

REQUEST FOR PROPOSAL (RFP) FOR PROVIDING CATERING SERVICES

RFP No 12024/RDC-2021/10/Catering dated 16 Nov 2020

Tele: 26195672

महानिदेशालय राष्ट्रीय कैडेट कोर/Dte Gen NCC
रक्षा मंत्रालय/Ministry of Defence
पश्चिमी खंड-IV/West Block IV,
आर.के.पुरम/RK Puram
नई दिल्ली/New Delhi-110 066

No. 12024/RDC-2021/9/Catering

16 Nov 2020

M/s. _____

**COMMERCIAL BIDS FOR PROVIDING CATERING SERVICES TO
HQ DG NCC, NEW DELHI FOR THE PERIOD FROM
19 DEC 2020 TO 31 JAN 2021 FOR NCC RDC CAMP-2021**

INSTRUCTIONS TO BIDDERS

Sir,

1. On behalf of the President of India, the sealed bids are invited from bidders for providing **Catering Services** as mentioned in Part II of RFP for period from 19 Dec 2020 to 31 Jan 2021. The bids will be received upto 1500 hrs on 24 Nov 2020. The bids will be opened at Library Room of HQ DG NCC, West Block-IV, RK Puram at 1530 hrs on 24 Nov 2020.
2. Please superscribe the “**TENDER FOR PROVIDING CATERING SERVICES**” and RFP number on the sealed cover to avoid the bids being declared invalid.
3. This RFP is to be submitted for Technical Bid duly every page signed & stamped by the vendor as token of acceptance of terms and conditions mentioned in the RFP.
4. The address and contact numbers for sending Bids or seeking clarification regarding this RFP are given below:-
 - (a) **Bids/queries to be addressed to.** AQMG (Coord), HQ DG NCC, RK Puram.
 - (b) **Name/designation of the contact personnel.** AQMG (Coord), HQ DG NCC, RK Puram.
 - (c) **Telephone numbers of the contact personnel.** AQMG (Coord), HQ DG NCC, RK Puram, 011-26195672.

5. This RFP is divided into five parts as follows:-

(a) **Part I** - Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period of tenders, etc.

(b) **Part II** – Contains essential details of the items/services required, such as the Schedule of Requirements (SOR), Technical Specifications, Delivery Period, Mode of Delivery and Consignee details.

(c) **Part III** – Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.

(d) **Part IV** – Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.

(e) **Part V** – Contains Evaluation Criteria and Format for Price Bids.

6. This RFP is being issued with no financial commitment and the buyer reserves the right to change or vary any part thereof at any stage. The Buyer also reserves the right to withdraw the **RFP AND REJECT ANY TENDER**, should it become necessary at any stage.

7. Please return this letter along with the complete RFP duly signed as attached.

Yours faithfully,



(Kaushal Kishore Pandey)
Dy Dir
Offf AQMG (Coord)
for HQ DG NCC

8. I/We am/are in possession of a complete set of RFP issued by you, and have understood and agree to abide by the above instructions as well as those contained in the contract forms. The attached RFP forms duly completed and signed are submitted herewith.

Date: Nov 2020

Signature of Tenderer

(Name in Block letter)
(Capacity i.e. Proprietor/Partner)

PART I – GENERAL INFORMATION

1. **Last Date and Time for Depositing the Bids. 24 Nov 2020 by 1500 hrs.** The sealed Bids, should be deposited by the due date and time. The responsibility to ensure this lies with the Bidder.

2. **Manner of Depositing the Bids.** Sealed bids envelope containing the following three sealed envelopes should be dropped in Tender Box marked as “**TENDER FOR PROVIDING CATERING SERVICES**”:-

- (a) Technical Bids - envelope to be Superscribed as “**TECHNICAL BID**”
- (b) Commercial Bids. - envelope to be Superscribed as “**COMMERCIAL BID**”
- (c) Earnest Money Deposit (EMD) - envelope to be Superscribed as “**EMD**”

(Late tenders will not be considered. Bids sent by mail, fax or e-mail will not be considered.)

3. (a) **Time and date for opening of Technical Bids** : 24 Nov 2020 at 1530 hrs

(b) **Time and date for opening of Commercial Bids** : 02 Dec 2020 at 1500 hrs

(If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the Buyer).

4. **Location of the Tender Box.** Near Reception Center, HQ DG NCC Office, West Block-IV, New Delhi-110066. Tender Box will be marked as “**TENDER FOR PROVIDING CATERING SERVICES**”. Only those Bids that are found in the tender box will be opened.

5. **Place of opening of the Bids.** Library, HQ DG NCC Office, New Delhi-110066. The Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time.

6. **The cost of the Tender document.** The vendor/firm can purchase this Tender document from Lgs Dte, HQ DG NCC, West Block-IV, RK Puram at the cost of Rs 100/- or by Demand Draft of Rs 100/- in favour of DGNCC Public Fund. **Vendor can use downloaded Tender documents free of cost.**

7. **Two-Bid System.** Two-Bid system has been adopted and only the **Technical Bid** would be opened on the time and date mentioned above. Date of opening of the Commercial Bid will be intimated after acceptance of the Technical Bids. **Commercial Bids** of only those firms will be opened, whose Technical Bids are found compliant/suitable after Technical evaluation is done by the Buyer.

8. **Forwarding of Bids.** Three sealed envelopes containing (a) **Technical Bid**, (b) **Commercial Bid** and (c) **EMD** should subscribed as “*Technical Bid*”, “*Commercial Bid*” and “*EMD*” respectively on top of it. Commercial Bid in prescribed format placed at **Appendix B** of this RFP is to be duly stamped and authorised signature on it. All these three envelopes is to be placed in an envelope subscribed as “**TENDER FOR PROVIDING CATERING SERVICES**” top of it and sealed properly is to be dropped in Tender Box placed near the Reception Centre. The tender box will also be subscribed as “**TENDER FOR PROVIDING CATERING SERVICES**”.

9. **Procedure.** Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.

10. **Modification and Withdrawal of Bids.** A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the customer prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.
11. **Clarification regarding contents of the Bids.** During evaluation and Comparison of bids, the Customer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
12. **Rejection of Bids:**
- (a) Canvassing by the Bidder in any form, unsolicited letter and post tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.
 - (b) Prices quoted unreasonably higher or lower from LPP/prevaling market rates will be rejected out rightly.
13. **Unwillingness to Quote.** Bidders unwilling to quote should ensure that intimation to this effect reaches before the due date and time of opening of the Bid, failing which the defaulting Bidder may be de-listed for the given range of items as mentioned in this RFP.
14. **Validity of Bids.** The Bids should remain valid till 180 days from the last date of submission of the Bids.
15. **Earnest Money Deposit.** Bidders are required to submit Earnest Money Deposit (EMD) in favour of the **DG NCC Public Fund, New Delhi** for an amount of **Rs. 1,00,000/- (Rupees one lakh only)** along with their bids in the form of an *Account Payee Demand Draft/Fixed Deposit Receipt/Banker's Cheque/Bank Guarantee from any of the Public Sector Bank or Private Bank authorized to conduct government business.* EMD is to remain valid for a period of sixty days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 60th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest what so ever, after the receipt of performance security. Performance Security will be 10% of the total cost of the contract value. EMD is not required to be submitted by those Bidders who are registered with the National Small Industries Corporation (NSIC) and MSME. The EMD will be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender. EMD should be kept separately inside the envelope alongwith quotation in main envelope. **Bids shall not be considered, in case, the EMD is not submitted along with the Technical Bid.**
16. Price must be quoted on F.O.R Destination basis by road inclusive of Packing, Forwarding, Freight Charge, Transit Insurance and any other charges as applicable. The consignee for the contract is **DG NCC, HQ DG NCC.**
17. The approval or rejection to tenders(s) rests with Competent Financial Authority* (CFA) as applicable, who reserves to himself the right of rejecting any tender in whole or in part of any item in whole or in part in respect of any or all the delivery points shown in the schedule of requirements in Part II or RFP without cause assigned.

18. Any further information required on application can be obtained on any working day between 10 AM to 04 PM addressed to AQMG Lgs (Coord), Logistics Directorate, HQ DG NCC.
19. The Officer(s) operating the contract will be indicated in the supply order/ AT Note.
20. These instructions on “Invitation of Bid” are to be signed by you and returned along with your bids.

PART II – ESSENTIAL DETAILS OF ITEMS/SERVICES REQUIRED

1. **Basic Outline of the Cadets Messes.** Republic Day Camp-2021 will be held at HQ DG NCC Camp, Delhi Cantt with effect from 19 Dec 2020 to 31 Jan 2021. **Approximately, 650 cadets, ANOs and GCIs** will be participating in this national level event. These cadets will stay within the camp premises for the entire duration. NCC Boys and NCC Girls area consist of separate Cook-House to cater cooking the food.

2. **Schedule of Requirements.**

(a) The bidder will be required to provide messing service including breakfast, lunch, dinner and three times tea as per the menu at **Appendix ‘C’** to this RFP. The menu can only be changed after the approval of Quarter Master RDC-2021. **Minimum one change/modification in MENU may be carried out per week for which 24 hours will be given to the vendor with no additional charges/cost to be levied over and above the contract. Menu can not be changed without the approval of Quarter Master RDC-2021**

(b) The food has to be cooked at the premises itself. Bidder is requested to maintain minimum cooking staff as under:-

Ser	Trade	Boys Cook House	Girls Cook House	Total
(i)	Cooks	06	03	09
(ii)	Water Carriers	05	03 (<i>Preferably Females</i>)	08
(iii)	Masalchi	04	03	07
(iv)	Waiters	09	05 (<i>Preferably Females</i>)	14
(v)	Supervisor	01	01 (<i>Preferably Females</i>)	02

(c) The responsibility of maintaining cleanliness in the Dining Hall is that of the contractor. For this additional labour as per requirement will have to be maintained by the contractor.

(d) **Quantity of Food.** Unlimited quantity of meals (breakfast, lunch and dinner) will be provided to all individuals, availing messing facility.

3. The contract is with effect from 10 Dec 2020 to 31 Jan 2021 which may be extended by the competent authority as per the provisions enshrined in DPM/GFR/JSG.
4. Vendors are required to submit essential details in respect of their firms/company as per **Appendix ‘A’** of this RFP for technical evaluation.

5. **Delivery Period.** Services are required to be delivered at HQ DG NCC Camp premises at Army Parade Road, Delhi Cantt, as requested on written / verbal as case may be together with challan in duplicate and bill is to be submitted in triplicate duly affixed of revenue stamp at the end of the month. It is informed that the user has right to cancel the Contract unilaterally in case services are not up to the desired standard within the contracted delivery period and as per prescribed quality specifications. Extension of contracted delivery period will be at the sole discretion of the dealing officer, HQ DG NCC.

6. **Consignee Premises Details.** HQ DG NCC Camp Premises at Army Parade Road, Delhi Cantt.

PART III – STANDARD CONDITIONS OF RFP

1. Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Contractor in the Contract) as selected by the Customer. Failure to do so may result in rejection of the Bid submitted by the Bidder.

2. **Law.** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

3. **Effective Date of the Contract.** The contract shall come into effect from 10 Dec 2020 or on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence two days prior from the effective date of the contract.

4. **Arbitration.** That in the event of any dispute or differences arising under the contract so executed and which could not be resolved through mutual discussions. In such circumstances, the customer and contractor may agree for arbitration. DG NCC will appoint arbitrator or a cell of arbitration on his behalf to resolve the disputes. The decision of arbitrator taken after due consideration of factors brought out by both parties shall be final and binding. The venue of the arbitration shall be at the discretion of the arbitrator, Subject as aforesaid, the Arbitration Act and the rules there-under, the statutory modification thereof, for the time being in force, shall be deemed to apply to the arbitration proceedings under this condition.

5. **Penalty for use of Undue influence.** The Contractor undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavor to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Contractor or any one employed by him or acting on his behalf (whether with or without the knowledge of the Contractor) or the commission of any offers by the Contractor or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Customer to cancel the contract and all or any other contracts with the Seller and recover from the Seller the amount of any loss arising from such cancellation. A decision of the Customer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Seller. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Seller towards any officer/employee of the Customer or to any other person in a position to influence any officer/employee of the

Customer for showing any favour in relation to this or any other contract, shall render the Contractor to such liability/ penalty as the Customer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.

6. **Agents/Agency Commission.** The contractor confirms and declares to the Customer that the Contractor has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Contractor; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Contractor agrees that if it is established at any time to the satisfaction of the Customer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Customer that the Contractor has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Contractor will be liable to refund that amount to the Customer. The Contractor will also be debarred from entering into any supply Contract with the Government of India for a minimum period of five years. The Customer will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Contractor who shall in such an event be liable to refund all payments made by the Customer in terms of the Contract along with interest at the rate of 2% per annum above LIBOR rate. The Buyer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

7. **Access to Books of Accounts.** In case it is found to the satisfaction of the Customer that the Contractor has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Contractor, on a specific request of the Customer, shall provide necessary information/inspection of the relevant financial documents/ information.

8. **Non-disclosure of Contract documents.** Except with the written consent of the Customer/Contractor, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

9. **Liquidated Damages.** In the event of the Contractor failure to submit the Bonds, Guarantees and Documents, supply the stores/goods and conduct trials, installation of equipment, training etc. as specified in this contract, the Customer may, at his discretion, withhold any payment until the completion of the contract. The Customer may also deduct from the Contractor as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

10. **Termination of Contract.** The Buyer shall have the right to terminate this Contract in part or in full in any of the following cases:-

- (a) The service is delayed for causes not attributable to Force Majeure for more than three days.
- (b) The Seller is declared bankrupt or becomes insolvent.
- (c) The Buyer has noticed that the Contractor has utilized the services\any Indian/ Foreign agent in getting this contract and paid any commission to such individual/ company etc.

- (d) As per decision of the Arbitration Tribunal.
- (e) The contractor fails to supply the desired standard of item/items even after 03 written reminders to them.
- (f) If the Contractor fails to deliver the items as per approved specification/ quality and tries to supply substitute/substandard items.
- (g) The Contractor uses illegal means to influence or bribe the staff dealing with the contractor.

11. **Notices.** Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by fax or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.

12. **Transfer and Sub-Letting.** The Contractor has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

13. **Amendments.** No provision of present Contract shall be changed or Modified in any way (including this provision) either in whole or in part except Present Contract by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present contract.

14. **Taxes and Duties:-**

- (a) If Bidder desires to ask for GST extra, the same must be specifically stated. In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained.
- (b) If reimbursement of GST is intended as extra over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duty/tax will be entrained after the opening of tenders.
- (c) If a Bidder chooses to quote a price inclusive of GST and does not confirm inclusive of GST so included is firm and final, he should clearly indicate the rate of GST and quantum of GST included in the price. Failure to do so may result ignoring of such offers summarily.
- (d) If a Bidder is exempted from payment of GST up to any value of supplies from them, he should clearly state that no GST will be charged by him up to the limit of exemption which he may have. If any concession is available in regard to rate/quantum of GST, it should be brought out clearly. Stipulations like, the said GST was presently not applicable but the same will be charged if it becomes leviable later on, will not be accepted unless in such cases it is clearly stated by a Bidder that GST will not be charged by him even if the same becomes applicable later on. In respect of the Bidders, who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of GST which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.
- (e) Any change in GST upward/downward as a result of any statutory variation in excise taking place within contract terms shall be allowed to the extent of actual quantum of GST paid by the supplier. Similarly, in case of downward revision in GST, the actual quantum of reduction of GST shall be reimbursed to the Customer by the Contractor. All such adjustments shall include all reliefs, exemptions, rebates, concession etc. if any obtained by the Seller.

PART IV – SPECIAL CONDITIONS OF RFP

1. **Inputs/Support Provided.** The organization will provide the following support to the selected bidders (free of any rent or additional charges):-

- (a) Covered kitchen area, one store room for cooking & storage of essentials.
- (b) Free electricity and water.

Note:- Contractors will not be required to bear any charges on account of Tentage, electricity etc. **The same should be kept in mind while placing their bids.**

2. **Quality Related Requirements:-**

- (a) Only packed raw materials to be used for cooking and serving.
- (b) Vendor will ensure that only good quality raw materials are used for preparing the food. All the samples of raw materials or packed food, will be checked at the entrance gate by a **Board of Officers** detailed by the Lgs Dte. The **Board of Officers** will have the right to reject the quality of the samples.
- (c) A Board of Officers detailed by the Brig (Lgs) will check the samples of the raw materials.
- (d) The raw materials to be used should be stored hygienically, properly cleaned and well cooked to provide wholesome tasty food which should.
- (e) Specification for the items to be used for preparing the food is as under :-

Ser	Category of Items to be Used for Cooking	Specification for Items to be used
(i)	Dry Ration including spices and cooking oil	All items must be pre-packed ISI/Agmark and with FSSAI certification.
(ii)	Fresh Vegetables & Fruits	As per ASC specifications. (refer Appendix 'D')
(iii)	Milk, Bakery Items & Sweets	Only pre-packed and FSSAI Certified items to be used.
(iv)	Paneer	Only pre-packed and FSSAI certified Paneer to be used as per ASC specifications. (refer Appendix 'E')
(v)	Frozen Chicken & Eggs	FSSAI certified Chicken (Frozen) and Eggs to be used as per ASC specifications. (refer Appendix 'F')

- (f) Every meal should be served on the scheduled time without any fail. Cooked food should be hot at the time of serving.
- (g) Quarter Master RDC-2021 or official nominated by Quarter Master RDC-2021 will have the right to check and declare any cooked food un-whole-some, not tasty or improperly/un-hygienically cooked and/or unfit for consumption on the recommendation of the Medical Officer or any other competent authority. On such declaration, such food will be destroyed in the presence of the Quarter Master RDC-2021. In case of repeated infringements contract will be cancelled.

3. **Cleanliness Related Requirements:-**

- (a) Cook-Houses (specially the chairs & tables) as well as cooking and storage space are to be kept absolutely clean, hygienic and mosquito free.
- (b) Instructions and directions issued by the Quarter Master RDC-2021/Camp supervisory staff will be complied with by cooking and serving staff.

4. **Employees/Labour Related Requirements:-**

- (a) All the employees should be medically fit, free from any disease whatsoever and immunized, against infections disease.
- (b) Employees should wear proper clean uniform including headgear, three layered mask, apron and gloves.
- (c) No member of the contractor's staff will be permitted to visit any living accommodation or stores without permission.
- (d) No one will consume any alcoholic drinks.
- (e) No employee would create any unruly atmosphere within the camp premises.
- (f) Entire staff will stay inside the camp for whole duration.

5. **Other Essential Requirements.** All possible precautions should be taken and measures adopted to prevent the outbreak of fire. The contractor will have to arrange two portable fire-extinguishers.

6. No food is wasted by serving too much quantity and also no one is left hungry or underfed due to non-availability or inadequacy of food items.

7. The contractor and his employees will take all precaution for safety of personnel and government property. No compensation or liability is attached to DGNCC/Min of Def, Govt of India.

8. Two labourers will be provided for day-to-day cleaning inside as well as outside the Cadet Mess. The contractor will ensure cleanliness inside as well as surroundings of the Cadet Mess.

9. **COVID-19 Related Guidelines.** Under mentioned are the COVID-19 related guidelines to be followed strictly by the vendor and catering team :-

- (a) In view of instructions of Govt of India regarding COVID-19 Pandemic, Firm/Vendors will ensure that the individuals detailed for cooking services will reside inside camp only.
- (b) They should have COVID negative report/certificate prior to coming to the Camp. They will have to undergo quarantine for at least fourteen days after reaching the Camp.
- (c) During quarantine and Camp period, the responsibility of meal of the staff/personnel of the caterer will be of the contractor. Contractors will not be required to bear any charges on account of accommodation, electricity or water. However, they have to arrange their own bedding. Once they have entered into the Camp they will not be allowed to leave the camp premises without permission of QM RDC-2021. During Camp if any of the member is required to be replaced then incoming member will have to follow the procedure given at 9 (a) and 9 (b) above.

- (d) Handling of items is carried out strictly wearing the gloves and three layered masks.
- (e) Adequate sanitation will be catered for by the vendor the catering staff.
- (f) Vendor will ensure sanitization of raw materials and packed food.
- (g) The proper segregation between store room and cooking area to be maintained.
- (h) Waste disposal to be maintained in such a manner to prevent rodent menace, fly nuisance and dog menace.
- (j) All the catering staff will download Aarogya Setu App on their smart phones, if available, and use it as per instructions otherwise they will have to fill a form of undertaking provided to them.
- (k) Social distancing norms will be followed at all the places. No unnecessary mov will be permitted.
- (l) No hand shaking.
- (m) Inculcate habit of frequent sanitization of hand by use of sanitisers.
- (n) Disposal of used face masks, disposable gloves and tissue papers in designated dustbins.
- (o) No spitting in the open. Individuals should be sanitised with regard to observing respiratory etiquettes while sneezing and coughing.
- (p) Vendor to ensure that catering team follows all the instruction issued by the Govt of India, Delhi Govt or Camp Authority.

10. **Penalty provisions.**

(a)	First complaint	-	First Written Warning
(b)	Second complaint	-	Second Written Warning
(c)	Third complaint	-	Third Written Warning
(d)	Fourth complaint	-	Cancellation of the contract

11. The Bidder is required to give confirmation of their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. *Contractor in the Contract*) as selected by the Customer. Failure to do so may result in rejection of Bid submitted by the Bidder.

12. Menu will not be changed without concurrence of the Quarter Master/ Messing Officer and all items mentioned therein are prepared as directed.

13. Dining hall and cook houses are kept absolutely clean and mosquito free.

14. The cooked food is served will be under the supervision of an Officer/JCO/NCO detailed by the Messing Officer for the purpose. The waiters provided to serve should be in clean uniform provided by the contractors.

15. Instructions and directions issued by the Camp supervisory staff will be complied with by cooking and serving staff and any disagreement will be referred to the Camp Commandant/Quarter Master/Messing Officer on duty whose decision will be accepted and implemented. No employee will enter into any argument or create any undesirable scene or be indisciplined within the Camp premises.

16. Cooking of meals will be done on Gas Cooking Range and Steam Cooking System. The contractor will arrange safe Chullahs. Headquarters NCC will not provide gas cylinders and refills. The contractor and his employees will take all precaution for safety of personnel and government property. No compensation or liability is attached to HQ DG NCC/Min of Def, Govt of India. The following will be ensured before the assumption of cooking services by the contractor :-

- (a) **Ensure all employees are verified for character by police authority.**
- (b) **Ensure no employee is above 55 years or below 21 years.**
- (c) **All employees should have Aadhar Number/any other valid ID.**
- (d) **The complete staff contracted for should report at least fourteen day prior to the commencement of the camp.**
- (e) **All the employee should wear proper clean uniform including headgear and apron, three layered mask and gloves.**

17. **Performance Guarantee.** The Bidder will be required a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd., Axis Bank Ltd or HDFC Bank Ltd) for a sum equal to 10% of the contract value within 10 days award of contract. Performance Bank Guarantee should be valid upto to 60 days beyond the date of warranty. The specimen of PBG is given in form DPM-15(*Available in MoD website and can be provided on request*).

18. **Option Clause.** The contract shall have an option Clause, wherein the Buyer can exercise an option to procure an additional 50% of the original contracted quantity in accordance with the same terms & conditions of the present contract. This will be applicable within the currency of contract. The bidder is to confirm the acceptance of the same for inclusion in the contract. It will be entirely the discretion of the buyer to exercise the option.

19. **Tolerance Clause.** To take care of any change in the requirement during the period starting from issue of RFP till placement of the contract, Buyer reserves the right to 25% plus/minus increase or decrease the quantity of the required goods upto that limit without any change in the terms & conditions and prices quoted by the Seller. While awarding the contract, the quantity ordered can be increased or decreased by the Buyer within this tolerance limit.

20. **Payment Terms for Indigenous Sellers.** It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/NEFT mechanism instead of payment through cheques wherever feasible. The payment will be made as per the following terms, on production of the requisite documents:-

- (a) The items will be delivered on a Delivery Challan and Bills/invoices submitted in duplicate.
- (b) Upon receipt of the items and producing of all supported documents by the contractor, payment will be made by P&F Directorate office by cheque.
- (c) It is mandatory to the supplier/vendor to submit their PAN details, Cancelled Cheque and NEFT details for making of payments through ECS/EFT mechanism instead of payment through cheque by the P&F Directorate, HQ DG NCC, RK Puram, New Delhi.

21. **Advance Payment.** No Advance payments will be made.
22. **Paying Authority.** The process of bills of successful tender will be made by the QM RDC-2021, HQ DG NCC Camp, Army Parade Road, Delhi Cantt-10 and payment will be made by Budget Section of P&F Dte, HQ DG NCC, West Block-4, RK Puram, New Delhi-66. Bills to be submitted by the vendor within seven days of supply.
23. **Payment Terms.** It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payment could be made through ECS/NEFT mechanism instead of payment through cheques whenever feasible. The payment of bills will be made on submission of the following documents by the service provider to the Paying Authority along with the bill:-
- (a) Ink signed copy of Service provider's bill which should clearly indicate rates of GST etc in unambiguous terms only while submission of bills.
 - (b) Ink signed copy of Commercial invoice/Service provider's bill.
 - (c) Copy of Supply Order/Contract/Contract with U.O number and date of IFA's concurrence where required delegation of power's.
 - (d) Details for electronic payment viz Account holder's name Bank name, Branch name address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in supply order/contract)
 - (h) Any other document/Certificate that may be provided for in the Supply Order/ Contract.
24. **Fall Clause:** The following fall clause will form part of the contract placed on successful Bidder:-
- (a) The price charged for services under the contract by the Customer shall in no event exceed the lowest prices at which the Customer sells the services or offer to sell stores of identical description to any persons/Organisation including the purchaser or any department of Central government or any Department of state government or any statutory undertaking the central or state government as the case may be during the period till performance of all supply Orders placed during the currency of the rate contract is completed.
 - (b) If at any time, during the said period the Customer reduces the price, sells or offer to sell such services to any person/organization including the Contractor, any Dept, of central Govt. or any Department of the State Government or any Statutory undertaking of the Central or state Government as the case may be at a price lower than the price chargeable under the contract, the shall forthwith notify such reduction or sale or offer of sale to the Director general of Supplies & Disposals and the price payable under the contract for the stores of such reduction of sale or offer of the sale shall stand correspondingly reduced.
25. **Risk & Expense Clause:** In the event of the contractor unable to comply with the contractual obligations, DG NCC, at his discretion, will be free to make alternative arrangements at the risk and expenses of the contractor on the prevailing market rates. Expenses incurred on such risk and expense shall be debited from the payment accruing to the contractor in future/Performance Security. Risk & expense clause will be carried out in case of :-
- (a) The delivery of the material is delayed for causes not attributable to Force Majeure for more than 24 (twenty fours) hours beyond stipulated time.
 - (b) The delivery of material is delayed due to causes of Force Majeure for more than 24 (twenty fours) hours.

26. **Force Majeure:** Should any Force Majeure circumstances arise, each of the contracting party shall be excused for the non-fulfillment or for the delayed fulfillment of any of its Contractual obligations, if the affected party within 07 days of its occurrence informs the other party in writing. Force Majeure shall mean fires, floods, natural disasters or other acts, that are unanticipated or unforeseeable, and not brought about at the instance of the party claiming to be affected by such event, or which, if anticipated or foreseeable, could not be avoided or provided for, and which has caused the non-performance or delay in performance, such as war, turmoil, strikes, sabotage, explosions, quarantine restriction beyond the control of either party. A party claiming Force Majeure shall exercise reasonable diligence to seek to overcome the Force Majeure event and to mitigate the effects thereof on the performance of its obligations under this contract.
27. **Specification:** The seller guarantees to meet the specifications as per para 2 (e), Part-II of RFP.
28. **Transportation:** The contractor is responsible for transport for the delivery of service to the Consignee's premises as mentioned in Part II under their own arrangement. The term Contract means acquiring all types of goods, such as stores as well as all types of services including packing, unpacking, preservation, transportation, loading, unloading, insurance, delivery, special services if any, consultancy and systems. Any claims arising out the accident of transport, damage to public or private property or any injury or death shall be the responsibility of the supplier and the HQ DG NCC as such shall not be a party to it.
29. **Quality:** The quality of the contracted items delivered according to the present Contract shall correspond to the conditions and standards valid for the deliveries of the same stores for specifications enumerated as per RFP and shall also include therein modification to the stores suggested by the Buyer. Such modifications will be mutually agreed to.
30. **Quality Assurance:** The services to be provided under the contract should conform to the standards, quality and specifications as mentioned in Part-II of this RFP.
31. **Claims.** Any claims arising out the accident of transport, damage to public or private property or any injury or death of any individual due to injury/accident or any other natural cause shall be the responsibility of the supplier and the HQ DG NCC as such shall not be a party to it.
32. **Inspection Authority.** The inspection of cooks and other staff and also cooking arrangements will be carried out regularly by medical representative of HQ DG NCC or any other Govt. Officer deputed for the purpose. Any health issues raised by them will promptly be addressed to by the Contractor.
33. Any further information required can be obtained on application on any working day between 1000 hrs to 1500 hrs from the Office of AQMG Coord, Logistics Dte, HQ DG NCC, New Delhi.
34. The Officer operating the contract will be the DG NCC, HQ DG NCC, New Delhi.
35. Services are required to be provided at HQ DG NCC Camp premises at Army Parade Road, Delhi Cantt, as requested on supply order. Together with items bill/ challan in triplicate duly affixed with revenue stamp. Items are to be delivered by the time given by QM RDC-2021.

PART V – ELIGIBILITY AND EVALUATION CRITERIA & PRICE BID ISSUES

1. **Eligibility Criteria.** For technical evaluation of your bids, you are required to submit following certificates / documents in the envelope marked as :-

(a) **TECHNICAL BID.** (*This envelope should contain the following documents, duly self-attested, in the same order*) :-

(i) A copy of RFP duly every page signed and stamped to be placed in this envelope.

(ii) Please ensure details to be filled in **Appendix ‘A’** is complete in all respect and placed in “Technical Bid”.

(iii) Valid GST No. in the name of firm or in the name of proprietor of the firm in case of proprietary firm.

(iv) Firm/Vendor is to submit a copy of PAN Card of the firm/owner/proprietor, as applicable.

(v) Undertaking that no criminal cases are pending against the proprietor/firm/directors relating to previous service contracts.

(vi) The service provider shall submit the certificates that the firm has never been Black-Listed by any Govt/Semi-Govt/PSU/Pvt Organization.

(b) **EMD.** Please submit EMD in this envelope. If waiver for EMD is to be availed, please submit a copy of registration certificate/document showing your firm’s registration with “*National Small Industries Corporation (NSIC)*” and “*MSME*” in this envelope.

(c) **COMMERCIAL BID.** Envelope marked as “**COMMERCIAL BID**” should contain duly completed Commercial Bid only.

2. **Evaluation Criteria.** The broad guidelines for evaluation of Bids will be as follows:-

(a) Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RFP,

(b) **The tenderer who will emerge as L-1 on basis of lowest “Rate Per Head Per Day” will be considered for award of contract as per the Price Format given at Appendix B.**

(c) The Bidders are required to spell out the rates of GST etc in unambiguous terms only. If a Bidder is exempted from payment of GST duty up to any value of supplies from them, they should clearly state that no GST will be charged by them up to the limit of exemption which they may have. If any concession is available in regard to rate/quantum of GST, it should be brought out clearly. **The Bidder should clearly mention whether their bid is including GST or Excluding GST. If the contractor has not mentioned any GST, it will be presumed that bids is including GST.**

(d) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.

(e) The Lowest Acceptable Bid will be considered further for a cement of contract/ Supply Order after complete clarification and price negotiations as decided by the Buyer. The Buyer also reserves the right to do Apportionment of Quantity, if it is convinced that Lowest Bidder is not in a position to supply full quantity in stipulated time.

3. **Price Bid Format:** The Price Bid Format is given in **Appendix B** and Bidders are required to fill this up correctly with full details, sign with firms stamp on it.

Note 1 : Incomplete filled form will be rejected out rightly.

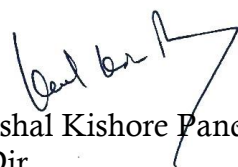
Note 2: Vendors are requested to carry out calculations in commercial bid form carefully. HQ DG NCC reserves the right to amend/correct any wrongly calculated totals.

Note 3: DG NCC reserves to reject any applications without assigning any reason for following reasons:-

- (a) If bids found calculated grossly wrong.
- (b) Over writings/cuttings or unclear figures/ words.
- (c) Commercial bids without firm representative's signature

Thanking you,




(Kaushal Kishore Pandey)
Dy Dir
Off AQMG (Coord)
for DG NCC

APPENDIX-A*(Refer para 3, Part-II of RFP)***DETAILS OF VENDOR**

1.	Name of Firm	
2.	Office Address <i>(Attach photo of office front side with signed and stamped overleaf)</i>	
	Office Telephone Number/s	
	Fax Number	
	e-mail	
3.	GST No (Attach documents)	
4.	<u>Nature of Company</u>	(Please Tick (√) where applicable) (a) Proprietary (b) Pvt Ltd (c) PSU (d) Ex Servicemen Unit (e) Partnership (f) Others
5.	Give Name, residential address with telephone of proprietor for Proprietary OR Give Name, designation, residential address of Chief Executive or Managing Director for Pvt Ltd OR Give Name, address, Telephone no with partnership deed (if partnership firm).	
6.	<u>Nature of Business</u>	(Please Tick (√) where applicable) (a) Trader (b) Dealer (c) Supplier (d) Processor (e) Manufacturing (f) Sole selling or Authorised Agent

7.	<u>Details of Registration</u> <i>(Attach proof of valid registration)</i> (a) NSIC/ SSI (b) MSME	(Tick (√) Yes/No & give details if YES) (Yes / No) (Yes / No)
8.	Have You Got ISO Certification, If yes give details <i>(attach copy of certification)</i>	

APPENDIX-B

*(Refer para 8, Part-I,
para 1 (b) & Para 2 (b),
Part V of RFP)*

COMMERCIAL BIDS FOR CATERING SERVICES FOR THE PERIOD FROM 19 Dec 2020 TO 31 JAN 2021 FOR NCC RDC CAMP-2021

I, Name _____ of _____

hereby offer the following rates for the under mentioned item:-

Description of service	Rate per Head per day (In Rs.) in figures	Rate per Head per day (In Rs.) in words
Catering Services for 650 Cadets, ANOs and CGIs		

Signature _____

Date:

Station:

Firms Stamp

APPENDIX-C*(Refer para 2 (a), Part-II of RFP)***MENU : RDC -2021**

Day	Bed Tea	Breakfast	Noon-Tea	Lunch	Evening -Tea	Dinner
MONDAY	TEA/ BISCUITS*	PURI, KALA CHANA, HALWA MALTED MILK	TEA/ SAMOSA (01 pc)	DAL MASOOR, ALOO CABBAGE, PALAK SAAG, EGG CURRY, RICE, CHAPATI, SALAD PAPAD FRUIT (BANANA – 01 pc)	TEA/ CHOCOLATE MUFFIN (01 pc)	MATAR PANEER / CHICKEN MASALA# , DAL LOBIYA, ALOO BAINGAN, RICE PULAO, CHAPATI, PAPAD, SEMIYA KHEER
TUESDAY	TEA/ RUSK (02 pcs)	CHHOLA, BHATOORA, ACHAR, UPMA, MALTED MILK	TEA/ PINEAPPLE PASTRY (01 pc)	KARHI PAKODA , ALOO MATTAR, NUTRI NUGGETS, RICE, CHAPATI, SALAD, PAPAD FRUIT(APPLE–01 pc)	TEA/ BONDA(01 pc)	ARHAR DAL, PANEER, PASANDA/ CHICKEN CURRY, MIX VEG , JEERA RICE, CHAPATI, GULAB JAMUN (02 pcs)
WEDNESDAY	TEA/ BISCUITS*	BREAD BUTTER, JAM, CUTLET, POHA, MALTED MILK	TEA/ VEG PATTIES (01 pc)	MAH KID AL, ALOO SHIMLA MIRCH, MIX VEG , RICE, CHAPATI, BOONDI RAITA, SALAD, FRUIT(BANANA–01 pc)	TEA/ CREAM ROLL (01 pc)	CHICKEN CURRY / PALAK PANEER# , RED MALKA DAAL, ALOO BEANS, RICE, CHAPATI , RICE KHEER
THURSDAY	TEA/ BISCUITS*	METHI PURI, KADDU SABZI, ACHAR, BOILED EGGS (02 pcs), MALTED MILK	TEA/ BREAD PAKORA (01 pc)	DAL PANCHMEL, EGG CURRY, CARROT ALOO, JEERA RICE, CHAPATI, SALAD ACHAR, PAPAD, FRUIT (ORANGE – 01 pc)	TEA/ DONUTS (01 pc)	KADAI CHICKEN / PANEER# , KOFTA, DAL CHANA, ALOO GOBHI VEG, RICE, CHAPATTI, PAPAD, FRUIT CUSTARD
FRIDAY	TEA/ BISCUITS*	VEG CUTLET. BREAD, DALIYA, MALED MILK	TEA/ STRAWBERRY PASTRY (01 pc)	KABULI CHHOLE, ALOO, BAINGAN, CARROT MATTER, RICE PULAO, CHAPATI, SALAD ACHAR, PAPAD, FRUIT (BANANA – 01 pc)	TEA/ CHOCOLATE MUFFIN (01 pc)	MAH KI DAAL, CHICKEN CURRY/ PANEER MASALA # , MIX VEG (RICE, CHAPATI, ACHAR, SUJI HALWA

Day	Bed Tea	Breakfast	Noon-Tea	Lunch	Evening -Tea	Dinner
SATURDAY	TEA/ RUSK (02 pcs)	POORI, WHITE CHANA, UPMA, BOILED EGGS (02 pcs), MALTED MILK	TEA/ CREAM ROLL (01 pc)	SAMBHAR, (<i>Aloo, Gajar, Baingan, Matar</i>), SOYA CURRY, MATAR PULAO, CHAPATI, RAITA, SALAD, ACHAR, PAPAD, FRUIT (APPLE – 01 pc)	TEA/ BONDA (01 pc)	CHICKEN, KADHAI / KADHAI PANEER#, ARHAR DAAL, ALOO, CARROT VEG, RICE, CHAPATI, MOONG DAAL HALWA
SUNDAY	TEA/ BISCUITS*	BREAD BUTTER, VEG CUTLET, POHA, JAM, MALTED MILK	TEA/ JAM ROLL (01 pc)	CHINESE VEG FRIED RICE, NOODLES, CHILLY PANEER, CHILLY CHICKEN, VEG MANCHURIAN, FRUIT (APPLE – 01 pc)	TEA/ VEG PATTIES (01 pc)	URAD CHHILKA DAAL, EGG CURRY, SHAHI PANEER, GOBHI ALOO, RICE CHAPATI, SALAD LADDU (02 pcs)

* Pre-packed glucose biscuits of 65 gm (± 5%).

Chicken items for Non-Vegetarians and Paneer Items for Vegetarians. Only frozen Chicken to be used.

Note : Detailed specification for meals is given at **Annexure ‘B’**.

SECRETARIAT OF
THE TECHNICAL STANDARDISATION COMMITTEE(FOOD STUFFS)
(DIRECTORATE GENERAL OF SUPPLIES AND TRANSPORT)

DEFENCE FOOD SPECIFICATIONS-2012

SPECIFICATION : FRUITS FRESH

Quality

1. The fresh fruit shall be of good average size, ripe, sound, wholesome, juicy, well formed and matured. The fruit fresh shall be free from insect infestation, blemishes or damage, diseases or any other injurious to health contaminant. It shall also be free from discolouration, injury, damage or signs of improper storage, handling and transportation rendering poor organoleptic appeal of the fruit. The fruit fresh stored in cold storage can also be accepted provided that the supplies possess the above qualitative requirements and have not undergone any physiological damage or ripening staleness due to low temperature treatments. Such supplies shall also be free from freeze burns and shall be properly thawed. The fruits fresh shall also conform to the requirements of size/weight relationship as given in *Annexure 'A'* to this specification.

Varieties

2. The varieties of fresh fruits will be selected from the list of varieties mentioned in Appendix 'A' to this specification. The percentage and varieties of each fresh fruit shall be at the discretion of the contract executive officer in consultation with the local Medical authorities, if necessary.

Inspection

3. The fruits fresh supplies will be subjected to the approval of QM, HQ DG NCC Camp after his careful inspection and having found fruits conforming to this Specification. All fruits fresh shall be supplied in suitable clean containers other than gunny bags designed to protect the fruit from damage, deterioration and contamination of any kind. These containers shall be washed well, disinfected and dried before placing the fruits. Supplies of fruits shall be inspected carefully to ensure that they were not subjected to artificial ripening or any such treatment which is injurious to health, such fruits shall be rejected.

SPECIFICATION FOR FRUIT FRESH**LIST OF APPROVED VARIETIES OF FRUITS FRESH & THEIR
QUALITATIVE ASSESSMENT**

1. Fruits fresh for the purpose of assessment shall be graded for size and uniform grading shall constitute the crux of this assessment. Maximum permissible number of fruits to a kilogram and a minimum weight of smallest unit is laid down below for guidance :-

S.No	Varieties of fruits fresh : common Name (Hindi Name)	Botanical name	Maximum number to a kilogram	Maximum weight of single fruit in gram
(a)	(b)	(c)	(d)	(e)
1.	Apples – All varieties (Seb) incl Golden Delicious, Amery (except "Apple cooking" sour or pie apple) The various grades according to diameter are super (3"), fancy (2 3/4"), selected (2 1/2") and commercial (2 1/4")	Pyrus malus	13	90
2.	Bananas – Harichal , Rajeli, (kela) Malbhog Sapa, Basrai Chittridar	Musa Sapientum	13	70
3.	Bananas – (Lal Velchi, (Pooran Chinni Champa) Variety)	-do-	22	40
4.	Kinoo	Citrus Specs	9	105
5.	Orange – All grafted (Santra) varieties	Citrus orantium	11	90
6.	(i) Pears(Nashpati) (ii) Pears Williams (iii) Pears Brogenella (iv) All varieties except Nakh Pears (v) Bagu Gosha (Bartlett) (vi) Gosh Baghu of Kashmir	Pyrus communis (Pears country)	15	90
7.	Pears Kashmiri	Pyrus achras (Pears English)	16	90
8.	Grapes (Angoor)	Vitis vinifera	This may be fixed by the Executive Officer with the approval of CFA, depending upon the size and weight of grapes available at the station.	

APPENDIX-E

(Refer para 2 (e) (iv), Part-IV of RFP)

SECRETARIAT OF **THE TECHNICAL STANDARDISATION COMMITTEE (FOOD STUFFS)** **(DIRECTORATE GENERAL OF SUPPLIES AND TRANSPORT)**

DEFENCE FOOD SPECIFICATIONS-2013

SPECIFICATION NO 159 : PANEER

Quality

1. Paneer is prepared by combined action of acid coagulants and heat treatment of buffalo or cow milk or a combination thereof. Milk shall be boiled or heated to sufficiently high temperature for such a time so as to result in the complete destruction of pathogenic contaminants. The coagulants, such as lactic acid, citric acid and their sodium and potassium salts shall be of food grade and free from toxic substances.
2. Paneer shall be clean and free from dirt, surface discoloration, insects/rodent contamination and adulterants. It shall not have any free moisture. It shall have closely knit smooth texture, firm, cohesive and spongy body.
3. Paneer shall have pleasant odour and characteristic mild acidic flavour. No extraneous colouring matter shall be added to Paneer at any stage.
4. Either sorbic acid and its sodium and potassium salts or propionic acid and its sodium, potassium and calcium salts or other permitted preservatives may be added up to the extent of 2000 ppm.
5. All ingredients used for making Paneer shall be clean and fit for human consumption in all respects.

Packing

6. The materials used for wrapping or packaging of Paneer should neither impart off-flavour / odour nor in any other way contaminate the product packed under normal conditions of manufacture, storage and use.

Marking

7. The following particulars shall be printed with indelible ink on each pack :-
 - (a) Commodity.
 - (b) Name of manufacturer.
 - (c) Nett weight.
 - (d) Batch/Code No.
 - (e) Date of manufacture.
 - (f) Best before (As per FSSAI).
 - (g) Symbol for Veg Food (As per FSSAI).

Hygiene

8. Paneer shall be prepared and packed in premises maintained in a hygienic condition which shall be open to inspection at any time by a competent authority approved by the Quarter Master, HQ DG NCC Camp.

9. It shall be stored at low temperature in properly packed ice-boxes under refrigerated conditions and distributed under hygienic condition.

Inspection

10. An inspection shall be carried out by the Director General of Supplies and Transport or an officer acting on his behalf on all supplies tendered for acceptance. The decision of this officer shall be final.

11. Paneer shall conform to the following analysis in a cut out examination:-

- (a) Moisture, percent by mass, max - 60
- (b) Titratable acidity(as Lactic acid), percent by mass, max - 0.5
- (c) Milk fat, percent by mass (on dry basis), min - 50

Microbiological Examination

- (d) Total Plate Count - Not more than 50,000/gm
- (e) Coliform Count - Not more than 90 gm
- (f) E.Coli - Absent in 1 gm
- (g) Salmonella - Absent in 25 gm
- (h) Shigella - Absent in 25 gm
- (j) Staphy lococcus aureus - Not more than 100/gm
- (k) Yeast and mould count - Not more than 250/gm
- (l) Anaerobic Spore count - Absent in 1 gm
- (m) Listeria monocytogens - Absent in 1 gm

12. The methods of analysis shall be those as laid down in Bureau of Indian Standards specification No IS: 10484-1983 for Paneer.

Mandatory Requirements Of FSSAI/BIS

13. All mandatory requirements of FSSAI /BIS, as amended from time to time, pertaining to the above Specification shall be complied with.

SECRETARIAT OF
THE TECHNICAL STANDARDISATION COMMITTEE (FOOD STUFFS)
(DIRECTORATE GENERAL OF SUPPLIES AND TRANSPORT)
I FOOD SPECIFICATIONS-2013

SPECIFICATION NO 209-B : FROZEN CHICKEN

General

1. The carcasses for frozen chicken will be prepared from live broiler chicken between 6 to 10 weeks of age of either sex. The live broiler chicken will be healthy, well nourished; free from any contagious or non contagious disease, laceration, injury and nasal discharge. The bird shall have bright eyes, glossy feathers and active movements and apparently free from diseases. The breast bone will be well developed but flexible, broad, long and flesh on it will be plump. The ante-mortem and post mortem examination of chicken will be carried out by Veterinary Officer detailed by Army.

2. From slaughter to freezing, the processing of frozen chicken and subsequent storage will be carried out in licensed premises in one location having **MFPO Cat 'A'** license. The processing plant as far as possible will be fully automated. The slaughter, evisceration and packing of chicken will be conducted in such a manner as will result in the production of clean and wholesome frozen chicken through a hygienic process.

Dressing plant and facilities

3. The basic requirement of an abattoir shall be those given in BIS Spn No IS – 4393 : 1979 as amended from time to time. An integrated facility comprising of under mentioned facilities at one location will be utilized for processing of chicken frozen.

- (a) Live chicken receiving & holding area.
- (b) Stunning, Slaughter & bleeding.
- (c) Scalding.
- (d) Feather removal & plucking.
- (e) Evisceration
- (f) Postmortem examination
- (g) Chilling & packing.
- (h) Freezing
- (j) Disposal of offals & giblets
- (k) Cold storage
- (l) Lab
- (m) Incinerator & Effluent treatment plant

Water Supply

4. The plant should have adequate potable water storage and dispensation capacity. It should have adequate capacity to supply potable water meeting the stipulated specification of chlorination and purification as stipulated in the Manual of Health for the Armed Forces, 2002 edition or amendments thereto.

Ventilation

5. The plant should be well lit (both artificially and naturally), well ventilated, dust / fly / rodent / pest / bird proofed.

Hygiene

6. The Chicken Frozen shall be prepared in licensed premises having **MFPO category 'A'** license. The premises/plant will be maintained in a hygienic condition which shall be open to inspection at any time by the competent authority approved by Quarter Master General and the Director General Armed forces Medical Services / Director General of Medical services (Army). The complete plant will be cleaned and disinfected after use/each cycle with particular attention being paid to fingers and drives of plucking machines and washers, drums reels and the under-surfaces of conveyors, tables, cutting boards, equipment stands, shackles, transfer lines and knives. The chilling and freezing facility will be cleaned regularly and subject to regular inspections.

7. The code for hygienic practices for units for processing and handling of Chicken Frozen and requirement in a plant producing Chicken Frozen for the I forces shall be in accordance with the provisions given at IS 14134 : 1994 as amended from time to time. The butchers & all workers working in the plant will wear special sanitized working outfit of washable / disposable material while at work which will be washed thoroughly / disposed off at the end of each working day. They will be free from any communicable and non communicable diseases, skin lesions and injuries. They will be adequately protected against Typhoid, Tetanus and Cholera and will be medically examined once a month. Special attention should be given to finger nails of all workers which shall at all time be clipped short & it will be ensured that all workers scrub their hands with soap and good hard nail brush using running water both at the commencement of days work and after every subsequent entry into the production area.

Preparation of Carcasses

8. The chicken passed by Veterinary Officer after ante mortem examination shall only be put into processing chain. The following procedures will be followed and it will be ensured that at no stage the birds after slaughter are made to lie on the ground:-

(a) **Pre-slaughter stunning.** Before slaughtering, the birds will be made unconscious by electric shock with 100-200 mA/bird using saline water bath stunner. For this purpose birds of uniform size in a group will be shackled and put on rails to pass their heads through the tank. It will be ensured that no bird escapes stunning due to short size.

(b) **Killing & Bleeding.** The birds will be slaughtered either by Jhatka or Halal methods as stipulated in the schedule with the heads of the birds down from the rails. Each bird should be allowed to bleed for a min of 90 seconds & blood collected through running channels along the rails.

(c) **Scalding**. The scalding will be done after all reflex action movements of the birds have ceased. The scalding will be preferably carried out with steam or hot water (65°C) spray. Water tank scalding should be avoided as this is the main media for bird-to-bird contamination. If unavoidable, water tank scalding will be done in tanks with overflow facility and constant water supply. The water tank scalding will be carried out at 56-60°C for 2-2½ minute. No chemicals will be authorized during scalding to facilitate de-feathering. Over scalding shall be avoided.

(d) **De-feathering and plucking**. De-feathering must be accomplished immediately after scalding. This will be carried out mechanically by a series of on-line plucking machines incorporated with water sprays for flushing out of feathers. After de-feathering the birds will be passed through an arc flame to singe fine hair and pin feathers. Alternatively fine plucking may be done manually. Thereafter, the birds will be subjected to spray washing.

(e) **Removal of Feet**. The feet will be removed at tars metatarsal joint.

(f) **Evisceration**. This should be done with utmost care to avoid any contamination of the carcasses with intestinal contents. The manual handling should be barest minimum and the whole process should be accomplished with automatic evisceration machines.

(g) The abdominal cavity should be opened by means of a transverse incision. A circular incision should be made around the vent including bursa of Fabricus (a gland between tail and vent) with vent still attached to intestines and all organs and intestines will be pulled out intact. No viscera including oesophagus, trachea, air sacs, lungs, ovaries and eggs shall remain attached to the carcass and cavity will be fully cleaned with vacuum apparatus. After evisceration the carcasses will be subjected to thorough wash with chlorinated water inside out and carcasses left hung for 15 mins for dripping. The body cavity should preferably be dried with suction machine at this stage

(h) The post-mortem examination of carcasses will be carried out at this stage without loss of time by Veterinary Officer who will affix his stamp of passing in indelible food grade ink on the carcass.

Chilling

9. The carcasses will be put to chilling within 90 mins of slaughter. The carcasses will be chilled to 7°C preferably using evaporative air at 2-4°C. If required the carcasses may be sprayed mildly with water at intervals to avoid 'barking' due to dehydration. Alternatively the carcasses can be chilled for 30 mins in a screw chiller so as to achieve birds chilling temp of 7°C.

Packing

10. Before packing the carcasses will be dressed by folding back the wings and introducing the legs through the abdominal opening out through the vent opening. The dressed carcasses will be packed into suitable sized oxygen –water impermeable heat shrink food grade LDPE bags of min 150 gauge which are evacuated and passed through a hot water shrink tunnel prior to sealing and subsequent freezing. These packages will then be packed into dust proof, humidity resistant and heat resistant food grade nylon 6 film bag with good clarity and temperature resistance in a range from minus 50°C to 120°C, capable of holding 10 kgs. Each 10 kg bag will have under mentioned information printed on it :-

(a) Commodity also mentioning Jhatka in Blue and Halal in Red in size 5.0 cm characters or suitable size or as per Standards of Weights and Measurements Act, 1976.

- (b) Nett weight.
- (c) Firms name and address.
- (d) Date of Freezing.
- (e) Batch No / Lot No.
- (f) AT No and Date.
- (g) Best Before.
- (h) Non Veg Symbol.
- (j) FOR I SERVICES ONLY.
- (k) Storage instructions.
- (l) Thawing instructions

Freezing

11. The packed chilled carcasses will be rapid frozen by air blast method. This will be accomplished by passing frigid air at minus 35° C to minus 40° C over the birds carcasses in automatic continuous air blast to achieve the final temperature of minus 18° C to minus 20°C. For this 4-6 hours freezing time will be adequate (the inner most portion of the meat next to the bone of the bird should be at minus 18° C to minus 20°C).

Storage

12. The packed and frozen product will be stored at minus 18°C or below on stainless steel racks in the storage chamber. This temperature (minus 18°C or below) will be maintained constantly throughout the period of storage. The record of daily temperature will be maintained with a time temperature monitoring device, and checked daily.

13. In the event of the product not being stored at minus 18°C or below due to any reason the product will be rejected.

14. The shelf life at minus 18°C shall not exceed 180 days.

Final Product

15. The frozen chicken carcasses at the time of delivery to units will be uniformly frozen with chalky white appearance free from large ice crystals. There should be no signs of syneresis and drip. The thawed carcass should have 'near natural' colour of chicken flesh and should be free from odours, undue pinkness or any other discoloration, barkness (dehydration), appearance of partially cooked flesh and freezer burn. The freezer burn appears as dry, grainy and brownish surface.

16. Microbiological Criteria :-

- (a) Total Plate Count – 1,00,000/gm Max
- (b) E.Coli – 100/gm Max
- (c) Staphylococcus aureus – 100/gm Max
- (d) Clostridium perfringens – 30/gm Max And Clostridium botulinum
- (e) Yeast and mould count – 1,000/gm Max
- (f) Salmonella – Absent in 25 gm
- (g) Listeria monocytogenes – Absent in 25 gm Note.
 - (i) Eight samples will be used for Microbiological test.
 - (ii) Refer para 2.5.2 (Meat and Meat products) sub para 7 and Sampling Guidelines of Food Safety and Standards Regulations, 2011". The plant should have the necessary laboratory equipped with necessary infrastructure, qualified microbiologist staff to carry out the above analysis at the plant location.

Miscellaneous

16. The giblets (liver, heart and gizzard) will not be accepted with frozen chicken. These will be disposed off separately by the supplier.
17. No enzymes / chemicals / additives / preservatives / antibiotics will be added to chicken to enhance tenderness or shelf life of the final product.
18. The frozen chicken once taken out of deep freezer (minus 18°C or below) resulting in breakage of cold chain will not be put back again in deep freezers under any circumstances and it will be ensured that the same is not issued as frozen chicken.

Mandatory Requirements Of FSSAI/BIS

20. All mandatory requirements of FSSAI/BIS, as amended from time to time, pertaining to the above Specification including marking of BIS certification mark for container/contents, Best Before_____, coloured symbol for declaring vegetarian and non-vegetarian food etc on packs shall be complied with.

Annexure 'B'*(Refer para 3, Part-II of RFP)*

Ser	Name of Item	Specifications	Serving
1.	Glucose Biscuit	65 gms (Pre packed) (± 10%)	
2.	Chocolate Muffin	20 gms (± 10%). Cupcakes with chocolate flavour	
3.	Cream Roll	100 gms	
4.	Donuts / Chocolate Doughnut	80 gms approx. Soft sponge cake with layer of Chocolate	
5.	Jam	Branded	Minimum 25 gm per head
6.	Jam Roll	100 gms (± 5%)	
7.	Malted Milk	200 ml (Tetra Pack)	
8.	Rusk (Bake Rusk)	Standard size	Two pc per head
9.	Pineapple Pastry	85 gms (± 5%)	
10.	Strawberry Pastry	85 gms (± 5%)	
11.	Veg Manchurian (Chinese)		04 pc per head
12.	Chapati	Whole wheat to be used for making Chaptis.	
13.	Fruit Custard	Minimum 04 seasonal fruits	
14.	Gulab Jamun	20 gm per pc	Minimum 2 pc per head
15.	Halwa	200 gr per head	Minimum 2 pc per head
16.	Laddu		Minimum 2 pc per head
17.	Semiya Kheer		Approx 200 gr per head
18.	Suji Halwa		Approx 200 gr per head
19.	Apple	As per ASC specification	01 pc per Head
20.	Banana		01 pc per Head
21.	Orange		01 pc per Head
22.	Boiled Eggs		2 pc Per Head
23.	Chicken Curry		3-4 pc per head
24.	Chicken Kadhahi		3-4 pc per head
25.	Chicken Masala		3-4 pc per head
26.	Chilly Chicken (Chinese)		3-4 pc per head
27.	Pasanda		3-4 pc per head
28.	Egg Curry		2 Per Head
29.	Boondi Raita		Salted boondi
30.	Jeera Rice	One year aged full grain Basmati Rice to be used.	
31.	Matar Pulao	One year aged full grain Basmati Rice to be used.	
32.	Rice	One year aged full grain Basmati Rice to be used.	
33.	Rice (Jeera-Rice)	One year aged full grain Basmati Rice to be used.	

Ser	Name of Item	Specifications	Serving
34.	Rice Pulao	One year aged full grain Basmati Rice to be used.	
35.	Veg Fried Rice (Chinese)	One year aged full grain Basmati Rice to be used.	
36.	Achar	Mixed Achar	
37.	Aloo Beans	Dry/Gravy (<i>as per requirement</i>)	
38.	Aloo Baingan	Dry/Gravy (<i>as per requirement</i>)	
39.	Aloo Cabbage	Dry/Gravy (<i>as per requirement</i>)	
40.	Aloo Gobhi Veg	Dry/Gravy (<i>as per requirement</i>)	
41.	Aloo Mattar	Dry/Gravy (<i>as per requirement</i>)	
42.	Aloo Shimla Mirch	Dry/Gravy (<i>as per requirement</i>)	
43.	Carrot Aloo	Dry/Gravy (<i>as per requirement</i>)	
44.	Carrot Matter	Dry/Gravy (<i>as per requirement</i>)	
45.	Carrot Veg	Dry/Gravy (<i>as per requirement</i>)	
46.	Kaddu Sabzi	Dry/Gravy (<i>as per requirement</i>)	
47.	Karhi Pakoda	Dry/Gravy (<i>as per requirement</i>)	
48.	Mix Veg	Seasonal Vegetables	
49.	Mix Veg	Seasonal Vegetables	
50.	Bonda	Aloo Bonda	01 pc per Head
51.	Bread Butter	Brown/White	02 pc per Head
52.	Bread Pakora	Bread & Aloo	01 pc per Head
53.	Cutlet		01 pc per Head
54.	Papad		01 pc per Head
55.	Salad		01 pc per Head
56.	Samosa	75 - 80 gm	01 pc per Head
57.	Veg Cutlets	76 - 80 gm	01 pc per Head
58.	Veg Cutlets Bread	80 gm	2 pc per Head
59.	Veg Patties	80 gms (\pm 5%)	3 pc per Head

CHECK LIST

Please go through the check list before submitting the Bids :-

1. Sealed bids envelope marked as “**TENDER FOR PROVIDING COOKING SERVICES**” should contain following three sealed envelopes :-

- (a) Technical Bids - *envelope to be Superscribed as “TECHNICAL BID”*
- (b) Earnest Money Deposit (EMD) - *envelope to be Superscribed as “EMD”*
- (c) Commercial Bids. - *envelope to be Superscribed as “COMMERCIAL BID”*

2. Please ensure that above envelopes contains the following documents in same order as mentioned below :-

(a) **TECHNICAL BID.** (*This envelope should contain the following documents, duly self attested, in the same order*) :-

- (i) A copy of RFP duly every page signed and stamped to be placed in this envelope.
- (ii) Please ensure details to be filled in **Appendix ‘A’** is complete in all respect.
- (iii) Valid GST No. in the name of firm or in the name of proprietor of the firm in case of proprietary firm.
- (iv) Firm/Vendor is to submit a copy of PAN Card of the firm/owner/ proprietor, as applicable.
- (v) Undertaking that no criminal cases are pending against the proprietor/ firm/directors relating to previous service contracts.
- (vi) The service provider shall submit the certificates that the firm has never been Black-Listed by any Govt/Semi-Govt/PSU/Pvt Organization.
- (vii) Please submit Registration letter/s as per para 7 of **Appendix ‘A’**, if held.

(b) **EMD.** Please submit EMD in this envelope. If waiver for EMD is to be availed, please submit a copy of registration certificate/document showing your firm’s registration with “*National Small Industries Corporation (NSIC)*” and “*MSME*” in this envelope.

(c) **COMMERCIAL BID.** This envelope should contain duly completed Commercial Bid only.

Important Dates

- ⇒ Last date for Submission of Bid : 24 Nov 2020 by 1500 hrs
- ⇒ Time and date for opening of Technical Bids : 24 Nov 2020 on 1530 hrs
- ⇒ Time and date for opening of Commercial Bids : 02 Dec 2020 on 1500 hrs