

E-TENDER DOCUMENT

OPERATION OF CAFETERIA FOR SELLING OF FOOD ITEMS TO VISITORS & STAFF IN NEHRU SCIENCE CENTRE, MUMBAI



नेहरू विज्ञान केन्द्र NEHRU SCIENCE CENTRE

(राष्ट्रीय विज्ञान संग्रहालय परिषद की इकाई)
(A UNIT OF NATIONAL COUNCIL OF SCIENCE MUSEUMS)

संस्कृति मंत्रालय, भारत सरकार

**MINISTRY OF CULTURE,
GOVERNMENT OF INDIA**

**डॉ. ई. मोजेस मार्ग, वर्ली, मुंबई – 400 018
DR. E. MOSES ROAD, WORLI, MUMBAI-
400 018**

E-TENDER No. NSCM/14024/270/2026

**INSTRUCTIONS TO THE TENDERERS/BIDDERS FOR E-SUBMISSION OF BIDS
ONLINE THROUGH E-PROCUREMENT SITE <https://eprocure.gov.in/eprocure/app>**

This tender document has been published on the Central Public Procurement (CPP) Portal (URL: <https://eprocure.gov.in/eprocure/app>). The tenderers /bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates (DSC). The instructions given below are meant to assist the tenderers/bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>

REGISTRATION:-

- 1) Tenderers/bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Click here to Enrol**” on the CPP Portal. Enrolment is free of Charge.

As part of the enrolment process, the tenderers/bidders will be required to choose a unique username and assign a password for their accounts.

Tenderers/bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Upon enrolment, the tenderers/bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

Only one valid DSC should be registered by tenderers/bidders. Please note that the tenderers/bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

Bidder then logs in to the site through the secured log-in by entering their user ID & password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS:-

- (a) There are various search options built in the CPP Portal, to facilitate tenderers/bidders to search active tenders by several parameters. These parameters could include organization name, location, date, value, etc. There is also an option of ‘**Advanced Search**’ for tenders, wherein the tenderers/bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- (b) Once the tenderers/bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tenders” folder. This would enable the CPP Portal to intimate the tenderers/bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- (c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS:-

- (a) Tenderer/bidder should take into account any corrigendum published on the tender document before submitting their bids. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and contents of each of the document that need to be submitted.
- (b) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally they can be in PDF / XLS / RAR / DWF formats as mentioned. **Bid documents may be scanned with 100 dpi with black and white option.**
- (c) To avoid the time and efforts required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the tenderers/bidders. Tenderers/bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting the bid just by tagging and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS:-

- 1) Tenderer/bidder should log into the site well in advance for bid submission so that he/she uploads the Bid in time i.e. on or before the bid submission time as per the system. Bidder will be responsible for any delay due to other issues.
- 2) Tenderer/bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Tenderer/bidder has to select the payment option as "offline" to pay the EMD and enter details of DD/any other accepted instrument.
- 4) Tenderer/bidder should prepare the EMD instrument as per the instructions specified in the tender document. Scanned copy of DD/any other acceptable instrument as mentioned towards EMD should be uploaded while online submission of the tender and the original should be posted/couriered/given in person to the Tender Processing Section latest by the last date and time of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the Scanned copy and the data entered during bid submission time otherwise the Tender will be summarily rejected.
- 5) The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the tenderers/bidders. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.
- 6) Tenderers/bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. The price bid has been given as a standard **Offer Sheet** in .xls format with the tender document, which is to be downloaded and to be filled by all the tenderers/bidders. Tenderers/bidders are required to download the **Offer Sheet** file, open it and complete the **green coloured (unprotected)** cells with their respective financial quotes and other details (such as name of the Tenderer/bidder). No other cells should be changed. Once the details have been completed, the tenderer/bidder should save it and submit it online, without changing the filename. If the **Rate Quote Sheet** file is found to be modified by the tenderer/bidder, the bid will be rejected. In e-Tendering, intending tenderer/bidder can quote their rate in figures only. The total amount is generated automatically. Therefore, the rate quoted by the tenderer/bidder in figures shall be taken as correct. The Comparative Statement is also generated automatically by the system. The Comparative Statement and rate quoted by each tenderer/bidder shall be downloaded. **The manual calculation check of**

tenders/bids and Comparative Statement, shall be final. In case, any discrepancy is noticed, the decision of appropriate authority of museum/centre shall be final and binding.

- 7) The server time (which is displayed on the tender's/bidder's dashboard) will be considered as the standard time for referring the deadlines for submission of the bids by the tenderers/bidders, opening of bids etc. The tenderers/bidders should follow this time during bid submission. The tenderers/bidders are requested to submit the tenders/bids through online e-tendering system to the **Tender Inviting Authority (TIA)** well before the bid submission end date & time (as per Server System Clock).
- 8) All the documents being submitted by the tenderers/bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized tender/bid openers.
- 10) Upon the successful and timely submission of tenders/bids, the portal will give a successful tender/bid submission message & a tender/bid summary will be displayed with the NIT/tender/bid no. or Name of Work and the date & time of submission of the tender/bid with all other relevant details.
- 11) The tender/bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any tender/bid opening meetings.

ASSISTANCE TO TENDERERS/BIDDERS:-

- (a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the
**Tender Inviting Authority (TIA),
Nehru Science Centre, Mumbai, Dr. E. Moses Road, Worli, Mumbai-400018
Website: www.nehrusciencesciencecentre.gov.in ,
Email: admin@nehrusciencesciencecentre.gov.in)**
- (b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk Ph. **1800-3070-2232.**

NEHRU SCIENCE CENTRE
(A unit of National Council of Science Museums)
Ministry of Culture, Government of India
Dr. E. Moses Road, Worli, Mumbai - 400018

NOTICE INVITING e-TENDER (e-NIT)

No. NSCM/14024/270/2026

Date: 19.01.2026

Nehru Science Centre, Mumbai is a constituent unit of the National Council of Science Museums, Kolkata* (*hereinafter referred to as the Nehru Science Centre).

General terms & Conditions:-

1. Online digitally signed e-tenders are hereby invited from eligible, reputed, well established and competent catering, canteen operators having proven experience and expertise in preparation and serving food to a large number of visitors / people for **“Operation of Cafeteria for selling of Food items to visitors & staff in Nehru Science Centre, Mumbai”**.
2. **The tenderer should fulfil the following eligibility criteria:-**
 - (i) Should be either registered as a Company under Companies Act 1956/2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 or a proprietorship company as the case may be and should be in existence as such entity for **not less than three years as on 31.12.2025**. Should be in possession of:
 - (a) Valid Trade License
 - (b) Valid License issued by Food Safety & Standard Authority of India (FSSAI)
 - (c) PAN Card [in the name of firm/agency or proprietor]:
 - (d) Valid GST Registration
 - (e) Registration under the Shops & Establishment Act.

The agency or any of its partners/directors etc., should not have been black listed/debarred by any of the government agencies or department or should not have been found guilty of commission of acts of moral turpitude or convicted for any economic offence or for violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations including PF/ESI authorities. Further no past contract of such agency should have been terminated in the past 3 years on account of violation of laws or deficiency of services or breach of contract. **(Declaration to be submitted as per Annexure-II in bidder's/tenderer's letterhead)**.
 - (ii) **Minimum 02 (Two) years experience** in executing similar kind of food services in Central Government/ Central Autonomous Bodies/ State Govt/ Central Public Sector Undertakings/ Large Corporate bodies of repute. Tenderer shall attach list of such organizations with contract nos. where the Agency is currently providing/ has earlier provided this kind of service and copies of work order/completion certificate shall be submitted in support of their claim **(To be submitted as per Annexure-III in bidder's/tenderer's letterhead)**.
 - (iii) Annual Average Turnover of the firm/company should be minimum of **Rs. 50 lakhs** in last three consecutive financial years.
3. The place of work shall be Nehru Science Centre, Dr. E. Moses Road located at Mumbai - 400018.

4. Important Information & Dates:

EMD Amount	Rs. 1,00,000/-
Tenure and validity	Initially for a trial period of three months. Thereafter, the contract will be extended for a period of 2 years(including trial period), which can be further extended for 1 more year provided the service rendered is satisfactory and at the discretion of the licensor. The annual license fee will increase by 10% per year on annual license fee of previous year
Bid Document Publishing Date & Time	19.01.2026 at 16.00 Hrs.
Bid Document Download Start Date & Time	19.01.2026 at 16.30 Hrs.
Pre Bid Meeting Date & Time	22.01.2026 at 11.00 Hrs.
Bid submission Start Date & Time	23.01.2026 at 12:00 Hrs.
Bid Document Download End Date & Time	09.02.2026 at 18.00 Hrs.
Bid submission End Date & Time	09.02.2026 at 18.00 Hrs.
Bid Opening (Technical) Date & Time	10.02.2026 at 11.00 Hrs.
Security Deposit	The successful bidder shall be required to pay 5% of the Annual License Fee as Security Deposit.

- The intending tenderers/bidders must read the terms and conditions of the contract carefully. They should submit their bid only if they only consider themselves eligible as per the laid down criteria and if they are in possession of all the documents/registrations required.
- Information and Instructions for tenderers/bidders posted on website shall form a part of the bid document.
- The bid document consisting of guidelines for “Operation of Cafeteria for selling of Food items to visitors & staff in Nehru Science Centre, Mumbai”, to be fulfilled and the set of Terms and Conditions of the contract to be complied with and other necessary documents can be seen and downloaded free of cost from <https://eprocure.gov.in/eprocure/app>.
- Out of the online bid documents submitted by intending tenderers/bidders, the technical bids of only those tenderers/bidders shall be opened, who have deposited Earnest Money Deposit as specified above duly scanned, uploaded and found in order. The financial bids of only those tenderers/bidders shall be opened whose uploaded documents are found to be in order.
- Those agencies not registered on the website mentioned above, are required to get themselves registered beforehand.
- The intending tenderer/bidder must have valid Class II or Class III Certificates with signing key usage (DSC) to submit the bid.
- The e-Tenders are invited under two envelopes system. The first electronic envelope will be named as Technical Bid Envelope & will contain documents of tenderer's/bidder's satisfying the eligibility conditions, scanned copies of Earnest Money Deposit, e-NIT, and

the second electronic envelope will be named as Financial Bid Envelope containing Rate Quote Sheet with detailed break up of rate. The bidder shall submit **TECHNICAL BID ENVELOPE** and **FINANCIAL BID ENVELOPE** simultaneously. The technical bids will be evaluated first and there after financial bids of only the technically eligible tenderers/bidders shall be opened. These envelopes shall contain one set of the following documents:-

a) **TECHNICAL BID ENVELOPE** shall contain the following documents:

i) Scanned copy of Demand Draft/Pay order or Banker's Cheque of any Nationalised/ Scheduled Bank towards **Earnest Money Deposit (EMD)** in pdf format in favour of **Nehru Science Centre** payable at **Mumbai**.

(Physical EMD at Sl. (i) must be submitted to Nehru Science Centre and hard copy of complete Notice Inviting E-Tender endorsing signature and rubber seal of the agency on all the pages on or before 13.00 hours on 09.02.2026)

OR

Scanned copies of valid and updated certificates issued by NSIC under Single Point Registration Scheme (SPRS) and MSME Registration certificate in pdf format should be uploaded for considering the waiver of EMD submission. In addition, the bidders registered under Department of Micro, Small and Medium Enterprises (MSME) and/or eligible for exemption from submitting Bid Security/Earnest Money Deposit for similar services shall be required to submit Bid Security declaration as per **Annexure-V** of the e-NIT.

ii) Scanned copies of Enlistment Order/Registration certificate with appropriate Authority/necessary license as required under the Contract Labour (Regulation & abolition) Act 1970 or any other act as applicable in pdf format.

iii) Scanned copies of documents towards proof of eligibility as per Clause No.2, (iv) undertaking (**as per Annexure – I and II**) and specific WORK EXPERIENCE CERTIFICATES/ CONTRACT EXECUTION CERTIFICATE along with **Work Order/Letter of Intent** issued by Govt./ Semi-Govt./ Autonomous/ PSUs and/or Reputed Institution/Corporate bodies with appropriate Authority (**as per Annexure – III**) of the NIT in PDF format.

iv) Scanned copies of Trade License, FSSAI License, PAN Card, GSTIN Certificate, Registration Certificate under Shops & Establishment Act. & Annual Turnover Certificate from Chartered Accountant from the last three years in PDF format.

v) Scanned copy of Income Tax Returns and audited annual accounts and balance sheet for last three years in PDF format.

vi) Scanned copy of the filled in form of details of information of the agency/ bidder (**As per Annexure – IV**)

vii) Undertakings/Declarations as per **Annexure-I**

b) **FINANCIAL BID ENVELOPE** shall contain:

(i) Rate Quote Sheet in .XLS format.

12. E-tenders which do not fulfil any of the above conditions or are incomplete in any respect are liable for **summary rejection**.
13. The bidder who offers highest Annual License Fee shall be awarded the license/contract. However, Nehru Science Centre does not bind itself to accept the highest e-tender/bid and has the right to reject or accept any or all the e-tenders/bids; received without assigning any reason whatsoever.
14. Canvassing in connection with e-tenders/bids is strictly prohibited and the e-tenders/bids submitted by the tenderers/bidders that resort to canvassing will be liable to rejection on that ground alone.
15. E-tenders incorporating **additional conditions** are liable to be **rejected**.
16. The tenderer(s) **must declare** in writing that neither he nor any of their Directors/Partners are in anyway related to any officer in the National Council of Science Museums, Kolkata, or any of its constituent units as per the format given in **Annexure I**.
17. Apart from GST as specified above any other tax in respect of this contract shall be remitted as per the applicable rates that may be prescribed by the Government of India from time to time.

18. **Before submitting the e-tender, the tenderer shall assess the quantum of service required in Nehru Science Centre for “Operation of Cafeteria for selling of Food items to visitors & staff in Nehru Science Centre, Mumbai” and inspect the site, if necessary.**
19. **Tenderers shall attend the Pre-Bid Meeting at Nehru Science Centre, Mumbai on 22.01.2026 at 11:00 am positively, either online or offline.**
20. For the purpose of opening of the e-tenders/bids as described in Clause 11 of the Notice Inviting e-tender, it is clarified that only on receiving the **Earnest Money Deposit, physically in the Nehru Science Centre, Mumbai together with duly signed and stamped copy of the e-tender document** before the bid opening date, the **Technical Bid Envelope** will be opened. After the authority of Nehru Science Centre is satisfied that the documents in the Technical Bid Envelope are in order, the **FINANCIAL BID ENVELOPE** shall be opened, subsequently by the duly constituted committee of the Nehru Science Centre.
21. It may be noted that the Technical Bid Envelope which are not found in order as per the requirement of Nehru Science Centre, Mumbai shall be summarily rejected.
22. The successful highest e-tenderer will be awarded the contract for “Operation of Cafeteria for selling of food items in Nehru Science Centre, Mumbai” and given stipulated time which shall be counted from the date of issue of the Award of License. During this intervening period, the successful tenderer shall mobilise their men, material and resources for commencing the required services.
23. The validity period of the e-tender shall be **03 (THREE)** months from the date of opening of e-tenders. This period may be extended suitably if the decision regarding issue of Letter of Intent is delayed for any reason.

NEHRU SCIENCE CENTRE

(A unit of National Council of Science Museums)

Ministry of Culture, Government of India

Dr. E. Moses Road, Worli, Mumbai – 400018

TERMS AND CONDITIONS OF THE E-NIT FOR “OPERATION OF CAFETERIA FOR SELLING OF FOOD ITEMS TO VISITORS IN NEHRU SCIENCE CENTRE, MUMBAI”

E TENDER No. NSCM/14024/270/2026

01. Bidders shall have **at least two years** of working experience in executing services of food and beverages.
02. The Bidders shall not be a close relative of any employee of the Council (close relative means - Father, Mother, Brother, Sister, Son, Daughter and Spouse) nor any such close relatives are associated with the Bidders as Proprietor/Partner/Share Holder/Director and like of the Bidders and furnish a Declaration to this effect in writing.
03. Successful Bidders shall be required to enter into an Agreement with the Centre, governing the terms and conditions of the license on non-judicial stamp paper as per the proforma enclosed.
04. **Online Bid will be received up to 18.00 Hours on 09.02.2026. The Demand Draft in original towards EMD and hard copy of the tender document duly signed with rubber stamp of the bidder shall be forwarded to the Director, Nehru Science Centre, Mumbai, on or before 11.00 Hours on 09.02.2026. The Bids will be opened at 11.00 Hours on 10.02.2026.**
05. **The bidders registered under Department of Micro, Small and Medium Enterprises (MSME) and eligible for exemption from submitting Earnest Money Deposit for similar services shall be required to submit Bid Security declaration as per Annexure – V of the e-NIT.**
06. The term ‘Licensor’ wherever mentioned in the E-Notice Inviting Tender (e-NIT) shall mean the ‘Authorities of Nehru Science Centre, Mumbai’. The term ‘Licensee’ wherever mentioned in the NIT shall mean the individual / organization/ company selected for award of this License/Contract on leave and license basis.
07. **The authority/Licensor reserves the right to enforce and approve the prices of all eatables.**
08. The successful Bidder shall be responsible for the maintenance of the licensed space along with the equipments, gadgets, fixtures and furniture in perfect condition and the overall ambience of the cafeteria should be neat and clean and absolutely systematic.
09. The facilities as per Appendix –A to the e-tender may be inspected before submission of Tender.
10. The successful Bidder shall submit the following documents and payments within **3 (Three) days** from the date of placement of the Letter of Intent/Award of contract:
 - i) Duplicate copy of the Letter of Award duly signed and stamped by the Bidder as a token of acceptance of the service Contract.
 - ii) A non-judicial stamp paper of appropriate value for executing Agreement of License governing the terms and conditions of the Contract, as per the proforma enclosed.
 - iii) Security Deposit as contained in Clause No. 62 of the Terms and Conditions of e-NIT for due performance of the agreement and for providing services in Cafeteria satisfactorily. Security Deposit shall be 5% of the Annual License Fee for the entire period of the Contract and the same shall be paid in the form of a Bank Draft in favour of ‘**NEHRU SCIENCE CENTRE**’ and payable at ‘**MUMBAI**’ OR through E-payment (NEFT/RTGS) to Savings Bank Account No. 0113101027501, IFSC Code CNRB0000113 of Canara Bank, Worli Branch, Mumbai – 400018)
 - iv) **50% of the Annual License Fee** with GST (@18% at present) as per Clause No. 60 of the e-NIT.
11. **The selected Agency who will be awarded the contract for “Operation of Cafeteria for selling of food items to visitors & staff in Nehru Science Centre, Mumbai”, shall serve freshly prepared quality food daily such as breakfast,**

- lunch and snacks items at the rates approved by Nehru Science Centre to the intending visitors of Nehru Science Centre and to members of staff at subsidized rate. All food items shall be prepared using best quality raw materials, which are to be procured and supplied by the licensee at their own cost. The licensee shall also deploy trained personnel and shall arrange for all utensils, crockeries, cutlery, burner and LPG and all other allied items required for the purpose of preparation and serving food to the visitors.**
12. The establishment of the Licensee shall be separate from the establishment of the Licensor (Centre) for all purposes and in all respects and in no case any kind of liability of the Licensee will be borne or shared by the Licensor. The Licensee shall be responsible for indemnifying the Licensor for any such past, present or future liabilities.
 13. The licensee shall not store or allow to be stored any inflammable or obnoxious article in the cafeteria excepting those as may be required for the use of the licensee which is covered by any lawful license.
 14. The quantum of annual license fee plus applicable GST against the license to be granted on leave and license basis should be clearly indicated and offered by the Licensee for rendering services of preparing and serving food items such as breakfast, lunch and snacks for the visitors and staff members of Nehru Science Centre.
 15. The Licensee must have a local office with a regular telephone both in the office as well as in the residence(s) of partner/Directors/Proprietor.
 16. The Licensee shall furnish copies of statutory licenses for dispensing of food items and GST registration No. along with their offers.
 17. All credential of the Licensee including financial standing, registration with Govt. having support or connection with Govt. Depts. /Organization, Semi-Govt. Non-Govt. Autonomous body, public body, local Govt. Civil body and public institutions/ organizations etc. together with records of past performance with such institutions, departments, organizations etc, are to be produced for verifications whenever demanded by the Nehru Science Centre.
 18. In case Nehru Science Centre decides to upgrade the existing infrastructure of cafeteria for selling of food items to visitors inside its premises, the facility may be shifted to an alternate location within the Nehru Science Centre campus. The Licensee under such situation shall render the service from the new location. However, if the Licensee disagrees in writing to provide services from the new location, the contract shall be foreclosed by Nehru Science Centre. No compensation shall be payable by Nehru Science Centre to the Licensee under such circumstances, and the license fee payable by the Licensee shall be determined on pro-rata basis.
 19. **Quality and hygiene being the essence of the service, the Licensee shall prepare all food items using best quality raw materials and ingredients which are to be procured and supplied by the Licensee at their own cost. The Licensee shall at all times maintain complete hygiene and cleanliness in the kitchen and service areas and shall be liable for penal action including forfeiture of Security Deposit of Licensee due to non-compliance of the above stipulations and also in the event of food and snacks items served by them are found stale and sub-standard on testing by the authorities of Nehru Science Centre.**
 20. If there is any complaint on the hygiene aspect or quality of products sold etc. which will appear justified by the Licensor, the contract/license is liable to be terminated after hearing by the Licensor.
 21. The Licensee shall be responsible to maintain adequate hygiene & cleanliness while preparing and serving the food items to visitors.

Responsibilities of the Agency

22. In respect of all persons engaged for rendering the services directly or indirectly by the Licensee or under the License, the Licensee shall be considered as their Employer and the Licensee shall also be considered as Principal Employer as per Contract Labour Regulation Act. The Licensee shall comply with the provisions of various Acts and Statutory requirements such as Contract Labour Act, Minimum Wages Act, Child Labour (Protection) Act, Factories Act, Shops & Establishment Act etc. and any other enactment made in this regard from time to time.

23. The Licensee shall ensure compliance of all Acts, Rules and Statutory Orders currently in force with regard to engagement of their staff in the premises of the Nehru Science Centre for the purpose of this License and shall keep the Nehru Science Centre indemnified against any liabilities arising out of non-compliance of any of the Acts, Rules or Orders on their part.
24. The Licensee must issue proper Uniforms & Identity cards to their employees engaged at any time for the purpose of the contract in order to facilitate verification of their identity by the Nehru Science Centre. For such engagements, the Licensee shall submit the names and credentials of his servants duly certified by the local Police to the Licensor for approval for the sake of security of the Centre.
25. The Licensee shall be liable to comply with the directions of the Nehru Science Centre, to remove within 24 hours of receipt of such direction any member of their staff engaged for the purpose of this contract and shall make immediate necessary alternative arrangements to ensure proper and adequate services.
26. All employees of the Licensee engaged for rendering these services in the Nehru Science Centre, must remain in proper uniforms. The Licensee shall supply at their cost, uniforms and other items required for carrying out the services.
27. The Licensee shall keep open their facilities and ensure best possible services to the visitors during the period Nehru Science Centre remains open for visitors, which may be 8 to 12 hours a day throughout the year. The Nehru Science Centre shall normally remain open for 363 days (except Holi & Diwali) throughout the year.
28. Possession of the site can be taken within seven days from the date of award of the license and renovation, etc, if any, may be carried out by the Licensee at their cost with prior approval of Nehru Science Centre.
29. The offer(s) shall be submitted in fulfillment of all the clauses as indicated in the NIT. The successful agency has to execute an agreement with Nehru Science Centre authorities within 3 days after issue of LOI.
30. During the period of the contract the Agency shall provide proper and adequate visitors service and perform to the entire satisfaction of the Nehru Science Centre. The Agency shall constantly keep in touch with the Nehru Science Centre for effective performance of the contract and abide by all instructions and directives issued by the Nehru Science Centre in this regard.
31. **The quantity, quality & rates of food stuffs, hygiene in the kitchen & service areas shall be monitored regularly by the Canteen Committee of the Centre & the licensee will have to abide by the instructions & recommendations of the Canteen Committee from time to time.**
32. **The Licensee or any of his/her sales person shall not sell pan, pan-masala, tobacco or any alcoholic drink within the premises of the Centre.**
33. The satisfactory & quality service is the essence of this agreement and the successful Bidder/Licensee shall provide high quality and hygienic foodstuff to be served during Lunch, Dinner including Snacks, Tea, Coffee, etc. **as detailed in the Terms and Conditions at concessional rate to the staff members of Nehru Science Centre, Mumbai & National Council of Science Museums (NCSM) as per the approved list enclosed list at Appendix 'B'. Successful bidder/licensee shall sell the foodstuff to the visitors of the Centre at reasonable rates taking into consideration the market rates of the locality. The rates of food items for visitors shall be fixed with the prior approval of the Licensor. The rates for visitors may be increased by 5-7% annually with mutual consent of Licensee & specific approval of the Licensor.**
34. **The Licensee shall provide and maintain a service of Tea, Coffee, Breakfast, Lunch, Snacks, Dinner, etc. for touring officers of National Council of Science Museums (NCSM), VIPs and Guests staying in the Guest House of the Centre and also for contractual personnel engaged at the Centre/Licensor according to the menu and concessional rates applicable to the staff of the centre.**
35. The Licensee shall provide Breakfast / Lunch / Dinner / Snacks / Tea / Coffee etc. for participants in various programmes organized by the Licensor or in collaboration of the Licensor at a rate to be fixed in advance with the approval of the Licensor for a period of 1 year. Although the efforts shall be made to avail the services of the Licensee, Licensor shall be at liberty to avail the services of outside agency in case the rates offered by the Licensee are higher than the rates

offered by the outside agency. In case of programmes other than mentioned above, the Licensee shall have the freedom to charge rates as considered suitable by him/her based on the market rate of the locality.

The outside organisations conducting programmes in the Centre may avail the Cafeteria/ Canteen services of the licensee. However, in case of disagreement of rates, requirements etc. the outside organisations shall be at liberty to avail the services of outside agencies.

36. The venue and time at which Tea / Coffee /Snacks/ Lunch / Dinner etc. shall be served every day to the Staff Members of the Centre and also the contractual personnel shall be fixed by the Licensor and the Licensee shall serve such items to them as decided by the Licensor scrupulously. Usually the timing of operation of the Cafeteria will be as per Clause No.27 every day, except two days in a year i.e. Holi & Diwali, when the Centre will remain closed totally. The Licensee shall have to maintain the working hours meticulously and shall also inform the Staff deployed by them to maintain punctuality. In case of exigency, the working hours may be extended or curtailed by Director, Nehru Science Centre, Mumbai.
37. **The rates for sale of the foodstuff prepared and sold to visitors in the Cafeteria will be fixed after obtaining approval from the authorities of the Centre before they are put up for sale. The approved rates shall be exhibited near the Sale Counter and at prominent place in Cafeteria in English, Hindi and local language. Once fixed and approved by the authorities, the rates of the foodstuff will not be allowed to be enhanced within the next one year. Packed snacks items, soft drinks, ice creams, packaged water etc. shall be sold by the Licensee within MRP.**
38. The Licensee including all persons deployed or engaged by the Licensee in any manner shall abide by the security norms and discipline of the Centre. The Licensee and all such persons and his staff shall not reside inside the campus except in special cases emerging out of exigency, subject to prior permission from the Licensor.
39. **The successful Bidder/Licensee shall have to execute an Agreement/Deed of License (proforma for which is enclosed) within three days from the date of the Letter of Intent/Award and pay to the Licensor 50% of the offered Annual License Fee within three days from the date of such award and the balance 50% amount within 90 days from the date of commencement of the Contract.**
Further, in the event of renewal of the License as per Clause No.63 hereinafter, the Licensee shall pay the enhanced License Fee every year in the manner specified in Clause 39 towards such renewal for the due and complete compliance and performance of the provisions of the Terms & Conditions of the NIT and Agreement and for providing satisfactory service in the Cafeteria.
40. The Licensee shall provide necessary decent liveries / uniforms & Identity Cards to the Cafeteria servants and they shall wear the same within the premises of the Centre while on duty.
41. The Licensee shall have to start the operation of the Cafeteria in full swing immediately on receipt of intimation to that effect from the Licensor.
42. The Licensee shall not be entitled to claim possession over the area mentioned in the schedule of the Agreement of Leave and License and the possession thereof shall exclusively vest with the Licensor. The Licensee shall be entitled to operate the Cafeteria/Canteen in the specified area adhering to the working hours of the Centre, security instructions given from time to time and without any right to remain therein once the Centre is closed. The Licensee undertakes that he/she shall not claim any tenancy right/lease hold right over the areas given under Leave and License Agreement and shall not do or cause to be done any act or omission to remain in unauthorized occupation once the currency of this Leave and License Agreement expires either by efflux of time or termination as per the Terms and Conditions stipulated in this Agreement of Leave and License.

43. **If the Licensee makes default in payment of License Fee as mentioned in Clause No.59 & 60, he/she is liable to pay to the Licensor interest @ 18% compounding monthly from the date of default to that of actual payment.**
44. The Licensee will be responsible for proper maintenance and upkeep of the licensed area to the satisfaction of the Nehru Science Centre Authority. The Agency shall ensure proper collection and segregation of garbage and food waste etc. from the licensed area and arrange to dispose the same.
45. The Licensee shall take care of his/their properties during the period Nehru Science Centre remains open for visitors and shall securely lock all his/their properties inside the stall/kiosk etc. beyond the said period. Though the existing security personnel of Nehru Science Centre shall remain vigil round the clock in the campus yet the agency has to make proper arrangement for protecting their items from theft/pilferage etc.
46. The Licensee shall ensure that the personnel deployed/engaged by them are physically fit and are free from any disease, injury or illness, contagious or otherwise.
47. The Licensee is not permitted to assign or in any way transfer the rights under this license to any other person or organization.
48. **The Licensee on completion of the specified term of license/contract or on termination of the license/contract shall peacefully vacate the premises of the Nehru Science Centre and remove all their persons and materials from the campus within three days.**
49. The Licensee shall be responsible for observance and compliance of different industrial laws as in force and they shall ensure that no demonstration/agitation of any kind takes place inside or near the campus of Nehru Science Centre by persons engaged by the Licensee.
50. The electricity within the cafeteria & designated stalls will be provided by the Nehru Science Centre and an electrical sub-meter shall be provided in the kiosks/stalls to measure the consumption of electrical energy. The Agency shall have to pay the charges for the actual consumption of electricity on submission of demand note from Nehru Science Centre and replace consumable fittings/lamps etc. at their cost.
51. The Licensee shall also arrange digital mode of instruments like **POS machines, UPI, Wallets etc.** for accepting payments from the visitors.
52. The Licensee shall use **Electronic Cash Register** for the billing purpose for the services to be provided by them under the license/contract. The authorities of Nehru Science Centre may ask to produce the same at any time for verifying the compliance of taxes and other statutory liabilities.
53. The Licensee shall pay all the taxes on the services to be provided by them which are levied by the Central Government, State Government and Local Authorities from time to time. Nehru Science Centre shall not be liable for the penalties against non-payment of these taxes or default therein. Any default, non-payment of taxes to statutory authorities will cause termination of license and vacation of premises in addition to forfeiture of Security Deposit of agency.
54. No addition/alteration/defacing of structures inside the Nehru Science Centre premises is permissible. Display of advertisement boards on branded products is strictly prohibited.
55. Granting Leave and License for rendering the required services by successful tenderer does not confer any right/tenancy whatsoever to the Licensee on the cafeteria from which they shall operate. The Licensee shall be given only the permission to prepare and serve food to the visitors of Nehru Science Centre and members of staff within the cafeteria area and nothing more and that too during the prescribed hours. The Licensee on completion of the specified term of license or on termination of the license the licensee shall peacefully vacate the premises of the Nehru Science Centre and remove all their persons and materials from the campus within three days.
56. The personnel deployed by the Licensee in the Nehru Science Centre shall deal with the visitors and the Nehru Science Centre officials in polite and courteous manner. The Licensee shall withdraw the staff in case of any misconduct reported by the Nehru Science Centre. The decision of Nehru Science Centre shall be binding on the licensee.

57. During the night hours no personnel of the Licensee shall be allowed to stay inside the cafeteria or in the campus of Nehru Science Centre.
58. The Licensee shall always prepare and serve quality food to the visitors of Nehru Science Centre and members of staff shall arrange the required ingredients, raw materials and workforce necessary in this regard.

Payment of License Fee

59. **The Agency shall quote a lump sum amount to be paid per annum as license fee and GST as applicable for rendering the services as envisaged in the foregoing paras. The requisite Annual License Fee with GST is payable to Nehru Science Centre in TWO installments as under:**
 - a) **50% of the annual license fee immediately upon issue of award of contract (within 3 days);**
 - b) **Remaining 50% of the Annual License Fee within 90 days from the date of commencement of the contract.**

In case of default in payment of license fee the agency is liable to pay to the Nehru Science Centre a penal interest @18% compounded monthly from the date of default to date of actual payment. Non-payment of License fee in the time specified as above shall make the contract liable to be terminated & in case of such termination the Security Deposit of the Licensee shall be forfeited.

60. The Licensee shall pay the charges for electricity, water and supporting facilities to Nehru Science Centre on monthly basis as per the actual consumption within 10 days from the date of Issue of the bills thereof. Failure in payment of such charges within the stipulated time will result in imposition of interest @ 1% of the bill value per week.

Security Deposit:

61. The successful Licensee shall keep with the Nehru Science Centre during the currency of the contract, a security deposit of an amount equal to 5% of annual license fee to be paid before commencement of the contract. The amount shall be treated as security against damage done to the property of Nehru Science Centre and/or against failure of the successful tenderer to provide the required service and/or for any breach of agreement. For any violation of the agreement, the security deposit may be wholly or partially forfeited by the Nehru Science Centre Authorities. The decision of the Licensor in this regard shall be binding on Licensee. Security deposit shall carry no interest.
62. The Security Deposit shall be refunded to the Licensee on successful completion of the period of the leave and license agreement, after deducting cost of damages and adjustment of any other dues, if any, at the discretion of the Licensor.

Tenure and Validity:

63. The tenure of the contract/license will be Initially for a trial period of three months. Thereafter, the contract will be extended for a period of 2 years (including trial period), which can be further extended for 1 more year provided the service rendered is satisfactory and at the discretion of the licensor. The annual license fee will increase by 10% per year on annual license fee of previous year.
64. As such, the License shall be valid for a maximum period of three years from the date of commencement of the contract. In case of continuation of License/Contract beyond the period of one year, the Licensee shall pay 50% of the enhanced Annual License Fee to the Licensor in advance i.e. at least 15 days before commencement of the extended period of Contract and the remaining 50% shall be paid within 90 days thereafter.
65. The License can be terminated by the Nehru Science Centre at any time without notice in the event of gross security risk or gross damage to Nehru Science Centre's property due to Licensee's faults or persistent failures of the Licensee in providing satisfactory services to the visitors & staff of Nehru Science Centre or on violation of the contract term(s) and the decision of Nehru Science Centre in this regard shall be

final and binding on the Agency. In case of such termination of contract, the security deposit of the Licensee shall be liable to be forfeited & the decision of the Licensor shall be binding on the Licensee.

66. For reasons other than mentioned in the clause above, the License can be terminated by either party by providing clear three months' notice in writing. It will be obligatory on the part of the Licensee to provide proper and adequate services to visitors and staff members during such notice period & if the services of the Licensee are not found to be satisfactory, the security deposit of the Licensee shall be liable to be forfeited & the decision of the Licensor shall be binding on the Licensee.

Penalties and Fine:

67. In case of any default in providing the services by the licensee, a penalty/fine shall be imposed in the following manner which will be settled/recovered during next payments/ final settlement of the licensee:

Sl. No.	Nature of Default	1 st instance	2 nd instance	3 rd instance	4 th instance
1	Deficiency in quality of food items prepared/ any case of food poisoning	Rs. 2,000/-	Rs. 5,000/-	Rs. 8,000/-	Termination of the contract
2	Deficiency in cleanliness and maintenance of hygiene in kitchen and service area	Rs. 2,000/-	Rs. 5,000/-	Rs. 8,000/-	Termination of the contract
3	Misconduct of persons engaged by the licensee	Rs. 2,000/-	Rs. 5,000/-	Rs. 8,000/-	Termination of the contract
4	Non-adherence to approved menu and rates	Rs. 2,000/-	Rs. 5,000/-	Rs. 8,000/-	Termination of the contract

The nature and grave of default including genuineness of the complaints by any visitor shall be examined by the Canteen Committee of Nehru Science Centre before imposing any penalty/fine to the licensee. The penalty/fine as imposed by the competent authority shall be final and binding upon the agency.

Force Majeure:

68. In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts. The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire directly affecting the execution of the work, Flood and Acts and Regulations of the government. Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said cause by giving notice to the other party within 72 (seventy-two) hours of the alleged beginning and ending of the cause respectively. Time for performance of the relative obligation suspended by Force Majeure shall stand extended by period for which such cause lasts.

Arbitration

69. All disputes shall be settled through mutual consultation between Nehru Science Centre and the Licensee. Only those unresolved disputes, which cannot be mutually settled, shall be referred to the sole arbitrator to be appointed by the Director General of the National Council of Science Museums on receipt of an official request with details of the dispute, from either the Nehru Science Centre or the Licensee. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to the contract. The submission shall be deemed to be submission to arbitration under the Arbitration and Conciliation Act, 1996 or any statutory modifications or re-enactment thereof and of the rules made there under for the time being in force.

NEHRU SCIENCE CENTRE
(National Council of Science Museums)
Ministry of Culture, Government of India
Dr. E. Moses Road, Worli, Mumbai - 400018

CONTRACT FOR “OPERATION OF CAFETERIA FOR SELLING OF FOOD ITEMS TO VISITORS & STAFF IN NEHRU SCIENCE CENTRE, MUMBAI-400018”

TENDER No. NSCM/14024/270/2026

INFORMATION SHEET FOR MAKING THE OFFER

1. No. of operating days in a year : **363 days (Except Holi & Diwali)**

2. No. of visitors to the Centre during last three years :

<u>Year</u>	<u>Total Visitors</u>	<u>Working Days</u>
2022-23	6,41,423	363
2023-24	7,03,509	363
2024-25	6,09,139	363
2025-26(till Dec.25)	4,62,521	274

3. Current Annual License Fee being paid is: **Rs. 48,68,550.00 + applicable GST (@18% at present)**

4. The Licensee will be permitted to use the existing facilities in Cafeteria, as follows:

- a. Chairs, tables, fans, light fittings and fixtures
- b. Water Coolers with Water Purifiers
- c. Exhaust fans in Kitchen and Cafeteria
- d. Wash basins with fittings
- e. Kitchen platforms and racks.

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CONTRACT FOR "OPERATION OF CAFETERIA FOR SELLING OF FOOD ITEMS TO
VISITORS & STAFF IN NEHRU SCIENCE CENTRE, MUMBAI-400018".

TENDER No. NSCM/14024/270/2026

FROFORMA OF A G R E E M E N T/ DEED

This Articles of Agreement made at Mumbai thisday of between Nehru Science Centre, Dr. E. Moses Road, Mumbai - 400018 a constituent unit of National Council of Science Museums (NCSM), a registered Society under the Societies' Registration Act of West Bengal, 1961, having its registered office at Sector-V, Block-GN, Bidhan Nagar, Kolkata-700091 (hereinafter, referred to as the "LICENSOR" which expression unless repugnant to the context shall mean and include its successors, executors, administrators and assigns ON THE ONE PART.

And

.....
(hereinafter referred to as "LICENSEE", which expression shall, unless it be repugnant to the context, shall mean and include heirs, executors, administrators and assigns) **ON THE OTHER PART.**

WHEREAS the Licensor being desirous of awarding the license for providing the visitor's service by way of Operation of Cafeteria for selling of Food items inside Nehru Science Centre, Mumbai, on leave and license basis, issued a press advertisement inviting E-TENDER from reputed and established hotels/restaurants/ catering agencies and individuals.

AND WHEREAS in response to the said advertisement, the Licensee submitted their E-tender dated for providing visitor's service by way of Operation of Cafeteria for selling of Food items inside Nehru Science Centre, Mumbai, on leave and license basis and the licensor, issued the award of license No. NSCM-14024/270/2025 dated for Operation of Cafeteria for selling of Food items in Nehru Science Centre, Mumbai on leave and license basis w.e.f. (as stated in the award of license dated and E-NIT both of which will form the part of this agreement) for a period of one year from the date of commencement of service.

NOW IT IS HEREBY AGREED AND DECLARED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. The location of the cafeteria for providing services freshly prepared food such as breakfast, lunch and snacks items daily at the rates approved by Licensor for the visitors of Nehru Science Centre, school groups and members of staff of Nehru Science Centre by way of operating the cafeteria in Nehru Science Centre premises shall be as per the E-Notice Inviting Tender.
2. The Licensee is required to deposit an amount Rs. (Rupees only) equal to 5% of the annual license fee towards Security Deposit before commencing the service as per clause 61 of the NIT. The amount shall be kept with Nehru Science Centre during the tenure of the contract against damage done to the property of Nehru Science Centre and/or against failure of the successful tenderer to provide the required service and/or for any breach of license/contract. For any violation of the license/contract Nehru Science Centre shall reserve the right to recover any financial loss as mentioned in the NIT wholly or partially from the said security deposit. The security deposit shall carry no interest.
3. As per clause 59 of the NIT the licensee is required to pay an amount of Rs..... (Rupees only) being the 50% of the

annual License Fee and GST of Rs. (Rupees only) @ 18.0% immediately upon issue of award of contract. The remaining license fee @ 50% of the total license fee Rs. (Rupees only) each and GST of Rs. shall have to be paid within 30 days of commencement of contract. In case of default in payment of license fee the licensee is liable to pay to Nehru Science Centre a penal interest @18% compounded monthly from the date of default to date of actual payment.

4. The Nehru Science shall normally remain open for 363 days (except Holi & Diwali) in a year from 9.00 a.m. to 6.00 p.m. and the Licensee shall render uninterrupted service to the visitor from **9.00 am to 6.00 pm** daily. The Licensee shall serve freshly prepared quality food daily such as breakfast, lunch and snacks items at the rates approved by the Licensor to the visitors of Nehru Science Centre, school groups and to member of staff at subsidized rate. All food items shall be prepared using quality raw materials, which are to be procured and supplied at their own cost. The licensee shall also deploy trained cooks and service boys and shall arrange for all utensils, crockeries, cutlery, burner and LPG and all other allied items required for the purpose of preparation and serving food to the visitors and members of staff. Failure to strictly adhere to this clause may render the Licensee unfit for the License which may lead to termination of the license.
5. During the period of the contract the licensee shall provide proper and adequate visitor service and perform to the entire satisfaction of the Licensor. The licensee shall constantly keep in touch with the Nehru Science Centre for effective performance of the contract and abide by all instructions and directives issued by the Licensor in this regard. For the satisfaction of the maximum visitors, it is desirable that the services may be available at the most reasonable prices.
6. The licensee shall not store or allow to be stored any inflammable or obnoxious article in the cafeteria excepting those as may be required for the use of the licensee which is covered by any lawful license.
7. Except in the space earmarked in the cafeteria and location of signage the licensee shall neither put up any signboard, banner, poster or any kind of publicity materials nor shall distribute any handbill or such publicity materials within Nehru Science Centre.
8. The Licensee shall have all the required statutory license and registration and should be capable of providing quality food, standard service, maintain hygienic atmosphere and above all extend courteous dealing with the visitors as well as members of the staff of Nehru Science Centre.
9. If there is any complaint on the hygiene aspect or quality of product sold etc. which will appear justified by the Licensor, the contract/license is liable to be terminated after hearing by Licensor.
10. During the period of the contract the licensee shall provide proper and adequate service to the visitors and member of staff to the entire satisfaction of the licensor. The licensee shall constantly keep in touch with the Licensor for effective performance of the contract and abide by the instructions and directives issued by the licensor in this regard.
11. The Licensee shall be responsible for observance and compliance of different industrial laws as in force and they shall ensure that no demonstration/agitation of any kind takes place inside or near the campus of Nehru Science Centre by persons engaged by the Licensee.
12. The electricity within the cafeteria & designated stalls will be provided by the Nehru Science Centre and an electrical sub-meter shall be provided in the kiosks/stalls to measure the consumption of electrical energy. The Agency shall have to pay the charges for the actual consumption of electricity on submission of demand note from Nehru Science Centre and replace consumable fittings/lamps etc. at their cost.
13. The Licensee shall take care of his/their properties during the period Nehru Science Centre remains open for visitors and shall securely lock all his/their properties inside the stall/kiosk etc. beyond the said period. Though the existing security personnel of Nehru Science Centre shall remain vigil round the clock in the campus yet the agency has to make proper arrangement for protecting their items from theft/pilferage etc.
14. The Licensee is not permitted to assign or in any way transfer the rights under this license to any other person or organization.
15. The Licensee shall provide Breakfast / Lunch / Dinner / Snacks / Tea / Coffee etc. for participants in various programmes organized by the Licensor or in collaboration

of the Licensor at a rate to be fixed in advance with the approval of the Licensor for a period of 1 year. Although the efforts shall be made to avail the services of the Licensee, Licensor shall be at liberty to avail the services of outside agency in case the rates offered by the Licensee are higher than the rates offered by the outside agency. In case of programmes other than mentioned above, the Licensee shall have the freedom to charge rates as considered suitable by him/her based on the market rate of the locality.

The outside organisations conducting programmes in the Centre may avail the Cafeteria/ Canteen services of the licensee. However, in case of disagreement of rates, requirements etc. the outside organisations shall be at liberty to avail the services of outside agencies.

16. The venue and time at which Tea / Coffee / Snacks/ Lunch / Dinner etc. shall be served every day to the Staff Members of the Centre and also the contractual personnel shall be fixed by the Licensor and the Licensee shall serve such items to them as decided by the Licensor scrupulously. Usually the timing of operation of the Cafeteria will be as per Clause No.27 every day, except two days in a year i.e. Holi & Diwali, when the Centre will remain closed totally. The Licensee shall have to maintain the working hours meticulously and shall also inform the Staff deployed by them to maintain punctuality. In case of exigency, the working hours may be extended or curtailed by Director, Nehru Science Centre, Mumbai.
17. **The rates for sale of the foodstuff prepared and sold to visitors in the Cafeteria will be fixed after obtaining approval from the authorities of the Centre before they are put up for sale. The approved rates shall be exhibited near the Sale Counter and at prominent place in Cafeteria in English, Hindi and local language. Once fixed and approved by the authorities, the rates of the foodstuff will not be allowed to be enhanced within the next one year. Packed snacks items, soft drinks, ice creams, packaged water etc. shall be sold by the Licensee within MRP.**
18. The Licensee including all persons deployed or engaged by the Licensee in any manner shall abide by the security norms and discipline of the Centre. The Licensee and all such persons and his staff shall not reside inside the campus except in special cases emerging out of exigency, subject to prior permission from the Licensor.
19. **The successful Bidder/Licensee shall have to execute an Agreement/Deed of License (proforma for which is enclosed) within three days from the date of the Letter of Intent/Award and pay to the Licensor 50% of the offered Annual License Fee immediately upon issue of award of contract and the balance 50% amount within one month from the date of commencement of the Contract. Further, in the event of renewal of the License as per Clause No.64 of the e-NIT, the Licensee shall also pay an additional amount as per the offer of the enhanced License Fee every year of such renewal for the due and complete compliance and performance of the provisions of the Terms & Conditions of the NIT and Agreement and for providing satisfactory service in the Cafeteria.**
20. The Licensee shall provide necessary decent liveries / uniforms & Identity Cards to the Cafeteria servants and they shall wear the same within the premises of the Centre while on duty.
21. The Licensee shall also arrange digital mode of instruments like **POS machines, UPI, Wallets etc.** for accepting payments from the visitors.
22. The Licensee shall use **Electronic Cash Register** for the billing purpose for the services to be provided by them under the license/contract. The authorities of Nehru Science Centre may ask to produce the same at any time for verifying the compliance of taxes and other statutory liabilities.
23. The quality of food stuffs, hygiene in the kitchen & service areas shall be monitored regularly by the Canteen Committee of the Centre & the licensee will have to abide by the instructions & recommendations of the Canteen Committee from time to time.
24. The Licensee shall ensure compliance of all Acts, Rules and Statutory Orders in force with regard to engagement of their staff in the premises of the Licensor for the purpose

- of this contract and shall keep the Licensor indemnified against any liabilities arising out of non-compliance of any of the Acts, Orders on their part.
25. The licensee shall ensure that all wages and allied benefits are paid to their employees deployed for the purpose of the contract. The licensee shall remain liable to the authorities concerned for compliance of the respective existing rules and regulations of the Govt. for this purpose and shall remain liable for any contravention thereof. The licensee shall keep licensor indemnified against any liabilities. The licensee shall have to abide by the minimum wage legislations and must pay minimum wage as per law to their staff deployed for the purpose of the contract.
 26. All personnel deployed by the Licensee for rendering visitor services in the Nehru Science Centre must remain in proper uniforms. The Licensee shall supply at their cost uniforms and other items required for carrying out the work.
 27. The licensee shall pay the charges for electricity, water and supporting facilities to Licensor on monthly basis. The electricity within the cafeteria will be provided by the Nehru Science Centre and the charges for electricity, water and supporting facilities shall be paid by the Licensee to the Licensor on monthly basis as per actual consumption starting from one month after the execution of this Agreement. Failure in payment of such charges within the 10th of every month will result in imposition of interest @ 1% of the bill value per week.
 28. The Licensee will be responsible for proper maintenance and upkeep of the cafeteria to the satisfaction of the Licensor. In case any damage is done due to mishandling or negligence or lack of care by the Licensee, it will be the responsibility of the Licensee to compensate the loss as assessed by the Licensor.
 29. No addition/alteration/defacing of structures inside the Nehru Science Centre premises is permissible. Display of advertisement boards is strictly prohibited. However, well designed display for the information of the visitors shall be permitted in maximum of two locations.
 30. The Licensee is not permitted to assign or in any way transfer the rights under this license to any other person or organization.
 31. The licensee shall have the option to revise the rates of items being served from the cafeteria once in a year with the prior approval of Licensor.
 32. Granting Leave and License for rendering the required services by Licensee does not confer any right/tenancy whatsoever to the Licensee on the cafeteria from which they shall operate. The Licensee shall be given only the permission to prepare and serve food to the visitors of Nehru Science Centre and members of staff within the cafeteria area and nothing more and that too during the prescribed hours. The Licensee on completion of the specified term of license or termination of the license shall peacefully vacate the premises of the Nehru Science Centre and remove all their persons and materials from the campus within three days.
 33. The successful licensee shall keep with the Nehru Science Centre during the currency of the contract, a security deposit of an amount equal to 5% of annual license fee to be paid before commencing the visitors' service. The amount shall be treated as security against damage done to the property of Nehru Science Centre and/or against failure of the successful tenderer to provide the required service and/or for any breach of agreement. For any violation of the agreement, the security deposit may be wholly or partially forfeited by the Nehru Science Centre Authorities. The security deposit shall carry no interest.
 34. The Security Deposit shall be refunded to the Licensee on successful completion of the period of the leave and license agreement, after deducting cost of damages and adjustment of any other dues, if any, at the discretion of the Licensor.
 35. The Licensee shall be responsible for observance and compliance of different laws in force and they shall ensure that no demonstration/ agitation of any kind takes place inside or near the campus of Nehru Science Centre by persons engaged by the Licensee.
 36. The personnel deployed by the Licensee in the Nehru Science Centre shall deal with the visitors and the Nehru Science Centre officials in polite and courteous manner. The Licensee shall withdraw the staff in case of any misconduct reported by the Nehru Science Centre. The decision of Licensor shall be binding on the licensee.
 37. The tenure of the contract/license will be initially for a trial period of three months. Thereafter, the contract will be extended for a period of 2 years (including trial period), which can be further extended for 1 more year provided the service rendered

is satisfactory and at the discretion of the licensor. The annual license fee will increase by 10% per year on annual license fee of previous year.

38. The license can be terminated by Nehru Science Centre at any time without notice in the event of gross security risk or gross damage to Nehru Science Centre's property/reputation due to Licensee's fault or persistent failures of the licensee in providing satisfactory services to the visitors of Nehru Science Centre.
39. For reasons other than mentioned in the clause above, the license can be terminated by either party by providing clear three months notice in writing.
40. All disputes shall be settled through mutual negotiations between Licensor and Licensee. Only those unresolved disputes which could not be mutually settled shall be referred to the sole arbitration of a person to be appointed by the Director General, of National Council of Science Museums on receipt of an official request with details of the dispute, from either the Licensor or the Licensee. The award of arbitrator so appointed shall be final, conclusive and binding on all parties to the contract. The submission shall be deemed to be submission to arbitration under the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and of the rules made there under for the time being in force and with legal jurisdiction as Mumbai.
41. In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts. The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire directly affecting the execution of the work, Flood and Acts and Regulations of the government. Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said cause by giving notice to the other party within 72 (seventy-two) hours of the alleged beginning and ending of the cause respectively. Time for performance of the relative obligation suspended by Force Majeure shall stand extended by period for which such cause lasts.

In witness whereof the parties hereto have set their respective hands the day and the year and the place hereinabove written:

Signed by for and on behalf of the Nehru Science Centre, Mumbai:-

In presence of 1) _____

2) _____

Signed by for and on behalf of the said authorized signatory:-

In presence of 1) _____

2) _____

**LOCATION FOR OPERATION OF CAFETERIA FOR SELLING OF FOOD ITEMS IN
NEHRU SCIENCE CENTRE, MUMBAI**

Serving of freshly prepared food such as breakfast, lunch and snacks items and tea daily at the rates approved by Licensor for the visitors of Nehru Science Centre, Mumbai School groups and staff members of Nehru Science Centre by way of operating the cafeteria in Nehru Science Centre premises from the following specified areas:

- | | | | |
|----|--|----------|---------|
| a) | The space earmarked for Cafeteria on the Ground Floor & Basement of Building including Kitchen, Service Area & Storage | : 625.00 | Sq. Mtr |
| b) | Sale Counter at the Main Gate of NSCM | : 17.00 | Sq. Mtr |
| c) | Sale Counter at the Picnic Area in Science Park | : 10.00 | Sq. Mtr |

APPENDIX - B**Rates of food stuff, to be served in the Cafeteria of Nehru Science Centre,
Mumbai for the Staff members of NSCM/NCSM****I. VEG. SNACKS :**

Sr. No.	Items	Quantity	Rates for Staff (₹.)
1.	Idli Sambar (with chatni)	2 pieces	20/-
2.	Medu Wada (with chatni & Sambar)	2 pieces	25/-
3.	Punjabi Samosa (with sauce & Chatni)	2 pieces	24/-
4.	Potato Wada (with sambar & chatni)	2 pieces	20/-
5.	Wada Pav (with chatni)	1 piece + 1 Pav	12/-
6.	Wada Pav (with chatni, Sambar/Usal)	1 piece + 1 Pav	17/-
7.	Veg. Pakoda (with chatni)	100 gms.	20/-
8.	Puri Bhaji	5 Puris + Bhaji	30/-
9.	Pav Bhaji (with Amul Butter)	2 Pav + Bhaji	40/-
10.	Sheera (Rava Keshari)	100 gms.	15/-
11.	Misal Pav	2 Pav + Misal	30/-
12.	Sabudana Wada	2 Nos.	18/-
13.	Upma with chatni	100 gms.	15/-
14.	Poha	100 gms.	20/-
15.	Sada Dosa (with chatni & Sambar)	120 gms.	20/-
16.	Masala Dosa (with chatni & Sambar)	150 gms.	30/-
17.	Onion Uttappa	150 gms.	30/-
18.	Sada Uttappa	125 gms.	20/-
19.	Veg. Cutlet	2 Nos. (120 gms.)	30/-
20.	Bread with Amul Butter	2 Slices	20/-
21.	Veg. Sandwich (Mixed Veg.)	100 gms (2 Slices)	20/-
22.	Veg. Frankie	1 Roll	30/-
23.	Cheese Frankie	1 Roll	40/-
24.	Boiled Egg	1 No.	12/-
25.	Bread Omlette (1 Egg & 2 Bread Slices)	1 No.	25/-

II. HOT BEVERAGES :

Sr. No.	Items	Quantity	Rates for Staff (₹.)
1.	Tea (Cutting)	60 ml.	5/-
2.	Tea Special	120 ml.	10/-
3.	Black Tea	120 ml.	10/-
4.	Tea Dip Dip	120 ml.	17/-
5.	Milk	150 ml.	15/-
6.	Nes Coffee	120 ml.	15/-

III. COLD BEVERAGES:

Sr. No.	Items	Quantity	Rates for Staff (₹.)
1.	Butter Milk	200 ml.	10/-
2.	Sweet Lassi	200 ml.	M.R.P.

IV. FRESH JUICE :

Sr. No.	Items	Quantity	Rates for Staff (₹.)
1.	Fresh juices	200 ml.	30/-
2.	Mosambi	200 ml.	30/-
3.	Orange	200 ml.	30/-
4.	Water Melon	200 ml.	30/-

V. LUNCH

Sr. No.	Items	Quantity	Rates for Staff (₹.)
1.	Rice Plate – Vegetarian (Lunch) (Rice-200 gms, Dal-75 gms., 1 Dry Vegetable-100 gms., 1 Gravy Vegetable-100 gms., Puri-5 Nos. or Chapatis-3 Nos., Curd-60 gms., Papad, Pickle & Salad) Fresh seasonal vegetables to be used for preparation	650 gms.	35/-
	Rice Plate as mentioned above with Sweet- Kheer/ Sheera		40/-
	Rice Plate as mentioned above with Sweet- Gulab Jamun/Jilebi etc.		50/-
2.	Half Rice (with Dal)	200 gms.	20/-
3.	Veg. Pulav/Biryani with Raita	200 gms.	40/-
4.	Alu Mutter	100 gms.	20/-
5.	Chana Masala	100 gms.	20/-
6.	Alu Palak	100 gms.	20/-
7.	Curd	100 gms.	10/-
8.	Steam Rice	150 gms.	15/-
9.	Chapati	1 No.	5/-
10.	Dal	120 ml.	10/-
11.	Any Vegetable	100 gms.	20/-
12.	Roasted Papad	1 No.	5/-
13.	Pav	1 No.	4/-
14.	Rice Plate – Vegetarian (Dinner) (Rice-200 gms, Dal-75 gms., 1 Dry Vegetable-100 gms., 1 Gravy Vegetable-100 gms., Puri-5 Nos. or Chapatis-3 Nos., Curd-60 gms., Papad, Pickle & Salad, Sweet- Kheer/ Sheera/ Gulab Jamun/Jilebi etc.	650 gms.	80/-
15.	Veg. Noodles	200 gms.	35/-
16.	Veg. Fried Rice	200 gms.	40/-
17.	Butter Chapatti	Single	12/-
18.	Butter Pav	Single	8/-

VI. COLD DRINKS, ICE-CREAM, BOTTLED WATER & PACKED JUICES – AS PER M.R.P.**VII. DAILY MENU FOR BREAKFAST :**

Sr. No.	Day(s)	Items (any one)
1.	Monday	Potato Wada / Idli Sambar
2.	Tuesday	Medu Wada / Puri Bhaji
3.	Wednesday	Upma / Misal Pav
4.	Thursday	Idli Sambar / Punjabi Samosa
5.	Friday	Poha / Misal Pav
6.	Saturday	Puri Bhaji / Veg. Pakoda
7.	Sundays	Upma / Misal Pav
8.	All days	Boiled egg/Bread Omlette

I/We hereby undertake to provide the food items & beverages as above to staff members & guests of Nehru Science Centre & NCSM at the rates prescribed above during the entire period of the contract, if awarded to me/us.

Date:
Place

(Signature of the tenderer)
with agency seal /rubber stamp

Note: The rates for sale of the foodstuffs sold to visitors in the Cafeteria and for providing food services during various programmes/activities/meetings held at Nehru Science Centre, Mumbai will be fixed after award of contract.

(Format for Declarations & Undertaking to be typed on bidder agency's letterhead and to be submitted in Part –I (TECHNICAL ENVELOPE) of the e-tender document)

DECLARATION -1

This is to certify that neither we/any of us/ are/is in anyway related to any employee in the National Council of Science Museums, Kolkata, or any of its constituent units.

Date:

**(Signature of the tenderer
with agency seal/rubber stamp)**

Place:

DECLARATION -2

We hereby declare that we have not quoted any extra condition along with the Part-II (FINANCIAL ENVELOPE) of the e-tender.

Date:

**(Signature of the tenderer
with agency seal/rubber stamp)**

Place:

DECLARATION -3

(APPLICABLE FOR THE TENDERER/BIDDER whose Registered Office or one of the Branch Offices are not located in and around Nehru Science Centre, Mumbai)

I/We hereby declare that in case we get the contract after being technically the highest tenderer, I/we will open an office or hire a space to run our office within 20 km within one month of such award of contract, having regular telephone/mobile and other means of communication like fax/e-mail etc., where the museum/centre is located, Failure to do so on our part, our EMD and Security Deposit/Retention Money will be forfeited and the contract will be terminated forthwith.

Date:

**(Signature of the tenderer
with seal/rubber stamp)**

Place:

UNDERTAKING

This is to certify that we have carefully gone through the terms and conditions given in the e-tender document & have clearly understood the terms & conditions of the tender and have accordingly quoted our Annual License fee after going through all the details as per Annexure to the e-NIT.

We hereby give an undertaking that we shall undertake Operation of Cafeteria for selling of Food items to visitors in Nehru Science Centre, Mumbai on leave and license basis during the period of contract.

We also undertake that the EMD shall be submitted by us with the office of **Nehru Science Centre, payable at Mumbai** before the bid opening date. Otherwise the **Nehru Science Centre** shall reject the bid and debar us from further tendering in NCSM or its constituent units.

Date:

**(Signature of the tenderer
with agency seal/rubber stamp)**

Place:

(Format for Declarations & Undertaking to be typed on bidder agency's letterhead)

Certified that the agency or any of its partners/Director have not been blacklisted/debarred by any of the Govt. agencies or department or have not been found guilty of commission of acts of moral turpitude or convicted for any economic offence or violation of any labour laws etc. by any Court or any PF/ESI authorities.

It is further certified that the agency has not been terminated by any of the Govt. department/autonomous institutions/public sector undertaking of the Govt. of India/other State Govt. or Public sector Bank or local bodies/Municipalities during past three years on violation of loss or deficiency of service or breach of contract.

Date:

(Signature of the tenderer)
with agency seal / rubber stamp

Place:

Details of Past Experience of Bidder
(To be submitted on the Letter Head of the Agency)

Certified that the agency has undertaken the similar kind of food services at the following Govt. department/autonomous institutions/public sector undertaking of the Govt. of India/other State Govt. or Public sector Bank or local bodies/Municipalities and Corporate Sectors during last three years:

Sl. No.	Name, Address & Contact Person with Mobile No. of the Organization where cafeteria service is provided	Duration of the Contract		No. of Employees employed For that services	No. of persons/visitors to whom such service is provided (per month)	Any other information
		From	To			
a)						
b)						
c)						
d)						
e)						

Date:

(Signature of the tenderer)
with agency seal / rubber stamp

Place:

**CONTRACT FOR OPERATION OF CAFETERIA FOR SELLING OF FOOD ITEMS
TO VISITORS IN NEHRU SCIENCE CENTRE, MUMBAI**

TENDER No. NSCM/14024/270/2026

DETAILS OF INFORMATION OF THE AGENCY/ BIDDER

(All information should be given in the following format with complete details)

1.	Name of the Agency	:
2.	Permanent Postal Address (Full)	:
3.	Telephone / Fax / E-mail :	
	Office	:
	Residence	:
	Mobile	:
	Fax	:
	E-mail	:
	Website	:
4.	State whether Proprietorship/ Partnership/Company	:
5.	Name and Address of Owner(s)/ Partner(s)/Director(s)	:
6.	State whether Registered under various Statutory Acts <i>(If yes, furnish all the registration numbers and also enclose photocopies of valid registered certificates)</i>	:
	a) Shops & Establishment Act No	:
	b) GST Registration No.	:
	c) Provident Fund Registration No.	:
	d) GST Registration No.	:
	d) Trade License No. with validity	:
	e) Permanent Account No.(PAN)	:
	f) Food Safety & Standard Authority : of India (FSSAI) License No. with validity	:
7	No. of Employees in the Office	:
8.	No. of Employees employed at various facilities	:

9.	a) Details of turnover in last three years (enclose copies of Balance-Sheets for last 3 years)	2022-23: 2023-24: 2024-25:				
	b) Bank Solvency Certificate : [enclose copy of Certificate]					
10.	Enclose copies of Income-Tax Returns filed for the last 3 years:	2022-23: 2023-24: 2024-25:				
11	Furnish details of experience in providing services during <u>last three years</u> including the existing Contracts. Use separate sheet for the information <i>(Also enclose photocopies of work orders and experience certificates etc.)</i> :					
Sl. No.	Name & Address of the Organization where cafeteria service is provided	Duration of the Contract		No. of Employees employed For that services	No. of persons/visitors to whom such service is provided (per month)	Any other information
		From	To			
a)						
b)						
c)						
d)						
e)						
12.	Indicate if any Court Case/Arbitration Pending against the Agency. If so, details thereof may please be mentioned:					

Certified that the information furnished above are true to the best of my/our knowledge. It is hereby declared that I/we will abide by the decision of Nehru Science Centre, Mumbai for evaluation of technical bids of e-Tender.

Date:

(Signature of the tenderer)
with agency seal / rubber stamp

place:

N.B.: Copies of all credentials (mentioned in the information sheet of the agency) must be uploaded in "Cover-I" (Technical Bid), failing which, the Technical Bid is liable to be rejected.

Bid Security (Earnest Money Deposit) Declaration in respect of MSMEs

(Format for Certificate /Declaration to be typed on the letter head of the bidder with rubber seal and to be submitted in Part –I (TECHNICAL ENVELOPE) of the e-tender document)

We hereby declare that we..... (Name of the bidder) are registered under Micro and Small & Medium Enterprises (MSME) and eligible for exemption for submitting Bid Security (EMD) for participating in the e-Tender for..... at Nehru Science Centre, Mumbai.

We further declare and accept that if we withdraw or modify our bid during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a Performance Security (Security Deposit) before the deadline defined in the e-NIT, we will be suspended for the period of time specified in the e-NIT from being eligible to submit bids for contract in Science City, Kolkata.

Date:

(Signature of the tenderer)
with agency seal /rubber stamp

Place:

PREBID MEETING LINK WITH DATE AND TIME

Nehru Science Centre Mumbai is inviting you to a scheduled Zoom meeting.

Topic: E-Tender for operation of cafeteria for selling of food items to Visitors & Staff in Nehru Science Centre, Mumbai

Time: Jan 22, 2026 11:00 AM India

Join Zoom Meeting

<https://us06web.zoom.us/j/87282363155?pwd=YAY1bzowTBtJ92wMJc3B8egSJyQ9Xw.1>

Meeting ID: 872 8236 3155

Passcode: 989871

Tenderers shall attend the Pre-Bid Meeting to be held at Nehru Science Centre, Mumbai on 22.01.2026 at 11:00 am positively, either online or offline.