

TENDER NOTICE

Tender No.01/MRO-2(E&E)/2025-26

Date: August 25, 2025

**The New India Assurance Company Ltd.
Mumbai Regional Office -2
Jeevanseva Building, 2nd Floor
S.V. Road, Santacruz (West)
Mumbai 400054**

Re: TENDER FOR HIRING AGENCY FOR SUPPLY OF FOOD AND BEVERAGES

The New India Assurance Company Limited,. MRO-II, 2nd Floor, Jeevan Seva Building, Santacruz(West), Mumbai 400054, invites sealed tender from experienced Catering Service Provider / Agency for supply of food & beverages at their above office premises. Interested bidders may submit their offer/quotes in Two Bid form (Technical Bid & Price Bid).

The Technical Bid & Price Bid should be put in two separate envelopes duly sealed & both these envelopes are to be put in third envelop superscripting Tender No. & Tender Title and also with complete Name, Address, Contact No. of the bidder on the envelope.

GENERAL TERMS & CONDITIONS:

1. The Bidder should have valid licence under Shop and Establish Act 1948, and having valid license from BMC Authorities for providing packaged food & beverages.
2. **The last date and time for receipt of tender is 19th September 2025 up to 15.00 hrs.**
3. Conditional offer/tender shall not be considered and is liable for rejection. Before quoting the rates, the tenderer may see the working site/condition or seek any clarification in the matter with the Administration on any working day (Monday to Friday) between 10.00 hrs & 17.30 hrs. The Company reserves the right to accept or reject any &/or all bids at any point of time, without assigning any reason thereof.
4. Only such bidders shall be short listed for the further process of financial bid whose technical bids are found in order and according to the requirements. No correspondence or queries will be entertained in respect of the tendering process.
5. The successful bidder will have to start working from the date mentioned in Work Order issued by this office. The service period will be for 12 months subject to satisfactory services provided by the agency. The duration of service period can be extended for further period on the basis of review/feedback from the staff and the Canteen Committee. The service period is liable for alteration at the discretion of the Competent Authority at RO-2.
6. Space for electricity/water/utensils and cleaning materials and ancillary Facilities shall be provided by the Company. On the electricity and water Fair Use Policy will be applicable. The contractor will take over all the items of stock (both fixed and movable) under acquaintance from canteen and he shall be responsible for their safe maintenance and return on completion of the contract. Any loss or damage to the items will be made good by the contractor as decided by the undersigned based on their value. Utensils which are being used in the canteen will be made over to the contractor. Additional requirement if any should be met by the contractor himself. Once in 3 months physical verification of utensils to be done and any missing to be replaced immediately.
7. The pantry shall function between 8.30 hrs and 18.00 hrs on all working days (except Saturdays, Sundays and Government Holidays) as per following time schedule :

Breakfast	8.30 a.m. To 11.30 a.m.
Lunch	1.00 p.m. To 2.30 p.m.
Snacks	3.30 p.m. To 6.00 p.m.

Tea/Snacks order to be served immediately on the table of employees (within 10 min.) Sandwiches, Biscuits, Bread, Butter, and Cold Drinks should be made available at any point of time.

8. The contractor may employ adequate number of employees at his expenses for smooth and efficient running of canteen. He is responsible for proper and polite behaviour of his employees in the canteen premises towards employees and canteen committee members/

representatives.

9. The canteen area, dining tables, kitchen and all other associated storages etc., must be kept clean and in hygienic condition. The service staff must dress neatly and maintain personal cleanliness and good health, free from diseases. It is responsibility of the agency/service provider to get the utensils cleaned and sterilized before use at all times. Any disregard to these will attract penalty as decided by the administration on the merit of the case. Collection of money against respective orders will be the responsibility of service provider.
10. The items, as in Annexure I will be served by the service provider. The quantity of food items to be served should be as indicated in Annexure I, where quantity is not prescribed, the canteen committee may prescribe it at any time. He should provide variety of snacks /food items on rotational basis.
11. The service provider shall abide by the rules and regulations in respect of health, sanitation and security matter. He shall employ only healthy workers, free from any communicable disease. **Employing child labour in the canteen is strictly forbidden and violation would attract penal provisions as per existing law in force.**
12. The service agreement which would be entered into on acceptance of the tender is terminable for non-adherence of any of the conditions stipulated therein and also for reasons of misconduct and unsatisfactory running of the mess after issuing one months' notice to the contractor. If the contract is terminated at tenderers instance during the period of agreement, the EMD/Security Deposit provided by the contractor will be forfeited.
13. There will be strict quality control of food. The prohibited items like baking soda, chemical colours, adulterated oils, should not be used. Fine rice and only sunflower refined oils of well-known brand should be used for preparation of food. The Canteen Ccommittee recommended food grains and vegetables only should be used. The food supplied should be wholesome, delicious, and qualitatively good and should be in conformity in taste with popular hotels. For any breach/ irregularity in the taste/services, payment of Subsidy may be stopped liable for termination of service agreement.
14. The service provider should provide uniforms to the serving staff in the canteen area .The administration is absolved of any responsibility attached to in respect of the workers engaged by the caterer. All wages etc. for the workers should be properly disbursed by him. The administration shall not in any way be liable or responsible for any act of omissions or commissions by him in this regard. The contractor shall comply with all statutory provisions, Regulations like ESI, EPR, workman's compensation etc. Applicable from time to time for running a canteen including the provisions relating to various taxes and shall absolve the administration from the provisions of the said act.
15. The caterer shall replace or arrange for payment of the costs of furniture, fixtures, kitchen equipment, catering materials, etc., in case of theft, loss, and damage at the prevailing market price. Inventory may be reviewed by the committee on monthly basis. No Advance will be paid in any case whatsoever.
16. The contractor should acquire licence to run the canteen from under Shop and establishment Act and BMC Food Supply Authorities and shall pay tax or any tax imposed by the Municipal

Corporation and others having authority to do so. Such taxes shall be paid as and when they become due, to the concerned authorities, without any delay. He shall ensure that he does not violate any of provisions of labour laws.

17. Rates should be quoted in full rupee only and should not be in fraction.
18. The Bidder has to furnish an **Earnest Money Deposit of Rs. 10,000/-** (Rupees Ten thousand Only) The EMD amount has to be paid through DD/Banker's Cheque only, of any nationalized bank drawn in favour of "The New India Assurance Co. Ltd." payable at Mumbai and the same is to be enclosed along with Technical Bid only. The EMD shall not bear any interest. EMD of Rs. 10,000/- will be refunded to the unsuccessful bidder within one month of finalization of the tender. EMD of the successful tenderer shall be retained as security deposit.
19. The successful tenderer has to furnish an additional amount of **Rs.20,000/-** only (Rupees Twenty thousand only) as **Security Deposit** through DD of any nationalized bank drawn in favour of "The New India Assurance Co.Ltd." payable at Mumbai. The security deposit of Rs.20,000/- + Rs.10, 000/- of EMD converted into security deposit (Total Rs.30, 000/-) will be returned to the service provider at the end of the service period after satisfactorily establishing that no loss/liability/damage is outstanding for adjustment. For any damage to Company's property/asset, charges as decided by the Competent Authority will be recovered either through monthly bills or from Security Deposit before refund. **The EMD/ Security deposit paid in the form of DD will not earn any interest.**
20. The service provider shall execute an agreement on stamp paper of Rs.100/- at his cost, stipulating the various conditions for running the pantry.
21. The service provider will abide by any fresh stipulations or alterations put forth by administration with advance intimation.
22. The service provider will be responsible for Workman's Compensation, PF contribution etc. arising out of contract for running the pantry as per the Workman's Compensation Act/PF Act & ESI Act.
23. The revision of rate for the items at specific request of the service provider will be decided upon by the Canteen Committee after review of the price variation of administered prices. This review will be done only once after six months after awarding the work by the duly constituted Canteen Committee, if any extraordinary situation warrants such a review, the decision of the administration shall be final and binding on the service provider.
24. Any change in the working staff must be intimated to the canteen committee.
25. The service provider and his employees will be not borne on the establishment of The New India Assurance.
26. The service provider shall attend the Canteen Committee meeting when required.
27. The Members of the Canteen Committee or any other representative nominated by the Regional Manager will pay surprise check to ensure compliance of all stipulations put forth.

The service provider must co-operate with the members/representatives in this regard.

28. Beside the daily services the service provider will have to arrange for tea/coffee, snack/lunch as & when trainings/conference/seminars/meetings organised by Regional Office.

The Canteen Committee is authorized to:

- i. Supervise the smooth functioning of the pantry.
- ii. To check the hygienic condition of the pantry.
- iii. To conduct the canteen committee meeting.
- iv. Change the menu.
- v. Check provisions/vegetables purchased & stocked by the service provider.
- vi. Recommending the food items to be used
- vii. Revision of rates in extra ordinary circumstances.
- viii. Check the quality and quantity of the food.

29. The track record service provider should be clear. There should be no involvement in illegal activities or financial fraud or criminal cases by him or his employees.
30. The Competent Authority reserves the right to terminate Service Contract by giving one month notice to this effect.
31. The approximate no. of people likely to avail the facilities is 200.
32. Only fresh vegetables to be used for preparing the food. Good quality double refined oil must be used. Used up oil must never be used.
33. Any other changes if required, according to the staff suggestion will have to be entertained if ordered by the Administration.
34. Service provider should respond to complaints and should be willing to make improvement.
35. The display of Day's Menu on the white board is a must.

EVALUATION OF TENDER:

Tender will be evaluated on the basis package rate quoted. In case the tenderer with minimum rate is not willing to accept the offer same, offer will be made to next caterer.

ARBITRATION IN CASE OF DISPUTE:

- A. In the event of any question, disputes or difference arising under the service agreement or in connection therewith except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to sole arbitration of the Chief Regional Manager, Mumbai Regional Office II, The New India Assurance Co. Ltd., Mumbai. In case his designation is changed or his office is abolished then in such case to the sole arbitration of the Officer for the time being entrusted whether in addition to the function of the Deputy Gen. Manager, Mumbai Regional Office – II, The New India Assurance Co. Ltd., Mumbai or by whatever designation such Officer may be called (hereinafter referred to as the said Officer) and if the DGM or the said appointed by DGM or the said Officer.

- B. The service agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act 1996. There will be no objection to any such appointment that the Arbitrator is Government servant or that he has to deal with the matter to which the agreement relates or that in the course of this duties as Government Servant he has expressed views on all or any of the matter under dispute. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred being transferred or vacating his office or being unable to act for any reasons whosoever such DGM or the said Officer shall appoint another to act as arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.
- C. The arbitrator may from time to time with the consent of parties enlarge the time for making and publishing the award. Subject to aforesaid Arbitration and Conciliation Act, 1996 and the Rules made thereunder, any modification thereof from the time being in force shall be deemed to apply to the arbitration proceeding under this clause.
- D. The venue of the arbitration proceeding shall be the Office of the General Manager, The New India Assurance Co. Ltd., Fort, Mumbai 400001 or such other places as the arbitrator may decide.

FORCE MAJEURE:

If any time, during the continuance of this contract, the performance in whole or in part by either party or any obligation under this contract shall be prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event may come to an end or cease to exist, and the decision of the purchaser as to whether the deliveries have to be so resumed or not shall be final and conclusive, provided further that if the performance, whole or part of any obligation under this contract, is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at this option terminate the contract.

**REGIONAL MANAGER
ESTATE & ESTABLISHMENT DEPT.
MUMBAI REGIONAL OFFICE - II**

25 August 2025

TECHNICAL - BID

1. Name of the Bidder	
2. Address of the Bidder	
3. Name of Person to be contacted & Telephone/Mob. Nos.	
4. E-mail	
5. License No. (Please attach attested copy of valid license)	
6. Licence Validity & Issuing Authority	
7. Total No. of employees on Roll	
8. No. of employees to assist service provider, if selected (Please specify category-wise i.e. Manager/Supervisor, Service Staff/cleaning staff)	
9. Full details of past/existing contracts (Please attach copies of Work Order/s)	
10. Previous experience of running Canteen/pantry/similar services, in detail	

Bidders should attach attested copies of following documents along with Technical Bid:

- Work Order / Certificate of work experience
- GST Registration certificate
- PAN Card
- IT returns for last 3 years
- Registration Certificate under W.B. Shops and Establishment.
- Contract Labour license from Central/State Govt.

I / We hereby confirm that I/we have read all terms & conditions of the Tender and agree to abide by the same. I /We are enclosing herewith DD No. _____ dated _____ for Rs.10,000/- towards Earnest Money Deposit (EMD).

Place:

Date:

Signature of Bidder with Seal

PRICE - BID

Sl.No.	Name of the Item	Quantity/Weight	Rates quoted by the bidder Rs.
1	Tea	150 ml.	
2	Tea (Half)	100 ml.	
3	Coffee	150 ml.	
4	Milk	150 ml.	
5	Lime Juice	200 ml.	
6	Lassi/Chass	200 ml	
7	Curd	150 gms	
8	Batata wada 2 No. with chutney	80 gms-200 gms as per Standard preparation	
9	Upma with chutney	- do -	
10	Meduwada 2 No.with chutney & sambar	- do -	
11	Idli 2 Nos. with chutney & sambar	- do -	
12	Sada Dosa with chutney & sambar	- do -	
13	Masala Dosa with chutney & sambar	- do -	
14	Uthappa with chutney & sambar	- do -	
15	Onion Uthappa with chutney & sambar	- do -	
16	Tomato Omlette	- do -	
17	Punjabi Samosa 2 Nos.with chutney	- do -	
18	Patti Samosa 2 Nos. with chutney	- do -	
19	Veg. Cutlet 2 Nos. with chutney	- do -	
20	Poha with chutney	- do -	
21	Sheera	- do -	
22	Mysore bonda 2 Nos. with chutney	- do -	
23	Dalwada 2 Nos. with chutney	- do -	
24	Bread pakoda of 2 slices with chutney	- do -	
25	Sabudana wada with chutney/curd	- do -	
26	Sabudana Khichadi with chutney/curd	- do -	
27	Bhajia plate with chutney	- do -	
28	Veg. Sandwich with chutney/sauce	- do -	
29	Toast Sandwich with chutney/sauce	- do -	
30	Cheese Grill Sandwich with chutney/sauce	- do -	
31	Usal/Misal with 2 Nos. Pav	- do -	
32	Bread Butter 2 slices	- do -	
33	Bread Jam 2 slices	- do -	

34	Chutney Sandwich	- do -	
35	Potato chips	- do -	
36	Fresh Green Peas Pattice with chutney	- do -	
37	Dahiwada	- do -	
38	Plain Rice/Dal Rice	- do -	
39	Dal	- do -	
40	Pav Bhaji with 2 Pav, onion & lemon	- do -	
41	Pav 1 No.	1 No.	
42	Lunch (Thali-Rice, 2 Chapati/4 Puri, 2 Bhaji (Dry & Wet), Dal, Papad, Pickle)	As per Standard preparation	
43	Lunch (Special Thali-Rice, 2 Chapati/ 4 Puri, 2 Bhaji (Dry & Wet), Dal, Papad, Pickle, Salad/raita, Sweet)	- do -	
44	Chapati 1 No.	1 No.	
45	Dahi Rice (Curd Rice)	80 gms-200 gms as per Standard preparation	
46	Veg Biryani	- do -	
47	Masala Rice	- do -	
48	Jeera Rice	- do -	
49	Dal Fry	- do -	
50	Veg. Fried Rice	- do -	
51	Veg. Bhaji (any one)	- do -	
52	Chicken Plate with onion & lemon	- do -	
53	Chicken + Rice with onion & lemon	- do -	
54	Chicken Biryani	- do -	
55	Egg Curry (1 egg)	- do -	
56	Egg Omlette (Single)	- do -	
57	Egg Omlette (Double)	- do -	
58	Double Egg burji	- do -	
59	Any other items to be listed below separately as per above format		

I / We hereby confirm that I/we have read all terms & conditions of the Tender and agree to abide by the same. I / We undertake that above rates will remain valid for 12 months from the date of issue of work order.

Place:

Date:

Signature of Bidder with Seal