



INDIAN ASSOCIATION FOR THE CULTIVATION OF SCIENCE
JADAVPUR, KOLKATA - 700032
<http://www.iacs.res.in>

Tender No.: IACS/Canteen-Guest House/14/22 dated: 09.06.2014

EXPRESSION OF INTEREST
for
Running of a (a) Private Canteen and (b) Two Guest Houses at IACS, Kolkata

1. **Preamble:** Established on 29th July 1876 by a great visionary Dr. Mahendra Lal Sircar, Indian Association for the Cultivation of Science (IACS) is the oldest Scientific Research Institute in the whole of Asia. The celebrated *Raman Effect* was discovered in this institute in 1928, which culminated in Raman's receiving the *Nobel Prize* in 1930. IACS still to-date remains the institute of India, which has fetched a Nobel Prize in Science.

IACS is an autonomous body nurtured by the Department of Science and Technology (DST), Government of India and is devoted to the pursuit of fundamental research in the frontier areas of Physics, Chemistry, Biology, Energy, Polymer and Materials. The Government of India, Department of Science & Technology and the Government of West Bengal are the principal fund-giving agencies supporting research in IACS.

2. **Scope of work:** IACS, Kolkata invites proposals from registered, reputed, reliable, bonafide, experienced and financially sound parties/firms/contractors for running a Private Canteen and two Guest Houses located within its premises at Jadavpur, Kolkata-700032.

3. **Expression of Interest:** Expression of Interest (EOI) in a sealed cover is invited from registered, bonafide, experienced and financially sound firms/companies/caterers holding a valid license from the statutory body of the Government of West Bengal for short listing of reputed firms/companies/caterers to run a Private Canteen and Guest Houses at IACS campus, Jadavpur, Kolkata-700032. The terms and conditions of this contract as laid down by this Institute are given in the succeeding paragraphs.

4. **Pre-qualification Criteria:**

- (1) The party/firm must have registered office in Kolkata for last three years.
- (2) Experience -
 - (i) **For Canteen:** Should have at least 3 to 4 years of relevant experience of running a similar establishments in a research institute/educational institute/R&D organization (government or semi-government organization) or private organization having a clientele of over 200 Nos.
 - (ii) **For Guest Houses:** IACS have two Guest Houses - Meghnad Saha Guest House (having 5 rooms) and Asutosh Mookerjee Guest House (having 6 rooms and lounge cum dining facilities). All the rooms at both the guest houses are equipped with standard facilities. The party/firm should have at least 3 to 4 years of relevant experience of running academic institute guest house & handling of National & International delegates. The annual occupancy rate of the guest houses is about 25 percent (%).
- (3) The party/firm shall be financially sound.

- (4) The intending firm should have executed a single contract of Rs.5.00 Lakh per annum or more during the last 2 (two) financial years.
- (5) The firm should be registered with the appropriate authority to run a private canteen and guest house and should have valid Trade License, PAN, Service Tax Registration with appropriate authorities to run the business.
- (6) Should possess EPF & ESI and other applicable Statutory Registration.
- (7) The Contractor should strictly observe all the rules and regulations, Bye-laws and also directions issued from time to time by the Central and State Government, local and other authorities and should obtain necessary license including Food Safety and Standards Act, 2006, if any, required for running the canteen/guest house.
- (8) The Contractor shall also be liable to pay any fees, taxes, etc., levied by the local and other authorities. He/she should renew the license for running the canteen/guest house from the appropriate authorities and the valid license should be exhibited in the canteen/ guest house premises during the entire contract period for inspection by the competent authority.
- (9) The tenderer should submit their offer without any conditions / counter conditions anywhere in the tender document. Conditional tenders, if any, shall be summarily rejected.

The offer should be submitted in the format given in Appendix-II. Bidders should attach necessary supporting documents (self-attested copies) as proof in respect of each of the eligibility conditions mentioned above. In order to facilitate scrutiny of the offers, the prospective bidders are requested to furnish other relevant documents in support of their credibility to participate in the tender.

5. Terms and Conditions:

A) For Canteen:-

- (1) The intending firms should have proven track record of running private canteens and maintaining similar types of services in a large reputed institution/organization. The firm should be able and self-sufficient for:-
 - (i) On-site cooking and serving.
 - (ii) Providing ready to eat multi-cuisine food, snacks and beverages to research scholars, faculty, staff and visitors throughout the weekdays and on Saturdays and Sundays primarily for scholars. (The total strength of scholar and staff is about 800).
 - (iii) Option to serve ready to eat food, snacks and beverages should be available beyond the normal office hours i.e., from 8.00 am to 10.00 pm
- (2) IACS will provide space for cooking of foods and dining. It also provides Electricity, supply of drinking water and water for washing and cleaning of Utensils, a separate store room and a toilet for personnel to be deployed in the Canteen.
- (3) The Contractor shall have to make the following arrangements in the Canteen:-
 - (i) Providing services between 8.00 am to 10.00 pm from Monday to Saturday, which includes Breakfast Time from 8.00 am to 11.00 am; Lunch time from 1.00 pm to 3.30 pm and Tiffin Time from 5.00 pm to 7.00 pm Dinner from 8.00 pm to 10.00

pm. Tea, Coffee, Cold Drinks, Snacks and dry foods should be available from 8.00 a.m. to 10.00 pm.

- (ii) Opening of Canteen on Sundays (as per schedule to be decided by the Canteen Committee of IACS).
- (iii) Arranging cooking gas and gas-oven.
- (iv) Procurement of all types of raw materials and consumables for Catering and Serving of food, i.e., on site cooking and serving with ready to eat food, snacks and beverages.
- (v) Food served should be both vegetarian and non-vegetarian, offering a multi-cuisine choice to the users, including Indian, Chinese and Continental Menu.
- (vi) There should be two sets of cooking and serving utensils; one for veg. food & customers and other for non-veg. food & customers.
- (vii) Veg. food should be cooked separately in separate utensils to be used for veg. cooking only and serving to the customer.
- (viii) Cleanliness, hygiene and sanitation to be strictly followed.
- (ix) Deployment of required manpower including supervision for all the related work viz. cooking, serving, washing of utensils, procurement of all types of raw materials and consumables for Canteen.
- (x) Cleaning of Canteen and its surroundings including disposal of waste to a designated place.
- (xi) All staff members of the Contractor shall have to wear proper uniform during canteen hours.
- (xii) IACS will have the discretion to add any other conditions to the contract not included in these documents.

B) For Guest House:-

- 1) Contractor has to deploy one Caretaker in each guest house to provide round-the-Clock caretaking services for both the Guest houses. Responsibilities of the Caretaker are mentioned below.
- 2) To provide Standard Breakfast (for example, Milk Cornflakes, Bread-Butter-Jam, Omelet, Tea/Coffee and Fruit Juice + 2 Litre package Drinking Water per guest) to the guests. Variation in breakfast menu (e.g., puri/sabji, upma, poha, idli, alu paratha, fruit salad, etc. apart from standard breakfast is highly desirable. IACS would reimburse the cost as actual.
- 3) To provide Standard Toiletries (Small Soap 02 Nos, Shampoo Pouch 02 Nos, Coconut Oil 01 Pouch, Toilet Paper & Goodnight Liquid) in each room. IACS would reimburse the cost as actual.
- 4) Other Items to be provided per room are 02 Nos. Small Sugar Pouch, 01 No. Small Milk Pouch, 02 No. Tea Bag, 02 Nos. Coffee Pouch and 01 No. Borbourn Biscuit (small packet) in each room. IACS would reimburse the cost as actual.
- 5) To provide Laundry Services to the guests. Payment for laundry services shall be obtained by the Contractor/Caretaker directly from the respective Host/ Guest, as the case may be.
- 6) The Caretaker should arrange Lunch, Dinner etc. on request of the guests. Payment for lunch, dinner, etc. shall be obtained by the Contractor/Caretaker directly from the respective Host/ Guest, as the case may be.
- 7) To arrange Lunch & Dinner for the guest of IACS where they may not reside in the guest house. Payment for such lunch/dinner, etc. shall be obtained by the Contractor/Caretaker directly from IACS or Host, as the case may be.
- 8) All the crockeries, linens etc, would be provided by IACS. No cooking utensils will be provided.
- 9) The Contractor shall have to arrange gas and gas-oven in both the guest houses separately.

10) Cleaning services at the guest houses would be provided by IACS. The Caretaker should supervise the services.

11) Responsibilities of the Caretaker:

- i) He should be available round the clock. He will be provided with a single room temporary accommodation at one of the Guest houses,
- ii) He should have a mobile phone with valid mobile number,
- iii) He will make entry of the particulars of the guests in the registers maintained at the Guest Houses (separate for each Guest Houses) and make photo copies of identity proof of the guests on the first occasion. He will be responsible for handing over/taking over of the keys during check-in and check-out of the guests. He will also collect feedback comments from the guests in a feedback register,
- iv) To make liaison with the authorized persons of IACS dealing with the Guest Houses,
- v) To ensure that all need of the guests are fulfilled and the guests leave the guest houses with satisfaction,
- vi) Should possess working knowledge of English and Hindi to communicate with foreign and Indian guests. To be prepared with international adaptors for convenience of the foreign delegates,
- vii) To maintain the guest houses neat, clean and hygienic all the time. He should regularly supervise dusting, sweeping, toilet cleaning of the guest houses, electrical power, etc,
- viii) He should make sure that the cable TV Channels are in order,
- ix) To check & ensure availability of water in taps, basins, commode, etc,
- x) To check & ensure availability of electricity in all plug points, running of fans, ACs, Geysers, tube lights, etc,
- xi) To change linens as and when needed, especially prior to the entry of a new guest,
- xii) To maintain a "Complaint/Suggestion Book" in each Guest House and place the books periodically to the In-charge of the Guest House Committee,
- xiii) To arrange for breakfast, provide drinking water, one English daily in room, toiletries, etc. IACS would reimburse the cost as actual,
- xiv) To arrange lunch & dinner for the Guests and the Host(s). The charges for the lunch & dinner to be collected by the Caretaker from the Guest or the Host, as the case may be,
- xv) To be prepared for any emergency, e.g., medical emergency,
- xvi) To be prepared with sufficient of change (cash and coins) to keep the financial transactions (for meal payment) with the guests cordial and quick,
- xvii) To make sure the immediate surroundings of the two guests houses are kept clean in co-ordination with IACS Staff,
- xviii) IACS will have the discretion to add any other conditions to the contract not included in these documents.

6. **General Conditions:** The firm submitting the EOI must fulfill the following eligibility criteria.

- (1) Should have at least 3 to 4 years of relevant experience of running similar establishments in a research institute/educational institute/R&D organization (government or semi-government organization) or private organization having a clientele of over 200 Nos.
- (2) The intending firm should have a turnover of Rs. 5.00 Lakh per annum or more during the last 2 (two) financial years in a single contract.

- (3) The firm should be registered with the appropriate authority to run a private canteen/ guests house and should have valid Trade License, PAN, Service Tax Registration from appropriate authorities to run the business.
- (4) Should possess EPF & ESI and other applicable Statutory Registration.
- (5) The Contractor should strictly observe all the rules and regulations, Bye-laws and also directions issued from time to time by the Central and State Government, local and other authorities and obtain necessary license (including Food Safety and Standards Act, 2006), if any, required, for running the canteen/ guests house.
- (6) The Contractor shall also be liable to pay any fees, taxes, etc., levied by the local and other authorities. He/she should renew the license for running the canteen/ guests house from the appropriate authorities and the valid license should be exhibited in the canteen/ guests house premises during the entire contract period for inspection by the competent authority.
- (7) The tenderer should submit their offer without any conditions / counter conditions anywhere in the tender document. Conditional tenders, if any, shall be summarily rejected.
- (8) EOI document shall be downloaded from the IACS web site <www.iacs.res.in/tender> from the date of publication of this EOI up to 11.07.2014. No EOI document will be sold by IACS.
- (9) EOI (form downloaded from IACS website.) should be accompanied with a non-refundable processing fee of Rs. 500/- (Rupees Five hundred only) in the form of Demand Draft drawn in favour of "Indian Association for the Cultivation of Science" payable at Kolkata. In case of non-submission of the fee the EOI shall be rejected.
- (10) The bidder has to submit a declaration on the Company's letter head that no amendments have been made in the tender document downloaded from IACS website, at the time of submission of the tender document.
- (11) Sealed EOI in the prescribed format (Appendix-II), complete in all respect duly accompanied with Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees Twenty-five Thousand only) in the form of Demand Draft drawn in favour of "Indian Association for the Cultivation of Science" payable at Kolkata, should be addressed to the Registrar, Indian Association for the Cultivation of Science, 2A & 2B Raja S. C. Mullick Road, Jadavpur, Kolkata - 700032 and dropped in the tender box available in the office of the Registrar, on or before the scheduled date & time mentioned under Submission of Proposal. The bidder should write the name of the company and Tender No. at the back of the Demand Draft.
- (12) Interested bidders may visit IACS after taking prior appointment at their own cost before submitting their EOI. Shri Amit Kumar Majumdar, Assistant Registrar (mobile No.: 9432075512, email: admakm@iacs.res.in) may be contacted in this regard.

7. Income Tax and Service Tax: Income Tax, Service tax or any other statutory tax of State/Central Govt. local municipal body, if applicable, shall be paid by/recovered from the contractor

8. The Workers Employed by the contractor:

- (1) The contractor shall employ necessary workers and all of them shall be under the control of contractor and shall discharge all obligations as employer in respect to the workers employed in the canteen/ guest house. For all purposes, he/she will be the employer of these canteen/ guest house workers. He shall not engage any worker below the age of 18 and above 60 years.

- (2) The Contractor shall maintain cordial relationship with IACS employees/scholars and customers and should not give any room for complaints in the behaviour of his/her employees. The contractor shall ensure orderly /disciplined behaviour of workers employed by him in premises.
- (3) The contractor shall ensure that the canteen staff wear uniform, cap covering head & hair, hand gloves etc. while on duty .The contractor shall provide at his cost two sets of uniform (Maroon Colour Pants and Shirts) and one pair chappals to all canteen workers per year within 30 days after having been awarded the canteen and the workers should wear uniforms during their duty time/working period.
- (4) The contractor shall discharge all obligations in respect of his workmen as enumerated in labour enactments like Factories Act, Industrial Disputes Act, EPF Act, ESI Act, Payment of Bonus Act, Payment of Wages Act, Contract Labour (Regulation and Abolition) Act, Employee Compensation Act etc. and shall be solely responsible for compliance of all the provisions in such enactments. The persons engaged for work in the canteen/ guest house, whether casual or otherwise, shall have no lien or claim whatsoever on the IACS. The Contractor shall be liable to the IACS for loss caused to it arising in any manner as a result of any act or omission of those engaged for work in the canteen/ guest houses. So also the IACS shall not be involved in any dispute or claims that may arise between the Contractor and those engaged by him/her to work in the canteen and to those who are the customers in the canteen/ guest in guest houses.

9. **Contract Period:** The contract will be initially for a period of one year and it may be extended for a maximum period of three (3) years based on satisfactory performance of the firm. The contract may be terminated with 3 (three) months' notice in writing from either side.

10. **Quality of food items:**

- (1) The ingredients used for the preparation of the various food items by the Contractor shall be unadulterated and be of good quality. The supply of food, etc., should also be in hygienic conditions.
- (2) The medium of cooking and frying shall be in standard cooking oil (mustard oil/ sunflower oil) as may be approved by the Canteen Committee for canteen and Guest House Committee for guest houses. Oils once used shall not be reused for any kind of cooking/frying purposes. For preparation of Parotha/chappathi hydrogenated vegetable oil should be used.
- (3) Only Fresh Foodstuffs should be used for cooking.
- (4) In case the Contractor uses curry powder of commodities like chilly, turmeric, coriander etc., all these packed items must be of ISI quality standard or Agmark brands only.
- (5) Good quality of milk should only be used for making tea, coffee and buttermilk.
- (6) Details of items to be served in the standard menu in the canteen are given in Appendix-I. The items are to be prepared as per the menu schedule; any change in the menu should be effected only with the prior approval of the Canteen Committee.

11. **Submission of Proposal:**

The proposal should be submitted in the format given in Appendix-II.

Important dates of the EOI are as follows:

EOI No.	IACS/ Canteen-Guest House /14/22 Dated: 12.06.2014
Date of Pre bid meeting to discuss technical specifications	27.06.2014 at 3.30 p.m. at J C Bose Meeting Room of IACS.
Last date and time of submitting EOI	11.07.2014 at 3:00 p.m. Dispatch Section
Date, time and venue of opening EOI	11.07.2014 at 3:30 p.m. at JC Bose Meeting Room of IACS.

* The EOI shall be opened in the presence of the bidders/their authorized representatives who choose to be present.

- (1) The offer should remain valid for a minimum period of 90 days.
- (2) In the event of date being declared a closed holiday, the due date for submission of the offer and its opening will be the following working day at the appointed time.
- (3) Bidders are liable to abide by all the terms and conditions of the EOI documents.
- (4) Bidders should attach necessary supporting documents (self-attested copies) as proof in respect of each of the eligibility conditions mentioned above. The following documents and information must be submitted along with the EOI. In order to facilitate scrutiny of the offers, the prospective bidders are requested to furnish other relevant documents in support of their credibility to participate in the tender.:
 - (i) The EOI should be submitted in a sealed cover by superscribing the envelope with 'EOI for running of a Private Canteen/ Guest Houses at IACS' with relevant enclosures.
 - (ii) Name of the Firm with complete Address, Phone No. including Mobile No. of the Proprietor(s).
 - (iii) The status of the Firm; Proprietary/Partnership etc.
 - (iv) Major Clients list with whom similar contract was executed in the last 2 (two) years along with their address and contact details.
 - (v) PAN No., Financial Status including Income Tax Statement and Turnover for the last 2 (two) years.
 - (vi) References of at least 2 (two) reputed Institute/Firms/Clients/Companies who are familiar with the firm and have experienced the services.
 - (vii) Duly signed 'Certificate of Ethical Practices' (Appendix - III).
 - (viii) DD of Rs. 500/- as Processing Fee
 - (ix) DD of Rs. 25,000/- as EMD
- (5) Incomplete & conditional offer, offer received after due date and offer submitted without Processing Fee and/or EMD will be summarily rejected without assigning any reasons thereof.
- (6) Director, IACS reserves the right to accept or reject any or all the EOI without assigning any reason whatsoever and his decision shall be final. Director, IACS also reserves the right to disqualify any bidder at any stage of bidding if it is found that any information provided by that Bidder is misleading, erroneous, false or incomplete.
- (7) **NOTE:** At any time prior to the bid due date, IACS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder during pre-bid meeting, modify the bidding documents. The amendment(s) will be notified on the Institute website. Prospective bidders are advised to occasionally visit the website (www.iacs.res.in/tender) for any amendment.

12. Determination of Responsiveness & Selection of Firm:

- (1) A Committee will scrutinize the tenders to determine whether the EOI is substantially responsive to the requirements of the Institute. For the purpose of clarity of this clause, a substantially responsive tender is one which inter-alia conforms to all the terms of Qualification Criteria, conditions of the tender documents without any deviation or reservation. All non-responsive EOI shall be rejected.
- (2) The Committee may ask tenderers, individually for clarification of their tender for evaluation and comparison of tenders.
- (3) Only such EOI-s, as determined to be substantially responsive to the Qualification Criteria and other requirements of the tender documents, will be shortlisted. Other non-responsive EOI-s will be rejected. The decision of the Committee in this regard shall be final, conclusive and binding.
- (4) Price Bid will be called only from the shortlisted firms.
- (5) Final selection of the bidder will be made based on the price quoted by the firms and considering their credentials of EOI. The contract will be awarded to the successful bidder.
- (6) It is not binding on the Committee to accept the lowest or any tender and reserves the right to accept any tender or to reject any tender or all tenders without assigning any reason whatsoever.
- (7) It is made clear that the criterion for qualification of tender will not be solely the lowest tender, but will be based on proof of previous experience in running canteens/guest houses, performance, financial capability, resource availability and reputation. The decision of the Committee will be final in this respect.

13. Miscellaneous Conditions for the Selected Contractor:

- (1) The Contractor shall deposit an amount of Rs. 1.50 lakh (Rupees one lakh fifty thousand only) - Rupees one lakh (Rs. 1.00 lakh) for Canteen and Rs.50,000/- for Guest Houses, immediately after the contract is awarded to him/her as Security Deposit.
- (2) Deposit amount will be forfeited in case the Contractor terminates the functioning of the Canteen/ Guest House before 3 months period.
- (3) The Contractor shall execute an agreement in stamp paper worth Rs.100/- detailing all aspects of the contract. The cost of the stamp paper shall be borne by the Contractor.
- (4) If any bidder whose bid has been accepted by IACS backs out later, the EMD paid by it shall be forfeited.
- (5) The tenders received without EMD or after the due date are liable to be rejected. The EMD of the tenderer whose tender is accepted shall be adjusted towards the security deposit.
- (6) The EMD of unsuccessful bidders will be returned after three months from the date of award of the contract to the successful bidder.
- (7) The Contractor shall provide a weighing balance and weights required to enable the authorities to check the weight of any article during inspection.
- (8) The canteen shall be kept open for the Canteen Committee members for inspection at any time without notice.
- (9) The Contractor or its appointed Manager should be available in the canteen on all working days or any day required by the Convenor, Canteen Committee.
- (10) The Committee shall have overall control over running the canteen & guest house and the Contractor shall follow all instructions of the committee. The responsibility for

procuring the provisions, foodstuffs, fuels, etc. and all other items required for running the canteen/ guest house shall be entirely that of the Contractor.

- (11) The canteen is intended primarily to cater to the employees/Scholars/Guests of IACS.
- (12) The guest house is intended primarily to accommodate the official guests of IACS including foreign guests.
- (13) It shall be the Contractor's responsibility to collect all dues from its customers and the Canteen Committee/ Guest House Committee shall have no responsibility in whatsoever manner in this regard.
- (14) The Contractor has to return all the items, such as furniture and fixtures, kitchen/cooking equipment, wares and utensils in the kitchen and other items in the Canteen and also furniture, fixtures, kitchen/cooking equipment, wares, utensils, linens and other items in the guest house at the time of expiry of tenure of his contract period, in good working condition. If any damage/loss is noticed at the time of handing over of these items and other equipments, the Contractor has to compensate/replace those items to IACS.
- (15) The Contractor will be responsible for good quality hygienic meals, snacks, tea, coffee, etc., and proper service. The Contractor will be responsible for the conduct and behaviour of those working under him. If the Canteen Committee/ Guest House committee does not approve the quality of the food stuffs, the service or conduct or behaviour of Contractor and/or those working under him, or the breach of any of the terms of this contract, the Contractor will be notified in writing and the Contractor is bound to show improvement or rectify the defect noticed.
- (16) The Contractor shall employ necessary workers for the functioning of the canteen/ guest house only with the prior permission/approval of the Committee. The Contractor shall be responsible to remove their staff from the IACS premises on expiry of this agreement or termination thereof, whichever is early.
- (17) The tenderer/contractor is required to cook the food in IACS premises.
- (18) The Contractor shall not prepare and sell any items of food articles in canteen other than those covered by the terms of this contract except with the written permission of the Canteen Committee.
- (19) No alcoholic beverages, tobacco products and other intoxicated materials of any description shall be handled, stored or served in the canteen/ guest house under any circumstances.
- (20) The decision of IACS authority in all disputes concerning the interpretation of the terms of contract shall be final and binding on the Contractor.
- (21) It shall be Contractor's sole responsibility to protect his employees against accident from any cause and shall indemnify and protect IACS against any claims for damage for bodily injury to person or property resulting from any such accidents.
- (22) The supply of food material in the canteen/ guest house should not be interrupted due to hartal, bandh, labour strike, strike by transport workers and the Contractor shall make necessary arrangement for the operation of canteen/ guest house during such situations.
- (23) The contract can be terminated by serving 3 months' notice from either side. The premises, all utensils, furniture and appliances entrusted to shall be returned on the date of such termination of the Agreement, intact and in good condition. The contractor shall be liable to make good any loss or damage to such property on the date of such termination or within such reasonable time as may be determined by the Committee.
- (24) IACS reserves the right to alter or delete any of the terms of contract after serving one month's notice to the contractor.

- (25) Any shortage of fresh water should be informed at the earliest. But shortage of water/non availability of water will not relieve the contractor from the liability to run the canteen.
- (26) The rates of food items in canteen are applicable uniformly to all the employees/Scholars/guests/other workers engaged on regular/contract basis at IACS.
- (27) Any breach of terms and conditions shall result in the forfeiture of the deposit amount in full or as may be determined by the Committee.
- (28) Incomplete tender forms without fulfilling the instructions in any manner are liable to be rejected and will be disqualified.
- (29) No residential accommodation will be provided to any canteen staff of the contractor. However, a single room temporary accommodation will be provided to the caretakers of the Guest houses.
- (30) **COST OF FOOD ITEMS:** The cost of food items should be reasonable and lower than market price as IACS would be providing basic infrastructure to run the canteen. The cost of each food items should be determined and displayed daily. The Canteen Committee would monitor the quality, quantity and price of each food item.
- (31) **SUB-CONTRACT:** No subcontracting will be allowed. The selected Contractor shall have to execute the contract for the entire duration of contract unless it is shortened by termination.
- (32) **INDEMNITY:** The Contractor shall indemnify IACS or its Officers and other employees from all liability, claims, costs, expenses, taxes and assessments, including penalties, punitive damages, attorney's obligations or for which the Contractor assumed responsibility including those imposed by local or National law or laws or in respect to all salaries, wages or other compensation of all persons employed by the Contractor in connection with the performance of any acts covered by the contract. The Contractor shall execute and deliver such other further instruments and to comply with such requirements of such laws and regulations as may be necessary thereunder to conform and effectuate his contract and to protect IACS or its Officers or employees.
- (33) **INSURANCE:** The Contractor shall maintain at his own cost personal accident insurance for his own staff as may be considered necessary to cover any risk arising from work and services to be performed under the Agreement. Information of the same shall be submitted by successful bidder on award of contract.
- (34) **JURISDICTION:** The enforcement of the terms of the contract as well as all the transactions entered into by the contractors with IACS shall be deemed to have been taken place within the jurisdiction of Kolkata court where the works are situated and any cause of action arising to the due performance or breach of contract by either of the parties hitherto shall be deemed to have arisen within the jurisdiction of Kolkata notwithstanding the residence or place of business of the contractor.
- (35) **ARBITRATION:** Notwithstanding anything contained in any document under this contract, all disputes and claims whatsoever, arising out of this contract between the parties, including those that may arise out of the Bank guarantee shall be referred to a sole Arbitrator who shall be nominated and appointed by the IACS and the Arbitrator's decision shall be final and binding. The place of Arbitration will be Kolkata and venue will be the IACS, Kolkata.
- (36) **Please note that IACS reserves the right to accept or reject any one or all the offers without assigning any reasons.**

APPENDIX-I

**(A) GENERAL MENU FOR BREAKFAST FOR ABOUT 200 HEADS PER DAY IN CANTEEN
(Timings: 8.00 AM to 11.00 AM)**

	Items	Quantity per day
1.	Poori/ Chapathi/ Pulka/ Fried Rice	200
2.	Bread Toast (both butter and jam)	200
3.	Milk and cornflakes	50
4.	Egg products	200
5.	Sweets	100
6.	Noodles	100
7.	Wet Veg Curry	200
8.	Veg Fry	50
9.	Fruit (Seasonal)	100

**(B) GENERAL MENU LUNCH FOR ABOUT 200 HEADS PER DAY IN CANTEEN
(Timings: 1.00 PM to 3.30 PM)**

	Items	Quantity per day
1.	Poori/ Chapathi/ Pulka/ Fried Rice	200
2.	White Rice (good quality)	200
3.	Soups (both veg and non-veg)	50
4.	Wet veg curry	100
5.	Mutton/ Chicken curry	100
6.	Egg curry , Omlet	50
7.	Fish curry	100
8.	Veg fry	50
9.	Chatni	40
10.	Papad	100
11.	Curd (1cup ó 100ml), Lassi	100
12.	Fruit (Seasonal)	100
13.	Ice cream and fruits with ice creams	100

**(C) GENERAL MENU TIFIN FOR ABOUT 250 HEADS PER DAY IN CANTEEN
(Timings: 5.00 PM to 7.00 PM)**

	Items	Quantity per day
1.	Sandwich (veg and non-veg)	150
2.	Chowmin (veg and non-veg) / Maggi	100
3.	Puri - sabji	50
4.	Pao vagi	100
5.	Edli	200
6.	Dhosa (plain, masala etc)	50
7.	Egg roll / moglai	100
8.	Veg chop/ Egg chop	100
9.	Fish / chicken/ veg pakoda	50
10.	Paratha/ Ruti/ Luchi	100
11.	Masala muri/ Toasted Bread - ghugni	100
12.	Omelet	100

**(D) GENERAL MENU DINNER FOR ABOUT 100 HEADS PER DAY IN CANTEEN
(Timings: 8.00 PM to 10.00 PM)**

	Items	Quantity per day
1.	White rice (good quality) and Fried Rice	100
2.	Hat ruti / Tandoor/ Nun	100
3.	Soups (both veg and non-veg)	50
4.	Wet veg curry	100
5.	Mutton/ Chicken curry	100
6.	Egg curry, Omlet	50
7.	Fish curry	100
8.	Veg fry	50
9.	Chatni	50
10.	Papad	100
11.	Curd (1cup - 100ml) , Lassi	100
12.	Fruit (Seasonal)	100
13.	Ice cream and fruits with ice creams	50

**(E) GENERAL MENU TEA & SOFT DRINKS FOR ABOUT 200 HEADS PER DAY IN CANTEEN
(Timings: 8.00 AM to 10.00 PM)**

	Items	Quantity per day
1.	Special Tea (Full cup)	400
2.	Ready Tea (Full cup)	300
3.	Liquor/Lemon Tea	200
4.	Coffee (Full cup)	200
5.	Cold drinks	100
6.	Fruit juice	100
7.	Milkshake	100
8.	Ice creams	100

(To be submitted in Company's Letter Head)Technical Bid

1	Name of the party / Firm	
2	Complete postal address with PIN Code of the firm	
3	Name of the proprietor or its partners	
4	Name of the contact person of the party/firm	
5	Phone/FAX Nos. of the contact person	
6	Mobile No. of the contact person	
7	Email id of: i) the firm ii) the contact person	
8	Valid Trade License No. of the firm its validity and issuing authority	
9	Valid Labour License No. of the firm its validity and issuing authority	
10	PAN No. of the firm	
11	Service Tax Registration No. of the firm, its validity and issuing authority	
12	Valid ESI No. of the firm, its validity and issuing authority	
13	Valid EPF Trade License No. of the firm, its validity and issuing authority	
13	Experience in the field supported by authentic evidence and minimum turnover should be Rs. 5.0 lakhs or above per annum. (Certificate from a Chartered Accountant to this effect for the last two financial years shall be submitted).	
14	Proof of solvency supported by Authentic evidence	
15	Client list of the firm	Please attach separate sheets - one for the canteen and the other for the guest houses

16	Certificate of Income Tax clearance & Business turnover from the S.T Authorities should be furnished for the last three consecutive years	
17	No & date and bank & branch of demand draft towards Processing Fee of Rs. 500/-	
18	No & date and bank & branch demand draft towards EMD of Rs.25,000/-	

I hereby agree to abide by all the terms and conditions of the EOI mentioned in the tender documents.

It is declared that no amendments have been made in the tender document downloaded from IACS website. The EOI documents are also duly signed by me in each page affixing company's rubber stamp and returned along with this quotation, enclosing the requisite certificates with regard to experience etc., together with requisite processing fee and E.M.D.

Place:

Date:

(Signature)

Name of the Party and Address
Official Seal

Enclosures:

- 1) -----
- 2) -----
- 3) -----
- 4) -----
- 5) -----
- 6) -----
- 7) -----
- 8) -----
- 9) -----
- 10) -----

(To be submitted in Company's Letter Head)

CERTIFICATE OF ETHICAL PRACTICES

1. I/We assure the IACS, Kolkata that neither I/we nor any of my/our workers will do any act(s), which are improper/ illegal during the execution of the contract awarded to me/us.
2. Neither I/we nor anybody on my/our behalf will indulge in any corrupt activities/practices in my/our dealing with IACS.
3. I/We will have no conflict of interest in any of my/our work/contract at IACS.
4. I/We will keep the Private Canteen and the Guest Houses and its surroundings hygienic, neat & clean and there should not be any complain from the valued users.
5. I/We will maintain the sanctity of Vegetarian food and will keep non-vegetarian food separately.

Place:

Date:

(Signature)

Name of the Party and Address
Official Seal

