



कर्मचारी राज्य बीमा निगम (क्षेत्रीय कार्यालय, गोवा)
Employees' State Insurance Corporation (Regional Office, Goa)
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

(Ministry of Labour & Employment, Govt. of India)

पंचदीप भवन, ई.डी.सी. प्लॉट संख्या 23, पाटो, पणजी, गोवा -403001

ESIC
Chinta Se Mukt

Panchdeep Bhavan, EDC Plot No. 23, Patto, Panaji, Goa - 403001

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No : 32-B-15/13/1/91-Canteen

Date:09/07/2014

TENDER FOR CANTEEN SERVICES IN ESIC, RO, GOA

Sealed Tenders are invited from reputed firms/ agencies for Canteen services in ESIC, R.O. Goa Office having approx.100 officers & staff. Tender forms costing Rs. 100/- can be obtained from General Branch, R.O. Goa Office till 30/07/2014 up to 3.00 p.m. Last date of submission of sealed tender is 31/07/2014 by 3.00 p.m. and the tender will be opened on the same day at 3.30pm. Tender form is also available at ESIC website www.esicgoa.org.in. & esic.nic.in. In case of downloading from website, the tenderer shall enclose a Demand Draft of Rs.100/- in favour of "ESIC Fund A/c No.1" payable at Panaji,(Goa) .

(C. V. Joseph)
Regional Director



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No : 32-B-15/13/1/91-Canteen

Date :09/07/2014

TENDER FOR CANTEEN SERVICES IN ESIC, R.O. GOA

Tenders are invited from reputed and registered firms/ agencies for running /providing Canteen services in ESIC R.O. Goa having approx. . Tender form costing Rs.100/- can be obtained from General Branch, R.O. Goa till 30/07/2014 up to 3.00 p.m. Last date of submission of sealed tender is 31/07/2014 by 3.00pm. And the tender will be opened on the same day at 3.30 p.m. Tender form is also available at ESIC website www.esicgoa.org.in & esic.nic.in. Incase of downloading from website, the tenderer shall enclose a Demand Draft of Rs. 100/- in favour of 'ESIC Fund A/cNo.1'' payable at Panaji Goa.

A) ELIGIBILITY CRITERIA:-

- 1) The tenderer should have minimum 1 year of experience in providing canteen services.
- 2) The tenderer shall have minimum annual turnover of Rs. 05 lakhs per annum in the last one preceding years. Copies of Balance Sheet/profit & loss A/c to be enclosed along with technical bid for this purpose.
- 3) The tenderer shall have PAN number, Service tax, ESI & EPF registration.(wherever applicable)
- 4) The tenderer should not have been black listed by any Govt. department/PSU/Public Ltd. Co., etc. A certificate in this regard is to be given by the tenderer.
- 5) The tenderer should have a valid labour licence or licence for providing Canteen services as applicable.
- 6) The Firms/Agencies should have minimum 1 year experience of running a Hotel/Canteen/Catering Agency with sufficient manpower in Goa and preferable providing Canteen Services to Industries/Govt. Offices/Undertakings in Goa.
- 7) Preference will be given to the tenderer who are providing similar service in Govt. Offices/Firm and having more experience in this field.

*** Copies in support of above mentioned conditions should be enclosed along with Technical Bid.

INSTRUCTIONS TO THE TENDERERS

1. The tenderers are required to submit two separate Bids i.e. Technical and Financial, as per the prescribed proforma given at Annexure-A & B. The two bids should be submitted in two separate sealed envelopes superscribed “**Technical Bid for Canteen services** and ‘**Financial Bid for Canteen Services**’ Both sealed envelopes should be put in a third sealed envelope superscribed “**Tender for Canteen services**” **ESIC R.O. Goa.**
2. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs. 5,000/- (Rupees Five thousand only) in the form of Demand Draft/Pay Order from a commercial bank drawn in favour of ESIC Fund A/c No.1 payable at Panaji Goa. In the absence of EMD, the tender shall be rejected summarily.
3. All entries in the Tender form should be legible and filled clearly and overwriting or cutting which is unavoidable shall be signed by the authorized signatory.
4. Tender incomplete in any form and conditional tenders will be rejected outrightly.
5. The Technical Bid shall be opened at 3.30p.m. on 31-07-2014 in the presence of the authorized representatives of the tenderers, who wish to be present at that time. All the Technical Bid will be scrutinized, relevant documents checked and the Tenderer whose Technical tenders are accepted will be informed about the date and time for opening the Financial Bids.
6. In case the successful Tenderer declines the offer of Contract, for whatsoever reasons, his EMD will be forfeited.
7. The successful tenderer will have to deposit a Performance Security Deposit of Rs.25,000/- (Rupees Twenty Five Thousand only) by way of unconditional Bank Guarantee from a Commercial Bank which will be valid up to a period of 60 days beyond the expiry period of contract.
8. The successful Tenderer shall have to deposit the Performance Security Deposit and commence the work within 15 days of acceptance of tender. Otherwise the contract will be cancelled and EMD will be forfeited.
9. The tenderer should physically inspect the site before filling and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any ignorance. For this purpose, they may contact Shri Jyoti Prakash, Deputy Director, R.O. Goa on any working day up to the last day of submission of tender.

10. Rates and prices

- 10.1** Tenderer should quote the rates in the format given at Annexure-B; incomplete bids will be summarily rejected.
 - 10.2** Rates quoted shall be inclusive of all statutory duties and taxes (including excise and customs) Vat etc. The Price quoted shall be valid for one year and any variation in rates, prices or terms during validity of the offer shall require forfeiture of the EMD.
 - 10.3** No additional freight or any other charges, etc. would be payable.
 - 10.4** The tenderer shall charge for packed items like cold drinks, juice, biscuits, Mineral water, etc. as per MRP printed on the item.
11. The agreement for providing Canteen services in ESIC R.O. Goa office shall be initially **for a period of one year** which can be extended further on yearly basis not exceeding 3 years as a whole, if the services are found to be satisfactory to ESIC. However, the rates given by the tenderer in the Financial Bid and approved by the ESIC will be valid for one year and after one year the rates can be enhanced by up to 15% of the existing rates. The tenderer has no right to enhance the rate of any item on his own and same may be decided by a committee constituted by ESIC.

12. Scope of work

- 12.1 Providing tea/ beverages/lunch/snacks at Canteen in R.O. office Goa.
- 12.2 Providing tea /snacks/lunch (buffet/packed), etc. in meeting /Conferences of R.O. Goa
- 12.3 Providing tea /snacks/ lunch in the officer's room & Branches as per the request of officers & staff. For this purpose, it is necessary that tenderer should employ sufficient number of employees.
- 12.4 Proper upkeep of all furniture and equipment in the Canteen.
- 12.5 Cleaning of water cooler once every week.
- 12.6 Providing pest control in Canteen areas once in a week dining hall, stores, kitchen once in a week.

1. Facilities Provided by ESIC

FURNITURE ITEMS and ELECTRICAL ITEMS

Sr.No	Description	Qty.
1	Working table 610mm x 540 mm	01
2	Working table 615mm x 460 mm	01
3	Working table 615mm x 615 mm	01
4	Working table 535mm x 710 mm	01
5	Working table 530 mm x 460 mm	01
6	Working table 940 mm x 530 mm	01
7	Working table 1220 mm x 615 mm	01
8	Double door refrigerator	01
9	Toaster	01
10	Cylinder water boiler	02
11	Mixer, Juicer, Grinder	01
12	Vegetable onion machine	01
13	Potato peeler	01
14	Coffee and Tea vending machine	01
15	Washing sink	01
16	Deep freezer	01
17	Gas burner tawa	01
18	Gas chulha	01
19	Working counter	01
20	Micro oven	01
21	Chapatti maker	01
22	Exhaust hood	02
23	Wall mounted rack	03
24	Duty dish table	01
25	Binny merry	01
26	Multipurpose trolley	01
27	Geaser 25 liters	01

Other items of use will be arranged by the Contractor himself /herself

13. All the above items will be provided by the ESIC to the tenderer including rent free premises, free water and electricity. However, servicing & maintenance of above items during the contract period will be done by the Agency. The agency has to ensure that these items should be in running condition in all the times and shall handover all these items provided to him at the time of termination of contract in running condition. Failing which recovery shall be effected on the deposit amount.

13. The tenderer should use only branded/qualitative raw materials in preparation of food items in the Canteen as per the following manner:-

PERMISSIBLE BRANDS OF CONSUMABLES

ITEM	BRAND
Salt	Iodized salt such as Tata, Annapurna, Nature Fresh
Spices	MDH,MTR or equivalent brands
Ketchup	Maggie, Kissan, Heinz
Oil	Refined oil such as Sundrop, Nature Fresh
Pickle	Mother's or Chandelkar's or Priya
Atta	Ashirvad, Pillsbury, Nature Fresh
Butter	Amul, Britannia, Mother Dairy
Bread	Spencer's/Monginis/ Modern/Jasiya
Jam	Kissan
Milk	Toned milk of Mother Dairy , Goa Dairy, Nandini
Paneer	Amul/Mother Dairy
Tea	Brook Bond, Lipton, Tata, Society
Coffee	Nescafe, Rich,Bru
Biscuits	Britania, Parle G, Good Day
Ice cream, Lassi, Curd	Mother Dairy, Amul, Cream Bell- all varieties
Mixtures/ Chips	Haldiram's Bikaner
Mineral Water	ISI Marked Kinley/Bisleri/Aqua Fina
Besan,Dal	Good Quality (self grinded)
Rice	Good Quality (777/sona masuri/Kala uawak)
Cold Drinks	Pepsi, Coke etc
Juices	Real, Tropicana
Lemon Water	Limca
Sweet	Bikaner, Haldiram

If any times above mentioned brands are not available in the market, packed raw materials of equivalent bands can be used with the approval of Regional Director (General).

15. Any officer authorized by R.D. (Genl.) can any time inspect the quality of raw materials used by the Agency. If it is found that poor quality or branded raw materials is not being used a penalty of Rs. 500/- (Five Hundred Only) per incident may be imposed on the Agency. Incase it is found that the Agency intentionally using such poor quality raw materials again, action including termination of contract can be taken. The officer also reserves the right to ask the Agency to remove and replace any of the workers engaged by him to ensure quality service and the Agency shall have to replace workers concerned within a week from the date of such communication.
16. The Agency shall provide equipment and appliances for food preparation, storage, and service of food. The arrangement of crockery, cutlery, glassware, Utensils and other service-ware required for the smooth operation for the use in Canteen & meetings /conferences/training will be arranged by the Agency & no additional cost for this will be given by the Corporation to the Agency.
17. The Agency/ service provider shall be responsible for the security & safety of the Canteen & all the furniture, fixtures & equipments provided in the Canteen. Incase of any damage/loss occurred due to negligence on the part of worker employed by the Agency. The Agency will be liable for compensating the loss and decision of Regional Director R.O Goa regarding quantum of loss will be final and binding.
18. If the services provided by the Agency are found to be unsatisfactory , the contract is liable to be terminated with one month notice and the Agency shall forfeit the security deposit /portion of it as decided by the Regional Director R.O. Goa and his decision shall be the final and binding.
19. The tenderer shall abide by the state labour and Government of India (Ministry of Labour) rules and regulations and all other statutory Acts and regulations and rules relevant to this contract including works contract act, Minimum Wage Act, Provident fund Act, ESI etc.
20. The Agency shall not have tenancy rights and shall have to vacate the place allotted to him immediately on expiry/ termination of the contract or when requisitioned by Regional Director R.O Goa.
21. In case, it is found that the kitchen area is not kept in clean and hygienic condition, suitable penalty as deemed fit by Regional Director R. O Goa will be levied.
22. The Agency shall hire workers after medical examination subject to Labour laws. The workers shall be subjected to medical checkups at the discretion of the Corporation. The Agency will withdraw any person who is not found medically fit for the job.
23. A list if workers engaged by the Agency for the work should be provided giving their names, addresses and other relevant details.
24. The service provider shall ensure that use of electricity and water supplies by the Corporation is made judiciously and economically.
26. All employees of the service provider shall be provided with proper uniform, shoes, etc. by the service provider and shall ensure that they appear presentable. Each employee shall carry an identification badge with name at the time of working.

27. The service provider shall not assign or sublet this contract or any part thereof to a third party.
28. The service provider shall display the rate list of eatables supplied with quantity/ weights at the prominent visible places and shall charge only such rates as mutually decided and displayed. The Regional Director reserves the right to direct Service Provider for introduction of any additional items in the Canteen, the rates of which will be decided mutually.
29. The cost of lunch, snacks given by the Service Provider in the Financial Bid, for Canteen and for meetings/ Conferences, etc. should include cost of manpower/ additional manpower required for servicing the food items. No additional service charge or any other cost will be given for his purpose.
30. The Canteen will be used exclusively for the purpose of staff /officers of R.O Goa and the visitor/clients of ESIC building. And no outsider should be allowed and if any time it is found that the food items prepared in the Canteen was served to outsiders without the approval of Regional Director, action of forfeiture of performance security along with termination of contract can be initiated.
31. The bids will be evaluated on the basis of parameters given in technical bids and the rates given in the financial bid.
32. The Agency/Service provider shall, except if and so for as the Contract provides otherwise, indemnify the ESIC against all losses and claims in respect of
 - a) Death of or injury to any person, or
 - b) Loss or damage to any property.

Which may arise out of or in consequence of the running of the Canteen and all claims, proceedings, damages, costs, charges and expenses whatsoever in respect thereof.

TECHNICAL BID

Canteen Services in ESIC R.O.Goa

1	NAME OF TENDERING COMPANY /FIRM/ SELECTED TENDERERS	
2	ADDRESS OF OFFICE/OFFICES	
3	REGISTRATION DETAILS:	
	(A) PAN/GIR No.*	
	(B) SERVICE TAX No. *	
	(C) ESI/E.P.F. NO.*	
4	DETAILS OF EARNEST MONEY DEPOSIT	
	(A) AMOUNT (Rs.)	
	(B) D.D/P.O.NO. AND DATE	
	(C) DRAWN ON BANK	

1. Details of Balance Sheet during last two years

	Income	Expenditure	Net Profit/Loss
a) 2011-12	- Rs.		
b) 2012-13	- Rs.		
c) 2013-14	- Rs.		

2. Work experience.

The Registered Firms/Agencies should have minimum 1 year experience of running a Hotel/Canteen/Catering Service in Goa and preferably providing said Services to Industries/ Govt. Offices/Undertakings in Goa.

3. Details of Satisfactory Performance Certificate from PSU/Govt./Public Ltd. Co. where the Tenderer has worked during previous years. (Desirable)

I. Name of PSU/Govt./Public Ltd. Co.

II. Period of Contract

4. It is certified that our Agency / Company never blacklisted by any Govt. Dept./ PSU/ Public Ltd. Co.

Signature of Owner/ Managing Partner/ Director

Date:

Name:

Place:

Seal:

*Copies in support of above mentioned eligibility conditions should be enclosed along with technical bid.

ANNEXURE-B

FINANCIAL BID

**A) RATE LIST OF THE ITEMS FOR OFFICIAL PUROPSE AT THE DEFINED VENUE
WITHIN THE ESIC CAMPUS R.O Panaji Goa.**

Sl. No.	Description	Rate in Rs.		
		In figures		In words
1.	Beverages			
	a) Tea- 120 ml special			
	b) Coffee-120 ml			
	c) Sada tea			
	d) Milk			
	e) Frooti			
2.	Snacks			
	1.Samosa (1pc) 100 gm			
	2.Bread with butter (2pc)			
	3. Bread Roll (1 Pc) – 50 gm.			
	4.Sweet buns			
	a) Onion Pakoda			
	b) Mirchi Pakoda			
	c) Potato Pakoda			
	d) Mixes Veg. Pakoras-100 gm			
	5. Idly Sambar with Chutney (2 pc) -100 gm			
	6. Wada Sambar with Chutney (2 pc) -100 gm			
	7. Omelette 1 egg + 2 bread slices)			
	8. Sheera			
	9. Chhole Bhaturo(2 pc)			
	10. Batatawada			
11. Kurma Bhaji				

	12. Puri Bhaji (4 puri and any masala bhaji)			
	13. Potato Bhaji			
	14. Mixed Veg Salad			
	15. Upma			
	16. Poha			
	17. Chana Masala			
	18. Dosa plain			
	19. Sandwich Non-Veg (egg/chicken)			
	20. Masala Dosa			
	21. Patties Non-veg (egg/chicken)			
	22. Bhaji pav			
3.	Lunch			
	A) <u>Veg Thali</u>			
	a. Green Salad			
	b. Chapatti (2pc) Puri/ Roti			
	c. Dal fry/Dal	_____		
	d. Seasonal Vegetable			
	e. Rice			
	f. Curd/ Raita			
	B) <u>Spl. Veg Thali</u>			
	a. Green Salad			
	b. Soup			
	c. Roti/Naan (2pc)			
	d. Dal			
	e. Mixed Vegetable	_____		
	f. Kadai Paneer			
	g. Rice			
	h. Pulav			
	i. Papad			
	j. Curd/Raita			
	k. GulabJamun/Kheer etc.(1pc)			
	C) <u>Non Veg Thali</u>			
	a. Green Salad			
	b. Papad			
	c. Pickle			

	d. Chapatti (2pc) Puri/ Roti e. Rice f. Fish curry g. Fried fish or chicken			
	D) <u>Rates of other food items</u>			
	a. Veg. Biryani			
	b. Seasonal Vegetable			
	c. Dal			
	d. Shahi Paneer			
	e. Chhole			
	f. butter chicken			
	g. Raita			
	h. Rice + Chhole			
	i. Rajma- Plate			
	j. Extra Rice			
	k. Chapatti/Roti (per pice)			
	l. Chicken Masala			
	m. Fish curry Rice plate			
	n. Egg Bhurji (2 eggs)			

Signature of Owner/ Managing Partner/ Director

Date:

Name:

Place:

Seal: