

(Tender No. RMRIMS/Canteen/2/2020-2021)

**RAJENDRA MEMORIAL RESAERCH
INSTITUTE OF MEDICAL SCIENES**

ICMR-RMRIMS

(An autonomous body under Ministry of Health and Family Welfare, GOI)

**TENDER
DOCUMENT
FOR
CANTEEN/MESS SERVICES**

ICMR-RMRIMS, Agamkuan, Patna –800 007, Bihar

Phone : 0612-2635570, 2630095

(Visit us at www.rmrim.org)

1. INTRODUCTION:

RMRIMS Patna, an Autonomous Body under Ministry of Health & Family Welfare, Government of India invites sealed bid under two bid system from reputed agencies for providing Canteen/ Mess Services in the Campus. The details of tender are again below.

2. Availability of Tender Document

Tender document can be downloaded from Institute website: www.RMRIMS.org. Interested agencies desirous of participating in the bid may view and download the tender document from the Institute website. However bidders have to submit with the bid documents the tender fee of Rs. 500/- (Rs. Five Hundred) and earnest money deposit (EMD) of Rs.10,000/- (Rs. Ten Thousand) only through Demand Draft / Pay Order from nationalized banks drawn in favour of Director RMRIMS, Patna. Prospective bidders are advised to visit the RMRIMS specified area for 1st hand assessment of canteen area on any working day between 9.30 AM to 5.00 PM (Monday to Friday) by taking prior permission from the Director RMRIMS, Patna no tender will be allowed to withdraw after submission of tenders within the bid validity period otherwise EMD of such withdrawing tender will be forfeited.

3. Time schedule for tender process:

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| Date of publication of tender notification on official website | 07-Jan-2021 |
| Sale of tender document commence from | 07-Jan-2021 |
| Last date for Sale of tender document | 28-Jan-2021 |
| Last date for receipt of duly filled in tenders | 28-Jan-2021 at 4.30 PM |
| Date and Time of the opening Technical Bids | 01-Feb-2021 at 11 AM |
| Date and Time of the opening Financial Bids | will be notified to the technically qualified tenderers |

Note: This tender document contains 21 pages and bidders are requested to sign on all the pages.

Bidders have to submit sealed envelope of bid direct at dispatch section of RMRIMS Agamkuan, Patna- 800 007. Bids sent through courier and bids submitted after closing date of bid submission shall not be entertained. The bid shall be valid for 90 days from the date of opening of bid.

4. NOTICE INVITING TENDER:

The RMRIMS, Patna invites sealed tenders under "TWO BID SYSTEM" for selection of a reputed agency for providing Canteen/Mess Services in the Campus for officials, Hostel, Students and indoor patients. The agency have to supply diet for animals also.

The details of the tender are given below:

- a. Closing date & time for submission of bids
- b. Date & time of opening of Bid:.....
 - i. Technical bids shall be opened in presence of the tenderers or their authorized representatives and financial bids shall be opened after evaluation of Technical Bid.

"**TWO BIDS SYSTEM**" shall be followed for this tender. Tenderer should take due care to submit the tender in accordance with requirement in sealed covers. Bids received shall be evaluated as per the Criteria prescribed in the tender document. RMRIMS will not entertain any modifications subsequent to opening of bids and bids not conforming to tender conditions shall be liable to be rejected. Therefore, bidders are advised to submit their bids complete in all respects as per requirement of tender document specifying their acceptance to all the clauses of Bid Evaluation Criteria and general terms and conditions.

The tender document is not transferable to any other person. The tender document can be downloaded from the RMRIMS" s official website www.rmrim.org. The tenderers who have downloaded the tender document from the website should send a Demand Draft of Rs. 500/- (non refundable) drawn in favour of "**Director, RMRIMS,Patna**" towards the cost of tender document in Technical Bid.

The tender fee and the EMD draft for Rs 10,000.00 drawn in favor of "The Director,RMRIMS,Patna, Payable at Patna should be kept in the Technical Bid Cover. The Technical bid and the financial bid should be sealed by the tenderer in separate covers duly super scribed as "**Technical Bid**" and "**Financial Bid**" respectively. Both these sealed covers should then be kept in a bigger cover which should also be sealed & duly super scribed as "**Tender for providing Canteen/Mess Services at RMRIMS, Patna**".

Scope of Work:

1. RMRIMS's Requirements

A reputed Contractors having experience of at least 02 years running **Canteen/Mess** in a Govt. Sector/PSUs/Educational Institutions including schools & colleges/Private Institutions of repute is eligible to apply who can cater to the needs of Students, Officers/Staff and patients as details given in **Annexure B-I & B-II** of this tender document.

The vendor selected through this tender process will have to cater canteen within 15 days from the date of work order.

The contractor shall collect the payment directly from the students/staff/Scientists/officers for canteen services.

The RMRIMS will pay only those bills which will be ordered by the RMRIMS Administration by the way of written order to provide the High Tea/Tea/Cold Drinks/Snacks etc. for official purpose as and when required.

I. Facilities Provided by RMRIMS,Patna

RMRIMS, Patna has exclusive space to provide canteen services along with kitchen and dining facilities. The premises can be inspected during any working day from 10.00 AM. to 05.00 PM under prior intimation to Admin Department. Charges of Electricity on actual usage basis will be borne by the contractor. However, water shall be provided by the Institute as part of maintenance changers paid by the vendor.

However, raw materials, food articles, cooking fuel / gas cylinder, cleaning/washing materials/tools / crockery and man power shall have to be arranged by the contractor at his/their own cost. RMRIMS shall not provide accommodation for manpower engaged by the contractor.

II. Technical and Qualifying Criteria:

1. Shop Establishment Valid Certificate.
2. Contractor should have valid FSSAI certificate for running Canteen/Mess Services.
3. Attach experience certificate of last 2 years along with technical bid as proof for providing Canteen/Mess in a Govt. Sector/PSUs/Educational Institutions including schools & colleges/Private Institutions of repute.
4. Contractor should have minimum turnover of Rs. 5 Lakhs each year in the last two years (Please attach balance sheet F.Y. 2018 – 19 & 2019-20 audited/unaudited C.A certified along with technical bid).
5. Copy of ITR (FY 2018 – 19 onwards) duly attested by C.A.
6. Undertaking for not ever been blacklisted by the Govt. /Non Govt. Agency as per format provided in the tender document.
7. The GST number either in the name of proprietor or the firm. (Copy should be enclosed along with technical bid.)
8. The Contractor should have valid PAN number either in the name of proprietor or firm. (Copy should be enclosed along with technical bid).
9. A demand draft of Rs.10,000/- (Rupees Ten thousand only) to be deposited as Earnest Money Deposit in favour of “Director, RMRIMS, Patna ” along with tender.
10. A separate Demand Draft of Rs. 500/- as a non-refundable tender fee in favour of “Director, RMRIMS, Patna payable at Patna must be enclosed along with the tender document in case of tender document is downloaded.
11. The Technical Bid without complete information and supporting documents shall not be considered for evaluation of the Financial Bid.
12. The Contractor has to fill the **Technical Bid form Annexure B-I and B-II** and provide supporting document mentioned above.
13. All columns must be filled compulsorily.

III. Quality & Hygiene to be provided by the Contractor:

1. The contractor shall procure all food and other items to be sold in the canteen of good quality to the satisfaction of the Canteen/Mess Committee constituted by the Institute.
The Canteen/Mess Committee shall have the right to change any brand of material supplied/used for cooking, provided the cost of the same does not exceed the cost of specified brand.
2. 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 is not recycled. Stale food shall be removed from Canteen premises as soon as possible. Un-refrigerated cooked food, not consumed within three hours in summer months and six hours in winter months, shall deemed to be stale and unfit for consumption. The food preparation shall be wholesome and shall generally cater to the taste of the employees/students.
3. The oil that remains from deep frying at the end of the day shall have to be disposed off and shall not be recycled for the purpose of cooking again.
4. The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard.
5. The utensils shall have to be maintained sparkling clean at all time.
6. All utensils shall be sterilized each morning before serving any item.
7. The contractor shall pay special attention to maintain the Canteen neat and tidy at all times. For this purpose, the Canteen shall be cleaned thoroughly after each meal regularly by the

- employees of the contractor.
8. The contractor shall ensure that only hot food is served to the students/employees. Complaint, if any, in this regard shall be viewed seriously.
 9. The contractor shall ensure that sufficient man power is deployed at all times for preparation and serving each meal including cleaning, washing and overall upkeep of Canteen assets and premises.
 10. The contractor shall also ensure proper room services for the RMRIMS officials as and when required.
 11. The contractor should supply the items at the rates fixed on finalization of tender for the items listed in Annexure B-I & B-II.
 12. The Approved rate list should also be displayed at RMRIMS Canteen mandatorily.
 13. The contractor should also follow the brand of raw material as listed in Annexure 'A- III'.

IV. GENERAL TERMS AND CONDITIONS: -

1. The contract shall remain valid for a period of One year from the date of its commencement. The contract can be further extended on the same terms and conditions on yearly basis up to 3 years the rights of which is reserved by RMRIMS. The extensions shall be based on the satisfactory performance of the contract. The contract once awarded can be terminated by either party after giving three months advance notice. Nevertheless, RMRIMS may terminate the contract of the Firm without any notice in case the Firm commits a breach of any of the terms of the contract. RMRIMS's decision that a breach has occurred will be final and shall be accepted without demur by the Firm.
2. Contractor shall accept terms and conditions mentioned in this tender.
3. The Contractor will be required to pay to the Institute electricity charges. Out of the total bills received by the Institute for electricity consumption, the amount in respect of the units consumed by the Contractor shall be paid by him to the Institute as per average rate of unit consumed by the campus.
4. Refilling of the commercial gas connections will be borne by the contractor.
5. The rates quoted in this bid shall be for the items to be supplied at RMRIMS Canteen, Contractor shall not be allowed to reduce the items required from the canteen without prior written permission from RMRIMS. Failure to supply any item at the indicated cost shall be considered a breach of contract and invite action.
6. The rates of items in Annexure B-I & B-II can't exceed the maximum rates fixed. Packaged goods should not be sold more than MRP. In case any bidder is quoting higher amount, the fixed rates shall prevail.
7. Also, vendors shall use recyclable / reusable plates & cups to avoid usage of plastic.
8. Items to be sold in Canteen as per approved list only.
9. The Tenderer will have to enclose D.D. of **Earnest Money Deposit with Technical Bid** which will be refundable to unsuccessful bidders. The Tenderer shall also give an undertaking specifically agreeing to all tender conditions failing which his financial bid shall not be opened.
10. RMRIMS shall be entitled to take over possession of the premises after expiry of 24 hrs notice with no further correspondence. However, any case of default will be pointed out in writing to him as and when it comes to the notice to enable him to correct and rectify his mistake.
11. Tender shall be submitted in official tender form only, if submitted in any other format the same shall be summarily rejected. No Tenderer is allowed to submit more than one tender form.
12. Tenders received without prescribed Earnest Money Deposit (**EMD**) and tender fee shall not be considered.
13. The schedules issued with the form of tender listing the menus etc. for Canteen services to be rendered, must not be altered by the Tenderer. Any modifications/alterations of the rate

schedules considered necessary by the Tenderer should be in the separate letter accompanying the tender.

14. No paper shall be detached from the tender.
15. The name and address of the Tenderer with rubber stamp shall be clearly written in the space provided and no overwriting, corrections, insertion shall be permitted in any part of the tender unless duly countersigned by the Tenderer. The tender should be filled in and submitted in strict accordance with the instructions laid down herein otherwise the tender is liable to be ignored.
16. The tender is liable to be ignored if complete information is not given therein or if the particulars and data (if any) asked for in the Schedule to the tender are not filled in.
17. Individual signing the tender or other documents connected with the tender must specify whether he signs as:
 - a. A sole proprietor of the concern or constituted attorney of such sole proprietor.
 - b. A partner of the firm if it is a partnership firm, in such case he must have authority to execute contracts on behalf of the firm by virtue of partnership agreement or by a power of attorney duly executed by the partners of the firms.
 - c. Director or Principal Officer duly authorized by the Board of Directors of the company.
18. In case of above a copy of the partnership deed or general power of Attorney, in either case attested by a Notary Public should be furnished or an affidavit on stamp paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of Attorney should be furnished. The attested copy of the certificate or registration of firm should be attached along with the tender. In case of partnership firm, where no authority to refer dispute concerning the business of the partnership has been conferred on any partner, the tender and all other related documents must be signed by all the partners of the firm. In case of 15 (C) above the person signing the tender should be authorized by a resolution passed by the Board of Directors and a copy of the resolution attested by the Principal Officer should be attached.
19. A demand draft of Rs.10,000/- (Rupees Ten thousand only) is required to be deposited as an **Earnest Money Deposit** in favour of "The Director,RMRIMS,Patna" along with tender. The Earnest Money deposit of the successful Tenderer shall be forfeited if the Tenderer.
 - a. Withdraws tender offer before finalization of the same.
 - b. Fails to accept the contract, if his/their tender is accepted by RMRIMS ,Patna.
 - c. Fails to deposit the Security deposit within stipulated time limit.
 - d. Fails to execute the agreement in the prescribed form within 10 (Ten) days of the receipt of the letter awarding the contract.
 - e. Fails to commence the Canteen Services within **15 (Fifteen) days** of the receipt of the letter awarding the contract.
20. The successful Tenderer has to furnish **Security Deposit** only in the form of demand draft for **Rs. 50,000/-** (Rupees Fifty Thousand only) as refundable in favour of the " The Director,RMRIMS,Patna ". No interest shall be payable on this deposit. The same will be returned after the successful completion of contract and after adjusting dues if any, of the contractor.
21. The EMD of successful Tenderer can be converted as a part of security deposit upon request and the EMD of unsuccessful Tenderer will be refunded without interest on or before the 30th day after the award of the contract.
22. Late tenders will not be considered. **RMRIMS reserves the right to accept or reject any or all the offers either fully or partly without assigning any reason.**
23. Telegraphic/fax or conditional tender will not be considered.
24. Gas Cylinder (Commercial) will be arranged by the contractor for continuing the canteen services throughout contract, no separate payment will be made by RMRIMS for the same.
25. RMRIMS's decision that a breach has occurred will be final and shall be accepted without

- demur by the contractor.
26. If at any time during the period of contract, it comes to the notice of the RMRIMS that the Agency has misled the RMRIMS by way of giving incorrect/false information, which has been material in the award of Contract to him/her, the contract shall be liable for termination besides other legal action which may be initiated against the Agency or the owner /partners/directors or any person responsible for the affairs of the Agency under law.
 27. The contractor will have to provide a list of workers who will be working at RMRIMS Campus and provide complete details about them. The contractor will also provide police verification and medical report of all his/her workers working within RMRIMS Campus.
 28. The contractor will have to submit an affidavit at the time of signing the agreement indicating that all employees of the contractor are paid the minimum wage as per Minimum Wages Act of the Central Government.
 29. The financial bid/s of the technically qualified bidders will only be opened.
 30. Contractor may have to serve foods/refreshments from time to time as per requirement of the Institute during various events/programmes on payment basis.
 31. Contractor shall abide by all laws of the land including labour laws (ESI, PF, Bonus, Income Tax, Service Tax or any other extra taxes levied by the Govt.) companies Act, Tax deduction liabilities, welfare measures of its employees and all other obligations of the region and also those Laws which are not essentially enumerated and defined herein. Any such claims at a later stage shall be the exclusive responsibility of the Contractor and it shall not involve the centre in any way whatsoever.
 32. The contractor will also submit a medical certificate on half yearly basis that all his/her employees handling food are not having any contagious diseases.
 33. The contractor will ensure that neat and clean clothes and aprons are used by his/her employees handling food at all times. Every employee so appointed by the contractor shall wear the prescribed uniform. The said uniform shall be provided by the contractor at his own cost. The Canteen workers will bear the Identity Card issued by RMRIMS, Patna during the working hours.
 34. The contractor shall not be allowed to keep his/her employees inside RMRIMS Canteen between 10:30 P.M. to 5:00 A.M. on any day. Essential staff may be provided separate accommodation based on availability.
 35. The Canteen shall remain open from 8:30 A.M. to 09:00 P.M. from Monday to Sunday (including Local/National Holiday) on all working days. However, depending on the exigencies, the contractor may be required to keep the Canteen open or close as per requirement of RMRIMS.
 36. The contractor will occupy the space earmarked for canteen and kitchen and shall not occupy the adjacent rooms and open space.
 37. The contractor will ensure that his/her employees do not loiter around in the campus. In case of any loss to RMRIMS caused by the employees of the contractor, the contractor will be responsible.
 38. RMRIMS reserves the right to instruct the contractor to remove any person deployed by the contractor without assigning any reason or notice.
 39. The contractor will ensure high standard of cleanliness, hygiene and sanitation in the kitchen and canteen. 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 canteen. The contractor will also ensure that no used utensils viz Cups, plates are lying in the RMRIMS campus and these should be removed immediately and frequently.
 40. Contractor shall ensure daily removal of canteen garbage from the canteen premises. However, before the garbage is taken out for disposal, the Security Supervisor would need to check it physically in order to ensure that the material being disposed does not contain any

useful items.

41. The contractor will ensure that the cooks have proper shave and clipped nails while cooking food and should wear apron and head gear.
42. 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.
43. The raw materials used for cooking can be checked by the Canteen/Mess Committee at any time and if substandard/unauthorized materials are found, the contractor will be penalized at the discretion of RMRIMS and contractor will have to abide by it. The penalty will include at least Rs.5,000/- per occasion in case if it is found using sub-standard material.
44. The contractor will be required to display the Menu and rate list of all the food articles, soft drinks, tea, coffee and juice etc. sold in the canteen.
45. The contractor should have sufficient equipment & crockery and other items normally required to cater to at least 200 persons at a given time. He should have sufficient utensils, crockery and other infrastructure to provide the service and also for Buffet Lunch/High Tea, as and when required.
46. The contractor should take all safety measures (including fire) while running canteen. He will keep a First- Aid box for the persons deployed to work in canteen.
47. The contractor shall not deploy minor / child labour for the Canteen work.
48. The contractor shall abide by all laws of the land including labour laws, Tax deduction liabilities, welfare measures of its employees and any other statutory obligations.
49. RMRIMS will deduct Income Tax at source under section 194-C of the Income tax Act, 1961 from the bills of the contractor.
50. The rates for different items shall be as per the list enclosed. The contractor if intends to serve eatables not specified in the enclosed list, the same must be with the approval of rates by the Canteen/Mess committee / RMRIMS authorities.
51. The Canteen/Mess Committee member(s) may inspect the preparation of food etc. on time to time.
52. In the event of unsatisfactory services rendered by the contractor, the contract may be cancelled by the RMRIMS. Monetary fine as penalty @ Rs. 1000/- per day will be imposed for every default during the period of contract. If the services do not improve within 03 working days, a monetary fine as penalty of Rs. 5,000/- per day will be imposed for the defaults and this will have to be paid by the contractor within a week on receipt of communication from the RMRIMS, failing which it will be adjusted against the Security Deposit.
53. No responsibility will be taken by the RMRIMS for credit sales to students, staff, employees and others, losses or pilferage.
54. No legal right shall vest in the contractor's workers to claim employment or otherwise absorption in RMRIMS, nor the contractor's workers shall have any right whatsoever to claim the benefit and/or emoluments that may be permissible or paid to the employees of RMRIMS. The workers will remain the employees of the contractor and this should be the sole responsibility of the contractor to make it clear to his/her workers before deputing them to work at RMRIMS.
55. The contractor shall not engage the services of any sub-contractor or transfer the contract to any other person. If, it is found at any time that the contractor is unable to provide the canteen services and has sub contracted to any other party, the RMRIMS has right to terminate the contract and to forfeit all security deposits.
56. Firms submitting tender would be considered to have read & accepted all terms & conditions. No enquiries verbal or written shall be entertained in respect of acceptance or rejection of the tender. The bidder shall in a separate sheet disclose the details of the partners/directors etc. which shall be enclosed with technical bid.
57. The bidder should indicate the names of the firm/firms along with location where they are currently having business with them and which can be seen by the RMRIMS Officials. **A**

satisfactory report issued by such organization/s must be enclosed with the bid.

58. The contractor shall make good 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 the Institute. The RMRIMS reserves the option to make good the damage or loss by charging the contractor with the expenses.
59. In case of the breach of the terms of the agreement, security deposit of the contractor is liable to be forfeited.
60. Without prejudice to right under any other clause of the contract, the RMRIMS may in the event of any breach of the conditions on the part of the contractor cancel the contract and charge the contractor with any loss arising from such cancellation.
61. The contractor shall inform to the administration department of RMRIMS, Patna any changes of Canteen workers, if required, made by him along with their police verification and medical report.
62. The contractor shall submit duly signed undertaking enclosed with the tender document.
63. Any act on part of the Contractor to influence anybody in RMRIMS would make him liable for rejection of his tender.
64. In the event of violation of any contractual or statutory obligations by the Contractor, he/she shall be responsible and liable for the same. Further, in the event of any action, claim, damages, suit initiated against the Institute by any individual, agency or government authority due to acts of the Contractor, the Contractor shall be liable to make good/compensate such claims or damages to the Institute. As a result of the acts of the Contractor, if the Institute is required to pay any damages to any individual, agency or government authority, the Contractor would be required to reimburse such amount to the Institute or the Institute reserves the right to recover such amount from the payment(s) due to the Contractor while settling his/her bills or from the amount of Security Deposit of the Contractor lying with the Institute.
65. The canteen workers shall be issued Identity Cards bearing photographs. The contractor shall provide sufficient sets of Uniforms and pair of shoes to his employees and shall ensure that they wear them all times and maintain them properly.
66. Refilling of gas cylinders including the maintenance of burners shall be the responsibility of the Contractor. On termination of the contract, the Contractor shall return to RMRIMS's items along with the canteen Furniture / Fixtures / Equipment etc. provided by RMRIMS to Contractor.
67. The Contractor shall not use the canteen premises for any other activity except for the purpose for which it has been provided for.
68. The payment in respect of official meetings/ conference/ hospitality bills of the Institute submitted in duplicate by the Contractor shall be released on receipt basis. Any supply of food items without proper authorization by the designated authority of RMRIMS will not be paid for.
69. In case contractor takes advance from the student it will be the responsibility of the contractor to adjust/reimburse in case the student do not avail canteen facility during holiday or during his/her leave period.
70. **In case of more than one L-1 vendors, decision for allocation of contract will be done by Competent Authority based on experience, credibility and other criteria deemed fit. The L-1 will be decided on the basis of total lowest charges of items mentioned in Annexure B I.**
71. The RMRIMS have a Canteen/Mess Committee consisting of Officer. The Canteen Tenderer will have to follow instructions of the Committee related to Menu, meal frequency, food quality, cleanliness, health & hygiene service & Canteen timings to suit student's community requirements.
72. The Canteen Tenderer shall also provide various kinds of beverages, snacks and eateries in the canteen at such price/quotes as approved by the Canteen/Mess Committee from time to time. In case of failure, all these items would be served on contractor's account and at his risk

- by making alternative arrangements, which may please be noted.
73. The Canteen services should capture innovative variety and balanced nutrition both for vegetarians and non-vegetarians. Requirement of Canteen services include: (a) Breakfast, Lunch and afternoon snacks with tea/coffee for all students including hostellers and day-scholars, (b) Dinner for hostellers, (c) Breakfast/ Lunch etc. to officer/staff who require such services.
 74. The Tenderer should visit the campus and the canteen premise to see the infrastructure before bidding.
 75. Evening dinner on all days including holidays (Saturday, Sunday etc.), morning breakfast, will be served to students at Both Girls and Boys hostels and Lunch on all working days to be served at the Institute without any extracharges.
 76. The Tenderer will maintain daily served menu list in proper register and may be certified daily by canteen/Mess committee member authorized for the purpose.
 77. In case of patients admitted in indoor ward the Tenderer shall supply the food in Tiffin as per the recommendations of the authorities without any extra charges.
 78. RMRIMS shall not provide any consumable or non-consumable items including raw materials at the canteen for the purpose of Canteen. And the Contractor shall maintain the equipment's provided by the RMRIMS in good working condition (as per list of inventory enclosed) and would be responsible for damages caused. He will carry out the repairs without any delay to avoid interruption in services and cost of repairs shall be born fully by the contractor. On termination of agreement, Tenderer will hand over all such equipment / articles in good working condition back to RMRIMS.
 79. RMRIMS shall provide a list of normal holidays and students vacations in each semester to the Tenderer for assessing and providing Canteen services to the hostellers residing during holidays and vacations.
 80. It shall be compulsory for the Canteen Tenderer to take the following hygiene and cleaning measures : (a) Cleaning the kitchen area twice a day, including the store- room, (b) soaking the vessels in hot water at the end of the day, (c) Crockery to be washed with hot water using detergents, (d) thorough cleaning of refrigerators, bottle-coolers and water coolers, once a week, (e) Periodic spraying of insecticides, (f) food quality (g) maintain latest standards of health & hygiene (h) Cleaning the dining tables with detergent and water at the end of the day, (i) Thorough cleaning of wash basins with detergent at the end of the day. In case of failure the contractor will liable for legal actions as per the provisions of Food safety Rules and other various Act, applicable in this respect.
 81. Tenderer shall not sell any cigarette, bidi, pan, alcohol, gutka etc. in the canteen and in the RMRIMS premises, if anyone is found indulging in these activities; the person shall be asked to leave the campus immediately and the Tenderer shall be liable to lose the contract for breach of this condition.
 82. The Tenderer shall make adequate arrangements to serve tea/coffee/cold drinks, etc. to faculty & staff twice a day (in the morning and afternoon) at their work-place without any additional charge. The Tenderer shall also make arrangements to serve snacks/ tea/coffee/cold drinks etc. in the official meetings and conferences.
 83. The Tenderer shall ensure that either he himself or one of his responsible supervisors remains present during the period of breakfast/lunch/dinner.
 84. The Tenderer shall bring their own tools, cookers, hot boxes, steam boxes, trolleys, equipment, utensils, plates, jugs, etc., in sufficient quantity as needed to maintain the canteen/mess services, in addition to what is provided by RMRIMS.
 85. The Tenderer shall undertake that any act of omission or commission including theft, by his staff shall be his sole responsibility and further that he would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.

86. The Tenderer shall be required to enter in to an agreement for the due performance of the contract with RMRIMS. The contract agreement with the RMRIMS shall be executed on a non- judicial stamp paper of Rs. 1000/- (Rs. One Thousand Only). The expenditure to be incurred on execution of agreement shall be borne by the successful tenderer.
87. The agency have to supply diet for animals after taking requirement from HOD Animal House. Animal diet have to be supplied at marketing prevailing rate. After taking certification from HOD, Bill/ invoice have to be submitted in account section for reimbursement.
88. The tender submitted by the tenderers will remain valid for a period of 90 days from the date of opening of the tender.
89. Caterer will maintain at least 4 dozens of decent quality crockery set to serve tea/coffee/food to RMRIMS management, for all official meetings. Caterer should depute at least 2 waiters during such meetings.
90. Whenever there is any occupancy in the RMRIMS's guest house, one person from the caterer will attend the guest.
91. The Tenderer shall not keep the canteen closed without prior permission from the RMRIMS authority. Any such incident shall be treated as breach of contract and suitable action including penalty shall be taken for the same by RMRIMS, as it may deem fit.
92. The contractor shall provide adequate numbers of worker/staff to facilitate serving of Tea/Drinks/Refreshments in Admin & Academic blocks.
93. The contractor shall provide adequate numbers of workers/staff to cater to various meetings/ functions etc in the campus.

V. TERMS OF FINANCIAL BIDS:

1. Bidder for providing Canteen services will be decided at the time of finalization of tender on the basis of lowest rate (Grand Total) quoted for Menu Charges.
2. The contractor has to quote the rate of **Annexure B-I** and **B-II** mandatorily and abide by the brand specification given in **Annexure A-III.**
3. There should not be any calculation & totaling mistake in the Financial Bid. If any mistake in found Competent Authority will have full discretion to accept or reject the Bid.

**RAJENDRA MEMORIAL RESEARCH INSTITUTE OF MEDICAL SCIENCES,
(Indian Council Of Medical Research)
Agamkuan, Patna–800 007, Bihar.**

Name of Work: To run the Canteen/Mess at RMRIMS, Patna.

TECHNICAL BID

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

1.

| S.No | Description | To be filled by the Bidder |
|-------------|--|---|
| 1 | Name of the Tenderer & address:- Mobile No.:- Email :- | |
| 2 | Details of Tender document cost | (Rs.....) With Draft No. |
| 3 | Details of E.M.D. | Rupees Draft No. Issuing Bank |

2. Details of Experience in the relevant field, attach copies of experience certificate from the organizations of at least last two years (Attach separate sheet, if required):

| S. No. | Period | | Organization/Agency | Approx number of Clientele handled/being handled** |
|---------------|---------------|-----------|----------------------------|---|
| | From | To | | |
| | | | | |
| | | | | |
| | | | | |

** Certificate from the concerned Agency must also be attached

CHECK LIST:

| S. No. | Particulars | Mention 'Yes' or 'No' | Page No. |
|--------|---|-----------------------|----------|
| 1. | Whether "Technical" & "Price" bids submitted separately and the respective envelopes super scribed properly. | | |
| 2. | Whether Demand Draft of Rs. 500/- (Rupees Five Hundred only), in favour of "RMRIMS ,Patna" is enclosed as Tender Fee with the tender submitted (Non refundable in any case). | | |
| 3. | Whether Demand Draft of Rs. 10,000/- (Rupees Twenty Five Thousand only), in favour of "RMRIMS,Patna" is enclosed as EMD with the tender submitted. | | |
| 4. | Shop Establishment Valid Certificate. | | |
| 5. | Whether certificate/document in support of having experience of minimum 2 years for running canteen/mess in government sector/PSU/Education institutions/private institutions, along with a list of organization (Govt./PSU/reputed MNCs/Organizations) where the contractor is currently providing/provided Mess/Canteen Services is enclosed. | | |
| 6. | Whether agrees to pay minimum wages of the central Government to all employees engaged. | | |
| 7. | Whether copy of valid PAN Card enclosed. | | |
| 8. | Whether copy of latest and last 2 years valid Income Tax Return duly certified by C.A. enclosed. | | |
| 9. | Whether registered with FSSAI? Copy of the FSSAI Number | | |
| 10. | The annual turnover of the tenderer was minimum Rs. 5 lakhs per annum for the last 02 years. | | |
| 11. | Whether agreed & able to arrange for Crockery, utensil, (, Cutlery, etc required for running the canteen smoothly within 15 days) on accepting the work order. | | |
| 12. | Whether agreed to abide by all the terms & conditions of this tender. | | |
| 13. | Copy of Final accounts duly Certified by CA for the last <u>two</u> Years (to the attached) 2018-19, & 2019-20 (CA certified audited/unaudited) | | |
| 14. | Please specify as to whether Tenderer is sole proprietor /Pvt. Ltd./Partnership firm (Name of The partner should be specified in this case). Separately attach details of partnership/company etc. in Accordance with clause 15. | | |
| 15. | Whether the firm/Company has ever been blacklisted by any Govt./Non Govt. agency. | | |
| 16. | PF and ESI registration (if not applicable, to be given on companies letter head) | | |
| 17. | Whether copy of valid GST registration No. is attached. | | |

Note: (1) The above documents must be attached with Technical bid.

Signature of the Tenderer & Date with Rubber Stamp

UNDERTAKING

I/We.....hereby solemnly agree to abide by the Terms & Conditions and the rates enumerated above.

Any break of the Clause/Clauses will render my/our contract null and void.

I/We have understood completely about this tender document and the terms and conditions therein. I/We agree to sell the eatables/snacks/Tea/High Tea/Juices etc. on the rates mentioned in the tender rate list annexed with. I/We have also understood that I/We have to maintain the high standard, quality and hygiene of all the eatables as mentioned in the rate list of items with the tender.

Dated

Signature of the Contractor Name

of the Contractor _____

(Full signature of the Tenderer with seal of the Agency)

The Director,
Rajendra Memorial Research Institute of Medical Sciences
Agamkuan, Patna-7.

Ref. your tender No.

Sir,

1. I/We the undersigned (hereinafter known as "the contractor") hereby apply for grant of contract for running the canteen at RMRIMS, Patna.
2. I/We have gone through all the terms and conditions and also the schedule of items as enlisted by you in your notice inviting tender for the subject under reference.
3. I/We, hereby confirm that I/We have understood all the terms and conditions and confirm my/our commitment to abide by them. In case of any discrepancy / dispute or wrong / incorrect nomenclature in the schedule, the decision of RMRIMS shall be final.
4. I/We also confirm my / our commitment to provide the material as enlisted in the schedule of items with your notice inviting tender under reference.
5. I/We have experience of 02 years providing Canteen / mess in a Govt. Sector/PSUs/Educational Institutions including schools & colleges / Private Institutions of repute.
6. I/We enclose herewith experience certificate duly signed by Principal/Director/Manager of
7. I am/we are enclosing herewith a DD bearing No.....DatedBank Branch..... for Rs. 10,000/-(Rupees Ten Thousand only) drawn in favour of " Director , RMRIMS, Patna" payable at "Patna". I/We understand that the amount will be forfeited, if the applicant who is awarded the contract refuses to accept the contract.
8. I/We understand that I/We shall have to deposit a security deposit of Rs. 50,000/-(Rupees Fifty Thousand only) as refundable security deposit in favour of RMRIMS, Srinagar before signing the "Agreement" in case I am/We are awarded the contract. This deposit will not bear any interest and shall be refunded on termination of the contract after adjusting dues, if any.
9. In case the contract is awarded to me/us, I/We shall sign an agreement within 10 days (on a non-judicial stamp paper of prescribed value) of the receipt of the letter awarding the contract.

**Signature of the Tenderer &
Date with Rubber Stamp**

UNDERTAKING

I/We.....solemnly state that I/We have not so far
been black listed by any of the institutions/offices in which I/We have worked/run canteen.

Signature of contractor
(Full signature of the Tenderer with seal of the Agency)

Date:

Place:

Permissible Brands of Consumables

| Items | Brand |
|-------------------------------|---|
| Salt | Iodized salt such as Tata, Annapurna, Nature Fresh |
| Spices | MDH, MTR or equivalent quality brands or Agmark brand |
| Ketchup | Maggi, Kissan |
| Oil Refined oil | such as Sundrop, Nature Fresh, Fortune or equivalent |
| Pickle | Mother's/ Priyaor/ Tops/Nilons |
| Atta | Aashirvad, Nature Fresh/Shakti Bhog |
| Butter | Amul |
| Bread | Britania make / Top & Town / Modern |
| Jam | Kissan |
| Milk | Sudha |
| Paneer | Sudha |
| Tea | Brook Bond, Lipton, Tata |
| Coffee | Nescafe, Rich, Bru |
| Biscuits | Britania, Parle, Good Day, etc. |
| Ice Cream, Lassi, Curd | Vadilal & Sudha |
| Mixtures/Chips | Haldiram/Bikaner or any good brand |
| Mineral Water | Kinley/Bisleri/Aquafina or ISI marked |
| Besan, Dal | Rajdhani, Shaktibhog or Agmark brand |
| Rice | Basmati, India Gate or Agmark brand |
| Cold Drinks | Pepsi, Coke, Thumps Up or any good brand etc. |
| Juices | Real, Tropicana |
| Lemon Water | Lemon, Kissan, Hello etc. |

(To be submitted in financial bid envelop)

Rates of the items to be provided (sold) in Canteen

| Sr. No. | Items | Quantity | Rates Quoted by the tenderer (including all taxes) (in Rs.) |
|---|--|------------------------|---|
| TEA/COFFEE/COLD DRINKS/MINERAL WATER | | | |
| 1. | Tea regular one cup | 100 ml | |
| 2. | Tea bag tea one cup | 100 ml | |
| 3. | Coffee one cup | 100 ml | |
| 4. | Cold Coffee | 250 ml | |
| 5. | Lassi (sweet) | 200 ml | |
| 6. | Lassi (salted) | 200 ml | |
| 7. | Milk plain | 250 ml | |
| 8. | Mineral Water (any ISI brand) | 1 Litre | |
| 9. | Cold Drinks (Packed Lassi, Pepsi, Coke, Thumps Up etc.) | | |
| SNACKS | | | |
| 10. | Veg. sandwich Big | Big Slice (2) | |
| 11. | Veg Pakora One plate | 100 grams | |
| 12. | One Egg Boiled | 1 Egg | |
| 13. | Egg Omeltte and two big bread slice / toast | 2 Egg | |
| 14. | Poori, Sabji | 6 Poori, Subji | |
| 15. | One Aloo Paratha with pickle | 150 grams | |
| 16. | Bread Butter toast (2 piece) | Big Slice (2) | |
| 17. | One Bread Pakora (potato filled) | 75 grams | |
| 18. | One Paneer Pakora (25 gm paneer) | 75 grams | |
| 19. | Samosa regular | 100 grams | |
| 20. | 2 pcs. Idli sambar/sambar bada | 120 grams | |
| 21. | Steamed Rice (basmati) | 150 grams | |
| 22. | Daal & sabzi (regular) 1 plate | 150 grams | |
| 23. | Curd/raita 1 plate | 120 ml | |
| 24. | Egg (1) curry with rice 1 plate | 300 grams | |
| 25. | 2 Big Bread- with Butter /Jam, Corn Flakes with Milk (200 ml) 1 tea/coffee | Breakfast Combo Pack 1 | |

| Sr. No. | Items | Quantity | Rates Quoted by the tenderer (including all taxes) (in Rs.) |
|---------|--|------------------------|---|
| 26. | 4 Poori & Sabzi, 2 Jalebi 1 tea/coffee | Breakfast Combo Pack 2 | |
| 27. | 2 Egg Omlet 2 Bread Butter 1 tea/coffee | Breakfast Combo Pack 3 | |
| 28. | 2 ChholeyBhaturay/ 2 PavBhaji 1 tea/coffee | Breakfast Combo Pack 4 | |
| 29. | 2 Aloo Parantha with Curd 1 tea/coffee | Breakfast Combo Pack 5 | |
| 30.. | Mutton Curry with Four Piece (each piece 30 gms. minimum) | | |
| 31. | Chicken Curry with Four Piece (each piece 30 gms. minimum) | | |
| 32. | Egg Curry with two Egg | | |
| 33. | Lunch / Dinner (Veg /Non-veg) Dal, Rice, Chapati, Sabzi ,Salad, one person (unlimited) | Lunch / Dinner | |
| | Grand Total | | |

Any other items may be included by the contractor with the prior approval and approved rates by RMRIMS management. The menu can be changed by the student of the Canteen/Mess Committee and will inform in advance to the Contractor/Canteen Manager and the Contractor Canteen Manager is bound to comply the menu.

Note: The rates of items in **Annexure B-I** can't exceed the maximum rates fixed. Packaged goods should not be sold more than MRP. In case any bidder is quoting higher amount, the fixed rates as above shall prevail. Also, vendors shall use recyclable / reusable plates & cups to avoid usage of plastic. Only above items will be sold in Canteen. Selling of new items will be allowed only with express approval of RMRIMS Management Srinagar.

(To be submitted in financial bid envelop)

In addition to the above, some other items may also be quote by the contractor. (As and when required) These items must be supplied as specific order.

| Sr. No. | Particular | Rate Quoted by the Tenderer in Rs. |
|---------|--|------------------------------------|
| 1. | <p style="text-align: center;">High Tea</p> <ul style="list-style-type: none"> • Roasted Kaju (15 grams) • 2 piece Gulab Jamun/Rasgulla/2 Kaju Burfi • Pakora (Paneer/Gobhi/Vegetable (100 grams) etc.) • Pastry (Blackforest/Chocolate/Vanilla/Strawberry) • Kandvi/Dhokla • Wafers (uncle chips, lays etc.) • Juices/ Tea/ Coffee • Assorted Biscuits | |
| 2. | <p style="text-align: center;">Snacks</p> <ul style="list-style-type: none"> • Pakora (Paneer/Gobhi/Vegetable (100 grams) etc.) • Wafers (uncle chips, lays etc.) • Tea/ Coffee/Soft drinks • Assorted Biscuits | |
| 3. | <p>Veg. /Non-Veg. Breakfast/Lunch/Dinner (Buffet) (Unlimited)</p> <ul style="list-style-type: none"> • Two Vegetables(One Seasonal Vegetable(200 grams) • One Shahi Paneer/MalaiKofta/Mushroom/Paneer Mutter (200 grames) etc. • Daal Fri(200 grams) • Pullav/Jeera Rice (200 grams) • Chapatti/Tandoori, Roti/Nan/Puri(4 No.) • Salad • Pappad • Pickle • Raita/Plain Curd/Dahi Bhalla(100 grams) • Sweet dish | |

Note: The rates of items in **Annexure B-II** can't exceed the maximum rates fixed. Packaged goods should not be sold more than MRP. In case any bidder is quoting higher amount, the fixed rates as above shall prevail. Also, vendors shall use recyclable / reusable plates & cups to avoid usage of plastic. Items to mentioned above will be only sold in the Canteen. Selling of any items will be allowed only with the express approval of RMRIMS Management.

**Signature of the Tenderer &
Date with Rubber Stamp**

FINANCIAL BID

The vendors may before filling the financial bid may note that the vendor is being selected as the basis of following:

1. That the vendor is agreeable to provide the desired items/ at the rates fixed by RMRIMS.
2. That the vendor is agreeable to provide canteen facilities and items listed in the tender.
3. That the vendor at no point of time will increase the rates (except in case of MRP items on their revision).
4. That the vendor is ready to bear electricity charges on consumption basis.

Consequent upon accepting the above I/We M/s _____ quote the charges for Canteen as per Annexure B-I :-

Grand Total of items mentioned at Annexure B-I in words Rupees
_____.

If there is any variation between rates quoted in Numbers & Words, the lowest value among the two will be considered.

The vendor will be selected on qualification of Technical Criteria and on acceptance of all the terms of Tender in general and all the five terms of financial bid in particulars and the highest quotes for the canteen taken together.

**Signature of the Tenderer &
Date with Rubber Stamp**