if considered necessary. However, the Canteen will remain closed on Saturday, Sunday and other Govt. Holidays unless specifically told to open by the Department.
- A Canteen Management Committee will be nominated by the Department to inspect the functioning of the Canteen with a view to ensure hygienic and satisfactory service. In case repeated failures are noticed by the Committee on the part of the contractor, the HOD and/or Chairman of the Canteen Management Committee may impose a fine of upto Rs.500 /- on each occasion.
- In case services are found to be unsatisfactory or there is breach of any of the clause of terms and conditions, the contract is liable to be terminated at one month's notice resulting in the forfeiture of Performance Security.
- The Department will provide the basic kitchen and related materials (including utensils/Crockery)/ facilities to the service provider. The Contractor will have to utilize their own equipment and utensils (other than available office facilities /materials /utensils). The expenses on LPG for the canteen services will be borne by canteen operators/contractors.
- For premature termination of the agreement, one month notice from the Department's side and three month's notice from Contractor's side shall be required in writing. The Contractor shall vacate the premises, if desired by the Department and shall handover the same to the Department along with all articles as may have been provided. The

decision of the Competent Authority in the Department shall be final and will be binding upon the contractor.

- The contractor shall be responsible for all damages or losses of Department's property and items provided by the Department free of cost and will be liable to make good any such loss or damage excepting those due to reasonable use or wear and tear or such as caused by natural calamity.
- It shall be the sole responsibility of the contractor to obtain and keep ready necessary license/permissions from various government bodies and/or Municipal body for running catering services and produce the same before the concerned authority as and when asked for.
- The contractor shall be responsible to comply with the municipal laws and labour laws and other laws of the land in regard to his services. An undertaking in this regard has to be given by the Contractor.
- The successful caterer shall have to execute a written agreement in the non-judicial stamp incorporating the various terms and condition.
- The Contractor would be required to use ISI/Agmark/Food grade products.
- The Department reserves the right to prescribe terms & conditions at the time of actual award of contract, as may be deemed fit in the facts & circumstances.

## 1. Two Bids System

Sealed tenders in two bid system i.e. Technical Bid (Annexure-B) & Financial Bid (Annexure-C) in separate sealed covers are invited to run the canteen at aforementioned office address for the officials/staff. The period of contract will be initially for one year and extendable on yearly basis subject to a maximum of Five years on the basis of satisfactory performance of services, to be decided by canteen committee, at the end of the every year.

The tender details are available on the <http://www.cbec.gov.in> & [www.amritsarcustoms.gov.in](http://www.amritsarcustoms.gov.in). The bidders can download the tender documents from the website

The completed tender is required to be submitted along with the E.M.D. of Rs. 5, 000/- (Rupees Five Thousand Only) in the form of D.D. drawn in favour of **“Commissioner, Customs (P) Commissionerate,”** payable at **“Amritsar”**. The EMD in the form of DD should be kept with the Technical Bid. **The last date to submit the completed tenders to the Assistant Commissioner (Admn.) Customs (P) Commissionerate, Room No.103, Ist Floor, The Mall, Amritsar, shall be on or before 02:00 PM on 23.03.2018. Any bid submitted after 2 PM on 23.03.2018 shall not be considered.** The Technical and Financial bids should be kept in separate sealed covers, with **“Technical Bid”** and **“Financial Bid”** super scribed on the envelop. These two sealed covers may be kept in another big sealed cover along with the tender documents, with **“Tender for Canteen”** subscribed on the envelop. The name and address of the agency /firms must be mentioned on each envelop. **The Technical Bids will be opened on 23.03.2018 at 02:30 PM** in the conference Room, at the 1<sup>st</sup> Floor of this building in the presence of the tenderers or their authorized representative , if they wish so. The authorized representatives shall be allowed to participate in the process only upon furnishing the original authorization from the tenderer with proper photo identification. The date to opening of financial Bid will be announced after the evaluation of Technical Bids, on the same day & date in the presence of the tenderers or their authorized representatives. Tenderers who do not qualify / fulfill the requirement as specified in Technical Bid, their financial bids will not be opened or considered for finalization

of award of canteen contract. Their all documents shall be handed over to them under a proper dated receipt. Incomplete tenders and those without proper EMD shall be summarily rejected. There shall be no extension of the deadline for submission of the complete tenders along with EMD and all other required formalities.

The successful bidder will have to deposit a Performance Security Deposit of **Rs.50,000/** (Rupees Twenty Five Thousand Only), in the form of Bank Guarantee with “**Commissioner, Customs (P) Commissionerate**” payable at “**Amritsar**”, having validity of one year and additional sixty days. In case the contract is further extended beyond the initial period of one year, the performance security deposit will have to be accordingly renewed by the successful bidder. After submission of the performance security by the successful Bidder, the corresponding EMD shall be released.

-Sd-

(Paras Ram)

Assistant Commissioner (Admn.)

Customs (P) Commissionerate, The Mall, Amritsar

Copy to:-

1. Notice Board
2. The Superintendent (Tech), Customs (P) Commissionerate, The Mall, Amritsar for placing this notice on department's website.

**Technical Bid (Annexure-B)**

(Technical Bid should be kept in separate sealed cover super scribing “Technical Bid” on it).  
The Technical bid should be evaluated on following parameters:

**Eligibility criteria for the Canteen Contractor**

Any service provider having GST registration and willing to comply with the conditions of Food Safety Regulations

Sr.No	Descriptions	To be filled by the Bidder
1	Name of the Tenderer	
2	Please specify as to whether Tenderer is sole Proprietor/Pvt. Ltd./Partnership Firm (Name of the partner should be specified in this case).	
3	Details of Tender Cost i.e. E.M.D	Rupees Draft No. Issuing Bank

Details of experience:-

Sr. No.	Period		Organization /Agency	Copies of experience Certificate attached (Yes/No)
	From	To		
1				
2				
3				

Signature of the .....  
Tenderer & Date.....  
Name of the Tenderer.....  
And Contact Nos.....



**Financial Bid (Annexure-C)**

**(Keep this Financial Bid in separate sealed envelope)**

**Name of Work: To run the office Canteen**

1. Name of the Firm/ (Please indicate whether Proprietor/Partnership Firm/ Company etc) :  
.....

I / we have understood completely about these Tender documents and the terms and conditions therein. I agree to sell the eatables and packaged snacks/water on the rates mentioned in the tender or on the packaging. I / We have also understood that I / We have to maintain quality of eatable.

**Quote Rate for following items (Annexure-A)**

**MENU**

**a) Breakfast (Daily - Any one item)**

Stuffed Paratha with Curd / Chana (1 Nos)

Idli Sambhar Chatani (2 Nos.) (2 Nos)

Puri Chana, Omlete Bread.

Chole Bhature (2 Nos.)

**b) Lunch (Thali Limited)**

Vegetarian (Daily)

Two Vegetables (One dry & one with gravy), Dal or Curry, Two Chapatis, , rice, Salad/ Pickle/ Chatani

**c) Evening Snacks (Daily- Any One Item) (After 3.00 Pm)**

Samosa (2 Nos),

Veg. Sandwich,

Butter Toast,

Mix Pakoda

Bread Pakoda,

Omlete Bread,

Separate rates for following should be quoted: - (for full Cup as well as Half Cup along with Qty in ML for Tea & Coffee)

Dip Tea,

Tea,

Coffee,

Nescafe,

Milk,

Lassi Sweet

Lassi Salted

Butter Milk,

Branded Mineral Water,

Branded Biscuits,

Branded Namkins

Branded Soft Drinks,

Signature of the .....

Tenderer & Date.....

Name of the Tenderer.....

And Contact Nos.....