

क्षेत्रीय जैवप्रौद्योगिकी केन्द्र

(एनसीआर-बाँयोटेक साइंस क्लस्टर)

Regional Centre for Biotechnology

(An institution of education, training & research)

NCR-Biotech Science Cluster,

3rd Milestone, Faridabad-Gurgaon Expressway,

Faridabad -121001 (Haryana)

TENDER DOCUMENT

Name of work:

Providing of Canteen/Catering Services at Regional Centre for
Biotechnology (RCB) & Translational Health Science &
Technology Institute (THSTI) in NCR-Biotech Science
Cluster, at 3rd Milestone, Faridabad-Gurgaon Expressway,
Faridabad -121001 (Haryana)

Tender No.RCB/NIT-01/20-21/Canteen Services

CLIENT:

EXECUTIVE DIRECTOR, RCB Faridabad

FLOATING TENDER ON BEHALF OF RCB & THSTI

REGIONAL CENTRE FOR BIOTECHNOLOGY
NCR BIOSCIENCE CLUSTER, FARIDABAD

NOTICE INVITING TENDER (NIT)

Open Tender Notice NIT No : **RCB/NIT-01/20-21/Canteen Services**, On behalf of RCB & THSTI, Faridabad, online bids are invited in two bid system (Techno-Commercial Bid and Financial Bid) from eligible and qualified firms/manufacturer for providing Housekeeping Services at NCR Biotech Science Cluster, Faridabad.

SI No	Description	Amount of Bid Security/ EMD (in Rs.) through online mode only
(a)	Providing Canteen Services at NCR BSC Campus	Rs.1.50 Lakhs (Rupees One Lakh & Fifty Thousand Only)

CRITICAL DATE SHEET

Publishing Date	10.06.2020
Bid Document Download Start Date	10.06.2020
Seek Clarification Start Date	11.06.2020
Seek Clarification End Date	17.06.2020
Bid Submission Start Date & Time	22.06.2020 at 05:00 pm
Bid Submission End Date & Time	07.07.2020 at 03:00 pm
Bid Opening Date & Time	07.07.2020 at 03:30 pm

Instructions:

1. Bids shall be submitted online only at the DBT E-Wizard Portal website: <https://dbt.euniwizarde.com>.
2. The Bidder shall download the Tender Enquiry Document directly from the website <https://dbt.euniwizarde.com> and shall not tamper/modify it including downloaded Price Bid template in any manner. In case, if the same is found to be tempered/modified in any manner, Tender/Bid will be summarily rejected and EMD would be forfeited.

3. The complete bidding process is online. Bidders should be possession of valid Digital Signature Certificate (DSC) of class III for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
4. Bidders are advised to follow the instructions provided in the Tender Document.
5. Bidders are advised to visit this website regularly to keep themselves updated, for any changes / modifications in the Tender Document.
6. Intending bidder are advised to visit the DBT E-Wizard Portal website <https://dbt.euniwizarde.com> regularly till closing date of submission of bid, for any corrigendum.
7. The documents to be submitted in their bid may be scanned with 100 dpi with black and white option which helps in fast uploading.
8. The EMD/Bid Security shall be deposited through “**online mode only**” in favour of the Executive Director, RCB, Faridabad. till “Bid Submission End Date & Time” as mentioned in “Critical Date Sheet” failing which the bid shall be summarily rejected.

NOTICE INVITING TENDER FOR PROVIDING OF CANTEEN SERVICES AT REGIONAL CENTRE FOR BIOTECHNOLOGY(RCB) & TRANSLATIONAL HEALTH SCIENCE & TECHNOLOGY INSTITUTE (THSTI) AT NCR-BIOTECH SCIENCE CLUSTER, 3RD MILE STONE, FARIDABAD-GURGAON EXPRESSWAY, FARIDABAD -121001 (HARYANA)

Tender's Name- **Canteen Services**

Bidding Document No: - **RCB/NIT-01/20-21/Canteen Services**

All tender related queries may be addressed to admin@rcb.res.in; tender document available on DBT E-Wizard Portal website <https://dbt.euniwizarde.com> and also available from www.rcb.ac.in, www.rcb.res.in, and www.thsti.res.in

1. On behalf of two institutes, i.e., RCB & THSTI, Executive Director, Regional Centre for Biotechnology(RCB), online tenders are invited from established, reputed and experienced agencies for providing the **Canteen Services** in the campus at NCR Biotech Science Cluster, 3rd Milestone, Faridabad-Gurgaon Expressway, Faridabad -121001 (Haryana).
2. The bidder must read the prescribed terms & conditions and accept the same to proceed further to submit the bids.
After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents online as asked. Incomplete information may lead the bid to be summarily rejected. Bidder must unconditionally accept all terms and conditions stipulated in the original/downloaded tender document and submit the entire signed and stamped document.
3. All documents submitted should be self-attested with seal of the bidder.
4. All pages of the bid including all enclosures should be numbered (except printed leaflets/catalogue) and must be duly filled in, signed and stamped by the bidder or his authorized representative. Offers received without signature and seal on all pages are liable to be rejected.
5. The evaluation of the bid, as explained in detail later, will give 70% weight to technical bid and 30% to financial bid.

IMPORTANT INSTRUCTIONS TO BE NOTED CAREFULLY BY THE BIDDER/ AGENCY(S):

(a)	Institute	Regional Centre for Biotechnology, Faridabad
(b)	Name of Services required	Providing of Canteen Services in NCR-Biotech Science cluster, 3rd Milestone, Faridabad-Gurgaon Expressway, Faridabad -121001 (Haryana)
(c)	Date for start of full service	Within Fifteen (15) days of the Award of Contract, complete service as per scope of work.
(d)	Bid Security (EMD)	Rs.1,50,000/- (Rupees One lakh & fifty thousand only) deposited through “online mode only” in favour of the Executive Director, RCB, Faridabad. till “Bid Submission End Date & Time” as mentioned in “Critical Date Sheet” failing which the bid shall be summarily rejected.

I. PROCEDURE FOR SUBMITTING TENDERS**Instructions for Online Bid Submission and Registration on DBT E-Wizard Portal:**

- 1 The bidders shall submit their online bids as per the instruction given for online bid process. The bidders are required to submit soft copies of their bids electronically on the DBT E-Wizard Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the DBT E-Wizard Portal, prepare their bids in accordance with the requirements and submitting their bids online on the DBT E-Wizard Portal. More information useful for submitting online bids on the DBT E-Wizard Portal may be obtained at: <https://dbt.euniwizarde.com>.
2. (a) Registration on the DBT E-Wizard.Portal:
 - i) Bidders are required to enrol on the e-Procurement module of the DBT E-Wizard Portal (URL: <https://dbt.euniwizarde.com>) by clicking on the link “Online bidder Enrolment” on the DBT E-Wizard.Portal which is free of charge.
 - ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
 - iii) 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 DBT E-Wuzard.Portal.
 - iv) Upon enrolment, the 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 / nCode / eMudhra etc.), with their profile.
 - v) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.

- vi) 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.
2. (b) Searching for Tender Enquiry Document on the DBT E-Wizard .Portal:
- i) There are various search options built in the DBT E-Wizard Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the 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 DBT E-Wizard Portal.
 - ii) Once the 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 EDBT E-Wizard Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
 - iii) 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.
3. Preparation of Bids for uploading on the DBT E-Wizard Portal
- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
 - ii) Please go through the tender advertisement and the Tender Enquiry 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 content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
 - iii) Bidder, in advance, should get ready the documents/BoQ to be uploaded as indicated in the Tender Enquiry Document and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Scanned documents to be uploaded may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document and resulting in fast uploading. It is the responsibility of the bidder to ensure that uploaded scanned documents are legible.
 - iv) To avoid the time and effort 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 has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, 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 for uploading on the DBT E-Wizard Portal

- a) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the Tender Enquiry document.
- c) Bidder has to select the payment option as “online” to pay the Bid Security/ EMD as applicable and enter details of the instrument.
- d) Bidder shall pay the EMD through **online mode only** and update the account details one tender portal for refund of EMD to unsuccessful bidders. EMD in any other form will not be accepted. EMD of unsuccessful bidders will be refunded to the account from which the online payment was made.
- e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- f) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g) All the documents being submitted by the 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. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers’ public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h) The uploaded Tender/Bid shall become readable only after the tender opening by the authorized bid openers.
- i) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- j) The 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 bid opening meetings.
- k) Assistance to Bidders for uploading the DBT E-Wizard Portal:

- i) Any queries relating to the Tender Enquiry Document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the NIT.
- ii) Any queries relating to the process of online bid submission or queries relating to DBT E-Wizard Portal in general may be directed to the 24x7 DBT E-Wizard Portal Helpdesk

BID OPENING

Opening of Bids

E- Bids will be opened online after due time and date and the bidders may check the status etc. on DBT E-Wizard Portal.

- a) The following documents along-with supporting documents, may be submitted online, before the last date and time of the closing of the bid as indicated in the Tender :-
 - i. Covering letter indicating the index / list of enclosures.
 - ii. Additional information of the Bidding Agency duly signed by the bidder or authorized representative of the bidder
 - iii. Bid Security (EMD) shall be deposited through “**online mode only**” along with declaration
 - iv. Original/downloaded tender document duly filled in, signed and stamped by the Bidder or his authorized representative and duly witnessed with name address & contact number of witness.
 - v. Declaration along with attested Copies of Income Tax Return for the last three years, Firm’s PAN Card., GSTIN Registration Certificate of the bidder/ Agency
 - vi. Undertaking at least 3 years of Experience in the field of Canteen Services shall be
 - vii. Undertaking to accept all Terms and Conditions of the Tender document and to comply with them **on a letter head duly signed and stamped by authorized signatories. Successful bidder** will submit the same on award on Non- Judicial stamp paper of Rs. 50/- duly notarized and signed by the Bidder/ Agency or authorized representative of the Bidder/ Agency.
 - viii. List of present clients (at least three nos.) with whom annual billing for similar services shall not be less than Rs. 30 Lakhs per annum in each case.
 - ix. Proof of successful execution of work along-with certified copies of the Award of Work/Agreement executed for providing of identical/similar Services in last five years from atleast two clients (one of whom should from the educational institution based in NCR).
 - x. Solvency certificate from banker(s) for the value not less than Rs.35 Lakhs.
 - xi. Technical bid & Price Bid to be submitted separately as per this tender document. However, it must be noted that no price (“User Charges”) should be indicated in the technical bid and should be quoted only in the Price Bid separately (as per Annexure-III).
 - xii. Each page of the tender document should be numbered and signed by the bidder/tenderer with the seal of the firm.

4. “User-Charges” : Agency will pay at the rate of Rs.....
(Rupees..... only)
for one calendar year. Quoted rate should not be less than the minimum “User-Charges”
prescribed. **(To be quoted only on the Financial Bid – Annexure-III)**
5. Security Deposit : Rs.4,00,000/- (Rupees Four Lakhs only) to be deposited by the successful bidder within
30 days from the date of receipt of Letter of award. Security deposit/Performance Security
is refundable on termination of contract without interest after termination / expiry after
deducting all dues against the contract.
6. Period of Contract : Initially to be awarded for 01 year and extendable for two more years on sole discretion
of the Executive Director, RCB based on satisfactory performance.
7. Last date of submitting Tenders : 15.00 hrs. on07-07-2020.....
- (Performance security) 8. Date of opening of Tenders : 15.30 hrs. on07-07-2020.....
9. Validity of Tender : 180 days from the date of opening of the tender. EMD shall stand
forfeited if the tenderer backs out within the validity period.
10. Termination : Executive Director, RCB solely reserves the right to terminate the contract at
any time without any reason with minimum 24 hours' notice period.
11. Executive Director, RCB reserves the right not to accept the any tender / part thereof without
without assigning any reason.
12. FSSAI Licence, Registration under Shop & Establishment Act, etc. are to be submitted along with tender
documents. GST wherever applicable to be paid by the bidder.
13. Institute shall allot a space of 510 sq. mtr. approx.. (incl. Kitchen & Dining area and other items as specified
under Annexure-IV). All the bidders are requested to physically visit the site before submitted their bids.
Electricity and Water connections may be given on demand, however electricity shall be separately metered
and borne by the contractor at actuals on monthly basis at RCB notified rates, presently the same is Rs.8.40
per unit which will vary from time to time depending upon the rates of DHBVN. The contractor should
install & maintain adequate capacity (not less than 200 Ltr./hr.) of RO Unit in the main Kitchen at their own
cost. All other arrangements to be made at his own cost by the contractor to run the Canteen services
smoothly. If any repair / loss incurs during tenure of the contract to the movable / immovable properties
of the Institute, the cost of the same to be borne by the contractor.
14. The contractor shall be solely responsible for any claim whatsoever by any of its employee relating
to workmen compensation, Statutory plan or any other statutory or contractual payment or
any violation of provisions of any law during the period of contract or at any other
subsequent date. Monthly statement to be furnished.
15. The contractor should comply all labour laws (including child labour law) prevalent during the tenure of
the contract.
16. Items Rate Chart (as per Annexure-II) is to be included with the tender document (Technical Bid)

duly signed & stamped by the bidder. At no point of time contractor shall charge beyond the approved rate from any customer for any item.

17. Contractor shall maintain neatness, cleanness & hygiene of the canteen premises and its surroundings. contractor will also be responsible about the medical fitness of the staff deployed by the contractor.
18. Contractor shall not make any alteration of the fittings and the buildings of the Institute without prior permission.
19. Contractor shall not use any fittings, furniture and building for any other purpose other than the purpose stated above.
20. Electricity Bills to be paid within 07 days from the date of receipt of the bill as per the prevailing institute rate. Otherwise, 18% p.a. interest will be charged for late payment of bills. In case of repeated failure/lacunae are noticed a fine may be imposed upto Rs.5,000/- on each occasion.
21. The Executive Director, RCB or any other duly authorized representative/s shall inspect the canteen and its services at any time.
22. Offer — An Agreement to be made between the Institute and the selected Party on Rs. 50/- (fifty) Non-Judicial Stamp Paper the cost of which will be borne by the bidder.
23. The agreement will automatically terminate on expiry of the period of agreement and the contractor will hand over the space to the Institute Authority immediately in the same conditions in which they have taken the space.
24. All disputes will be settled within the Jurisdiction of Hon'ble Delhi/NCR Courts only.
25. All pages of Tender Form, Proforma Agreement and enclosed rate chart be signed by the bidder as a token of acceptance of the same.
26. Tender must be submitted in two parts, in two sealed envelopes, clearly marked as (A) "Technical Bid ",(B) "Price Bid / Financial Bid". Both sealed envelopes (A & B) is to be submitted in a larger sealed envelope inside which two envelopes "A" & "B" has to be kept.
Envelope "A" should be marked with " Technical Bid" and should contain :
 - a) Latest valid GST (If applicable)
 - b) Latest valid FSSAI license for manufacturing/catering.
 - c) Requisite Credentials.
 - d) Separate demand draft towards cost of tender paper, if download from website
 - e) E.M.D. as mentioned
 - f) Any other mandatory relevant documents required for execution of this work
 - g) General Tender Document duly signed by the bidders.

Envelope "B" should be marked with "Price Bid" and should contain price quote only. Price Bid/ Financial Bid will opened only for those who are technically qualified.

**Registrar
RCB Faridabad**

I have read, understood and accept all the terms and conditions mentioned in the tender form before quoting the tender.

Signature of Tenderer with stamp & date

REGIONAL CENTRE FOR BIOTECHNOLOGY

NCR Biotech Science Cluster, 3rd Milestone,
Faridabad –Gurgaon Expressway, Faridabad- 121001

Terms & conditions for providing canteen/catering services:

1. The contractors should have valid Trade License and valid Food License for operation/running of the canteen. The contractor should have 5 years experience in the catering business, out of which at least 3 years experience should be in running the canteen of a reputed Govt. organizations, Educational/Research institutions.
2. (a) Space: Accommodation will be provided for running the canteen, however “User-Charges” per month shall be payable by the contractor as quoted in the Financial bid.
(b) Electricity: Electricity will be separately metered and will be charged on monthly basis at actuals.
(c) Water shall be provided to the contractor free of cost
3. The Contractor will be provided with the canteen premises and furniture as available in existing canteen. The maintenance and upkeep of premises, furniture and fixtures will be the sole responsibility of the contractor. “User-Charges” shall be payable by the contractor for providing the accommodation.
4. The Contract will be initially for a period of one year extendable for a further period of two years. Further, after the expiry of the first twelve months, the Centre will evaluate the performance of services provided by the contractor. If the services are found satisfactory, the Centre reserves the right to extend the contract for two more spells of twelve monthly periods on the same terms & conditions. The Centre also reserves the right to terminate the contract, at any time during the currency of contract by giving 30 days notice to the Contractor.
5. The contractor has to ensure that canteen premises are used only for the purpose of running the canteen services and not for other purpose in any manner. The Contractor himself and/or his worker should not use the premises of any other business purpose. The Contractor shall not be authorized for any kind of sub-letting the premises in any manner.
6. The contractor shall be provided with the available infrastructure for cooking and serving. All these infrastructure shall be maintained by the contractor. In case any damage is caused to any of the item which is provided due to mishandling, the item of the same quality shall be replaced by the contractor.
7. The Contractor shall be responsible for running the canteen as per the rules applicable and ensure the compliance of the provisions of Employees’ Provident Fund Act and ESI Act and rules framed thereunder and other relevant statutes including Municipal Rules and Regulations, relating to the canteen in force from time to time, during the subsistence of the Contract. The contractor shall obtain necessary license to run the canteen from the Municipal Corporation of Faridabad.
8. The Contractor shall employ his own canteen staff, provide them clean uniform at his own cost and shall be responsible for timely payment of their wages/salary directly in their bank accounts. The contractor will also be responsible to deduct and pay EPF as per rules and also extend medical facilities etc. as per statutory rules in force from time to time. RCB shall not be responsible in any manner.
9. The contractor shall not be a cause, to the security of the Centre, in any manner. Payment to canteen staff employed by contractor must be released by 10th of every month directly in their bank accounts by the contractor.

10. The Contractor shall procure and use all fresh and of standard/good quality raw material, eatables, fuels etc. necessary for running the canteen at his own costs. The quality of food shall be maintained in consultation with the management and the decision of the management in respect of quantity and quality of food shall be final.
11. The Contractor will be required to strictly observe timing of the office and also rules framed by Centre as amended/provided from time to time.
12. The contractor shall provide the canteen/catering services normally on all seven days a week and will also provide the said services on holidays or late hours in the office. The operation timings of the Canteen Services shall be 8 am to 10 pm.
13. The EMD / Security Deposit deposited by the successful bidder will be kept with the RCB without carrying any interest and it shall be refundable upon termination of contract, provided the Contractor discharges his services, according to terms & conditions and satisfaction of the management of RCB & THSTI, failing which security deposit shall be forfeited. It is also provided that, if during the currency of contract, if the contractor withdraws his services and/ or fails to discharge his services up to the satisfaction of the management the said security shall be forfeited.
14. EMD of unsuccessful bidders will be returned without interest after the completion of tender process and award of contract.
15. The Contractor shall also undertake and ensure that all the raw material including milk etc. shall be available during the course of the working hours of the centre and he shall also arrange to supply the food items tea, coffee, lunch, dinner etc. even beyond the working hours and/or on holiday, if required by the management at the same rate.
16. The Contractor or his manager who should be qualified and professionally experienced must be available in the canteen at all times to attend the complaint, if any.
17. The oil/ghee and other ingredients to be used shall be from amongst the brands as suggested by the committee. If no suggestions are made, it should have FPO/AGMARK marking and shall be open to inspection of the authorized representative of the Management of both the institutions i.e., RCB and THSTI.
18. The contractor will be responsible for maintaining cleanliness inside and around the canteen. No separate house-keeping staff will be provided for the upkeep of the Kitchen & Dining area.
19. The contractor shall provide a portable weighing machine in order to check the weight of item supplied, as per approved rate/weight list.
20. Use of baking soda, MSG or any other preservatives in the canteen shall be strictly prohibited. Any violation shall attract serious penalty including termination of contract.
21. All books of accounts, registers and any other documents used in connection with running of the canteen shall be maintained by contractor at his own cost and the same shall be produced for inspection either on demand by the MCI/ESIC/ Provident Fund Authorities/Municipal Authorities or any other official Agency/ officer authorized by the Competent Authority in this connection.
22. The contractor will settle and pay all Municipal and other statutory taxes, if any, to the concerned authorities.
23. It will be obligatory on the part of the contractor to sign the offer and other documents for all the component's & parts. After the work is awarded, the Contractor has to enter into an agreement for work awarded on a non-judicial stamp paper of required value at his own cost within ten working days from the date of receipt of acceptance order or before the work is undertaken.

24. The contractor should verify the character antecedents of all the persons employed, through local police and shall submit a certificate to this effect.
25. A complaint register should be placed in the Dining Hall to enable the employees to register their complaints which will be periodically reviewed by the Cafeteria Committee for requisite action.
26. Due to any unforeseen reason, if the canteen is closed for some times, it shall be the responsibility of the contractor to provide food to the employees and students on the same cost as has been agreed in the tender terms.
27. The courts of Delhi/NCR shall have the exclusive jurisdictions to try all disputes if any arising out of this contract.

Special Conditions of Service:

- a) The contractor should provide an automated billing service with facility of the swipe cards as well as cash payments.
- b) Headgear and gloves (at caterer's own cost) to be worn by all cooks and servers at all times while preparing and serving food.
- c) Mandatory to wash hands with soap after use of the rest rooms & before cooking of food.
- d) Ensure no re-use of oil used once for deep-frying. Used oil shall be disposed-off appropriately, immediately after the usage. Storage of used oil will be viewed seriously and serious penalty as decided by the centre shall be invoked.
- e) Ensure no re-use of leftover foods from the previous day. Left-over food should be disposed-off appropriately, within one hour from the completion of the relevant service hours.
- f) Items such as sandwiches, burgers, French fry which can be consumed outside the cafeteria premises shall be served in appropriate and convenient packing.
- g) Ensure all employees are free of any contagious diseases or ailments.
- h) Ensure all employees are well mannered and display courteous behavior.
- i) Ensure pest control administration periodically (rats/ mice/ flying insects. Crawling insects), but not with aerosol based anti-pest sprays that could get in the food.
- j) Ensure doors to the canteen are self-closing to prevent entry of flies.
- k) Operation of canteen is subject to regular (every week) inspections by the management team appointed by RCB-THSTI to ensure all points are adhered to. Further **periodic checking/ performance audit by a professional catering monitoring agency (engaged by RCB-THSTI)** shall also be carried out to evaluate the performance of the caterer on international standards of hygiene, cleanliness and health.
- l) *Any violation to the terms and conditions of the contract shall attract penalty on the contractor which shall be decided by the management of the centre and the same shall be acceptable to the contractor.*

CRITERIA FOR ELIGIBILITY

1. Bidder should have minimum 5 years experience, on the date of submitting the tender, in providing catering services for full day meals for at least 500 persons to the Academic/Research institutions of repute /a training centre/ Canteens/ Hostel Mess in central govt. department/ State govt. Department/ Public Sector undertaking including public sector banks.
2. Turnover of the applicant from catering Services (as mentioned in 1 above) during each of the last three years should not be less than Rs. 75 lakhs.
3. Bidder should be involved in catering assignments with annual billing of at least Rs. 60 lakhs in one assignment or two assignments of 37.5 lakhs each or three assignments of 30 lakhs each during any of the last three financial years.

4. Proprietor/ One of the partners/ one of the Directors of the applicant firm should possess a degree/ diploma in Hotel Management, Catering and Nutrition from a reputed institute in India. Attested copy of degree/ diploma should be enclosed.
5. Tenderer should have the valid GST Registration No.
6. Should have ESIC and EPF Registration No.
7. Should submit a Bank solvency certificate of Rs.35 Lakhs
8. Should have a license of FSSAI and should be registered with shops and establishment Act
9. Bidder should have well-established office in Delhi/New Delhi/Noida/Faridabad/Gurgaon.
10. The selected vendor should be able to provide professional, architectural and logistic inputs towards designing and commissioning of in-house state-of-art kitchen facility

CRITERIA FOR EVALUATION OF THE TECHNICAL BID

BID Evaluation Criteria:

- A. The bids shall be ranked on the basis of combined weighted score for quality and cost. The contract shall be awarded to the bidder obtaining the highest total combined score in evaluation of Technical bid and Price (financial) bid.
- B. The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during evaluation of bids. The technical and Price (financial) bids shall enjoy weightage in the proportion of 70:30 i.e. 70% for the technical bid and 30% for the financial bid.
The financial bids of only those successful bidders who obtain minimum 70% points i.e. 70/100 in Technical evaluation will be opened for further evaluation.
- C. Combined scores of respective bidders shall be obtained by sum of their respective technical bid scores (out of 70) and their respective Price (financial) bid scores (out of 30).
- D. (i) Eligibility Criteria for evaluation of the technical bid/performance of contractors :

	Attributes	Evaluation
1.	Financial strength (i) Annual (last three years) turnover 75 lacs/year - 10 marks (ii) Solvency Certificate 35 lakhs - 05 marks	(15 marks) (i) 60% marks for minimum eligibility criteria (ii) 100% marks for twice the minimum eligibility criteria or more In between in any of the three category – on pro-rata basis for similar works.

<p>2.</p> <p>i.</p> <p>ii</p> <p>iii</p>	<p>Experience (last three years)</p> <p>One similar works contract of 60 lakh or more or</p> <p>Two similar works contract of 37.5 lakh or more or</p> <p>Three similar works contract of 30 lakh or more</p>	<p>(15 marks)</p> <p>i)(60% marks for minimum eligibility criteria of works</p> <p>(ii) 100% marks for twice the minimum eligibility criteria or more</p> <p>In between in any of the three category – on pro-rata basis for similar works.</p>
<p>3.</p>	<p>Performance certificates from existing clients</p> <p>two similar jobs of Rs. 35 lakh or more.</p> <p>Kindly attach certificates from the minimum two clients (one of whom should be from the educational institution based in Delhi NCR)</p>	<p>(15 marks)</p> <p>(i) 60% marks for minimum eligibility criteria of works</p> <p>(ii) 100% marks for twice or more the eligibility</p> <p>(iii) In between pro-rata</p>
<p>4.</p>	<p>Digital Payment System and automation (Based on the existing client)</p>	<p>(5 marks)</p>
<p>5.</p> <p>(i)</p> <p>(ii)</p> <p>(ii)</p> <p>(iii)</p> <p>(iv)</p>	<p>Performance of works (Quality) based on report/assessment by the visiting committee/ presentation (Quality of food, Hygiene, cleanliness, feedback from the client, service quality, efficiency in handling cash transactions)</p> <p>(i) Excellent</p> <p>(ii) Very Good</p> <p>(ii) Good</p> <p>(iii) Fair</p> <p>(iv) Poor</p>	<p>(40 marks)</p> <p>35</p> <p>30</p> <p>25</p> <p>15</p> <p>0</p>
<p>6.</p>	<p>Personnel and Establishment (list of personnel actually deployed as various site with their EPF no.</p>	<p>(Max. 5 marks)</p>

	(i) Skilled	
	(ii) Semiskilled	
	(iii) Unskilled	
7.	Statutory compliance ESI/PF/Labour regulation	(Max. 5 marks) Evaluation by technical committee.

(ii) **Financial bid evaluation:-**

The bidder quoting the maximum "User-Charges" will be awarded full points out of 30. Others will be awarded on pro-rata basis. Bidder has to accept and sign the rate list for all items (as per Annexure-II) else it will be treated as incomplete bid and is liable to be rejected.

ANNEXURE-I [TECHNICAL BID]

SCHEDULE

Details of Tenderer

1. Name of the Tenderer _____
2. Address _____
3. Registration./ License No. _____
(Attested Photostat copy of license Issued by the Competent authority may be attached)
4. GST Regn. No. _____
(Attested Photocopy of GST Registration certificate should be attached)
5. Year of Establishment _____
6. **Cost of Items sold** : **As per Annexure-II**

7. Details of Contracts executed till date:

(Please give details of satisfactorily executed contracts in a separate sheet, along with proof thereof.)

S.No.	Name of Contracts	Period	Educational/Research Institutes/Govt./ Semi Govt. Organisations, etc.
I			
II			
III			

8. Details of Present Contracts in hand :

Sl. No.	Name of Present Contracts in hand	Period	Educational/Research Institutes/Govt./ Semi Govt. Organisations, etc.
I			
II			
III			

9. Pan Card No. _____

(Copy of the Income Tax Return filed in the previous three year may be enclosed)

10. Man Power/Resources available:

11. Earnest Money Deposit: (online mode only) No. _____ for Rs.1,50,000/-
drawn on _____.

Certified that all the terms and conditions mentioned in the Tender Form are acceptable to me/us.

Signature of the Tenderer with stamp

Dated:

Annexure-II

Proposed items for cafeteria (Breakfast, lunch & dinner) with rates

(To be submitted alongwith the Technical Bid duly signed & stamped)

Sl. No.	Items	Unit (Nett weight)	RATES * (incl. of Taxes)
1	Dal/Sambhar/Vegetable curry(seasonal)/Choley	200 gms	Rs.15
2	Mix Vegetable (seasonal)-Dry	150 gms	Rs.20
3	Rice	300 gms	Rs.15
4	Rice half plate	150 gms	Rs.10
5	Chapatti	Per piece(30 gms)	Rs.03
6	Green salad plate(half)	100 gms	Rs.05
7	Green salad plate (full)	200gms	Rs.07
8	Fruit Chaat	200gms	Rs.10
9	Paav Bhaji	200gms	Rs.15
10	Idli with Sambar (2pcs.)	200gms	Rs.18
11	Vada with Sambar (2 pcs.)	100gms	Rs.25
12	Fruits salad	200gms	Rs.12
13	Apple /orange/ banana (Seasonal fruits)	1 no.	-----
	Non-Vegetarian items		
14	One plate Chicken (2pcs.)	200gms	Rs.40
15	Fish or Shrimp	200gms	Rs.50
16	Mutton Curry (2pcs.)	200gms	Rs.60
17	Egg curry (2pcs.)	200gms	Rs.30
	Continental Thali		
18	Pasta (Macaroni or Mixed Sauce) or Pizza slice, Steamed Vegetable (Broccoli or beans, Mushroom, Sweet Corn), Chicken or Paneer tikka.	200gms	Rs.45

19	Pasta (Macaroni or Mixed Sauce) or Pizza slice, Steamed Vegetable (Broccoli or beans, Mushroom, Sweet Corn)	200gms	Rs.45
20	Noodle or fried rice	150gms	Rs.35
21	Noodle or fried rice	300gms	Rs.35
22	Chicken Manchurian (4pcs.)	300gms	Rs.45
23	Paneer/veg, Manchurian (4pcs.)	200gms	Rs.30
24	Tea & Coffee		
	i) (prepared with approved brands of tea leaf like brook bond/red label/tata	One cup (150 ml)	Rs.08
	ii)Coffee <i># ratio of water to milk(full cream of Amul/Mother diary) should be 1:1</i>	One cup (150 ml)	Rs.10
	iii) Special Tea (Organic / green / lemon)to be supplied on request	One cup (150 ml)	Rs.10
25	Samosa	One 50gms	Rs.10
26	Paneer Samosa	One 50gms	Rs.12
27	Bonda	One 50gms	Rs.08
28	Dal Vada	One 50gms	Rs.09
29	Kachori (with Aaloo Sabzi)	One 50gms	Rs.09
30	Bread pakora with sauce/chutni	One 100gms	Rs.10
31	Paneer pakora	One 50gms	Rs.14
32	Boiled egg	One	Rs.07
33	Dosa (Plain) with chatni	One 100gms	Rs.30

34	Dosa (Masala) with chatni	One 200gms	Rs.40
35	Paratha		
	i. Plain	150 gms	Rs.08
	ii. Aloo	200 gms	Rs.12
	iii Gobi	200 gms	Rs.13
	iv. Paneer	200 gms	Rs.15
36	ChholeBhature (100 gms. Chhole& 2 pcs. Bhature)		Rs.33
37	Dahibhalla (2 pcs)	50gms each	Rs.28
38	Dal fry with butter	150gms	Rs.25
39	Curd (Branded)		MRP
40	GulabJamun	50gms	Rs.10
41	Khoyaburfi	50gms	Rs.10
42	Balooshahi	50gms	Rs.08
43	BesanLadoo	50gms	Rs.08
44	Amriti	50gms	Rs.12
45	Rasgoola	50gms	Rs.10
46	Jeelabi	50gms	Rs.08
47	Kalakant	50gms	Rs.12
48	Rabri	50gms	Rs.10
49	Rasmalai	50gms	Rs.25
50	Roasted Cashews	50gms	Rs.40
<p align="center"> • CHOICE OF MENU FOR BREAKFAST Catering arrangement for Conferences & Functions (with services & arrangements) </p>			
51	Tea	1 Cup (150 ml) (Water to milk ratio should be 1:1)	Rs.10

52	Coffee	1 Cup(150 ml)	Rs.10
53	Bread Butter Slice/Jam Slice	4 pieces (Big size)	Rs.15
54	1 plate Chhole Bhature	2 pieces (200 gms each)	Rs.30
55	Idli with Sambar	4 pieces (50 gms each)	Rs.40
56	Sambar Vada	4 pieces (50 gms each)	Rs.60
57	Dosa (Masala) with chatni	200 gms	Rs.45
58	Dosa (Plain) with chatni	100 gms	Rs.15
59	Parantha with Subji	2 pieces of 150 gms each with 150 gms Subji	Rs.35
60	AalooParantha with Curd or Achar	2 pieces of 200 gms each & 100 gms curd	Rs.40
61	Puri/Sabji	4 pieces/ 150 gms	Rs.28
62	Bread and Omelet	4 slices bread 2 egg Omelet	Rs.30
63	Bread and Banana	4 slices bread 2 banana	Rs.15
64	Chapattis/Puri(30gm)	One piece	Rs.05

• MENU FOR LUNCH AND DINNER			
65	Tea/Coffee (150 ml) Soft Drinks/Soup (300 ml) Veg. Snacks as starters Non-veg. Snacks as starters Vegetables (150 gms/ each) 1 Dal (200 gms) Rice (300 gms) Chapatti (each 30 gms) Salads (100 gms) Curd (100 gms)		Rs.245
66	Above menu with Non Vegetarian items as per the weight given above (Chicken or Fish or Shrimp or Mutton Curry)		Rs.345
67	Cost per server for 4 hours		Rs.210

* All the above rates are inclusive of taxes.

Signature of the Tenderer with stamp

Dated:

ANNEXURE-III [FINANCIAL BID]

SCHEDULE

Name and full Address of :
the quoting firm

Telephone/Mobile No. & :
E.mail address(if any)

Name of the Cafe :

Cost of Items sold : As per Annexure-II

Time for which it can be operated every day : As decided by the canteen committee
Including Sundays/Holidays

*** Minimum "User-Charges" per month : Rs.10,000/- per month for Canteen Services**

Amount which the firm/individual offers to : Rs. _____ (in figures)
Pay as "User-Charges" per month *

* (should not be less than the minimum Rs. _____
"User-Charges" prescribed as above) _____ (in words.)

Catalogues etc. to be enclosed if available
separate sheet be attached if required a
reference to No. of separate sheet attached be
mentioned herein this column.

Signature of Tender(with stamp): _____

Name & full address _____

Telephone No. _____

N.B.: In case of thumb impression it should be witnessed by two persons other than those who are quoting for this work.

Note:

1. All bidders are requested to provide this Annexure-III [financial bid] in separate sealed envelope.
2. The Minimum "User-Charges" to be paid by the tenderers on monthly basis for the canteen will be Rs.10,000/-. The tenderer, who will quote the highest Monthly "User-Charges", over & above the Minimum "User-Charges" and fulfilling the eligibility conditions, will get the maximum score in the Financial Part. The remaining bidders who quotes less than the Highest Bid will get pro-rata marks. Any amount of "User-Charges" less than the minimum "User-Charges" quoted by any tenderer will make him disqualified.

Annexure-IV

List of items will be made available to the contractor during the contract tenure

Sl.No.	Items	Qty.
1	Steel Almirahs - Big Size	2 Nos.
2	Refrigerators / Freezers	5 Nos.
3	Display Rack with glass frame	1 No.
4	Sandwich grill	1 No.
5	Pizz Oven	2 Nos.
6	Flying Catcher	3 Nos.
7	Table (Granite Top-4 & Wooden-2)	6 Nos.
8	Tray Trolley	2 Nos.
9	Mirror Rack	1 No.
10	Dosa Bhatti	1 No.
11	Gas Cylinder	6 Nos.
12	Working Table with Single sink Unit	3 Nos.
13	Hot Bainmerie	3 Nos.
14	Working Table – Small (S.S.)	6 Nos.
15	Chapatti Plate with Puffer (Roti tawa)	1 No.
16	Tandoori Bhatti	1 No.
17	Cooking range Burner (3-in-1)	1 No.
18	Low Height Single Burner Cooking Range	3 Nos.
19	Storage Almirah	1 No.
20	Iron Rack (3 Big Size & 2 Small Size)	5 Nos.
21	Exhaust Hood	4 Nos.
22	Computer with Printer	1 Set
23	R.O. Unit	1 No.
24	Geyser	1 No.