

File No. D-21013/20/2019-Admn.III
Government of India
Ministry of Housing and Urban Affairs
(Admin.III Section)

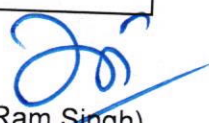
Nirman Bhawan, New Delhi
Dated the 16th July 2020

e-Tender for outsourcing of the Canteen Service at 1st floor, C-wing, Nirman Bhawan, New Delhi for ordering and maintaining necessary food service supplies, preparing & selling food to Officials in Nirman Bhawan - reg.

IMPORTANT INFORMATION

S.No	Items	Description
1.	Scope of work	Providing Canteen Services at 1st floor, C-wing, Nirman Bhawan, New Delhi
2.	Cost of bid documents	Nil
3.	Date of uploading of Tender Document on website/CPP Portal	17.07.2020
4.	Date of pre-bid meeting	04:00 PM on 28.07.2020 (Room No - 207-C, Nirman Bhawan, New Delhi)
5.	Last Date & Time for upload/ submission of bid	By 02:00 PM on 10.08.2020
6.	Date of opening of technical bid	04:00 PM on 11.08.2020
7.	Date of opening of financial bid	Will be communicated to successful bidders
8.	Bid Security (Earnest Money Deposit)	Rs. 50,000/- (Rupees Fifty Thousand only) accepted in the form of Account Payee Demand Draft / Bankers Cheque, Fixed Deposit or Bank Guarantee from any of the Commercial Banks in favour of Pay & Accounts Officer (Secretariat), Ministry of Housing & Urban Affairs, Nirman Bhawan, New Delhi. Bid Security should valid for a period of 45 days beyond the final bid validity period.
9.	Performance Security	Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand only) accepted in the form of Account Payee Demand Draft / Bankers Cheque, Fixed Deposit or Bank Guarantee from any of the Commercial Banks in favour of Pay & Accounts Officer (Secretariat), Ministry of Housing & Urban Affairs, Nirman Bhawan, New Delhi. Performance Security should remain valid for a period of 60 days beyond the date of completion of all contractual obligations.
10.	FORMING PART OF BID DOCUMENT I. Bidders/firms who fulfill the requirements as mentioned in this tender document shall be eligible to apply. II. The bid can only be considered for evaluation after deposition of original EMD in MoHUA. In case of non-receipt of EMD bid will be rejected. III. On tender opening date, the bidders can login and see the bid opening process. After opening of bids, he will receive the competitor bid sheets. IV. Bidder can upload documents in the form of PDF format only.	

	<p>V. Bidder must ensure to quote rate of each item in BOQ. The column meant for quoting rate in figures appears in <u>pink colour and the moment rate is entered, it turns sky blue</u>.</p> <p>VI. If any cell is left blank and no rate is quoted by the bidder, rate of such item shall be treated as "0" (ZERO).</p> <p>VII. The eligibility documents shall be opened first for technical bid on due date and time as mentioned above. Financial bid (BOQ) of Bidders/firms who qualified in technical evaluation will be opened on a later date.</p>		
11.	<p>LIST OF DOCUMENTS TO BE SCANNED AND UPLOADED WITHIN THE PERIOD OF BID SUBMISSION:-</p> <ol style="list-style-type: none"> 1 Copy of Account Payee Demand Draft / Bankers Cheque, Fixed Deposit or Bank Guarantee from any of the Commercial Banks or copy of relevant documents for exemption will be granted as per extant rules/instructions of GOI. 2 Copy of receipt for deposition of original EMD issued from MoHUA or copy of relevant documents for exemption. 3 Duly filled Technical Bid Proforma 4 Income Tax Assessment Completion Certificates for last three financial years duly certified by a Chartered Accountant/ Statutory Auditor. 5 Copy of PAN card 6 Certificate of Registration for GST 7 Certificate of EPF/ESI Registration Nos. 8 Certificate of Food Safety Reg. No. (FSSAI) 9 Certificate of ISO:22000:2005 and/or SQF Certificate 10 Copy of work orders present and past Cafeteria contracts with their contact details as per <u>Annexure-A</u> 11 Performance certificates from Past and Present clients in last 5 years as per <u>Annexure-B</u> 12 Certificates from your Statutory Auditor as per Proforma at <u>Annexure-C</u> regarding Average volume Sales/Turnover of cafeteria/catering/canteen business done not being less than 01 crore per annum during each of the last 3 financial years. 		
12.	<table border="1"> <tr> <td>Place of opening of bids</td><td>Room No-207-C, Nirman Bhawan, New Delhi</td></tr> </table>	Place of opening of bids	Room No-207-C, Nirman Bhawan, New Delhi
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13.	<table border="1"> <tr> <td>Address for communication</td><td>The Under Secretary (GA), MoH&UA, Room No-207-C, Nirman Bhawan, New Delhi. Tele: 011-23061426/2295</td></tr> </table>	Address for communication	The Under Secretary (GA), MoH&UA, Room No-207-C, Nirman Bhawan, New Delhi. Tele: 011-23061426/2295
Address for communication	The Under Secretary (GA), MoH&UA, Room No-207-C, Nirman Bhawan, New Delhi. Tele: 011-23061426/2295		


 (Ram Singh)
 Under Secretary (GA)
 Tele: 011-23061426/2295

File No. D-21013/20/2019-Admn.III
Government of India
Ministry of Housing and Urban Affairs
(Admin.III Section)

Nirman Bhawan, New Delhi
Dated the 16th July 2020

Notice Inviting Tender

Subject: e-Tender for providing Canteen Services at 1st floor, C-wing, Nirman Bhawan, New Delhi for ordering and maintaining necessary food service supplies, preparing & selling food to Officials in Nirman Bhawan.

e-Tenders are invited for providing Canteen Services at 1st floor, C-wing, Nirman Bhawan, New Delhi for ordering and maintaining necessary food service supplies, cooking & selling food items for a period of three years or till satisfactory performance whichever is earlier. The performance will be reviewed on yearly basis at the end of each year. The contract is extendable subject to satisfactory performance. The detailed eligibility condition, terms and conditions of the contract are given in **Annexure-I**. The rates are to be quoted as prescribed in BOQ.

2. Complete tender documents can be downloaded from the Central Public Procurement Portal (<http://eprocure.gov.in/eprocure/app>) or from the Website of the Ministry (<http://mohua.gov.in/>). Information on issuance of corrigendum, if any, related to this tender will also be available on Central Public Procurement Portal and also in the website of this Ministry.

3. NIT of e-Tender shall be two stages, one is Technical Bid (Documents) and another is Financial Bid (BOQ). Bids shall be accepted only in online mode through CPP Portal. The eligibility documents shall be opened first for evaluation of technical bid on due date and time as mentioned above. Only Financial bid (BOQ) of Bidders/firms shall be eligible to open who are qualified in technical bids as per requirement. **The last date of upload/submission of Documents and BOQ is 10.08.2020 till 14:00 Hrs.**

4. **Bid Security/Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees Fifty Thousand only)** has to be submitted along with Technical Bid in the form of Account Payee Demand Draft / Bankers Cheque, Fixed Deposit or Bank Guarantee from any of the Commercial Banks in favour of Pay & Accounts Officer (Secretariat), Ministry of Housing & Urban Affairs, Nirman Bhawan, New Delhi. Bid Security should be valid for a period of 45 days beyond the final bid validity period. In case EMD is submitted late or not submitted at all, the bid will be considered unresponsive and incomplete and will be instantly rejected. Exemption will be granted as per extant rules/instructions of GOI on production/submission of relevant documents.

5. Bid Securities (EMD) of the unsuccessful bidders shall be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.



6. The Ministry of Housing and Urban Affairs reserves the right to cancel any / all the bid(s) tender at any time / stage or relax /amend/ withdraw any of the terms and conditions contained in the Tender Documents without assigning any reason thereof. Any enquiry, after submission of the bid by the firm, shall not be entertained. In case of withdrawal of bid by the successful firm, the EMD will stand forfeited.



(Ram Singh)

Under Secretary (GA)

Tele: 011-23061426/2295

Copy to:-

1. SO, IT Cell, MoH&UA to ensure that the Tender Notice is uploaded on the website of the Ministry of Housing and Urban Affairs.
2. All Ministries / Departments will request to bring this NIT to the notice of the Cafeteria(s) running under their control.

Receipt of deposition of original EMD

(Receipt No..... Date.....)

1. Name of work: **Outsourcing of the Canteen Service at 1st floor, C-wing, Nirman Bhawan, New Delhi for ordering and maintaining necessary food service supplies, preparing & selling food to Officials in Nirman Bhawan**
2. NIT No. : **D-21013/20/2019-Admn.III**
3. Amount of Earnest Money Deposit: **Rs. 50,000/- (Rupees Fifty Thousand only)**
4. Last date of submission of bid: **10.08.2020 upto 14:00 hours**

(To be filled by EMD receiving Official)

1. Name of Contractor :-
2. Details of EMD :-
3. Amount of Earnest Money :-
4. Date of Submission of EMD :-

**Signature, Name and Designation of EMD
Receiving officer alongwith stamp**

ELIGIBILITY, TERMS & CONDITIONS, EVALUATION OF BID**A.1 Eligibility Conditions**

Following bidders/firms will be eligible to submit the bid.

- i. The bidder must be presently operating a cafeteria in at least one other Central Government Ministries/ Departments/ PSUs/ Organizations/ Bhawans or establishment of Centre or State govt. located in Delhi.
- ii. The average turnover from the business of operating a cafeteria should not be less than 1 crore/annum during the last 3 years.
- iii. The bidder must have successfully operated at least 2 canteens/ cafeteria in different Central or State Government establishments Ministries/ Departments/ PSUs/ Companies in Delhi during the last 5 years.

A.2 General Terms and Conditions

- 1 MOH&UA reserves the right to obtain feedback from the previous/present clients of the Tenderer and also depute its team(s) to inspect the site(s) at present contract(s) for on-the-spot first-hand information regarding the quality of food and services provided by the Tenderer. Decision of MOH&UA with regard to award of the contract will depend upon the feedback received from the previous and present clients and also from its team(s) deputed for the purpose. The decision of the MOH&UA in this regard will be final and binding on all bidders.
- 2 Person signing the bid or other documents connected with tender must clearly write his/her name and also specify the capacity in which signing. The tender document must be filled in neatly and clearly. Incomplete or conditional tenders will not be entertained.
- 3 The rates must be written in figure as well as in words. Erasing and overwriting in the rates quoted will make the tender void. All alteration in the rates should be signed in ink otherwise the quotation/tender will not be considered
- 4 MOH&UA reserves the right to reject any or all the tenders without assigning any reason thereof.
- 5 The firms should be ISO: 22000:2005 certified and/or possess SQF Certificate for quality of its products.
- 6 The firm will have to enter into an agreement with MOH&UA before taking charge of the Canteen and commencement of the canteen work.
- 7 The firm will ensure that raw material used for cooking are of very good quality, safe for human consumption and conform to the standard laid down by the Government of India in this regard from time to time. In the event of any food poisoning/contamination, the firm will be held fully responsible and liable to other penal actions under the law. The firm will ensure proper sanitation/hygienic conditions in the premises and deploy person free from infectious diseases.
- 8 The firm shall be responsible for compliance of the labour laws in respect of personnel employed by them. The firm shall be the employer for his workers and the Ministry will not be held responsible fully or partially for any dispute that may arise between the firm and his workers.
- 9 The MOH&UA will provide accommodation free of cost for running the cafeteria. The water will be free of charge. However, contractor will bear the damage, if any, to the facility, site by him or his workers.
- 10 All electricity for running of the cafeteria including air conditioners, lights, appliances, fridges, etc will be borne by the contractor on actual consumption as per the sub-meter provided for the purpose.
- 11 The contractor shall be responsible to pay gas consumption charges (IGL piped gas)



- in the kitchen/ cafeteria.
- 12 The agreement/contract has to be signed within 7 days of receipt of letter of intent with the Ministry of Housing and Urban Affairs. As the project is time bound, there will be 0.5% deduction of EMD for every day of delay after initialization of time schedule. Bid Security (EMD) will be refunded to the successful bidder on receipt of Performance Security.
 - 13 The firm would be responsible for verifying antecedent of the persons deployed by them and a certificate to this effect shall be provided by them to MOH&UA in respect of each staff member.
 - 14 The Contractor shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
 - 15 The workers of the cafeteria will vacate the premises of the building every day after the work is over and they will not be allowed to sleep in the office premises or otherwise utilize it in any other way after the working hours, unless their services are required to meet any exigencies.
 - 16 The eatables will be served in neat and clean utensils and the Cafeteria staff must be in proper uniform at all times.
 - 17 Cost of food & beverages must be competitive and reasonable. There shall be a complete ban on use of single use plastic in all operations of cafeteria.
 - 18 The firm may also supply those food/eatable items which are not under the contract in case of demand from employees. The cost of such food/items should not be more than MRP rates.
 - 19 The approved price of the eatables should be prominently displayed at the counter/Notice Board in Canteen.
 - 20 Cleaning of canteen shall be done by the firm. The garbage of the canteen shall also be disposed of by the firm on daily basis. The firm shall ensure cleanliness of the canteen all the time.
 - 21 The firm shall be responsible for all damages or losses of Ministry's property and will be liable to make good any such loss or damage excepting those due to reasonable use or wear and tear or such as caused by natural calamity.
 - 22 It shall be the sole responsibility of the firm to obtain and keep ready necessary license/permissions from various government bodies and/or NDMC for running catering services and produce the same before the concerned authority as and when asked for. An undertaking to this effect has to be given by the firm.
 - 23 Liability/responsibility in case of any accident causing injury/death to canteen worker or any of their staff shall be of the firm. MOH&UA shall not be responsible by any means in such cases.
 - 24 The caterer is required to maintain the details of all his employees/workers and a list of such employees along with their details should be provided to the Department in the prescribe proforma. Only those employees of the Firm will be allowed to be engaged whose police verification has been completed. The firm will be responsible for payment of wages/salaries and social security dues of all such employees. A quarterly certificate to this effect shall be submitted by the firm certifying all such dues such as PF,ESI, etc have been paid for their employees
 - 25 **Timings:** The Cafeteria shall operate from 9 AM to 8 PM on working days and from 10 AM to 6 PM on holidays/Saturday/Sunday would depend on the requirement of the senior officers.
 - 26 Food items which are usually demanded / consumed as snacks (such as Samosa, Patties, Sandwich, Pakoda, Breadroll, Dhokla, Poha etc.) also be made available in the canteen throughout the day. Any special demand or requirement for meeting of officers should also be met.
 - 27 The firm would be required to use only ISI/Agmark/Food grade products and as per FSSAI norms.
 - 28 The firm shall not use the canteen premises for any other activity except for the



purpose for which it has been provided for.

- 29 The firm shall ensure that all the canteen employees, during their working hours, wear neat and tidy uniform and use hygienic gloves supplied by the firm. No canteen employee shall be allowed to perform his duty without proper uniform/attire.
- 30 The firm shall not stock any inflammable or otherwise dangerous material, goods, narcotics or drugs in any part of the allotted space which are fire and health hazard to the property.
- 31 The firm will have to supply breakfast/lunch/dinner in the canteen/MOH&UA premises as per requirement and schedule drawn for the purpose by the authorities concerned of MOH&UA. The firm shall engage sufficient bearers to supply the items to the rooms of officers/staff and also serve the food items during the official meetings.
- 32 The firm will deploy adequate manpower for work during late hours and on Saturdays/Sundays including other holidays, according to the requirement of MOH&UA.
- 33 The firm shall be personally responsible for conduct and behaviour of its staff. If it is found that the conduct or performance of any person employed by the firm is unsatisfactory, the firm shall have to remove the concerned person concerned and engage a new person within 48 hours of intimation by MOH&UA. The decision of the MOH&UA's designated officer in this regard shall be final and binding on the firm.
- 34 MOH&UA reserves the right to appoint officers/officials to inspect the quality of raw material, food and other items prepared and sold in the canteen. Any defect(s) pointed out by such officers/officials during their visits shall be properly attended to by the firm. Committee of MOH&UA offices will carry out necessary quality checks on a daily/weekly basis.
- 35 The firm shall keep the canteen and its surrounding areas clean and up to date sanitation will be maintained every day. The cleaning includes of utensil, kitchen canteen hall, floor, counter, benches, tables, chairs etc. The firm shall install its electronic fly-kill/insect repellent equipment at its own cost. The firm shall maintain a very high level of hygiene, purity, cleanliness and shall ensure that the image of the cafeteria does not get adversely affected by the poor upkeep, smell or untidy looks of canteen staff, facilities, utensils or food quality.
- 36 The owner of the firm shall ensure that either he/she himself/herself or his/her representative is available for proper administration and supervision at the works to the entire satisfaction of MOH&UA. The firm shall appoint a person qualified in Food Technology/Hotel Management as in-charge of the canteen on full time basis.
- 37 The firm will bring its own tools, utensils, cookers, crockery, hot boxes, trolleys, equipment, jugs, plates etc. in sufficient quantity as needed to maintain the canteen services. 'Single Use Plastic' items would not be allowed to use in the Canteen.
- 38 The firm shall issue electronic receipts/vouchers and accept digital payments. The firm shall install a desktop, monitor and printer of its own for this purpose.
- 39 The firm shall process the bills of items supplied to Officers/in meetings on monthly basis and submit the bills by third week of succeeding month in prescribed format and will also ensure timely payment of bills to the authorities concerned.



A.3 Evaluation of Technical Bids

1. The Technical bid of the tenderers will be evaluated by the duly constituted Evaluation Committee who will be adopting the following criteria earmarked for evaluation of Technical bids:-

S. No.	Criteria	Range	Marks to be awarded	Weightage in %
1	Average Turnover in last 3 years from Cafeteria business.	1 cr. < 2 cr. 2 cr. < 4 cr. 4 cr. and above	3 5 7	35%
2	Experience of running Cafeteria business in Govt./PSU establishments	1 to 3 yrs >3 to 5 yrs More than 5 years	3 5 7	35%
3	Feedback from previous/ present clients (Min. 2) [in last five years]	Satisfactory Very Good Excellent	1 2 3	15%
4	On the spot assessment of MOH&UA Team	Satisfactory Very Good Excellent	1 2 3	15%
Total			20	

2. Minimum score for qualifying the technical Bid will be 50% of the total score i.e.10. An Evaluation Committee will be constituted in MOH&UA which would obtain feedback from the past/ present clients and carry out on the spot inspection of canteens/ cafeteria presently being operated by the bidders in New Delhi.

A.4 Evaluation of Financial Bid

1. Financial bid would be evaluated on the basis of price quoted by bidder in respect of all items mentioned in proforma for financial bid. Rates for all items should be mentioned by the firms.
2. Following weightage shall be given for evaluation of Financial Bids.

- I. Lunch - 50% (averaging of rates of all items)
- II. Snacks - 30% (averaging of rates of all items)
- III. Beverages, sweets, fruits- 20%(averaging of rates of all items).

Rate= 50% of average rate of items in I + 30% of II items avg. + 20% of III items above

IV. In case of 'Rate' comes out to be same then the firm having quoted lower average rates of items for Lunch would be considered the lowest.

3. The firm whose 'Rate' come out to be lowest on the basis of above calculation would be considered for award of the contract.

A.5 Opening of Bid

1. The Technical Bids will be opened at **04:00 PM on 11.08.2020** in Room No-207-C, Nirman Bhawan, New Delhi in the presence of duly constituted committee for this purpose or /and such bidders who may wish to be present, either in person or through their authorized representatives (duly supported with authorization letter).

2. The Financial Bids of only technically acceptable tenders securing 50% or more of total Technical score will be opened for further consideration. The decision of the MOH&UA in this regard will be final and no requests etc. will be entertained from the bidders. The date and time of opening of financial bid(s) will be intimated to all technically qualified bidders.

B. PERFORMANCE SECURITY

1. The successful firm will be required to submit Performance Security in the form of Account Payee Demand Draft / Bankers Cheque, Fixed Deposit or Bank Guarantee from any of the Commercial Banks in favour of Pay & Accounts Officer (Secretariat), Ministry of Housing & Urban Affairs, Nirman Bhawan, New Delhi for a sum of Rs. **1,50,000/- (Rupees one lakh fifty thousand only)**. Performance Security should remain valid for a period of 60 days beyond the date of completion of all contractual obligations. EMD will be refunded to the successful bidder on receipt of Performance Security.
2. Performance Security shall be for the due and faithful performance of the contract and shall remain binding, notwithstanding such variations, alterations for extensions of time as may be made, given, conceded or agreed to between the successful tenderer and MOHUA under the terms & conditions of acceptance to the tender.

C. AMENITIES TO BE PROVIDED BY MOH&UA

1. MOH&UA will provide space at 1st floor, C-wing, Nirman Bhawan, New Delhi to the firm for running the cafeteria **free of cost**. However, contractor will bear the damage, if any, to the facility, site by him or his workers. The interested parties may visit Nirman Bhawan to see the space.
2. Electricity charges will be borne by the firm.
3. Gas Consumption charges will be paid by firm.

D. PAYMENT

1. No advance payments shall be made. The payment in respect of official hospitality bills of MOH&UA submitted in duplicate by the firm shall be released on receipt basis subject to fulfillment of obligations by the firm.
2. In event of any query, objection, delay or dispute with regard to any bill or a part thereof, no interest will be paid by MOH&UA for late payment.

E. VALIDITY OF CONTRACT

1. The contract for Canteen Services shall remain valid initially for a period of three years. However, in order to evaluate the performance and services of the firm, the contract will have probationary period of three months. The contract for the remaining 33 months will be confirmed only if the services and quality of items served by the firm are found satisfactory during the probationary period. Thereafter performance would be reviewed on yearly basis.
2. On termination of the contract, the firm will hand over all the equipment/furniture/articles etc., if any, supplied by MOH&UA, in good working condition, back to MOH&UA.
3. For premature termination of the agreement, one month notice from the Ministry's side and three months' notice from Firm's side shall be required in writing. The firm shall vacate the premises, if desired by the Ministry and shall handover the same to the Ministry along with all articles as may have been provided. The decision of the Competent Authority in the Ministry shall be final and will be binding upon the firm.
4. MOH&UA reserves the right for the termination of the contract at any time by giving one month notice if the services are found unsatisfactory and also has the right to award the contract to any other agency at the cost, risk and responsibilities of bidder and excess expenditure incurred on account of this



will be recovered by the Ministry from Security Deposit or pending bill or by raising a separate claim. However, the agreement can be terminated by the firm by giving three months' notice in advance. If the agency fails to give three months' notice in writing for termination of the Agreement then three months payment, etc. and any amount due to the agency from this Ministry shall be forfeited.

5. If MOH&UA is not satisfied with the quality of eatables served, services provided or behaviour of the firm or his/her employees, the firm will be served with 24-hour notice to improve or rectify the defect(s), failing which MOH&UA will be at liberty to take appropriate necessary steps as deemed fit.

F. PENALTY

1. The designated officials of the Ministry or Inspection Committee will be nominated to inspect the functioning of the Canteen with a view to ensure hygienic and satisfactory service. In case of repeated failures or lacunae are noticed by the Committee on the part of the firm, the HoD or Chairman of the Inspection Committee may impose a fine of upto Rs. 5,000/- on each occasion.
2. In case services are found to be unsatisfactory or there is breach of any of the clause of terms and conditions, the contract is liable to be terminated at one month's notice resulting in the forfeiture of Performance Security.
3. In case eatables are kept for selling by the firm after the expiry date as mentioned by the manufacture, a penalty of Rs. 5,000/- will be imposed for each default.
4. In the event of violation of any contractual or statutory obligations, by the firm, it shall be held responsible and liable for the same. Further, in the event of any action, claim, damages, suit initiated against the MOH&UA by any individual, agency or Government Authority due to acts of the firm, the firm shall be liable to make compensate such claims or damages to MOH&UA. As a result of the acts of the firm, if MOH&UA would be required to reimburse such individual, agency or Government Authority, the firm would be required to reimburse such amount to the MOH&UA or MOH&UA reserves the right to recover such amount from the payment(s) due to the firm while settling its bills or from the amount of Security Deposit of the firm lying with MOH&UA.
5. If the contract is terminated by the firm without giving stipulated period of notice or fails to observe the terms and conditions of the Tender, Letter of Award for the Contract and the Agreement signed by the firm with MOH&UA, the Security Deposit will be forfeited without prejudice to the MOH&UA's right to proceed against the firm for any additional damages that MOH&UA suffers as a result of the breach of the aforesaid terms and conditions.
6. MOH&UA reserves the right to impose a penalty (to be decided by MOH&UA authority) to the firm for any serious lapse in maintaining the quality and the services willfully or otherwise by the firm or its staff or for any adulteration.

G. JURISDICTION

All disputes are subject to the jurisdiction of courts in the National Capital Territory of Delhi and Agreement will be governed by and be construed in accordance with the laws of India.



H. Technical Bid Proforma

Documents for providing Canteen Services at MOH&UA Cafeteria, 1st Floor, C-Wing, Nirman Bhawan, New Delhi:-

1	Name of the Firm (as per Registration Certificate)	
2	Complete Postal Address	
3	Company Profile	
(a)	Legal Status (Individual, Proprietary firm, Partnership firm, Limited Company or Corporation)	
(b)	Has your company/firm ever changed its name any time? If so, when, the earlier name and the reason thereof?	
(c)	Were you or your company ever required to suspend canteen/catering services for a period of more than 02 months continuously after you commenced the catering services? If so, give the details of the contract and reasons thereof.	
(d)	Have you or your constituent ever left the contract awarded to you incomplete? If so, give details of the contract and reasons for not completing the contract.	
4	Name, Designation and Telephone No(s) of the contact person, Fax No(s) and e-mail address.	
5	Year of commencement of catering/ cafeteria business.	
6	Statutory details (photocopy to be attached) a. PAN b. GST Nos. c. EPF/ESI Registration Nos. d. Food Safety Reg. No. (FSSAI)	
7	Income Tax Assessment Completion Certificates for last three financial years duly certified by a Chartered Accountant/ Statutory Auditor.	
8	Certificate ISO:22000:2005 and/or SQF Certificate (Copy to be attached)	
9	List of present and past Cafeteria contracts with their contact details as per <u>Annexure-A</u>	
10	Performance certificates from Past and Present clients in last 5 years (copy to be attached) as per <u>Annexure- B</u>	
11	Average volume Sales/ Turnover of cafeteria/catering/canteen business done not being less than 01 crore per annum during each of the last 3 financial years (please submit documentary proofs/ Certificates from your Statutory auditor as per Proforma at <u>Annexure-C</u> .	

Annexure-A

Summary of Present and Past Clients/Cafeteria Contracts

Sl. No.	Name of the Client, Location, Contact details	Years of operation(out of last 7 years)	Whether Still continuing at present (Yes/No)	Document at Page No.
1.	xxxx	2014-15		
		2015-16		
		2016-17		
		2017-18		
		2018-19		
2.	yyyy	2014-15		
		2015-16		
		2016-17		
		2017-18		
		2018-19		



Annexure-B

FORMAT FOR PERFORMANCE CERTIFICATION REFERRED

(Furnish this information for each individual work from the employer for whom the work was executed)

1. Name of the contract and location
 2. Agreement No.
 3. Scope of Contract
 4. Contract Cost
 5. Date of start
 6. Period
 7. Amount of compensation levied, if any
 8. Performance Report
- Quality of Food – Excellent/Very Good/Good/Fair
 - Resourcefulness – Excellent/Very Good/Good/Fair
9. Compliance of all statutory requirements - Yes/ No

Date:

(Signature of the authorized representative)
(Seal of the Organization)



Annexure-C

S.No.	Financial Year	Turnover From Canteen/ Cafeteria (Rs. Cr.)	Business	Firm's Total Sales Turnover from all sources (Rs. Cr.)
1.	2016-17			
2.	2017-18			
3.	2018-19			

(Statuary Auditor)

Sign. & Stamp



GUIDELINES FOR SUBMISSION OF TENDER

1. Please read the Terms & Conditions carefully before filling up the document. Incomplete Tender Documents will be rejected.
2. Before submitting the tender, details of documents to be attached may be verified from the Check List of the Tender Document.
3. All pages of the Tender Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the Terms and Conditions of this Tender.
4. MOH&UA reserves the right to obtain feedback from the previous/ present clients of the Tenderer and also depute its team(s) to inspect the site(s) at present contract(s) for on the-spot first-hand information regarding the quality of food and services provided by the Tenderer. Decision of MOH&UA with regard to award of the contract will depend upon the feedback received by it from the previous/ and present clients and also from its team(s) deputed for the purpose. The decision of the MOH&UA In this regard will be final and binding on all bidders.
5. Tender shall be submitted in MOH&UA's official tender form only. If submitted in any other manner, the same shall be summarily rejected.
6. Tenders received without the prescribed **Earnest Money Deposit (EMD) of Rs. 50,000/-** shall be rejected.
7. Bid Security should valid for a period of 45 days beyond the final bid validity period.
8. Person signing the bid or other documents connected with tender must clearly write his/her name and also specify the capacity in which signing. The MOH&UA reserves the right to reject any or all the tenders without assigning any reason.
9. Before submitting the Tender Document to the MOH&UA, the bidders may seek clarification(s), if any, during the pre-bid meeting. The interested parties may visit Nirman Bhawan to see the space.
10. The MOH&UA reserves the right to change any condition of the tender before opening of the Technical Bids.
11. The successful bidder will have to enter into an agreement with the MOH&UA before taking charge of the Canteen and commencement of the canteen work.
12. Canvassing in any form will make the tender liable to rejection. Conditional tender will not be accepted and will be rejected outright.
13. The bidders' performance, as per format at **Annexure-B** for each work completed in the last five years and in hand should be certified by the authorized signatory from the company. The certificate should also indicate the compliance of statutory requirements. Feedback received from the previous/present clients and on the spot assessment of the MOH&UA's designated team, will also be evaluated for technical qualification. Financial bids of only technically qualified bidders shall be opened.
14. The Contractor will use only branded raw material for preparation of items. The permissible brands of various items are given in **Annexure-III**.



PROFORA OF BOQ FOR FINANCIAL BID

FINANCIAL BID				
S.No.	Name of Items	Measurement Unit	Volume/ Weight/ No.	Rate (in words/figure)
I.	BEVERAGES			
1.	One Cup tea (standard) - Masala Chai	ML	125	
2.	One Cup coffee (standard) - Espresso	ML	125	
3.	Ice tea	ML	125	
4.	Lassi/Chhachh	ML	200	
5.	Masala Butter Milk	ML	200	
6.	Green Tea (Different Flavours)	ML	125	
	Average Rate of Beverages			
II.	SNACKS			
1.	One Samosa	GMS	70	
2.	One Bonda	GMS	70	
3.	One Dal Vada	GMS	70	
4.	One Chana Vada	GMS	70	
5.	One Gobhi Pakora	GMS	70	
6.	One Bread Pakora	GMS	70	
7.	One piece Sambhar Vada with Sambhar, Tomato and Coconut Chutney.	GMS	70	
8.	Two piece Sambhar Vada with Sambhar, Tomato and Coconut Chutney.	GMS	70X2 = 140	
9.	One Vegetable Cutlet	GMS	70	
10.	Two pieces Sandwich	Big Size	1	
11.	Samosa Chat	Plate	1	
12.	Dahi Bhalla	Plate	1	
13.	Papri Chaat	Plate	1	
14.	Raj Kachori	Plate	1	
	Average Rate of SNACKS			
III.	LUNCH			
1.	One Roti Tandoori/plain roti	GMS	60	
2.	One Plate Dal	GMS	250	
3.	One Plate Chhole	GMS	250	
4.	One Plate Rajma	GMS	250	
5.	One Plate Kadhi Pakora (2 pc Pakoras)	GMS	250	
6.	One Plate Seasonal Vegetable	GMS	200	
7.	One Plate Kofta Curry (with 2 pc Kofta)	GMS	250	
8.	One Plate Aalu Matar	GMS	200	
9.	One Plate Mixed Vegetable	GMS	200	
10.	One Plate Raita	GMS	200	



11.	One Plate Matar Paneer	GMS	250	
12.	One Plate Palak Paneer (with 2 pcs of Paneer)	GMS	250	
13.	Half Plate Rice (Basmati)/ Pulao	GMS	175	
14.	Full Plate Rice (Basmati)/ Pulao	GMS	300	
15.	Veg. Biryani (with curd or Raita)	GMS	300	
16.	Stuff Parantha	GMS	125	
17.	Aloo Parantha (with Raita and Pickle)	GMS	125	
18.	Executive Lunch (Dal, 1 mix vegetable, Rice, 4 Rotis, Salad, curd, one sweet)	Thali	1	
19.	Deluxe Lunch (Dal, 1 Seasonal Vegetable, 1 Paneer Dish, Rice, one Sweet, 2 Naan/Parantha or 4 rotis, Curd, Salad)	Thali	1	
20.	Rajma(250 gms.) + Rice(200gms.) + Salad	Plate	1	
21.	Chhole(250 gms.) + Rice(200 gms.)	Plate	1	
22.	Kadhi(250g) + Rice(200 gms.)	Plate	1	
23.	Pizza (8 inch) - Thin Crest/ Normal Base with Cheese, Onion, Capsicum, Tomato / Veg Toppings, Sauce etc.	GMS	150	
24.	Pizza (10 inch) - Thin Crest/ Normal Base with Cheese, Onion, Capsicum, Tomato / Veg Toppings, Sauce etc.	GMS	200	
25.	Pizza (12 inch) - Thin Crest/ Normal Base with Cheese, Onion, Capsicum, Tomato / Veg Toppings, Sauce etc.	GMS	250	
26.	Pasta (drum wheat) with Sauce	GMS	200	
27.	Dosa - Plain	GMS	150	
28.	Dosa - Masala	GMS	250	
29.	Dosa - Cheese	GMS	250	
30.	Dosa- Onion	GMS	250	
31.	Utthapam - Tomato	GMS	200	
32.	Utthapam - Mix Veg	GMS	200	
33.	Idli- 2 Idlis with Sambhar, Tomato, Coconut Chutney	GMS	150	
34.	Vada - 2 Vadas with Sambhar, Tomato, Coconut Chutney	GMS	150	
Average Rate of LUNCH ITEMS				
IV.	SWEETS/ICE CREAM			
1.	Guiab Jamun (One piece)	GMS	70	
2.	Burfi (One piece)	GMS	60	
3.	Rasgulla (One piece)	GMS	70	

4.	Rasmalai (one piece)	GMS	70	
5.	Ice-Cream (Standard Brand and weight)-Vanilla/Strawberry/Chocolate	GMS (1 Scoop)	70	
	Average Rate of SWEETS/ICE CREAM			

Annexure-III

PERMISSIBLE BRANDS OF CONSUMABLES

<u>ITEMS</u>	<u>BRAND</u>
Salt	Iodised salt such as Tata, Annapurna, Nature Fresh etc.
Spices	MDH, MTR or equivalent quality brands
Ketchup	Maggi, Kissan, Heinz
Oil	Mustard oil, Groundnut oil, Sunflower oil, Rice bran oil, Olive oil (Sundrop, Nature fresh, Dhara, Kanodia, Tej, Godrej, Patanjali)
Pickle	Mothers, Tops, Goldee
Atta	Aashirvad, Pillbury, Nature Fresh
Butter	Amul, Britannia, Mother Dairy
Bread	Harvest/Britania make
Jam	Kissan, Nafed
Milk	Toned milk of Mother Dairy, Delhi Milk Scheme, Amul
Paneer	Amul/Mother Dairy
Tea	Brook Bond, Lipton, Tata
Coffee	Nescafe, Rich Bru
Mineral Water	ISI marked, FSSAI
Besan, Dal	Rajdhani, Aahar, Shakti Bhog
Rice	Basmati (India Gate, Patanjali, Jagat, Lal Quila)
Sweet	Bikaner, Haldiram, Bikano

The Contractor may use other equivalent brand after obtaining prior approval from MOH&UA.