NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION
Upbhokta Nyay Bhawan, 'F' Block, GPO Complex, INA,New Delhi – 110023

Admn./Gen.08/NCDRC/2015-2024 **22nd May, 2024**

NOTICE INVITING TENDER-STAFF CANTEEN

Sealed quotations are invited by the National Consumer Disputes Redressal Commission, Upbhokta Nyay Bhawan, 'F' Block, GPO Complex, INA, New Delhi – 110023 for running the NCDRC staff canteen.

Eligibility Criteria of the Contract of staff canteen:-

The parties/Contractors should have at least 5 years' experience in running the canteen with a reputed organization, preferably in Govt. organizations, District courts, Delhi High Court, Supreme Court of India etc.

Terms and Conditions:-

1. Tender document is non-transferable.

2. Sealed quotations in Annexure-A & B properly super scribed as "Tender for running the NCDRC Staff Canteen" addressed to Registrar, National Consumer Disputes Redressal Commission, Upbhokta Nyay Bhawan, 'F' Block, GPO Complex, INA, New Delhi – 110023 should reach the office latest by 21.06.2024.

3. NCDRC reserves the right to accept or to reject any or all the Tenders without assigning any reason thereof or to cancel the Notice at any time.

4. The said authority reserves the right to extend the date of receiving/opening of tender as well as to extend the validity of the tender.

5. Period of License would be initially for ONE YEAR which can be extended for a further period 3 years on year to year basis subject to the satisfactory performance, on mutually agreed terms, at the instance of Registrar, NCDRC.

6. Other conditions as :-

a.	License Fee	Accommodation as given in Annexure-C will be provided for the canteen at a nominal license fee not less than 3000/- per month, with a condition that if contract is extended on yearly basis, then there will be an enhancement of 10% of the license fee every year.
b	Electricity Charges	Electricity and water will be borne by the National Commission. However, electricity shall not be used for cooking purposes. The agency would be allowed to use power consumption only for refrigerator, hot-case etc.

7. The PAN number and Service Tax number (if any) of the firm may be indicated.

8. Any party either a firm on an individual falling under the following categories is not eligible to participate in Tender:-
    a. Debarred/Blacklisted by CBI or Court or any other department of Govt. of India or State Govt.
    b. Parties facing action under Public Premises (Eviction of Unauthorized occupation) Act-hereinafter called PP Act.

9. The Contractor will be provided with the canteen premises and furniture as available in existing canteen. The maintenance and upkeep of premises, furniture and fixture will be sole responsibility of the contractor.

10. The Contractor has to ensure that Kiosk Premises is used for the purpose of carrying of the above mentioned business only and shall not use for other purpose in any manner. The Contractor shall not be authorized for any kind of sub-letting the premises in any manner.

11. The Contractor shall arrange utensils, cutlery and crockery and other equipment/items required to run the canteen.

12. Clean new set of trays for serving the food to the staff and good quality disposables be made available.

13. Food items are mandatorily required to be prepared in the NCDRC Canteen premises itself, which should be less spicy and less oily.

14. Mustard Oil/Good branded oil be used for preparing food and frying.

15. Non-veg be prepared once a week or on order.

16. Arrangement of snacks/food for the President/Members and/or by staff on order be made by canteen.

17. The Canteen premises should be deeply cleaned once in a 15 days by the canteen owner with pest control.

18. Tables be cleaned with Colin spray all day.

19. Lassi, Curd & Dairy products, if any, should only Mother Dairy products be supplied.

20. The Quantity of the food items such as lunch & breakfast shall be prescribed by the NCDRC and canteen owner should supply accordingly.

21. The Canteen staff should wear clean uniform in the premises of NCDRC.

22. The packed items biscuits etc. are to be supplied on the MRP rates only and they should not charge over and above the MRP rates.

23. One day be kept for South Indian food. Fresh coconut chutney be provided on that day.

24. The day when Vada is included in the menu, Dahi Bhalla be made available with red and green chutney.

25. Vendor may keep on changing other Menu items as per convenience but sandwiches, bread butter toast, omelet and paratha be made available every day in breakfast.

26. One day may be kept for chinese's : chowmien, fried rice and Manchurian etc. for lunch.

27. The Contractor shall employ his own canteen staff and provide them clean uniform at his own cost. The Contractor shall also depute personnel for cleaning & Room Service.

28. The Contractor shall operate the canteen for sale during working days between 09:00 AM to 06:00 PM. The canteen shall remain closed on Saturdays and Sundays and Office Holidays except when required by the Registry NCDRC.

29. All equipment's, like, refrigerators, sandwich grill toaster, hot-case, microwave, tea/coffee vending machines, be kept available.

30. Circulation of tea with snacks on all floors twice a day i.e. between 10:30 AM to 11:00 AM and between 3:30 PM to 4:00 PM daily. For this purpose, a trolley be arranged by the vendor.

31. The Contractor has to deposit a sum of Rs. 50,000/- (Rupees fifty thousand only) towards the security by way of Demand Draft drawn in the name of the Registrar, NCDRC. The amount shall be kept as FDR, initially for a period of one year and it shall be renewed on year to year basis, till the contract is completed.

32. The Canteen Committee will review the performance and functioning of the canteen on quarterly basis.

33. Agreement on mutually agreed terms and conditions shall have to be signed by the Licensee on Non Judicial Stamp Paper.

(S. Hanumantha Rao)
Registrar

Copy to:-

1. SO(IT), NCDRC, for uploading the notice on the NCDRC website.
2. Notice Board, NCDRC

Annexure-A

National Consumer Disputes Redressal Commission

FORM OF TENDER

To

The Registrar
National Consumer Disputes Redressal Commission,
Upbhokta Nyay Bhawan, 'F' Block, GPO Complex, INA, New Delhi – 110023

Subject: - Tender for running staff canteen in National Commission, INA, New Delhi

Sir,

I am submitting the Tender for providing catering services in the National Commission, INA, New Delhi on Contract basis as per details given below:-

1.	Name and Address of the tenderer (in block letters)	
2.	Status of the tenderer (Proprietorship/Partnership/Limited Company)	
3.	Registration/License Number (attested photocopy)	
4.	Sales Tax number	
5.	PAN Card number (attested photocopy enclosed)	
6.	Amount of monthly License Fee/Rent ready to pay **(not less than Rs. 3000/-)**	

1. Details of experience in similar field:-

(Please give details of experience in a separate sheet, along with documentary proof thereof)

Sl. No.	Present Contract in Hand	Period	Govt./Semi Govt./Private Organizations
1			
2			

I/We have carefully read and understood the terms and conditions as contained in Tender Documents issued by the National Commission including the following:-

a. In case the documents submitted by my/our firm along with the tender are found inadequate/false/incorrect, the tender of my/our firm will be liable to be rejected/cancelled without giving reasons.
b. National Commission will have the right to reject conditional offers without assigning any reason thereto.
c. We/I have not been debarred/black-listed by any Govt. Department. Further, I am not facing any action under PP (Eviction unauthorized occupants) Act, 1971.
d. We/I shall abide by all the terms & conditions of the tender document.

Signature of the Tenderer
Name
Address
Telephone No.

Annexure-B

List of items to be supplied in the NCDRC Canteen:-

S.NO.	Name of Item	Quantity	Rate to be quoted by the tenderer	Discounted rates for NCDRC employees only
	BREAKFAST ITEMS			
1.	Veg. Sandwich	1 pc		
2.	Grilled sandwich	1 pc		
3.	Bread butter toast	2 slice		
4.	2 slice Bread with 2 egg Omlette			
5.	Bread Pakora	1 pc		
6.	Veg.Burger/Vada Pav	1 pc		
7.	Aloo/Paneer Paratha With butter (1/4	1 pc		
8.	Aloo/Paneer Paratha With dahi	1 pc		
9.	Mix Pakora (5 pcs)	1 plate		
10.	Bread Roll	1 pc		
11.	Idli (with coconut chutney) (2 pcs)	1 plate		
12.	Vada (with coconut Chutney)(2 pcs)	1 plate		
13.	Kachori with aloo sabzi	2 pcs		
	LUNCH			
1.	Thali : Dal, sabzi, 2 tawa chapati, 2 cup rice, pickle, salad, Raita/bhalla (DIFFERENT SABZI ON ALL DAYS)			
2.	Spl. Thali shall include all items of Thali with Shahi/butter Paneer			
3.	Dal Rice	2 cups		
4.	Chholey Rice	2 cups		
5.	Rajmah Rice	2 cups		
6.	Kadhi pakora, Rice	2 cups		
7.	4 Poori + Chholey + pickle + salad			
8.	4 poori + Aloo sabzi + pickle + salad + Raita			
9.	2 bhature + Chholey + pickle + salad			
10.	Chicken curry	2 pcs		
11.	Egg Curry	1 egg		
12.	Chowmein	1 plate		
13.	Fried Rice	1 plate		
14.	Manchurian	1 plate		
	OTHER SNACKS			
1.	Samosa	1 pc		
2.	Paneer Pakora	1 pc		

	PACKED ITEMS			
1.	**Biscuits** : Monaco, Britannia Marie, Unibic, Bourbourn, Hide & Seek, Zeera biscuits, Parle-G			
2.	**Namkeen** (Haldiram) Small packets			
3.	**Potato Chips** Lays			
	SOFT DRINKS			
1.	PEPSI/COCA COLA			
2.	LIMCA/SPRITE			
3.	FANTA			
4.	DIET COKE			
5.	LAHORI JEERA			
6.	Tea (machine made)			
7.	Coffee (machine made)			
8.	Tea (handmade)			
9.	Coffee (handmade)			
	MILK PRODUCTS (ALL MOTHER DAIRY)			
1.	CURD			
2.	MASALA CHHACH			
3.	LASSI			
4.	MISHTI DOI			
	SWEETS			
1.	Gulab Jamun			
2.	Muffins/cupcakes			
3.	Gajar Halwa (seasonal)			

Note: Any other items are to be sold in the Canteen may please be mentioned with and rates, separately.

Signature of the Tenderer with Seal