



भारत सरकार  
GOVERNMENT OF INDIA  
आयुक्त का कार्यालय  
OFFICE OF THE COMMISSIONER  
केंद्रीय जीएसटी आयुक्तालय, गुवाहाटी  
5<sup>th</sup> FLOOR, CENTRAL GST COMMISSIONERATE,  
GUWAHATI-781005  
Phone No. 0361-2527775



C.No:1(22)24/WELFARE/CANTEEN SERVICE/PROGST/GHY/

dt.15.10.18

### TENDER NOTICE FOR CANTEEN SERVICES

On behalf of the President of India, the Office of the Commissioner, Central GST Commissionerate, Guwahati intends to avail of the services of Caterers/Canteen Contractor to run the departmental canteen situated on the 4<sup>th</sup> floor, GST Bhavan, Kedar Road. Guwahati. Sealed quotations in format **Annexure-B & C** are invited from reputed and qualified Caterers/Contractors for running the canteen. General Terms & Conditions mentioned in the Tender document marked as **Annexure- 'A'** attached to this notice.

### CRITICAL DATE SHEET

<b>Date of publishing the tender</b>	<b>15.10.2018 (1400hrs)</b>
<b>Bid/Tender document download start date</b>	<b>15.10.2018 (1700hrs)</b>
<b>Last date of submission of Bid/Tender</b>	<b>05.11.2018 (1200hrs)</b>
<b>Date of opening of the Technical Bid/Tender</b>	<b>05.11.2018 (1400hrs)</b>
<b>Date of opening of Financial Bid/Tender</b>	<b>08.11.2018 (1600hrs)</b>

The interested Parties/Service Providers are requested to submit their bids in sealed envelopes. The Tender documents/prescribed Forms containing terms and conditions (Annexure "A", "B" & "C") can be downloaded from the departmental website [www.cbec.gov.in](http://www.cbec.gov.in) or [www.centralexciseguwahati.gov.in](http://www.centralexciseguwahati.gov.in) . The sealed envelopes can be dropped in the drop box kept in front of the PRO Office, 6<sup>th</sup> Floor, Sethi Trust Building, Bhangagarh, Guwahati-781005 by **05.11.2018 by 1200hrs.**

  
(J.K. Simte)  
Additional Commissioner

C.No:1(22)24/WELFARE/CANTEEN SERVICE/PROGST/GHY/

7412-14

dt.15.10.18

**Copy to:**

1. ✓ The Superintendent (System) CGST, Guwahati
2. The Admin Officer, Hqrs. CGST, Guwahati
2. Notice Board.

  
(N. Dhar)  
PROGST/10/18

**TENDER DOCUMENT**

**1. REQUIREMENTS:**

A reputed contractor having sufficient experience for providing canteen/catering services to a Govt. sector / PSUs / Educational Institutions/ Private Institutions of repute is eligible to apply, for providing services of Breakfast, Lunch, Snacks, Beverages, Tea/Coffee etc. to officers and staff of this office as per the items listed in “Menu” of Annexure-“C”. Preference will be given to qualified and experienced contractors.

The Technical and Financial bids should be kept in a separate sealed covers, with “**Technical Bid**” and “**Financial Bid**” super-scribed on the envelopes. These two sealed covers may be kept in another big sealed cover along with the tender documents, with “**Tender for Canteen Services**” subscribed on the envelopes. The name and full address of the agency/firms must be mentioned on each envelope. **The Technical Bids will be opened on 05.11.2018 at 2 PM** in CGST Hqrs. Guwahati where the tenderers or their authorized representative can also be present. The authorized representatives shall be allowed to participate in the process only upon furnishing the original authorization from the tenderers with proper photo identification. 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 and all their documents will 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 contract will be awarded on the following basis:**

- A. In agreement with the terms and conditions enclosed in the tender notice and
- B. In agreement with the rates of food & other items as recommended by the Canteen Advisory Committee. In case the tenderer is not in agreement with the rates quoted by the Canteen Advisory Committee for supply of some food items, he will be given a counter offer to accept the rates of this department for those items also.

The cooks deployed by the bidder should have expertise in cooking north Indian/South Indian/Ethnic/Chinese/Vegetarian & Non-Vegetarian dishes. Raw

materials, food articles, cooking gas/fuel, cleaning/washing materials/tool and man power shall have to be arranged by the contractor at his/their own without causing any damage to the Govt. property in the building. The contractors should be fully equipped to arrange for food i.e Breakfast/lunch/evening snacks on daily basis **for 200 officers & staff (on an average) working in the GST Bhavan, Kedar Road, Guwahati.**

Successful tenderer has to sign a Contract Agreement with this department/authorized person of the department subsequent to awarding the contract. **The period of contract will be initially for one year and extendable on yearly basis subject to a maximum of three years on the basis of satisfactory services, to be decided by Canteen Committee, at the end of the Contract period.**

The contract once awarded can be terminated by either party after giving three months notice to the other party. Nevertheless, the department may terminate the contract of the contractor without any notice in case the contractor commits a breach of any of the terms of the contract. The decision of the Department that a breach has occurred will be final and shall be accepted without demur by the contractor.

The Commissioner of CGST, Guwahati reserves the right to accept or reject any or all the offers either fully or partly without assigning any reasons and is not bound to accept the highest maintenance charges offered, since due weightage shall be given to several factor besides the Commercial bid.

**Earnest Money Deposit:** The tender complete in all aspects is required to be submitted along with the E.M.D. of Rs. 25, 000/- (Rupees Twenty Five Thousand Only) in the form of D.D. drawn in favour of “**Commissioner, Goods & Services Tax**” payable at “**Guwahati**”. The EMD in the form of DD should be kept with the Technical Bid. The EMD of unsuccessful tenders will be refunded only after completion of the tender process.

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

The Canteen premises comprises an area of 1100 Sq.ft approx. having a kitchen, store, WashingBay, Serving Counter and a big size fully furnished dining hall connected with an open terrace of 2500 sq. ft. appx. The kitchen will be provided with Table Chairs, Serving Counter, Cooking range, Chimney, Refrigerator, Racks for storage of Raw material, Water cooler with water purifier, Mosquito/Insect repellent, cooking

utensils, crockery etc by the department. No electricity bill will be charged from the service provider but no heater of any type will be permitted for cooking of any item.

### **3. Terms and Conditions:**

- I. The contractor shall 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.
- II. 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.
- III. The food items should 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 destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- 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.
- VI. VI. The contractor shall pay special attention to maintain the canteen in a neat and tidy condition at all times. For this purpose, used plates/glasses should be removed from the dinning table immediately as the person leaves the table after having his food and the canteen shall be cleaned thoroughly after each meal regularly with phenyl etc.
- VII. The contractor shall ensure that only hot and fresh food is served to the employees. Complaint, if any, in this regard shall be dealt with severely, which may include termination of the contract.
- VIII. The contractor should be in possession of a food safety license (**FSSAI License**) as per the Food Safety and Standards (Licensing and Registration of Food Businesses) Regulations 2011 mandatory for canteens, hotels, caterers, restaurants,

- and food processors with an aim to reduce the problems associated with poor quality food being served to the customers and ensure health and safety.
- IX. The contractor shall ensure that sufficient man power is deployed for preparation, during serving of each meal and for cleaning, washing and overall upkeep of canteen assets and premises.
- X. The contractor should supply the items at the rates mentioned in the rate list Annexed-A. The same rate list should also be displayed in canteen at a prominent place along with Menu.
- XI. The Canteen Committee reserves the right to accept or reject any or all the offers either fully or partly without assigning any reasons.
- XII. The contractor will ensure neat and clean clothes and aprons used by his/her employees handing food at all times. Every employee so appointed by the contractor should be well behaved and always polite to the officers/ staff of this department. They shall wear the prescribed uniform provided by the Contractor at his own cost. The canteen workers will bear the Identity Card issued by Contractor during the working hours. The contractor will ensure that the cooks will have proper shave and clipped nails while cooking food and should wear apron and head gear.
- XIII. **The canteen shall remain open from 9:00 A.M. to 5:00 P.M. from Monday to Friday.** However, depending on the exigencies, the contractor may be required to keep the Canteen open or close on any working days/holidays as per requirement of this department.
- XIV. The contractor will be solely and exclusively responsible to adhere to and meet out all statutory obligations under Indian law in respect of compliance of all the rules, regulations and directions given by any statutory authority/State Govt./Central Govt./Local bodies etc. The Contractor will be responsible for payment of all taxes/statutory levies. While quoting the rates they may take into account all such legal/statutory payments.
- XV. The contractor shall ensure that police verification of personnel employed by him has been done prior to the commencement of the work and the contractor will bring no unauthorized person inside the premises.
- XVI. The contractor should serve Tea, Coffee & food items at the respective tables/floors to the officers through their authorized persons.

- XVII. Any increase in the rates during the contract period shall be effected with the due consent of the Canteen Committee. For this the contractor will bring the rate increase in the notice of Canteen Committee in writing justifying the reasons for the increase. The decision of the Canteen Committee will be binding on the contractor.
- XVIII. In case of any quotations of odd figure, the contractor shall be responsible to arrange the change and under any circumstances they will not detain any portion of money of the staff on the ground of non-availability of change particularly small amount. This should particularly be adhered to by the contractor.
- 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. No legal right shall vest in the contractor's workers to claim employment or otherwise absorption in this department nor the contractor's workers shall have any right whatsoever to claim the benefit/emoluments that may be permissible or paid to the employees of this department. The workers will remain the employees of the contractor and this should be the sole responsibility of the contractor to make it clear to its workers before deputing them to work at this office. The Contractor should pay wages to the Employees as per the Minimum Wages Act, as applicable.
- XXI. The Contractor shall make all damage/loss which may be caused by any act or default of the Contractor, his agents or servants or workers to any property of department, with the option to have damage or loss otherwise made good by charging the Contractor with the expenses.

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

**Eligibility criteria for the Canteen Contractor**

1. A reputed Contractor having sufficient experience for providing canteen /catering services to a Govt. Sector/PSUs/Educational Institutions/ Private Institutions etc.

S.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 & address of partner should be specified in this case).	
3.	Details of Tender Cost i.e. E.M.D.	Rupees Draft No. Issuing Bank

2. Details of experience: Please indicate the details of experience in the proforma below (please attach copies of experience certificates issued by the client only). Please note copies of work order and award letter will not be considered as experience.

Sl.No.	Period		Organization/Agency
	From	To	
1.			
2.			
3.			
4.			

3. The self attested copies of following documents must be enclosed:

- a. IT Return (Copy of last 3 years).
- b. Registration certificate copy with GST/PF/ESI Departments.
- c. PAN card No. of the Registered Firm.
- d. Copy of Financial Statements & Bank Account No.
- e. Address proof.
- f. Copy of FSSAI License.

**Declaration**

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, I/We will be blacklisted and will not have any dealing with the Department in future.

**Signature & Seal of the tenderer with Date**

Name & address of the Tenderer.....  
 Contact No.....



**Financial Bid (Annexure-C)**  
*(Keep this Financial Bid in separate sealed envelope)*

**Name of Work: To run the office Canteen in GST Bhawan, Kedar Road, Guwahati.**

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 prepare and serve the eatables i.e snacks/meal and packaged items as mentioned in Annexure 'A' on the rates offered/mentioned in the tender or on MRP for packaged items. I/We have also understood that I/We have to maintain quality of food items.

**Quote Rate for following items**

**MENU**

**a) Breakfast (Daily - Any two items)**

Puri Bhaji, Chole Bhature, Poha, Upma, Pao Bhaji, Idli with Sambhar Chatani (2 Nos.), Medu Vada with Sambhar Chatani (2 Nos), Masala Dosa with Sambhar Chatni, Omlette Bread, Veg Sandwich, Paratha Bhaji.

**b) Lunch (1230pm-1430pm)**

(i) **(Basic Veg Thali)** : One Vegetables (Dry / with gravy), Dal/Curry, Four Chapatis/Three bati rice, Salad,

(ii) **Add On:**

- a. Paneer ( Matar/sahi/kadhai)
- b. Mix Veg/Fried Veg
- c. Fish/Chicken
- d. Veg Pulao/Biriyani
- e. Paratha/Stuffed paratha
- f. Tandoori Roti
- g. Plain Naan
- h. Naan (Butter/Garlic)
- i. Curd bati
- j. Sweet (Kheer/Halwa/Custurd/Gulab Jamun/Rasogulla)
- k. Raita (Boondi/Veg)
- l. Any other add on.

**(C) Evening Snacks (Daily- Any Two Items) (After 4.00 PM)**

Samosa , Veg. Sandwich, Butter Toast, Veg Pakoda  
Bread Pakoda, Omelet /Bread Omelet etc.

**Separate rates for following should be quoted:-** For a Cup of Tea (Milk/Lemon/Masala)/Coffee, Milk, Butter Milk, Mineral Water, Branded Biscuits, Branded Namkins, Sweets, Ice-Creams, Branded Soft Drinks, etc.

**Declaration:**

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, I/We will be blacklisted and will not have any dealing with the Department in future.

**Signature & Seal of the tenderer with Date**

Name & address of the Tenderer.....  
Contact No.....