

## 1. SCOPE OF WORK

The successful Tenderer shall provide canteen services such as breakfast, tea, lunch, dinner, Cold drinks, coffee, snacks and other items round the clock and on all the days of the year in such quantity and at such timings and places as may be decided by NFL from time to time.

- i) However, the tentative timings of the services are given hereunder

Breakfast	:	From 07.00 AM to 08.30 AM	
Lunch	:	12.30 PM to 2.00 PM	
Dinner	:	08.30 PM to 09.30 PM	
Pantry Services	:	Admn. Block	10.30 a.m. to 11.00 a.m. 03.30 p.m. to 04.00 p.m.
		Ammonia, Urea & Bagging Plant	10.30 a.m. to 11.00 a.m. 03.30 p.m. to 04.00 p.m. 10.30 p.m. to 03.30 a.m.

List of food item wise rates and the standard of raw material is given at Part-A and Part-B

- ii) The quality of raw material for preparation of food items by the successful Tenderer will be of Quality brand/ Standard Brand and should be as per Part -B
- iii) The successful tenderer shall provide lunch, dinner, Breakfast, Tea & Snacks etc. to all NFL employees, Trainees, apprentices as well as contract labours.
- iv) The Successful Tenderer shall provide Canteen Services at Official meetings, Special get-to-gether, and at various functions in or outside the factory as may be required by NFL at scheduled rates and market rates.
- v) In addition the successful Tenderer shall prepare tea at pantry of Administrative Building.
- vi) During the annual Plant Shutdown additional casual labourers are engaged in different Plants for shutdown jobs. The successful tenderer shall provide canteen services to these casual labours apart from NFL employees and routine contract labour of the plants. In addition to above, if due to contingency of work in the plant, additional casual labourers would be engaged as per SOR. The contractor will have to provide canteen services to them, without any expectations from the Management.
- vii) No extra sum should be charged from anybody purchasing from the canteen.
- viii) Prospective tenderers may visit the canteen site and make themselves conversant with the site conditions. Additional clarifications/information, if any, regarding the site, may be obtained by personal contact from the office of CM (HR) NFL Panipat. It would be presumed that the tenders have been submitted by the tenderers with full knowledge and satisfaction of the conditions at site, canteen facilities available and all other matters affecting the execution of Contractual obligations. No claims for extra charges on account of misunderstanding/ confusion or otherwise on any account will be allowed later on.
- ix) The quality of food stuffs, tea, coffee, snacks, meals etc. including the quality of raw materials to be used in the food items should be of standard quality which shall be subject to inspection by the representative of NFL to ensure that the items served by the contractor are of acceptable standard quality.

- x) The contractor has to ensure the proper upkeep of canteen building/premises to ensure hygienic conditions in the canteen as follows :
- a. Mopping of floors at regular intervals, removal of dirt and waste from around and under furniture in the hall area.
  - b. Wiping tables/chairs with disinfecting cleaner.
  - c. Emptying of waste bins and removal of all trash to an identified place.
  - d. Cleaning all hard and ceramic tile flooring, toilets, doors, shelves, window panes, fans & cobwebs from inside and outside of the canteen premises.
- xi) The Successful Tenderer shall provide canteen services indicated in **Part-A & standard of materials to be used for preparation of meals as given in Part-B.**
- xii) **EVALUATION CRITERIA:** The tenders submitted by the prospective tenderers would be evaluated on the basis of additional service charge quoted in **SOR on overall L-1 basis** only. Additional Service Charges shall be quoted in multiples of rupees only (not in paise). In case service charge quoted below Zero/minus (-) /fraction, any such offer shall not be considered and shall be summarily rejected.
- xiii) Contractor shall engage following staff at the factory canteen during the contract period:-

1. Cook – 02 No.
2. Service Boy/ helper – 03 No.
3. Safai karamchari – 01 No. ( Only for safai/cleaning work)
(02 Skilled – Regular) - 730 skilled mandays (1)
(04 Unskilled – Regular) – 1460 unskilled mandays (2,3)
4 Extra Unskilled labour to be engaged during shut down – 90 unskilled mandays