

**GOVERNMENT OF INDIA**

वित्त मंत्रालय, राजस्व विभाग

**Ministry of Finance, Department of Revenue**

सीमा शुल्क आयुक्त (निवारक) का कार्यालय

**Office of the Commissioner of Customs (Preventive)**

पूर्वोत्तर क्षेत्र, North Eastern Region

110 MG Road, Shillong, Meghalaya

फोन/Phone: 0364 – 2222597, 2225325, 2229005, 2210103

फैक्स/Fax: 0364 – 2223440, 2229007 Email: [cus.shg-](mailto:cus.shg-meg@nic.in)[meg@nic.in](mailto:cus.shg-meg@nic.in)**TENDER NOTICE NO. 03/2025**

1. Sealed tenders/quotations are hereby invited from reputed and eligible caterers for operating the Staff Canteen at the Customs office building, located at Custom House, 110, M.G. Road, opposite Meghalaya Secretariat, Shillong.
2. Only those caterers possessing a valid FSSAI license/certification may obtain the tender application form along with the Terms and Conditions from the Customs office or from the Departmental Website (<http://shillongcustoms.gov.in>).
3. The last date for submission/receipt of tenders is 05.01.2026 up to 1500 hrs. All valid tenders received will be opened at 1500 hrs on 08.01.2026 in the presence of the tenderers or their authorized representatives. Tenders received after the stipulated date and time shall not be considered. Submission of tenders through email, fax, WhatsApp, or any other electronic mode will not be accepted.

Sd/-  
Secretary  
Canteen Committee  
Customs Hqrs. Shillong.

## **Application Form**

Self-attested  
Passport Photo

1. **Name (in block letter):** .....
2. **Address:**.....  
.....  
.....  
.....
3. **Contact No.:** .....
4. **Email:** .....

**Enclosure :**

1. **Annexure 'A'.**
2. **Terms and Conditions.**
3. **Self-Attested Copy of ADHAAR Card/EPIC.**
4. **Copy of Valid FSSAI License**

**Date :**

**Place :**

**Applicant Signature**



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### **TERMS & CONDITIONS**

1. First Party shall provide space for storage of raw materials, Pantry, Kitchen, Wash area, Service counters and Sitting area.
2. First Party shall provide 24 hrs. Water supply free of cost.
3. First Party shall provide all kinds of utensils for running of Canteen.
4. First Party shall provide Chairs and Tables in the sitting area.
5. Quality control will be monitored by the Canteen Committee of the First Party through surprise visits.
6. The application must be accompanied by two (02) recent passport-size photographs, duly self-attested.
7. Only those caterers possessing a valid FSSAI license may apply for the tender.
8. The Contract between the First Party and Caterer will be valid upto 01(one) year and can be further renewed depending on the performance of the Caterer. However, the Contract can be terminated by both the parties stating valid reasons (such as deterioration in quality of food & service) with a minimum notice of 01 (One) month.
9. The Canteen's normal timings will be from 09.30 A.M. to 06.00 P.M. for Staff/Officers.
10. Canteen will remain closed on all Saturday, Sunday and official Holidays during the year except for special reasons.
11. No changes in items as well as Price shall be made without prior approval from the Canteen Committee of the First party.
12. Caterer will realize the cost of foods served, directly from the employees.
13. Caterer should provide a minimum of 04 Canteen staffs to ensure smooth running of the Canteen.
14. Caterer should provide proper uniform (Summer/Winter) to all Canteen Staffs and wearing of which should be mandatory during office hours.
15. Caterer should properly display daily menu in price board.
16. Caterer should do regular Pest control in the Canteen area including Kitchen, Pantry & Store to ensure proper hygiene.
17. Everyday cleaning of whole Canteen area to be done by the Caterer.
18. Everyday cleaning of Crockery, Utensils, Chairs & Tables in sitting hall etc. to be done by the Caterer.
19. Caterer shall bear all recurring costs like refilling of gas cylinders, purchase of raw materials, ingredients for cooking and annual maintenances of all electrical gadgets/equipments, chairs & tables kept inside the Canteen area.
20. Every day waste collected from the Canteen to be disposed off by the Caterer.
21. Caterer shall ensure that all raw materials, ingredients to be used for cooking should be either branded or duly approved by the Canteen Committee of the Customs Department.
22. Caterer should be entirely responsible for proper conduct of his staffs.
23. The Caterer shall not provide outdoor catering service to other private party by utilizing office canteen.

24. The Caterer will be held responsible for any kind of food borne illnesses directly caused by their negligence or failure to adhere to comply with food safety standards.
25. The Caterer should clear the electricity bill for the meter installed in the canteen before the due date.
26. The Caterer should possess all the mandatory Licenses for operating the canteen business.
27. An amount of Rs. 15,000/- (Rupees fifteen thousand) only shall be demanded as security deposit and an amount of Rs. 3,000.00 (Rupees three thousand) only shall be charged as monthly rent, which is payable before the 10<sup>th</sup> of the succeeding month.
28. Caterer should abide by all the terms and conditions framed by the Customs Department after entering into the Contract.
29. Caterer should bear all taxes, rates, charges, fees, levies related to running of the Canteen.
30. The prices quoted by the Caterer should be inclusive of all kind of statutory taxes and levies and free delivery at Canteen sitting hall.
31. An open session to be held between the Caterer and the Canteen Committee on a bi-monthly basis to discuss the quality of food items, service being provided and any other related matters.
32. In case of any loss/theft of any Canteen property (electrical gadgets, cooking/serving utensils and furniture provided by the Department) the Caterer will be responsible and the cost of the items will be recovered from the Caterer.
33. Preference will be given to the party who has experience of running the Canteen.
34. The recommendation of the Canteen Committee will be final.

Annexure 'A'

**The list of Items/Menu/Weight/Quantity/Piece is appended below and the bidders are requested to fill up the Rate quoted in Rupees.**

Sl. No.	Item/Menu	Weight/Quantity/Piece (Average size)	Rate quoted (in Rs.)
<b>BREAKFAST ITEMS</b>			
1	Plain Bread with butter	02 slices	
2	Toasted Bread (plain)	-do-	
3	Toasted Bread with Butter/Jam	-do-	
4	Boiled Egg	01 piece	
5	Omelette	01 plate (single)	
6	Bread Omelette	01 plate (single)	
7	Paratha (Plain with Sabji/Dal)	01 Plate (2 piece)	
8	Paratha (Aalo/Onion/Gobhi/Mix) with Sabji/Dal	01 plate (1 piece)	
9	Puri/ with Sabji/Dal	01 plate (2 pieces)	
10	Maggi (Plain)	01 plate (single)	
11	Maggi (with veggies)	01 plate (single)	
12	Paratha with Chana	01 plate (single)	
<b>LUNCH ITEMS</b>			
13	Veg Meal/Thali (Boiled Rice/Roti/ Dal/ Sabji/Bhaji/Chutni)	01 Plate	
14	Paneer Meal/Thali (Boiled Rice/Roti/ Dal/ Sabji/Bhaji/Chutni/Paneer)	01 Plate	
15	Egg Meal/Thali (Boiled Rice/Roti/ Dal/ Sabji/Egg curry/Chutni)	01 Plate	
16	Fish Meal/Thali (Boiled Rice/Roti /Dal/ Sabji/Fish curry/Chutni)	01 Plate	
17	Chicken Meal/Thali (Boiled Rice/Roti/ Dal/Sabji/Chicken curry/Chutni)	01 Plate	
18	Mutton Meal/Thali (Boiled Rice/Roti/ Dal/Sabji/Mutton curry/Chutni)	01 Plate	
19	Chapati/Roti	01 Piece	
20	Steamed Rice	200 gms.	
21	Dal	100 gms.	
22	Paneer Curry	100 gms.	
23	Sabji	100 gms.	
24	Egg Curry	01 pc. Egg	
25	Fish Curry	01 pc. Fish	
26	Chicken Curry	02 pc. Chicken	
27	Mutton Curry	02 pc. Mutton	
28	Curd/Dahi (sweet/plain)	01 Bowl	
29	Raita	01 Bowl	

**TEA & SNACKS**

30	Tea (Milk)	01 cup	
31	Tea (Red)	01 cup	
32	Special Milk Tea	01 cup	
33	Coffee (Milk)	01 cup	
34	Coffee (Black)	01 cup	
35	Vegetable Chop	01 Pc.	
36	Egg Chop	01 Pc.	
37	Samosa	01 Pc.	
38	Rasgulla	01 Pc.	
39	Sandesh	01 Pc.	
40	Patties (Chicken)	01 Pc.	
41	Patties (Veg)	01 Pc.	
42	Slice Cake	01 Pc.	
43	Shriew/Yam	01 Pc.	
44	Pu Maloi	01 Pc.	
45	Pu Tharo	01 Pc.	
46	Chow (Chicken)	01 Plate	
47	Chow (Veg)	01 Plate	
48	Momo (Chicken)	01 Plate	
49	Momo (Veg)	01 Plate	
50	Cold Drink	01 bottle	
51	Mineral water (half litre)	01 bottle	

Sd/-  
Secretary  
Canteen Committee  
Customs Hqrs., Shillong