



नाबिकगृहसमिति

बंदरगाह, नौवहन और जलमार्ग मंत्रालय के तहत एक स्वायत्तनिकाय
(पंजीकृत कार्यालय- सी मैन वेलफेयर ऑफिस, मरीन हाउस, हेस्टिंग्स, कोलकाता 700 022)

NABIK GRIHA SAMITY

An Autonomous Body Under Ministry of Ports, Shipping & Waterways
(Regd. Office: - Seaman's Welfare Office, Marine House, Hastings, Kolkata 700 022)

1/1 Taratala Road, Kolkata 700 038

Website- www.ngs-mai.com | E-mail- nabikgriha@gmail.com | Phone- 9433523336

No- NGS/ MAI/CANTEEN TENDER/2025/11

Date 03.12.25

Tender Notice for NGS Canteen and MAI canteen catering services

Name of Service	EMD	Last date & time for Submission
Tender for providing Catering Service to 40 (forty) students of Maritime Academy of India(MAI) and boarders of Nabik Griha Samity (NGS) seamen Boarding house inside the premises of Nabik Griha Samity, 1/1 Taratala Road, Kolkata 700 038	Rs25000/- (Rupees fifty thousand only) if not registered with MSME.	24.12.2025 @ 1500hrs
Tender documents i.e. tender forms and other terms and conditions / details can be downloaded from website- www.ngs-mai.com . Tender form cost- Rs. 500/- to be paid by bank Demand draft in favor of Nabik Griha samity payable at kolkata.		

Tender abstract

Particulars	Detail
Tender Number	NGS/CANTEEN/TENDER/2025/12
Date	03.12.2025
Cost of Tender Form	Rs. 500/-
Pre-bid meeting	16.12.2025 at 1500 Hrs at Government Shipping Office, Marine House, Hastings, Kolkata-22
Last Date of Submission of Tender	24.12.2025 at 1500 hrs
Technical Bid Opening Date and Time	26.12.2025 at 1500 hrs
Financial Bid Opening Date and Time	26.12.2025 @ 1600 hrs
Address for Submission of Tender	Government Shipping Office, Marine House, Hastings, Kolkata-700022
Address for opening of Technical & Financial bid	Government Shipping Office, Marine House, Hastings, Kolkata-700022

ABOUT NABIK GRIHA SAMITY & MARITIME ACADEMY OF INDIA

Nabik Griha Samity (NGS) is a benevolent charitable institution dedicated to the welfare of seafarers. It operates a seamen's boarding facility that provides accommodation to 230 seamen, ensuring a safe and supportive environment for maritime professionals.

Alongside, NGS manages the Maritime Academy of India (NGS), a Maritime Training Institute (MTI) approved by the Directorate General of Shipping. NGS conducts the General Purpose (G.P.) Rating Course for 40 students, contributing to the skill development and career progression of aspiring seafarers.

Together, NGS and NGS embody a legacy of service, education, and welfare, strengthening the maritime community through accommodation, training, and support facilities.

GENERAL RULES AND GUIDANCE OF THE BIDDERS

1	<p>Both institutions NGS and MAI offers following services through their canteen facilities:</p> <ul style="list-style-type: none"> • NGS Canteen: Serves breakfast, lunch, dinner, and refreshments to residents and visitors on a payment basis. • MAI Canteen: Provides breakfast, lunch, dinner, tea, and refreshments exclusively to the 40 enrolled students against bill raised to Maritime Academy of India. <p>The bidder/tenderer is also termed as service provider in this tender. The term tender includes tender document and its appendix, annexure, corrigendum / addendum and all other related documents.</p>	
2	<p>The tender is invited in TWO BID SYSTEM and is open to all service providers who fulfil the following eligibility criteria:</p>	
	2.1	<p>Experience – No. of years in the Business: The Bidder should be in the Business of providing “Similar Service” for a period not less than 5 years since 2025.</p> <p>[Mode of Proof: Copies of the Work order, Agreement and Work Completion certificate for the Completed or ongoing work.]</p>
	2.2	<p>Annual turn-over for last five years- For last two financial year annual turnover should not be less than 40 lac.[Mode of Proof: Annual accounts duly certified by a Chartered Accountant / Income tax Returns].</p>
	2.3	<p>Possession of Valid Registration, GST Number, PAN, AADHAR, EPF Registration, ESIC registration& FSSAI registration.</p> <p>[Mode of Proof: Copy of the Shop & Establishment registration, GST Registration Certificate, PAN, AADHAR Card, EPF Registration, ESIC registration& FSSAI registration to be produced]</p>
	2.4	<p>Should not have been black listed and terminated on account of non-compliance of tender conditions. If the service provider or its holding, subsidiary, Joint Venture, Associate or any sister concern, has been terminated by NGS in case of any type of service provided in this campus, in the last 5 years for any reason whatsoever before the completion of the contract period, they are debarred from participating in this tender process. [Mode of Proof: Self-declaration to this effect]</p> <p>It shall be NGS’s prerogative to decide whether the document produced is valid evidence or not and to call for additional proof, if required. IMU may also conduct independent verification of credentials furnished by the service providers.</p> <p>All the Mode of Proof documents for meeting eligibility criteria enclosed with the tender are to be duly signed by the authorized signatory. If required, NGS may insist for notarized copy or ask to produce originals to ascertain the veracity of the documents. NGS also reserves the right to ask more proof to corroborate the eligibility declarations.</p>
3	<p>General Conditions</p>	
	3.1	<p>The duly authorized signatory (ies) of the entity should sign in all the pages of the tender document including the annexure / schedules signifying the acceptance of all the terms and conditions, stated in the various parts of the tender. The person(s) authorized to sign the tender shall also sign in all the pages of the supporting documents submitted as proof of their eligibility etc. In other words, every page of the bid submitted should have the signature of the duly authorized signatory of the bidder.</p>
	3.2	<p>Bidder should furnish all the details in the prescribed Pro-forma and as per the requirements set out in the tender documents under Cover I. Bids and Tender documents should be complete in all respects and any incomplete tenders will be rejected</p>
4	<p>One Bid per Bidder- The Bidder who submits more than one tender will be disqualified.</p>	
5	<p>NGS not responsible for Cost of Tendering-</p> <p>The bidders shall bear all costs, efforts or their time associated with the preparation and submission of their tenders and the NGS will in no case be responsible or liable for those costs / efforts / time, regardless of the conduct or outcome of the tendering process or the cancellation, if any, of tender by NGS, due to any reason whatsoever and at any stage of the tender (NGS is not responsible, if there is a cancellation even after price bid opening).</p>	
6	<p>Site Visit- The bidders may visit the site and surroundings of NGS on or before 12.12.2025 during working hour where the Services are to be provided and acquaint themselves with the operational system and site conditions and understand the information that may be required for the preparation of the tender and for entering into contract for providing the Services. The costs of visiting the site shall be borne by the bidder. Permission, if required, to visit the site will be given on or before 12.12.2025 on application to the Manager, NGS. It shall be presumed / deemed that the bidder has undertaken a visit to the site and is aware of</p>	

	operational conditions prior to the submission of the tender documents, even if the bidder fails to make a site visit.		
7	Rejection of Tender Documents The bidder shall read and understand the contents of the tender documents, carefully. Failure to comply with the requirements of tender submission will render the tender liable for rejection. Tenders, which do not comply with the requirements of the tender conditions, will be rejected.		
8	Clarification of Tender Documents A bidder requiring any clarification regarding the tender documents may write by email to nabikgriha@gmail.com. Manager, NGS will respond to any valid request for clarification, raised during the pre-bid meeting or received one week prior to the last date for submission of tenders. NGS's decision is final and binding with regard to interpretation of terms used or other tender contents.		
9	Preparations and Submission of Tenders		
	9.1	Documents comprising of Tender	
		9.1.1	Cover I (Technical Bid)
		A	Demand Draft towards Earnest Money Deposit- MSME registered bidder are exempted from submission of EMD. Copy of MSME registration certificate need to be submitted as proof.
		B	Complete Tender Document downloaded from NGS website and its amendments, corrigenda / addenda issued by NGS which are duly signed by the Owners/Proprietors/Directors in each page with stamp.
		C	Duly filled Technical Bid format (Annexure 7) with all the documents stated in the technical bids and other supporting documents in evidence of the data filled in technical bids and any other documents stated in the tender document.
		D	The Cover I shall be addressed to "The Secretary, Nabik Griha Samity" and should be duly super scribed as Cover-I-Technical Bid for Providing 'Catering Service in NGS-MAI Canteen at NGS' and sealed properly. Name and Address of the bidder shall also be written/ printed on the cover.
		9.1.2	Cover II (Price Bid) The Cover II shall only contain the Price Bid in prescribed formats annexure 11
		A	Form of Tender
		B	Priced Bill of quantities / Filled in Price Bid format All the above should be duly filled in, signed and sealed: The Cover II shall be addressed to "The Secretary, Nabik Griha Samity" and should be duly super scribed as Cover-II-Price Bid for Providing 'Catering Service in NGS-MAI Canteen at NGS' sealed properly. Name and Address of the bidder shall also be written/ printed on the cover.
		C	GST Rates have to be stated in the column provided and relevant notification or any other proof of rate is to be enclosed. In case of any changes in GST rate or any other statutory obligation resulting in increase of the GST rate, it will be considered for payment to the service provider. If, on the other hand, there is a reduction in the rate of GST or any other statutory obligation resulting in decrease of such rates and generation of extra profit by the service provider, the same has to be passed on to NGS.
		9.1.3	Main Cover Both the "Cover I" and "Cover II" shall be placed inside the main cover and sealed properly. The main cover should be duly super scribed as "Tender for Catering Service in NGS-MAI Canteen at NGS" [Tender No: NGS/ NGS/CANTEEN/2025/12, dated 25/11/2025]
10	Conditions stipulated by the bidder The bidder shall note that no alternative or counter or qualifying tender conditions by the bidder will be acceptable to NGS. Tenders containing any qualifying conditions or even bidder's clarifications in any form will be treated as non- responsive and will be rejected.		
11	Filling up of Forms, Completeness & Mode of Submission of Tender The bidder shall submit all the documents required to be submitted as per Clause 11 duly filled in along with their covering letters, data and other information so that the tender is complete in all respects. The Rates in Price Bid shall be filled in either typed or written in indelible ink and shall be signed by the Owners/Proprietors/Directors to sign on behalf of the bidder.		

	Bids sent by telex, fax, email etc. (i.e. modes other than by way of speed post/ courier/ dropping in the box provided) shall not be accepted.
12	Tender Price-
12.1	The contract shall be for the whole Services or for individual component or components as may be decided by the NGS, based on the unit rates and prices quoted by the bidder in the price bid.
12.2	Items against which no rate or price is entered by the bidder will not be paid for and when executed, such items, shall be deemed to have been covered by the other rates and prices in the price bid like service charges. Tender price covers service provider's all obligations mentioned in or to be reasonably inferred from the Tender document in respect of the Service at NGS and includes all the liabilities of the service provider including all kinds of taxes etc.
12.3	The rate quoted shall be responsive and the same should be inclusive of all the Statutory obligations
12.4	Bidders are advised to exercise utmost care while preparing the Price bid and technical bid. If there is a discrepancy, NGS will reject the tender altogether. However, NGS may also at its sole discretion, consider accepting the tender, if there are differences between the rates quoted by the bidder in words and in figures or in the amount worked out by him, adopting the following procedure: (A) When there is a difference between the rates in figures and in words, the rates given in words would only prevail. (B) NGS may adopt any other method, as deemed suitable by it, to resolve any such unintentional error(s), if any. It is reiterated that resolving of errors as stated above, is optional to NGS. The bidders are advised to exercise utmost caution not to run the risk of rejection due to such error(s).
13	NGS's right to accept any tender and to reject any or all tenders, and to annul / cancel the tendering process, at any time / stage prior to the award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders of the grounds for the NGS's action.
14	Refund of EMD: The EMD will be refunded to all the unsuccessful bidder(s) within three months from completion of the tender evaluation process. No interest will be allowed on the Earnest Money. The EMD of the successful bidder will be refunded only after the remittance of in any manner as aforesaid. Alternatively, the successful bidder shall when his tender is accepted, furnish security deposit as specified in the clause elsewhere after giving credit to the amount deposited by him as earnest money. Till such time, the earnest money shall retain its character, as such, till the successful bidder furnishes the security deposit.
15	Where a person whose tender has been received by the NGS intimates that they are withdrawing their tender before the validity period or makes any modification in the terms and conditions of the tender which are not acceptable to the NGS (or) fail to furnish the security deposit within the prescribed time, the NGS shall without prejudice to NGS's any other right or remedy, be at liberty to forfeit the Earnest Money deposited by such person absolutely.
16	Commencement & Duration of the Contract: The period of agreement will be initially for <u>Two year</u> from the effective date as per the order awarding the contract / acceptance by the NGS. The contract is extendable further by two years, one year at a time at the same rates and other terms and conditions subject to satisfactory service to NGS and at the sole discretion of NGS. In any case, total period of contract will not exceed 3 years i.e. initial one year plus extension of 2 years one year at a time.
16A	Contract Agreement The successful bidder shall, if awarded the contract, enter into and execute an agreement in the form prescribed when called upon to do so with such modifications as agreed upon prior to the date of acceptance of the tender and until the formal agreement is prepared and executed, this tender together with the written acceptance shall form a binding contract between the buyer and the service provider. All costs, charges and expenses including stamp duty in connection with the contract as well as preparation and completion of agreement shall be borne by the bidder
17	GENERAL TERMS AND CONDITIONS
17.1	Review: The contract is subject to appraisal and reviews by the authorities of NGS and in case the job performed is not found to be satisfactory, the contract shall be terminated by giving one month's

		notice to this effect. A record of every lapse small or big will be maintained by the NGS. Conduct of monthly meeting of General Secretary with the Service provider or authorized representative of the service provider other than on-site employees, will be held for review and follow-up actions. Bills will not be processed if the meeting is not conducted and hence is a mandatory requirement of the monthly routine.
	17.2	The selected Bidder shall be responsible and liable for and shall indemnify NGS and keep the NGS indemnified, safe and harmless at all times, against: Any and all claims, liabilities, damages, losses, costs, charges, expenses, proceedings and actions of any nature, whatsoever made or instituted against or caused to or suffered by NGS or its students and employees directly or indirectly by reason of:-
	17.2.1	Any wrongful, incorrect, dishonest, criminal, fraudulent or negligent work, default, failure, bad faith, disregard of its duties and obligations here under, service, act or omission of or by the Service provider and / or any of his Staff
	17.2.2	Any theft, robbery, fraud or other wrongful act or omission by his staff. The service provider shall be responsible for the good conduct and behaviour of his employees. In the event of any misdemeanour like sleeping during duty, being under the influence of liquor/drugs or indecent or insolent behaviour by any outsourced staff found misbehaving with the staff member / student of the NGS or found abetting with another person in any sorts of misdeeds, the service provider shall terminate the services of such of his employees on his own or whenever there is a recommendation of the Director or the officer in charge. The termination of the employee has to be executed within 24 hrs of the intimation, failing which NGS will terminate the contract within 72 hrs without any intimation. In all the above terminations, the service provider shall have to arrange the suitable replacement in all such cases within 24 hours of intimation by NGS, failing which it may be treated as absent and consequent penalty as specified elsewhere in the document or any other penalty as deemed fit and reasonable by NGS will be imposed. The service provider shall issue necessary instructions to its employees to act upon the instructions given by the Officer in Charge of NGS or persons authorized by the NGS. Service provider and its staff shall take proper and reasonable precautions to preserve from theft, loss, destruction, waste or misuse of the areas of responsibility and custody of the Campus as whole which include properties and assets of NGS given to them by the NGS and shall not knowingly lend to any person or company any of the effects of NGS under its control.
	17.3	The Service provider shall do and perform all such services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which the NGS may issue from time to time and which have been mutually agreed upon between the two parties.
	17.4	The Service provider shall be responsible to maintain all property and equipment of NGS entrusted to it.
	17.5	All necessary reports and other information will be supplied immediately as required and regular meetings will be held with NGS as and when required by NGS.
	17.6	The scope of work, description and the terms and conditions maintained herein above are only indicative and not exhaustive and the Bidder shall meet any other requirements of NGS communicated from time to time, relating to the outsourced service.
	17.7	All correspondence regarding outsourced Service & payment of bills etc., or any other matter shall be done only with the Principal/Manager through the General Secretary.
18	Security Deposit	
	18.1	Within 7 working days of the successful bidder's receipt of notification of award from NGS, the Bidder shall furnish a Security Deposit at the rate of 5% of the annual contract value (calculated based on 365 days) in the form of Bank Guarantee drawn in the name of Maritime Academy of India, towards due compliance of contract obligations to the satisfaction of the NGS and to make good any loss or damage caused to the NGS owing to acts in pursuance/violation of terms herein. The EMD already paid can be adjusted towards the Security Deposit, and in which case, the balance of security deposit is to be paid within 7 days of notification of award by NGS. If the bidder fails to submit the Security deposit to NGS within the stipulated time, NGS shall without prejudice to any other right or remedy, be at liberty to forfeit the Earnest Money deposited by such person absolutely and / or may, at its


		sole discretion, treat the bidder as having lost his eligibility for the award of the contract.
	18.2	The Security Deposit will be discharged by the NGS and returned to the service provider not later than 90 days following the date of completion of the service provider's performance obligations
	18.3	The proceeds of the Security Deposit shall be payable to the NGS as compensation for any loss(es) incurred by NGS resulting from the failure of the service provider to meet out its obligations under the Contract, as determined by NGS. This shall be in addition to any other action/ penalty taken by NGS for delays/ default/ failure on the part of the service provider.
	18.4	If there is any delay in payment of Security deposit beyond the specified or extended time as per the above mentioned clause, interest at the rate of 0.25% per week or any incomplete week for the period of delay may be charged by NGS, in the event of NGS deciding to award the contract even after such delay. No interest is payable on the Security Deposit.
19	PAYMENT TERMS-	
	19.1	a) For MAI Canteen- The contractor should submit the bill for the providing food to the trainees on or before the 10th day of the succeeding month along with supporting documents as determined by NGS including the following pertaining to the previous month. b) For NGS Canteen – The licence fee for the month need to be paid by CHEQUE on the 5 th of that month.
	19.2	a) For MAI Canteen- During declared holidays i.e., Durga Puja, the no of serving per day will be as per the prior information of the institute as many student proceed to their hometown. b) For NGS Canteen- Canteen will have to remain open on all days of the year.
	19.3	Disbursement of Bills: a) For MAI Canteen- Bill to be raised in the name of 'MARITIME ACADEMY OF INDIA'. after verification of the claim for its correctness, make payment within ten working days after the date of receipt of the claim, complete and correct in all respects, from the service provider. No interest is payable by NGS in case of any unavoidable delay in settling the bills. However, NGS would endeavour to settle the bills within the said time. TDS at the rates applicable shall be deducted u/s.194 (c) of Income Tax Act 1961 on the whole amount. b) For NGS Canteen- Cheque to be issued in favour of NABIK GRIHA SAMITY. Delay in payment will attract 2% interest per month, calculated from 6 th day of the month till the cheque is handed over.
	19.4	Setting off of service provider's bills:
	19.4.1	Tax, levy or any other amount whatsoever which may be required to be deducted by order of any Court/Authority under any law now in force or which may come into force during the currency of this Agreement.
	19.4.2	Any and all amounts which may be or become payable by the Service provider to NGS under this Agreement.
20	TERMINATION	
	20.1	Either party may terminate the contract by giving the other party three-month prior written notice of the same and this Agreement will stand terminated on the expiry of the three months' period provided always that the service provider has fulfilled and complied with all his obligation to the NGS in connection with and under this Agreement up to the date of such termination. In case of withdrawal by the service provider, before completion of one year, Security deposit will be forfeited. Withdrawal by service provider without advance notice of 3 months may lead to black listing in addition to forfeiture of Security deposit.
	20.2	In case of breach of any of the terms of this Agreement by the service provider, NGS shall be entitled to terminate this Agreement immediately without giving any written notice to the service provider for the same. In such a case, NGS shall be entitled to retain hereunder or which become due after termination thereof, any amount which, according to NGS is due and owing to it by the service provider arising directly under this Contract.
21	POST TERMINATION RESPONSIBILITY OF THE SERVICE PROVIDER	
	21.1	Upon termination of this Agreement, the service provider shall immediately deliver to NGS all the documents/ tools/ equipment and any/ all data pertaining to NGS/MAI, held by it or in the possession/ custody/ control of his staff, to NGS. The service provider shall also forthwith remove all his staff together with his machines/ his equipment / his tools whatsoever from the premises of NGS as directed by the NGS. NGS reserves the right to demand from the service provider to finish any

		particular work/ works which may at the date of termination stands incomplete in full or part.
	21.2	Any breach of the obligation or delay in its implementation of post termination responsibilities of service provider shall without prejudice to NGS's other rights at law will, result in levy of compensation at the rate of Rs.1000/- per day with interest thereon upto the rate of 12% per annum. This amount may without prejudice to all other rights of recovery vested as per law with NGS also be recovered from the amount outstanding to the service provider.
22	Arbitration & Jurisdiction In the event of disputes, differences, claims and questions arising between the parties hereto arising out of this Agreement or anyway relating hereto or any term, condition or provision herein mentioned or the construction or interpretation thereof or otherwise in relation hereto, the parties shall first endeavour to resolve such differences, disputes, claims or questions by mutual discussion and failing such settlement, the same shall be referred for arbitration by a sole Arbitrator appointed by NGS. Such arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act 1996 or re- enactment thereof for the time being in force and shall be held in Kolkata. In case the Arbitration award is not acceptable to either of the parties, they may approach courts having jurisdiction at Kolkata only.	

23. Contract for NGS Canteen may be awarded to highest license fee offering agency at the stipulated price/minimum offered price of articles to be sold Or offered price subject to acceptance by the Tender evaluation committee.

24. Contract of MAI canteen catering services will be awarded to the minimum bidding firm with the qualifying technical requirements of the tender documents.

25. It is necessary for every bidder to participate in bidding for both the canteen services. Contract for NGS and MAI canteen may be awarded to one agency or separate agency for MAI and NGS canteen.


(Bijendra Choubey)
General Secretary, NGS

List of annexures

Annexure	Details
1	Special terms and conditions for Nabik griha samity canteen service
2	Format for 'NGS canteen rate & licence fees' along with the financial bid for mai canteen
3	Special terms and conditions for Maritime academy of India (MAI) canteen service
4	Scope of work and duties of service provider, quality of food items etc.
5	Quality, quantity and provisional menu and of food items
6	Bidder's representations and warranties
6A	Bidder's covenants
7	Format for Technical bid for NGS & MAI canteen
8	Draft Undertaking by the bidder
9	Sample menu for reference only, for maritime academy of india canteen
10	Penalties for various violation
11	Format for Financial bid for canteen service to Maritime academy of India
12	Draft agreement copy for operation of canteen

A) SPECIAL TERMS AND CONDITIONS FOR NABIK GRIHA SAMITY CANTEN SERVICE AT NABIK GRIHA SAMITY, 1/1 TARATALA ROAD, KOLKATA 700 038

1. The Canteen is at Nabik Griha Samity, 1/1 Taratala Road, Kolkata 700 038. And the work is for supply of cooked food with cooking service facility.
2. The bidder should have at least 1 (one) year of catering experience of serving to at least 40 persons in Govt / Semi Govt or private establishment. Suitable documentary evidence to be supported along with the tender application.
3. **The canteen premises rent is decided by the Nabik Griha Committee to be minimum of Rs. 15000.00 (Rupees fifteen thousand) only per month. Amount should be payable by cheque to 'Nabik Griha Samity'.**
4. Canteen shall be meant for serving refreshments, snacks, tea, meals etc and such items and at such price as may be settled between the contractor and the management committee of Nabik Griha Samity.
5. The services of the canteen will be at the disposal of the boarders of Nabik Griha Samity hostel & and its employees. The users of the canteen shall be paying for the services directly to the tenderer.
6. The canteen will run on all days including Sundays & holidays and shall remain open during such hours as may be decided by the committee of NGS.
7. Electric charges have to be paid by the agency as per actual unit consumption.
8. All crockeries, cutleries and cooking utensil should be provided by the contractor.
9. The contractor selected for the canteen service will be required to maintain highest level of cleanliness and standard of hygiene with regards to the persons under his employment and utensils used for the service. At time of serving the cooked food, one should use hand gloves and clean apron.
10. The contractor should ensure that only freshly cooked foods are served and any stale food should be disposed of immediately.
11. The contractor should ensure optimum use of cooking oil and spices for cooking food items.
12. Food shall be cooked and served in clean utensils and no laxity in this regard will be permitted.
13. The firm shall get the prices of all items approved by the NGS committee and no changes shall be made without prior written permission of the NGS committee.
14. Seafarers, not residing in the hostel may also be served food only after proper verification of relevant document (CDC/ INDOS). A log need to be maintained for such records.
15. The personnel appointed by the tenderer must have proper and clean uniform for their identification. Each of them should have basic knowledge of personal hygiene and safe & clean methods of food handling and safe operation of electrical gadgets and gas stoves associated with this type of work.
16. The firm should deploy adequate manpower to provide refreshments / Lunch / dinner / packed material to the boarders of NGS during late hours and on Saturdays / Sundays, including other holidays, according to the requirement of NGS.
17. All raw materials to be used for preparation of food should be of highest standard and should be procured from the local markets on daily basis.
18. The fuel to be used for cooking should be only LPG and shall be arranged by the contractor. He/she should have a proper commercial connection for the LPG.
19. The contractor will be responsible for maintaining adequate number of persons engaged in cooking, distribution, cleaning of utensils and proper disposal of garbage.
20. The contractor should keep the canteen premises, interior & exterior clean at all time. An area of 3 meters width around the periphery of the canteen building should be maintained by the contractor on daily basis which include cleanliness & beautification.
21. Care must be taken to ensure that, while carrying out the work, no fittings, fixtures, furnishings, equipment provided by NGS are damaged. Any damages done to the same or any other property will have to be repaired / replaced by the agency, failing which the same will be carried out by NGS at the agency's risk & cost. In this regard the decision of the NGS governing committee shall be final and binding on the agency.

22. The contractor should bear all expenses for running the canteen and Nabik Griha Samity shall not be held responsible in any manner for any damage caused due to incidents like theft, burn, fire, electric shock and any other hazardous incidents which may have happened due to negligence on contractor's part.
23. The contractor shall not be entitled to use the canteen premises allotted by NGS for any other purpose or business other than canteen service as mentioned above, time and again.
24. The contractor must possess the requisite valid license issued by the competent authority for carrying out the business and shall be responsible for complying with all laws pertaining to the canteen service as well those pertaining to employment of persons under him.
25. The persons associated with preparation and distribution of food should be medically fit all the time and anybody found suffering from any communicable disease / infection should be kept out of engagement till he is fully recovered.
26. A list of personnel deployed for food preparation, handling and serving have to be intimated to the authority from time to time.
27. There shall be no compromise on the quality of food supplied by the tenderer and if any such incidence or food adulteration is found, action deemed fit, including black listing the firm, shall be taken by the authority and all rules of Prevention of Food Adulteration Act (PFA Act) shall apply.
28. The contractor should, preferably, serve Non-veg & Veg biriyani on Sunday lunch.
29. Cost of electricity will be borne by the canteen operator and NGS will not reimburse them. To facilitate the same, a sub meter is installed for the canteen.
30. The canteen operator is allowed to serve food to any seafarers & their family, even though he may not be a boarder. A proper sea-going document should be produced & recorded for such customers in a canteen register.
- 31. The contractor should pay the subscription for the DTH connection and ensure that the customers get to watch uninterrupted television shows. NGS will not reimburse the DTH subscription.**
32. The agency may also supply those eatable items which are not under the contract in case of any demand. The cost of any such items may be fixed at MRP rates.
33. The approved price of the eatables should be prominently displayed at the serving counter.
34. The contractor may serve other cooked items as per his choice, only after prior approval for the committee.
35. The agency should be responsible for complying with payment of minimum wages as per Govt of West Bengal's directive and other social security benefits including leave, holidays and prescribed hours of work schedule as per labour law in force from time to time to its employees deployed in the canteen service of Nabik Griha Samity. All laws related to social security etc in case the contractor engages manpower more than the specified number, service tax wherever applicable & other labour legislation, pollution control and such statutory orders from time to time as regards to treatment & disposal of garbage. The contractor will be liable for any consequences resulting from violation of any such rule / provision.
36. The agency shall at all times keep Nabik Griha Samity, its management committee and all office bearers of NGS indemnified against all third-party claims whatsoever (including property loss & damage, personal accident, injury or death of any person) and /or the owner of the agency shall at its own cost and initiative at all times, maintain all liabilities under workman's compensation act, PF Act, etc in force at time to time.
37. The contractor shall be responsible for such conduct of the persons engaged by him in the canteen which will be conducive for maintaining the harmonious atmosphere and will be responsible for any act of commission & omission of such persons.
38. The workers employed by the agency shall be directly under the supervision, control and employment of the agency and they shall have no connection what-so-ever with NGS. NGS shall have no obligation to control / supervise such workers or to take any action against them except as permissible under the terms & conditions as mentioned in the contract and as per law. Such worker shall also not have any claim against them NGS for employment or any other statutory claim or regularization of their services by virtue of being employed by the canteen agency, against any temporary or permanent posts in NGS. In case of any untoward incident / fire / death / injury of any employees engaged by the canteen agency, NGS will not be liable to pay any damages / compensation.

39. The contractor while submitting their tender form shall enclose self certified photocopies of experience, trade license, service tax registration certificate essential for carrying out the activities under reference license under contract labour Act, and any other documents in support of carrying out the activities under reference from competent authority.
40. Employment of child labour is strictly prohibited under the law.
41. The contract is not transferable. The firm shall not appoint any sub-firm to carry out its obligations under the contract. Subcontracting in any form will lead to immediate termination of contract.
42. All pages of the tender and related papers / documents should be duly authenticated by tenderer or authorised signatory on behalf of the tenderer.
43. Raw materials, cooking medium, vegetable, fruits, biscuits and other eatables should be as desired.
44. The contract, if awarded will be initially for 02 (Two) years only from the date awarded.
45. Subject to continuous satisfactory performance the NGS committee reserves the right to extend the contract for a period as would be decided by the NGS committee.
46. **Storing / supply / sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the NGS campus including canteen. Any breach of such restrictions by the Canteen firm will attract deterrent actions against the firm as per statutory norms.**
47. The canteen should always abide by the rule and regulation of Fire Safety norms.
48. **No cash transaction is allowed. All payment should be made online. Every month end a copy of the bank statement should be submitted to NGS.**
49. In the event of violation of any contractual or statutory obligations by the contractor, it shall be responsible and liable for the same. Further, in the event of any action, claims, damages, suit initiated against NGS by any individual, agency or government authority due to acts of the firm, the firm shall be liable to make good / compensate such claims or damages to NGS. As a result of the acts of the firm, if NGS is required to pay any damages / compensation to any individual, agency or government authority, the firm would be required to reimburse such amount to NGS or NGS reserves the right to recover such amount from the payment(s) due to the firm while settling its bills or from the amount of security deposit of the firm lying with NGS.
50. **Food poisoning, under any circumstances won't be tolerated by NGS and the Contract is liable to be terminated. The security deposit paid by the contractor shall be forfeited in full, if the contract is terminated under the circumstances specified above. He will be held completely responsible for all the implications arising out of such mishaps**
51. For any defaults, financial penalty will be imposed as mentioned in **Annexure- 10**.
52. **Sample lunch (01 in no.) for food tasting to be served to the designated staff of NGS from Monday to Saturday.**
53. Dispute, if any, arising out of the contract shall be settled by mutual discussion. Alternatively, by the legal recourse under jurisdiction of Kolkata courts only.

(Should be submitted in a separate envelope marked 'NGS Canteen rate & Licence fees' along with the financial bid for MAI Canteen)

NAME OF THE TENDERER (AS PER REGISTRATION CERTIFICATE)	
COMPLETE POSTAL ADDRESS OF THE TENDERER (AS PER REGISTRATION CERTIFICATE)	
PRESENT POSTAL ADDRESS (IF OTHER THAN ABOVE)	
AUTHORISED SIGNATORY	

The rate should be quoted in INR as mentioned in the appropriate column. Alternative offer will not be accepted). Offer rate should be submitted in following sub-heads and shall be inclusive of all charges, statutory obligations and any other expenses related to or incident to performances of the job under reference and in regards to terms & conditions specified herein before

S No	Description	Unit	NGS Rate (INR)	Quoted Rate (INR)
BREAKFAST				
01	Sliced white Bread toast- 4 pcs with butter /Jam (10 gm))	Per plate	30.00	
02	Poori- 4 pcs / Paratha- 2 Pcs &aloo vegetable / Chana Dal(100 gm)	Per plate	30.00	
03	Idli- 2 (150 gm), Sambar (50 ml), Chutney	Per plate	25.00	
04	Masala Dosa- 1 (150 gm), Sambar (50 ml) & Chutney	Per plate	30.00	
05	Vada- 1 (150 gm), Sambar (50 ml)& Chutney	Per plate	25.00	
06	Omelette- 1 egg	Per plate	15.00	
07	Boiled egg- 1 egg	Per plate	10.00	
08	Veg Sandwiches- 2 pcs (150 gm)	Per plate	20.00	
09	Tea with milk & sugar	100 ml	10.00	
10	Coffee with milk & sugar	100 ml	12.00	
11	Hot Milk	150 ml	15.00	
LUNCH				
01	Veg Thali- only Rice (150 gm), dal (50 gm), Fried Veg (100gm)- 1, Vegetable-1(100 gm)	Per plate	50.00	
02	Veg Thali- Half portion Rice (75 gm), Chapati- 3 (150 gm), dal, Fried Veg- 1 Vegetable-1 (100 gm each veg)	Per plate	50.00	
03	Non- Veg Thali- Rice (150 gm), 1 Veg, 1 Non-	Per plate	70.00	

	Veg (Chicken- 2 pcs (120 gm), Fish- 1 Pcs (120 gm) / Egg curry of 2 pcs)			
03	Non- Veg Thali- Half portion Rice (75 gm)&chapati- 3 (150 gm), 1 Veg (100 gm), 1 Non-Veg (Chicken- 2 pcs (120 gm)/ Fish- 1 Pcs (120 gm) / Egg curry- 2 pcs)	Per plate	70.00	
05	Non- Veg Thali- Veg Fried Rice (200 gm)& Chilli Chicken- 2 Pcs (150 gm) with Vegetable (Capsicum Carrot)	Per plate	60.00	
06	Chicken Biryani / Mutton Biryani (400 gm each plate)	Per plate	90.00 / 120.00	
07	Veg Biryani (400 gm)	Per plate	70.00	
10	Plain Dahi (100 gm)	Per cup	On MRP	
DINNER				
01	Veg Thali- Chapati- 4 (200 gm), Tarka / Chana (100 gm), Veg- 1 (100 gm)	Per plate	40.00	
02	Veg Thali- Chapati- 4 (200 gm), Veg- 2 (Each 100 gm)	Per plate	40.00	
03	Non-Veg Thali- Chapati- 4 (200 gm), Chicken- 2 pcs (120 gm)/ Egg Masala- 2 pcs, Veg-1 (100 gm)	Per plate	60.00	
04	Non-Veg Thali- Half Portion Rice (75 gm) & Chapati- 2 (100 gm), Chicken- 2 pcs (120 gm), Veg-1 (100 gm)	Per plate	60.00	
05	Non- Veg Thali- Rice, 1 Veg (150 gm), 1 Non-Veg (Chicken- 2 pcs (120 gm)/ Egg Masala- 2 pcs)	Per plate	60.00	
07	Plain Dahi (100 gm)	Per cup	On MRP	
08	Roti (50 gm)	One pcs	3.00	
OTHER ITEMS				
01	Mineral water- 1 Lit (Kinley/Bisleri)	One bottle	On MRP	
02	Mineral water- 500 ml (Kinley/Bisleri)	One bottle	On MRP	
03	Ice-Cream / Lassi / Frooti / Soft drinks & similar items	Per piece	On MRP	
04	Various packed snacks	Per piece	On MRP	
05	Various chocolates	Per piece	On MRP	

Monthly Licence fees that will be paid to Nabik Griha Samity (INR, in figute & words)- :

For thali, extra serving of rice, vegetables & dals are not to be charged extra. Variety in raw fish, in its type of cooking and variety in chicken in its type of cooking to be maintained so that customers are satisfied. The contractor may add new items in the menu with prior permission from the NGS committee.

B) SPECIAL TERMS AND CONDITIONS FOR MARITIME ACADEMY OF INDIA (MAI) CANTEEN SERVICE AT NABIK GRIHA SAMITY, 1/1 TARATALA ROAD, KOLKATA 700 038

1. The place for provision of service is mentioned in the tender abstract.
2. The Service provider will furnish NGS the details of the personnel to be deployed at MAI before posting them in the campus.
3. All personnel should be sincere, physically fit, active and energetic. The service provider has to ensure through an undertaking that police verification and medical check-up of all the food handlers has been done before start of work.
4. Check list for document required after award of this work order should be submitted as per detail mentioned in Schedule to this Appendix, within ten days of start of workorder.
5. NGS reserves the right to inspect any one or more of the establishments where the bidder is presently executing catering contracts if any, to satisfy itself about the performance of the contract before finalizing the order, as & when required.
6. Under extreme and exceptional circumstances of non-payment of essential wages, statutory contributions, NGS reserves the right to deduct the agreed wage component payable by the contractor for default of payment to ensure payment to workers.
7. The quality of food / snacks/ eatables supplied shall be of good quality, hygienic innature and the service should be to the fullest satisfaction of the University and theparticipants.
8. The quantity of food items / soft drinks, coffee, tea should conform to weight /limits wherever indicated.
9. The bidder has to make arrangement of all cooking & serving hardware. Cooking range, Cooking utensils, service utensils, plates, glass, cups, cutleries etc.
10. Though a daily menu is indicated, subject to demand, it may be modified by the Maritime Academy of India, from time to time.
11. The Contractor shall claim bills with regard to the actual number of breakfast/lunch / snacks /coffee / tea / dinner supplied on any particular day, unless ordered quantity wise inadvance. The vegetarian/non-vegetarian lunch/dinner should be claimed separately, if there is a price difference between the two. If vegetarians are provided with extra vegetarian items like additional fruits, ice creams, sweets, salads, extra curd, paneer, butter, cheese, yogurt etc.(as finalized by the mess committee in discussion with the contractor)to off set the price difference, then there is no need of providing separate claims, since uniform rates would be applied in such scenario.
12. Sufficient number of persons should be deployed to provide the service and at least, two persons should be available in each place of service.

13. Food poisoning, under any circumstances won't be tolerated by NGS and the Contract is liable to

be terminated. The security deposit paid by the contractor shall be forfeited in full, if the contract is terminated under the circumstances specified above. He will be held completely responsible for all the implications arising out of such mishaps.

14. The employees of the contractor, who will be deployed, should undergo medical checkup within two weeks of deployment at MAI canteen and should produce a medical certificate of such fitness.
15. The category of items which belong to the same category of equipment mentioned in the list may be added/reduced depending upon the actual requirement, without any change in the rates of the food items. Storing items, aesthetic items, etc., which do not materially reduce cost of catering, may be added by MAI at its discretion, and without requirement for reducing rates by caterers.
16. Electricity charges will be paid by NGS.
17. Gas charges have to be borne by the Contractor. No electrical equipment for heating should be used other than micro-wave & Convection oven.
18. A small room may be provided for mess workers. Bidders may visit and see the dimensions of the room. Food and accommodation arrangements for the staff of the service provider will not be provided by NGS.
19. Menu can be revised, if found necessary. Service Provider should cater to food requests, which are similar to the menu items, given by the cadets, at the same cost. However, the food requests would need prior approval of MAI.

Scope of Work and Duties of Service Provider, Quality of Food Items Etc.**1. MAI Canteen Requirements:**

- 1.1. The estimated number of cadets from the hostel to be served is 40 per day. The Menu for cadet mess is enclosed as Schedule I to this Appendix.

2. Man power mandatory (minimum number of manpower) to be kept:

As needed to run the canteen within prescribed norms.

3. Other duties to be performed

- 3.1. The contractor would have to look after arrangement of chairs / tables, etc. in the dining hall. The floor to be cleaned everyday with cleaning agent & disinfectant. The surroundings should be well maintained in clean, hygienic, sanitary and pleasant manner. These conditions are to be continued throughout the said contract period. The kitchen and the dining hall shall be kept clean and hygienic at all times.
- 3.2. Senior Personnel of the contractor should visit the kitchen, at least once in a week, to monitor the functioning of the Mess and discuss with the authorized officials regarding complaints / requirements, etc.
- 3.3. Skilled cooks and experienced canteen manager should be available with the caterer, with adequate provision for substitution, in case of leave etc.
- 3.4. Removal of Waste Materials from the Mess Area-The waste material and unused/leftover food from mess, should be removed from mess premises daily. The contractor will ensure that all the waste material and unused/leftover food should be disposed off to the nearest VAT. The contractor will also ensure that dogs, cats, etc. do not consume any food within the mess premises.
- 4.5 Good Quality hand-washes required to be kept near wash basin, in mess.
- 4.6 2Jugs, filled with drinking water are required to be kept on every table in mess.
- 4.7 The bearers engaged by the Contractor should be in neat Uniforms during service and wear neat gloves & poly head caps, while serving food.
- 4.8 The employees should be seen wearing their ID Cards and Uniforms, whenever the mess is open for service.
- 4.9 Whenever new employees are hired by the contractor, it should be duly informed to the Principal/Manager, NGS.
- 4.10 Police Verification report & Medical Certificates of all the employees must be submitted to the Manager, NGS.
- 4.11 The Manager should be present in the mess and campus at all times.
- 4.12 The contractor should deploy staff in the mess for cleaning the tables, on each occasion, after the patrons have finished their meal.
- 4.13 The contractor will take every effort to ensure that the plates are not taken out of the mess. In case of failure penalty may be imposed as decided by the authority.
- 4.14 2 (two) eggs to be served in all egg items in breakfast, Lunch & Dinner.**

Quality, Quantity and Provisional Menu and of food items1. Quality of Food Items

Brands of Consumables Permissible

MESS ITEMS	BRANDS
Spices/Salt	M.D.H, Catch, Everest, J.K. Masala, Sunrise, Tata, Annapurna, Ashirvad, Nature fresh or equivalent
Chicken/Mutton	Any fresh, Healthy and Hygienic brand/products
Ketchup/Jam	Maggi, Kissan, Heinz, DelMonte, Mapro, Druk.
Oil(Sunflower)	Sundrop, Emami, Saffola, Fortune, Dhara, Himani Best Choice. Use of Hydrogenated(Vanaspati)oil & Palm oil is strictly prohibited)
Pickle	Of Reputed Brands
Atta	Ashirvad, Pillsbury, Annapurna, Ganesh
Papad, Soya	Of reputed brand
Bread	Modern, Britannia, New Ramkrishna, Spencers or equivalent
All dairy products including ice cream, butter/ghee	Amul, Mother Dairy, Britannia, Jharna, Morton, Kwality Walls, Metro, Govardhan
Tea/Coffee	Brooke bond, Lipton, Tata, Taaza, Nescafe, Sunrise, Bru
Rice	Daily use rice – Baskati, Basmati rice - Daawat
Handwash	Branded (to be kept in push release bottle)
All non-branded	The acceptability of quality of non-branded items will be decided by the administration. In case of low quality items, the administration may ask to change the current supply of items.

- 1.1. Wherever vegetable curry / sabji is mentioned, fresh vegetables are to be used and the same vegetables should not be repeated more than 3 times in a week.
- 1.2. Vegetable pulao / Biryani or similar menu item should be prepared of Grade 1 Basmati rice.
- 1.3. For preparing Vegetable pulao or similar menu item fresh vegetables are to be used. At least four vegetables like green peas, carrot, cauliflower, beans should be used along with other vegetables.
- 1.4. Chappathi, Poori should be made of wheat flour of good quality only. Maida flour should never be

used.

- 1.5. Seasonal fruits supplied should be of good quality without black spots, scratches. The weight of the fruit should not be less than 150 gm and will remain the minimum requirement wherever mentioned in this tender.
- 1.6. Fresh batter/dough to be used for preparation of Paratha, Chapati, Idly, Dosa, Oothappam etc.
- 1.7. Leftover food should not be carried over to the next session of service.
- 1.8. Except ice cream and items which cannot be served hot, all other item(s) should be warm and served hot. The Service provider will arrange to keep the food hot in electric operated appliances (to be arranged by the service provider).
- 1.9. All Provisions should be of good and standard quality with ISI/AGMARK, etc. approval. They should be purchased from reputed Wholesale Dealer(s) or Co-operative Super Market /Departmental store.
- 1.10. The oil that remains from deep-frying at the end of the day should not be used for cooking again.
- 1.11. **One sample lunch for the designated staff of MAI and 03 complementary meals (breakfast, Lunch and dinner) for the Course Instructor to be served daily.**

Bidder's Representations and Warranties

The selected bidder hereby warrants and confirms to the NGS that:

1. He has the necessary skills, knowledge, experience, expertise, required capital, net worth, adequate and competent Facility staff, systems, equipment and procedures and the capability to duly perform its obligations in accordance with the terms of the tender/ Agreement and to the satisfaction of the NGS, provided, however, that the Principal Mai's judgment as regards the quality and skills of the Bidder and his Facility Staff shall be final and binding on the Bidder.
2. The personnel deployed by the service provider for the job shall meet the following requirements:
 - Should be medically fit & free from contagious diseases
 - Should be good in conduct and disciplined, sincere, active and energetic
 - Should not have any criminal records
 - Age: Between 18-55years
 - The head cook should have at least, 05 yrs of experience in an organization of repute (mode of proof, if asked, will be needed to be submitted by the service provider). The Mess Manager should be able to understand English and able to communicate in English.
 - The original proof should be submitted for verification to NGS. Photocopy of the document is to be retained with the NGS admin office. Age of the out sourced personnel should not be more than 60 yrs. under any circumstances. The person who is going to attain the age of 60 yrs in this cycle of 1 year, should not be engaged by the service provider.
3. The execution of the Agreement and providing services here under, by the Bidder, to NGS does not and will not violate or breach any covenants, stipulations or conditions of any Agreement, Deed entered into by the Bidder with any third parties.
4. It will be the responsibility of the bidder to abide by all laws of the land including, Labour Laws, Companies Act, Tax Deduction liabilities, Welfare measures for his employees and all other obligations applicable to this contract. Regardless of such obligations enumerated and defined herein, any such onus shall be the exclusive responsibility of the Bidder, and it shall not involve the NGS in any way whatsoever.
5. The Service provider shall be solely responsible for any accident, damage or injury caused to any of his employees or property or any person or property in course of the Service and death while on service and shall not hold the NGS responsible in respect of any claim made by any person for any reason what so ever. The service provider will make no claim for reimbursement or other form of claims arising out of such accidents etc. against NGS. In the event of NGS incurring any loss due to the above, Service provider shall indemnify NGS to the extent of its loss on this account. Service provider shall be solely responsible for reporting to NGS and concerned authorities immediately of any serious or fatal accident. **The service provider will be required to provide for emergency evacuation to nearest hospital for any injured personnel and offer treatment. An undertaking in this regard must be provided by the service provider. The service provider should bear all expenses arising out of medical evacuation, treatment, compensation or ex-gratia of any unfortunate event in such case.** The service provider should ensure that the outsourced personnel are physically fit to work during working hours or amended working hours. No claims of outsourced personnel being unable to work due to harsh weather can be entertained.

6. There shall not be any Master-Servant or Employer-Employee relationship or any legal or contractual relationship between NGS and outsourced staff deployed by the service provider for any purpose including any claim, disputes, rights & duties etc. between the service provider and his personnel. The outsourced staff shall be the employees of the service provider and all the statutory compliances, liabilities and obligations, including the requirements to deposit contributions for, and, to file periodic returns of details of persons deployed under various labour legislations such as Provident Fund Act, Employees State Insurance Act, Minimum Wages Act (Contract Labour (Regulation & Abolition Act 1970), etc., and all other labour and other legislations as applicable from time to time, during the currency of the contract, with regard to the personnel engaged by the service provider for service to NGS, are the responsibility of the service provider and shall be solely complied with and met by the service provider. Any penalty/damage/claim/compensation of any nature what so ever arising out of any litigation or non-compliance of various labour and other legislations, as determined by concerned Government Authorities, shall be solely and directly borne by the service provider. The Service provider shall indemnify NGS, in the event of imposition of any such penalty/damage/claim/compensation etc. to the fullest extent of such penalty etc.
7. The service provider, shall alone be responsible & entitled to act in pursuance of this Contract, and the service provider shall not directly or indirectly transfer, assign or make over any rights and obligations of the contract or any part thereof to any other persons.
8. In the event of any losses or damages to any Properties or effects of MAI/NGS by theft, Pilferage, etc., the service provider shall alone be responsible & liable to pay, reimburse & indemnify all losses & expenses suffered or paid or payable by the MAI/NGS, if such loss is attributable to the conduct of staff deployed by the service provider.
9. Staff deployed by Service Provider should be properly trained for catering service.
10. An official email is to be provided by the service provider specifically created for providing service in NGS. All necessary instruction or order for food will/may be given through this email. The service provider is needed to respond to the email within 2 hours of receipt. Any order for requisition of food will be given 1 day in advance.
11. Any e-mail to the service provider by the MAI/NGS-will carry the same weight & effect, and have the same significance, as an office order to the service provider

BIDDER'S COVENANTS

1. The right to increase/decrease the menu items or number of students / participants /staff to be served, rests with the NGS. Unit rates shall be applied in case of such increase / decrease. No increase in rates will be entertained in case of reduction than estimated no. of students, employees etc.
2. It will be the responsibility of the service provider to provide its staff with **Uniform(including shoes), Identity Card** etc. at his cost. The cook should always wear a toque or any other head covering. The service provider should also supply all necessary safety consumables like gloves, masks, etc. without any additional cost. The identity card provided to the staff should mention name, age,passport size photo, address: local and permanent (as per the proof submitted) and Aadhaar number. Copy of Aadhaar details of all the staff deployed at NGS is needed to be submitted at NGS's entrance gate and admin office, in spiral bound form. No staff of the Service Provider will be provided entry into the campus without the Identity card.
3. The service provider should furnish to NGS the details of any changes of the personnel posted in the NGS within 24-hours of the change. NGS reserves the right to reject any person posted in NGS without assigning any reason. In such case the firm has to deploy the replacement within 24hrs.
4. No single use plastic is allowed within the campus.
5. No Personnel can be deployed in NGS:
 - a) Against whom any police complaint(FIR or Diary)has been/was filed
 - b) Against whom any disciplinary action is initiated,
 - c) Who is/was terminated on grounds of misconduct/misbehavior by any employer/outsourcing agency.
6. The contractor should produce certificate of all their employees issued by the irrespective Native place police station informing that the employees employed by the service provider are free from criminal/crime/vigilance cases on demand by NGS. **Police verification** report is needed to be submitted to NGS before deployment of any person in NGS. Staff employed by service provider should be in possession of Aadhaar Card. The copy of the Aadhaar Card should be produced before the start of the contract.
7. Medical Certificate of the deployed staff should be produced indicating that they are physically fit for deployment. Medical check-up every six months is mandatory and on extension(if any) of the tender.
8. The service provider shall ensure adequate Supervision wherever the services are provided.
9. Personnel on off duty will not be allowed to visit any other duty points and presence at other places or even other duty points will be considered trespassing into unauthorized territory.
10. If NGS finds that the personnel deployed by the service provider are inadequate as they are unable to provide service as per the terms and conditions of the tender, then service provider may be asked to deploy adequate staffs for providing services as per the terms and conditions of the tender document. No extra charges will be paid by NGS, since the deployment will be purely because of non-provision of service by the service provider.
11. In the event of any loss, theft or robbery inside the campus or damage occasioned to the Department, as a result of any lapse on the part of the service provider or its staffs deployed in NGS, which would be established after an enquiry conducted by NGS, the said loss can be claimed from the service provider up

to the value of the loss. The decision of NGS will be final and binding on the agency.

12. Outsourced personnel are prohibited from photography or exhibition of any sort unless specifically instructed by NGS.
13. In any case of grouping or forming assembly, strikes, gheraoes, cessation of work by the staffs of the service provider or such other incidents which will be deemed unsuitable to the atmosphere of the campus, the service provider may be asked to replace any or all of its staff terminated with immediate notice and penalty (10% of the bill value of current and the previous month) will be levied. Failure to replace the manpower or arrest of cessation of work will lead to termination of the contract.
14. The bidder should use good quality, hygienic and potable water for preparing various items as well as provide the same for drinking purposes.
15. The areas of operation of the bidder i.e. kitchen, mess and dining areas should be cleaned daily. It should be hygienic and free from pests. The bidder should use his consumables such as disinfectants, insecticides, etc. along with already provided other means such as mosquito killing LED lights etc. so that the area is free from Cockroaches, Flies, Lizards, Pests, Rodents, etc

ANNEXURE 7**TECHNICAL BID FOR NGS &MAI CANTEEN**

DOCUMENTS FOR PROVIDING CANTEEN SERVICES AT NABIK GRIGA SAMITY CANTEEN & MARITIME ACADEMY OF INDIA CANTEEN , 1/1 TARATALA ROAD, KOLKATA 700 038.

NAME OF THE FIRM (as per registration Certificate)				
COMPLETE POSTAL ADDRESS OF THE FIRM (as per registration certificate)				
COMPANY PROFILE				
1A. Legal status (Individual, Proprietary, partnership, Limited)				
1b. Name, Designation and Tel no (s) of the person if individual /proprietary				
YEAR OF COMMENCEMENT OF BUSINESS				
STATUTORY DETAILS (Photocopy to be attached)		a. b. c. d. e. f. g.		
INCOME TAX ASSESSMENT CERTIFICATES (Last 3 years)				
List of present & past clients, as per below format				
Format for details of present & past clients (Please submit as attachment)				
Sl No	Name of organisation with address	Name of contact person & Tel no in that firm	Date from which the contract was awarded	No. Of persons deployed by your firm
Volume of business (INR) done during the year 2023-24 & 2024-25				
Details of annual financial turn-over for last two year		2023-24	2024-25	

1. I / We, the undersigned certify that I / We have gone through all the terms & conditions as mentioned in the tender document and undertake to comply with them.
2. The rates quoted by me are valid & binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest quoted for any other institution in India.
3. The earnest money of Rs. 25000/- (Rupees fifty thousand) ONLY to be deposited by me has been enclosed herewith vide demand draft No- _____ Dated _____ drawn on bank branch _____.
4. I give the rights to the Governing Committee of Nabik Griha Samity to forfeit the earnest money deposited by me if any delay occurs on my part or failed to comply with offer within appointed time or the items of desired quality.
5. I hereby undertake to supply the food items as per the direction given in the tender document within stipulated period.
6. I shall be vacating any space that may be provided to me by NGS to carry out the job after completion of the contract period.

Name of signing person -

Name of Company-

Name of Owner / Proprietor / Authorised person-

Date-

Place-

SAMPLE MENU FOR REFERENCE ONLY, FOR MARITIME ACADEMY OF INDIA CANTEEN.

DAY	Morning Tea (0600–0630)	Breakfast (0815–0900)	Break (1100–1115)	Lunch (1315–1345)	Evening Snacks (1645–1700)	Dinner (2000–2030)
MONDAY	Tea 100~120 ml + 2 Biscuits 15 g → Calories: 50Kcal, Protein: 1g	6 bread slices (150 g), butter 10 g, jam 20 g, 2 boiled eggs / veg cutlet 100 g, banana 100 g → Calories: 500Kcal, Protein: 21 g	Fresh Lemon Juice (200~300 ml) Calories: 60Kcal, Protein: 10 g	Rice 150 g + dal 100 ml + chicken curry 120 g / paneer 100 g + vegetables 100 g + rice kheer 100 g → Calories: 650Kcal, Protein: 28 g	Tea 100~120 ml + 2 Biscuits 15 g → Aprx Calories: 50Kcal, Protein: 1g	Rice 150 g / chapati6 + dal 100 ml + egg curry (2 eggs) / aloomatar 100 g + 1 sandesh → Calories: 760Kcal, Protein: 32 g
TUESDAY	Tea 100~120 ml + 2 Biscuits 15 g → Calories: 50Kcal, Protein: 1g	6 puri 120 g + chana dal 100 g + banana 100 g → Calories: 460Kcal, Protein: 11 g	Fresh Lemon Juice (200~300 ml) Calories: 60Kcal, Protein: 10 g	Rice 150 g + dal 100 ml + aloo paneer / soyabean 100 g + curd 75 ml + papad 2 pcs + khirkadam 50 g → Calories: 650Kcal, Protein: 23 g	Tea 100~120 ml + 1Samosa → Aprx Calories: 230Kcal, Protein: 5g	Rice 150 g / chapati6 + 2 types of vegetables (100 g each) + tarka dal 100 ml + milk 200 ml → Calories: 750, Protein: 28 g
WEDNESDAY	Tea 100~120 ml + 2 Biscuits 15 g → Calories: 50Kcal, Protein: 1g	Idli 4 pcs (200 g) + coconut chutney 50 ml + guava 100 g → Calories: 350Kcal, Protein: 7 g	Fresh Lemon Juice (200~300 ml) Calories: 60Kcal, Protein: 10 g	Rice 150 g + dal 100 ml + fish curry 120 g / mixed vegetables 100 g + curd 75 ml → Calories: 620Kcal, Protein: 27 g	Tea 100~120 ml + Chanachur 25g → Aprx Calories: 170Kcal, Protein: 3g	Rice 150 g / chapati6 + dal 100 ml + omelette curry (2 eggs) / paneer masala 100 g + 1 sandesh → Calories: 760, Protein: 36 g
THURSDAY	Tea 100~120 ml + 2 Biscuits 15 g → Calories: 50Kcal, Protein: 1g	6 bread slices 150 g + butter 10 g + jam 20 g + omelette 2 eggs / veg cutlet 100 g + seasonal fruit 100 g → Calories: 520Kcal, Protein: 22 g	Fresh Lemon Juice (200~300 ml) Calories: 60Kcal, Protein: 10 g	Veg fried rice 150 g + chilli chicken 120 g / paneer 100 g + salad 50 g + suji halwa 75 g → Calories: 680Kcal, Protein: 30 g	Tea 100~120 ml + 1 Aaloo Chop → Aprx Calories: 200Kcal, Protein: 3g	Rice / chapati6 + dal 100 ml + 2 vegetables (100 g each) + gulabjamun 2 pcs → Calories: 760, Protein: 30 g
FRIDAY	Tea 100~120 ml + 2 Biscuits 15 g → Calories: 50Kcal, Protein: 1g	6 puri 120 g + ghugni 100 g + banana 100 g → Calories: 460Kcal, Protein: 11 g	Fresh Lemon Juice (200~300 ml) Calories: 60Kcal, Protein: 10 g	Chicken Biryani – 250 g or Veg Paneer Biryani 250 g + Raita – 100 ml → Calories: 600Kcal, Protein: 30 g	Tea 100~120 ml + 2 Biscuits 15 g → Aprx Calories: 50Kcal, Protein: 1g	Rice / chapati6 + dal 100 ml + matar paneer 100 g + Lassi/Chaash 200 ml → Calories: 760, Protein: 30 g

			Protein: 10 g	460 kcal, Protein: 20 g	50Kcal, Protein: 1g	800, Protein: 35 g
SATURDAY	Tea 100~120 ml + 2 Biscuits 15 g → Calories: 50Kcal, Protein: 1g	Sandwich (6 bread slices, veg/non-veg filling 100 g) + guava 100 g → Calories: 450Kcal, Protein: 14 g	Fresh Lemon Juice (200~300 ml) Calories: 60Kcal, Protein: 10 g	Khichri 150 g + papad 2 pcs + aloochookha 100 g + vegetables 100 g + rosogolla 2 pcs → Calories: 680Kcal, Protein: 22 g	Tea 100~120 ml + 1 Veg Pakora/ Cutlet → Aprx Calories: 200Kcal, Protein: 3g	Rice / chapati6 + dal 100 ml + chicken curry 120 g / aloo kala chana100 g + mashed aloo 50 g + salad 50 g + gulabjamun2 pc → Calories: 800, Protein: 40 g
SUNDAY	Tea 100~120 ml + 2 Biscuits 15 g → Calories: 50Kcal, Protein: 1g	Paratha 3 pcs (150 g) + aloosabji 100 g + orange 100 g → Calories: 450Kcal, Protein: 9 g	Fresh Lemon Juice (200~300 ml) Calories: 60Kcal, Protein: 10 g	Rice 150 g + dal 100 ml + fish curry 120 g / matar paneer 100 g + curd 75 ml → Calories: 640Kcal, Protein: 27 g	Tea 100~120 ml + Chanachur 25g → Aprx Calories: 170Kcal, Protein: 3g	Rice / chapati6 + vegetables 100 g + chana masala 100 g + 1sandesh → Calories: 750, Protein: 28 g

Weight of items per person per day-(in sachets)

Butter- 10 gms, Jam- 15 gms, Milk 100 ml 1 Cup ,Juice 100 ml

Penalty for various violations:

The Institute reserves the right to impose penalty on the Contractor for any serious lapse in maintaining the quality and the services wilfully or otherwise by the Contractor or his staff or for any adulteration as per below table-

Violation	Maximum Fine Per complaint
Non-availability of complaint register/ discouraging students from registering complaints/Non-availability of I-Cards	Rs.1,000/-
Insects/such other unwanted item cooked along with food	Rs.5,000/-
Two or more complaints of unclean utensil a week	Rs.2,000/-
Food poisoning	Rs25,000/-
Lapse in punctuality/Waiting time-more than 15 mins. for any meal without valid reason	Rs1,000/-
Any type of change in menu of any meal without permission of MAI	Rs.2,000/-
Any tampering damage to the basic civil structure	Rs1,000/-+Cost of the item/ repair and installation
In appropriate personal hygiene of workers including dress/ misbehavior by workers, etc.	Rs.2,000/-
Failure to maintain a proper health check up of the workers	Rs.2,000 /-
Use of un-mentioned brands without permission/adulteration/Use of poor quality/stale food material/ Use of news paper store keep fried items/Use of single used plastics	Rs5,000/-
Lapse in clean lines and hygiene of the kitchen area	Rs2,000/-
Any penalty not stated anywhere	Rs1,000/-
Catering personnel found drunk or sleeping on duty or absent from duty	Rs 5,000/- and Removal of the employee
Engagement of child-labour or persons less than 18 yrs of age	Rs25,000/-

Multiple violations of terms and conditions of this tender may lead to termination of contract without any assigning reason thereof.

(To be submitted in a separate sealed envelope, typed in company letterhead)

FINANCIAL BID FOR CANTEEN SERVICE TO MARITIME ACADEMY OF INDIA (NGS)
NABIK GRIHA SAMITY, 1/1 TARATALA ROAD, KOLKATA 700038

Following are our quoted rate for each trainee per day in reference to the menu attached in the tender form

Sl No	Description	Amount (Rs)
1	Morning Tea	
2	Breakfast	
3	Lunch	
4	Evening Tea	
5	Dinner	
6	Total for one trainee per day	
	GST per trainee	
7	Net Total for 40 trainee per day	
8	GST on Net total	
9	Gross Total for 40 trainees per day	

Gross total for 40 trainees per day, in words-

Remarks, if any-

(Signature of authorised person)

Name-

Date-

Place-

TO BE JOINTLY SIGNED BY NGS AND THE CONTRACTOR FOR RUNNING BOTH CANTEENS AT NGS PREMISES, KOLKATA
(To be signed on a Stamp Paper of Rs. 100/- & to be purchased by the Contractor)

AGREEMENT

This Agreement made this day _____ the between the Nabik Griha Samity (NGS), 1/1 Taratala Road, Kolkata-700038 (hereinafter called the Institute) of one part and Shri/Mrs/Ms _____ of M/s _____ of the other part (hereinafter called the caterer) and whereas the Institute needs a caterer to run Canteen for supply of tea, coffee, cold drinks, juice, biscuits, snacks, break-fast, lunch and dinner, etc. mentioned in the Tender Document invited by the Institute to the students of the Institute. Whereas it is thought desirable to grant a Contract (not being a lease) to the caterer to prepare and serve the aforesaid items to the Institute's students in the Canteen. The terms and conditions mentioned hereinafter, it is hereby confirmed as having been agreed to between the respective parties as under:

1. That the Caterer has been granted the contract to run Canteen in the premises of the Nabik Griha Samity, 1/1 Taratala Road, Kolkata-700038 initially for a period of Two year on the terms & Conditions contained in the Tender Document, Institute's Letter of Award of the Contract and this agreement read together. If during this period, the performance is found satisfactory, the contract may be renewed for further specified period on the existing or mutually agreed to terms & conditions. The contract is also terminable on three-month notice by either side.

2. That the items served by the Caterer shall be wholesome and hygienic prepared in the clean atmosphere. The Director/Registrar of the Institute and/or their authorized nominees may at any time enter the kitchen area allotted to the caterer for the purpose of this contract and take away samples of raw material, semi-prepared or fully prepared eatable items free of cost for the purpose of inspection, trial or analysis, and the decision of the authorities of the Institute with regard to the desirability or quality of the food articles offered for consumption shall be final. If any item of the menu/provision of food is found defective or not fit for use/consumption, the Institute's authorities may – (i) issue warning; and / or (ii) get the said raw material/items destroyed and ask the Caterer to purchase fresh stocks, without any payment of compensation to the Contractor for the discarded material/items.

If, however, this problem recurs in spite of warning having been issued, the Institute reserves the right to impose financial penalty as decided by the Institute's authorities or the contract may be cancelled without giving any notice.

3. The items of menu, which the Caterer would be expected to supply in the Canteen, are indicated in the Appendix II. The rates of items to be served by the Caterer shall be valid on annual basis, i.e., from April to March every year and in-between revision shall NOT be allowed. The Institute may, if considered necessary, revise the rates only after one year of the contract in regard to the items of food/eatables and drinks. Till such time that the revised rates become operative, the caterer shall charge the existing rates.

4. That the caterer shall use either Amul or Mother Dairy milk. In case he is unable to NGStain supplies of Mother Dairy for any reasons, he should arrange to procure from other sources supplying good quality milk. The security deposit to DMS/Mother Dairy, if any, will be paid by the caterer himself.

5. That the caterer shall not make any additions or alterations in the premises allotted to him for providing canteen services.

6. That the caterer has agreed to keep the premises and its surrounding area neat, clean and tidy at all times and according to the Health/Hygienic conditions bye-laws of the Kolkata Municipal Corporation or any other government/statutory body. In the event of violation of any of the aforesaid bye-laws in and around the Canteen Kitchen/cooking area or dining hall, the caterer shall be responsible for any penalty/fine imposed by the concerned authorities.

7. That in the event of Health Department or any other government/statutory body authorities taking samples of raw material used by the caterer and those samples are not found fit/up to the mark for human consumption, the caterer shall be fully responsible for any fine/penalty imposed or legal recourse taken by such authorities.

8. That the contractor has agreed to arrange for all equipment, crockeries & cutleries required for the canteen service. Any equipment, if handedover by NGS/MAI, will be listed and signed by both parties. These items and its replacement, wherever required should be handed back to NGS after completion of the contract.

9. That the caterer has agreed to provide sufficient number of cooks, waiters and other support staff in the kitchen and dining hall and shall take all reasonable precautions to ensure that these workers attire themselves properly while on duty and are civil, polite, sober and honest in their dealings with the Institute's staff, students, visitors and guests. He shall also employ only those workers whose antecedents have been verified by the police and are medically fit in all respects.

10. That any employee deployed by the Caterer in the premises becomes liable for suspension or dismissal by the Institute due to his actions, disobedience or misconduct, the caterer shall accept the decision of the Institute as final and abide by such decision. In such an event, the Institute shall not in any way be liable for any claim made by the concerned employee of the caterer for wages or damages and the caterer shall keep the Institute's authorities indemnified.

11. The Institute will have the right to review the working of this contract from time to time and if at any time it is found that the caterer has failed to fulfil any of the conditions of this contract or that his working is unsatisfactory, the Institute may terminate the contract after giving the caterer three-month notice, but no such notice will be necessary if the contract is terminated on the ground of service of any undesirable commodity.

12. That the caterer will not transfer or assign any part of his interest under this contract and that this contract shall also be liable to be terminated by the death or insolvency of the caterer before the expiry of the period of this contract.

13. That it is agreed between the parties that no interest whatsoever in the premises has been assigned by the Institute to the contractor and the possession of the premises will always that of the Institute, even when the premises are in use or occupation of the caterer.

14. The Institute shall provide to the caterer necessary equipment, furniture & fixtures, as per attached Annexures and he shall Maintain them in good condition. He shall be responsible for their maintenance.

15. The caterer shall provide all other implements for running the canteen like crockery, cutlery, table linen, flower posts, livery or the Canteen Staff and these shall be of good quality and standard.

16. The caterer shall be required to procure gas refills in sufficient quantity for cooking purposes at his cost. The cooking equipment shall be provided in working condition by the Institute. However, subsequently operational expenses will be borne by the caterer himself. The caterer shall be responsible for any loss/theft of the gas cylinders and other equipment provided to him by the Institute.

17. The caterer shall also be responsible for the up keepment of equipment provided by the Institute. In case of any damage to the furniture and equipment (list attached) by any person, he will immediately inform in writing the concerned authorities of the Institute for recovery of such losses/damages from the defaulters, failing which the caterer shall himself be liable to pay the cost as decided by the Institute.

18. All the equipment, furniture/fixtures, including gas and electrical installation of the Canteen kitchen/dining hall shall be given to Contractor in good working condition. These will be used carefully & cautiously by his employees. The repairs up to the cost of Rs. 1,000/- of the gas and electrical appliances will have to be got done by the Contractor at his own cost.

19. That the Caterer shall maintain a Suggestion Book for recording suggestions for improvement of Canteen Services. Such suggestions, as approved by the Institute's authorities, shall be forthwith acted upon. The suggestion book shall be kept open for inspection by the Institute's designated authorities.

20. The penalty clause as in Annexure -10 shall be applicable.

In witness whereof the parties have put their hands to this agreement on the day aforesaid.

Signed and delivered by:

FOR NABIK GRIHA SAMITY& MARITIME ACADEMY OF INDIA-

NAME / POSITION-

SIGNATURE

WITNESS-

1. NAME & ADDRESS

SIGNATURE

2. NAME & ADDRESS

SIGNATURE

FOR AGENCY / CONTRACTOR-

NAME / POSITION-

SIGNATURE

WITNESS-

1. NAME & ADDRESS

SIGNATURE

2. NAME & ADDRESS

SIGNATURE