

COST OF TENDER: RS. 2000/- ONLY

TENDER DOCUMENT

FOR

CANTEEN SERVICES



SRI GURU GRANTH SAHIB WORLD UNIVERSITY
FATEHGARH SAHIB

**SRI GURU GRANTH SAHIB WORLD UNIVERSITY
FATEHGARH SAHIB**

TENDER DOCUMENT FOR CANTEEN SERVICES

Tender No..... issued to

Receipt No..... DatedAmount Rs. 2000/-

Last date of submission of tender : 16-02-2023 at 17:00 Hours

Note:

1. Please attach photo copy of cash receipt of Rs. 2000/- with the tender document.
2. All pages of tender documents issued by the University should be attached with the financial bid, duly signed with seal of the firm, as acceptance of terms and conditions of tender.

SRI GURU GRANTH SAHIB WORLD UNIVERSITY

FATEHGARH SAHIB

INSTRUCTIONS TO TENDERERS

The University wishes to identify and engage a competent Canteen contractor for the purpose of providing Canteen services in our University located at Fatehgarh Sahib, to cater to approximately 4000 plus students & staff.

1. Tenderers responding to tender notice shall be deemed to be agreeable to the terms and conditions herein contained.
2. All the terms and conditions laid down in the tender shall be binding on the Tenderers.
3. Tender Form should be filled in neatly, legibly and carefully.
4. University will process the tenders as per University norms & procedures. The University shall not be under any obligation to give any clarification to the contractors/agencies whose bids are rejected.
5. Tenders must be enclosed in a properly sealed envelope addressed to the Registrar, Sri Guru Granth Sahib World University, Fatehgarh Sahib by designation and not by name. The tenders must be superscribed, "**Tender for Canteen Services**".
6. While submitting tender, bidders must submit **EMD and Technical Bid** in a sealed envelope.
7. The tenders shall be opened in the presence of the bidders or their authorized representatives, who will like to be present, on the date and time mentioned in the tender notice/document. In case, the date of opening falls on a holiday declared by the University, tenders will be opened on the next working day, following the holiday, at the scheduled time.
8. EMD of Rs. 20,000/- should be enclosed along with the technical bid in favour of Registrar, Sri Guru Granth Sahib World University, Fatehgarh Sahib.
9. Authorized signatory should put his/her signatures on all the pages of the tender document. Bids without signatures of authorized signatory will be rejected.
10. All the columns of the tender document shall be duly, properly and exhaustively filled in. The rates and units shall not be over-written. Quotations shall always be both in the figures and words. The word "No quotations" should be written across any or all of the items in the schedule for which a tenderer does not wish to tender.
11. No alternation should be made in any of the terms and conditions of the tender or overwriting in the rates.
12. Tenderers are advised to visit the University & see themselves the location of canteen where Canteen services are required, during the office hours on any working day.

13. The successful tenderers shall be required to execute an agreement with University on STAMP PAPER of requisite value.
14. The University reserves the right to reject/cancel any or all or part of the tender of the bidder, without assigning any reason and shall also not be bound to accept lowest tender. The decision of the University shall be final and binding.
15. The terms and conditions of contract in schedule 'B' should be returned to this office, duly signed along with technical bid and with details of items contained in schedule 'A', otherwise the tender will be ignored.
16. Tender failing to comply with the terms & conditions mentioned in the tender document would result in the tender being summarily rejected.
17. Conditional Tenders will not be accepted.
18. All disputes will be settled within the jurisdiction of the University.

The instructions for the Tenderers shall also form part of the contract.

Acceptance

I/We hereby declare that all the terms and conditions of the tender document has/ have been read by me/us and I/we accept all the terms and conditions mentioned in the tender and shall comply with them strictly.

Name of authorized signatory: _____ Signature :

Name(s) of Tenderer(s): _____ Seal of firm :

Address : _____

Contact No : _____

E-mail id : _____

Date : _____

**SRI GURU GRANTH SAHIB WORLD UNIVERSITY
 FATEHGARH SAHIB**

TENDER DOCUMENT FOR CANTEEN SERVICES

TECHNICAL BID

The bidder must enclose the attested copies of documents as proof of claim, failing which tenders will be summarily rejected on the ground of non submission of documents.

1. Tenderers shall have to enclose EMD of Rs.20,000/- in favour of Registrar, Sri Guru Granth Sahib World University, Fatehgarh Sahib. If any tenderer selected in the Tendering process refuses to accept the contract, the EMD & security money given by that tenderer will be forfeited.
2. The annual turnover should be more than Rs 3 Lacs in each of the last two (2) financial years. Documentary evidence in this regard should be enclosed in technical bid.
3. The Tenderers should be able to provide all food items in the canteen and catering services as indicated in the Schedule – A or as and when revised from time to time as per the University requirement.
4. The Tenderer shall certify that the age of the workers deployed will be more than 18 years and shall comply with all the statutory requirements.
5. Manpower details proposed to be deputed at canteen for running the canteen such as supervisors, waiters, cooks and helpers should be enclosed.
6. The Tenderers shall have to furnish the declaration in the form of Affidavit attested by Notary that :
 - I. They have never been black listed by any Institution/ department due to any reason.
 - II. They are ready to get the catering capabilities inspected by the officer/ committee of the University, to judge the level of competency for undertaking the work.
 - III. The utensils/ equipments required for the work are owned by the bidder.
 - IV. They undertake not to object their disqualification on the basis of above declaration, if found wrong and misrepresented at any point of time during contract.
7. Any other details, the contractors want to submit in support of their suitability.

Accepted and agreed as per above conditions.

Signature :.....

Seal of firm :.....

Date :.....

SCOPE OF WORK AND TERMS & CONDITIONS

A. Scope of Work:

To run & maintain canteen and catering services at Sri Guru Granth Sahib World University campus, Fatehgarh Sahib which includes:

- a) Providing Tea & Snacks in Canteen Hall from 08:00AM to 6:00 PM.
- b) To provide catering to various official meetings etc., as and when required.
- c) Providing lunch/ snacks/ tea etc. to students, employees and visitors as per requirement.
- d) Any other service incidental to above.
- e) The contractor will have right for sale of food items of all kinds of eatables in Sri Guru Granth Sahib World University campus. However on some special occasions, if required, University shall be free to make use of the services of an outside agency, and may allow the opening of outlet for branded products like Verka, Nestle etc. by the company/some other contractor.
- f) All the cooking, frying etc. shall be done in the kitchen only. No food items/ snacks shall be prepared in the kiosk or in open space. The following equipments will be provided by the University:
 1. Hot Bain Marie (60") = 01
 2. Hot Case (48") = 01
 3. Display cold counter 48" = 01
 4. 03 burner cooking range = 01
 5. Chapati Puffer (48") = 01

All other facilities/ infrastructure required for smooth functioning of canteen will be arranged and managed by the contractor.

- g) A contract will be executed between Sri Guru Granth Sahib World University and Contractor for one (1) year which may be extended further for similar tenures, as decided by the competent authority, on the recommendations of the Canteen Committee.

B. Terms & Conditions

1. Obligation of Sri Guru Granth Sahib World University: Following facilities/ infrastructure shall be provided by University to Caterer free of cost:

- a) Canteen Hall & Kitchen.
- b) Display counter, hot case for snacks, Chapati Puffer, 2 burner cooking range

- c) Proper supply of water in the kitchen and canteen will be provided by the University.
 - d) The cleanliness of the canteen/kitchen premises and around shall be the responsibility of the contractor only.
 - e) Standard illumination equipment will be provided by the University in canteen area however if any extra illumination or any extra electrical equipment is needed by the contractor, in that case, the contractor will arrange the same by incurring expenditure on his own, for its proper use and maintenance.
 - f) Furniture (tables and chairs) in the canteen will be provided by the University.
 - g) All the necessary civil, electrical and plumbing works required for the kitchen and other food services shall be done by the University but contractor shall be responsible for its upkeep and periodic maintenance.
- 2.** That the caterer shall be required to furnish a bank guarantee/ demand draft of an amount equal to one month rent or deposit the said amount with the University towards performance security in favour of Sri Guru Granth Sahib World University, within 10 days from the date of issuance of work order. No interest will be paid on security deposit. The security deposit will be refunded to the Tenderer, after successful completion of the contract period. The security deposit is liable to be forfeited wholly or partially if:-
- a) The standard, quality and quantity of food deteriorates, during the tenure of contract.
 - b) Any damage is caused to the building/ equipments and other installations belonging to the University.
 - c) The tenderer declines to render services at the item wise rates agreed upon, due to escalation in prices of raw materials or for any other reasons.
 - d) Tenderer fails to fulfill any of the terms & conditions of the agreement.
- 3.** Tenderer may quote concession to the University staff and guests on the quoted items.
- 4.** That the contractor would provide a minimum number of cooks, waiters and other servants in the Kitchen and canteen as detailed below:
- a) Supervisor : 1
 - b) Cook : 1
 - c) Waiter : 2
 - d) Cleaner : 1
- 5.** That the tenderer shall employ in his service only such persons whose antecedents have been verified and have also been medically examined at his own cost and to the satisfaction of the University.
- 6.** That the employees of the Tenderers shall not be employees of the University. It is sole responsibility of the Tenderer to make payment of wages and to discharge any liability of such employee by way of ESI, Provident Fund, Compensation/ damages etc. In the event of injury or loss of life of any employee of tenderer, the University

shall not be liable for compensation or for any claim arising from financial or legal dispute between the contractor and his employees.

- 7.** The rates for various items finalized will be valid for a period of 12- months. On the expiry of this period, the rate can be revised with mutual consent only, if the contract is extended on satisfactory performance. No escalation whatsoever, is permissible during the validity of the contract, however, due to some major conditions or unfavourable circumstances, the University may review the rates as a special case at its discretion. The caterer, however, shall not cause to stop the supply of food items on this account awaiting revision.
- 8.** That the canteen will be fully operational during normal office hours i.e. from 09:00AM to 05:00 PM. However, the facility of serving tea and light snacks will be made available from 08:00 AM to 06:00 PM daily.
- 9.** The Tenderer shall display the approved daily menu prominently in the canteen.
- 10.** The Tenderer will be under obligation to display prominently the rate list of all items being served in the canteen.
- 11.** The contractor shall have to establish a kitchen with necessary equipment within one (1) month of award of contract and start operation.
- 12.** The contractor shall obtain requisite license(s) for running the canteen and use of cooking gas etc.
- 13.** The contractor shall pay the electricity bill within ten days of raising the bill for the same by the University, for which a separate sub-meter has been installed. The rate of electricity shall be the same, which University will pay to PSPCL.
- 14.** The Tenderer shall provide his own crockery, cutlery and utensils for lunch, tea, coffee etc. The size & quality of crockery should be standard. The Tenderer will be responsible for the cleanliness of crockery, cutlery, cooking utensils including that of kitchen & canteen hall. University will neither provide any cleaning material; dusters etc. for the same or any extra payment will be made on this account.
- 15.** The Tenderer shall pay the minimum wages as prescribed by the Ministry of Labour, Govt. of Punjab, to the persons engaged by him. Compliance with regard to payment of minimum wages as mentioned above shall be the sole responsibility of the Tenderer and any violation or non-compliance shall be viewed very seriously, resulting in penal action as well as termination of the contract, depending on the seriousness of the violation.
- 16.** University reserves the right to terminate or withdraw the work entrusted to the tenderer if the performance of the contractor is not found to be satisfactory. In case of any dispute arising thereof, the decision of the University authorities shall be final. The contract can be terminated by giving one month notice by either side, without assigning any reason.
- 17.** Tenderer will arrange to collect payment on prescribed rates against items served to students & employees on his own. Any credit facility extended by Tenderer to

students/employees will be at his own cost and risk. The University will not take any responsibility on this account.

18. The contractor shall be responsible for compliance of the MRP Act and other such Acts as are applicable to canteen services and sale of food items.

19. Hard drinks shall not be allowed in University under any circumstances and no party arrangement shall be made without the prior approval of the competent authority.

20. Period of Agreement: Subject to other conditions appearing hereinafter, the contract shall be for a period of one year from the date of entering into contract. The contractor shall ensure that the services start operating from that date.

a) Without prejudice to other provisions herein, the contract can be terminated by University by giving a prior notice of one month on violation of conditions of contract or on the grounds of default/deficiency in quality of food items, proper service, proper hygiene and deposit of payments by the contractor. The contract can also be terminated by the contractor with a notice of one month to the University on the grounds of failure of obligations on the part of the University. For operation of this clause, a Consultative Committee on Food Services of four representatives, one from contractor and three from University shall be constituted which shall meet from time to time and submit their deliberations to the Registrar. The Registrar of University or any other person authorized by the Vice-Chancellor, will be Chairman of the committee.

b) In case of termination of the contract done by the contractor during the contract period in violation of the Clause 23(a) of this agreement, or the termination of the same by the University on account of default or otherwise of the contract, the contract will be re-auctioned for the remaining period by the University and the contractor shall have to pay an amount which would be fixed, as the re-auction charges. He shall also have to compensate the University by the proportionate amount if the contract for the remaining period is awarded at lesser rate than the earlier contract. He shall not remove any of his equipments from the University site, without the permission of the University before full and final adjustment of accounts.

21. Hygiene in Establishment:

a) The contractor will maintain the premises at the highest degree of cleanliness. There shall be no cob-webs in any part of canteen /premises.

b) No animals & birds shall be kept or allowed in any room in which food is prepared, served and stored.

c) Propagation of rats and invasion/ infestation by rodents shall be permanently prevented. All openings in floors, walls, ceiling, pipes, cables or conduits shall be properly sealed by fitting collars to prevent rodents and pests.

d) When pesticides are being used, care shall be exercised to prevent contamination. All equipment's must be washed by warm water before use.

e) Pesticides shall not be used when food is being prepared or served.

- f) Sinks and tubs for washing food or utensils shall not be used for washing of hands.
- g) Spitting, nose cleaning or the use of tobacco, in the area where food is prepared, served and stored shall be prohibited.
- h) The drainage system shall be kept functioning smoothly so as to cause no stagnation at the maximum discharge rate.
- i) The contractor shall provide sufficient number of Dust Bins inside the canteen.

22. Storage and Handling Equipment:

- a) All raw materials and edible articles shall be stored on shelves and not on the floor/ ground. All containers and utensils shall be stored at approx. height of 150 mm above the floor, in a clean dry place protected from flies, splash, dust, overhead leakage and other contamination.
- b) All containers and utensils shall be covered or inverted on a clean surface.
- c) Drain boards, trays and shelves shall have impervious surface, which is not readily corrodible.
- d) Paper cups, plates, straws, lunch cloths and napkins shall be kept/ stored in dry and clean place.
- e) Containers of stainless steel shall be used for storage of water for cooking purpose. The containers shall always be kept covered and on a platform.

23. Hygienic Cooking:

- a) Supply of filtered and adequate safe drinking water shall be ensured by the contractor by installing water filters.
- b) Thorough cleaning of Flour doughing machine before doughing shall be ensured.
- c) All cooking vessels and utensils shall be cleaned by boiling water or sterilized by steam.
- d) Before cooking, raw material like pulses, rice etc, it shall be visually examined for any contamination.
- e) Cooked foodstuffs shall always be covered with lids.
- f) There shall be no contact of clothes of the cooks/waiters with the cooked food during cooking and service.
- g) The vessels containing cooked material shall not be kept on the floor.
- h) While cooking, exhaust system should be switched on.
- i) Only fresh refined edible oil shall be used and all care shall be taken for standard oil usage and quality of cooking oil as per ISI standards.
- j) There shall not be any spillage of cooked material/ waste over the shelves, floor, tables etc.
- k) All the trays, thalis/ dishes shall be collected in the washing area.

- l) Proper strength of cleaning powder for efficient cleaning to remove oil and sticky material shall be ensured and thorough flushing with fresh running water for remnant alkaline removal on the dishes; plates etc. shall also be ensured.
- m) Washed utensils may be sterilized by steam pressure, if so required.
- n) Clean and fresh dusters/ cloths shall be issued to cooks on daily basis.

24. Waste Management:

- a) Care shall be taken to use minimum amount of water required for cleaning and sterilizing to avoid the water wastage.
- b) The garbage and waste disposal from the kitchens and sitting area shall be responsibility of the contractor. All the transportation charges regarding waste and garbage disposal shall be borne by the contractor.
- c) The solid waste shall be collected in drums/ collecting bins to be kept at identified places.

Green Bins : For collection of organic/ Bio-degradable waste.

Red Bins : For collection of other re-cycle able waste.

- d) The solid waste collected shall be transported by contractor to waste dumping yard. While transporting the waste from identified place to waste yard, care shall be taken to ensure that waste does not spill over during transit and the containers are properly emptied and cleaned.
- e) Bio-degradable and kitchen waste collected from Green Bins shall be disposed of by composting, if so decided by the University otherwise it shall be got removed from the campus by the contractor at his cost. Packing paper, card board boxes, stationery scrap, curtains, waste papers, cloth etc. shall be collected in a separate garbage bin. Polythene waste bags shall be collected, compacted and properly disposed of. Oily dusters/ clothes shall be kept in a separate container and shall be disposed of at identified place on regular basis by the contractor.
- f) Drainage system below the water coolers shall not be obstructed by spillage of vegetables, waste edibles, grease, polythene bags, dusters etc.

25. Safety Requirements:

- a) The contractor should ensure that there is no short-circuiting, resulting in incidents of fire. There shall be no loose electrical connections and temporary fittings. Emergency fire extinguishers provided by University shall be kept at appropriate places of work, which shall be periodically got checked for proper use, by the University.
- b) The regulating valves of LPG supplied to the kitchen shall be inspected regularly to ensure that on/off system is in order, to avoid accident.
- c) First Aid box containing bandages, Spirit, Ointments, Antiseptic creams, lotions and immediate relief tablets shall be made available by the contractor at prominent location and known to all staff.

26. Noise Control:

- a) Maximum efforts shall be done to reduce noise arising out of stacking of vessels, utensils, transporting and cleaning operations.
- b) All individuals shall also be advised to make minimum noise.

27. Conservation of Energy:

- a) Fans, tube lights and other electrical appliances shall be switched off when not required.
- b) Use optimum quantity of water while flushing/ cleaning the utensils and vessels.
- c) Save LPG Gas consumption by using the flat bottom vessels and properly covered while cooking.

28. The expenses for preparation and execution of agreement for this contract shall be borne by the contractor.

Terms and conditions regarding Premises:

- a) The contractor will not transfer or sublet the contract.
- b) The contractor will not make any kind of alternation or modification in the premises, without the permission of University in writing and further he shall have no right to use University property for his employees' personal purpose.
- c) The contractor will not alter or damage University property including electrical appliances, sanitary fittings and other fitting/ equipments as well as plantation work provided in the premises. In fact, he shall be responsible for its proper care and safety, failing which he will be liable to pay its cost as decided by the University. It shall be the duty of contractor to upkeep and maintain the furniture, equipment etc. provided by the University. University has authority to inspect the leased space at any time without giving any notice to the contractor.
- d) The contractor will keep the premises in good, clean and hygienic order and maintain it in its original architectural and aesthetic shape.
- e) The contractor will not use or permit others to use the premises for the publicity purpose in any shape or form.
- f) The contractor will not encroach upon the rights of other contractors, running their business in the University premises and maintain cordial relations with other functionaries.

29. Rent and penal rent:

- a) The Contractor is liable to deposit one month rent as refundable security, which will be kept by university till the completion of contract. No interest will be paid on the security deposit.
- b) The contractor shall be required to pay annual rent, in two six monthly instalments, one in July and the other by January 15, in advance.

c) The contractor is liable to pay monthly electricity charges, as claimed by University on the basis of metered consumption.

30. Disputes in day to day running: For removing difficulties and for operating the contract on day-to-day basis, a standing committee consisting of three representatives of University and one representative of the contractor shall be constituted which will be headed by the Registrar or any other person deputed by the Vice-Chancellor, to remove the difficulties as and when arise in an amicable manner.

31. The eligibility conditions can be relaxed to the deserving and otherwise competent and experienced parties at the discretion of the University.

32. The use & sale of alcoholic drinks/intoxicants and tobacco in any form and smoking shall be strictly prohibited.

33. It should be mandatory for the contractor to display the rate list of all eatable items prominently inside the canteen.

34. If anybody suffers any health hazard after consuming the eatables available at the canteen, then the contractor shall be solely liable for the consequences arising out of the same and the University shall not be responsible for the same.

Arbitration:

a) All disputes between the University and the contractor arising out of this agreement entered into or in relation thereto or regarding the interpretation of any clause, terms and conditions thereof shall be referred to the Vice-Chancellor, Sri Guru Granth Sahib World University, Fatehgarh Sahib acting as such at the time of reference or any other person as may be nominated by the Vice-Chancellor who will be the sole arbitrator and his decision will be final and binding. In case the nominated Arbitrator is unable to commence or continue, Arbitral proceedings for any reason whatsoever, the VC shall nominate/ appoint another officer of University who shall then decide the reference. The provision of Arbitration and Conciliation Act 1996 shall apply.

b) The parties and agreement shall be subject to the jurisdiction of Sri Guru Granth Sahib World University, Fatehgarh Sahib.

Signature & Seal of firm :

Date :

Schedule-'A'

**DETAILS OF ITEMS TO BE PROVIDED IN CANTEEN
AND CATERING SERVICES.**

Sr.No.	Name of items (category wise)
1	Tea/Coffee/ soft drinks etc.
2	South Indian Snacks & food items.
3	North Indian Snacks & food items.
4	Fast foods
5	Sweets
6	Branded packed snacks and drinks

Details of all dishes under each head mentioned above should be provided by the Tenderers.

SRI GURU GRANTH SAHIB WORLD UNIVERSITY FATEHGARH SAHIB

TENDER DOCUMENT FOR CANTEEN SERVICES FINANCIAL BID

A. Items' rates

Sr.no.	Item to be served	Quantity	Rate in (Rs.)
1.	Tea	One Cup	10
2.	Special Tea	One Cup	15
3.	Coffee	One Cup	20
4.	Sabzi (Seasonal)	One Plate	20
5.	Dal	One plate	20
6.	Roti	One No.	5
7.	Rice	One plate	20
8.	Curd (Plain)/Raita	One plate	15
9.	Vegetarian Lunch (Chapati, Sabzi, Dal, Rice)	Per thali	50
10.	Special lunch (vegetarian), chapati, rice, seasonal vegetable, paneer dish, dal, curd, salad and one sweet dish.	Per thali	120
11.	Mini Meals a.) Rajmah Rice b.) Channa Rice c.) Karhi-pakoda Rice d.) Veg. Pulao with curd e.) Fried Rice with Manchurian	Per Plate	40

B. Other Items

Sr.no.	Item to be served	Quantity	Rate in (Rs.)
1.	Cold drink	One no.	MRP
2.	Bread Pakora/Samosa	One no.	12
3.	Paneer Pakoda	per kg	400
4.	Mix Pakoda	per kg	200
5.	Dal Vada with chutney	One plate	50
6.	Sada Dosa with Sambar	One plate	50
7.	Masala Dosa with Sambar	One plate	50
8.	Onion Dosa with Sambar	One plate	50
Sr.no.	Item to be served	Quantity	Rate in (Rs.)
9.	Poha	One Plate	25
10.	Veg. Petty	One no.	15

11.	Cheese Petty	One no.	25
12.	Butter bread	One plate (2pc.)	30
13.	Veg. Burger	One no.	30
14.	Noodles	One Plate	40
15.	Macroni	One Plate	40
16.	Hotdog	One no.	30
17.	Grilled Sandwich ful	One no.	35
18.	Cold Sandwich full	One no.	30
19.	Stuffed Bread Rolls	One no.	15
20.	French fries	One plate	25
21.	Chana Bhatura	One plate (2 pc.)	40
22.	Chana puri	One plate (2 pc.)	40
23.	Banana Shake 250 ml.	One glass	30
24.	Mango Shake 250 ml.	One glass	40
25.	Guava Shake 250 ml.	One glass	35
26.	Bill Shake 250 ml.	One glass	40
27.	Papaya Shake 250 ml.	One glass	40
28.	Fresh Carrot Juice 250 ml.	One glass	25
29.	Fresh Kinnow Juice	One glass	30
30.	Fresh Orange Juice	One glass	40
31.	Fresh Musami Juice	One glass	40
32.	Fresh Pine-apple Juice	One glass	50
33.	Fresh Mixed Fruit Juice	One glass	40
34.	Lassi Sweet	One glass	30
35.	Lassi salted	One glass	25

Annual Rent Quoted for University Canteen: Rs. _____

(In words Rs)

Signature & Seal of firm :

Date :