

ICMR-NATIONAL INSTITUTE FOR RESEARCH IN ENVIRONMENTAL HEALTH, BHOPAL

EXPRESSION OF INTEREST (EOI)

**For Engagement of Canteen Service Provider for Operating the Canteen
at ICMR-NIREH, Bhopal**

EOI Reference No.: NIREH/BPL/PUR/EoI/Canteen/01

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1. Introduction

The Indian Council of Medical Research–National Institute for Research in Environmental Health (ICMR-NIREH), Bhopal, an institute under the Indian Council of Medical Research (ICMR), Ministry of Health and Family Welfare, Government of India, invites Expressions of Interest from eligible and experienced catering agencies/ firms for operating the canteen at its premises at Bhopal.

The selected service provider shall be responsible for providing hygienic, wholesome and quality food and beverages; maintaining cleanliness and sanitation of the canteen premises; deploying adequate manpower; and providing catering services to the Institute, including official meetings, workshops and other institutional events, as and when required by ICMR-NIREH.

Interested agencies fulfilling the eligibility requirements prescribed in this EOI are invited to submit their applications along with the requisite supporting documents.

2. Particulars of the Canteen

Particular	Details
Name of Institute	ICMR-NIREH, Bhopal
Location	ICMR-NIREH premises, Bhopal
Approximate canteen area	73.94 sq. ft.
Approximate daily footfall	60 persons
Monthly licence fee	Rs. 7,701/-
Initial contract period	24 months
Minimum manpower	02 Chefs and 01 Service Boy

The daily footfall indicated above is approximate and is provided for planning purposes only. ICMR-NIREH shall not provide any minimum guarantee regarding the number of customers, consumption of food items, revenue or volume of business.

The monthly licence fee shall be subject to applicable latest Government of India orders.

3. Scope of Services

The selected service provider shall undertake the following activities:

3.1 Operate and maintain the canteen within the premises allocated by ICMR-NIREH and provide food and beverages to officers, staff, visitors and other authorised persons.

3.2 Prepare and serve tea, coffee, breakfast items, snacks, meals, beverages and other approved food items in accordance with the menu and rates finalised under the contract.

3.3 Provide catering services for official meetings, workshops, conferences and other institutional events, including events organised outside the Institute premises, whenever requisitioned by ICMR-NIREH.

3.4 Maintain the prescribed standards of quality, quantity, hygiene, sanitation and food safety in the procurement, storage, preparation and serving of food.

3.5 Arrange, at its own cost, the required cooking equipment, cooking gas, fuel, essential crockery, cutlery, utensils, electronic fly-kill/insect-repellent equipment and other items necessary for efficient operation of the canteen.

3.6 Deploy adequate and trained manpower, including at least two Chefs and one Service Boy, and ensure availability of additional manpower as required for meetings, workshops, late-hour services, Saturdays, Sundays and other holidays.

3.7 Maintain the canteen premises, kitchen, equipment and service areas in a clean, hygienic and orderly condition throughout the contract period.

3.8 Comply with all applicable statutory requirements relating to food safety, labour welfare, minimum wages, EPF, ESI, GST, and other taxes and statutory liabilities.

4. Indicative Menu and Quality Standards

The service provider shall provide food and beverages of satisfactory quality, using fresh and wholesome ingredients and maintaining proper standards of preparation, storage and service.

The following brands are indicative of the expected quality standards. Equivalent brands may be considered only where permitted under the final tender conditions and approved by ICMR-NIREH.

Item	Indicative brands
Tea	Tata Tea, Red Label, Taj Mahal
Coffee	Nescafe, Cafe Coffee Day
Poha	Jadugar, Rajdhani, Gangwal
Rice	Basmati, Daawat, India Gate
Wheat flour	Aashirvaad Multigrain, Aashirvaad Sharbati, Silver Coin Sharbati
Gram flour (Besan)	Rajdhani, Fortune, Tata Sampann

Curd/ Raita	Ananda, Mother Dairy, Amul, Sanchi
Pickle	Tops, Nilon's, Mother's Recipe
Papad	Lijjat, Ambika Appalam, Bikaji
Ice cream	Amul, Mother Dairy, Kwaliti Wall's
Packaged drinking water	Bisleri, Kinley, Aquafina, Bailey

The final menu, item-wise rates, serving quantities, and any additional requirements shall be specified in the applicable financial bid/ menu schedule.

Ready-to-eat and packaged food items may be sold at prices not exceeding the applicable Maximum Retail Price (MRP).

5. Eligibility Criteria

Interested agencies shall fulfil the following minimum eligibility requirements and submit documentary evidence in support of their claims:

5.1 Legal and business registration: The applicant shall be a legally constituted firm, company, proprietorship, partnership or other eligible business entity authorised to undertake catering services.

5.2 PAN: Valid Permanent Account Number (PAN) issued by the Income Tax Department.

5.3 GST registration: Valid GST registration certificate, wherever registration is applicable under law and the tender conditions.

5.4 Local business registration: Valid registration under the Madhya Pradesh Shops and Establishments Act or applicable Gumasta registration certificate, as required under the final tender conditions.

5.5 Food safety certification: A valid FSSAI licence to the proposed catering activity, or the certification specifically permitted under the final tender conditions.

5.6 Compliance undertaking: The applicant shall undertake to comply with applicable minimum wages, statutory wage revisions, labour laws, EPF, ESI, bonus, insurance and other statutory obligations throughout the contract period.

Submission of an EOI shall not confer any right to selection or award of a contract. ICMR-NIREH reserves the right to verify the authenticity of the documents and information furnished by applicants.

6. Manpower Requirements

6.1 The service provider shall deploy at least two Chefs and one Service Boy for operation of the canteen.

6.2 The service provider shall submit an undertaking confirming the minimum manpower deployment and compliance with applicable minimum wages notified by the Government

of India and subsequent revisions in basic wages and Variable Dearness Allowance, wherever applicable.

6.3 All deployed personnel shall be medically examined by a registered medical practitioner before deployment. Periodic health examinations shall be conducted at least once every quarter, and relevant records shall be maintained.

6.4 The service provider shall ensure that all personnel wear clean uniforms and maintain proper personal hygiene, including suitable head coverings, disposable gloves where appropriate, trimmed nails and dedicated footwear for kitchen use.

6.5 Child labour is strictly prohibited. No person below 18 years of age shall be deployed under the contract.

6.6 The service provider shall maintain discipline among its personnel. Any employee whose conduct or performance is found unsatisfactory shall be replaced within 48 hours of intimation by ICMR-NIREH.

6.7 Where the wages or employment conditions fall outside the coverage of ESI, the service provider shall arrange appropriate medical insurance coverage, as required under applicable law and the final contract conditions.

7. Food Safety, Hygiene and Cleanliness

7.1 The service provider shall maintain high standards of food quality, purity, preparation, storage and serving.

7.2 Kitchen utensils, crockery, glassware, cutlery, equipment and service areas shall be kept clean and hygienic at all times.

7.3 Thorough cleaning of equipment, fixtures, utensils and other facilities shall be undertaken regularly, including a comprehensive cleaning exercise every weekend.

7.4 The service provider shall ensure safe storage of raw materials, prevention of contamination, proper waste disposal and effective pest control.

7.5 ICMR-NIREH reserves the right to inspect the canteen premises, raw materials, food items, equipment and records through its authorised officers/officials.

7.6 Any deficiencies identified during inspection shall be rectified promptly. Penalties for violations, poor hygiene, substandard food or unsatisfactory service shall be imposed only in accordance with the approved tender/contract conditions.

7.7 A feedback and complaint register shall be maintained by the service provider. Feedback shall be reviewed periodically by the designated Canteen Committee or authorised officials of ICMR-NIREH.

8. Equipment, Utilities and Institute Property

8.1 The service provider shall arrange cooking gas, fuel, cooking equipment, essential crockery, cutlery and other items required for operation of the canteen at its own cost, unless specifically provided otherwise in the final contract.

8.2 The service provider shall maintain an inventory of items entrusted to it by ICMR-NIREH, if any, and submit a monthly statement by the 10th day of each month indicating the stock position, normal wear and tear, breakages and missing items.

8.3 The service provider shall be responsible for loss of or damage to Institute property attributable to its personnel or operations, except for reasonable wear and tear or damage arising from natural calamities, subject to the terms of the contract.

9. Licence Fee and Commercial Conditions

9.1 The monthly licence fee for use of the canteen premises shall be Rs. 7,701/- (Rupees Seven Thousand Seven Hundred and One only), subject to applicable Government of India orders and the conditions specified in the final tender document.

9.2 The contract shall initially remain valid for 24 months from the effective date of commencement, with a possible extension of up to six months on the same terms and conditions, subject to satisfactory performance, requirement of the Institute and approval of the competent authority.

9.3 The service provider shall quote item-wise rates for the prescribed menu in the format provided by ICMR-NIREH. The financial bid shall include a calculation sheet showing menu-wise rates and the corresponding total quoted amount, wherever applicable.

9.4 No additional taxes, duties or charges over and above the rates quoted and accepted under the contract shall be payable, except where specifically permitted under the tender conditions or applicable law.

9.5 GST shall be applicable in accordance with the prevailing Government of India notifications and applicable statutory provisions.

9.6 No minimum guarantee of business, customer footfall or consumption of food items shall be provided by ICMR-NIREH.

9.7 The service provider shall comply with the prescribed licence fee payment conditions and any other financial obligations specified in the final contract.

10. Catering for Meetings and Workshops

10.1 The service provider shall arrange catering for official meetings, workshops and other events as and when required by ICMR-NIREH.

10.2 Where specifically instructed in advance, catering services may be required on the day preceding the commencement of a meeting and on the day following its conclusion.

10.3 The quantity, menu, number of persons to be served, location and timing shall be communicated by the authorised officer of ICMR-NIREH.

10.4 Payment for such catering services shall be based on the applicable approved item-wise rates, actual services provided, verification of bills and satisfactory performance.

11. Payment Terms

11.1 Payment for catering services provided during official meetings, workshops and other authorised events shall be processed monthly on the basis of verified bills and satisfactory performance.

11.2 Applicable penalties or recoveries, if any, shall be adjusted in accordance with the contract conditions before release of payment.

11.3 Payments shall be made through electronic bank transfer to the bank account of the service provider, subject to submission of the required invoices and statutory documents.

11.4 Payment shall be subject to applicable tax deduction and other statutory requirements.

12. Contract Period, Performance Review and Termination

12.1 The initial contract period shall be 24 months, with provision for extension of up to six months on the same terms and conditions, subject to satisfactory performance and approval of the competent authority.

12.2 Performance shall be reviewed after completion of one year. Continuation for the remaining contract period shall be subject to satisfactory performance and the applicable contractual provisions.

12.3 ICMR-NIREH reserves the right to terminate or foreclose the contract by giving one month's advance notice, as per its requirements and the terms of the contract.

12.4 Persistent deficiencies, breach of contractual obligations, statutory non-compliance, supply of unsafe or substandard food, or other established violations may attract action in accordance with the applicable contract conditions and law.

13. Documents to Be Submitted

The applicant shall submit the following documents, as applicable and in the formats prescribed by ICMR-NIREH:

1. Application/ EOI submission form duly signed by the authorised signatory.
2. Bidder's profile, including constitution of the firm and registered address.
3. PAN card.
4. GST registration certificate.
5. Registration under the applicable Shops and Establishments Act/ Gumasta registration, as required.

6. FSSAI licence.
7. Documents establishing experience in similar catering/ canteen services in the last 03 financial year.
8. Non-blacklisting/ non-debarment undertaking.
9. Undertaking regarding deployment of minimum manpower and payment of statutory minimum wages.
10. Bid security declaration in lieu of EMD (Annexure A).
11. Menu-wise financial proposal and calculation sheet (Annexure B).

Incomplete applications or applications not supported by the prescribed documents may be dealt with in accordance with the terms of the EOI.

14. Submission of EOI and Selection Procedure

14.1 Interested and eligible agencies shall submit their EOI along with all supporting documents within the prescribed date and time, through speed post or registered post or in designated tender box (available at reception at ICMR-NIREH) in hard copy.

14.2 The applications shall be scrutinised by the duly constituted committee for compliance with the eligibility requirements and submission of the requisite documents.

14.3 ICMR-NIREH may seek clarifications or verify the documents submitted by applicants in accordance with the applicable procurement procedure.

14.4 The selection of the service provider, including evaluation of technical and financial proposals, shall be undertaken in accordance with the final tender conditions, applicable Government procurement rules and the approved procurement method.

14.5 The issue of this EOI shall not be construed as a commitment to award a contract. ICMR-NIREH reserves the right to accept or reject any or all applications, cancel or modify the process, or take any other action permissible under the applicable rules, without creating any right to award in favour of an applicant.

15. Amendments and Clarifications

Any addendum, corrigendum or extension of the submission deadline shall be published on the official ICMR-NIREH website, wherever applicable.

Applicants are advised to regularly check the relevant portal/ website for updates.

16. Prohibition of Intoxicants and Unlawful Activities

Storage, supply, sale or consumption of narcotic drugs, alcoholic beverages, cigarettes and other prohibited intoxicating substances within the ICMR-NIREH campus, including the canteen, shall be strictly prohibited in accordance with applicable laws and Institute rules. The service provider shall ensure that its personnel do not engage in unlawful activities or conduct prejudicial to the interests of the Institute.

17. Applicable Laws and Jurisdiction

The service provider shall comply with all applicable Central and State laws, rules, regulations, labour welfare provisions, taxation requirements, food safety requirements and directions issued by the competent authorities.

Any dispute arising out of or in connection with the EOI or the resulting contract shall be subject to the jurisdiction of the competent courts at Bhopal, Madhya Pradesh, in accordance with law.

18. General Conditions

18.1 The service provider shall comply with the terms and conditions stipulated in the final tender document, accepted bid, letter of award and contract agreement.

18.2 The service provider shall not assign or sublet the contract without prior written approval of the competent authority, where such approval is required.

18.3 All information and documents submitted by applicants shall be true and correct. Any material misrepresentation may result in rejection of the application or action under the applicable tender and contractual provisions.

18.4 Successful bidder shall furnish a Performance Security equivalent to 3% of the contract value in favour of the Director, ICMR-NIREH, Bhopal, in the form of a Demand Draft, Bank Guarantee or Fixed Deposit Receipt. Performance Security shall remain valid for a period of 26 months from the date of commencement of the contract.

18.5 Misusing of Institute facilities for the preparation of food intended for any kind of external supply is strictly prohibited. The canteen premises and equipment shall exclusively be utilized to cater to the requirements of ICMR-NIREH staff, students, authorized visitors, and official institutional events

Director, ICMR-NIREH

**FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF
EARNEST MONEY DEPOSIT**

I/ We, the authorized signatory of M/S. , are participating in the ICMR-NIREH, Bhopal EoI No , for Canteen Service, do hereby declare that in the event:

I/ We withdraw/ modify our bid during the period of bid validity OR

I/ We commit any other breach of tender conditions/ contract which would have otherwise attracted forfeiture of EMD

OR

I/ We fail to/ refuse to initiate the execution of the awarded Contract as per the terms of the Contract

OR

I/ We fail to submit the Performance Guarantee before the deadline defined then

I/ We could be suspended from being eligible for bidding/ award of all future tender(s) for a period of 02 years.

Date:

Place:

Seal & Signature of Bidder:

FINANCIAL BID

SrNo.	Menu	Quantity	*Approximate Quantity per day	Quoted Unit Rate (INR), including all taxes, duties and services	**No. of working days in a month	No of months of Contract Period	Total Menu Cost for the Contract Duration
			A	B	C	D	E = A*B*C*D
1.	Tea	100ml	50		22	24	
2.	Black Tea	100ml	10		22	24	
3.	Coffee	100ml	10		22	24	
4.	Milk	150ml	5		22	24	
5.	Butter Milk	200ml	25		22	24	
6.	Nimbu Pani (LimeWater)	200ml	25		22	24	
7.	Sweet Lassi	200ml	25		22	24	
8.	Poha with Sev	Poha100gm+chatney20gm	25		22	24	
9.	Upma with Chatney	Upma150gm+chatney20gm	25		22	24	
10.	Aalubanda with Chatney	Aalubanda(2Nos)100gm+chatney20gm	25		22	24	
11.	Samosa with chatney	Samosa(2Nos.)100gm+chatney20gm	25		22	24	
12.	Idli Samba rwith chatney	3NosIdli100gm+chatney20gm	25		22	24	
13.	Pakoda	150gm	25		22	24	
14.	Sabudana Vada with chatney	2Nos.vada 100gm+chatney20gm	25		22	24	
15.	Sabudana Khichdi with chatney	150gm	25		22	24	
16.	Bread Butter	2Slices	25		22	24	
17.	Puri Bhaji with Potato Vegetables	Puri4nos.(20gmeach)+Bhaji80gm	25		22	24	
18.	Veg Sandwich	2Slices	15		22	24	
19.	CURD/Raita	1Bowl	30		22	24	
20.	Aloo Paratha/ Onion Paratha / Stuffed Paratha	1No.(100gm)	20		22	24	
21.	Complete Meal(Lunch)i.e. Rice plate should be provided by daily and should have following items:	1No.(800+gm)	10		22	24	
	a) Dal/Dal Tadka- One Bowl (150 gm cooked protion)						
	b) Rice- One						

	Bowl(100gmcookedPortion)						
	c) Roti/Chapati-3nos						
	d) One Dry Vegetables/Sabji (150gm each)						
	e) One Gravy Vegetable/ Sabji with curry (150 gm each)						
	f)Pickle+Papad+Salad(Onion/Carr ot/cucumber)orCurd						
22.	Normal Thali	Roti(04)+Daal+DrySabji +Rice+Salad (600+gm)	15		22	24	
23.	Monthly (Breakfast +Lunch+ Dinner)		10		22	24	
24.	Executive Working Lunch Buffet – Per Plate						
a	Welcome drink – Lemon Water / Buttermilk / Fresh seasonal beverage- 200 ml	200 ml					
b	Seasonal Salad – Cucumber, Carrot, Onion, Tomato etc. - 100 gm	100 gm					
c	Green Salad / Sprouts Salad - 75 gm	75 gm					
d	Papad-	1					
e	Pickle-	10 gm					
f	Curd / Raita-	100 gm					
g	Dal / Dal Tadka-	150 gm					
h	One Dry Vegetable/Sabji -	150 gm					
i	One Gravy Vegetable/Sabji -	150 gm					
j	Roti/Chapati-	3					
k	One Special Rice Item – Veg Pulao/Fried Rice/Jeera Rice-	100 gm					
l	One Dessert/Sweet – Gulab Jamun/Rasgulla/Kheer/Seasonal Sweet/Moong Dal Halwa/Ice cream/Cake/Pastry-	1 portion/scoop					
25.	High Tea						
a	Beverages: Tea 100 ml / Black Tea 100 ml / Coffee 100 ml/Green Tea	100 ml					
b	Indian Snacks: Poha 100 gm / Upma 150 gm / Idly 2 Nos./Kachori						

c	Snacks: Mini Samosa 2 Nos. / Veg. Sandwich 1 / Veg. Cutlet 2 Nos./Veg. Puff/Patties						
d	Sweets: Gulab Jamun/Rasgulla/Kheer/Seasonal Sweet/Moong Dal Halwa/Ice cream/Cake/Pastry						
e	Seasonal Fruit 100–150 gm						

** The estimated quantities mentioned are for indicative purpose only and not an assured quantities. ICMR-NIREH, Bhopal will not be responsible for any variation in the quantity.*

*** Canteen shall ordinarily operate from Monday to Friday, in accordance with the working days of ICMR-NIREH. The service provider shall provide catering services on all working days of the Institute and, whenever required, on Saturdays, Sundays and other holidays for official meetings, workshops and other institutional activities, as instructed by ICMR-NIREH.*

- **Bidder should disclose the above menu rate in financial bids only.**
- **For Executive lunch and High Tea, communication/intimation will be provided before 24 hours.**