

**MSME-TOOL ROOM, HYDERABAD**  
(Central Institute of Tool Design, Hyderabad)

**Tender Reference Number: CITD/ADMIN/WC/2022**  
**Tender ID. 2022\_DC\_710838\_2**

Date:27.10.2022

CITD invites **on-line bids** from Licensed Service providers to run Wet Canteen at '**CENTRAL INSTITUTE OF TOOL DESIGN** as per defined specification Terms & Conditions mentioned below.

Prospective Bidders may download the Tender Document from [www.citdindia.org](http://www.citdindia.org) / <https://eprocure.gov.in/eprocure/app>. Bidders are advised to go through instructions provided at "Instructions for online Bid Submission" and submit duly filled bids online on the website <https://eprocure.gov.in/eprocure/app> as per the schedule given in the Tender Document.

Sl. No.	Tender search by Organization	Description	Tender Fee Rs.	EMD	Start Date for submission of tender	Due date for submission of tender	Opening of tender
1.	Development Commissioner MSME  Central Institute of Tool Design, Hyderabad	To run wet canteen shop at CITD Hyderabad Campus	1500/- for each Tender (Online )	Submission of Bid securing declaration <b>(Annexure-IV)</b>	<b>27.10.2022</b>	<b>22.11.2022</b>	<b>24.11.2022</b>

**Terms & Conditions:**

**Eligibility Criteria:**

- I. Tender Fee of Rs.1500.00 shall be transferred through NEFT/RTGS/ and Transaction ID shall be uploaded in CPP Portal along with Technical Specifications. **Beneficiary details: Name: Central Institute of Tool Design, A/c No: 52065280065, Bank Name- State Bank of India, Branch, Balanagar, IFS Code: SBIN0020085.**
- II. **EMD:- Bid Securing Declaration Form shall be submitted along with Tender Documents.**
- III. **The contractor shall be required to pay Rs. 5,000/- per month as rent for utilization of CITD facilities with applicable GST. Sub contracting will not allowed /permitted in any manner.**
- IV. In case of a tie between two bidders, priority will be given to the bidder who has executed contracts of more experience of providing such services in **PSUs, Autonomous Bodies, IITs, IIMs, and NITs.**
- V. The Principal Director, CITD reserves the right to: (a) reject any or all the tenders without assigning any reason whatsoever at any point of tender process; (b) not bind himself to accept any particular tender; (c) reject the bid if it is found that the bidder has quoted an unreasonable/abnormal price or rate, and (d) accept the whole or any part of the tender, and the tender shall be bound to perform the same at the price or rate quoted, and (e) select only one bidder or cancel the tender.

- VI. The Price Bid should contain only the duly filled in Part III of the Tender. The bidder shall quote the flat rate for items mentioned in **Annexure-I**. Financial bids will be opened for technically qualified bidder.
- VII. The Bids should be valid for 60 days at least, from the date of submission of bids.
- VIII. The Tender shall be submitted only in the name of the registered firm, not by any Third Party.
- o Third Party tenders shall be rejected summarily.
  - o **The Technical Bid shall be opened as scheduled.**
  - o Conditional/incomplete bids are liable to be rejected.
- IX. The Contractor should bring his own tools, cookers, hot boxes, steam boxes, trolleys, equipment, utensils, plates, jugs etc., in sufficient quantity as needed to maintain the Canteen services in addition to what is provided by CITD.
- X. The Contractor shall be personally responsible for conduct and behavior of his staff and any loss or damage including fire accidents etc. to Institute's moveable or immovable property due to the conduct of the Contractor's staff shall be made good/ rectify/repair by the contractor which shall be satisfied by Competent Authority. If it is found that the conduct or efficiency of any person employed by the Contractor is unsatisfactory, the Contractor shall have to remove the concerned person and engage a new person within 48 hours of intimation by CITD. The decision of the Institute's designated officer in this regard shall be final and binding on the Contractor
- XI. The contractor shall not be allowed to keep his/her employees inside CITD premises between 10:00 P.M. to 5:00 A.M. on any day.
- XII. The payment in respect of official meetings/ conference/ hospitality bills of the Institute shall be paid on production of bills duly verified by the concern department/authorities.
- XIII. The successful bidder shall instruct his/her engaged staff to follow **COVID- 19** Protocols /guidelines& Precautions all the time during Canteen Services.
- XIV. The bidder must be in a business of catering with a valid license and running canteen in reputed educational institutes/Govt. sector/PSUs/Repute Private institutions having at least Five years of experience in catering.
- XV. Should currently have at least one canteen contract catering to more than 200 students/persons at a time of lunch/dinner, in reputed educational institutes/Govt. sector/PSUs/Repute Private institutions.
- XVI. The bidder should have all the necessary registrations of the Government under the Contract Labour Act, PF, ESI, GST, etc. whichever is applicable. Food & adulteration certificate would also be required along with license from FSSAI(Food Safety and Standards Authority of India)

## **SCOPE OF WORK AND GENERAL TERMS & CONDITIONS**

1. To run a Wet Canteen at CITD, Hyderabad Campus. The contract will be initially for a period of one year. Subject to satisfactory performance, the Principal Director, CITD at his discretion may extend the contract for a further period of one/two years, if agreed mutually.
2. The items must be prepared and served under utmost clean and hygienic conditions.
3. **The contractor may be allowed to run TUCK SHOP, to sell basic stationary items (Note Books, Pen, Pencils, Erasers etc..)**
4. Rates for the items shall be fixed as per flat rates quoted for Annexure -1 of the tender.
5. Canteen area is to be kept clean and maintained properly. Separate manpower for cleaning and maintenance of Canteen area should be arranged by the contractor/licensee himself/herself. The contractor must deploy one staff/person exclusively for cleaning purpose.
6. The contractor should be prepared for surprise and periodical checks to ensure quality of foods being served by him.
7. The bidder must visit the site and gather a clear idea about allotted space before submitting the tender. The contractor shall not make any additions or alterations in the allotted space during the period of contract and shall be responsible for the loss or damage to the assets, if any, handed over to him by CITD. For visit, bidders may contact CITD Office (040-29561892) between 9:00 A.M. and 4:00 P.M. on any working day.
8. CITD shall not be responsible for any injury/loss of life to any worker of the canteen contractor that may take place inside or outside the CITD premises. Any compensation or expenditure towards treatment for such injury or loss of life shall be the sole responsibility of the contractor.
9. The quantity of utensils/equipment required for cooking purpose in the kitchen and the crockery for serving the items etc. in the Wet Canteen shall have to be managed by the contractor himself/herself.
10. The contractor will have to attach a self-attested copy of his Permanent Account Number (PAN) and Last Five years Income tax returns along with Technical Bid.
11. The contractor shall comply with various legal obligations under the Minimum Wages Act, EPF Act, ESIC Act, Workmen Compensation Act 1923, Contract Labor (R&A) Act 1970 and modifications thereon and other laws relating thereto and the rules made there under from time to time.
12. The Contractor shall strictly abide by all Govt. rules/orders/regulations regarding employment of staff on contract basis. In particular, Minimum Wages standards will be ensured and the salary/wages shall be paid into the Bank Accounts of his/her employees every month.

13. Payment of necessary Provident Fund / ESI Contributions of the employed personnel will be made by the Contractor as per rules/ act.
14. Contractor will be required to execute an agreement in the prescribed format before commencement of the wet canteen contract.
15. CITD reserves the right to terminate the contract in case services rendered are not satisfactory or up to the expectation with one month prior notice. On termination of the contract, the Contractor will hand over all the equipments/furniture/articles etc., supplied by CITD, in good working condition, back to CITD.
16. Subletting of Contract is not permissible. If the contractor is found violating the terms and conditions of this NIT (Notice Inviting Tender), his/her contract/license will be terminated immediately with penalty.
17. Quotations marked with such vague and indefinite expressions such as "Subject to immediate acceptance". 'Subject to prior sale' will not be considered.
18. The CITD shall have the right to review the working of this Contract/License from time to time and if at any time it is found that the contractor has failed to fulfill any of the conditions of this License or that his/her working is unsatisfactory, CITD may terminate this contract / License after giving one month notice, but no such notice will be necessary if the License is terminated on the grounds of serious misconduct or any other act as the CITD may deem fit.
19. Contractor will serve only cooked items with parcel facility. Additional charge for parcel will not be charged.
20. Plastic usage in CITD campus is permitted as per the guidelines of the The Ministry for Environment, Forest and Climate change, Govt of India.
21. The contractor must be ready to serve any additional items on demand.
22. The Contractor shall not transfer or assign any part of his/her interest in this Contract / License and that the (period of this) License shall also be liable to be terminated by death or insolvency of the contractor before the expiry of the period of this Contract / License.
23. The contractor shall display the approved rates prominently in the wet canteen stall as per award.
24. The contractor and his/her staff shall make their own residential arrangement outside the premises of the CITD. No one will be granted permission to stay in the wet canteen during night or during non-functional hours. On exceptional conditions Canteen staff are allowed to stay for some time with intimation to Competent Authority/ PD.
25. The contractor must be intimate to the CITD Officer / Hostel Warden if, there is any emergency to close the shop in two occasions / festivals for maximum 2 days.
26. Except faculty, students and staff, outsiders shall not be allowed to take food in the wet canteen.
27. **Security Deposit**: The successful bidder shall have to pay a sum of **Rs. 50,000/- (Rupees Fifty Thousand Only)** as Security Deposit in the form of a Bank

guarantee in favor of Principal Director, CITD Hyderabad, from any Nationalized Bank, which will be refunded without interest, at the end of the contract after adjusting the amount of any damage caused to the premises by any omission or discrepancy on the part of the Contractor or her employees. However, if the contractor fails to serve in the agreed tenure and quits without giving due notice of termination, the entire amount of security deposit will be forfeited. No interest on Security deposit will be paid at any point of time /end of contract period.

28. If in the opinion of the CITD authorities, the performance of any of the persons deployed is not satisfactory or he/she is not amenable to discipline or their behavior is not conducive to retain them for the work, he/she should be replaced immediately.
29. The staff should be able to speak local language & English/Hindi. The employees of the Contractor should possess good health and should be free from any diseases, especially contagious and frequently recurring diseases.
30. The contractor and his/her staff shall remain polite and well behaved with the students, staff, faculty and the guests of CITD Hyderabad. If it is found to the contrary, the contract can be terminated without any notice.
31. Any change in timings of operation, rates of items, take away facility and any additional item to be included in the approved list shall require the permission of the CITD.
32. The contractor shall have to register all his/her employees who will be working in the wet canteen along with a copy of their photographs, residential details for clearance by the CITD security.
33. The contractor shall be responsible for the cleaning of the tables, chairs, **Hand wash areas** and dustbins of the wet canteen for maintaining proper hygiene.
34. The contractor shall have to issue appropriate photo ID card and Uniforms to all his/her staff working in the wet canteen, without which the Security personnel will not allow entry into the campus.
35. The contractor shall have to maintain a dress code/uniform and hair caps selected by the concerned authority of CITD. If employees are found without dress code/uniform and hair caps at any point of time within working hours, a fine may be imposed by competent authority.
36. Proper monitoring and safekeeping of items shall be done by the contractor; CITD shall not be responsible for any theft in the wet canteen.
37. The contractor shall not employ any child worker.
38. The contractor should always maintain a feedback book. The monitoring committee of the institute will frequently go through the book. Failure to produce the same will be taken seriously and a fine will be imposed.
39. The contractor must use branded healthy oil, good quality rice, sauces, fresh vegetables and good quality materials for cooking and serving.
40. The contractor shall not be an employee or a close relative (including son, daughter, and siblings of self or spouse) of any employee of CITD. The contractor

must submit a declaration to this effect in **Annexure- II**.

41. The garbage / waste collected should be transported by the contractor to his/her segregation yard outside the campus at his/her cost at regular intervals.
42. Washing clothes, vehicles etc. are not allowed in the CITD campus.
43. Storing/supply/sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the Institute's campus, including Canteen.
44. Any or all disputes arising out of these tender / agreement/contract shall be settled by arbitration at Hyderabad jurisdiction under The Arbitration & Conciliation Act by a single Arbitrator to be appointed by the Principal Director, CITD, Hyderabad.

45. **Penalties for Violations of Rules, Terms and Conditions:**

The contractor will be fined of Rs.500 in each occasion for violation of the rules of tender conditions service and recommended by Canteen Committee. In case of a repeat of offense in a short duration, a stricter penalty will be imposed.

46. **Timings:** The service hours of the wet canteen shall be from 07:30 AM to 02:30 PM daily and 04.00 PM to 09.00PM. A register to this effect shall be maintained by the security, where the contractor or his/her representative on duty shall sign at the time of opening and closing the Canteen. Any change like timing of operation, rate of items, and any additional item to be included in the approved list will require the permission of the concerned authority of CITD.

Closing of canteen shall be twice in a year with 2 days on two festivals with advance intimation, vis-a-vie a penalty of Rs.500/- from 2<sup>nd</sup> day onwards shall be applicable. **Contractor has to serve minimum essential items even during institute holidays to CITD employees / students.**

Sd/-  
Principal Director  
CITD Hyderabad

**PART I**

**TECHNICAL BID**

S.No.	Description	Details to be furnished by the Tenderer	Documentary evidence required to be attached	Compliance by the Tenderer (Yes/No)
1	Name of the company with registered address		N/A	
2	Phone, Fax, Email, Mobile and name of Contact Person		N/A	
3	Tender fee			
4	EMD			
5	EPF Registration No. of the firm (MANDATORY, if applicable to the firm)			
6	ESIC Registration No. of The firm (MANDATORY, if applicable to the firm)		Attested copies of ESIC Registration Certificate along with receipt of last premium paid	
7	GST/Service Tax Registration No. of the firm		Attested copies of Service Tax Registration Certificate along with receipt of last premium paid	
8	PAN No. in the name of Firm or in the proprietor Of the firm, in case of Proprietary firm <b>(MANDATORY)</b>		Attested copy of PAN Card.	
9	Food Safety and Supply Authority of India (FSSAI) Registration <b>(MANDATORY)</b>		Attested Copy of Registration(Valid)	
10	Acceptance of the All Terms and Condition of Tender (to be submitted on letter head of the firm) <b>(MANDATORY) Part-II</b>		Endorsed	
11	Experience certificate to be enclosed		As per Annexure –III	
12	Total number of location serving /running such wet canteen in Government Funded Educational Institutes, Government Departments, Public Sector Undertakings, IT industries and/or any renowned educational institutions. Note: One of the locations should be under HMDA area.		Copies of Supply Orders/Contracts/ certificates for each location to be provided separately.	
13	Average Annual Turnover from canteen/cafeteria business during last 3 Financial Years i.e. 2018-19 , 2019-20 &2020-21 . (Certified copy by CA to be enclosed with valid UDIN)		Endorsed by CA	
14	Performance feedback received from the existing clients on quality & hygiene of wet canteen		Endorsed	

Date:

Signature of the Tenderer with office stamp

*Price Bid*  
**QUOTATION FOR CANTEEN IN CITD HYDERABAD**

**Break Fast Items**

Item	Quantity	Number	Rate inclusive of GST (Rs)
Tea	80ml	One	
Coffee	80ml	One	
Poori with curry (Dia 150mm each)	160gms	4 piece	
Plain Dosa with chutney(200mm)	150 gms	One	
Masala Dosa with chutney(200mm)	150 gms	One	
Onion Dosa with chutney(200mm)	150 gms	One	
Egg Dosa with chutney(200mm)	150 gms	One	
Idli with chutney & Sambar	40gms each	4 piece	
Upma with chutney	150 gms	01 plate	
Poha	150 gms	01 plate	
Paratha	-	1 piece	
Chapathi with curry (Dia 200mm)	-	2 piece	
Wada with chutney and sambar	150 gms	2 piece	
Pongal	150 gms	01 plate	
<b>Meals (Lunch/ Dinner)</b>	Rice Cooked (Quality of i.e Sonamasuri only)	250 gms	}
	Dal	100 gms	
	Sambar / Rasam to be provided on alternative days.	100 gms	
	Curry (Fried / Spicy to be provided on Alternative days)	150 gms	
	Curd - 60ml	One bowl	
	Papad/ fries	One	
	Any Chutney /pickle	50 gms	
<b>Extra Rice</b>		100 gms	
<b>Extra Curd</b>		60 ml	
Boiled Egg or Omlette (without bread)		1 Egg	
Any Veg curry		150 gms	
Egg curry		1 Egg	
Chicken Curry		150gms	
Veg Noodles		200 gms	
Egg Noodles		200gms	
Chicken Noodles		200 gms	
Veg Fried Rice		250 gms	
Egg Fried Rice		250 gms	
Chicken Fried Rice		250 gms	
Jeera Rice		300 gms	
Veg Biryani with Raita& gravy		300 gms Biryani	
Egg Biryani with Raita& gravy		300 gms Biryani(1egg)	
Chicken Biryani with Raita & gravy		300 gms Biryani	
Monthly Card for Students: With 30 breakfast & 60 meals & Egg curry on any week day at Lunch & Chicken curry on every Sunday at Lunch.			

**Note : All packed items/Readymade/Soft drinks/Ice creams/Bakery food/ TUCK SHOP stationary items shall be sold with MRP prices /Rates only.**

Signature of Tenderer with office stamp



**Annexure-II**

*DECLARATION BY THE TENDERER*

**(To be submitted along with the Technical Bid)**

Date:

To  
The Principal Director  
CITD, Hyderabad

Sir,

I/We here by declare that I/we am/are not a relative of any of the employees of the CITD , Hyderabad. Nor do I/we have any relationship whatsoever with any of them.

Yours faithfully,

( )  
Name, signature & seal of the Tenderer

### ANNEXURE – III

#### EXPERIENCE CUM SATISFACTION CERTIFICATE TEMPLATE

(To be submitted on client organization's letterhead, along with Technical Bid)

This is to certify that M/s. \_\_\_\_\_ Contractor is operating \_\_\_\_\_ mess(s) /canteen(s) /cafeteria(s) /food court(s) (please choose the correct option) at \_\_\_\_\_ for the past \_\_\_\_\_ years satisfactorily.

S.No	Particulars	
1	Name of the Firm/Organization/Institute	
2	Phone number	
3	Email address	
4	Name of the Work	
5	Name of the Contractor and Address	
6	Agreement Date	
7	Value of the Contract (Rs in Lakhs)	
8	Date of Commencement of the work	
9	Date of Completion of work	
10	Total Number of Manpower Engaged for serving in organization/institute.	
11	Capacity/ student strength of the Organization/Institute where such canteen have been operational.	
12	Performance feedback received from the existing clients on quality & hygiene maintained by the contractor • Excellent • Very Good • Good • Average	
13	Remarks	

Date:

Signature of the Competent Authority with Seal

**Bid Securing Declaration Form**

Date: ----- Tender No. -----

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am/We are in a breach of any obligation under the bid conditions, because I/We

- a) Have withdrawn /modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid, or
- b) Having been notified of the acceptance of our Bid, by the purchaser during the period of bid validity (i)fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am /We are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder, or (ii) thirty days after the expiration of the validity of my/our Bid.

**Signed: (insert signature of the person whose name and capacity are shown)**

**In the capacity of (insert legal capacity of person signing the Bid Securing Declaration)**

Name: (insert complete name of person signing the Bid Securing Declaration)  
Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on ----- day of ----- (insert date of signing)  
Corporate Seal (where appropriate)

(Note: In case of a joint venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

**PART II**

ACCEPTANCE BY THE TENDERER  
(To be submitted along with Technical Bid)

To  
The Principal Director  
CITD, Hyderabad

Sir,

I/We have read, understood and agree to abide by the Notice Inviting Tenders and SCOPE OF WORK AND GENERAL TERMS & CONDITIONS or such portions thereof as you may specify in the Acceptance of Tender at the prices given in the said schedule in accordance with the above condition and the General and special conditions governing the Contract enclosed hereto on receipt of order for the same.

2. I/We agree to hold this offer open for 60 days from the date of opening of the price bid and to be bound by a communication of acceptance dispatched within the period specified above.

3. I/We agree to all the terms and conditions of the Tender. I agree that all the information given above is true to my knowledge any false information given therein shall render me disqualified and my contract may be terminated on account of that.

Yours faithfully,

Sign of Tenderer with  
office stamp

Station:

Date:

### **PART III**

(To be submitted along with Technical Bid)

To  
The Principal Director  
CITD, Hyderabad

Sir,

I/We hereby agree

- (a) to pay the fixed amount of Rs. 5,000/- per month as rent (inclusive of electricity and water charges as per consumption, for the allotted area) along with applicable GST ;
- (b) to ensure offered prices as per Annexure-I;**
- (c) to arrange separate manpower for cleaning and maintenance of Wet Canteen area;and
- (d) to hold this offer open for 60 days from the date of opening of this Price Bid and to be bound by a communication of acceptance dispatched within the period specified above.

Yours faithfully,

Sign of Tenderer with office

Place :

Date:

Note:

- Note : All packed items/Readymade/Soft drinks/Ice creams/Bakery food/ TUCK SHOP stationary items shall be sold with MRP prices /Rates only.

Yours faithfully,

Sign of Tenderer with office