



Government
eProcurement
System

eProcurement System Government of India**Tender Details**

Date : 13-Aug-2024 04:20 PM

Print

Basic Details

Organisation Chain	Indian Institute of Technology Ropar		
Tender Reference Number	TENDER FOR FOOD OUTLETS AT INDIAN INSTITUTE OF TECHNOLOGY ROPAR		
Tender ID	2024_IITRP_821124_1	Withdrawal Allowed	Yes
Tender Type	Open Tender	Form of contract	Sale
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

Payment Instruments

Offline	S.No	Instrument Type
	1	R-T-G-S
	2	NEFT

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual /Technical	.pdf	TENDER FOR FOOD OUTLETS AT INDIAN INSTITUTE OF TECHNOLOGY ROPAR
2	Finance	.xls	TENDER FOR FOOD OUTLETS AT INDIAN INSTITUTE OF TECHNOLOGY ROPAR

Tender Fee Details, [Total Fee in ₹ * - 0.00]

Tender Fee in ₹	0.00		
Fee Payable To	Nil	Fee Payable At	Nil
Tender Fee Exemption Allowed	No		

EMD Fee Details

EMD Amount in ₹	25,000	EMD Exemption Allowed	Yes
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	IIT Ropar Revenue Account	EMD Payable At	Ropar

Work /Item(s)

Title	TENDER FOR FOOD OUTLETS AT INDIAN INSTITUTE OF TECHNOLOGY ROPAR
Work Description	TENDER FOR FOOD OUTLETS AT INDIAN INSTITUTE OF TECHNOLOGY ROPAR
Pre Qualification Details	Please refer Tender documents.
Independent External Monitor/Remarks	NA

Tender Value in ₹	NA	Product Category	Hotel/ Catering	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	180	Period Of Work(Days)	30
Location	Facilities Section, M. Visvesvaraya Building,	Pincode	140001	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	Facilities Section, M. Visvesvaraya Building
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	13-Aug-2024 04:00 PM	Bid Opening Date	03-Sep-2024 03:30 PM
Document Download / Sale Start Date	13-Aug-2024 04:00 PM	Document Download / Sale End Date	03-Sep-2024 03:00 PM
Clarification Start Date	13-Aug-2024 04:00 PM	Clarification End Date	28-Aug-2024 11:00 AM
Bid Submission Start Date	13-Aug-2024 04:00 PM	Bid Submission End Date	03-Sep-2024 03:00 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)	
	1	Tendernotice_1.pdf	TENDER FOR FOOD OUTLETS AT INDIAN INSTITUTE OF TECHNOLOGY ROPAR	654.45	
Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	FoodCourtTender.pdf	TENDER FOR FOOD OUTLETS AT INDIAN INSTITUTE OF TECHNOLOGY ROPAR	639.00
	2	BOQ	BOQ_862946.xls	BOQ for Quoting rates	479.50

Tender Inviting Authority

Name	Registrar
Address	M. Visvesvaraya Building



भारतीय प्रौद्योगिकी संस्थान रोपड़
INDIAN INSTITUTE OF TECHNOLOGY ROPAR
रुपनगर, पंजाब-140001/ Rupnagar, Punjab-140001
Ph. 01881-231283, 2651, e-mail: facilities.office@iitrpr.ac.in

File No. 09-24/FOODCOURT/FAC/IITRPR

Dated 13.08.2024

TENDER FOR FOOD OUTLETS AT INDIAN INSTITUTE OF TECHNOLOGY ROPAR

Tenders are invited in two bid system from reputed firms /companies /caterers for running of following food outlets at Food Court of IIT Ropar as follows:-

- 1) North Indian Restaurant
- 2) South Indian Restaurant
- 3) Juice Bar
- 4) Night Canteen (in Hostel Area)

Tender Documents may be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled/registered in e-procurement should enrol/register before participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at 'Instructions for online Bid Submission'.

No manual bids will be accepted. All bids (both Technical and Financial) should be submitted in the E- procurement portal.

(Registrar)

SCHEDULE

Name of Organization	Indian Institute of Technology Ropar	
Tender Type (Open/Limited/EOI/Auction/Single)	Open	
Tender Category (Services/Goods/works)	Services	
Type/Form of Contract (Service)	Services	
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems)	Others	
Last Date and Time for Uploading of Bids	03-09-2024 at 3:00 PM	
Date and Time of Opening of Technical Bids	03-09-2024 at 3:30 PM	
Earnest Money Deposit (EMD)	₹25,000/- (Rs. Twenty Five Thousand Only)	
	(To be paid through RTGS/NEFT. IIT Ropar Revenue Account Bank details are as under:	
	Name of the Bank A/C	IIT Ropar Revenue Account
	SBI A/C No.	37360100716
	Name of the Bank	State Bank of India
	IFSC Code	SBIN0013181
	MICR Code	140002008
	(It is mandatory to provide UTR Number in the on- line quotation/bid. (Kindly refer to the Online Bid Submission Check-List at Annexure-G).	
No. of Covers (1/2/3/4)	02	
Bid Validity	180 days (From the date of opening of bids)	
Address for Communication	Assistant Registrar, Facilities Section, M. Visvesvaraya Building, Indian Institute of Technology Ropar, Rupnagar – 140001	
Contact No.	01881-231283, 232651	
Email Address	facilities.office@iitrpr.ac.in, ar.facilities@iitrpr.ac.in	

INSTRUCTIONS FOR ONLINE BID SUBMISSION

This tender document has been published on the Central Public Procurement (CPP) Portal ([URL: http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)). The bidders are required to submit their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submit their bids online on the CPP Portal.

Detailed information regarding submitting of online bids on the CPP Portal can be seen at: <http://eprocure.gov.in/eprocure/app>

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g., Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC is to be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
6. The bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidder through SMS / e-mail in case there is any corrigendum issued to the tender document.

3. The bidder should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to summary rejection of the bid.
3. The bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for the bid submission process.

SUBMISSION OF BIDS

1. The bidder should log into the site well in advance for bid submission so that he/she uploads the bid in time i.e., on or before the bid submission time. The bidder will be solely responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. The bidder has to select the payment option as “on-line” to pay the tender fee / EMD as applicable and enter details of the instrument. Whenever EMD / Tender fees are sought, bidders need to pay the tender fee and EMD separately on-line through RTGS (Refer to Schedule, Page No.2).
4. A standard BoQ (Bill of Quantities) format has been provided with the tender document to be filled in by all the bidders. Bidders are requested to note that they should submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without

changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

5. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders shall follow this time during bid submission.
6. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done.
7. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
9. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

ASSISTANCE TO BIDDERS

1. Any query related to the tender document, or the terms and conditions contained therein should be addressed to the Tender Inviting Authority or the person as authorized by him and indicated in the tender.
2. Any query related to the process of online bid submission or queries relating to CPP Portal in general may be made with the 24x7 CPP Portal Helpdesk.

GENERAL INSTRUCTIONS TO THE BIDDERS

1. The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.
2. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smartcard / e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".
3. Tenderer are advised to follow the instructions provided in the 'Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>

SCOPE OF WORK

1. Tender are invited in two bid system from reputed firms /companies /caterers for running of following food outlets at Food Court/Near Hostel Area of IIT Ropar as follows: -

Sr. No.	Food Outlet	Timings	Tentative Area (in sq. Ft.)	License Fee (exclusive of GST)
1.	North Indian Restaurant	08:00 AM to 10:00 PM	765	Rs. 14406/-
2.	South Indian Restaurant		638	Rs. 12015/-
3.	Juice Bar		341	Rs. 6421/-
4.	Night Canteen*	05:00 PM to 03:00 AM	430	Rs. 4300/-

***The vendor has to construct a temporary structure near the hostel area at his own cost to run the canteen.**

#License Fee shall be revised during the Contract period if the same is revised by Institute Works and Estate Section in compliance of the OM issued by Directorate of Estate.

^ In case the allocated area changes in size or place, license fee will be revised as per the area finally allocated.

2. The bidder(s) shall:
- Run the eating outlets as per above detail to provide food items that meets Central FSSAI standards and nutritional requirements at reasonable rates to the campus community including students, faculties, staff, and their families.
 - The facility should be operated 7 days of the week. The timings mentioned above are subject to change as per directions of the Utilities Management Committee (UMC).
 - Provide an e-commerce platform (in the Billing Area) for ordering and digital transactions for the payment; option for a Point of Sale (PoS)/ Swipe Machine.
 - Provide mobile app driven system for food ordering, complaint management, and service request or hire a firm for the same purpose.
 - Provide food items as per the menu items approved by the UMC (listed in BoQ). The food menu is subject to periodical review and revision.
 - Provide food delivery service as per the modalities approved by the UMC.
 - Manage the Eating Outlet in the above space including space for Billing Area, Kitchen, Common Dining, and Storage.
 - Maintain cleanliness of the whole premises including the common dining space and ensure waste management as per the Institute guidelines.
 - The bidder should ensure proper hygiene at the kitchen and dining hall and frequent cleaning of the dining tables.
 - The bidder should ensure weekly deep cleaning of kitchen and dining halls which includes cleaning of fans, exhaust fans, windows, meshes, etc.
 - Ensure hygiene in terms of food and food delivery, staff members, etc.
 - All the set ups including civil, electrical, plumbing, furniture, air conditioning etc. for the kitchen, food counter and dining area shall be done by the bidder or by the vendor appointed by him/her at their own expenses. The Institute will only provide tap off points.
 - The bidder has to ensure the presence of following minimum staff during the operations of the Food outlet:
 - Manager / Supervisor : 01 No.
 - Housekeeping / Dish-washing staff / Helpers : 04 Nos.

- | | | |
|---------------------|---|---------|
| iii. Cooks | : | 02 Nos. |
| iv. Counter service | : | 02 Nos. |
| v. Billing Staff | : | 01 No. |

Non-compliance of the keeping minimum staff will lead to appropriate penal action from UMC/Institute.

GENERAL TERMS AND CONDITIONS

1. Bidder has to submit the Tender online in two- bid system on CPPP.
2. The contract will initially be for a period of three years and it may be extended for a further period of two years on annual basis after reviewing the performance of the firm by the UMC and on mutual consent with agreed upon terms and conditions.
3. The intending firms have to give a presentation before the committee constituted for this purpose at **IIT Ropar** at their cost as and when asked. (Please see Bid Evaluation Scheme).
4. Unrealistic financial quote for any item will lead to rejection of bid.
5. All the documents enclosed should be arranged and uploaded in the same serial order as they appear on the qualifications for the bid. The technical bids should contain only those relevant documents which have been sought for as per the Technical Eligibility Criteria.
6. The successful tenderer shall have to deposit **security of Rs. 1,00,000/- in the form of Fixed Deposit Receipt /Bank Guarantee /Demand Draft duly pledged in favour** of the Registrar, Indian Institute of Technology Ropar valid for the period of contract plus 3 months.
7. Information should be limited to the applicant. If any relevant data concerning the group of companies to which the applicant belongs is desired to be given, the same may be given separately in supplementary sheet.
8. Bid of the tenderer not providing full details or with incomplete details shall be rejected.
9. The Director IIT Ropar reserves the right to accept or reject any tender without assigning any reason. The decision of the Director IIT Ropar in awarding the contract is final and binding on the bidders.

SPECIAL CONDITIONS OF THE CONTRACT

1. The firm/agency/contractor should have an understanding of the food outlet content of work involved at the educational institutions/similar reputed institutions and the needs of students, faculty and officers/staffs, before submitting quotation.
2. IIT Ropar will provide sufficient tables and chairs at the food outlet. However, IIT Ropar will not provide any equipment and utensils. The firm/agency/contractor shall arrange necessary utensils and equipment at its own cost. The firm/agency is advised to visit the facility (premises) before submitting tender.
3. The firm/agency/contractor shall not make any additions or alterations in the allotted premises without the prior permission of the Institute.
4. The IIT Ropar shall have the right to review the working agreement from time to time. If at any time it is found that the firm/agency/contractor has failed to fulfil any of the conditions of this agreement or that the work is unsatisfactory, IIT Ropar may terminate this agreement after giving one month notice, but no such notice will be necessary if the License is terminated on the grounds of serious misconduct or any other act as the IIT Ropar may deem fit. No claim whatsoever in such circumstances will be entertained.
5. The firm/agency/contractor shall be required to pay the electricity & water charges for the food outlet kitchen and office/cash counter area allotted as per consumption in addition to the monthly rent quoted. The electricity used in the common sitting area shall not be chargeable but upkeep and switching off electricity shall be the responsibility of the agency.
6. The firm/agency/contractor shall not use substandard serving materials. The contractor shall procure food articles and vegetables of good quality to the satisfaction of the UMC. To ensure the quality of the food items, the contractor shall be allowed to use the basic ingredients as mentioned in the Annexure-E. The UMC shall have the right to change any brand of material used for cooking in case of non-availability of the particular brand. The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be reused for the purpose of cooking again.
7. The firm/agency/contractor shall display the rates list and Terms and conditions of agency approved by the Institute authority conspicuously in the food outlet stall and update accordingly. The size and weight including quality of the various items should be as approved by the Institute. New items can be introduced only with approval of the Institute authority. The price of packed items should not exceed MRP. For non-MRP items rates, quality and quantity be reasonable prevalent in the market price when compared and negotiable.

8. The firm/agency/contractor shall not entertain any orders or supply eatables outside IIT Ropar from the food outlet.
9. Commercial gas cylinders should be used if the contractor is using gas for preparing hot drinks & cooking which is to be arranged by the firm/agency/contractor.
10. The firm/agency/contractor will be responsible for the cleaning of the tables, chairs and dustbins and maintaining proper hygiene. The firm/agency will be responsible for maintaining cleanliness in the food outlet at all times. The contractor should use good quality herbal phenol/colin etc to clean the tables. All waste generated should be collected in separate bins to be placed by the contractor. i.e. one for plastic waste, second for Glass waste and third for food waste and should clean them properly on a daily basis. The overall effective responsibility of disposal of waste in the canteen is lies with the contractor.
11. If in any case, an expired product is sold, unbearable issue of bad hygiene is reported, or any kind of unpleasant, offensive, immoral behaviour by the working staff or head with the IIT fraternity is observed, it will be taken very seriously and after an official warning from the UMC a fine or penalty will be imposed on the firm. If the fine is not paid then the same will be deducted from their Security Deposit. The penalty amount of Rs. 20,000/- or more can be imposed on the contractor, by the UMC on the basis of complaints and severity of the complaint. The amount of fine may be increased in the event of repeated complaints.
12. Housekeeping of the kitchen premises as well as sitting area in front of the outlet will be done by the agencies/contractor engaged at their own cost.
13. No child worker should be employed by the firm/agency/contractor to run the food outlet and the agency should abide by labour & insurance law.
14. The workers of the contractor should maintain personal hygiene which includes disposable gloves, caps, etc. The contractor should install fly traps, rat traps.
15. The workers of the contractor should be provided with proper uniform and should be able to speak minimum Hindi and/or English.
16. If in the opinion of the UMC, the performance of any of the persons deployed is not satisfactory or he/she is not amenable to discipline or their behaviour is not conducive to retain them for the work, he/she should be replaced immediately.
17. The firm/agency/contractor will have to register its all employees who will be working in the food outlet along with a copy of their photographs, residential details for clearance by the IIT Ropar security. Temporary photo ID card will be issued to all the staff working in the food outlet, which they should carry all the time in IIT Ropar premises.

18. The firm/agency/contractor and its staff will make their own residential arrangement outside the premises of IIT Ropar. No one will be granted permission to stay in the food outlet during the night or during non-functional hours.
19. Proper monitoring and safe keeping of items will be responsibility of the firm/agency/contractor and IIT Ropar will not be responsible for any theft etc in the food outlet.
20. The contractor should enable online/digital payment gateways in the campus. The QR Code Scanner or the PoS/Swipe machine should be in the name of the firm/agency/contractor only. Penalty will be charged in case of any default on this part.
21. No vehicle, used for transportation / Carriage of materials etc., shall be parked on the premises except for duration for loading / unloading of materials.
22. The generated waste, leftovers, food waste shall be collected by the Licensee in a separate bin which shall be disposed-off by him/her outside the IIT Ropar's location.
23. The Contractor(s) shall ensure that no products are sold by him which are prohibited for sale within the premises of an educational institute. This includes Cigarettes, Tobacco products such as Gutkha, Pan Masala, Drugs, Liquor or any such substance. The contractor(s) shall also ensure that their staff is not indulged into use of these products within the premises of the Institute.
24. The successful tenderer shall have to sign an agreement on Non-Judicial Stamp paper worth 8% of the annual average license fee and get the same registered with the appropriate authority (as applicable in the State of Punjab) on his/her own cost.
25. Successful bidder will not sublet/award canteen to anyone.
26. Violation of any norms or terms & condition will render the termination of the contract with immediate effect and the institute reserves the rights to award the contract to the next bidder.
27. No two eateries of any kind will be given to the same vendor, firm or person to avoid monopoly of any kind. The scope of this clause also applies to the contractors who are presently running the messes/other food outlets in IIT Ropar.
28. Inspection of the food outlets shall be conducted by a team of experts/officials appointed by IIT Ropar or the experts appointed by the committee every month. All damage /breakage, cleaning etc. noticed by this team will be set right by the firm/agency/contractor within ten days of inspection failing which IIT Ropar will carry out repairs/renovation works at the risk and cost of firm/agency/contractor and in case of non-payment same shall be recovered from the agency.

29. The contractor(s) shall issue printed bills with GST for all items sold by them and shall be responsible for depositing the GST to the Govt. agencies as per Govt. norms. All mandatory taxes like GST, etc. shall be mentioned on the bill wherever applicable.

30. The staff engaged by the contractor will be solely under contractor's employment, control and discipline and in case of termination of the contract, the Institute will not be liable for loss or damage, if any, caused to the contractor or contractor's employees. The Institute will not also be liable in case of services of any of the employees dispensed with by the contractor. The staff engaged with the contractor will be paid Govt. approved wages along with EPF, ESI by the contractor. The contractor shall be responsible for fulfilling the requirement of all statutory provisions of relevant enactments viz. Minimum Wages Act, Payment of Wages Act, Industrial Disputes Act, Gratuity Act, Contract Labour (Regulations and Abolition) Act and all other labour and industrial enactment at his own risk and cost in respect of all staff employed by them. The contractor will follow all the Labor laws as per the rules of the Government.

31. The contractor(s) shall ensure that all employees engaged by them are free from communicable / infectious disease. If in the opinion of the Institute any of the contractor's employee(s) is found to be suffering from any such disease or if any employees(s) of the contractor are found to have committed misconduct or misbehavior, the UMC shall have the right to ask the contractor to remove such employee(s) without questioning the decision of the Institute. The Institute shall be entitled to restrain such employee(s) from entering the cafeteria premises.

32. IIT Ropar shall not be responsible for any accident to the Contractor's employees. The institute shall not be responsible for any type of compensation, if any labour is injured/dies while on duty. Cost of Personal insurance of each labour has to be borne by the contractor.

33. Materials known to be harmful to health (as decided by FSSAI/the Institute from time to time) such as food colouring, soda, ajinomoto, etc. will not be used.

34. If, it is found at any stage that the material eatables/beverages supplied by the contractor is adulterated, contaminated or defective/substandard in any manner, in that eventuality, the entire civil and criminal liability arising out of that shall rest entirely on the contractor.

35. The contractors will arrange their own Pest Control Services (PCS) inside & area surrounding the Service Corner. Highest degree of Hygiene, Cleanliness & neatness will be ensured. Packing Material will be disposed of on daily basis & shall not be dumped in the corners.

36. The contractor shall pay all applicable taxes levied by the Central Government, State Government and Local Authorities from time to time. The Institute will not be liable for the penalties against non-payment of these taxes or default therein. Default in this regard may cause termination of license and vacation of premises.

37. Single use plastic & disposables will be totally prohibited inside the campus.

38. The minimum rates of Tea/Coffee have already been fixed and mentioned in the menu. The bids of the vendor(s) quoting less than the minimum rates shall be rejected.

39. The UMC also reserves the right to fix the rates of the items of the successful vendor in case of rates of items found relatively higher than those of prevailing market rates.

40. The contractor has to register with Punjab State GST Authorities.

41. Termination of Contract: Termination of license duly forfeiting PBG, can take place under the following circumstances:

(a) If the contractor defaults in payment of license fee for three months consecutively (or) three times in Calendar Year (or) indulgence in undesirable activities (Liquor/Drugs/Thefts/Similar, etc) and inadequate food quality / hygiene relevant to the Services, the license can be terminated giving One Month's Notice and the PBG will be forfeited.

(b) If the contractor fails to start the outlet in the Institute within a period of (90) Ninety Days (from the date of issue of award letter) for what so ever reasons.

(c) Non-payment of PBG and failing to enter into an Agreement in the stipulated period of 15 Days after issue of award letter.

(d) The Institute reserves the right to terminate the license with One Month's Notice, without assigning any reasons.

42. ARBITRATION CLAUSE: "Any dispute or difference whatsoever arising out of or in connection with this Agreement, including any question regarding its existence, validity, interpretation, application, meaning, scope, operation or effect or termination there, shall be referred to and finally resolved by a Sole Arbitrator, who will be appointed by Director IIT Ropar and such proceedings shall be conducted in accordance with the Arbitration and Conciliation Act 1996 for the time being in force or as amended from time to time. The award made in pursuance thereof shall be final and binding on the parties.

43. Jurisdiction: All disputes arising out of this contract shall be subject to the jurisdiction of the courts at Rupnagar/Ropar.

(Signature of the tenderer)

TECHNICAL QUALIFICATIONS FOR THE TENDER

Eligibility criteria

- 1) The bidder should have Valid PAN and GST number.
- 2) The bidder should be registered with appropriate authority to run the food outlet service and should have FSSAI license.
- 3) The bidder should have a minimum of 5 (Five) years' experience in running relevant business such as restaurant/cafeteria/canteen/juice bar etc. in Central/State Government / Central/State Autonomous Institutes / Centrally/State Funded Higher Educational Institutes / Central/State Universities / Central/State PSUs.
- 4) The bidder should have a minimum average annual turnover of Rs. 25,00,000/- (Rs. Twenty Five lakhs only) from the similar services in the last three years (2021-22, 2022-23 & 2023-24). Provisional turnover details for the year 2023-24 would also be accepted. A certificate in this regard is to be furnished duly authenticated by a Chartered Accountant.
- 5) The bidder should not have been blacklisted by any Govt. Organization/ Autonomous Body /PSU etc. An affidavit on Rs. 100/- non-judicial stamp paper to be signed by the Director/CEO of the company/ Proprietor of firm stating that the firm has not been debarred or blacklisted for any service / supplies by any organization / Educational Institute / University, and no criminal case / legal proceeding or industrial dispute is pending or contemplated against the firm as per Annexure-F.
- 6) The bidder should submit the EMD as indicated in the schedule. The Technical Bids without EMD would be considered as UNRESPONSIVE and will not be accepted.

BID EVALUATION SCHEME

1. Presentation by the qualified Bidders

The technically qualified bidders will be required to make a presentation on the parameters mentioned in the format below. The following parameters will be used to evaluate the tenderer's credentials to serve the Institute as per the requirement. The score gained will be considered in the final score for each tenderer.

Parameters	Maximum Marks
<ul style="list-style-type: none">● Proposed layout of kitchen including general ambience, lighting, etc.● Plan for maintaining hygiene inside and outside of the canteen premises.● Precautions to be taken to maintain hygiene and ensure food safety standards in food preparation, handling, and storage.● Pest control measures.● The bidder should provide proof of possessing an E-commerce platform for ordering food, orders management system through tokens, delivery of food and payment transactions, etc.● Timeline to start operations, if awarded the work.● Operational Capabilities (showing the number of times that bidder provided special services during the institute/client events and festivals).● Sustainability and Social Responsibility (showing whether the bidder uses biodegradable packing materials, proper segregation of organic & non-organic waste items etc.)	10
<ul style="list-style-type: none">● Having experience of running relevant business for five years (05 marks will be awarded)● For every additional year of experience - 01 mark will be awarded (up to a maximum of 05 marks) <p><i>Note: Fractions of the year will be ignored.</i></p>	10
<ul style="list-style-type: none">● Having annual turnover of Rs. 25,00,000/- (05 marks will be awarded)● 01 additional mark will be awarded for every additional turnover of Rs. 10,00,000/- beyond Rs. 25,00,000/- (up to a maximum of 05 marks) <p><i>Note: Fractions of the turnover will be ignored.</i></p>	10
Total (A)	30 Marks

*** Time and venue of the presentation would be intimated later stage to the technically qualified bidders.**

2. Financial Bid Evaluation

The Institute will open the financial bids of technically qualified bidders online on the CPPP.

Scoring of Financial Bids for Food Outlets:

The scores for submitted financial bids will be computed on the basis of prices quoted for food items as per menu (B) (Maximum marks: 70)

Final marks obtained by tenderer against his/her submitted bid (C) = A+B

The highest scorer as per 'C' above will be awarded the tender.

Criteria for awarding of marks for price quoted for food items as per menu (B)

i. For North Indian Restaurant

Category	Total Marks	Criteria
1. Veg/Non-veg Thali & Main Course Items	40	Average Price of all items in each category of Menu at Annexure-A.
2. Tea/ Milk/Beverages Items	15	
3. Snacks Items	15	

The marks for each category would be awarded as under:

1. Financial Bid Score for Category-1 (X) : $\frac{\text{Lowest Average Tender Price of Category-1} * 40}{\text{Average Tender Price Quoted by bidder under consideration}}$

2. Financial Bid Score for Category-2 (Y) : $\frac{\text{Lowest Average Tender Price of Category-2} * 15}{\text{Average Tender Price Quoted by bidder under consideration}}$

3. Financial Bid Score for Category-3 (Z) : $\frac{\text{Lowest Average Tender Price of Category-3} * 15}{\text{Average Tender Price Quoted by bidder under consideration}}$

where the "Lowest Average Tender Price" is: $\frac{\text{Average of the sum total of quoted amount}}{\text{Number of items}}$

Total Marks for Financial Bid (B): X + Y + Z out of 70 marks.

ii. **For South Indian Restaurant**

Category	Total Marks	Criteria
1. Main Course Items	40	Average Price of all items in each category of Menu at Annexure-B.
2. Tea/ Milk/Beverages Items	15	
3. Snacks Items	15	

The marks for each category would be awarded as under:

1. Financial Bid Score for Category-1 (X) : $\frac{(\text{Lowest Average Tender Price of Category-1}) * 40}{\text{Average Tender Price Quoted by bidder under consideration}}$
2. Financial Bid Score for Category-2 (Y) : $\frac{(\text{Lowest Average Tender Price of Category-2}) * 15}{\text{Average Tender Price Quoted by bidder under consideration}}$
3. Financial Bid Score for Category-3 (Z) : $\frac{(\text{Lowest Average Tender Price of Category-3}) * 15}{\text{Average Tender Price Quoted by bidder under consideration}}$

where the “Lowest Average Tender Price” is: $\frac{\text{Average of the sum total of quoted amount}}{\text{Number of items}}$

Total Marks for Financial Bid (B): X + Y + Z out of 70 marks.

iii. **For Juice Bar**

Category	Total Marks	Criteria
1. Juices	40	Average Price of all items in each category of Menu at Annexure-C.
2. Shakes	30	

The marks for each category would be awarded as under:

1. Financial Bid Score for Category-1 (X) : $\frac{(\text{Lowest Average Tender Price of Category-1}) * 40}{\text{Average Tender Price Quoted by bidder under consideration}}$
2. Financial Bid Score for Category-2 (Y) : $\frac{(\text{Lowest Average Tender Price of Category-2}) * 30}{\text{Average Tender Price Quoted by bidder under consideration}}$

where the “Lowest Average Tender Price” is: $\frac{\text{Average of the sum total of quoted amount}}{\text{Number of items}}$

Total Marks for Financial Bid (B): X + Y out of 70 marks.

iv. **For Night Canteen**

Category	Total Marks	Criteria
1. Main Course / Snacks	40	Average Price of all items in each category of Menu at Annexure-D.
2. Tea/Coffee/Beverages Items	30	

The marks for each category would be awarded as under:

1. Financial Bid Score for Category-1 (X) : $\frac{(\text{Lowest Average Tender Price of Category-1}) * 40}{\text{Average Tender Price Quoted by bidder under consideration}}$
2. Financial Bid Score for Category-2 (Y) : $\frac{(\text{Lowest Average Tender Price of Category-2}) * 30}{\text{Average Tender Price Quoted by bidder under consideration}}$

where the “Lowest Average Tender Price” is: $\frac{\text{Average of the sum total of quoted amount}}{\text{Number of items}}$

Total Marks for Financial Bid (B): X + Y out of 70 marks.

Annexure-A

<u>Menu for North Indian Restaurant</u>			
Sr. No	Items	Category	Rate (Rs.)
1	Normal Veg Thali [Rice (150 gms) + 3 Roti / 2 Naan + Vegetable (150 gms) + Dal/Rajma/Chhole (150 gms) + Raita (100 gms) + Salad) (Vegetable offered should be served such as Mix vegetable, Dum aloo, Bhindi or seasonal vegetables and seasonal salad should also be served)	1 Veg/Non-veg Thali & Main Course Items	
2	Special Veg Thali [Rice (150 gms) + 3 Roti / 2 Naan + Vegetable (150 gms) + Dal/Rajma/Chhole (150 gms) + Paneer Dish (100 gms) + Raita (100 gms) + Salad + Sweet Dish) (Vegetable offered should be served such as Mix vegetable, Dum aloo, Bhindi or seasonal vegetables and seasonal salad should also be served)		
3	Rajma Rice / Chole Rice / Dal Rice (350 gms)		
4	Veg. Fried Rice (350 gms)		
5	Chicken Fried Rice (350 gms)		
6	Puri Bhaji (3 puri + 200 gms bhaji)		
7	Chole Bhature (2 bhature + 200 gms chole)		
8	Plain Paratha (150 gms)		
9	Stuffed Paratha (Aloo, Onion, Gobhi, Mooli, Mix) - 200 gm		
10	Paneer Paratha (200 gm)		
11	Egg Paratha (1 egg) (200 gm)		
12	Veg Biryani (400 gms)		
13	Chicken Biryani (400 gms)		
14	Tea (100 ml) - Pure Milk Tea	2 Tea/ Milk/Beverages Items	
15	Masala Tea (100 ml) - Pure Milk Tea		
16	Coffee (100 ml) - Pure Milk Coffee		
17	Green Tea (100 ml)		
18	Hot Milk (250 ml)		
19	Bournvita Milk (250 ml)		
20	Lassi (250 ml)		
21	Freshly prepared lassi (250 ml)		
22	Nimbu Pani (250 ml)		
23	Plain Maggi (1 pack)		
24	Veg Maggi (1 pack)		

25	Egg Maggi (1 pack with 1 egg)	3 Snacks Items	
26	Paneer Patty		
27	Aloo Patty		
28	Omelette (2 eggs)		
29	Bread Omelette (2 eggs)		
30	Boiled Eggs (2 nos)		
31	Samosa (80 gms)		
32	Poha (150 gms)		
33	Egg Bhurji (2 eggs)		
34	Chat Papri (150 gms)		
35	Spring Rolls (1 Piece)		
36	Spring Rolls 2 Pc		
37	Noodles (150 gms)		
38	Veg. Manchurian		
39	Egg Noodles (200 gms)		
40	Hot Gulab Jamun (1 piece)		
41	Gajar ka Halwa (100 gms)		
42	Veg Momos (8 pcs)		
43	Chicken Momos (8 pcs)		

* The Institute reserves the right to add/delete any item from the menu.

<u>Menu for South Indian Restaurant</u>			
S. No.	Items	Category	Rate (Rs.)
1	South Indian Thali [Rice-100 gms, Plain Dosa/Uttapam - 1, Sambhar - 200 ml, Idli/Vada - 1, Vegetable-100gms)	1 Main Course Items	
2	Plain Dosa with Sambhar and Coconut Chutney (350 gms)		
3	Masala Dosa with Sambhar and Coconut Chutney (450 gms)		
4	Paneer Dosa with Sambhar and Coconut Chutney (450 gms)		
5	Butter Masala Dosa with Sambhar and Coconut Chutney (450 gms)		
6	Rawa Masala Dosa with Sambhar and Coconut Chutney (450 gms)		
7	Onion Masala Dosa with Sambhar and Coconut Chutney (450 gms)		
8	Egg Masala Dosa with Sambhar and Coconut Chutney (450 gms)		
9	Veg Uttapam (350 gms)		
10	Plain Uttapam (300 gms)		
11	Tomato Uttapam (350 gms)		
12	Tomato Masala Rice with Sambhar (250 gms rice + 150 ml sambhar)		
13	Lemon Rice with Sambhar (250 gms rice + 150 ml sambhar)		
14	Tea (100 ml) - Pure Milk Tea	2 Tea/ Milk/Beverages Items	
15	Masala Tea (100 ml) - Pure Milk Tea		
16	Lemon Tea (100 ml)		
17	Coffee (100 ml) - Pure Milk Coffee		
18	Milk (250 ml)		
19	Bornvitta Milk (250 ml)		
20	Vada Sambhar (2 pcs) - 350 gms	3 Snacks Items	
21	Dal Vada with chutney (80 gms)		
22	Aloo Bonda with chutney (80 gms)		
23	Bread Roll with chutney (80 gms)		
24	Idli Sambhar (2 pcs) - 350 gms		
25	Sambhar Vada (2pcs)		
26	Upma (150 gms)		

* The Institute reserves the right to add/delete any item from the menu.

Menu for Juice Bar					
S. No.	Items	Category	Rates (Rs.)		
			Small (300 ml)	Medium (400 ml)	Large (500 ml)
1	Mausmi Juice	1 Juices			
2	Anar Juice				
3	Mixed Fruit Juice				
4	Pineapple Juice				
5	Apple Juice				
6	Green Apple Juice (Seasonal)				
7	Orange Juice (Seasonal)				
8	Carrot Juice (Seasonal)				
9	Beet Root Juice (Seasonal)				
10	Sugarcane Juice				
11	Lemon Soda				
12	Banana Shake	2 Shakes			
13	Papaya Shake				
14	Cheeku Shake				
15	Butter Scotch Shake				
16	Vanilla Shake				
17	Black Current Shake				
18	Strawberry Shake				
19	Chocolate Shake				
20	Cold Coffee				
21	Oreo Shake				
22	Mango Shake				

* The Institute reserves the right to add/delete any item from the menu.

Menu for Night Canteen

S. No.	Items	Category	Rate (Rs.)
1	Masala Maggi (1 pkt)	1. Main Course/Snacks	
2	Egg Maggi (1 pkt + 1 egg)		
3	Fried Chicken (boneless) (250 gms)		
4	Grilled Chicken (boneless) (250 gms)		
5	Chilli Chicken (250 gms)		
6	Fried Fish (350 gms)		
7	Chicken Biryani (250 gms with 4 pcs)		
8	Dal/Chole/Rajma Rice (300 gms)		
9	Masala Rice (300 gms)		
10	Egg Fried Rice (300 gms with 2 eggs)		
11	Paneer Fried Rice (300 gms)		
12	Chicken Fried Rice-boneless (300 gms with 4 pcs)		
13	Plain Pasta (150 gms)		
14	Tandoori Pasta (150 gms)		
15	Egg Pasta (150 gms)		
16	Masala Pasta (150 gms)		
17	Omlette Plate (2 eggs with sauce)		
18	Bread Omlette (2 eggs with 2 breads & sauce)		
19	Boiled Egg (2 eggs with sauce)		
20	Tea (100 ml) - Pure Milk Tea	2. Tea/Coffee/Beverages	
21	Coffee (100 ml) - Pure Milk Coffee		
22	Hot Milk (250 ml)		
23	Bournvita Milk (250 ml)		
24	Banana Shake (250 ml)		
25	Oreo Shake (250 ml)		

* The Institute reserves the right to add/delete any item from the menu.

QUALITY OF INGREDIENTS AND OTHER ITEMS IN SHOPS

The ingredients used must be of reputed brands, some of which have been listed below. Only if the brand mentioned in the first column is unavailable, and the Institute's Utilities Management Committee is convinced of the fact, then only the Alternative Brand may be used (in the order mentioned only):

Ingredients	Primary Brand	Alternative 1	Alternative 2
Butter	Amul	Verka	Britannia
Bread	Britannia	Harvest	Patisserie
Oil	Fortune (Sun Flower)	Saffola	Sundrop
Ghee	Amul	Verka	Patanjali
Tea	Tata Premium	Brooke Bond	Taj Mahal
Coffee	Nescafe	Bru	Tata
Milk	Verka (Full Cream)	Amul (Gold)	Amul (Shakti)
Tomato Ketchup	Kissan	Maggi	Heinz
Tomato Sauce	Kissan	Maggi	Heinz
Chilly Sauce	Kissan	Maggi	Heinz
Pickles	Nilon	Mothers Recipe	Tops
Besan	Fortune	Tata	Shakti Bhog
Noodles	Nestle (Maggi)	Yippee	Top Ramen
Atta/ Wheat	Ashirwad (Full Wheat)	Rajdhani Chakki	Fortune
Salt	Tata	I-Shakti	Surya
Spices/Masalas	Everest	MDH	Catch
Paneer (Malai Paneer)	Verka	Amul	Mother Diary
Rice	India Gate	Rajdhani	Taj Mahal
Dal	Tata	Safal	Patanjali

- Notes:** (a) Only Basmati Rice will be used.
 (b) Wheat Flour / Atta must be approved by the Competent Authority.
 (c) Brand of any other item required or, in case of non-availability of the above brands, will be mutually decided by the Committee with service provider and approved by the Competent Authority.

AFFIDAVIT

I/We(Name)_____

Agency/Partner/Sole Proprietor (strike out which is not applicable) of (Firm)
_____ do hereby solemnly affirm and declare that the individual/firm/companies
are not black listed by any Government Department or an autonomous body.

DEPONENT

DATE, THE

ADDRESS _____

VERIFICATION

Verified that the content of above affidavit is true and correct to the best of my/our
knowledge and belief. No part of it is false and nothing has been kept concealed therefrom.

DATE, THE

DEPONENT

(NOTE) : *To be furnished on Rs. 100/- non-judicial stamp paper duly attested by a Magistrate/Notary Public)*

ONLINE BID SUBMISSION CHECK LIST**Name of the bidder:**_____**Name of Food Outlet for which applying:**_____

S.No.	Content	Page No.
	Technical Bid	
1.	Proof of EMD, i.e., online payment receipt with UTR no.	
2.	PAN & GST No.	
3.	Registration of bidder with appropriate authority to run the food outlet service and valid FSSAI license	
4.	Documents/certificates for experience of 5 (Five) years in running relevant cafeteria/canteen/juice bar etc. in Central/State Government / Central/State Autonomous Institutes / Centrally/State Funded Higher Educational Institutes / Central/State Universities / Central/State PSUs	
5.	Annual average turnover certificate, audited turnover statements, Profit & Loss Statements for last 03 FY's (2021-22, 2022-23 & 2023-24)	
6.	Affidavit for non-blacklisting as per Annexure-F	
7.	Any other document as specified in NIT	

(Signature of the Tenderer)