

	HAJ COMMITTEE OF INDIA (Statutory body constituted under the Act of Parliament No. 35 of 2002) Ministry of Minority Affairs, Government of India Haj House, 7-A, M. R. A. Marg (Palton Road), Mumbai – 400 001
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E-TENDER NOTICE

Tender No. HCol/2025/Dated: 14.08.2026		
Tenders in Two Bid System (Technical & Financial) are invited from Registered Catering Service Providers through the Government e-Market Place (GeM Portal) for providing on subsidized rate catering/cafeteria services to the students of Haj House Residential Coaching Institute (HHRCI) for Combined Services at Haj House, 7-A, M.R.A. Marg (Palton Road), Mumbai – 400 001, under the aegis of Haj Committee of India (HCol), Mumbai.		
1	Description of work	Providing Catering Services to 100 and above Students of HHRC at 17 th floor Mess, Haj House, 7-A, M.R.A. Marg, (Palton Road), Mumbai – 400 001 under the aegis of Haj Committee of India (HCol) Mumbai
2	Location of Work	17 th Floor, Haj House, 7-A, M.R.A. Marg, Mumbai – 400 001.
3	Earnest Money Deposit (EMD)	Rs.10,000/-
4	Security Deposit	Rs.1,50,000/-
5	Number of students	100 or above
6	Period of contract	Tentatively for a period of One (01) Year w.e.f 01.09.2026.
7	Downloading tender document from GeM Portal cqr Haj Committee of India website:www.hajcommittee.gov.in	14.08.2026 (16:00 Hrs. IST) To 24.08.2026 (16:00 Hrs. IST)
8	Last date & time for submission of tender online	Upto 16:00 Hrs. IST 24.08.2026
9	Bid opening date & time	At 15:00 Hrs. IST on 25.08.2026
10	Mode of bid Submission	Through GeM Portal
11	Pre-Bid Meeting	18.08.2026 at 15:00 hrs.

Type your text

**Chief Executive Officer
Haj Committee of India
Mumbai**

HAJ COMMITTEE OF INDIA

(Statutory body constituted under the Act of Parliament No. 35 of 2002)

Ministry of Minority Affairs, Government of India

Bait-ul-Hujjaj (Haj House), 7-A, M. R. A. Marg (Palton Road), Mumbai – 400 001.

Haj House Residential Coaching Institute (HHRCI), Mumbai. Catering Tender Form for the year of 2026-27

Tender Notice / Terms & Conditions

1.1. Haj Committee of India is a statutory body constituted under the Act of Parliament No.35 of 2002 functions under the administrative control of Ministry of Minority Affairs, Govt. of India, New Delhi and is situated at O/o. Haj Committee of India Bait-ul-Hujjaj (Haj House), 7-A, M. R. A. Marg (Palton Road), Mumbai – 400 001.

1.2. Online Bids are invited under Two Bids System (Technical & Financial) from Registered Catering Service Provider for providing catering/cafeteria services to the students of Coaching & Guidance Cell for Combined Services at Haj House, 7-A, M.R.A. Marg (Palton Road), Mumbai – 400 001, under the aegis of Haj Committee of India (HCOI), Mumbai.

Eligibility Criteria for participating in bidding:

Sr. No.	Criteria Details	Supporting Documents by Bidders
1.	The bidder must be a Firm / Proprietary / Partnership / Company / LLP registered under Companies Act, 1956 with an experience of minimum 01 years in the field of Catering services as on 30.06.2026.	• In case of Proprietorship concerns copy of Shop License/Registration and the GST Registration certificate. • In case of partnership firms, Copy of the firm registration certificate, partnership deed and PAN / GST Registration Certificate. • In case of company, copy of Certificate of Incorporation issued by Registrar of Companies and full address of the registered office plus PAN / GST registration certificates. • In case of LLP company, copy of certificate of incorporation, LLP Agreement, PAN / GST registration certificate
2.	The tenderer should have running contract of providing catering service in, Government Financial Institutions, Government Educational Institutions, Central and State, at least 2 (two) Public Sector Banks Govt. departments/organizations, Public Sector	Copy of the work order and work completion certificates issued by the Principal Employers specifying following information relating to the works carried out during last 2

	Undertakings having strength of at least 100 staff members, among which <u>at least 1 organization must be based in Mumbai</u>	years ending on 30.06.2025: 1. Scope of work. 2. Contract value. 3. Period of the contract. 4. Date of commencement of the contract 5. Date of completion of the contract 6. Satisfactory Report
3.	Last three financial years turnover The bidder should have a minimum average annual turnover of ₹80.00 Lakh for the last 3 financial years.	Copy of Audited Balance Sheet for the financial years. In case audited financial statement for latest year is not available, a copy of provisional accounts statement duly certified by Chartered Accountant.
4.	The bidder must have "Similar Completed Work" carried out during last 3 years ending on 30.07.2025 either of the following: • One similar completed work having Annual Bill Value not less than INR. 60 Lakhs. OR Two similar completed works each one having Annual Bill Value not less than INR. 30 Lakhs. OR Three similar completed works each one having Annual Contract Value not less than INR. 20 Lakhs.	Copy of the work order and work completion certificates issued by the Principal Employers
5.	The bidder should have office at Mumbai.	Agreement/Establishment Certificate from Competent Authority to be submitted as Address Proof
6.	The bidder should have applicable and valid registrations with statutory authorities, viz. • Food C Drug (FSSAI) • Health License • NOC from Fire Department • Maharashtra Labour Welfare • Income Tax (PAN) / TAN, • Goods C Service Tax (GST), • Labour License • EPF Certificate	Valid Certified copies of supporting documents to be attached.

	• ESI Certificate.	
7.	The bidder should not have been disqualified / debarred / terminated/ blacklisted during last 3 years from any Governments, Semi-governments, PSUs, Banks including any of the Offices / Branch of Bank of Baroda Pan India, Multi-National Corporations or involved in any illegal activity or financial frauds.	Suitable declaration to this effect to be submitted on the Letter Head of the bidder duly signed by the Authorised Signatory only
8.	The Bidder should not have been penalized by law enforcing agencies such as labour department for non-conformation of labour laws during last 3 years of service provided	Suitable declaration to this effect to be submitted on the Letter Head of the bidder duly signed by the Authorised Signatory only
9.	Pan Card	Copy
10.	Catering Management Certificate	Self-Attested Certificate Copy
11.	Proof of Registration Certificate in appropriate class of contractor, issued by the Competent Authority	Self-Attested Certificate Copy

2. Definition of Terms:

2.1 The "HCOI" means "Haj Committee of India"

2.2 "Contractor"/"Service Provider" mean the person or persons, firm or company or Cooperative Society whose tender has been accepted and contract has been awarded by the HCOI and include the contractor's legal heirs, his successor and permitted assignee.

2.3 "Authorized Representative" means the person/s designated as such by the HCOI and include the persons who are expressly authorized by the HCOI to act for and on their behalf for operation of the contract / inspection of the canteen.

2.4 "Contract"/"Agreement" means if there is formal agreement, that agreement, the terms and conditions of the tender, the rates of items signed and submitted by the contractor to the HCOI and accepted by the HCOI in writing and also any subsequent documents agreed between the HCOI and the contractor after the opening of the tender.

3. Scope of Work :

3.1 During the contract period, the contractor shall be responsible for the following:

i. The canteen services shall normally be provided at the Students Mess of HHRC at 17th Floor in the Haj House building or at any other place as approved by the HCOI within the Haj House premises.

ii. The Contractor shall provide canteen items at the rates quoted by them in the financial bid. Introduction and rates for any new items will require prior approval of the HCOI. If the Contractor wishes to introduce any new food item and add it to the menu, then the same needs to be communicated in written form to the HCOI at least 7 days prior to the introduction of that food item in the Staff/Executive Canteen. Only after the approval of the HCOI, the food item can be added to the menu and served at the canteen at the price mutually decided by the HCOI and the Contractor.

iii. Breakfast in the morning, lunch in afternoon and snacks in the evening and dinner shall be provided in the canteen or other within premises as advised by the HCol.

iv. The contractor shall run the Canteen on all working days of the HRCC.

v. The canteen shall be kept open during such timings as may be stipulated by the HCol from time to time.

3.2 The Contractor shall supply and serve wholesome and hygienic meals and snacks in accordance with the menu as stated in Financial Bid and at the rates as agreed in the contract.

3.3 Good quality and branded raw materials/oils should be used for cooking the items. The oil should be of branded companies etc. The rice to be served in the lunch should be of good quality). Recycling of cooking oil is not permitted. The Caterer should also maintain the cleanliness of Kitchen and Dining hall.

3.4 Infrastructure to be provided by the HCol to the Contractors includes:

i. The infra-structure currently available in the canteen i.e. furniture, kitchen Equipment, utensils will be made available to the caterer.

ii. The space given to the contractor will not create or deem to create any right to the contractor in the premises given to him, for operating the canteen either as a tenant, lessee or licensee or retainer or occupier or otherwise and the contractor agrees that he will not claim any right as a tenant, lessee or licensee or retainer or occupier or otherwise of the premises in which the canteen is operated. Further, the contractor agrees that he will immediately vacate the premises on termination of contract as mentioned hereinabove.

iii. Crockery will be provided by the HCol at no extra charges. The contractor shall have no

rights on these in any capacity and shall use and handle them with utmost care and diligence.

In case of usage of disposal crockery, the contractor shall be responsible for its procurement as per requirement.

iv. Furniture such as table, chairs, water coolers will be provided free of cost. The inventory of all such articles shall be signed by contractor as conclusive proof of having received these articles from the HCol The contractor shall provide the replacement of these articles at his own cost for loss/misplacement from time to time and he shall return all the articles mentioned in inventory in good condition at the time of termination of the contract without any demure or delay.

v. Electricity and water required for the canteen will be supplied to the Contractor free of cost. However, it is the duty of the Contractor to use electricity, gas and water judiciously. The HCol or its authorized representative will monitor the usage of the same by the Contractor and any instance of wastage of electricity, water will lead to imposition of penalty as deemed fit by the HCol.

vi. Should any new areas of work transpire, which the HCol considers are not envisaged, as being part of this tender, the prices for the new scope of work shall be mutually decided and agreed upon between the HCol and the contractor based on actual rate analysis on Established norms. In the event of non-agreement of the rates, the HCol reserves the right to get the same carried out through any other agency so appointed for.

3.5 Cleanliness and Hygiene:

i. The Contractor shall ensure that the food is cooked in the Canteen itself. Highest Standards of hygiene, which will be verified periodically by the HCol, have to be maintained.

In case of unsatisfactory/unhygienic quality of food item(s) or lapse in services rendered or any breakage/shortage, etc. deductions will be made as penalty which will be solely decided by the HCol. The kitchen will be under the constant supervision of the HCol and any lapse will be viewed seriously by the HCol.

ii. The contractor shall also maintain the cleanliness of Kitchen and Staff Canteen. Cost of cleaning material shall be borne by the contractor.

iii. The Contractor shall be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and served including with respect to raw material and ingredients incorporated therein and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provisions of the **Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulations and orders framed there under, including safety and health of all consumers/residents under the said contract.**

iv. The Contractor shall keep the HCol indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale, or defective food or materials provided as meals during the entire contract period.

3.6 Timings:

The Contractor shall maintain the following schedule for preparation/delivery of food items:

Details Timings

Breakfast 07:30 AM to 10:00 AM

Lunch 12:30 PM to 03:00 PM

Afternoon Snacks 04:30 PM to 06:30 PM

Dinner/Snacks (as per requirement) 08:30 PM to 10:00 PM

However, these timings are indicative only and the Contractor must remain flexible about Extension of these timings as per HRCCI requirements from time to time. Provision of serving Tea/Coffee must be there during the Breakfast and Afternoon Snacks time-slot and additionally also as per staff requirement. Further, canteen will have to open in exigencies, as per directions of the Corporate Office.

3.7 Penalties:

Any deficiency in service and quality as well as quantity of tea/coffee/lunch/special lunch etc. from the specification in rate schedule, decided by the HCol, will not be accepted. In case the service provider fails to execute the work as stipulated in the contract or there is a breach of any terms and conditions of the contract, HCol reserves the right to impose

penalty and the same shall be recoverable from the Contractor:

Offences	Penalties in INR.
Personnel not in proper Uniform	500/- per instance
Indulging in smoking/drinking/sleeping or any other misconduct during duty hours	1000/- with removal of offender
Refusal to perform duties/ loitering/ any instance of misbehaviour or indiscipline	1000/- with removal of offender
Unauthorized replacement of any personnel	1000/- per instance
Serving of food less than prescribed quantity	1000/- per instance
Use of low-grade raw materials/consumables	5000/- per instance
Delay in food service	1000/- per instance
Non-adherence of prescribed menu	1000/- per instance
Complaints are not registered or not Redressed	500/- per instance
For any other breach, violation or contravention of any terms and conditions	1000/- per instance
Non-maintenance of statutory and other registers/documents or non-submission of required documents sought by the HCol / non-submission of documentary evidence for payment of wages.	5000/- per instance

Illustrative instances of unsatisfactory performances may be as under:

- Food is not served 'fresh' as agreed
- Food is stale or smells or used from previous meals
- Any insect/foreign body found in food stuff
- Delay of more than 20 minutes or more in serving from the laid-out timings
- Any deposit of fungus, worms etc found in food grain, storage area, cooking area
- Found using soda, artificial colour, flavour (except in permitted recipes)
- Misbehaviour from service provider side with students of HHRCI and Staff members of HCol.

In case of any disputes in this regard, the decision of the HCol will be final and binding.

4. Compliance with all Statutory Requirements

4.1 The Contractor shall comply with all statutory requirements prescribed by the local as well as state / central government authorities from time to time and submit required proof of compliance to the HCol as and when required. The contractor shall produce all the relevant statutory documents for inspection by the HCol and the Government Authorities.

The contractor shall give all notices required under the said act, rules, regulations and byelaws etc. and pay all fees payable to such authority(s) for carrying out the work towards the cost, if any, shall be deemed to have been included in his quoted rates, taking into account all liabilities for licenses, fees etc. and shall indemnify and protect the HCol against such liabilities and / or claim arising out of violation of any such laws, ordinances, orders, decrees and shall defend all actions arising from such claims or liabilities. If the contractor performs any act which is against the law, rules and regulations, he shall meet all the costs and consequences arising there from and shall indemnify the HCol against any legal actions arising there from.

4.2 The contractor shall strictly adhere to all prevailing labour laws including of Contract Labour Regulation and Abolition Act, 1970 and other safety regulations which is time to time applicable and any other New Labour Law(s) as applicable in future. The contractors shall comply with the provision of all labour legislation present and future including the latest requirements of all the laws, directions and guidelines that are applicable for carrying out the work, including without limitation, the following:

- Minimum Wages Act, 1948
- Payment of Wages Act, 1936
- Workmen's Compensation Act, 1923 (Amended), as applicable
- Contract Labour (Regulation and Abolition Act) 1970 and Central Rules ,1971
- Apprentice Act, 1961
- Industrial Employment (Standing Orders) Act, 1946
- Personal Injuries (Compensation Insurance) Act, 1963
- The Repealing and Amending Act, 2003
- Employees' Provident Fund and Miscellaneous Provisions Act, 1952 and amendment thereof
- Employees' State Insurance Act, 1948
- Shop and Establishment Act, as applicable
- Any other Acts Central or States, that may be applicable or by law or enactment relating thereto, and rules framed there under from time to time.
- Factories Act, 1948
- Employment of Children Act, 1938
- Employers' Liability Act, 1938
- Industrial Disputes Act 1947,
- Manual Scavengers and Their Rehabilitation Act, 2013
- Equal Remuneration Act, 1976
- Payment of Bonus Act, 1965
- The Unorganized Workers Social Security Act, 2008
- The Weekly Holidays Act, 1942
- Maternity Benefit Act, 1961
- Trade Unions Act, 1926
- Child Labour (Prohibition & Regulation) Act, 1986 & The Child Labour (Prohibition & Regulation) Rules, 1988
- Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)

The contractor shall be liable to pay all such sum, or sums that may become payable as contribution, compensation, penalty, fine or otherwise, which the provision of the said acts, to or on behalf of any workmen employed by the contractor by an authority empowered under the relevant Act.

Any cost incurred by the HCol in connection with any claim or proceedings under the said acts or in respect of loss, injury or improper performance of this contract by the contractor or his workmen and any money which may become payable to the HCol as

aforesaid shall be deemed to be deducted by the HCol or may be recovered by the HCol from the contractor.

The Contractor shall keep the HCol harmless and indemnified against claims, if any, of the workmen and all costs and expenses as may be incurred by the HCol in connection with any claim that may be made by any workmen relating to work carried out by the contractor for this contract.

5. Period of Contract:

5.1 The work shall be awarded for an initial period of one year from the date of commencement of the work subject to its **renewal maximum for two similar terms (total 01 terms)** on expiry of the current contract period, within sole discretion of the HCol, on the same terms and conditions subject to satisfactory performance of the contractor.

5.2 The extension of contract is to the entire discretion of the HCol and cannot be claimed as right of the Contractor.

5.3 If the contractor fails to perform any of its duties under this agreement and if the HCol is dissatisfied with the services of the contractor during the contract period or extended period of service, the HCol may terminate the services of the contractor, by issuing one month's notice in writing to winding up.

6. Pre-Qualification for Submission of Bid:

Bidders satisfying the eligibility conditions and General terms and conditions specified in this document and ready to provide the said "Services" in conformity with Scope of Work stipulated in Point No. 2, may submit their bid through Government's GeM portal <https://gem.gov.in/> on or before the timeline stipulated in the [A] Important Dates. Bids submitted by any other means other than bid submission on GeM portal will not be accepted by the HCol.

7. Bid Security (Earnest Money Deposit) Bidders are required to give an earnest money deposit of an amount as mentioned in "Notice Inviting Tender Point No.1 and as per format attached as Annexure 'A' at the time of submission of the technical bid. The proof of same is to be submitted while opening of eligibility cum technical bid, failing of which the bid of the concerned bidder may be rejected. Bid Security (Earnest Money Deposit) shall be paid through electronic mode or a HCol Guarantee of an equal amount issued by a Commercial Bank located in India.

This Bid-security is valid for 12 months and to be submitted through the electronic mode to the below mention account. The details of the account are as under.

Bank Name: State Bank Of India
Account Number: 10996708628
Account Name: Haj House Account
Branch: Mumbai Main Branch
IFSC: SBIN0000300

Non-submission of Earnest Money Deposit in the format prescribed will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The EMD (Earnest Money Deposit) of successful bidder(s) will be returned on submission of Performance Bank Guarantee / security deposit.

The amount of Earnest money deposit would be forfeited in the following scenarios:

- a. In case the bidder withdraws the bid prior to validity period of the bid for any reason whatsoever.
- b. In case of the successful bidder, if the bidder fails or refuses to accept and sign the contract as specified in this document within 1 month of issue of contract order/letter of intent for any reason whatsoever.
- c. Fail To provide the performance guarantee within 30 days from the purchase order date, for any reason whatsoever
- d. Fail To comply with any other condition precedent to signing the contract specified in the documents.

Unsuccessful Bidder's Bid security money deposit or Bank guarantee will be returned by the HCOI within two weeks from closure of the RFP. No interest shall be paid on Bid security money deposit to unsuccessful Bidders.

Exemption for application money and EMD amount:

Exemption from submission of EMD and application money shall be given to bidders, who are Micro Small Enterprises (MSE) / Startups. The bidders who are MSE have to submit necessary documents issued by NSIC and the bidders who are startups have to be recognized by Department of Industrial Policy & Promotion (DIPP) to avail the exemption. To qualify for EMD and tender cost exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC/DIPP which are valid on last date of submission of the tender documents along with "Bid Security Declaration" accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for the time specified in the tender documents. MSE/Startup firms which are in the process of obtaining NSIC certificate/ DIPP will not be considered for EMD and Tender cost exemption.

8. Performance Guarantee:

8.1. The successful Bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure E to the extent of 5% of the Contract value for the entire period of the contract plus 3 months and such other extended period as the HCOI may decide for due performance of the project obligations. The guarantee should be of that of a nationalized HCOI or schedule commercial HCOI only, other than HCOI of Baroda.

8.2. In the event of non-performance of obligation or failure to meet terms of this Tender or subsequent agreement the HCOI shall be entitled to invoke the performance guarantee without notice or right of demur to the Bidder.

8.3. The HCOI reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Performance Guarantee, if any, under this contract.

8.4. If the Performance guarantee is not submitted within the stipulated time, the HCOI reserves the right to cancel the order / contract and the earnest money deposit taken from the Bidder, will be forfeited.

09. Sub - Contracting:

The selected service provider/ vender shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this contract. Please note that no work/services shall be subcontracted without the prior permission from the HCol in writing.

10. Prevention of Corrupt and Fraudulent Practices:

10.1. As per Central Vigilance Commission (CVC) directives, it is required that every participating bidders required to signed an integrity pact as per the Annexure I of this RFP.

10.2. Every Bidders / Suppliers / Contractors are expected to observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of the policy:

a. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value

to influence the action of an official in the procurement process or in contract execution

b. "Fraudulent Practice" means a misrepresentation of facts in order to influence a Procurement process or the execution of contract to the detriment of the HCol and Includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the HCol of the benefits of free and open competition.

10.3. The HCol reserves the right to reject a proposal for award if it determines that the Bidder

recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

10.4. The HCol reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

11. Authorized Signatory:

The selected Bidder shall indicate the authorized signatories who can discuss and correspond

with the HCol, with regard to the obligations under the contract. The selected Bidder shall

submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary/Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the HCol.

The Bidder shall furnish proof of signature identification for above purposes as required by the HCol.

12. The contractor or his/ her authorized representative has to attend the review meetings whenever convened or as and when required, for discussion, evaluation of performance of the contract, and compliance to statutory issues, etc.

12.1. The contractor shall provide adequate number of staff which includes a Manager/Supervisor to manage the requirements of the HCol at all times.

12.2. The employees engaged by the contractor shall be trained and experienced people having good health, character; well behaved, obedient and skillful in their tasks. The Contractor shall not engage 'Minors' for catering service in the HCol.

12.3. The contractor shall ensure that all the time, persons appointed by them, to serve in the said premises are physically fit and are free from any disease, injury or illness, contagious or otherwise, so that healthy, hygienic and clean services are maintained. The canteen staff appointed by the contractor should always wear clean and neat uniform while on duty. If any staff fails to wear such uniform, he shall be liable to be denied permission to enter the HCol / canteen / to serve. All canteen staff should wear Skull Head and gloves during serving.

The Contractor must ensure that staffs employed are medically examined by Registered Medical Practitioner in Mumbai. Thereafter, the contractor will have to ensure that their staff are medically examined by Registered Medical Practitioner in Mumbai at every six months. Medical record card in respect of all staff will be maintained and presented when asked for by the authorized representative of the HCol.

12.4. The canteen premises and precincts thereto shall be cleaned and washed regularly with disinfectants by the contractor at his own cost. The Contractor will be responsible for proper pest-control of the canteen premises. The victuals in the canteen shall be covered under fly proof and rat proof receptacles which shall always remain functional and shall be replaced from time to time whenever required as directed by the HCol.

12.5. The Contractor shall take all precautionary measures to ensure the safety of the workmen employed by the contractor and the HCol shall not be responsible in case of any eventuality.

12.6. The Contractor shall ensure that none of his personnel on duty is in inebriated state or consumes drug, prohibited substances, smoking, etc., while on duty or otherwise inside the HCol premises. The Contractor shall remove any employee who in the opinion of the HCol is guilty of misconduct or is in any manner unfit or unsuitable for service. The Contractor shall at all times indemnify the HCol against all claims which may be made under the Workmen's Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The Contractor shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them.

12.7. HCol shall not be responsible for any injury, accident, disability or loss of life to the contractor or to any of its personnel that may take place while on duty or otherwise. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make its own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them and submit a proof to this effect.

12.8. The Contractor shall ensure:

a. That all instructions, guidelines and specifications issued to the Contractor by the HCol are clearly and effectively communicated by the Contractor to its employees and personnel;

- b. That all instructions, guidelines and specifications are strictly adhered to by the employees and personnel of the Contractor so that the reputation of HCOI of Baroda is not compromised;
- c. That no action of the Contractor and / or its employees and/or personnel shall violate prevailing laws and regulations.
- d. The Contractor shall not engage any staff with criminal background against whom there is any complaint registered with the law enforcement.

12.9. The scope of work mentioned in this tender is minimum indicative. It shall, however, be sole responsibility of the contractor to ensure services to the utmost satisfaction of the HCOI without any extra charge but within the accepted tender amount only.

12.10. The contractor shall provide New Uniform (with Company's name badge) including Shoes, Seasonal Outfit, Apron, Hand gloves etc. to all its employees deployed in the premises within the quoted rate(s) and no extra payment shall be made to contractor on this account.

12.11. The food must be served fresh, warm / hot as the case may be. No leftover cooked food shall be served in any subsequent meal. No artificial colouring agent shall be added to any of the food items.

12.12. Vegetables, fruits, other perishables, dry foods and other raw materials should be of high quality & fresh and be procured from reputed dealers / shops. The contractor shall arrange for their purchases on his own and shall bear all expenses in connection with such purchases including its transportation to the place of delivery.

12.13 The perishable items like vegetables, milk products, sweet, meats, etc. should normally be purchased on the day required. These may, at the most, be purchased on the previous evening only to the extent they can be stored in the refrigerator. Non-vegetarian items procured a day in advance must be stored at suitable temperatures in the deep freezes.

12.14. Both Veg and Non-veg. items shall be served in the canteen. However, Veg. Food as well as Non-Veg. shall be prepared in separate utensils and utmost care shall be taken by the contractor to ensure that separate utensils are utilized and they do not get mixed up. Meat like beef, pork or any other items which may hurt the religious sentiments of any community shall not be brought or served. Notwithstanding anything contained herein, the HCOI may terminate the agreement without notice if there is even a single instance of violation in this regard, the caterer shall not be entitled to any compensation.

12.15. Cleanliness and hygiene are of utmost importance. The kitchen must be washed, cleaned, disinfected and kept spick and span at all times. The contractor should arrange for proper and frequent upkeep of the Dining Hall, kitchen area, common area in the Cellar floor, adjacent area outside the kitchen and washing area. This will also be required to be done immediately after any service is rendered. The contractor should ultimately ensure that the entire premises are kept hygienic and clean. Preventive pest control measures shall be done by the HCOI at regular intervals. The contractor should promptly report any signs of pest infestation(s) immediately to the HCOI.

12.16. The contractor shall bear all costs and expenses and stamp duty in respect of all

documents that may be entered into with the HCol.

12.17. The contractor shall alone bear all taxes, rates, charges, levies or claims whatsoever as may be imposed or levied by the State / Central Government(s) or any local body authority for and in connection with the rendering of catering services. The HCol may, at its discretion, ask the contractor to produce receipts of such payments effected by him.

12.18. All taxes which the HCol may be liable to deduct or called upon to so deduct, during the currency of the arrangement shall be set-off against the bills raised by the contractor and paid to the respective department or authorities as may be required under law and the contractor shall have no claim against the HCol in respect of such payments.

12.19. In the event of contractor being a partnership firm, the catering contract has to be executed as per terms of partnership deed which is registered as per law and if need be, the HCol can insist for execution of contract by all the partners. In the case of a body corporate, all formalities required under the Companies Act currently in force must be complied with by the contractor.

12.20. The Contractor shall be responsible to keep the premises allotted to him neat, clean and tidy in accordance with the health byelaws of the State and shall be liable to bear any penalty imposed by those authorities in the event of his failure to comply with their byelaws.

12.21. The Contractor shall not serve on account of HCol, food, beverages etc. to outsider i.e. to any person other than the members of the HCol, its guests or other persons duly authorized by the HCol. The contractor would charge payment of meal as per approved rates from staff / guests.

12.22. The submission of a tender implies that the tenderer has read these instructions, the conditions of contract etc. and has made himself aware of the scope, local conditions and other factors having bearing on running the canteen and satisfied the commercial viability of the canteen.

13. Payment of Bills by the HCol:

The Contractor who is awarded the contract shall submit the bills for the services rendered only at the end of each fortnight, i.e. from 1st to 15th and 16th to the last day of every month to the HCol. After scrutiny of the bills by the HCol and having satisfied himself about payment of all statutory obligations by the contractor, payment of the bills shall be done within one week. TDS, if applicable, will be deducted by the HCol at the time of payment of invoices. The HCol shall not be liable for payment of any interest on any bill outstanding for payment.

14. Non-Disclosure Clause:

The Contractor shall not disclose directly or indirectly any information, materials and details of the HCol's infrastructure/systems/equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish,

permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the HCol. The Contractor shall indemnify the HCol for any loss suffered by the HCol as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the HCol shall be entitled to claim damages and pursue legal remedies.

15. Sexual Harassment of women at workplace:

The Contractor shall be solely responsible for full compliance with the provisions of the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013 (SH Act). In case of any complaint of sexual harassment against its employee within the premises of the HCol, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor or Local Committee constituted under the SH Act and the Contractor shall ensure appropriate action under the said Act in respect to the complaint. Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the HCol shall be taken cognizance of by the Complaints Committee constituted by the HCol.

The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involving the employees of the contractor, for instance any monetary relief to HHRCI students, if sexual harassment by the employee of the contractor is proved by the Committee. The person/employee involved in sexual harassment of the HHRCI students shall be removed from the HCol's premises till the enquiry is completed and if such person is found to be guilty, he may be permanently removed from the HCol's premises. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

16. Force Majeure:

"Force Majeure" shall mean any event beyond the control of the HCol or of the Contractor, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, the following:

- a. War, hostilities, invasion, act of foreign enemy and civil war;
- b. Rebellion, revolution, insurrection, mutiny, conspiracy, riot, civil commotion and terrorist acts;
- c. Strike, sabotage, unlawful lockout, epidemics, quarantine and plague;
- d. Earthquake, fire, flood or cyclone, or other natural/ manmade disaster;

As soon as reasonably practicable but not more than 48 (forty-eight) hours following the date of commencement of any event of Force Majeure, an Affected Party shall notify the other Party of the event of Force Majeure setting out, inter alia, the following in reasonable detail:

1. The date of commencement of the event of Force Majeure;
2. The nature and extent of the event of Force Majeure;
3. The estimated Force Majeure Period;

Reasonable proof of the nature of such delay or failure and its anticipated effect upon the time for performance and the nature of and the extent to which, performance of any of its obligations under the contract is affected by the Force Majeure.

The measures which the Affected Party has taken or proposes to take to alleviate/mitigate the impact of the Force Majeure and to resume performance of such of its obligations affected thereby. Any other relevant information concerning the Force

Majeure and /or the rights and obligations of the Parties under the Contract.

17. Protection of Works and Property:

The contractor shall continuously protect the HCol's properties from damage or loss arising in connection with contract. He shall make good any such damage, injury, loss resulting due to his fault or negligence except due to causes beyond his control. In case, the contractor fails to make good the losses caused to the HCol due to his fault or due to negligence of his staff, the HCol reserves the right to invoke the security deposit as stated above to cover such losses.

The contractor shall take all precautions for safety and protection of his employees on the works and shall comply with all applicable provisions of government and local bodies safety laws and building codes to prevent accidents, or injuries to persons or property in or adjacent to his place of work.

The contractor shall take insurance covers at his own cost. The policy shall be taken in joint names of the HCol and the contractor.

In case of flooding of site on account of rain or any other cause and any consequent damage, whatsoever, no claim financially or otherwise shall be entertained not withstanding any other provisions elsewhere in the contract.

18. Insurance:

Before taking up the work, the Contractor shall, obtain and submit to the HCol, a third-party insurance policy in original, issued by any Public-Sector Insurance Company. Contractor shall bear all the expenses related to insurance at his own cost. The third party insurance shall cover:

(a) Personal Injury - Rs. 5.00 lacs

(b) Property Damage - Rs. 5.00 lacs

The Policy should be issued in the joint names of the Employer and the Contractor with Employer's name appearing first.

The contractor shall, from time to time, provide documentary evidence as regards payments of premium for all insurance policies for keeping them valid till the completion of the work.

Without prejudice to any of its obligations and responsibilities specified above, the Contractor shall, within 10 days from the date of work order, submit documentary evidence as required by the Employer in support of having obtain requisite insurance cover.

No work shall be taken up by the Contractor at site unless the Insurance Policies as mentioned above are obtained.

Also, no payment shall be made to the Contractor on expiry of insurance policies unless renewed by them and renewed policy is submitted with the HCol. Nothing extra shall be payable on this account.

19. Governing Laws and disputes Resolution and Arbitration:

This RFP and the subsequent contract shall be governed and construed and enforced in accordance with the laws of India. both the Parties shall agree that in respect of any dispute arising upon, over or in respect of any of the terms of this RFP, only the courts in Mumbai shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

The HCol and the Bidder shall make every effort to resolve amicably, by direct informal negotiation between the respective project managers of the HCol and the Bidder, any disagreement or dispute arising between them under or in connection with this RFP.

If the HCol project manager and Bidder project manager/ director are unable to resolve the dispute within thirty days from the commencement of such informal negotiations, they shall immediately escalate the dispute to the senior authorized personnel designated by the Bidder and HCol respectively.

If within thirty days from the commencement of such negotiations between the senior authorized personnel designated by the Bidder and HCol, the HCol and the Bidder are unable to resolve contractual dispute amicably, either party may require that the dispute be referred for resolution through formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator acceptable to both parties OR the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as the chairman of the proceedings.

The seat and place of arbitration shall be Mumbai. The Arbitration and Conciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings.

The arbitral award shall be in writing, state the reasons for the award, and be final and binding on the parties. The award may include an award of costs, including reasonable attorneys' fees and disbursements. Judgment upon the award may be entered by any court having jurisdiction thereof or having jurisdiction over the relevant Party.

Saving clause: No suits, prosecution or any legal proceedings shall lie against the State HCol of India, Mumbai or any person for anything that is done in good faith or intended to be done in pursuance of tender.

20. Foreclosure of Contract in Full or in Part:

If at any time after acceptance of the tender, the HCol decides to abandon or reduce the scope of the works for any reason whatsoever and hence not require the whole or any part of the works to be carried out, they shall inform the contractor in writing to that effect and the contractor shall have no claim to any payment or compensation or otherwise whatsoever, on account of any loss of profit or advantage which he might have derived from the execution of the works in full, but which he did not derive in consequence of such foreclosure of the whole or part of the works. The Contractor shall be paid at the contract rates for works executed at site.

27. Indemnity Bond:

Contractor shall sign an Indemnity Bond in an approved format as per Annexure H before starting the work, indemnifying the HCol from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the workplace due to non-adherence to safety codes, not following the standard work procedures and for violating rules and regulations for which the contractor shall be solely responsible.

In case of any damage to property by the contractor, HCol shall have the right to recover the cost of such damages from payments due to the contractor and decision of the HCol shall be binding on the contractor.

In the event of any damage to the loose furniture, interiors, computers, and such other equipment or to the existing building structure etc., during carrying out the contract works, the cost of repairing the same including the cost of replacement if any will be recovered from the contractor.

If the contractor fails to improve the standards of safety in its operation to the satisfaction of the HCol after being given a reasonable opportunity to do so, and/or if the

contractor fails to take appropriate safety precautions or to provide necessary safety devices and equipment or to carry out instructions regarding safety issued by the authorized HCol's official, the HCol shall have the right to take corrective steps at the risk and cost of the contractor after giving a notice of not less than seven days indicating the steps that would be taken by the HCol.

Before commencing the work, the contractor shall appoint/nominate a responsible officer to supervise implementation of all safety measures and liaison with his counterpart of HCol.

1. The Signatory of the bid / authorized Person has to be present at the date & time of opening of tenders as per e-tender notice, i.e. on _____, at 17:00 Hrs.
2. The tenders submitted without documents / EMD will not be considered.
3. The contractor should execute a Security Deposit of Rs.50,000/- (Rupees Fifty Thousand Only) in the form of HCol Draft from any Nationalized HCol in favour of Haj Committee of India, once the contract is granted. In case of non-performance, a penalty of Rs.1,000/- shall be charged per day.
4. Contractor shall furnish declaration that he has not been debarred/ blacklisted from tendering by any authority / agency.
5. The Police Clearance Certificate (PCC) is to be produced by the successful bidder within one month in respect of the staff who are likely to be deputed at canteen.
6. The Caterer will provide catering services only to the students staying at Haj House, Haj Committee of India, Mumbai and should not provide catering service to any other person.
7. The caterer should ensure prohibition & consumption of Liquor, Cigarettes, and Narcotic Drugs & psychotropic Substances etc. in the Haj House premises.
8. Applicable TDS will be deducted from the caterers' bill as per rules of the Government.
9. Haj Committee of India reserves the right to accept or reject any tender without assigning any reason.
10. Following weekly Menu is to be served to the students enrolled with Coaching & Guidance Cell.

Cont..... (2)

- (2) -

Following weekly Menu is to be served to the students enrolled with Haj House Residential Coaching Institute (HHRCI).

WEEKLY FOOD MENU:

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Rate /day /student
Breakfast:	Egg Bhurji with Pav + 100 ml Milk + One slice of Water	Idli + Sambhar + Chutney + 100 ml Milk + One slice of Papaya	Puri Bhaji + Butter + Jam + 100 ml Milk + One slice	Omlet + Alo + Parata + Sambhar + Chutney + 100 ml Milk	Chana Masala + Poha with bread + 100 ml Milk + One slice of Water	Chhole + Bhatura + 100 ml Milk + One slice of Papaya	Masala Dosa with Chutney + 100ml Milk + One slice of Muskme	

00 am to 9.30 am 100 ml Milk Tea / Coffee	Watermelon		100 gm of Muskmelon	100 gm + One Banana	100 gm of Watermelon		100 gm of Watermelon
Lunch: 1.00 p.m. to 3.00 p.m.	Nauratan Korma with Papad + Dal + Rice + 2/3 Chapatis + Pickle	Egg Curry + Dal + Rice + 2/3 Chapatis + Pickle	Chicken / Dal Ghost + Rice + 2/3 Chapatis + Pickle	Bhindi Masala + Dal + Rice + 2/3 Chapatis + Pickle	Chicken Biryani with Dahi Raita + Kachumber + Dudhi / Gajar Halwa or Kheer + Pickle	Soyabeen + Dal + Rice + 2/3 Chapatis + Pickle	Dal Makhani + Rice + 2/3 Chapatis + Pickle
Evening Tea/Snacks: 4.00 p.m. to 5.30 p.m.	Tea with Biscuit	Tea with Vada Pav	Tea with Chicken Cutlet	Tea with Chicken Spring Roll	Tea with Toast / Khari Biscuit	Tea with Chicken Kabab	Tea with Vegetable Samosa / Bread Pakoda
Dinner: 8.00 p.m. to 10.30 p.m.	Chicken Korma + Dal + Rice + 2/3 Chapatis + Salad + Pickle	Chicken Schezwan Shahi Paneer + Fried Rice / Bhajia Curry Khichdi + Dal + Rice + 2/3 chapatis + Pickle	Turai / Alu Parwal + Dal + Rice + 2/3 Chapatis + Salad + Pickle	Panner Tikka Masala + Dal + Rice + 2/3 Chapatis + Pickle	Alu Flower / Watana Mix Bhajia + Dal + Rice + 2/3 Chapatis + Pickle	Chicken Khajma / Fish Curry + Dal + Rice + 2/3 Chapatis + Salad + Pickle	Chicken Pulao / Paneer / Chicken Hyderabadi Tahriri with Dahi Salad + Pickle
Total Rate per Day Rs. =							
Total Rate per Day x 30 Days Rs.=							

Note: All materials/items/ingredients used for cooking should be of standard quality. Only Agmark Refined Oil will be used for Cooking.

**Chief Executive Officer
Haj Committee of India
Mumbai**

SCHEDULE “ B “ (Bidding Price)

I, _____ S/o. _____
known by the firm called _____, have
gone through the terms and conditions by the Tender Notice, the items to be used
for cooking, and weekly Menu, and after going through all these, I Quote the
following rate per student per day as Rs. _____, (Rupees
_____). Kindly
consider my quotation rate and give me an opportunity to serve.

Date: _____

Signature & Seal of the bidder

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	24-08-2026 19:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	24-08-2026 19:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Minority Affairs
विभाग का नाम/Department Name	Haj Committee Of India
संगठन का नाम/Organisation Name	Haj Committee Of India
कार्यालय का नाम/Office Name	Haj House
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :patoceo.hci@gov.in Buyer Email id: hajhouse.hci@gov.in
वस्तु श्रेणी /Item Category	Canteen Service - Best Price on Fixed Menu Rate Model - Vegetarian, Non-Vegetarian; Breakfast, Lunch, Dinner, Snacks, Beverages; Inside Building Premises (exclusive for employees/ patients/ in house personnel)
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	80 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	1 Year (s)
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	2
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	10000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	14

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

HAJ COMMITTEE OF INDIA

HAJ HOUSE, HAJ COMMITTEE OF INDIA, Mumbai - 400001

(.)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1+X\%$	15

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

3. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within $L-1+ 15\%$ (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for % (selected by Buyer) percentage of total

quantity. The buyers are advised to refer the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

4. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Annual Turnover and Profit Requirement:As per the tender documents

Number (up to 100%) of service provided in the past year to government agencies with minimum footfall.:As per the tender documents

Number (Up To 100%) Of contracts executed with business revenue of not less than xxx in A Single Contract To A Government Agency In The Past Three Years:As per the tender documents

Minimum Years (Up To 5 Years) Of Experience in Related Field:As per the tender documents

Geographic Presence In States:As per the tender documents

Canteen Staff:[1786709672.pdf](#)

Distribution/ Serving Style:[1786709679.pdf](#)

Specifications of Food Consumables (Brand, specific mandi, supplier store, Vegetables, Cooking Essentials, Packaged foods, food ingredients, etc):[1786709684.pdf](#)

Menu Items:[1786709691.pdf](#)

Display Shelf Details:[1786709727.pdf](#)

Last 3 Year Consumption of Canteen for Service Provider's reference:[1786709738.pdf](#)

Scope of Work:[1786709754.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
18-08-2026 15:00:00	Committee Room, 1st floor, Haj Committee of India, Haj House Building, Mumbai - 400001

Canteen Service - Best Price On Fixed Menu Rate Model - Vegetarian, Non-Vegetarian; Breakfast, Lunch, Dinner, Snacks, Beverages; Inside Building Premises (exclusive For Employees/ Patients/ In House Personnel) (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Diet	Vegetarian , Non-Vegetarian

विवरण/ Specification	मूल्य/ Values
Type of Meal	Breakfast , Lunch , Dinner , Snacks , Beverages
Type of Canteen Space	Inside Building Premises (exclusive for employees/ patients/ in house personnel)
Electricity Charges	To be provided by Buyer
Cooking Gas Charges	To be provided by Service Provider
Water Charges	To be provided by Buyer
Basic Furniture	To be provided by Buyer
Canteen's Operational Days in a week	7 days a week
Cooking Equipments	To be provided by Service Provider
Essential Crockery	To be provided by Service Provider
Canteen Staff	To be provided by Service Provider
Distribution/ Serving Style	From single point - (canteen establishment)
Uniform for Canteen Staff	To be provided by Service Provider
Display Shelf	To be provided by Service Provider
Smart Vending Machines	Not Required
Raw Material	To be provided by Service Provider
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Canteen Start Time	07:30 am
Canteen End Time	10:30 pm

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Mohammed Tariq Badiuzzaman	400001,HAJ HOUSE, 7-A, M.R.A. MARG (PALTON ROAD), MUMBAI - 400001	Project / Lumpsum Based	- Total Canteen Space (In Sqft) : 550 - Total No of Employees/ Individuals/ Footfall to be served per day : 100 - Monthly License Fee : 0 - Duration in Months : 12 - Working Days in a Month : 31

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

2. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

3. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

4. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

5. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

6. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and
- All operative provisions of the erstwhile Labour Laws until their complete substitution.

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---