



# Guru Gobind Singh Indraprastha University

Sector 16C, Dwarka, New Delhi -110078

Phone No.-011-25302137, 138, 139

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

Dated: 20.08.2018

## **NOTICE INVITING E-TENDER No. GGSIPU/GA/CANTEEN/2018-19**

On behalf of Registrar, Guru Gobind Singh Indraprastha University, Dwarka, New Delhi, e-tender is invited undertwo bid system (Technical & Financial Bid) through e-procurement portal of GNCTD [www.govtprocurement.delhi.gov.in](http://www.govtprocurement.delhi.gov.in) from reputed Vendor/Contactor/Caterer for Operation of University Canteen and Catering Services. The tender document can also be downloaded from Delhi Govt. e-procurement website i.e. [www.govtprocurement.delhi.gov.in](http://www.govtprocurement.delhi.gov.in). The tender document can also be viewed on University website i.e. [www.ipu.ac.in](http://www.ipu.ac.in).

1.	Name of work	Operation of University Canteen and Catering Services at Guru Gobind Singh Indraprastha University, Sector 16 C, Dwarka, New Delhi – 110078
2.	Estimate Cost of Works	<b>Rs. 50 Lakhs(approximately)</b>
3.	EMD	Rs.250000/- (Two Lakh Fifty Thousand Only) in favour of Registrar, GGSIP University payable at New Delhi
4.	Time period	Initially for a period of one year
5.	Last Date & time of Submission of Bid Online	<b>On 13/09/2018 up to 03:00 PM</b> and Technical bid shall be opened on the same day <b>at 03:30 PM.</b>
6.	The bids shall be submitted in two stages viz.(i) <i>Technical bid</i> (ii) <i>Financial bid</i> . <b>The Technical &amp; Financial bid should be uploaded on e-procurement website i.e. <a href="http://www.govtprocurement.delhi.gov.in">www.govtprocurement.delhi.gov.in</a> (No documents need to be submitted in hard copy other than EMD).</b>	
7.	Financial bid of the technically qualified bidders shall be opened after evaluation of Technical bid/time notified thereafter on e-tender website i.e. <a href="http://www.govtprocurement.delhi.gov.in">www.govtprocurement.delhi.gov.in</a>	

**(REGISTRAR)**



GURU GOBIND SINGH  
INDRAPRASTHA  
UNIVERSITY

TENDER DOCUMENT  
FOR

**“Operation of University Canteen and Catering Services”**

AT

**Guru Gobind Singh Indraprastha University**  
*[A State University under Govt. of NCT of Delhi]*  
Sector 16 C, Dwarka, New Delhi 110 078

*Dy. Registrar (General Administration)*  
*Room No. 36, Ground Floor, Administrative Block,*  
*GGSIU, Sector 16C, Dwarka, New Delhi 110078*  
*Contact Nos.011-25302138-39*  
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## SECTION -I

### INSTRUCTIONS TO BIDDERS

**1. Name of work :-**

Operation of University Canteen and Catering Services by Vendor for one (01) year extendable for another one year subject to satisfactory performance with mutual consent, at Guru Gobind Singh Indraprastha University, Sector 16 C, Dwarka, New Delhi – 110078.

**2. Definitions:-**

- (i) **GGSIPIU** means Guru Gobind Singh Indraprastha University, Delhi.
- (ii) **University** means Guru Gobind Singh Indraprastha University, Delhi.
- (iii) **Authority** means the Registrar, GGSIPU and his successor.
- (iv) **Bidder** means the Proprietary Firm, Partnership Firm, Limited Company private or public or corporation who participate in this bid/tender.

**3. Who can apply:-**

- (i) **Proprietary Firm** -if the bidder is a Proprietary Firm, the application shall be signed by the proprietor with his full typewritten name and the full name of his firm with its current address, contact details etc.
- (ii) **Firm in Partnership** -if the bidder is a Firm in Partnership, the application shall be signed by all partners of the firm with their full typewritten names and current addresses, or alternatively, by a partner holding power of attorney for the firm. In the later case a certified copy of the power of attorney should accompany the application. In both cases, a certified copy of partnership deed and current address of all the partners of the firm should accompany the application.
- (iii) **Limited Company or a Corporation** -if the bidder is a Limited Company or a Corporation, the application shall be signed by a duly authorized person holding power of attorney for signing the application accompanied by a copy of the power of attorney. The bidder should also furnish a copy of the Memorandum and Articles of Association duly attested by a Public Notary.

**4. Bid Submission:**

- (i) Following documents forming part of Technical Bid must be uploaded on e-procurement website and the EMD should only be submitted in the office by due date and time:
  - (a) Copy of EMD in favour of Registrar, GGSIPU
  - (b) Letter of Transmittal as per “Annexure-A”
  - (c) Organizational Structure:- Legal Status of the Company/Agency with legal proof along with certified copies as per “Annexure-B”
  - (d) Copies of PAN No. and GST Registration No.
  - (e) Financial turnover duly audited, signed & stamped by a Chartered Accountant and counter signed by bidder to be submitted as per “Annexure-C”
  - (f) Profit and loss account duly signed, certified by Chartered Accountant to be uploaded as per “Annexure-C”.
  - (g) A performance certificate issued by the Competent Authority of the concerned Deptt./Orgn., thereby indicating the period of operation of canteen to be submitted as per “Annexure-D”
  - (h) Copy of order of running agreement alongwith proof of possession/running.

- (i) A declaration of fair business practice by the Bidder during the last 03 years as per “Annexure-E”.
- (ii) The bidder shall submit “Earnest Money Deposit” in original in hard copy in an envelope.
- (iii) The envelop shall be addressed to Dy. Registrar (General Administration), Guru Gobind Singh Indraprastha University, Sector 16-C,Dwarka, New Delhi – 110078.
- (iv) The envelope containing EMD shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared late or is declared non-responsive. The envelop named “**Earnest Money Deposit**” shall comprise of EMD amount of the tender document. The envelope containing EMD must be submitted on or before **13.09.2018 at 3:00 PM**. Late bids shall be rejected.
- (v) The “**Financial Bid**” must be uploaded on e-tender website i.e. [www.govtprocurement.delhi.gov.in](http://www.govtprocurement.delhi.gov.in)
- (vi) The bidder with highest license fee will have to submit the self attested copies of all the documents uploaded for technical bid within 7 days of opening of financial bid.
- (vi) Conditions other than those laid down in the Tender document will not be entertained. Conditional tender shall be summarily rejected.

**5. Earnest Money Deposit:**

- (i) The Earnest Money Deposit (EMD) of Rs.2.5 Lac (Rupees Two Lac Fifty Thousand only) shall be in favour of “Registrar, GGSIPU”, payable at Delhi in the form of :-
  - i. Fixed Deposit Receipt (FDR)
  - ii. Bank Guarantee
- (ii) The EMD should remain valid for a period of 45 days beyond the final bid validity period. The EMD of the unsuccessful bidders would be returned to them after the finalization of the tender and the EMD of the successful bidder would be released after the receipt of Performance Security as prescribed below. No interest on EMD would be payable by GGSIPU under any circumstances.
- (iii) Tenders with no Earnest Money Deposit will summarily be rejected. In case of successful bidder of the Financial Bids, the earnest money will be returned after obtaining the required Performance Security in the form of FDR alongwith the agreement on non-judiciary stamp paper of Rs.100/-.

- 6. Technical Bid Evaluation Criteria:** The “**Technical Eligibility Criteria**” prescribed as follows in respect of experience in similar class of works Completed, Financial Turnover, Profitability and Valid Registration will first be scrutinized and bidder eligibility for the work will be determined. The agencies meeting the eligibility criteria as follows, will be considered eligible in technical evaluation.

(i)	Should have Income Tax Registration (PAN No.) and GST Registration No. (Attach copies of registration)
(ii) (a)	Should have average Financial turnover of <b>Rs.50 Lacs (Rupees Fifty Lacs Only)</b> per annum in canteen/catering business during the immediate last three(03) financial years ending 31.03.2018. <b>Financial turnover duly audited, signed &amp; stamped by a Chartered Accountant and counter signed by bidder to be submitted</b> as per “Annexure-C”.
(b)	Should not have incurred losses in more than 02 years during last 05 financial years ending 31/03/2018. Profit and loss account duly signed, certified by Chartered Accountant to be submitted as per “Annexure-C”.
(iii)	Should have successfully run (completed) a canteen in Govt. Departments/PSUs/Universities/Educational Institutions/Public Service Commissions or private firms in last five years as on last date of receipt of tender. <i>Note:A performance certificate issued by the Competent Authority of the concerned Deptt./Orgn., thereby indicating the period of operation of canteen to be submitted as per “Annexure-D”</i>
(iv)	Should be successfully running a canteen in Govt. department/PSUs/Universities/Educational Institution/Public Service Commissions or reputed private firm as on last date of receipt of tender. <i>Note : Copy of order of running agreement alongwith proof of possession/running.</i>
(v)	Should have not been blacklisted/debarred by any of the Govt./Public Sector Agencies in India in last 03 years. A declaration of fair business practice by the Bidder during the last 03 years as per “Annexure-E”. <i>Note:-In case the blacklisting of a agency has been revoked/cancelled by the client same shall not be considered as black listed.</i>

## 7. Opening of Financial Bid and Evaluation:-

After the Technical Evaluation of the Bids, the University will open the ‘**Financial Bids**’ of all the bidders who have qualified in the **Technical Eligibility Criteria as per Clause 5**, at notified time, date and place in the presence of the qualified bidders or their representatives, if any. **The bidder quoted the highest license fee shall only be considered for award of work.**

## 8. Financial Bid:-

- (i) The bidder shall quote rates for license fees in Indian rupees (INR) in format at Annexure-F, in the Schedule quantities only. No alterations in the form of tender, in the schedule of quantities or additions etc., shall be permitted. No changes in rates shall be allowed. The rates should be quoted exclusive of all taxes. The taxes will be extra as applicable from time to time.
- (ii) The Income Tax/GST or any other tax deductible at source shall be deducted at source at the rate that will be in force from time to time.
- (iii) The rates will be valid for **12 months** from the date of acceptance letter submitted by the bidder.

## **9. General Terms & Conditions:-**

- (i) Even though any bidder may satisfy the above requirements, he/she would be liable to disqualification if he/she has:
- (ii) Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the eligibility criteria document.
- (iii) Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/weaknesses, etc.
- (iv) All the products should be prepared with Agmark items.
- (v) Hypothetical and conditional bids will not be entertained.
- (vi) Each bidder shall enclose a certificate along with the Technical Bid certifying that all the terms and conditions of the NIT are acceptable to it in letter of transmittal.
- (vii) The bidder should provide digital payment facility (Credit Card, Debit Card, Paytm, e-wallet, etc.) without any extra charge.
- (viii) The Competent Authority on behalf of the REGISTRAR GGSIPU reserves to himself the right of accepting the whole or any part of the tender and the tenderer shall be bound to perform the same at the rate quoted.
- (ix) The contractor shall not be permitted to tender for works in GGSIPU, responsible for award and execution of contracts in which his near relative is posted in the University on any grade. He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him and who are near relatives to any gazetted officer in GGSIPU. Any breach of this condition by the contractor would render him liable to be removed from the approved list of contractors of this department.
- (x) No Officer of gazetted rank or other gazetted officer employed in GGSIPU is allowed to work as a contractor for a period of one year after his retirement from Government service, without the previous permission of the University in writing. This contract is liable to be cancelled if either the contractor or any of his employees is found any time to be such a person who had not obtained the permission of the University as aforesaid before submission of the tender or engagement in the contractor's service.
- (xi) The bidder may furnish any additional information which he thinks is necessary to establish his capabilities to successfully complete the envisaged work. He is, however, advised not to furnish superfluous information. No information shall be entertained after submission of tender document unless it is called for by the University.
- (xii) 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.
- (xiii) The successful vendor shall furnish a list of University employees related to him, if any, if the vendor shall obtain a contract with GGSIPU as a result of wrong tendering or other non-bonafide methods of competitive tendering, the University reserves the right to terminate the contract without any liability to the successful vendor.

## **10 Security Deposit:**

The successful agency to which contract will be awarded shall be required to deposit an amount equal to 5 times of monthly license fees quoted by successful vendor or 10% of estimated cost of work of the tender whichever is higher as "Performance Guarantee" within the period as specified in the Bid document in the form of FDR or Bank Guarantee (BG) of any scheduled bank in favour of "Registrar, Guru Gobind Singh Indraprastha University", payable at New Delhi (Validity of FDR or BG should be 14 months) at the time of award of work, which is refundable on satisfactory completion of contract. No interest will be payable on this security deposit money. If the contractor fails to pay security deposit within 10 days of issue of allotment letter,

the contract will stand cancelled. In that event the EMD will be forfeited such vendor is liable to be blacklisted by the University.

## **11 Scope of Work:**

Operation of University Canteen and Catering Services for about 4000 students & employees at Dwarka campus of the University:-

- i) For all the Official meetings against the written requests (i.e. on all the floors) and also provide the service and Buffet Lunch/Dinner/Tea for various Academic and Cultural Activities, Festivals, Seminars, Symposiums, Conferences, Training Programmes, Press Conferences, Statutory Bodies Meetings, Annual Day/Convocation, Teachers Day, Republic Day, Independence Day and other functions at the approved rates.
- ii) For CET Examinations and Admission/Counseling (two months) etc. as required by the University from time to time
- iii) Special arrangements for the Statutory Body Meetings, Chief Minister's Visit, Lt. Governor's Visit, Convocations, International Conferences, Foreign Delegations etc. at the approved rates.
- iv) Tea, Breakfast, Lunch, Dinner etc. for the guest in the University Guest House.
- v) University reserves the right to engage separate vendor/caterer for University's Catering Services on various occasions as mentioned above and Canteen vendor will have no claim on account of that on account of less of business/profit.

## **12 Pre-visit of canteen site of the University:**

- (i) Before participating, Vendors/Contractor/Caterers are advised to visit the canteen space at location and its surrounding and safety measure required for the operation of canteen services as per local bye-laws.
- (ii) The Vendor/Contractor/Caterers should assess the volume of business by themselves.
- (iii) The University will not guarantee any minimum/maximum business.
- (iv) The perspective bidder should take into account all risks/contingencies associated with the work or otherwise and quote the rates accordingly.

## **13 Agreement / Validity:-**

The tender for the work shall remain open for acceptance for a period of 90 days from the date of opening of Technical Bid. If any tenderer withdraw his tender before the said period or issue of letter of acceptance whichever is earlier or makes any modifications in the Terms & Conditions of the tender which are not acceptable to the Department, then GGSIPU shall, without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money as aforesaid. Further, the tenderer shall not be allowed to participate in the re-tendering process of the work.

The successful Vendor shall sign an agreement with the University within seven (7) days of the acceptance of offer on a Stamp paper of Rs. 100/- to be furnished by the Vendor along with bid document which shall be valid for one (01) year which can be extended for another one year subject to satisfactory performance with mutual consent.

## **14 Responsibilities/Liabilities of the Vendor/Contractor/Caterer**

### **14.1 Drinking Water facility**



- (i) The bidder should provide the RO Plant of 50 liter per hour capacity in the kitchen area for cooking purpose.
- (ii) The bidder should provide 80 Ltr. water cooler with 50 LPH capacity RO system in the dining area and outside sitting area (each). The bidder will ensure continuous functioning of water cooler & RO for availability of drinking water. In case of failure for more than 24 Hrs., a penalty of Rs.500/- per day will be imposed.
- (iii) The bidder should submit the TDS report in GA Branch on quarterly basis.
- (iv) The bidder 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.

#### **14.2 Rates for different items and packages:**

- (i) Only items as per approved list of high quality (only FSSAI approved) shall be sold at the approved rates of the University. In case packed items shall not be sold at rates more than MRP.
- (ii) Items approved by the University shall only be prepared and served. No other items will be prepared & served without prior approval of the University, otherwise penalty will be imposed under Clause 23.
- (iii) The rate(s) of packages/items attached as Annexure H & I once fixed would remain applicable for at least six months and may be revised on request of the contractor with proper justification subject to approval by the University. The University reserves the right to amend/disallow the request of contractor in this regard. The decision of University shall be final and binding.
- (iv) The University reserves the right to amend/withdraw the items from the list at any time.
  - a) Packing charges: Recyclable/biodegradable Thali: Rs.8/- extra and Sabji/Mini Meals etc: Rs.5/- extra
  - b) Rates for food packages for meetings/ functions of the University will only be applicable for minimum 10 persons and service charge @ 5% may be charged extra, GST shall be paid as per norms.
- (v) Food packages for meeting/conference – Annexure –H.
- (vi) Menu rates List with portion size for University Canteen – Annexure-I.
- (vii) Menu of High Tea for the Statutory Body Meetings/Conference and Menu of Lunch/Dinner for the Statutory Body Meetings/Conference – Annexure-J.

#### **14.3 Maintaining cleaning in and around the canteen:**

- (i) For maintaining the cleaning, necessary statutory approvals from the local authorities shall be taken by the vendor at his own cost.
- (ii) Bound to maintain cleanliness in and around the kitchen, service area, store & washing area of the canteen and will dispose off the waste material outside the University Campus with its own arrangements.
- (iii) All waste food should be removed from catering premises on daily basis.
- (iv) Tables and sitting area provided in the dining space closed/opened has to be cleared and cleaned immediately.
- (v) Sole responsibility for the maintenance of utensils / crockery/ cutlery/ ovens/ fridge/RO/Water cooler or any other appliances installed by the Vendor for catering purpose etc.
- (vi) Shall buy good quality raw materials e.g. grocery, meat, fish, poultry and eggs, vegetables& fruits etc. for preparation of all meals at his own cost (use of beef and pork is prohibited).
- (vii) To ensure that the area under their control is free from flies and fix the insect killer machines etc.

- (viii) Dust bin (stainless steel with covered lids) to be provided and maintained in the dining area.
- (ix) All equipment/fixtures installed in the kitchen/store/washing area/service area shall be taken over by the Vendor from the University. These are to be kept in working condition and to be maintained and shall be returned to the University in good working conditions after the completion of the contract, if not, it will be recovered from security deposit. Any encroachment of the space & addition/alteration in & around the canteen will be levied to the penalty under Clause 30.

#### **14.4 Hygienic and precautionary Measure:**

- (i) The staff deployed in the canteen by vendor should be medically fit and the contractor should immediately withdraw staff with any contagious disease from deployment.
- (ii) All worker in Canteen must be decently dressed, proficient in speaking local language, well-mannered, courteous with proven integrity, healthy, and good habits. Any complaint in this regard will be viewed seriously and may amount to disqualification of the Vendor/Contractor/Caterer & penalty will be imposed.
- (iii) Fire Precautions: All areas of the University are provided with fire-fighting equipment suitable for the hazards normally found in these areas. If the work of Vendor/Contractor/Caterer introduces unusual fire hazards into an area, the vendor is responsible for providing the appropriate type of fire-fighting equipment in the kitchen, store & serving area.
- (iv) The prepared food and beverage items will be served in good quality, recyclable/biodegradable material like plates, glasses, cups etc. by the Vendor at his own cost.

#### **14.5 Legal Liability and Responsibility:-**

- (i) To get all the related clearance as applicable under the Indian Law and complete the necessary formalities as required under relevant statutes, rules and regulations.
- (ii) The vendor shall comply with all the statutory provisions as laid down under various Labour Laws/Acts/Rules like Minimum Wages, Provident Fund, ESI, Bonus, Gratuity, Contract Labour (R&A) Act, Delhi Works Contract Act, Food Safety and Standards Act and other Labour Laws/Acts/Rules in force from time to time at its own cost (from within the rate quoted). In case of violation of such statutory provisions under Labour Laws and /or any other law applicable, by the agency, there will not be any liability on the part of the University.
- (iii) To maintain all the relevant records, registers and documents as required by the Labour Department, Regional Provident Funds Commission, the Food Safety and Standards Authority of India and Employee State Insurance Corporation or any other local bodies as per the existing rules and/or regulations as amended from time to time.
- (iv) Shall indemnify to the University, if any, against any payments to be made under and for the observance of the above mentioned various laws and rules.
- (v) All legal disputes arising out of the bids, if any, shall be subject to the jurisdiction of the Courts of Delhi only.

#### **14.6 Staff deployment in the Canteen:**

- (i) Shall deploy the employees only after due police verification and provide identity cards to its employees at their own cost, duly authenticated by the University. No employee shall be allowed without identity card authenticated by the University. Copy of the same to be deposited in the Office In-charge time to time.

- (ii) The details of Canteen staff shall be given to the controlling branch & security branch on every six months. If there is any change in the staff, it should be informed to the controlling branch.
- (iii) Shall not deploy any minor employees to work in the canteen, proclaimed offender, persons involved in criminal cases or with criminal background and with debt burden.
- (iv) The University will be under no obligation to provide employment to any personnel of the agency after expiry of agreement/contract period and the University recognizes no employer-employee relationship between the University and the employees deployed by the agency.
- (v) In every case, in which by virtue of the provisions of the Workman's Compensation Act, the Government of India/Government of Delhi if University obliged to pay compensation to such person employed by the Vendor in execution of the work; the University will be entitled to recover from the Vendor the amount of compensation so paid.
- (vi) Canteen staff should not take/indulged any liquor, tobacco & smoking activity, if it will be found, penalty will be imposed.

#### **14.7 Canteen Timing:-**

The Vendor/Contractor/Caterer shall keep the canteen open from 8:30 AM to 6:00 PM (all days including Saturday/Sunday). The canteen shall not be closed on any working day of the University without the prior written permission of the University Administration. Penalty of Rs.5,000/- per day shall be levied for each day when complaint of canteen is found un-authorized closed. In case the canteen is required to be opened beyond 6:00 p.m. the Vendor shall obtain permission from the controlling branch of the University.

#### **15 Facilities Provided by the University:**

- (i) The successful bidder will be handed over the canteen comprising of cooking area, store, washing area & front service area. The dining space on ground & first floor will be available for servicing of food articles to the students, faculty, staff & visitors, but the University will have first right on dining space. In case requirement, University can use the dining space for any purpose including function, get to gather.
- (ii) The electricity charges of servicing and dining area and exhaust hood will be borne by the University.
- (iii) Water Connection in the kitchen & washing area.
- (iv) Adequate mosquito killer machines in working condition in the dining area.
- (v) *Kitchen fixtures in working condition as per list attached at Annexure-G. Any additional kitchen equipment/appliances etc. if required by vendor shall be arranged by the vendor at his own cost with prior approval of the University. The maintenance of kitchen fixture will be responsibilities of canteen vendor.*
- (vi) Light & fan, fuming hood in working condition in the kitchen, store, washing area & front service area (counter).
- (vii) Furniture for dining area & its maintenance.

**16 Starting of Work:** The Successful Vendors shall start the University Canteen within 07 Days of acceptance of offer given by the University. If the Vendors fails to start canteen within 07 days, the security amount deposited by the vendor will be forfeited and action shall also be initiated as per terms & conditions of the Tender.

**17 Force Majeure:** The firm shall not be responsible for any failure to perform due to causes beyond its reasonable control including, but not limited to, acts of God, war, riots,

embargoes, strikes, lockouts, act of any Govt. Authority, delays in obtaining licenses or rejection of applications under the Statutes, power failure, accidents or disruption or operations arising from causes not attributable to any malafide acts of the firm, fire and floods.

**18 Payment of License Fee, Water, Electricity & other Charges:**

- (i) The Vendor shall pay an amount of license fee (as offered) per month latest by 10<sup>th</sup> day of each month (next working day, if 10<sup>th</sup> is a holiday on any account) failing which penalty of Rs. 100/- per day will be imposed/charged, till the date of payment.
- (ii) The Vendor shall pay electricity charges only of the kitchen (excluding Fume Hood), store and washing area used for commercial purpose as per the meter reading/sub meter installed by University or to BSES Yamuna Power Ltd./BSES Rajdhani Power Ltd. as the case may be including fixed charges, taxes etc.
- (iii) The Vendor shall pay Cooking Gas Charges directly to IGL.
- (iv) The Vendor shall pay water consumption charges at the flat rate of Rs. 200/- per month.
- (v) The Vendor 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

**19 Payment of Bills against supply of food items:**

- (i) For providing services as per para 11 of the scope of work, payment will be made by the University within 30-45 days from the date of submission of the proper/satisfactory bills. The bills shall be submitted in triplicate along with duly signed work issued by the University.
- (ii) 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 whenever deducted.
- (iii) Last payment of Vendor will be cleared only after ascertaining clearance of any liability pending with the tender.
- (iv) Income tax will be deducted at sources wherever applicable. PAN No. & GST No. should be quoted on each bill.
- (v) No responsibility will be taken by the University for Credit Sales Losses or pilferage.
- (vi) The University shall not provide any residential accommodation to the catering/canteen personnel employed by the Vendor/Contractor/Caterers.

**20 Restriction to the Vendor:-**

- (i) Any Person who is in Government service or an employee of the University, his/her family member should not be made a partner to the contract by the Vendor directly or indirectly.
- (ii) Shall not indulge himself/herself in carrying out activities other than the purpose stipulated in the scope of work.
- (iii) The University reserves the right not to allow the Vendor 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.
- (iv) Shall not sell the items banned by Central Govt./State Govt./Universities/Any Other Regulatory Authority.
- (v) Shall not perform / provide any promotional activity of any firm / company without the permission of the controlling branch of the University. The bidder will not promote any outside/unapproved items on trial basis.

- (vi) Shall not alter / change the items of the approved menu as per Annex. I, & J without the permission of the controlling branch of the University.
- (vii) Shall not work in collaboration or joint venture.
- (viii) Shall not allowed to serve food beyond 6:00 p.m. in the canteen dining area for any birthday parties, get together without prior permission of controlling branch of the University.
- (ix) The service charges which include the catering charges may be @5%, which will be applicable only when the caterer will arrange the catering facility for minimum 10 persons outside the canteen area.
- (x) If any subletting/encroachment of the area of university canteen found apart from the tender, penalty will be imposed under Clause 30.

**21 Following Shall be strictly prohibited:**

- (i) Serving of alcoholic drinks, selling of narcotics, tobacco items and other items, which are not normally covered in restaurant business.
- (ii) The canteen shall be no alcohol and no smoking zone.
- (iii) Use of plastic etc. and recycled colored plastic bags.

**22 Canteen Inspection/Addressing of Complaints Redressal System:-**

The Member (s) of Canteen Monitoring Committee of GGSIP University will check/inspect/taste the quality/quantity, standards of food, preparation, service, health, hygiene etc. on daily basis at any time & no payment will be made. They may take appropriate action as deemed fit as well as impose any penalty mention below which shall be binding on the Vendor. Any complaint made by the Staff member/Student/Visitor will be address / received in R. No. 36, General Administration Branch at Admin. Block & can also be dropped in the complaint box fixed in the Canteen which will be opened & entertained by Canteen Monitoring Committee. The Canteen Monitoring Committee will met & visit the canteen once in a month to open the complaint box & collect the complaints and has power to impose the penalty as mentioned below.

**23 Penalties:-**

- (i) Use of unclean utensils, penalty of Rs.100/- will be imposed for each default.
- (ii) Sale of new items without permission of the University will attract a penalty of Rs.500/- for each default.
- (iii) In case, eatables are sold after the expiry date as mentioned by the manufacture, a penalty of Rs.1,000/- will be imposed for each default and all the repercussions will be the liability of Vendor.
- (iv) A penalty of Rs.1,000/- will be imposed, if persistent complaints are received regarding flies and unclean of area under the control of the contract and misbehave of the contractor of his employees.
- (v) A penalty of Rs.5,000/- per day shall be imposed on unauthorized closure of canteen and also providing services food for birthday parties, get together beyond 06:00 p.m. without prior permission of the University.
- (vi) Sale of approved items at higher rates than the approved rates will attract a penalty of Rs. 500/- for each default.
- (vii) Misuse/subletting of area allotted for canteen is not allowed failing which an amount of Rs.1000/- will be imposed as penalty per day till the area free from misuse/subletting.
- (viii) Any employee of caterer if found indulge with taking any liquor, tobacco, chewable item and found in without dress a penalty of Rs. 500/- will be imposed on each occasion & on continuous default he will not be allowed.

- (ix) If any employees of vendor stay at night in the Canteen without permission a penalty of Rs. 500/- will be imposed on each occasion and on continuous default he will not be allowed.
- (x) Any penalty levied by the local authorities like MCD, PF, ESI, food adulteration, FDA, DPCC etc. on account of non-compliance of local laws shall be borne by the Vendor.
- (xi) University reserves the right to arrange food from outside vendors if required.

**24. Termination of Contract :-**

- (i) The vendor shall not sublet a part or whole of the premises to any other agency for any purpose whatsoever. This may result immediate termination of contract by the University and forfeiture of security deposit.
- (ii) If the Vendor/Contractor/Caterer fails to fulfill his obligations of the contract at any time during the contract period, the University shall have the power to terminate the contract and in that case the security deposited by the Vendor shall be forfeited and/or the right to debar the vendor for a period of five (05) years to participate in any tender of the University.
- (iii) The University reserves the right to terminate the contract and forfeit the security deposit on persistent complaints by the students & staff of University as well as visitors related to unhygienic food, use of adulterated food articles, oil, utensils & services etc.
- (iv) The University reserves the right to terminate the contract at any time, if it is satisfied that the bidder has failed to fulfill its obligations as per the terms and conditions of the contract and/or the right to debar the vendor for a period of five (05) years in participating the tender (any) of the University. The decision of the Vice Chancellor, GGSIP University in this regard would be final and binding.

**25. Dispute Resolution:**

Any dispute arising out of the aforesaid contract shall be resolved through the process of arbitration as per the Arbitration & Conciliation Act, 1996. Any party having any grievance may approach the Vice Chancellor of the University for appointment of arbitrator to adjudicate upon the claim of the parties. The Vice Chancellor shall appoint the sole arbitrator, who will adjudicate the disputes/claims referred by the Vice Chancellor.

## **SECTION- II**

**INFORMATION REGARDING TECHNICAL ELIGIBILITY AND MENU LIST**

**(Annexure - A to J)**

**LETTER OF TRANSMITTAL**

From:

\_\_\_\_\_  
\_\_\_\_\_

To

**The Registrar**  
GGS IP University  
Sector 16C, Dwarka,  
New Delhi -110078

**Sub: Submission of Tender Document for “Operation of University Canteen and Catering Services” by Vendor at GGSIPU Campus, Sector-16-C, Dwarka, New Delhi”.**

Sir,

Having examined the details given in Tender document for the above work, I/we hereby submit the relevant information:-

1. I/we hereby certify that all the statements made and information supplied in the enclosed Annexure /Forms accompanying statement are true and correct.
2. I/we have furnished all information and details necessary for eligibility and have no further pertinent information to supply.
3. I/we also authorized the GGSIPU to approach individual, employers, firms, and corporation to verify our competence and general reputation.
4. I/we have read and examined the NIT, all terms & conditions are acceptable to me as mentioned in the tender document.

**Name & Signature(s) of Bidder(s) with seal**





**DETAILS OF ANNUAL TURNOVER**  
**(To Be Certified By Chartered Accountant)**

**A. FINANCIAL DETAILS**

<b>Financial Years</b>	<b>Gross Annual Turnover (with paper proof) (In Lakhs)</b>	<b>Profit/Loss (In Lakhs)</b>
2013-14		
2014-15		
2015-16		
2016-17		
2017-18		

(Stamp, Name & Signature of  
Vendor)

**Certificate by the Chartered Accountant**

Certified that the above details of Annual turnover and profit and loss has been checked and verified from the annual accounts of M/s .....

Name (Of the Chartered Accountant) :-

Address :-

Phone No. :-

Seal :-

**PERFORMANCE REPORT OF WORKS REFERRED**

1. Name of Organisation and address with contact details  
Where canteen/cafeteria is under operation/operated by vender :
2. Work Order No. :
3. Estimated Cost of award :
4. Date of start of canteen/cafeteria :
5. Date of completion
  - i) Stipulated date of completion :
  - ii) Actual date of completion :
6. Amount of penalty levied, if any:-
7. Performance Report
  - 1) Quality of work Excellent/Very Good/Good/Fair/Poor
  - 2) Financial soundness Excellent/Very Good/Good/Fair/Poor
  - 3) Technical Proficiency Excellent/Very Good/Good/Fair/Poor
  - 4) Resourcefulness Excellent/Very Good/Good/Fair/Poor
  - 5) General behaviour Excellent/Very Good/Good/Fair/Poor

(Signature & Stamp of Director/Registrar/Admin.  
Officer/Ex. Engineer or Equivalent)

Dated:

Note:

1. This Annexure should be submitted separately for each work completed by the Bidder during last five (05) years.
2. This ANNEXURE shall be signed & stamped by the Bidder's Client or Competent Authority.
3. The Name, Address, Contact details (Mobile, Fax, Email, and Landline numbers) of Client should be indicated to facilitate confirmation of work.
4. University has reserved the right to get the confirmation of performance report of the bidder.

**DECLARATION FOR FAIR BUSINESS BY THE VENDOR**

(Affidavit on Non-Judicial Stamp Paper of Rs.10/- duly attested by Notary/Magistrate)

This is to certify that We, M/s\_\_\_\_\_ in submission of this offer confirm that:-

- i) We have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements;
- ii) We do not have records of poor performance such as abandoning the work, not properly completing the contract, inordinate delays in completion, litigation history or financial failures etc.
- iii) Business has not been banned with us by any Govt. Organization/PSUs/Institutions/Schools/Universities.
- iv) We have submitted all the supporting documents and furnished the relevant details as per prescribed format.
- v) The information and documents submitted with the bid by us are correct and we are fully responsible for the correctness of the information and documents submitted by us.
- vi) We understand that in case of any statement/information/document furnished by us or to be furnished by us in connection with this offer is found to be incorrect or false, our EMD in full will be forfeited and business dealings will be banned.
- vii) We have not been punished/penalized by way of imprisonment in last three years.
- viii) We have not been blacklisted/debarred by any of the Government/Public Sector Agency in last three years.
- ix) None of our relative is working in the University.
- x) Will fulfill all the Terms and Conditions of the tender and undertake to provide services as per Terms and Conditions including the contract entered with the University

**(Stamp, Name & Signature of Vendor)**  
(Signing this document)

**Format for Financial Bid**

1. Name of contractor :-
2. Address of the contractor :-
3. Contact No. :-
4. Rate offered :-

<b>S. No.</b>	<b>Description</b>	<b>Amount in Rs. (In Figure)per Month</b>	<b>Amount in Rs. (In Words)</b>
1.	License Fee (Per Month) for running canteen of Guru Gobind Singh Indraprastha University, Sector-16C, Dwarka, New Delhi ( For kitchen, store & washing area)		

**Stamp, Name & Signature of Vendor**  
(Signing this document)

**Kitchen Equipment Inventory of Canteen of GGSIPU**

<b>S.No</b>	<b>Particular</b>	<b>Size (in mm.)/Model No.</b>	<b>Unit</b>
1	Mobile Tandoor	750x750x850	1
2	Chapati Rolling Table	1500x675x850	1
3	Chapati Plate with Puffer	1800x675x850	1
4	Chapati Dumping Trolley	600x675x850	1
5	Four Door Refrigerator	1340x810x2010	2
6	Pizza Preparator	1800x700x850	1
7	Overhead Shelf	1800x600x850	1
8	Sandwich Griller	330x385x220	1
9	Microwave Oven	23SC3	1
10	Work Table	325x600x850	1
11	Work Table	500x600x850	2
12	Work Table	900x600x600	1
13	Work Table	1600x600x850	2
14	Two Burner Range	1200x600x850	1
15	Half Ribbed griddle	1200x600x850	1
16	Deep Fat Fryer	600x600x850	1
17	Fry Dump	400x600x850	1
18	Wall Type Exhaust Hood	2000x1050x500	2
19	Work Table	1600x600x850	1
20	Masala Trolley	500x600x750	1
21	Exhaust Hood	1625x1900x500	3
22	Stock Pot Stove	600x600x600	4
23	Cash Counter	950x750x750	1
24	Hot Display Counter	1200x750x1350	1
25	Hot and Cold bainsmarie	2100x700x850	1
26	Three Sink Unit	1500x850x600	1
27	Pot Ract	1100x600x1650	1
28	Grating		1
29	Storage Rack	900x450x1850	5
30	Dunnage Rack	1100x600x150	3
31	Cold Display Counter		1
32	Exhaust Fan with Motor & Starter		2
33	Two Sink Unit	1500x850x600	1
34	RO Water Dispenser	50 liter per hour capacity	

**FOOD PACKAGES FOR MEETINGS/FUNCTIONS OF THE UNIVERSITY**

S. No.	Items included in the packages for each person	Quantity to be Served	Approved Rates (Rs.)
1.	i. Tea/Coffee (as per requirement) (120 ml)	Each	20/-
	ii. Cookies 2 Pcs. (Sweet & Salted) (Britannia/McVities/Sunfeast/Frontier as requisitioned (25 gm)		
	iii. Wafers (Lays/Uncle Chips/Bingo) – not lesser than 5 gram		
2.	i. Bottled water (1/2 Ltrs) (Bisleri/Kinley/Aquafina /Kingfisher)	Each	40/-
	ii. Tea/Coffee (as per requirement) (120 ml.)		
	iii. Wafers (Lays/Uncle Chips/Bingo) – not lesser than 5 gram		
	iv. Samosa/Dhokla /Khandvi (2 pc)/Bread Pokora/ Veg. Sandwich - one (01) nos. (80 gm)		
	v. Cookies 2 Pcs. (Sweet & Salted) (Britannia/ McVities/ Sunfeast/Frontier) as requisitioned (25 gm)		
3.	i. Bottled Water (1/2 Ltrs.) (Bisleri/Kinley/Aquafina /Kingfisher/ Bailey)	Each	65/-
	ii. Tea/Coffee (as per requirement) (120 ml)		
	iii. Wafers(Lays/Uncle Chips/Bingo) (5 gm)		
	iv. Cookies 4 Pcs. (Sweet & Salted) as requisitioned (25 gm)		
	v. Samosa/Dhokla (80 gm)		
	vi. PaneerPakora / Veg.Cutlet / AlooBonda (70 gm)		
	vii.Gulab Jamun/Rasgula/Ice cream (70 gm)		
4.	Veg. Buffet: One Dal, One Seasonal Vegetable, One Paneer Item, Veg. Chowmin, Zeera Rice, Roti, Naan/LacchaPrantha, Raita, One Sweet/Ice Cream, Achar, Papad and three types of salads	Each	150/-
5.	Non Veg. Buffet: One Non-Veg. Item (meat, chicken, fish) One Seasonal Veg., Veg. Chowmein, Pulav,Naan/LacchaPrantha 02 nos., Raita, One Sweet/Ice Cream, Achar, Papad and three types of salads	Each	200/-
6.	Special package for Statutory Body meetings / International Conference / Special functions as per menu at Annexure-J(a)	Each	150/-
	High Tea	Each	400/-
	Veg Lunch / Dinner	Each	500/-
	Non Veg Lunch / Dinner		
1. Rates for food packages for meetings/ functions of the University will only be applicable for minimum 10 persons and service charge @ 5% may be charged extra, GST shall be paid as per norms.			
2. All the products should be prepared with AGMARK items.			

**Annexure-I**

<b>MENU LIST FOR UNIVERSITY CANTEEN</b>				
<b>S. No.</b>	<b><u>Items Description</u></b>	<b>Quantity/ weight</b>	<b>Approved Rates (in Rs.)</b>	<b>Daily/ Optional</b>
<b><u>A</u></b>	<b><u>SNACKS</u></b>			
1.	Sandwich (veg) – 1 pc	80 gm	10/-	Daily
2.	Samosa - 1 pc	80 gm	5/-	Daily
3.	Bread Pakora– 1 pc	100 gm	10/-	Daily
4.	Paneer Pakora 0- 1 pc	70 gm	20/-	Optional
5.	Veg Aloo Patty – 1 pc	70 gm	10/-	Daily
6.	Veg Spring Roll- 1Pc	70 gm	20/-	Optional
7.	Grilled Sandwich	80 gm	35/-	Optional
8.	Aloo Tikki Veg Burger	80gm	20/-	Daily
9.	Veg Paneer Patty	70gm	15/-	Optional
10.	Veg Kathi Roll -1Pc	100gm	25/-	Optional
11.	Biscuit, Wafflers, chocolate, muffin, cake		MRP	Daily
12.	Instant Noodles	100 gm	20	Daily
13.	Bhelpuri	100 gm	20	Optional
14.	Gol Gappe	6 pcs.	20	Optional
15.	Aloo Tikki Chat	2 pcs.	25	Optional
16.	Bhalle Papdi	1 plate	25	Optional
<b><u>B</u></b>	<b><u>MINI MEAL</u></b>			
1.	Mutter Kulcha – 02 Pc	250gm	30/-	Daily
2.	Veg Pasta (White/Red Sauce)	200gm	30/-	Optional
3.	Kachori with sabji -02 Pc	250gm	25/-	Optional
4.	Omlet two egg with 2 slice	170gm	25/-	Daily
5.	Chole Bhatura – 2 pc	250gm	30/-	Daily
6.	Pav Bhaji – 2 pc	250gm	25/-	Optional
7.	Karhi / Rajma / Chole with Rice	300gm	30/-	Daily
8.	Chicken (2Pc.) with Biryani / Rice	300gm	50/-	Optional
9.	Veg Noodles	250gm	25/-	Daily
10.	Veg Manchurian	200gm	25/-	Optional
11.	Chilli Potato	200gm	30/-	Daily
12.	Egg Noodles	250gm	30/-	Optional
13.	Plain Dosa with Sambhar	250gm	15/-	Daily
14.	Masala Dosa with Sambhar	300gm	25/-	Daily
15.	Sambar Vada- 2Pc	200gm	20/-	Optional
16.	Sambar Idli- 2Pc	200gm	20/-	Daily
17.	Uttipam with Onion/Vegetables	200gm	25/-	Optional
18.	Fried Rice with Manchurian	250gm	30/-	Optional
<b><u>C.</u></b>	<b><u>SPECIAL MINI MEAL</u></b>			
01.	Burger (with cheese and butter)		40/-	Optional
02.	Paneer Kulcha (with paneer and butter)		40/-	Optional
03.	Veg Patties		15/-	Optional



04.	Paneer Patties		25/-	Optional
<b><u>D.</u></b>	<b><u>MEALS/LUNCH</u></b>			
1.	Dal /Channa Masala/Rajma	150gm	15/-	Daily
2.	Seasonal Vegetable	100gm	15/-	Daily
3.	Raita	100gm	10/-	Daily
4.	Butter Naan / LachhaParatha / Stuffed Naan / Stuffed Pratha	100gm	15/-	Daily
5.	Plain Roti	25gm	3/-	Daily
6.	Plain Rice	200gm	15/-	Daily
7.	Jeera Rice	200gm	20/-	Daily
8.	Veg Thali One Dal(150gm), One Seasonal Veg(100gm), One PaneerSabji(100gm), Rice(150gm), Roti-2(50gm), Salad, Acchar and GulabJamun/Rasgulla(100gm)		50/-	Daily
9.	Non-Veg Thali: One Non- Veg in place of Paneer item(100gm), One Dal(150gm), One Seasonal Veg(100gm), Rice(150gm), Roti-2 (50gm), Salad, Acchar and GulabJamun/Rasgulla(100gm)		70/-	Daily
10.	PannerSabji, 4pc of Paneer Cubes	150gm	30/-	Daily
<b><u>E.</u></b>	<b><u>DRINK / BEVERAGES</u></b>			
1.	Normal Tea	120ml	5/-	Daily
2.	Special Masala Tea	120ml	8/-	Optional
3.	Hot Coffee	120ml	10/-	Daily
4.	Soft drink, Bottled, packed Juices etc.(Branded)		MRP	Daily
5.	Veg Assorted soup	120ml	10/-	Optional
6.	Ice Cream Packed		MRP	Daily
7.	Fresh Juice	200 ml	30/-	Optional
8.	Milk Shakes (Flavored)			Optional
<b><u>F.</u></b>	<b><u>DESERT</u></b>			
1.	Gulab Jamun / Rasgulla-1Pc.	70gm	12/-	Daily
2.	Gajar Halwa (Seasonal)	70gm	25/-	Optional
3.	Rasmalai - 1 pc	70 gm	25/-	Optional

**Note:**

- (i) **Items required on daily basis** – The canteen operator is to provide these items mandatorily on daily basis.
- (ii) **Items required on optional basis** – The canteen operator will have option to choose from the menu and display a chart of the optional items as per availability of item day wise.

**Table A: Menu of High Tea for the Statutory Body Meetings/Conferences:**

<b>S.No.</b>	<b><u>Name of the items</u></b>	<b>Nos. of items to be ordered</b>
1.	Cold Drinks / Real Juices (Branded)	Select any one
2.	Tea / Coffee / Green tea / Black Tea / NimbuPani	As per requirement
3.	Wafers (Haldiram / Lays / Bikanerwala)	Sufficient Quantity
4.	PaneerPakora / Spring Roll / Veg Cutlet / Paneer Cutlet/ Paneer Cutlet	Select any one
5.	Dhokla / Khandvi/Samosa / Cocktail Samosa	Select any one
6.	Big Cookies – 2 Pcs (Haldiram/Frontier / Bikanerwala)	Select any one
7.	GulabJamun/Chenna Toast/Sandesh/White Rasgola/Raj Bhog / Mango Chena Pai (Haldiram / Aggarwal / Bikanerwala)	Select any one
8.	Salted Kaju/Roasted Kaju/Roasted Badam	Select any one
9.	Bottled water – 200 ml (Aquafina, Bisleri, Kindly, Kingfisher)	Sufficient Quantity

**Table B: Menu of Lunch / Dinner/Buffer for the Statutory Meetings/Conferences:**

<b>S.No.</b>	<b><u>Item List</u></b>	<b><u>Name of the items</u></b>	<b>Nos. of item to be ordered</b>
1.	Soup	Cream of tomato / Sweet corn Soup	Select any one
2.	Dal	PindChana (white) / Dal Makhni / Yellow Dal / KadiPakora / Gharwali/Rajma	Select any one
3.	Paneer	KadaiPaneer / PaneerPasanda / ShahiPaneer / PalakPaneer / Mutter Mushroom Paneer Korma / MalaiKofta / PaneerLababdar	Select any one
4.	Seasonable Veg.	Mix Veg / Veg. Jalfreji / Shahi Gobi / Bhindi Masala / Gobhi Masala / Soya Chaap/stuffed aloo/stuffed tomato/stuffed capsian	Select any one
5.	<b>Optional</b>	<b>Any one from (a), (b) &amp; (c)</b>	
A	South Indian	Idli / Vada / Dosa / Dal Vada / Utpnam / Utpnam	Select any two
B	Chinese	Chowmin / Hakka Noodles / Manchurian / Chilly Paneer / Fried Rice / Singapori Noodles	Select any two
C	Direct from Subways	Vegeritaria Subs / Hot Dog-Veg Delight / Veg Shami / Veg Tikka / Corn & Peas	Select any One
6.	Curd	Raita Mix / Dahi / Pineapple Raita / BhoondiRaita / DahiBhalla	Select any one
7.	Rice	Rice / Pulao / Steamed Rice / Jeera Rice/ Fried Rice / Veg Fried Rice	Select any one
8.	Breads	Naan / LachhaPrantha / Missi Roti / PudinaPrantha / Stuffed Naan / Roti (Tawa) / Butter Naan	Select any two
9.	Salad (Veg.)	Salad Green / Russian / Fruit / Beans / Potatoes / Sprouts / Macronisaldad / Vinegar Onion / Corn salad / Fruit cream	Sufficient quantity
10.	Salad (Non – Veg.)	Non- Veg Salad (Chicken Tikka / Seek Kabab)	Sufficient quantity
11.	Non-Veg. Item	Fish Curry/Chicken Curry/Red Meat	Sufficient quantity
12.	Accompaniments	Achaar / Chutni / Papad	Sufficient quantity
13.	Deserts	GulabJamun / Rasgula / Ice cream / FaludaKulfi / GajarHalwa (Seasonal) / Moong Dal Halwa	Select any one