

No. 3/302/2014-Gen.

Dated: 12/2/2014

Due Date: 24/2/2014 upto 2:30 PM
Date of Opening: 24/2/2014 at 3:00 PM

Sub: Request for quotation

Sir,

Quotations are invited on behalf of the Director, NPL for providing **Catering Services at NPL Guest House & for running Jamun Court Café at NPL** from suitable Caterers having experience of at least two years and with one running contract for rendering Catering Services in Guest Houses/Hostels/Training Institutes of Academic/R & D Institutes/ Govt./Corporate Establishments/Autonomous Bodies. **Kindly enclose copies of award letters/Performance Certificates for service provided in the last two years only.**

2. Please submit your quotation in a Wax/Tape sealed cover duly super-scribed with our inquiry number and date on the cover so as to reach this office on or before the due date mentioned above. The quotation should be addressed to **The Director, NPL (Attention: Section Officer, General Section)**. Before tendering, the Tenderer must go through the entire tender document. He may also visit NPL Guest House and Jamun Court Café in NPL to acquaint and satisfy himself about the conditions prevalent there.

3. Quotations should be submitted in the enclosed proforma putting signatures and stamp of authorized signatory of your firm on each page. The documents stated in the first para should be enclosed with the quotation.

Yours faithfully,

(S.K. YADAV)
SECTION OFFICER

Encl: Proforma

Scope of Work and related specific conditions

1. Catering services at NPL Guest House & Jamun Court Cafe

1.1 The Contractor shall provide catering services as per the following menu(s) in the dining hall of the Guest House and for Jamun Court Café:

(A) MENU FOR NPL GUEST HOUSE
(Rates should be quoted in both words and figures)

SI.	Items	Rate
1.	Bed Tea (150 ml)	
2.	Breakfast	
(a)	Corn Flakes with Milk (300 ml) + Tea free	
(b)	Two stuffed parathas with curd and pickle	
(c)	Poha or Upma or Idli (2 pieces) Samber	
(d)	Bread Toast (4 pieces with Butter and Jam) or Omlet of two eggs	
(e)	Tea/Coffee (150 ml) charged as per S.No. 11 & 12 respectively	
3.	Ordinary Lunch/Dinner (Vegetarian) (Buffet)	
	Roti/Chapati, Rice, Dal, One Subzi (dry only), Curd/Raita, Papad, Pickle and Salad	
4.	Ordinary Lunch/Dinner (Non-Vegetarian) (Buffet)	
	All the items of Vegetarian Ordinary Lunch with Two pieces of Chicken or Mutton	
5.	Special Lunch/Dinner (Vegetarian) (Buffet)	
	Soup, Roti, Rice Pulao, Paneer Item, Dal, One Subzi (dry only), Raita, Papad, Pickle, Salad, Ice Cream (100ml of Mother Dairy/Amul/Vadilal make) or Sweet dish (1 piece)	
6.	Special Lunch/Dinner (Non-Vegetarian) (Buffet)	
	All the items of Special Lunch with Chicken/Mutton/ Fish (any one item)	
7.	Evening Tea with 02 Biscuits (Marie)	
8.	Evening Coffee with 02 Biscuits (Marie)	
9.	Soft Drinks	Not More Than MRP
10.	Mineral Water	
11.	Only Tea (150 ml) at any time	
12.	Only Coffee (150 ml) at any time	

SIGNATURE AND STAMP OF THE TENDERER

(B)

MENU FOR JAMUN COURT CAFE
(Rates should be quoted in both words and figures)

S. No.	Items	Rates in figure	Rates in words
1	Tea (150 ml) (Through Dispenser Only)		
2	Coffee (150 ml) (Through Dispenser Only)		
3	Burger (Veg) Standard Size		
4	Patties (Standard Size)		
5	Sandwich (Standard Size)		
6	Omelete of two eggs with two bread slices		
7	Paneer Kulcha (Standard Size)		
8	Pizza Sandwich (Small Size)		
9	Noodles (Half Plate)		
	Noodles (Full Plate)		
10	Tomato Soup (150 ml)		
11	Fresh Lassi (250 ml)		
12	Fresh Fruit Juice (250 ml)		
13	Cold Drink (Not more than MRP)		
14	Any packed items (Not more than MRP)		
15	Additional items, if any		
	Total		

SIGNATURE AND STAMP OF THE TENDERER

At Guest House buffet lunch/dinner will be served. The Contractor shall ensure requisite quantity and efficient service in proper uniform in its dining hall. Payment for the catering services at NPL Guest House will be made directly by the guests/consumers to the Contractor against proper receipts. For rendering catering services to NPL and NPL's official guests, the Contractor will raise monthly bills.

- 1.2 The normal timings of catering services at Guest House & Jamun Court Café will be as under:

NPL GUEST HOUSE

Bed Tea	06:00 AM to 07:00 AM	In Rooms
Breakfast	08:00 AM to 09:00 AM	In the dining hall of the Guest House
Lunch	01:00 PM to 02:00 PM	
Dinner	08:00 PM to 09:30 PM	
Tea/Coffee	Any time	

JAMUN COURT CAFÉ

10:00 AM to 08:00 PM (Monday to Saturday)
 (All gazetted holidays and Sundays will be off days)
 The timings of Jamun Court Café could be revised on need basis.

- 1.3 The Contractor will deposit an amount of Rs.25,000/- (Rupees Twenty Five Thousand Only) in the form of Demand Draft/Cheque in favour of Director, National Physical Laboratory, New Delhi as security money for which no interest will be paid while refunding the amount by National Physical Laboratory on expiry of the contract in respect of NPL guest House and Rs.5,000/- for Jamun Court café on similar terms.
- 1.4 The contract will be for a period of two years.
- 1.5 The Contractor will report to the Officer In Charge of NPL Guest House for both NPL Guest House and Jamun Court café.
- 1.6 The Contractor will provide his own staff for catering/serving purpose in the Guest House and Jamun Court Café.**
- 1.7 The Contractor will take charge of the capital items, kitchen, dining hall and rooms electrical gadgets as available in the Guest House/Jamun Court Café by acknowledging the inventory handed over to him. Except natural wear and tear, the Contractor will be responsible for any theft/damages/loss etc of above items/equipments. These are to be returned back to NPL after the contract is over.
- 1.8 The Contractor will have to bring his own kitchen utensils, Bone China crockery and glassware etc. These also shall have to be well maintained. Old/used crockery and crockery in un-healthy state shall be not used. The Contractor will be provided free electricity and water in the Guest House and

Kitchen. Gas connection with empty cylinders will also be provided by NPL. Cost of refilling of cylinders shall have to be borne by the Contractor himself. As the Contractor will be provided furniture and kitchen equipment at Guest House in proper working condition by NPL, he is expected to maintain it properly. If at any time, it is observed that the equipment are not properly maintained, NPL will get them repaired/maintained at the cost of Contractor by making suitable deductions out of his bills. The major maintenance of the equipment will however be borne by NPL. The Contractor shall be liable to bear any willful loss or damage to NPL property.

- 1.9 The Contractor shall provide good quality paper napkins during serving of meals.
- 1.10 No stale or left over food will be served to the guests/consumers.
- 1.11 The Contractor is expected to use good quality and standard brands of cooking oils and Agmark masalas. He is also expected to use groceries (provisions) of standard quality. He may note that only fresh vegetables will be used and served.
- 1.12 The Contractor shall ensure that the kitchen, its surroundings and service tables at both the places are kept in neat and clean conditions. Utensils shall be cleaned using hot water and proper liquid detergents.
- 1.13 The staff deployed by the contractor in the kitchens should be in proper uniform and should be medically fit with proper background checks and their fitness certificates must be submitted to NPL. The Contractor shall withdraw his staff with any contagious disease immediately.
- 1.14 The raw material, semi-cooked and cooked food shall be held/kept under total hygienic conditions by the Contractor as per food laws. LPG will be used as cooking fuel and shall not be substituted with any other fuel viz. wood/coal, except for tandoor. Cooking should be done in the most hygienic manner and to the satisfaction of Officer-In-charge, NPL Guest House and Officers designated for Jamun Court Café, if any.
- 1.15 Contractor shall not use cracked, chipped and stained crockery. The Contractor shall replace all chipped, cracked, stained and broken crockery items immediately at his own cost.
- 1.16 Liquor and tobacco or other intoxicants will not be served to the guests/consumers at both the places.
- 1.17 A suggestion register shall be kept at both the Guest House & the Jamun Court Café for registering suggestions with regard to all/any aspect of the food including services provided by the Contractor and the Contractor shall take appropriate remedial steps in this regard under intimation to NPL.
- 1.18 Director, NPL reserves the right to test/have tested from certified agency any time at the cost of Contractor the raw materials used for break-fasts,

lunches, dinner tea/coffee etc. and the items served at Jamun Court Café. Financial losses and other damages caused to NPL/CSIR on account of substandard food served at both the places are liable to be recovered from the Contractor in an appropriate manner. The designated officials of NPL are entitled to inspect the premises at any time to ensure its bona-fide use, hygiene and cleanliness and quality of the ingredients used.

1.19 Rent – NPL will charge a rent of Rs.1,500/- (Rupees One Thousand Five Hundred Only) per month for Jamun Court Café from the Contractor. However, the Contractor will not be charged for electricity and water consumption. He will therefore, maintain/run his own fridge, tea/coffee vending machine, juicer and microwave oven only. Heater or any other electrical gadgets/appliances will not be allowed to be used.

2. Criteria for selection of the Vendor:

2.1 All the received tenders will be evaluated by a duly constituted Committee in the manner as deemed fit. Proven quality of services will be major criteria for selection.

2.2 For the financial evaluation of the bids for NPL Guest House the rates of Tea, Coffee, Breakfast and Ordinary Lunch/Dinner (Veg) (S. No. 1 to 3 of the Menu mentioned under "A") will be added to find out the cost per day per person.

2.3 Rates of rest of the items of Menu (S. No. 4 to 12) will not be considered for financial evaluation and determining cost per day per person. However, rates for these items should be in line with the rates of the items stated in above sub para 2.2.

2.4 For the financial evaluation of the bids for Jamun Court Café the rates of item No. 1 to 6 of Menu mentioned under "B" will be taken into consideration. However, rates for other items should be in line with the rates quoted for other items.

2.5 NPL authorities may visit the establishment (s) where the contractor is running the Catering Services currently to assess the quality, quantity, presentation, infrastructure and overall performance of the contractor for finalizing the tender on quality basis.

3. Acceptance of Tender:

3.1 Director, NPL reserves the right to award the work to more than one Contractors depending upon requirement.

3.2 Director, NPL reserves the rights to accept one or more Tenders in part or in full or reject any or all Tenders in part or full even without assigning any reasons thereof.

- 3.3 Director, NPL also reserves the right to disqualify such Tenderers that have a record of not meeting the contractual obligations against earlier Contracts entered into with CSIR or with any Central or State Government agencies.
- 3.4 Director, NPL reserves the right to terminate the contract in part or full at any time even without assigning any reason thereof.

We agree with the aforesaid terms & conditions.

Signatures and Stamp of the Firm.