

IMAGE [Indian Medical Association Goes Eco-friendly]

Outsourcing - Industrial Canteen Service at the IMAGE CBWTF Premises

About us:

Under the auspices of the Indian Medical Association Kerala; the Scheme IMAGE is the largest CBWTF Plant in India; located at Manthuruthy in Palakkad [Near Malampuzha] having more than 500 employees working in the Plant in three shifts [24x7].

Objective:

EOI is invited for providing Canteen-services for availing good food to the staff and to the workers at the IMAGE CBWTF Plant [Indian Medical Association Goes Eco-friendly]. For cooking [preparing] and for maintaining food service supplies to the workers inside the IMAGE Plant premises, for a minimum period of one year based on the mutually agreed terms and conditions to be executed as a renewable contract accordingly.

General Terms:

1. Caterers should be an ISO certified FSSAI registered agency and should have proven record for catering/service at reputed unit/ institutions.
2. The caterer will have to enter into an agreement with IMAGE before taking charge of the Industrial Canteen and commencement of the canteen work.
3. Timings: The Canteen shall operate from 6 AM to 10 PM on all days. In addition, the canteen may have to be kept functional [at times] for late night also depending on the directions of the management given from time to time.
4. The caterer will have to supply Breakfast, Lunch, Dinner, Tea, Coffee, Soft-drinks, and Snacks in the canteen as per requirement and schedules.
 - i) The average number of lunches being served every day at the IMAGE Plant premises are 200 Plates.
 - ii) The snacks being distributed at the IMAGE Plant everyday ranges from 250 to 400 numbers.
 - iii) The items mentioned in the schedules are presently being prepared in the existing Canteen and are only indicative.
 - iv) The successful vendor may introduce more items/variety based on acceptability, rate reasonability and approval of the Factory Management.
 - v) In addition, a list of items which may be newly introduced by the caterer are also may be included in the list.
 - vi) Food items which are usually demanded by the workers and regularly consumed as snacks (such as Samosa, Vada, Pazhampori, Pakoda, Puffs, Cake etc..) also to be made available in the canteen throughout the day.
 - vii) On any special demand for any food item; during the meetings of the officers or during the visits of any VIPs to the Plant; also, should be provided. In such cases prior intimation will be given as far as possible.
 - viii) The approved price of the eatables should be prominently displayed at the Counter/Notice Board kept in the Canteen at a conspicuous place.

5. The caterer shall engage sufficient Cooks as well as the Bearers to prepare and to distribute/supply the items of snacks / tea and other food items.
6. The caterer will ensure that raw material used for cooking are of very good quality, safe for human consumption and conform to the standards laid down by the Government of India in this regard from time to time. [The caterer would be required to use only ISI / AGMARK Food grade products as per the FSSAI norms].
 - i) In the event of any food poisoning / food contamination from the food items supplied from the canteen; the caterer o n l y will be held fully responsible and hence will be liable to other penal actions also under the law.
 - ii) All the eatables should be served only in neat and in clean utensils in clean area.
 - iii) Cost of t h e food & beverages supplied must be competitive and reasonable as per the given standards.
 - iv) There shall be a complete ban on the use of single use plastic materials in all the operations of the canteen.
7. IMAGE will provide sufficient space at the IMAGE Plant premises to the caterer/contractor for running the canteen at a nominal monthly rent mutually agreed between the parties themselves.
 - i) The caterer/contractor is not allowed to bring any persons from outside the IMAGE Plant without the permission from the management.
 - ii) Contractor will bear the damage happened, if any, to the facility, site/premises by him or by his workers.
8. The IMAGE Management will provide the caterer/contractor with the essential food serving plates, cups, glasses, and the utensils/wares for serving the food. But other cooking appliances such as mixture grinder, cook-wares and cold-storage appliances for the preparation and storage of the food items are to be brought by the contractor.
9. Adequate furniture [tables, chairs, cutting boards, storage cabinets, etc..] will be provided to the contractor by the IMAGE management.
10. Water and Electricity shall be provided free of charge by the IMAGE Management.
11. The contractor shall be responsible to bear the LPG gas consumption charges. It's important that the contractor shall use only LPG for the preparation of food items.
12. The caterer will ensure proper sanitation/hygienic conditions in the premises and deploy only such persons free from any infectious diseases who should be having the mandatory certificate of health issued from the department of health.
13. All the mandatory registrations as necessitated by the Department of Food & Safety must be correctly fulfilled and hence will be the exclusive duty and obligation of the contractor of the canteen.

Conforming the provisions of the Labour Acts:

1. The caterer shall be responsible for the compliance of the labour laws in respect of personnel employed by contractor.
2. The caterer shall be the employer for its workers and the IMAGE management will not be held responsible fully or partially for any dispute that may arise between the contractor/caterer [employer] and the [employees] workers.
3. The contractor shall comply with the latest provisions of:
 - i) Minimum Wages Act 1948 and rules made there under.
 - ii) Provisions of payment of Wages Act 1936 and rules made there under

- iii) Provisions of Contract labours (Regulation and Abolition) Act 1970
 - iv) Provision of Employees Provident Fund Act 1952.
 - v) Provision of Workmen Compensation Act 1923
 - vi) The Bonded Labour system (Abolition) Ordinance 1975 & Rules
 - vii) Any other rule/law/regulation/ordinance as applicable.
4. The contractor shall conform to all the laws, rules and regulations in force pertaining to the employment of local or migrant labour and shall take all necessary precautions to ensure and preserve the health and safety of all workers.
 5. The contractor shall not employ children below the age of 18 years as labourers directly or through petty contractor or sub- contractor for execution of the work.
 6. The caterer would be responsible for verifying antecedent of the persons employed by them and the PVR [police verification report] shall be provided to the IMAGE for each staff employed; for the generation of Gate Pass to the Plant.
 7. The Contractor shall ensure proper conduct of his personnel in office premises, and enforce prohibition on consumption of alcoholic drinks, pan-masala, smoking, loitering inside the premises without any work.
 8. The workers of the canteen will vacate the premises of the building every day after the work is over and they will not be allowed to sleep in the canteen premises or otherwise utilize the premises in any other way after the working hours unless their services are required to meet any exigencies.
 9. Daily cleaning of canteen shall be done by the caterer. The garbage of the canteen shall also be disposed of by the caterer on daily basis. The caterer shall ensure cleanliness of the canteen premises including the washrooms all the time.
 10. The caterer shall be responsible for all damages or losses of the factory's property and will be liable to make good any such loss or damage excepting those due to reasonable use or wear and tear or such as caused by natural calamity.
 11. It shall be the sole responsibility of the caterer to obtain and keep ready necessary license/permissions from various authorities for running catering services and produce the same before the concerned authority as and when asked for. An undertaking to this effect has to be given by the caterer.
 12. Exclusive liability/responsibility; in case of any accident which results in injury/death to any canteen worker or any of their employed staff [during the course of the employment with the canteen contractor inside the IMAGE Plant premise] shall be of the caterer/contractor.
 - i) The caterer is required to maintain the details of all his employees/workers and a list of such employees along with their details should be provided to the Department in the prescribed proforma.
 - ii) The Contractor should ensure the Medical Check-up of the Canteen Staff once in every six months by a qualified medical practitioner and should keep the medical certificate and schedule.
 - iii) Only those employees of the Caterer will be allowed to be engaged whose police verification has been completed.
 - iv) The caterer will be responsible for payment of wages/salaries and social security dues of all such employees.
 - v) A quarterly certificate to this effect shall be submitted to the IMAGE Management by the Caterer/Contractor certifying that all the mandatory dues such as PF, ESI., etc have been paid for caterer's employees.

13. The caterer shall not use the canteen premises for any other activity except for the purpose for which it has been provided for.
14. The caterer shall ensure that all the canteen employees, during their working hours, wear neat and tidy uniform and use hygienic gloves supplied by the caterer. [No canteen labour shall be allowed to perform his duty without proper uniform/attire].
15. The caterer shall not stock any inflammable or otherwise dangerous material, goods, narcotics or drugs in any part of the allotted space which are fire and health hazard to the property.
16. The caterer will deploy adequate manpower for work during late hours and on Saturdays / Sundays including the declared holidays, according to the requirement of the IMAGE.
17. The caterer shall be personally responsible for conduct and behaviour of its staff. If it is found that the conduct or performance of any person employed by the caterer is unsatisfactory, the caterer shall have to remove the concerned person concerned and engage a new person within 48 hours of intimation by IMAGE. The decision of the Manager of IMAGE in this regard shall be final and binding on the caterer.
18. IMAGE reserves the right to appoint officials to inspect the quality of raw material, food and other items prepared and sold in the canteen. Any defect(s) pointed out by such officials during their visits shall be properly attended to by the caterer.
19. The caterer shall keep the canteen and its surrounding areas clean and up to date sanitation will be maintained every day.
 - i) The cleaning includes of utensil, kitchen canteen hall, floor, counter, benches, tables, chairs etc.
 - ii) The caterer shall install its electronic fly-kill/insect repellent equipment at its own cost.
 - iii) The caterer shall maintain a very high level of hygiene, purity, cleanliness.
 - iv) The contractor should ensure that the image of the canteen does not get adversely affected by the poor upkeep, bad smell or untidy looks of canteen staff, or poor food quality.
20. The caterer shall ensure that either he/she himself/herself or his/her representative is available for proper administration and supervision during the working hours at the works to the entire satisfaction of the IMAGE management.
21. The caterer shall issue electronic receipts/vouchers and accept digital payments. The caterer shall install a desktop, monitor and printer of its own for this purpose.
22. The caterer shall process the bills of items supplied to officers/in meetings on monthly basis and submit the bills in prescribed format for payment.
23. The caterer shall maintain a Complaint Register /Feed-back Register or install a Box under lock and key for receiving written complaints at the Cash Counter.
24. The caterer shall be responsible for suitable waste disposal of the food items and non- biodegradable items separately. Dumping of non-biodegradable waste anywhere inside the factory premises is prohibited.

Average Rates: BEVERAGES/ SNACKS/ BREAKFAST

Name of Item	Unit	Quantity	Rate Rs.
Snacks			
1. One Samosa	gm	70	
2. One Bonda	gm	70	
3. One Parippu Vada	gm	70	
4. Uzhunnu Vada	gm	70	
5. Bread toast	gm	70	
6. Pazhampori	gm	70	
7. Vegetable Cutlet	gm	70	
8. Chicken Cutlet	gm	70	
9. Veg Puffs	gm	70	
10. Chicken/ Egg Cutlet	gm	70	
11. Unniyappam	gm	70	
12. Modagam	gm	70	
13. Ilayappam	gm	70	
14. Onion Vada	gm	70	
Beverages			
15. One Cup tea (standard)	ml	100	
16. One Cup coffee (standard)	ml	100	
17. Lime Sarbath	ml	200	
18. Plain Lime Juice	ml	200	
19. Mint Lime	ml	200	
Tiffin Items			
20. Idly	gm	70	
21. Ordinary Thattu Dosa	gm	70	
22. Dosa	gm	70	
23. Masal Dosa (Dosa 70gm, masal 30gm)	gm	70	
24. Puri with Masal puri 70gm, masal 30gm)	gm	70	
25. Appam	gm	70	
26. Idiappam	gm	70	
27. Uppuma	gm	200	
28. Chapati	gm	70	
29. Parotta	gm	70	
30. Puttu	gm	200	
Dishes /Curry Items			
31. Sambar, Tomato and Coconut Chutney	Free with dosa, idly items		
32. Kadala Curry	gm	200	
33. Egg Curry	gm	200	

34. Chena Masala	gm	200	
35. Veg Stew	gm	200	
36. Mixed Veg Kuruma	gm	200	
37. Tomato Curry	gm	200	
38. One boiled Egg	1	no	
39. Single Omelette	1	no	
40. Double Omelette	1	no	
41. Chicken Curry	gm	200	
42. Mutton Curry	gm	200	
43. Beef Curry	gm	200	
44. Chicken Fry	gm	200	
45. Beef Roast	gm	200	
46. Gobi Masala	gm	200	
47. Sea Fish Fry	gm	200	
48. Sea Fish Curry	gm	200	
49. Dam Fish Fry	gm	200	
50. Dam Fish Curry	gm	200	
Meals			
51. Curd rice	gm	300	
52. Meals (unlimited) with Sambar, Parippu Curry, Pulissery, Rasam, Thoran, Aviyal, Kitchadi/ Inchi Curry , Pickle, Pappadam		UL	
53. Chicken Biryani (300g) with 150g Meat	gm	450	
54. Beef Biryani (350g) with 100g Meat	gm	450	
55. Mutton Biryani (350g) with 100g Meat	gm	450	
56. Fried Rice (400g)	gm	400	

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