



**Govt. of India
National Disaster Management Authority
“NDMA Bhawan”, A-1, Safdarjung Enclave,
New Delhi – 110 029**

File No. D-13023/19/2014-Genl Dated 23.12.2014

**TENDER FOR
PROVIDING CANTEEN SERVICES AT NDMA BHAVAN, A-1 SAFDARJUNG
ENCLAVE, NEW DELHI - 110 029.**

(Visit us at www.ndma.gov.in)

Not transferable
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Government of India
NATIONAL DISASTER MANAGEMENT AUTHORITY
“NDMA Bhawan”, A-1 Safdarjung Enclave,
New Delhi –110029
Tel. No. 26701796, Fax 26701834



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No. D-13023/19/2014-Gen.

Date:23rd Dec., 2014

TENDER NOTICE

Subject: Invitation for Tender/Quotation for providing Canteen/Catering services for the office of National Disaster Management Authority located at A-1, Safdarjung Enclave, New Delhi – 110029.

Sealed tenders are being invited from experienced and financially sound agencies etc. in respect of providing of Canteen/Catering services for the office of National Disaster Management Authority (NDMA), “NDMA Bhawan”, A-1, Safdarjung Enclave, New Delhi – 110029 as per the terms and conditions mentioned in para No. 2 of this notice. Interested parties may send quotations for the above said purposes in a sealed cover superscripted “quotations for Canteen/Catering services in the NDMA, A-1, Safdarjung Enclave” which should reach the Under Secretary (Gen.) by post or by hand latest by 3:00 PM on 13th January, 2015 in the tender box kept in reception hall of NDMA.

ELIGIBILITY CRITERIA

1. The applicant should be in catering business (excluding beverage and snacks services) for a minimum period of one (1) years as on 31.03.2014.
2. Experience of having successfully run the catering services during the last one year ending 31.03.2014.
3. Proof of filing of previous Income Tax returns and service tax returns are also to be submitted alongwith the application.
4. The contractor will have to deposit security money of Rs. 20,000/- (Rupees twenty thousand only) in the form of a demand draft in favour of DDO, NDMA at A-1, Safdarjung Enclave, New Delhi valid for seven and half months from the date of opening of bids.
5. The bidder’s performance, as per format at Annexure-III for each work completed in the last one year in hand should be certified by a responsible person from the concerned organization. The certificate should also indicate the compliance of statutory requirements.
6. Tenders received without proper documents, including demand draft shall be summarily rejected.
7. Photocopy of Registration No. of the firm, PAN Card, and Service Tax Registration No. of the firm should be attached.

TERMS AND CONDITIONS

GENERAL

1. Please read the Terms & Conditions carefully before filling up the document. Incomplete Tender Documents will be rejected.
2. Before submitting the tender, details of documents to be attached may be verified from the Check List in the Tender Document.
4. The Tenderer must write the name & complete postal address of the bidding firm on the reverse side of the Demand Draft(s).
5. All pages of the Tender Document must be signed by the authorized signatory of the bidding firm as token of having accepted all the Terms and Conditions of this Tender. Duly filled in tender form should be supported by "Letter of Transmittal" as at Annexure-I of the Tender Document.
6. Tender shall be submitted in NDMA's official tender form only. If submitted in any other manner, the same shall be summarily rejected. No bidder shall be issued more than one Tender Form.
7. Tenders received without the prescribed Earnest Money Deposit (EMD) of Rs.20,000/- (Rupees twenty thousand only) shall be rejected.
8. The services to be rendered by the contractor must not be altered by the bidder.
9. No paper shall be detached from the Tender Document.
10. The name and address of the bidder shall be clearly written in the space provided for the purpose and no over-writing, correction; insertion shall be permitted in any part of the tender unless duly countersigned by the bidder. The tender should be filled in and submitted strictly in accordance with the instructions contained herein, otherwise the Tender is liable to be rejected.
11. The rates submitted by all bidders should be valid for at least for a minimum period of 6 months from the date of opening of Bids.
12. Person signing the bid or other documents connected with tender must clearly write his/her name and also specify the capacity in which he/she is signing.
13. NDMA reserves the right to reject any or all the tenders without assigning any reason.
14. Before submitting the filled-in Tender Document to the NDMA, the bidders may seek clarification(s), if any, from Shri Partha Kansabanik, Under Secretary on Tel. No. 26701796, 26701829 **OR** in person by visiting the NDMA during working hours by taking prior appointment.
15. NDMA reserves the right to change any condition of the tender before opening of the Bids.

16. The successful bidder will have to enter into an agreement with the NDMA (as per draft agreement given in Annexure-II before taking charge of the Canteen and commencement of the canteen work.
17. Canvassing in any form will make the tender liable to rejection.
18. In case, of L1 backing out, the tender shall be canceled and NDMA may call for new bids.

GUIDELINES FOR SUBMISSION OF TENDER

19. The bids are to be submitted in sealed envelope, along with a Demand Draft for Rs.20,000- (Rupees twenty thousand only), drawn in favour of **DDO, NDMA** payable at **NEW DELHI**, towards Earnest Money Deposit (EMD).
20. The above mentioned sealed envelope should bear the name and complete postal address of the bidder. Sealed envelope containing bid should be placed in a envelop super-scribed "BID FOR PROVIDING CANTEEN SERVICES AT NDMA BHAVAN, NEW DELHI". This envelop, bearing the name & complete postal address of the bidder, should be addressed to the Shri Partha Kansabanik, Under Secretary, NDMA Bhavan, A-1 Safdarjung Enclave, New Delhi-110 029 and deposited in the Tender Box kept in Reception (Ground Floor) on or before **3.00 p.m. on 13.01.2015**. Tenders received after due date & time shall not be accepted.

OPENING OF BID

21. The Bids will be opened on **13.01.2015 at 3.30 p.m.** in Dining hall at NDMA BHAVAN in the presence of such bidders who may wish to be present, either in person or through their authorized representatives (duly supported with authorization letter).
22. EMD of the unsuccessful bidders will be returned, without interest, within a period of three months from the date of award of contract to the successful bidder.

EVALUATION OF BIDS

23. The evaluation shall be done on L-1 rates on package basis of all the items listed in the tender.

PERIOD OF CONTRACT

24. The contract for Canteen Services shall remain valid initially for a period of one year.
25. The one year contract period is subject to renewal by the NDMA on satisfactory performance on mutually agreed terms and conditions for a further period of one year or till such time mutually agreed to.

FORFEITURE OF EMD

26. EMD of the successful bidder shall be liable to be forfeited if the contractor does not fulfill any of the following conditions:
- i. Security Deposit in accordance with clause 27 is not submitted within 15 days of issue of letter of intent.
 - ii. An agreement is not signed in the prescribed form within ten days of the receipt of the Letter of Award of the Contract.
 - iii. The contractor does not commence canteen services within 3 days of the stipulated date for commencement of canteen services.
27. **The Contract for award of Canteen Services through this Tender shall likely to come into force with effect from February, 2015.** Hence, the rates submitted by the bidders should be valid to become operative from **February, 2015**. In view of this, no change in the rates will be allowed. If the successful bidder withdraws or alters the terms of the tender during this period, the Earnest Money Deposit shall be forfeited.

PERFORMANCE SECURITY DEPOSIT

28. The successful bidder will be issued a letter of intent and will be required to submit with NDMA Fixed Deposit Receipt (in original) made in favour of DDO, NDMA, for a sum of 10% of the tender cost as Deposit on account of Performance Security. The Fixed Deposit Receipt, renewed from time to time, will be retained by the NDMA for the entire period of the contract. The performance security must be valid for a period of 14 months from the date of signing of contract.
29. If the Contract is terminated by the Contractor without giving stipulated period of notice or fails to observe the terms & conditions of the Tender, Letter of Award for the Contract and the agreement signed by the Contractor with the NDMA, the Security Deposit will be forfeited without prejudice to the NDMA's right to proceed against the contractor for any additional damages that the NDMA suffers as a result of the breach of the aforesaid terms and conditions.

ELECTRICITY AND WATER CHARGES

30. The Electricity and Water shall be provided by the NDMA and NDMA shall bear the charges on this account.

STATUTORY OBLIGATIONS OF THE TENDERER (CONTRACTOR)

31. The Contractor shall be responsible for engaging adequate number of trained/semi-trained manpower required for providing good canteen services in NDMA canteen.
32. The employees of the Contractor should possess good health and should be free from any diseases, especially contagious and frequently recurring diseases.

33. The Contractor will, prior to the commencement of the operation of contract, make available to N D M A the particulars of all the employees who will be deployed at the NDMA's premises for running the Canteen. Such particulars, inter alia, should include age/date of birth, permanent address, police verification report and profile of the health status of the employees.
34. The Contractor shall be responsible for timely payment of wages to his/her workers as per Minimum Wages Act of NCT of Delhi Government and fulfill all other statutory obligations, such as, Provident Fund, ESI, Service Tax etc. in force from time to time.
35. The Contractor shall ensure proper discipline among his/her workers and further ensure that they do not indulge in any unlawful activity.
36. Employment of child labour is strictly prohibited under the law. Therefore, the Contractor will not employ any child.
37. In the event of violation of any contractual or statutory obligations by the Contractor, he/she shall be responsible and liable for the same. Further, in the event of any action, claim, damages, suit initiated against the NDMA by any individual, agency or government authority due to acts of the Contractor, the Contractor shall be liable to make good/compensate such claims or damages to the NDMA. As a result of the acts of the Contractor, if the N D M A is required to pay any damages to any individual, agency or government authority, the Contractor would be required to reimburse such amount to the N D M A or the N D M A reserves the right to recover such amount from the payment(s) due to the Contractor while settling his/her bills or from the amount of Security Deposit of the Contractor lying with the N D M A .
38. The Contractor shall ensure compliance of all laws relating to cleanliness, sanitary, hygienic and health conditions and other laws in force from time to time with regard to the environment around cooking place, dining hall and surrounding etc.
39. The Contractor shall at all times keep indemnified the principal employer, namely, National Disaster Management Authority, head of the N D M A and its officers and designated concerned staff for and against all third party claims whatsoever (including property loss and damage, personal accident, injury or death of any person) and/or the owner and the Contractor shall at his/her own cost and initiative at all times, maintain all liabilities under Workman's Compensation Act/Fatal Accident Act, Personal Injuries, Employees State Insurance Act, PF Act, etc. in force from time to time.
40. The canteen staff shall be issued Identity Cards bearing photographs. The contractor shall provide sufficient sets of Uniforms and pair of shoes to his employees and shall ensure that they wear them all times and maintain them properly.
41. The Contractor shall be personally responsible for conduct and behavior of his staff and any loss or damage to NDMA's moveable or immovable property due to the conduct of the Contractor's staff shall be made good by the contractor. If it is found that the conduct or efficiency of any person employed by the Contractor is unsatisfactory, the Contractor shall have to remove the concerned person and engage a new person within 48 hours of intimation by N D M A . The decision of the NDMA's designated officer in this regard shall be final and binding on the Contractor.

42. The Contractor shall not appoint any sub-contractor to carry out his obligations under the contract.
43. The Contractor shall keep the Canteen and its surrounding areas clean and up to date sanitation every day after the services are over. The cleaning includes cleaning of kitchen, canteen hall, floor, counter, benches, tables, chairs, etc. NDMA will have 24- hour access to inspect the canteen premises at any time for ensuring the cleanliness and hygienic conditions of the canteen's kitchen and dining hall premises.
44. NDMA reserves the right to appoint officers/officials to inspect the quality of raw material, food and other items prepared and sold in the canteen. Any defect(s) pointed out by such officers/officials during their visits shall be properly attended to by the Contractor.
45. The Contractor shall get the prices of all items approved by the NDMA and no changes, what-so-ever shall be made without prior written approval of the NDMA .

OTHER OBLIGATIONS OF THE CONTRACTOR

46. The Contractor will use only branded raw material for preparation of items. The permissible brands of various items are given in Annexure-IV .
47. The NDMA will provide to the Contractor space for storing raw material, kitchen equipment as per list provided in Annexure-V for cooking and preservation of perishable items, sitting and serving space, etc. free of cost. The NDMA shall also provide tables and chairs in the serving area.
48. Care must be taken to ensure that, while carrying out the work, no fittings, fixtures, furnishings, equipments provided by the NDMA are damaged. Any damages done to the same or any other property will have to be repaired / replaced by the Contractor, failing which the same will be got done by NDMA at the contractor's risk and cost. In this regard, the decision of the designated officer of NDMA shall be final and binding on the Contractor.
49. All work shall be carried out with due regard to the convenience of NDMA . The orders of the concerned authority shall be strictly observed.
50. The Contractor will deploy adequate manpower for work during late hours and on Saturdays/Sundays, including other holidays, according to the requirement of NDMA and the guests/hostellers.
51. The Contractor should be in a position to cater to the tastes of North Indian, who are likely to be in majority, in addition to serving other dishes.
52. The Contractor will have to supply breakfast/lunch in the canteen as per requirement and schedule drawn for the purpose by the concerned authorities of the NDMA .
53. The Contractor shall install his electronic fly – kill / insect repellent equipment, emergency lighting / gas and fuel supply at his own cost;

54. Storing/supply/sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the NDMA building, including Canteen. Any breach of such restrictions by the Canteen Contractor will attract deterrent action against the Contractor as per statutory norms.
55. NDMA will not guarantee business to the Contractor towards consumption of food items. He/she is advised to maintain the highest quality at the minimum possible prices so as to attract the maximum number of personnel to avail canteen services.
56. The workers employed by the Contractor shall be directly under the supervision, control and employment of the Contractor and they shall have no connection whatsoever with NDMA. NDMA shall have no obligation to control or supervise such workers or to take any action against them except as permissible under the law. Such workers shall also not have any claim against NDMA for employment or regularization of their services by virtue of being employed by the Canteen Contractor, against any temporary or permanent posts in NDMA.
57. The Contractor shall ensure that either he/she himself/herself or his/her representative is available for proper administration and supervision at the Canteen to the entire satisfaction of the NDMA.
58. The Contractor will bring his own tools, cookers, hot boxes, steam boxes, trolleys, equipment, utensils, plates, jugs etc., in sufficient quantity as needed to maintain the canteen services in addition to what is provided for by NDMA.
59. The Contractor shall not use the canteen premises for any other activity except for the purpose for which it has been provided for.

PAYMENT

60. The payment in respect of official hospitality bills of the NDMA submitted in duplicate by the Contractor shall be released on receipt basis subject to fulfillment of obligations by the Contractor imposed under various laws, Rules & Regulations, etc. applicable from time to time and after scrutiny of authorization for supply at the prices offered by the contractor. Any supply of food items without proper authorization by the designated authority of NDMA will not be paid for. Income Tax, as applicable at the prevailing rates, will be deducted at source.
61. In the event of any query, objection, delay or dispute with regard to payment of any bill or a part thereof, the Contractor shall not be entitled to any interest to be paid by the NDMA for late payment.
62. All payments and receipts would be rounded off, i.e., paise 50 or above will be rounded off to the nearest higher rupee and paise less than 50 shall be ignored.
63. Payment shall generally be made within 30 days from the date of receipt of valid bills in the office of Under Secretary (Gen.), NDMA. Monthly bills shall be submitted in duplicate

TERMINATION OF THE CONTRACT

64. The Contract can be terminated by either party, i.e., NDMA or the Contractor, after giving three-month notice to the other party extendable by mutual agreement till alternate arrangements are made. However, NDMA reserves the right to terminate the contract without giving any notice in case the Contractor commits breach of any of the terms of the contract. NDMA's decision in such a situation shall be final and shall be accepted by the Contractor without any objection or resistance.
65. On termination of the contract, the Contractor will hand over all the equipments/furniture/articles etc., supplied by NDMA, in good working condition, back to NDMA.
66. If the successful bidder withdraws the services or the services provided by the successful bidder are not found satisfactory (say in a month or so) three months from the date of taking over charge of the canteen services, NDMA reserves the right to terminate the contract without giving any notice and initiate necessary action for making alternate arrangements.

PENALTY

67. The contract may, without prejudice to any other right/remedy for breach of contract, terminate the contract in whole or in parts.
 - a) If the contractor fails to put the Canteen into operation within three days from the date of issue of letter of intent; and
 - b) If the contractor fails to perform any other obligations under the contract agreement.
 - c) The NDMA reserves the right to impose a penalty (to be decided by the NDMA authorities) on the Contractor for any serious lapse in maintaining the quality and the services willfully or otherwise by the Contractor or his staff or for any adulteration.
 - d). The contractor shall be held responsible for any damage / loss caused to any material /utensils / furniture provided to him by the Authority for providing canteen services to building / machineries of the Authority, without any prejudice. The Authority may at its discretion ask the contractor for any repair / replacement of the same at the contractor's own cost or the Authority may repair & recover from the contractor an equivalent reasonable amount for such loss / breakage / damage etc.

JURISDICTION

68. Dispute, if any, arising out of the Contract, shall be settled by mutual discussion, alternatively by legal recourse under jurisdiction of Delhi courts only.

ARBITRATION

69.1 In the event of any question, dispute or difference arising under the agreement or in connection thereof, except as to matter, the decision of which is specifically provided elsewhere under the Agreement, the same shall be referred to an Arbitration Tribunal, hereinafter called the "TRIBUNAL" consisting of sole Arbitrator to be appointed upon nomination made by Secretary, Department of Legal Affairs, Ministry of Law & Justice, Government of India.

69.2 The venue of the arbitration shall be New Delhi or anywhere in India, as may be fixed by the TRIBUNAL. The Arbitration proceedings shall be conducted in accordance with the provisions of Arbitration and Conciliation Act 1996 as amended or replaced from time to time.

Set-Off (Recovery of Sum Due):

70. Any sum of money due and payable to the contractor (including security deposit refundable to him) under this contract may be appropriated by the purchaser or any other person(s) contracting through the NDMA and set off the same against any claim of the Purchaser or NDMA or such other person or person(s) for payment of a sum of money arising out of this contract or under any other contract made by the supplier with the Purchaser or NDMA or such other person(s) contracting through the NDMA.

LETTER OF TRANSMITTAL

From: (Name & Complete Postal Address of the Applicant)

To:

Under Secretary,
National Disaster Management
Authority,
NDMA Bhavan, A-1, Sadurjung
Enclave, New Delhi – 110029

**SUBJECT: SUBMISSION OF PRE-QUALIFICATION APPLICATION FOR THE
CATERING SERVICES AT NDMA**

Sir,

Having examined the details given in invitation for prequalification published in the newspapers and prequalification document for the above work we hereby submit the prequalification documents.

1. We hereby certify that all the statements made and information supplied in the enclosed forms_____to_____ and accompanying statements are true and correct.
2. We have furnished all information and details necessary for prequalification and have no further pertinent information to supply.
3. We submit the requisite certified solvency certificate and authorize the Under Secretary, NDMA, to approach the Bank issuing the solvency certificate to confirm the correctness thereof. We also authorize Under Secretary to approach individuals, employers, firms and corporation and to visit the works completed by us in the past or are in progress at present, to verify our competence and general reputation
4. We submit the following certificates in support our suitability trained know-how & capability for having successfully completed the following works

S. NO.	NAME OF WORK	CERTIFICATE FROM
1		
2		
3		

Encl:

Date of submission:

Signature of Applicant

**DRAFT OF THE AGREEMENT
TO BE JOINTLY SIGNED BY NDMA AND THE CONTRACTOR
FOR RUNNING CANTEEN AT NDMA BHAVAN, NEW DELHI (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 National Disaster Management Authority (NDMA), NDMA Bhavan, A-1, Safdarjung Enclave, New Delhi-110029 (hereinafter called the NDMA) of

one part and Shri/Mrs/Ms _____ of M/s _____ of the other part (hereinafter called the Caterer) and whereas the NDMA needs a caterer to run Canteen for supply of tea, coffee, cold drinks, juice, biscuits, snacks, high-tea, break-fast and lunch etc. mentioned in the Tender Document invited by the NDMA to the staff/guests of the NDMA. 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 NDMA's staff and guests in the Canteen premises, office complex (in special cases as and when required). 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 National Disaster Management Authority (NDMA), NDMA Bhavan, A-1, Safdarjung Enclave, New Delhi-110029, initially for a period of two years w.e.f. _____ on the terms & conditions contained in the Tender Document, NDMA'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/US of the NDMA 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 NDMA 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 NDMA's authorities may - (i) issue warning; and / or (ii) get the said raw material/items destroyed and ask the Caterer to purchase fresh items, without payment of any compensation to the Contractor for the discarded material/items.

If, however, this problem recurs in spite of warning having been issued, the NDMA reserves the right to impose financial penalty as decided by the NDMA'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 branded. The rates of items to be served by the Caterer shall be valid on annual basis, i.e., from August to July every year and in-between revision shall not be allowed. The NDMA 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 Delhi Milk Scheme or Mother Dairy milk. In case he is unable to maintain supplies of Delhi Milk Scheme or 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 Municipal Corporation of Delhi 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 MCD, 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 NDMA shall provide the electricity and water free of cost.
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 NDMA's staff, 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 NDMA due to his actions, disobedience or misconduct, the caterer shall accept the decision of the NDMA as final and abide by such decision. In such an event, the NDMA 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 NDMA's authorities indemnified.

11. The NDMA 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 fulfill any of the conditions of this contract or that his performance is unsatisfactory, the NDMA 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/item.
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 NDMA to the contractor and the possession of the premises will always that of the NDMA, even when the premises are in use or occupation of the caterer.
14. The NDMA shall provide to the caterer necessary equipments, furniture & fixtures, as per attached Annexure-IV 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 equipments shall be provided in working condition by the NDMA. However, subsequent 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 NDMA.
17. The caterer shall also be responsible for the upkeep of equipments provided by the NDMA. In case of any damage to the furniture and equipments (list attached at Annexure-IV) by any person, he will immediately inform in writing the concerned authorities of the NDMA 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 NDMA.
18. All the equipments, 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 NDMA's authorities, shall be forthwith acted upon. The suggestion book shall be kept open for inspection by the NDMA's designated authorities.

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

Signed and delivered by:

Countersigned:

1.

Under Secretary,
National Disaster Management Authority
NDMA Bhavan, A-1, Safdarjung Enclave,
New Delhi – 110029

2.

FORMAT FOR PERFORMANCE CERTIFICATION REFERRED IN POINT NO.19 (e)

(Furnish this information for each individual work from the employer for whom the work was executed)

1. Name of the contract and location
2. Agreement no.
 - a. Scope of Contract
 - b. Contract Cost
 - c. Date of start
 - d. Period
 - e. Amount of compensation levied, if any
 - f. Performance Report
 - (i) Quality of Food - Excellent/Very Good/Good/Fair
 - (ii) Resourcefulness - Excellent/Very Good/Good/Fair
 - g. Compliance of all statutory requirements- Yes / No

(Seal of the Organization)

(Signature of the Responsible Authority)

Date:

LIST OF KITCHEN EQUIPMENT TO BE PROVIDED BY NDMA

Sl. No.	Description of Item
1.	Sink wash unit
2.	Pantry Service Table
3.	Electric Tea Boiler
4.	Soiled Dish Landing
5.	Clean Dish rack
6.	Work Table
7.	Storage racks
8.	Cooking range gas burners
9.	Gas griddle plate
10.	Masala Grinder
11.	Pot rack (storage rack)
12.	Double door fridge
13.	Chairs
14.	Standing Tables
15.	Water Cooler
16.	Cash Counter
17.	Gas Cylinders
18.	Exhaust Fans
19.	Wall fans
20.	Microwave (Samsung)
21.	Complete RO system
22.	Telephone

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

ANNEXURE - V

The details of items required proposed to be provided are:-

Sl. No.	Items	Rates (in Rs.)	Estimated Quantity (per day)	Total Amount (in Rs.)
BEVERAGES				
1.	Tea (Normal) 120 ML.		500	
2.	Tea (Executive) including two biscuits (Good day) or equivalent quality 120ML.		200	
3.	Coffee 120 ML.		100	
4.	Cold drinks		90	MRP.
5.	Lassi (Sweet/Salted)		50	MRP.
6.	Juices		50	MRP.
7.	Mineral water		200	MRP.
SNACKS				
8.	Paneer Pakoda		80	
9.	Vegetable Pakoda (per plate)		70	
10.	Bread Pakoda		50	
11.	Samosa		100	
12.	Vegetable Patty		50	
13.	Paneer Patty		20	
14.	Chips (Per Packet)		10	MRP.
15.	Aloo Bonda		50	
16.	Kachori		40	
17.	Veg Cutlet		80	
18.	Veg Sandwich		50	
19.	Veg Grill Sandwich		50	
20.	French Fries		80	
SWEETS				
21.	Gulab Jamun		50	
22.	Burfee		40	
23.	Raj Bhog		20	
24.	Rasgulla		50	
25.	Packet sweets		10	MRP.
26.	Packed Namkeen		20	MRP.
27.	Packed Cookies		15	MRP.
LUNCH				
28.	Standard Thali – which would include Four chapatias, rice, 1 vegetable, 1 daal and 1 plate raita		100	
29.	Executive Thali – four chapatias/Parantha, Fried rice, 1 dry vegetable, 1 vegetable (curry), 1 Boondi Raita & 1 Sweet		50	
30.	Rajma & Chawal (Rice)		50	
31.	Puri & Subzee		100	

