

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E)
ANDHRA PRADESH, VIJAYAWADA**

No: OE-I/Canteen/2025-26

Dated:30/09/2025

TENDER NOTICE FOR OUTSOURCED CANTEEN SERVICES

Sealed Tenders are invited from registered and reputed vendors to provide outsourced canteen services to this office at Vijayawada Station from 01.11.2025 to 31.03.2027.

Interested firms/agencies having experience of providing the above-mentioned services can download the tender documents, with terms and conditions from the Government e-Marketplace (GeM). The duly completed tender documents should be submitted in the drop box kept at OE-I Section at our office on or before 10.10.2025 @3.00 PM. The tenders will be opened on the same day at 4.00 PM in the presence of all the interested bidders who wish to be present in the chamber of Sr. Accounts Officer/OE.

The bidder shall submit Tender/Bid in two separate sealed covers as detailed.

- a) Technical Bid:** it contains EMD, and details of bidder (PAN and other Registration Certificates) as detailed in **Annexure-A**
- b) Financial Bid:** in Financial bid the bidder must quote the cost of described items as detailed in **Annexure-B**

The Principal Accountant General (A&E), Andhra Pradesh, reserves the right to accept or reject any or all tenders without assigning any reasons thereof.

The EMD for Rs. 25,000/- should be enclosed with the tender documents and should be drawn in favour of Senior Accounts Officer (Bills), Office of the Principal Accountant General (A&E), Andhra Pradesh, Vijayawada should be enclosed with the tender. EMD may be exempted for MSME registered vendors based on providing their valid MSME registration certificates.

-Sd-
Deputy Accountant General (Admn)

1. Terms and Conditions:

- 1.1 The terms and conditions shall include but not limited to catering the food in canteen and table services but also to adhering to the sanitary rules for cook house, pantry and dining hall as per the copy enclosed.
- 1.2 The broad scope of work includes establishment of vendor based departmental canteen at Stalin Central Mall, Governor pet, and Vijayawada for catering to the needs of 300 to 400 persons for an establishment of 800 personnel.
- 1.3 **The vendor should provide Breakfast between 08:00 AM to 09:00 AM and Lunch between 01:00 PM to 02:00 PM and snacks from 03:30 PM to 04:00 PM including serving of Tea/Coffee in the sections to the staff in this office as per the requirement.**
- 1.4 The canteen facility should be provided between Monday to Friday except on Saturday and Sunday and on all public holidays. In case of any exigency of work during Saturday and Sunday or on public holidays the canteen may be requested to cater for that particular day or period based on office request.
- 1.5 It is the responsibility of the contractor to assess the daily consumption and to prepare such quantities as to cater to the needs of the premises. Any excess or waste of food is the responsibility of the vendor.
- 1.6 The contractor shall deploy all canteen staff at O/o the Principal Accountant General (A&E), AP with robust health and clean record within the age group of 21 to 50 years after verification by local police. In case any of the personnel provided is not found suitable, the office shall have the right to ask for their replacement without giving any reason thereof and the agency shall on receipt of a written communication replace such person by the next calendar day.
- 1.7 The contractor must provide work force in sufficient numbers to cater to the building as required and of quality to ensure workmanship of the degree specified by the contractor and to the satisfaction of the O/o The Principal Accountant General (A&E), AP.
- 1.8 The contractor shall ensure that all canteen staff are fully conversant with the premises and with the sensitivity of the function of this office and its related canteen requirements.
- 1.9 The contractor shall submit their own schedule of activities for approval of the O/o The Principal Accountant General (A&E), AP for improvement in canteen services.
- 1.10 The canteen and surrounding areas shall always be kept in well hygienically clean and disinfected condition.
- 1.11 O/o The Principal Accountant General (A&E), AP shall have the right to have any person removed who is considered to be undesirable or otherwise and similarly the contractor reserves the right to remove the personnel with prior permission of the O/o The Principal Accountant General (A&E), AP.
- 1.12 The contractor shall cover its personnel under insurance for personnel accident and or death while performing duty.
- 1.13 The contractor should exercise adequate supervision to ensure proper performance of canteen services in accordance with requirements.
- 1.14 The contractor shall issue identity cards/identification documents to all its employees which will be instructed by the contractor display the same at all times. The personnel of the contractor shall be subject to detailed direction and control of the contractor and in relation to manner and model of performance of duties, as agreed vide this agreement.
- 1.15 The personnel of the Contractor shall not be the employees of O/o The Principal Accountant General (A&E) and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contractor. The Contractor shall make them known about this position in writing before deployment under this agreement.
- 1.16 The Contactor shall also provide at its own cost all benefits statutory of otherwise to its employees

and O/o The Principal Accountant General (A&E) shall not have any liability whatsoever on this account.

- 1.17 It shall be the sole responsibility of the Contractor to maintain the canteen services of cleaning and maintenance of the canteen at O/o The Principal Accountant General (A&E), AP in the most hygienic, clean and standard way and in the manner as desired by O/o The Principal Accountant General (A&E).
- 1.18 The Contractor shall also ensure that all canteen areas viz. canteen hall, kitchen, storeroom, Toilets, Floors, Main Entrances, rear exit door, balcony etc. are kept neat and clean every time and shall be maintained in the neat and tidy condition every time. In case it is found that the canteen services are not rendered satisfactorily, it shall invoke the penalties clauses and O/o The Principal Accountant General (A&E), AP shall have the right to terminate in the contract.
- 1.19 O/o The Principal Accountant General (A&E) shall have the right to terminate in the Contract; Contractor must provide to its employees/supervisor's photo identify cards properly displayed during the duty time. No extra payments shall be claimed by the Contractor or its deployed staff from O/o The Principal Accountant General (A&E) for such items.
- 1.20 Contractor must employ adult and skilled personnel only, Employment of child labour shall lead to the termination of the contract at the risk and cost of the Contractor shall deploy/engage reliable persons at O/o The Principal Accountant General (A&E) after proper character and police verification and impose any conditions as per prevailing contractual labor laws for such engagements, take disciplinary action or reward any person at work etc., at its sole costs, risk and responsibilities. Contractors should intimate the details of any like name, age, percentage, address (residential as well as permanent) of all staff to O/o The Principal Accountant General (A&E) and shall also intimate changes in addresses of the staff as and when they take place.
- 1.21 Contractor shall deal with and settle matters related to unions and shall make sure that no labour dispute/problems are referred to O/o The principal Accountant General (A&E). It shall total indemnity of O/o The Principal Accountant General (A&E) in this regard.
- 1.22 Contractor should at all times indemnify O/o The Principal Accountant General (A&E) against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961 or any modification thereof or any other law relating thereto and rules made hereunder and amended from time to time, O/o The Principal Accountant General (A&E) will not own any responsibility in this regard. All mandatory provisions of Govt of India/Govt of AP/Municipal Authorities etc. may be followed scrupulously in running office canteen.
- 1.23 Contractor staff shall always be disciplined, properly dressed and be presentable at the time during duty. The people deployed by Contractor shall be properly trained, have requisite Experience and skills for carrying out a wide variety of work. The Contractor shall be solely responsible to tackle the matters in case any of its staff deployed under this contract falls sick or is injured or goes on strike/unfair activities etc. during performance of his/her duty and shall indemnify O/o The Principal Accountant General (A&E) in all respects under this contract.
- 1.24 Be it private or public areas, the Contractor's employees shall be liable to be frisked/checked by the security personnel at O/o The Principal Accountant General (A&E) premises or on duty at any time during performance of their duties.
- 1.25 Contractor's employees shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the government property/person.
- 1.26 Contractor shall be safely responsible for any Indiscipline, theft, loss or damage to any person or persons/property at the premises on account of acts of admission and commission by the staff deployed by him.
- 1.27 Contractor should prepare menu and take consent from Canteen Management Committee of this office.
- 1.28 Contractors should serve/use acceptable quality of material and quality and quantity of material used/food served will be subjects to check by O/o The Principal Accountant General (A&E).

- 1.29 Contractors will be provided with **premises to cook and serve food, electricity and water free of charge. Further the items as shown in the Annexure -C are also provided to canteen of rendering effective services to the AG staff. However, this cost should be subsumed in prices of food and tenders/quotations submitted accordingly.**
- 1.30 The food cooked on the office premises must not be sold outside the office. This violation will be viewed seriously, and contract shall be liable for termination.
- 1.31 Contractor must arrange for required utensils for cooking and serving purposes, fuel with all the security measures and prevailing / applicable law in force.
- 1.32 Any dispute whatsoever nature arises in respect of preparation of foods, service and any breach of law, contractor will be held responsible, and he/she has to settle, clear the same including cost and consequences.
- 1.33 The Contractor shall be responsible to obtain all the permissions required and to make such payment to local bodies/Authorities and no such cost or fee will be reimbursed by this office.
- 1.34 The contractor shall work in coordination with welfare section, Sr.AO/Admn, Sr.AO/OE for maintenance of the canteen.
- 1.35 The contractor shall, strictly abide by this all the guidelines issued by Ministry of Health & Family Welfare, the ministry of personnel affairs, Government of India, as well as the Government of Andhra Pradesh local authorities and also this office from time to time with regards, to sanitation, Hygiene, Health & Welfare, Pandemics etc. in coordination with welfare sections/Sr.AO (Admn) and Sr.AO/OE.

2. DEVELOPMENT AND TENTATIVE REQUIREMENTS OF CANTEEN STAFF

- 2.1 The Contractor shall deploy the required number of canteen staff for satisfactory canteen services, sweeping, cleaning, mopping of floors, cleaning of kitchen rooms, dusting furniture etc. at O/o The Principal Accountant General (A&E).
- 2.2 Waste Disposal Management: The Contractor shall ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The Contractor shall also ensure segregation of biodegradable and non-bio degradable garbage.
- 2.3 All Canteen staff must wear aprons and gloves. Will wear cooking cap and food server will wear hand gloves and Covid-19 protocol/preventive measures shall be followed

3. PENALTIES

- 3.1 Whenever and wherever it is found that the work is not performed up to the entire satisfaction of O/o The Principal Accountant General (A&E), especially under the supervision of the Contractor's Supervisor, it will be brought to the notice of Contractor by O/o The Principal Accountant General (A&E) and if no action is taken immediately, penalty of Rs. 500 per day per complaint will be imposed by invoking penalty clause.
- 3.2 Repairs and maintenance towards damages of Electrical, Sanitary, Water Pipes-fittings and other consumables in his /her working area shall be at the cost of Contractor.
- 3.3 The Contractor shall ensure that all statutory/mandatory requirements either related to wages disbursements or related to deposition of EPF/ESIC with concerned authorities or providing or ESIC facilities to the manpower are fulfilled.

4. SCHEDULE OF SERVICE (DAILY SERVICES (4.1 to 4.6) & WEEKLY SERVICES (4.7 to 4.8))

- 4.1 Catering food in canteen hall, table services as per requirement of staff.
- 4.2 Proper and effective cleaning, disinfecting, deodorizing fitting including removal of garbage at

regular intervals throughout the day.

- 4.3 Dusting of all items of furniture such as tables, chairs, windows and their glasses from inside and outside, all utensils in the premises, kitchen adjusting of all items of furniture in the canteen hall.
- 4.4 Depletion of wastepaper/refuse from wastepaper baskets/buckets and other places. The refuse shall be disposed of at the nearest garbage point of the Municipal Authorities.
- 4.5 Cleaning, dusting, vacuuming and disinfecting floors, walls and ceilings, removal of waste and any other garbage from the entire area covered under the contract.
- 4.6 **The vendor shall design and implement a system to regulate entry and manage food service operations, considering the presence of multiple central government institutions within the building. The quoted tender prices shall apply exclusively to the staff of the AG offices (Accounts and Audit), as the amenities are provided by the AG office. Accordingly, AG office staff shall receive food items at a discounted rate. The vendor may determine the selling price of food items for other customers at their discretion. It is the vendor's responsibility to establish a reliable mechanism, viz using ID cards or coupons etc., to distinguish AG office staff from other customers. The AG office shall not be liable for any mismanagement or errors in implementing this system.**
- 4.7 Cleaning of sanitary fittings, toilet drainpipes etc., in the toilets with standard cleaning material
- 4.8 Cleaning of all windows glasses and grills with detergents/ cleaning agents.
- 4.9 Washing of canteen hall, kitchen area.

5. CODE OF CONDUCT

The contractor shall strictly observe that its personnel

- 5.1 Are always smartly turned out and vigilant
- 5.2 Are punctual and arrive at least 15 minutes before starting their duty time.
- 5.3 Take charge of their duties properly and thoroughly
- 5.4 Perform their duties with honesty and sincerely.
- 5.5 Read and understand their post and site instructions and follow the same
- 5.6 Extend respect to all Officers and staff of the office of the client
- 5.7 Shall not drink on duty, or come drunk and report for duty
- 5.8 Will not gossip or chit chat while on duty
- 5.9 Will never sleep while on duty post
- 5.10 Will not read newspaper or magazine while on duty
- 5.11 Will immediately report if any untoward incident/misconduct or misbehavior occurs, to Contractor Control and O/o The Principal Accountant General (A&E)
- 5.12 When in doubt, approach concerned person immediately
- 5.13 They get themselves checked by security personnel whenever they go out.
- 5.14 Do not entertain visitors.
- 5.15 Should not smoke in the office premises

6. CONFIDENTIALITY

- 6.1 The phone number and movement plans of the client shall not be given to anyone.
- 6.2 The information about car numbers of any officials, Telephone numbers of officials or any other personal information, schedule of meetings or conferences, travel details of clients, about assets of

this office should not be given to any one through any channel.

7. REGULATION OF LABOR EMPLOYED BY THE CONTRACTOR:

- 7.1 The contractor shall comply with the provision of the Minimum Wages Act 1948, and payment of wages Act 1936, and the rules made there under in respect of all employees engaged by him in the canteen.
- 7.2 The contractor shall be responsible for the safety of all employees or workmen employed by him on the work and shall forthwith report to the Coordination Committee Members in all cases of accidents, however caused, and make adequate arrangements for rendering all possible aids to the victim of the accidents.
- 7.3 The contractor shall confirm and adhere to all laws, rules and regulations in force pertaining to the employment and in running of Canteen.

8 TERMINATION OF CONTRACT:

- 8.1 In case the performance of the contractor is found unsatisfactory on the grounds of quality of food served and standards not met besides all other terms of contract as stated above are violated, the O/o the PAG(A&E) reserves the right to terminate the contract by serving one month notice to the contractor. Similarly, if the contractor wants to terminate the contract, he/she shall also serve one month's notice to concerned office for withdrawal of Canteen facilities.

SANITARY RULES FOR COOK HOUSE, PANTRY AND DINING HALL

1. No one who has suffered from typhoid, paratyphoid fever or dysentery, or who is suffering from or is under treatment for venereal or any infections disease etc. must employed in any capacity in the cooking house, pantry, dining hall and in handling the food.
2. The uniforms provided will be washed and changed to a minimum of two to three times a week, cloth masks, gloves, caps be used for those who are directly concerned with cooking/preparation of food
3. A basin, clean water, soap, nail brush and clean towels will be provided in each cook house, pantry. All men employed as cooks and in handling of food will keep their nails trimmed and will invariably wash their hands before they handle the food
4. No personal clothing necessities as private property of men employed in the cook house, pantry will be kept there, nor will men wash and dry their clothing in the cook house
5. Smoking in the cook house is strictly forbidden; workers should go out in case anyone wants to smoke and wash his hands properly before resuming their duty
6. The Contractor will ensure that there is always sufficient supply of clean pieces of cloth available for washing and drying the dishes and the cooking utensils. The cloth used for handling hot and sooty vessels will be separate and distinct. After the last meal the used cloth pieces must be boiled in water containing washing soda and hung up to dry
7. All posts and pans will be freed from the grease, cleaned and dried after the last meal and placed on a shelf on their sides with their interiors exposed to the air and to view
8. The cook house, pantry etc. sinks, tables, chopping blocks, cutting boards, pastry slabs, mincing machines, knives, forks, and all other utensils will be kept as clean as possible while in use and will be thoroughly cleaned after each meal. All utensils, when not in use, will be kept in the places allotted for them and will be available for inspection at any time
9. Only food which is to be used during the current day will be kept in the cook's house. When not in process of cooking or in preparations for cooking it will be protected from flies, cockroaches etc. in flyproof food safes.
10. A steam sterilizer should be provided for sterilizing cups, plates etc.
11. Vegetables must never be placed in the same sink or receptacle in which pots and pans are cleaned

12. Food scraps, vegetable peelings and such like refuse will not be thrown on the floor but deposited in covered refuse bins provided for the purpose
13. The weekly/daily menu of food preparations will be hung up to be available for reference in the cook house as well as in the dining hall
14. Fuel, e.g. Gas Cylinders, Coal, Wood etc. will be kept in a fuel store outside the cook house; Coal box with lid may be kept inside the cook house to hold one meal's fuel in case oil is also used, it should be kept separately from coal wood.
15. The floor of the cook house pantry will be cleaned by scrubbing with hot water containing soda or soap and cresol solution after every main meal. All excess water must be dried up after scrubbing by mopping. The drainage and the flooring should have a slope and kept in good state of repair
16. Anti-rat, anti-pest measures will be strictly adopted, where food items (cooked/uncooked) are stored in order to avoid contamination and wastage of food
17. Wooden racks for fresh rations may be built on raised legs, kept near a place having cross ventilation and should not be against the walls. The racks/shelves should be made in such a manner that there is circulation of fresh air, and First in First out a (FIFO) rule can be followed. Leafy and delicate vegetables and fruits spread out as far as possible in single layers.
18. The contractor shall abide by the guidelines on Health, Hygiene, sanitary conditions issued by the Ministry of health, Govt. of India/ State Govt. /Local authorities and this office from time to time.
19. The contractor shall not employ/deploy any person in capacity who is suffering from Typhoid, Paratyphoid fever or Dysentery or under treatment for venereal/infectious/Contagious diseases in the Cook house, pantry, dining hall and handling the food.
20. The employed personnel shall provide well washed & hygiene uniform cloth masks, gloves, caps to those who are directly concerned with cooking/preparation of food/serving.

Annexure-A
Technical Parameters

1. Name of the firm.
2. Name of the authorized person submitting the Quote
3. Address of the Firm
4. Telephone Number with STD Code:
5. Mobile number of the person submitting the quote
6. Organization email ID
7. Registration and incorporation particulars of the firm
 - i) Private Limited ii) Public Limited iii) Any other specify:
8. Shop and Establishment of canteen registration number
9. FSSAI Number
10. License Number issued by Asst. Labour Commissioner
11. Value added Tax Registration number
12. Permanent Income Tax Number, Income Tax circle
13. Service Tax Number (attach copies)
14. TIN Number
15. Professional Tax number

16. Description of similar work of canteen services executed during the last three years.

Description of work/order executed	Actual value of work/order executed	Name of Government/ Department/ Organization	Starting date	Ending date	Document evidence at page number

17. Earnest Money Deposit (EMD): (Rs.25000 to be deposited on submission of Bids)

Signature and seal of Authorized person

Name:

#Please enclose copies of documents wherever necessary

##Quotation/price list for food items is to be attached separately

Note: Vendors/firms may get exempted from EMD, Experience and turnover by submitting the valid MSME registration certificates.

ANNEXURE- B
Financial Parameters

BREAKFAST:(On Rotation Basis)

S.No	Item	Quantity & Weight	Cost
1	Idli 2 No's with Palli chutney	Idli 100gms & Chutney 25gms	
2	Idli 2 No's with Sambar	Idli 100gms & Sambar 30gms	
3	Urad dal wada 2 No's with pallichutney	Wada 100gms & chutney 25gms	
4	Urad dal wada 2 No's with sambar	Wada 100gms & chutney 25gms	
5	Poori 2 No's with aloo curry	Poori 100gms & aloo curry 25gms	
6	Onion bonda 2 No's with palli chutney	Onion bonda 100gms & Chutney 25gms	
7	Mysore bajji 2 No's with Palli chutney	Mysore bajji 100gms & Chutney 25gms	
8	Uthappam 1 No with palli chutney	Uthappam 80gms & chutney 25gms	
9	Plain dosa 1 No with palli chutney	Dosa 30gms & chutney 25gms	
10	Masala Dosa 1 No with palli chutney	Dosa 30gms, Stuffing 25gms & chutney 25gms	
11	Onion Dosa 1 No with pulley chutney	Dosa 30gms, stuffing 25gms & chutney 25gms	
12	Onion bath	Onion bath 120gms & 25gms chutney	
13	Tomato bath	Tomato bath 120gms & 25gms chutney	

LUNCH (VEGETARIAN DISHES)

S.No	Item	Quantity & Weight	Cost
1	Meals	Rice 350gms, 50gms dal curry or sambar, veg curry 50gms, Rasam	

		40gms, Curd 40, Chips 25gms	
2	Veg Thali	Rice 200gms, 2 chapathis 100gms, dal curry 50gms, veg curry 100gms, Curd 50gms	
3	Veg biryani	Basmathi rice 250gms & raitha 30gms	
4	Chapathikurma	Chapathi 100gms & 50gms kurma	
5	Curd rice	Rice 350gms & 25gms pickle	
6	Lemon rice/Pulihora	Rice 350gms & 25gms pickle	
7	Double kamita	50gms each	
8	Gulabjamun	50gms each	
9	Boondiladdu	50gms each	
10	Jangri/Any Andhra special	50gms each	
11	Badusha	50gms each	
12	Tea	35ml per cup	
13	Coffee	35ml per cup	
14	Green Tea	35ml per cup or per bag	

Signature and seal of Authorized person

SNACKS

S.No	Item	Quantity & Weight	Cost
1	Mirchi Bajji	100gms each	
2	Punugulu	100gms each	
3	Masala vada	100gms each	
4	Pakoda	100gms each	
5	Any Andhra Special	100gms each	
6	Lemon rice/Pulihora	100gms each	

Signature and seal of Authorized person

Annexure C

The list of items provided to the vendor of rendering effective services to the AG staff.

Sl. No.	Name of stock item	Quantity
1	Water dispenser	1
2	Water cans	7
3	Plastic Chairs	14
4	Air Cooler	3
5	Wall mounting fans	4
6	Canteen Store Room table	1
7	Round eating tables	6
8	Chairs	25
9	Ceiling fans	5