



**OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS
CUSTOM HOUSE : PORT AREA : VISAKHAPATNAM – 530 035**

F.No.:S17/08/2010-Estt.

Date:18-04-2017

Invitation of 'Expression of Interest' to provide Canteen Services

The Office of the Principal Commissioner of Customs, Custom House, Visakhapatnam invites tenders under two-bid system from reputed, experienced and licensed caterers to provide Canteen services at the Office premises at Custom House, Port Area, Visakhapatnam-530035.

Interested parties may submit the Pre-Qualification and Financial bids separately. The bid in sealed envelope-I containing the Pre-Qualification bid and sealed envelope-II containing the financial bid should be placed in a sealed envelope bearing the words "**TENDER FOR PROVIDING CANTEEN SERVICES**" and addressed to The Asst. Commissioner of Customs (Bldgs), Custom House, Port Area, Visakhapatnam-530035 and should reach this Office on or before **19.05.2017 by 04:00PM** in a sealed envelope.

The tender documents containing the eligibility criteria, scope of work, terms and conditions may be obtained from the Buildings Section of this Office on any working day between 10:00 hrs to 17:00 hrs and can also be downloaded from Visakhapatnam Custom House website www.vizagcustoms.gov.in and also www.cbec.gov.in. The bid Earnest Money Deposit (EMD) of Rs. 1000/- should be paid by Demand Draft in favour of **COMMISSIONER OF CUSTOMS, VISAKHAPATNAM** and should be enclosed to the pre-qualification bid.

Sealed tenders will be opened at the above cited address in the presence of such bidders who may like to be present on **25.05.2017 at 1130 hrs.**

This Office would not be responsible for any delay or loss of the tender documents sent through mail or otherwise.

This Office reserves the right to cancel, modify or postpone the bid process or reject any bid without assigning any reason

Encl: Annexure A,B,C,D

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(S.K DUTTA)
Assistant Commissioner of Customs (Bldgs)
(Chairman Canteen Committee)

Copy to:

1. The Superintendent of Customs (EDI) for uploading the tender along with enclosures to the Department website www.vizagcustoms.gov.in and also to necessary action for uploading the same to www.cbec.gov.in
2. Notice Board.

I. Scope of the Work

This tender is intended for providing canteen facility at Custom House situated in the premises of Custom House, Port Area, Visakhapatnam. The caterer is required make onsite cooking and serve Tea, Coffee, Breakfast, Lunch and Snacks etc., to employees / authorised visitors of the Department on fair charge basis. Tea, Coffee, Breakfast, Lunch and Snacks shall also be served for meetings or other purposes, whenever and wherever required within the premises. The caterer should provide services from 09 am to 06 pm on all working days.

II. Facilities Provided by the Department:

The Caterer will be provided canteen accommodation, water, electricity, furniture for dining besides cooking equipment viz. Stoves, Grinders, refrigerator, utensils etc., in as is where is condition, by the Department. The caterer has to procure the required utensils / equipment other than those provided by the Department at his own cost. A license fee of Rs. 2,000/- per month will be charged from the caterer for the facilities that are provided by the Department.

III. TERMS AND CONDITIONS

1. The agreement shall be valid initially for a period of two years from the date of work order and thereafter it may be extended for a further period, as may be necessary, on mutual agreement.
2. The bidder/ caterer should be experienced in running canteen at least for 02 years in esteemed/ reputed organizations employing a minimum of fifty employees as on 31.03.2017. An experience certificate to this affect should be enclosed to the pre-qualification bid.
3. The bidder is required to submit the Pre-Qualification and Financial bids as per Annexure C and D in sealed envelopes. Both Pre-Qualification and Financial bid should be placed in one sealed envelope.
4. The financial bid would be considered only after the Pre-Qualification bid is evaluated.
5. The approved bidder (in respect of both Pre-Qualification and Financial bids in the above process) would have to enter into an agreement containing suitable terms and conditions which inter-alia contain those which are contained in this tender notice.
6. The bidder to whom the running of canteen is allotted shall have experience in hygienic preparation of all South Indian as well as North Indian dishes. The successful bidder should also supply food items-at short notice
7. All the edible items should be of good quality, prepared in fresh oil. The canteen committee or any other authorized Officer may make inspections and the successful bidder to whom contract is awarded should fully cooperate during such inspections.
8. The bidder to whom the running of canteen is allotted is completely responsible for the upkeep and maintenance of the Canteen Hall, Canteen Kitchen, all utensils, other equipment provided by the Department to the bidder. The approved bidder is also responsible for cleanliness of the canteen, its cooking / storage areas and safe and hygienic disposal of the canteen waste.
9. The premises, utensils, electricity shall not be utilized for any other purpose other than for running the canteen. The successful bidder shall not supply food items to any other place/event by utilizing the canteen equipment/premises, provided by this Department.

10. If any unauthorised use is found or the canteen is maintained in unhygienic condition, the canteen committee reserves the right to recover the cost as well as to levy a penalty for each such instance.
11. The successful bidder is responsible for repair / maintenance / replacement of utensils or any other equipment / fittings provided by the department in case of any damage or loss. They may procure/install any additional equipment to the canteen, on their own expenses.
12. The canteen shall be kept opening during the Office hours between 0900 Hrs to 1800 Hrs as prescribed by the Department on all working days. If necessary, the bidder should also run the canteen on holidays as per the requirement of the Department.
13. Successful bidder shall engage a professional cook with good experience and also required number of staff for running the canteen at his own cost.
14. The Department shall not in any manner be treated as the employer of canteen employees or is concerned with the terms of their employment or conditions of their service. The persons employed by the successful bidder have no claim for any government job. While engaging the canteen employees, the successful bidder (contractor) will make these conditions clear to the canteen employees categorically and their acceptance of these terms shall be communicated to the Department also.
15. Under no circumstances any of the canteen employees will stay in the premises beyond canteen hours after closure of the canteen.
16. Children below the age of 18 years should not be deployed /engaged for any work or in any manner in canteen and the successful bidder is responsible for complying with all statutory requirements in relation to the staff/workers engaged by him/them including all statutory laws.
17. The successful bidder/caterer is responsible to comply with all statutory obligations viz., FSSI registration, filing of Income-tax returns, Service Tax returns, ESI, PF etc.
18. The successful bidder should comply with all statutory obligations wherever applicable. Any violation will lead to termination of the agreement.
19. The successful bidder has to submit a security deposit of Rs. 25,000/- (Rupees twenty five thousand only) to the Department at the time of entering into agreement which will be adjusted against any loss/damage of property of the department or when the person running the canteen stops service without prior approval.
20. In the event of termination of the contract for violation of any of the terms and conditions, the security deposit is liable to be forfeited.

21. Successful bidder should not sub-contract the maintenance and running of the canteen to any other person. Any violation in this regard will lead to cancellation of the contract.
22. The selection of successful bidder by the committee depends on essential factors namely experience in the field, size of the organisation, present valid contracts, its manpower resource and the prices of the food items quoted.
23. The agreement can be renewed by the canteen committee. Such renewal will be done only on satisfactory completion of initial agreement period.
24. No rate of the food items shall be revised without the consent of the canteen committee.
25. The Canteen Committee has absolute right to cancel the agreement with the successful bidder any time if it is found that the cleanliness of the canteen or the food supplied is not hygienic or the behaviour of the canteen personnel with department officials is not acceptable. In such cases, the caution/security deposit would be forfeited.
26. The successful bidder shall keep the Office of the Principal Commissioner of Customs, Custom House, Visakhapatnam and all Officials of the Office indemnified from and against all suits, losses, claims, demands, proceedings and liability of any nature or kind including costs and expenses, injuries to any person, damages to any property whatsoever, levy of fees or consequences which they may be put to or suffer on account of the services undertaken by the successful bidder (contractor)
27. The successful bidder (caterer) shall keep the Office of the Principal Commissioner of Customs, Custom House, Visakhapatnam and all Officials of the Office indemnified from and against all suits, losses, claims, demands, proceedings and liability of any nature brought or instituted against them by any of the contractor's employees or any other third party in connection with, relating to or arising out of the performance of the services or non-compliance, deficiency, non-implementation of various provisions of statutory requirements.
28. The successful bidder (caterer) shall execute an indemnity bond in favour of the Office of the Principal Commissioner of Customs, Custom House, Visakhapatnam in the standard format in this regard.
29. The canteen committee reserves the absolute right to cancel the contract by giving a notice of thirty (30) days to the contractor.
30. All disputes are subject to the jurisdiction of Visakhapatnam Courts.

PRE-QUALIFICATION BID

1	Name and address of the Bidder	
2	Name and address of any catering establishment (Hotel/outdoor catering centre etc.) being run by them	
3	Name and address of the Partners/Directors With mobile no. (In case of firm/company etc.)	
4	Contact person(s) (with mobile number)	
5	Experience in running canteen (No. of year) (Proof to be enclosed)	
6	Details of Establishment to whom canteen Services are being provide, if any (enclose the list) Name: Address:	
7	A declaration to be given to the effect that that none of the owners / partners / directors have worked in Customs & Central Excise Department or their relatives are working in Customs & Central Excise Department	

FINANCIAL BID

Sl. No	Name of the Item	Quantity	Rate (Rs.)
BREAKFAST (from 0900 HRS TO 1100 HRS)			
1	Idly (Sambar + 2 chutnies)	2 pcs /100 gms	
Minimum three items to be served in a day			
2	Vada (Sambar + 2 chutnies)	2 pcs / 100 gms	
3	Puri (Alu Kurma + chutney)	2 pcs / 150 gms	
4	Upma (Sambar + chutney)	100 gms	
5	Plain Dosa (Sambar + chutney)	1 pc / 150 gms	
6	Onion Dosa (Sambar + chutney)	1 pc / 150 gms	
7	Masala Dosa (Sambar + chutney)	1 pc / 150 gms	
8	Pesarattu (Sambar + chutney)	1 pc / 150 gms	
9	Upma + Pesarattu (Sambar please see the Commissioner'+ chutney)	1 pc / 200 gms	
10	Ravva Dosa (Sambar + chutney)	1 pc / 150 gms	
Lunch (from 1300 hrs to 1430 hrs)			
1	White Rice (250gms) +Dal (150 gms)+ Fry & Curry (150 gms)+Sambar or Rasam (150 ml) +chutney + Curd (100 ml) + One papad		
2	Chapati (Curry)	2 pcs / 150 gms	
Snacks (from 1500 hrs to 1800 hrs) [Any two items in a day]			
1	Mirchi Bajji	3 pcs	
2	Samosa (medium)	2 pcs	
3	Alu Bajji	3 pcs	
4	Masala vada	2 pcs	
5	Punugulu (small)	10 pcs	
6	Pakoda	100 gms	
Beverages			
1	Tea	90 ml	
2	Coffee	90 ml	
3	Boost / Horlicks / Bournavita	90 ml	
4	Milk	90 ml	
5	All soft drinks, bottled water and packaged snacks to be sold on MRP only		