



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/5483724
Dated/दिनांक : 08-10-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	19-10-2024 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	19-10-2024 15:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Delhi
Department Name/विभाग का नाम	Higher Education Department Delhi
Organisation Name/संगठन का नाम	Guru Gobind Singh Indraprastha University
Office Name/कार्यालय का नाम	South West
Item Category/मद केटेगरी	Canteen Service - Best Price on Fixed Menu Rate Model - Vegetarian; Breakfast, Lunch, Snacks, Beverages; Inside Building Premises (exclusive for employees/ patients/ in house personnel)
Contract Period/अनुबंध अवधि	2 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	90 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

Bid Details/बिड विवरण	
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	Yes
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	9000000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	180000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	26

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

Registrar
GGSIIP University Sector 16C, Dwarka New Delhi - 110078
(Registrar)

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन

Yes

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or

2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or

3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :

Financial Quote - [1728379317.xlsx](#)

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Specifications of Food Consumables (Brand, specific mandi, supplier store, Vegetables, Cooking Essentials, Packaged foods, food ingredients, etc):[1728379328.pdf](#)

Menu Items:[1728379342.pdf](#)

Scope of Work:[1728379384.pdf](#)

This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
Similar Running Contract	20	10	View File
List of Similar work executed in Delhi / NCR during 5 years ending 31.03.2024	15	7.5	View File
Client Commendation	15	7.5	View File

Canteen Services executed in University / Educational institution in Delhi / NCR during last 7 years ending 31.03.2024	10	5	View File
Valid ISO Certification 9001:2015, 9001:2018, 22000:2005 and 22000:2018	10	5	View File
Number of qualified catering staff (i.e. having completed Food Safety Training and Certification (FOSTAC) programme of FASSAI	10	5	View File
Solvency	10	5	View File
Presentation	10	5	View File

Total Minimum Qualifying Marks for Technical Score: 50

QCBS Weightage(Technical:Financial):30:70

Presentation Venue:17.10.2024 at 11 am Room No. 36, GA Branch, Admin Block, GGSIP University Sector 16C, Dwarka New Delhi - 110078

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
11-10-2024 15:00:00	Room No. 36, GA Branch, Admin Block, GGSIP University Sector 16C, Dwarka New Delhi - 110078

Canteen Service - Best Price On Fixed Menu Rate Model - Vegetarian; Breakfast, Lunch, Snacks, Beverages; Inside Building Premises (exclusive For Employees/ Patients/ In House Personnel) (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Diet	Vegetarian
Type of Meal	Breakfast , Lunch , Snacks , Beverages
Type of Canteen Space	Inside Building Premises (exclusive for employees/ patients/ in house personnel)
Electricity Charges	To be provided by Service Provider
Cooking Gas Charges	To be provided by Service Provider
Water Charges	To be provided by Service Provider
Basic Furniture	To be provided by Buyer
Canteen's Operational Days in a week	5 days a week
Cooking Equipments	To be provided by Service Provider
Essential Crockery	To be provided by Service Provider

Specification	Values
Canteen Staff	To be provided by Service Provider
Distribution/ Serving Style	From single point - (canteen establishment)
Uniform for Canteen Staff	To be provided by Service Provider
Display Shelf	To be provided by Service Provider
Smart Vending Machines	To be provided by Service Provider
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Canteen Start Time	9:00 AM
Canteen End Time	5:30 PM

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Total No of Employees/ Individuals/ Footfall to be served per day	Additional Requirement/अतिरिक्त आवश्यकता
1	Vijendra Singh	110078,GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, SECTOR 16C, DWARKA	1	<ul style="list-style-type: none"> Total Canteen Space (In Sqft) : 2507.99 Monthly License Fee : 25000 Duration in Months : 24 Working Days in a Month : 22

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

- Provisions for workmen compensation, insurance, public liability, property damage, insurance etc. to be ensured by the contractor. Also, safety measures prescribed for working in Extra High Voltage & use of personnel protective equipment must be adhered to.

3. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. **Water Charges @500/- per month**
2. **Earnest Money Deposit (EMD):** No exemption is allowed from submission of EMD. Bids without EMD shall be rejected (Reference Note -2 to clause xiii of GeM GTC).
3. **Office Location:** The registered office of the bidder must be located in Delhi/NCR areas. It may note that bidders of other States will not be eligible to participate in this Bid.

4. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---



Guru Gobind Singh Indraprastha University

Surajmal Vihar, New Delhi -110092

Website: <http://ipu.ac.in>

SCOPE OF WORK

1. General

Guru Gobind Singh Indraprastha University (GGSIPU), a State University under Government of NCT of Delhi, invites bids under two bid system (Technical & Financial Bid) as per Quality & Cost Based Selection (QCBS) method, through GeM portal, from registered and authorized "Canteen Contactor/Caterer/Firm/Agency for Operation of University Canteen, Catering and Cafeteria Services at East Delhi Campus, Surajmal Vihar, Delhi, of the GGSIP University" as per details given in the bid document, initially, for a period of Two (02) years, which is extendable for a maximum period of another one year (01), on the same terms & conditions, subject to satisfactory performance and mutual consent.

2. Estimated Cost of the tender: 90 Lacs (Ninety Lacs) [For Two Years]

3. Scope of Work:

The tentative strength of students and staff/faculty/outsourced employees in East Delhi Campus is approx 4000 nos. and 500 nos. respectively. Besides, a large no. of visitors also visit the University daily for resolving their queries.

Accordingly, the successful bidder will have to operate Canteen, Catering & Cafeteria Services for University students, employees & visitors at East Delhi Campus of the GGSIP University.

However, the following activities, in brief, are enumerated for better understanding of the scope of work of running Canteen, Catering & Cafeteria Services in East Delhi Campus of the GGSIP University:-

- i. The Canteen contractor has to prepare/put sufficient stock of edible 'Running Food Items' on daily basis, as per the approved list of items and rates fixed by the University so as to meet out the requirement of students, staff/faculty/outsourced employee as well as visitors in East Delhi Campus of the GGSIP University.
- ii. On the receipt of duly signed requisition in the prescribed Proforma by the concerned branch/officials, the Canteen Contactor/Caterer has to serve regular light tea/high tea/buffet lunch/dinner etc. as per University approved rates for general hospitality arrangement at the scheduled venue of the University for all the officials meeting as well as various Academic and Cultural Activities, Festivals, Seminars, Symposiums, Conferences, Training Programs, Press Conferences, Annual Day, Republic Day, Independence Day and other functions as well as CET Examinations and Admission/Counseling related activities from time to time.

However, University reserves the right to engage separate Canteen Contactor/Caterer for University's Catering Services on various special occasions, as mentioned above, and Canteen Contactor/Caterer will have no right to raise objection on this account.

BUYER ADDED BID SPECIFIC ATC

1. Definition of Similar Service

Similar work shall mean work of Canteen, Catering & Cafeteria Services in any Central Govt./State Govt./PSU/Autonomous bodies/ Govt. Establishments/ Universities/ Educational Institutions located in Delhi / NCR. **Bidders are required to attach Execution Certificate from the client indicating date of start of work, date of completion of work, completed value of work, Work Order No. etc. in support of their claim.**

Clarification regarding 'Past experience of similar services'

- i. Three single orders of the value of atleast 40% of the estimated cost.
- ii. Two single orders of the value of atleast 50% of the estimated cost.
- iii. One single order of the value of atleast 80% of the estimated cost.

2. Pre-visit of canteen site of the University

- i. Before participating, the respective Canteen Contactor/Caterer are advised to visit the canteen space, location and its surrounding and safety measure at East Delhi Campus to be required for the operation of canteen services as per local bye-laws.
- ii. The Canteen Contactor/Caterer should assess the volume of business by them. The University will not commit for any guarantee of minimum/maximum business.
- iii. The prospective bidder should take into account all risks/contingencies associated with the work or otherwise and quote the rates accordingly.

3. Duration of Contract

The contract will be valid initially period of Two (02) years, which is extendable for a maximum period of another one year (01), on the same terms & conditions, subject to satisfactory performance and mutual consent with the approval of the Competent Authority of the University.

4. Earnest Money Deposit (Bid Security):-

1	Accounts Holder Name	Registrar, Guru Gobind Singh Indraprastha University
2	Account No.	927860555
3	IFSC Code	IDIB000G082
4	Bank Name	Indian Bank
5	Micr Code	110019071
6	Accounts Type	SB (Saving)
7	CBS Code/Branch Code	02029
8	Branch Name & Address	GGSIPIU, Sector-16C, East Delhi , New Delhi -110078
9	Banker's Phone No.	011-28035244

- a. In the case of unsuccessful bidders, the Earnest Money Deposit will be returned without any interest within the stipulated time.
- b. However, if the successful H1 bidder denies to serve the University, after issuing offer letter for award of work, EMD amount of such bidder shall be forfeited.
- c. No exemption is allowed against submission of EMD. Bids without EMD shall be rejected

5. Office Location

The registered office of the bidder must be located in Delhi/NCR areas. It may note that bidders of other States will not be eligible to participate in this Bid.

6. Facilities Provided by the University:

- i. The successful bidder will be handed over the canteen premises in East Delhi Campus, comprising of cooking area, store, washing area & front service area. The dining space on ground will be available for serving of food articles to the students, faculty, staff & visitors, but the University will have first right on dining space. In case of any requirement, University can use the dining space for any official purpose including function, get-together etc.
- ii. It shall be the responsibility of the successful (H-1) bidder to arrange for the kitchen equipment/appliances etc. necessary for cooking and serving the items as mentioned in the approved menu of the University, at its own cost.

- iii. Some furniture items are available in the University canteen of East Delhi Campus and the same will be provided on "as is where is basis", but its maintenance is required to be carried out by the Canteen Contactor/Caterer during the period of contract.

7. General Terms & Conditions:-

- i. All the products should be prepared having raw material with FPO/AGMARK/FSSAI/ISO etc / As indicated in the list of brands of consumables.
- ii. Hypothetical and conditional bids will not be entertained.
- iii. The bidder should provide electronic bill to the students/staff/faculty/visitor etc against the items purchase by them from University canteen.
- iv. The bidder should provide digital payment facility (Credit Card, Debit Card, Paytm, e-wallet, etc.) without any extra charge.
- v. Any information furnished by the bidder found to be incorrect, either immediately or at a later date, would render him liable to be debarred from tendering/taking up of any work in GGSIPU for a period of 05 years.
- vi. The University will take feedback in whatever means from its stakeholders (users/customers/Faculty/Staff/Students/Visitors etc.) towards the services rendered by the Canteen Contactor/Caterer on periodic basis, as may be decided by the University time to time.
- vii. Renewal of Contract for further period will depend heavily on such stakeholder feedback.
- viii. The University shall not provide any residential accommodation to the catering/canteen personnel employed by the Canteen Contractor/Caterer.
- ix. The Canteen Contactor/Caterer should provide the separate RO Plant of 40 liter per hour capacity in the kitchen area for cooking purpose in the East Delhi Campus.
- x. The Canteen Contactor/Caterer should segregate the food waste as per the policy/guidelines of the Govt. of India & dispose of the same at designated place/approved by the University and arrange waste management mechanism at their own cost.
- xi. The University reserves the right to amend/withdraw/add the items in the menu list at any time as per the requirement/demand of stake holders.
- xii. Normally, the Canteen Contactor/Caterer is required to provide the food items as given in **Annexure-A** and for meeting/function of the University and to give service at designated location within the University Campus as given in **Annexure-B** for minimum order of at least **15 persons**. No extra service charges, GST, shall be paid to the Canteen Contractor/Caterer. However, Canteen Contractor/Caterer may be asked to arrange for hospitality arrangement at the given package rate for less than 15 person too, as a special case.
- xiii. Sale of NON-VEG item in and outside the canteen premises is strictly prohibited.
- xiv. To ensure that the area under their control is free from flies and fix the insect killer machines etc.
- xv. One qualified catering manager, who has successfully completed the Food Safety Training and Certification (FOSTAC) programme of FSSAI, will be deputed in East Delhi Campus of the University by the Canteen Contactor/Caterer during operational hours of canteen so as to co-ordinate with all the USS/Deptt. for collection of order, manage day to day catering and to resolve quality related issues, if so arises.
- xvi. The University reserves the right not to allow the Canteen Contactor/Caterer for the sale of any brand/make item/ food item including cold drink. The University may decide and finalize the brand/make/company for beverages/soft drinks etc., for sale in the canteen from time to time.
- xvii. Chapatti should be baked properly and it should be soft while serving.
- xviii. Used Cooking oil shall never be reused for frying or cooking etc.
- xix. The use of monosodium glutamate (ajinomoto) is strictly prohibited.
- xx. Food should be served and maintained warm at all times.

- xxi. The Canteen Contactor/Caterer will pay necessary fee/charges/taxes etc. as applicable, according to the rates prescribed by the MCD or any other Authority for running the canteen, directly to the Concerned Authorities.

8. Feedback Mechanism / Evaluation

Canteen Monitoring Committee/ Food Inspection Committee/ Contract Committee will check food quality, cleanliness & another parameter mentioned in the bid as per below any time and if found substandard same will be rejected.

Sr. No.	Parameter	Maximum marks	Marks scored
1	Standard Food quality, quantity & Taste of Food as per tender	0- 10	
2	Quality of Roti / Puri (Soft, thin, proper roasted / fried)	0- 10	
3	Taste of Snacks/ Chinese/ South Indian/ Mini Meals/Lunch/ Dessert / other Items	0- 10	
4	Cleanliness & Hygiene of cutlery & Food container	0- 10	
5	Cleanliness & Hygiene of Dining, Kitchen & Outer Wash area	0- 10	
6	Disposal of waste material	0- 10	
7	Vendor's behavior & his staff uniform/grooming/gloves/hair caps/ apron compulsory	0- 10	
8	Quality of Raw materials (vegetables/spices/oil/ wheat flour/rice)	0- 10	
9	Timely Management of counter service	0- 10	
10	No Foreign particles in the food	0- 10	
	Total	100	

Below 80 marks will be considered for rejection of food and new food will be arranged by GGSIP University. The risk purchase of food will be done as per details mentioned in the bids clause of penalty / Liquidated Damages

- (i) 81-85 marks will attract penalty as per bid clause.
- (ii) 86-90 marks will be considered for suggestions / improvement of the services.
- (iii) 91-99 marks will be acceptable range.
- (iv) The service provider will also take feedback from the employee as per above format and submit to food committee with details i.e. Name, ID of employees.

Penalties will be levied for non-compliance as per following details. In case of persistent deficiency in services, the contract is liable to be cancelled and the security deposit is liable to be forfeited.

Sr. No.	Service Level Agreement	Penalties for Non-compliance		
		1st Time	2nd Time	3rd Time
1	Deficiency in quality of food items prepared	Rs.1,000/-	Rs.3,000/-	Rs.5,000/-
2	Deficiency in cleanliness and maintenance of hygiene in Kitchen & Dining Area	Rs.1,000/-	Rs.2,000/-	Rs.3,000/-
3	Deficiency in cleanliness and maintenance of outside area including disposal of waste material	Rs.1,500/-	Rs.2,000/-	Rs.3,000/-
4	Misconduct of persons engaged by the licensee for the Canteen	Rs.1,000/-	Rs.2,000/-	Rs.3,000/-

5	Adherence to approved rates / menu	Rs.1,000/-	Rs.2,000/-	Rs.5,000/-
6	Any other deficiency found as per required services	Rs.500/-	Rs.1,500/-	Rs.2,000/-

The Contractor shall be penalized up to maximum 10% of invoice value and can be recovered from dues without any intimation.

9. Performance Security

- i. The successful bidder will have to submit the Performance Security equivalent to the 5% of the estimated cost within 15 days of the award of Contract in shape of FDR/BG/Bank Draft in favour of "The Registrar, GGSIP University" with a validity of 15 months from the date of award of work. Further, for the extension period of contract, Performance Security shall also be required to be extended accordingly for a period of three months over and above the period of extension (s).
- ii. In case of non-submission of Performance Security along with the agreement within specified time, the earnest money will be forfeited and the successful bidder will be debarred/ black listed.
- iii. The Performance Security can be forfeited wholly or partially, by order of the Competent Authority in the event of any breach or negligence or non-observance of any condition of contract or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the contract, such portion of the said security deposit as may be considered by University sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit on the account of firm's bill has been received and examined.
- iv. In case, a fixed deposit receipt/ Bank Guarantee of any bank is furnished by the successful bidder to the University as part of the Performance security and the Bank is unable to make payment against the said instrument, the loss caused thereby shall fall on the successful bidder and the successful bidder shall forthwith on demand furnish additional security to the University to make good the deficit.
- v. Any loss to the University due to the negligence/lapse on the part of the agency/firm shall be borne by the agency/firm. Alternatively, the amount of loss will be deducted from the running bill against the amount payable to the agency falling which the same may also be recovered from the performance security held with the university.

10. Agreement & Validity of Rates

- i. Once, the work is awarded to the successful H1 bidder, it may not be transferred/sub let to other contractor/caterer by the H1 bidder. If so found, the EMD/performance security, as the case may be, will be forfeited and the said bidder will also be liable to be debarred for a period of 05 years at least for further participation in any kind of the University tender.
- ii. The successful H1 bidder will have to enter into regular agreement on a non-judicial stamp paper of Rs.100/- after the receipt of acceptance of the Bid for a period of Two (02) years. The necessary fees, stamp paper, etc. required for preparing the agreement have to be borne by the bidder.
- iii. However, the contract may further be extendable for a maximum period of another one year (01), on the same terms & conditions, subject to satisfactory performance and mutual consent with the approval of Competent Authority. The agency will further be required to enter into a fresh agreement for the extended period of contract.

11. Penalty on late payment of monthly charges by the Contractor:

- i. **License Fee:** An amount of Rs. 50/- per day would be levied after the due date i.e. Seventh day of each month.
- ii. **Electricity:** Surcharge as mentioned in the bill/ invoice generated by UWD department shall be levied.
- iii. **Water Charges:** An amount of Rs.10/- per day would be levied after the due date i.e. Seventh day of each month.
Note: GST shall be applicable on license fee.

12. Payment of Bills against supply of food items:

- i. Bills for various hospitality arrangements will be raised by the canteen contractor centrally to the GA branch of East Delhi Campus of University against the requisitions given to the contractor.
- ii. Payment will be made by the University within 30-45 days after the submission of the proper bill containing copy of order/approval alongwith satisfactory reports towards execution of work. The bills shall be submitted, in duplicate.
- iii. In case, any extreme/unavoidable deficiency, in term of quality/service of food, is observed by GA Branch/Competent Authority, the whole/part payment towards such hospitality arrangement, as deemed suitable, will be deducted.
- iv. The University reserve the right to carry out post payment audit/or technical examination of the final bills including all the supporting vouchers, abstract etc. The University further reserves the right to enforce recovery of any overpayment from the running/pending bills as and when come into notice.
- v. Last payment of Canteen Contactor/Caterer will be cleared only after ascertaining clearance of any liability towards electric bill, water charges, PNG bill etc pending with the Canteen Contactor/Caterer.
- vi. No overwriting in the bill & report will be acceptable. If any change occurs, the counter signature of the concerned would be required to verify the same.
- vii. No responsibility will be taken by the University for Credit Sales, Loses or pilferage.
- viii. The Canteen Contactor/Caterer has to ensure himself for monthly reconciliation of bills and payments with Finance & Accounts Branch and University Bank.

- 13** Bidder(s) are required to submit valid copies of license issued by Food Safety & Standard Authority of India (FSSAI), State Govt./ Central Govt., PAN, & GST registration certificate from appropriate authority.

14. Methodology for assessment on Quality & Cost Based Selection (QCBS).

QCBS Weightage (Technical : Financial) :30:70			
Minimum Qualifying Marks : 50%			
Technical Evaluation Parameters are as under			
Sr. No.	Parameters	Total Marks	Qualifying Marks
1	Similar Running Contract	20	10
2	List of Similar work executed in Delhi / NCR during 5 years ending 31.03.2024	15	7.5
3	Client Commendation	15	7.5
4	Canteen Services executed in University / Educational institution in Delhi / NCR during last 7 years ending 31.03.2024	10	5
5	Valid ISO Certification 9001:2015, 9001:2018, 22000:2005 and 22000:2018	10	5
6	Number of qualified catering staff (i.e. having completed Food Safety Training and Certification (FOSTAC) programme of FASSAI	10	5
7	Solvency	10	5
8	Presentation	10	5
	Total	100	50

14.1 Requirement of Documents.

Sr. No.	Parameters	Marks Allotted	Documents Required
1.	Similar Running Contract		Copy of Contract/ Work order duly self attested by the bidder
	More than 4 Contracts	20 Marks	
	3-4 Contracts	15 Marks	
	1-2 Contracts	10 Marks	
	<1 Contract	0 Marks	
2.	List of Similar work executed in Delhi / NCR during last 7 years ending 31.03.2024		Copy of Contract/ Work order and Execution / Completion certificate from the Client duly self attested by the bidder. As per enclosed Format-A
	More than 4 Contracts (Each contract of the value of atleast 80% of Estimated Cost)	15 Marks	
	3-4 Contracts (Each contract of the value of atleast 50% of Estimated Cost)	10 Marks	
	1-2 Contracts (Each contract of the value of atleast 40% of Estimated Cost)	7.5Marks	
	<1 Contract	0 Marks	
3.	Client Commendation		Performance Certificate from the Client
	Excellent/ Outstanding	15 Marks	
	Very Good	10 Marks	
	Good	08 Marks	
	Satisfactory / Fair	7.5Marks	

Sr. No.	Parameters	Marks Allotted	Documents Required
	Unsatisfactory/ Report not submitted/ Poor	0 Marks	
4.	Canteen Services executed in University / Educational institution in Delhi / NCR during last 7 years ending 31.03.2024		Copy of Contract/ Work order and Execution / Completion certificate from the Client duly self attested by the bidder As per enclosed Format-B
	More than 3 Contracts (Each contract of the value of at least 80% of Estimated Cost)	10 Marks	
	2-3 Contracts (Each contract of the value of at least 50% of Estimated Cost)	08 Marks	
	1-2 Contracts (Each contract of the value of at least 40% of Estimated Cost)	05 Marks	
	<1 Contract	0 Marks	
5.	Valid ISO Certification		Copy of valid certificate duly self attested by the bidder
	22000:2018	10 Marks	
	22000:2005	09 Marks	
	9001:2018	07 Marks	
	9001:2015	05 Marks	
	Non of the above	0 Marks	
6.	Number of qualified catering staff (i.e. having completed Food Safety Training and Certification (FOSTAC) programme of FASSAI		1. Copy of valid certificate of FASSAI duly self attested by the bidder and 2. Documentary proof on account of EPF/ESIC contribution in respect of above stated staff
	51 persons and above	10 Marks	
	11- 50 persons	08 Marks	
	1-10 person(s)	05 Marks	
	<1 person	0 Marks	
7.	Solvency		The solvency certificate should be addressed to the Registrar, GGSIPU and be latest one issued by any scheduled bank after the date of invitation of this tender.
	90 Lacs and above	10 Marks	
	<90 Lacs upto 67 Lacs	08 Marks	
	<67 Lacs upto 36 Lacs	05 Marks	
	<36 Lacs	0 Marks	
8.	Presentation		The bidder will submit their presentation in the University through PPT before the Committee to justify the Quality of their Work, preparation of Food, Service, Hygiene, Cleanliness, Ambience and the Staff Deployed
	Excellent/ Outstanding	10 Marks	
	Very Good	08 Marks	
	Good	06 Marks	
	Satisfactory / Fair	05 Marks	
	Unsatisfactory/ Poor	0 Marks	

Format -B

Format for technical parameter: Canteen Services executed in University / Educational institution in Delhi / NCR during last 7 years ending 31.03.2024

Name of the organization (University / Educational institution in Delhi / NCR)	Value of the Completed Contract	Name of the Contact Person	Contact No. & E-mail

(To attach work/ contract order alongwith execution / completion Certificate of the client in support)

Place.....

Name of Bidder _____

Date.....

Signature of Bidder with seal of the
Firm _____

Estimated rate list of approved running food items to be sold in the Dwarka campus of the GGSIP University Canteen

S. No.	Item Description	Qty/Wt.
DRINK / BEVERAGES		
1	Tea - Hand made (Kulhad/ Bio-degradable Cups)	100 ml
2	Espresso Coffee (Bio-degradable Cups)	100 ml
3	Cold Drinks/Packed Juices/Mineral Water	-
4	Chips/Biscuits/ Muffins/ Packed Namkeens	-
SNACKS		
1	Samosa	80 gm
2	Bread Pakora	100 gm
3	Paneer Bread Pakora	100 gm
4	Paneer Pakora	60 gm
5	Aloo Bonda	80 gm
6	Veg Sandwich	80 gm
7	Paneer Grilled Sandwich	100 gm
8	Aloo patty	Per pc
9	Paneer Patty	Per pc
CHINESE		
1	Chilli Potato	250 gm
2	Veg.Chowmein	250 gm
3	Veg. Manchurian	200 gm
4	Veg. Fried Rice	200 gm
5	Chilli Paneer	200 gm
SOUTH INDIAN		
1	Masala Dosa with Sambhar and chutney (coconut and tomato)	200 gm 150 gm
2	Plain Dosawith Sambhar and chutney (coconut and tomato)	150 gm 150gm
3	Paneer Masala Dosa with Sambhar and chutney (coconut and tomato)	200 gm 150gm
4	Vada (2 pc) with Sambhar and Coconut Chutney	150 gm 150 gm
5	Idli (2 pc) with Sambhar and Coconut Chutney	150 gm 150 gm
6	Onion/ Mix Uttapam with Sambhar and Coconut Chutney	200 gm 150 gm
MINI MEALS		
1	Chole Bhature (2 pc)	250 gm
2	Chole Kulche (2 pc)	200gm
3	Veg.Noodles/ Fried Rice with Manchurian	300 gm
4	Veg.Noodles/ Fried Rice with Chilli Paneer	300 gm
5	Rice (150 Gms) / Roti (4 Pcs)/ Plain Parantha (2 Pcs) with Kadhi / Rajma / Chole/ Dal/ Sambhar	150 gm 150 gm

6	Puri (4 pc) with Aloo Subzi	200 gm
8	Stuffed Paratha-2 pcs (Potato/Onion/Mixed) with Packed Curd(80/85gms) and Pickle (7gms/1 Re.)	200 gm
9	Paneer Parantha-2pc with Packed Curd (80/85gms) and Pickle (7gms/1 Re.)	200gm
1	Mini Veg. Thali – Dal/ Kadhi / Rajma / Chole (150gm), Seasonal Veg (100gm), Rice (150gm), Roti- 2 pcs / Plain Parantha (1 pc), Salad, Acchar	Per Plate
2	Deluxe Veg. Thali- Dal Makhani (150gm), Mix Veg (100gm), Shahi Panner/ Kadahi Panner/Mutter Panner (100gm), Rice (150gm), Roti-2 (50gm)/ Parantha 1 Pc, Packed Curd (80/85gms), Salad, Acchar, Papad and Gulab Jamun/ Rasgulla (100gm)	Per Plate
OTHER ITEMS		
1	Plain Rice/Jeera Rice	200 gm
2	Plain Roti- 1 pc	30 gm
3	Seasonal Vegetable/ Dal/ Sabji/ Chole/Kadhi/Rajma	200 gm
4	Sahi Panner/ Kadahi Panner /Matar Paneer/ Palak Paneer	200 gm
REFRESHMENT BOX		
i.Samosa/ Bread Pakoda (Any One) ii.Sandwich/Veg Patty (Any One) iii.Chips (Rs.5) iv.Biscuit (Rs.5) v.Tetra Pack Juice (Rs.10) vi.Muffin/Cake (Rs.10) vii.Water Bottle (200 ml) (Rs.10)		Per Box

S. No.	Item Description	Qty/Wt.
DESSERT		
i.	White Rasgulla/Gulab Jamun-1Pc	50 gm
ii.	Gajar/Moong Dal Halwa (Seasonal)	100 gm
iii.	BasanBurfi	50 gm

Note:

1. No Packing & Service charge for Thali and other individual item respectively over and above the approved rates.
2. The cost of Refreshment Box will be increased with the respective MRP/Cost of item for the items added over and above the items given at Refreshment Box.

Annexure 'B'

Estimated Rate List : `Regular Light Tea/High Tea/ Lunch/ Dinner

Category : "**General/Regular Hospitality Arrangements**"

Hospitality Categories :Academic and Cultural Activities, Festivals, Seminars, Symposiums, Conferences, Training Programs, Press Conferences, Annual Day, Republic Day, Independence Day and other functions as well as CET Examinations and Admission/ Counselling related activities

Venue :Dwarka Campus, GGSIP University

Service Provider :University Canteen Contractor

S. No.	Item Description	Qty/Wt.	
1.	Light Tea i. Special Tea/ Special Coffee ii. Salted Wafers (40 gms) iii. Assorted Cookies – Two Sweet & Two Salted (10 gms each) iv. Water Bottle (200 ml)	Per Plate	
2.	High Tea i. Special Tea/ Special Coffee ii. Salted Wafers (40 gms) iii. Samosa/ Paneer Pakora/ Veg. Cutlet (Any One) iv. Dhokla / Khandvi / Veg. Sandwich (Any One) v. Assorted Cookies - Two Sweet & Two Salted (10 gms each) vi. Gulab Jamun / Rasgulla /Gajar ka Halwa / Moong Dal Halwa / Ice Cream (Any One) vii. Water Bottle (200 ml)	Per Plate	
3.	Fixed Menu Buffet:- Dal Makhani/Dal Bukkhara Mix/Seasonal Vegetable Shahi Paneer/ Kadhai Paneer/MatarPaneer/ PalakPaneer (Any one) Zeera Rice / Matar /Veg Pullao Roti, Naan/ Laccha Parantha Boondi /Pineapple Raita Gulab Jamun / Rasgulla /Gajar ka Halwa / Moong Dal Halwa /Ice Cream (Any One) Achar, Masala Papad and Green Salads, Water Bottle (200 ml)	Per Plate	

Note: The above food items, for desired hospitality arrangements, will be served in bowl/cups (Bone china, melamine).