

**ENGINEERING DEVELOPMENT BOARD
MINISTRY OF INDUSTRIES AND PRODUCTION**

TERMS OF REFERENCE (TOR)

Invitation of Bids for Operation of Canteen at Engineering Development Board

1. Background

The Engineering Development Board (EDB) intends to provide a clean, hygienic, reasonably priced and well-managed canteen facility for its employees, visitors and other authorized persons.

The canteen space available within the EDB premises is proposed to be offered through a transparent and competitive bidding process for selection of a suitable and experienced canteen operator. The successful bidder will be responsible for arranging and managing the canteen facility at its own cost and risk, in accordance with the terms and conditions prescribed by EDB.

2. Purpose of the TOR

The purpose of these Terms of Reference is to establish the basic requirements for inviting competitive bids and selecting a suitable operator for running the canteen at EDB.

The selected operator will be expected to establish and operate the canteen in a professional manner, ensuring hygiene, quality food, reasonable prices, cleanliness and satisfactory service throughout the contract period.

3. Scope of Work

The selected canteen operator shall be responsible for:

1. Setting up and operating the canteen facility at the space provided by EDB.
2. Arranging, at its own expense, all necessary portable/mobile and removable structures, fixtures, equipment, furniture and other materials required for operation of the canteen.
3. Providing hygienic, fresh and good-quality food, snacks, beverages and other approved items.
4. Maintaining high standards of cleanliness and food hygiene within the canteen and surrounding service area.
5. Providing adequate and courteous service to EDB employees and visitors.
6. Deploying sufficient and trained staff for smooth operation of the canteen.
7. Ensuring that all food items are prepared, stored and served in a safe and hygienic manner.
8. Managing procurement, storage and preparation of food and other consumables at its own cost.
9. Ensuring proper disposal of food waste and other waste generated from the canteen.
10. Maintaining all equipment, furniture, fittings and other items installed by the operator in good working condition.
11. Complying with all applicable laws, rules, regulations and requirements relating to food safety, health, sanitation, labor and other relevant matters.

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12. Obtaining and maintaining, at its own cost, any license, registration, permit or approval required under applicable law.
13. Complying with the instructions issued by EDB from time to time regarding security, discipline, cleanliness and proper use of the premises.

4. Development of Canteen Space

The successful operator will develop and manage the allocated canteen space according to the operational requirements.

Any such development shall:

- Be carried out entirely at the operator's own cost and risk.
- Use only portable, mobile and/or removable structures and materials.
- Not involve any permanent construction, structural alteration or damage to the EDB premises, except the floor of the area.
- Be of a reasonable standard and suitable for maintaining a clean and hygienic food-service environment.
- Comply with the requirements and directions of EDB.
- Be removed by the operator, at its own cost, upon expiry or termination of the contract, unless EDB decides otherwise.

No structural work, electrical modification, plumbing alteration or other permanent change to the premises shall be undertaken without prior written approval of EDB.

5. Eligibility of Bidders

The bidder should preferably have relevant experience in operating canteens, cafeterias, restaurants, institutional catering facilities or similar food-service establishments.

The bidding documents shall specify the detailed eligibility requirements, which may include:

- Relevant experience in the food/catering sector.
- Valid registrations/licenses, where applicable.
- Details of manpower proposed to be deployed.
- Acceptance of EDB's terms and conditions.
- Any other documents considered necessary by EDB.

6. Food Quality and Hygiene

The operator shall give particular attention to food quality and hygiene. The following minimum standards shall be maintained:

- Fresh and good-quality ingredients shall be used.
- Food shall be prepared and served in hygienic conditions.
- Cooking and serving areas shall be kept clean at all times.
- Food shall be properly covered and protected from contamination.

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- Clean drinking water shall be provided, where required.
- Kitchen utensils, equipment and serving items shall be properly cleaned.
- Food handlers shall maintain appropriate personal hygiene and wear suitable clean attire.
- Expired, stale or otherwise unsafe food shall not be stored or served.
- Appropriate arrangements shall be made for garbage collection and disposal.

EDB may inspect the canteen and food preparation/service arrangements at any reasonable time to ensure compliance with the prescribed standards.

7. Menu and Prices

The operator shall submit a proposed menu and items list attached as part of its bid or before commencement of operations, as may be specified in the bidding documents.

The menu should provide a reasonable variety of meals, snacks and beverages suitable for the requirements of EDB employees and visitors.

Prices shall be reasonable and competitive. EDB may require the operator to submit a revised price list where prices are considered unreasonable or inconsistent with prevailing market rates.

8. Working Hours

The canteen shall remain operational during the working hours prescribed by EDB and during such additional hours as may reasonably be required.

The exact operating hours shall be specified in the bidding/contract documents and may be adjusted by EDB according to office requirements.

9. Manpower

The operator shall arrange sufficient and competent staff for the efficient operation of the canteen.

The operator shall be responsible for:

- Recruitment and payment of its employees.
- Salaries, wages, benefits and other employment-related liabilities, as per applicable law.
- Cleanliness and appropriate conduct of canteen staff.
- Ensuring that staff comply with EDB's security and administrative requirements.
- Replacement of any staff member whose conduct or performance is considered unsatisfactory by EDB.

No employee of the operator shall be considered an employee of EDB by virtue of working at the EDB premises.

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10. Expenses

Except for facilities specifically provided by EDB all expenses associated with establishment and operation of the canteen shall be borne by the successful operator.

11. Safety and Security

The operator shall ensure safe operation of the canteen and shall take all reasonable measures to prevent accidents, fire hazards, contamination and damage to EDB property.

The use and storage of cooking equipment, gas cylinders, electrical appliances and other potentially hazardous items shall be subject to applicable safety requirements and EDB's instructions.

The operator shall be responsible for any loss or damage caused to EDB property due to negligence, misuse or misconduct attributable to the operator or its staff.

12. Inspection and Monitoring

EDB reserves the right to inspect the canteen, kitchen/service area, food items, equipment and related arrangements at any reasonable time.

13. Contract Period

The initial contract period shall be specified in the Agreement documents.

Any extension or renewal shall be subject to satisfactory performance of the operator, mutual agreement and approval of EDB, in accordance with the applicable rules and contractual provisions.

14. Security Deposit / Performance Guarantee

The successful bidder shall furnish a security deposit/performance guarantee, equal to Rs. 50,000

15. Bid Evaluation

Bids shall be evaluated in accordance with the criteria specified in the bidding documents.

The evaluation may take into account:

- Eligibility and compliance with mandatory requirements.
- Relevant experience.
- Proposed menu prices/rates.

The competent authority of EDB shall have the right to accept or reject any bid in accordance with applicable rules and the bidding documents.

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16. General Responsibilities of the Operator

The successful operator shall:

- Operate the canteen strictly in accordance with the contract.
- Maintain cleanliness and discipline.
- Ensure availability of agreed food items during operating hours.
- Avoid any activity that may cause inconvenience to EDB employees or visitors.
- Not sublet, transfer or assign the canteen operation to another party without prior written approval of EDB.
- Not use the canteen premises for any purpose other than the approved activity.
- Comply with all reasonable directions issued by EDB.
- Maintain proper records of purchases, food supplies and other relevant matters where required by EDB.
- Be responsible for all taxes, duties, fees and other statutory liabilities applicable to its business.

17. Termination

Each of the party shall have the right to terminate the contract in accordance with the terms and conditions prescribed in the bidding documents and contract, on prior notice of one month.

18. Handover of Premises

Upon expiry or termination of the contract, the operator shall hand over the allocated space to EDB in a clean and satisfactory condition.

All portable/mobile/removable structures, equipment and materials belonging to the operator shall be removed at its own cost, unless otherwise agreed or directed by EDB.

Any damage caused to the premises by the operator shall be repaired at the operator's cost to the satisfaction of EDB.
