



OIL & NATURAL GAS CORPORATION (WOU) KARMACHARI SANGHATANA

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

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Website : www.ksmumbai.com

REF. : ONGC/KS/212/2021

DATE : 17/11/2021

To,
The GGM - HRO,
ONGC - WOU,
NBP Green Heights, BKC,
Bandra (East),
Mumbai: 400 051.

a/c

Subject: Amendment in scope of work of NBP Green heights canteen contract to remove ambiguities and to add more options in menu, suggestions BEFORE FINALISATION OF COANTACT in the upcoming tender and delegation of powers to canteen committee.

Respected Sir,

This has reference to the cantering contract of NBP Green Heights canteen which is going to be floated to award new contract in NBP Green Heights. We request your kind authority before floating tender for awarding new contract all possible ambiguities must be removed. This is to be done in by discussing/ deliberating with the recognised union and ASTO. We request and propose minimum two members representation in the formal discussion/deliberation.

As per the existing practice operated in the offshore canteens "**Daily Performance Certificate**" should be prepared and singed by the management authority and canteen committee.

We are suggesting following amendments in the tender:

Outsourcing: There is no clarity in scope of work which component or part of preparation of food can be outsourced. We suggest items that to be outsource shall be decided by management authority and members of recognised union and ASTO.

1.6.11 Crockery of reputed brands shall be arranged by the contractor in consultation with ONGC authorised representative & **Canteen Committee members.**

1.9 "Two type of snacks and two types of breakfast" is ambiguous and contradictory to the menu set day wise on page no 48 for breakfast and on page 50 for evening snacks.

2. Kitchen equipment

Provided kitchen equipment are more than 9 years old and in dilapidated condition and presently non-functional. We propose following replacement and installation of equipment for proper food preparation as per menu.

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5. Presently provided "Industrial mixer grinder" is not in working condition. Two new Industrial mixer grinders to be procured.
7. Hot plate is not functioning properly therefore cannot be used for preparation of Dosa. Need new Dosa plate of size 6 feet length 2.5 feet width be procured.
8. Presently two four door vertical refrigerators are provided. Need to be replaced and procure two four door vertical refrigerators as they are at the end of life cycle
9. Deep fat fryer two 2 nos. were provided. One is completely destroyed in the recent fire, only one functioning erroneously. Need to install two fat deep fryers of capacity 30 litres and 40 litres each.
- 11 Microwave ovens are required, two in first floor kitchen and two required on first floor cafeteria 30 litre each. Two at ground floor cafeteria. One each in 21 pantries of all floors.
13. Hot plate required with 3 coil each, with two utensils capacity
14. Induction ranges with plate in dining area. All 7 needs to be replaced as not functioning at all.
15. Soup tourine. All needs to be replaced
18. Garbage crusher. Removed as was not working. Required to install new one.
19. Dish Washing Machine. Non-functional for many year. One Industrial conveyor belt dish washer should be procured for the first floor.
20. All buffet set of stainless steel should be replaced on 8th floor as well as on 1st floor, as all buffet sets are leaking

New equipment to be procured and installed in the canteen.

- 1 One Motorised Ragda Grider capacity of 100 litres.
- 2 Two industrial electric pressure cookers with separators 30 litre each capacity for kitchen
- 3 Two water boilers 20 litre each capacity.
- 4 Five new steel cupboards for storage of dry provisions to protect from rats.
- 5 10 nos. aluminium container boxes of 50kg. each to store the dry provisions
- 6 Two Dosa plates at ground floor size 4 feet by 2 feet with new exhaust fan.
- 7 One Dishwasher at ground floor in contractual employees canteen
- 8 Deep freezer to be provided for ice crème, frozen dessert, two on first floor and one at ground floor

2.1 Misc. and Pantry Equipment

All following items need to be replaced

- New advanced water purifiers need to be installed.
- Water coolers 28 nos
- Water purifiers 28 nos
- Service trolleys 15 nos (for giving service on floors)
- Deep box type service trolleys in canteen are to be replaced

B. Standard Vegetarian Meal.

Bread: In the Scope of work it should be clearly mentioned, “Option of white and whole wheat bread”. Both should be made available at a time

3. Chapati: Chapati should be machine made in contractor’s kitchen and preferably by roti making machine.

10. Sweet: Options for sweet is less in regular and working lunch menu

Add following sweets to existing sweets

Bengali sweets, Basundi plain and flavored, payzam, sheer korma, Small pastry. Balushahi, sweet boondi, kesar badam halwa, moog dal halwa, Ras malai, sweet gujiya, sheera pineapple/kesari/dry fruit, kalakand, rasmali, kala jamun, malpuwa, modak, maysore pak, phirni. Option jaggary as kheer sweeter. Costly/premium sweet dishes frequency to be fixed in month and regular sweets in rest of days

Specify quantity of dry fruits in sweets. And other dishes.

Menu for Working day, Saturday, Sunday & Holiday should be clearly specified.

C. **Standard Non Veg Meal:**

Non veg meal should be provided on all working days of the week. Accordingly weekly menu should be decided by the canteen committee. Frequency and type of non-veg to be clearly mentioned in scope of work.

Fruit lunch: Should be 500 grams

Small fruit dish of 250 grams to be added in options

D. **MINI MEALS RICE ITEMS:**

Only three rice items are in veg mini meal. It offers very limited options and is inadequate.

Kindly add the following items.

Masale Bhat/ Khobbri rice/Veg Pulao/ Tadka rice/ Green peas Pulao/Bisie bele/Mashroom rice/Tawa pulao + Vegetable + Raita+ Papad

Jeera Rice /Tomato Rice /Lemaon Rice /Veg Pulao + Vegitable/Dal
+Raita+Papad
Shahi Pulao (dry Fruit)/ Beetroot corn rice/Kashmiri Pulao + Paneer
Gravy+Raita+Papad
Veg fried rice /Shezewan fried rice/ Chicken fried rice/triple fried
rice/ Egg Fried rice + Chinese Gravy/Machurian Gravy
Mutton Biryani + Raita+ Papad
Prawns Biryani + Raita+ Papad

E Fruit lunch menu:

Remove slash, and replace slash with word “and”

K. Breakfast items

Suggestion for change

1. Whole wheat and White bread slices/ pav
3. Whole wheat and White bread slices
7. Cut fruit remove unit as description is given separately page no.43
8. Sabudana khichadi and sweet curd
12. Poha and chutney (with seasoning onion/batata/peas/ground
nuts/Indori with sev topping)
15. Punjabi samosa with sweet/and pudina chutney
Patti samosa with coconut chutney
20. Specify weight of Puri & number of Puri. Add Thikha puri/plain
puri/Luchi option
Add tomato omelette in menu

M. A la carte

Clarity on ala-cart dishes: Procedure for ordering the same to be
decided. Suggestion One day prior notice to be given by canteen
committee member/Employee.

Add following dishes

Misti doi in ala-cart

Fresh curd and fresh butter milk should be added in ala-cart of to
accompany lunch/meal

Add mutton liver dish

I. Standard evening snacks

Suggestion for change

1. Whole wheat and white bread/pav
2. Whole wheat and white bread
5. Sabudana wada with sweet curd
6. Samosa with sweet and pundia chutney

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7. Veg cutlet with sweet chutney and tomato sause
8. Dhokala/Khaman with green chutney
9. Alu wadi/ kothmbir wadi with chutney
10. Mysore bonda with chutney
12. Rice sev with chutney
13. Bread pakoda with chutney
14. Onian Padoda with chutney
19. Assorted pakoda with chutney
20. Veg Burger add Myonnise dressing and lattuse + Tomato sause
Dosa varity, Plain masala dosa, Mysore dosa, Shezwan dosa, spring
Dosa,
Vairty of upma i.e. with tomato, green peas, plain, with sev toppings

Add following items in the evening snacks

- S K Pakoda with chutney
- White Dhokla with chutney
- Moong Dal Bhajiya with chutney
- Methi gota with chutney
- Harabhara kabab with chutney
- Gobi 65 with chutney with chutney
- Dahi wada with chutney
- Idli fry with chutney
- Dal wada with chutney

S. Indicative evening snacks

- Add:** Spring roll/Soya chaap roll/Malai tikka roll/Chowmein roll/Chilli soya roll/Mix veg roll to veg roll/ Paneer 65 roll to rolls list
- Add:** Chicken roll/Egg Chicken roll in the Non-veg roll list
- Add:** Frankie and Bread Roll options for above flavours

T. Indicative brands of food items and ingridients

- Coffee:** Coffee should be 100% pure coffee: All companies have pure coffee and chicory mix coffee. Present contractor is using mix coffee.
- Fish:** Add Halwa and Ghol
- Rice:** Regular meals best quality kolam rice i.e. wada colam and surti colam etc should be specified
Idli and dosa grinding whole masuri rice, whole HMT rice
- Papad:** Add size specification 7 inch

Decide the rates for following items

- Veg-meal if simple rice is removed and replaced with special rice.
- One simple vegetable (Available in meal combo) with quantity
- One simple dal (Available in meal combo) with quantity

Cont. 6

Penalty Clause

Penalty should be decided per point, as it is existing in offshore canteens by the Members of recognised union, ASTO and management authority.

Review Clause

After completion of two months a review of canteen performance should be taken by a jointly by canteen committee and management to decide whether to continue the contract or to terminate for unsatisfactory service.

Termination Clause

Clear procedure for termination of contract should be mentioned in the tender for non performance, unsatisfactory service, non-implementation of menu, substandard food preparation etc. These points to be points incorporated for the termination of contract. Matrix for termination of contract to be decided by the management authority and recognised unions representative and ASTO.

Premises Clause

Contractor's kitchen should be in BMC approved plan for commercial use building. It has been observed that if the structure is not approved by BMC for plan-commercial use, the contractor manages to get fssi certificate.

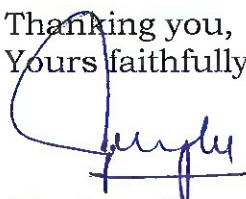
Maintenance Clause

Responsibility of maintaining and repairing equipment/gadgets in the Kitchen, Pantry, Cafeteria, should be given to the Contractor.

Man Power

- Initially there were 51 employees including Kitchen staff, Service Boys cooks etc.
- Now only 49 staff is provided in the canteen including two assistant cooks
- Nine additional temporary employees are deployed by the contractor for cleaning and washing the utensils in the canteen
- Two employees from temporary staff should be added in 49 employees to complete the strength of 51 employees which is approved by the management

Thanking you,
Yours faithfully,



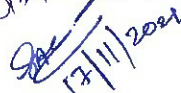
(Pradeep Mayekar)
General Secretary

Copy to:

1. CGM-I/c H&W, RO, ONGC-WOU, Gr. Heights, BKC, Bandra (E), Mum-51.
2. DGM-I/c, IR, ONGC-WOU, NBP Gr. Heights, BKC, Bandra (E), Mum-51.
3. DGM-I/c FMG, ONGC-WOU, Gr. Heights, BKC, Bandra (E), Mum-51.

etc


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