

Regional Centre for Biotechnology
(An institution of education, training & research)
NCR-Biotech Science Cluster, 3rd Milestone,
Faridabad-Gurgaon Expressway, Faridabad- 121001

Advertisement No. 02/2017

NOTICE INVITING TENDERS FOR CATERING SERVICES

On behalf of Executive Director, RCB, sealed tenders are invited from interested contractors having good experience in providing catering/canteen services to Govt. organizations/ reputed educational institutions.

Tender forms may be obtained from the RCB office on any working day starting from 8th March 2017, between 11.00 a.m. to 2.30 p.m. till 31st March, 2017 on payment of Rs. 1500/- by Bank Draft in favour of Executive Director, RCB, payable at Faridabad. Detailed terms & conditions and the tender form can also be downloaded from the website of the Institution i.e. www.rcb.res.in, www.rcb.ac.in and www.thsti.res.in. The pre-bid meeting shall be held on 17th March 2017 at 11.00 a.m. in conference room of RCB.

Any modification to this tender shall be published only in the above websites.

Last date for submission of tender is 31st March 2017 upto 3.00 p.m. which shall be opened on the same day in presence of interested bidders at 3.30 p.m.

Senior Manager (A&F)

Cost of Tender Set: Rs. 1500/-

TENDER NOTICE

Tender No.RCB/Tender/Canteen/2017

Date: 07.03.2017

Invitation of Tenders for providing Canteen/Catering Services to RCB & THSTI at NCR Biotech Science Cluster, Faridabad

(LAST DATE & TIME FOR SUBMISSION: 3.00 P.M. on 31st March 2017)

Sealed tenders are invited from contractors having good experience in providing catering/canteen services to Govt. organizations and/or other reputed educational institutions. The contractor is required to supply tea/ snacks, meals etc. to the employees of the institutions and to the members attending the office for various meetings of the institutions.

Estimated cost of the tender: - Rs. 75.00 lacs per annum.

Tender forms may be obtained from the RCB office on any working day between 11.00 a.m. to 2.30 p.m. till 31.03.2017 on payment of Rs.1500/- by pay order by way of Bank Draft in favour of Executive Director, RCB, payable at Faridabad. Completed tender forms along with earnest money of Rs.1,50,000/- by way of Bank Draft in favour of **Executive Director, RCB, payable at** Faridabad and other documents as mentioned in the tender form may be dropped in the drop box placed at the reception counter of the RCB, **Faridabad**, in sealed cover envelop marked "Tender for Canteen/Catering Services" on the top and addressed to Executive Director, RCB, NCR Biotech Science Cluster, 3rd Milestone, Faridabad -Gurgaon Expressway, Faridabad- 121001 latest by 3.00 p.m. on 31st March 2017. Tenders will be opened in the presence of the bidders, who wish to participate, at 3.30 p.m. on the same day. The successful tenderer will have to deposit a security deposit amounting to Rs.3, 75,000/- to the Executive Director, RCB before taking up the canteen contract.

Tender forms can also be downloaded from the website of the institutions i.e. www.rcb.res.in, www.rcb.ac.in, www.thsti.res.in. Tenderer downloading tender form from the website will have to pay the tender fee of Rs. 1500/- by DD along with the tender document on Submission.

Details of Tenderer

1. Name of the Tenderer _____
2. Address _____

3. Registration./ License No. _____
(Attested Photostat copy of license Issued by the Competent authority may be attached)
4. Sales Tax No. _____
(Attested Photocopy of Sales Tax certificate should be attached)
5. Year of Establishment _____
6. Details of Contracts executed till date.

(Please give details of contracts executed previously in a separate sheet, along with documentary proof thereof.)

S.No.	Name of Contracts	Period	Govt./Educational institutes/Semi Govt./Private
I			
II			
III			
IV			

7. Details of Present Contracts in hand

Sl. No.	Name of Present Contracts in hand	Period	Govt./ Educational institutes /Semi Govt./Private
I			
II			
III			
IV			

8. Pan Card No. _____
(Copy of the Income Tax Return filed in the previous three year may be enclosed)

9. Man Power/Resources available:

10. Earnest Money Deposit: DD No. _____ dt. _____ for Rs.1,50,000/-
drawn on _____.

Certified that all the terms and conditions mentioned in the Tender Form are acceptable to me/us.

Signature of the Tenderer with stamp

Dated:

REGIONAL CENTRE FOR BIOTECHNOLOGY

**NCR Biotech Science Cluster, 3rd Milestone,
Faridabad –Gurgaon Expressway, Faridabad- 121001**

Terms & conditions for providing canteen/catering services:

1. The contractors should have valid Trade License and valid Food License for operation/running of the canteen. The contractor should have 5 years experience in the catering business, out of which at least 3 years experience should be in running the canteen of a reputed Govt. organizations, Educational institutions.
2. (a) Space: Accommodation will be provided for running the canteen, however license fee as per rules shall be payable by the contractor.
(b) Electricity: Electricity will be provided free of cost up to a limit which will be decided during the pre-bid meeting.
(c) Water shall be supplied to the contractor free of cost
3. The Contractor will be provided with the canteen premises and furniture as available in existing canteen. The maintenance and upkeep of premises, furniture and fixtures will be the sole responsibility of the contractor. License fee as per rules of Govt. of India/centre shall be payable by the contractor for providing the accommodation.
4. The Contract will be initially for a period of one year extendable for a period of three years. Further, after the expiry of the first twelve months, the Centre will evaluate the performance of services provided by the contractor. If the services are found satisfactory, the Centre reserves the right to extend the contract for two more spells of twelve monthly periods on the same terms & conditions. The Centre also reserves the right to terminate the contract, at any time during the currency of contract by giving 30 days notice to the Contractor.
5. The contractor has to ensure that canteen premises are used only for the purpose of running the canteen services and not for other purpose in any manner. The Contractor himself and/or his worker should not use the premises of any other business purpose. The Contractor shall not be authorized for any kind of sub-letting the premises in any manner.
6. The contractor shall be provided with the entire infrastructure for cooking and serving. In case any damage is caused to any of the item which is provided due to mis-handling, the item of the same quality shall be replaced by the contractor.
7. The Contractor shall be responsible for running the canteen as per the rules applicable and ensure the compliance of the provisions of Employees' Provident Fund Act and ESI Act and rules framed thereunder and other relevant statutes including Municipal Rules and Regulations, relating to the canteen in force from time to time, during the subsistence of the Contract. The contractor shall obtain necessary license to run the canteen from the Municipal Corporation of Faridabad.
8. The Contractor shall employ his own canteen staff, provide them clean uniform at his own cost and shall be responsible for timely payment of their wages/salary directly in their bank accounts. The contractor will also be responsible to deduct and pay EPF as per rules and also extend medical facilities etc. as per statutory rules in force from time to time. RCB shall not be responsible in any manner.
9. The contractor shall not be a cause, to the security of the Centre, in any manner. Payment to canteen staff employed by contractor must be released by 10th of every month directly in their bank accounts.
10. The Contractor shall procure and use all fresh and of standard/good quality raw material, eatables, fuels etc. necessary for running the canteen at his own costs. The quality of food shall

be maintained in consultation with the management and the decision of the management in respect of quantity and quality of food shall be final.

11. The Contractor will be required to strictly observe timing of the office and also rules framed by Centre as amended/provided from time to time.
12. The contractor shall provide the canteen/catering services normally on all seven days a week and will also provide the said services on holidays or late hours in the office.
13. The EMD / Security Deposit deposited by the successful bidder will be kept with the RCB without carrying any interest and it shall be refundable upon termination of contract, provided the Contractor discharges his services, according to terms & conditions and satisfaction of the management of RCB & THSTI, failing which security deposit shall be forfeited. It is also provided that, if during the currency of contract, if the contractor withdraws his services and/ or fails to discharge his services up to the satisfaction of the management the said security shall be forfeited.
14. EMD of unsuccessful bidders will be returned without interest after the completion of tender process and award of contract.
15. The Contractor shall also undertake and ensure that all the raw material including milk etc. shall be available during the course of the working hours of the centre and he shall also arrange to supply the food items tea, coffee, lunch, dinner etc. even beyond the working hours and/or on holiday, if required by the management at the same rate.
16. The Contractor or his manager who should be qualified and professionally experienced must be available in the canteen at all times to attend the complaint, if any.
17. The oil/ghee and other ingredients to be used shall be from amongst the brands as suggested by the committee. If no suggestions are made, it should have FPO/AGMARK marking and shall be open to inspection of the authorized representative of the Management of both the institutions i.e., RCB and THSTI.
18. The contractor will be responsible for maintaining cleanliness inside and around the canteen.
19. The contractor shall provide a portable weighing machine in order to check the weight of item supplied, as per approved rate/weight list.
20. Use of baking soda, MSG or any other preservatives in the canteen shall be strictly prohibited. Any violation shall attract serious penalty including termination of contract.
21. All books of accounts, registers and any other documents used in connection with running of the canteen shall be maintained by contractor at his own cost and the same shall be produced for inspection either on demand by the MCI/ESIC/ Provident Fund Authorities/Municipal Authorities or any other official Agency/ officer authorized by the Competent Authority in this connection.
22. The contractor will settle and pay all Municipal and other statutory taxes, if any, to the concerned authorities.
23. It will be obligatory on the part of the contractor to sign the offer and other documents for all the component's & parts. After the work is awarded, the Contractor has to enter into an agreement for work awarded on a non-judicial stamp paper of required value at his own cost within ten working days from the date of receipt of acceptance order or before the work is undertaken.
24. The contractor should verify the character antecedents of all the persons employed, through local police and shall submit a certificate to this effect.

25. Due to any unforeseen reason, if the canteen is closed for some times, it shall be the responsibility of the contractor to provide food to the employees and students on the same cost as has been agreed in the tender terms.
26. The courts of Delhi and Haryana shall have the exclusive jurisdictions to try all disputes if any arising out of this contract.

Special Conditions of Service:

- a) The contractor should provide an automated billing service with facility of the swipe cards as well as cash payments.
- b) Headgear and gloves (at caterer's own cost) to be worn by all cooks and servers at all times while preparing and serving food.
- c) Mandatory to wash hands with soap after use of the rest rooms & before cooking of food.
- d) Ensure no re-use of oil used once for deep-frying. Used oil shall be disposed-off appropriately, immediately after the usage. Storage of used oil will be viewed seriously and serious penalty as decided by the centre shall be invoked.
- e) Ensure no re-use of leftover foods from the previous day. Left-over food should be disposed-off appropriately, within one hour from the completion of the relevant service hours.
- f) Items such as sandwiches, burgers, French fry which can be consumed outside the cafeteria premises shall be served in appropriate and convenient packing.
- g) Ensure all employees are free of any contagious diseases or ailments.
- h) Ensure all employees are well mannered and display courteous behavior.
- i) Ensure pest control administration periodically (rats/ mice/ flying insects. Crawling insects), but not with aerosol based anti-pest sprays that could get in the food.
- j) Ensure doors to the canteen are self-closing to prevent entry of flies.
- k) Operation of canteen is subject to regular (every week) inspections by the management team appointed by RCB-THSTI to ensure all points are adhered to. Further **periodic checking/ performance audit by a professional catering monitoring agency** (engaged by RCB-THSTI) shall also be carried out to evaluate the performance of the caterer on international standards of hygiene, cleanliness and health.
- l) Any violation to the terms and conditions of the contract shall attract penalty on the contractor which shall be decided by the management of the centre and the same shall be acceptable to the contractor.

CRITERIA FOR ELIGIBILITY

- 1. Bidder should have minimum 5 years experience, on the date of submitting the tender, in providing catering services for full day meals for at least 300 persons to the Academic institutions of repute /a training centre/ Canteens/ Hostel Mess in central govt. department/ State govt. Department/ Public Sector undertaking including public sector banks.
- 2. Turnover of the applicant from catering Services (as mentioned in 1 above) during each of the last three years should not be less than Rs. 75 lakhs.
- 3. Bidder should be involved in catering assignments with annual billing of at least Rs. 60 lakhs in one assignment or two assignments of 37.5 lakhs each or three assignments of 30 lakhs each during any of the last three financial years.
- 4. Proprietor/ One of the partners/ one of the Directors of the applicant firm should possess a degree/ diploma in Hotel Management, Catering and Nutrition from a reputed institute in India. Attested copy of degree/ diploma should be enclosed.
- 5. Tenderer should have the valid service tax and VAT Registration No.
- 6. Should have ESIC and EPF Registration No.

iii	Three similar works contract of 30 lakh or more	In between in any of the three category – on pro-rata basis for similar works.
3.	Performance certificates from existing clients two similar jobs of Rs. 35 lakh or more. Kindly attach certificate from the minimum two clients (one of whom should be from the educational institution based in Delhi NCR)	(15 marks) (i) 60% marks for minimum eligibility criteria of works (ii) 100% marks for twice or more the eligibility (iii) In between pro-rata
4.	Performance of works (Quality) based on report/assessment by the visiting committee/ presentation (Quality of food, Hygiene, cleanliness, feedback from the client, service quality, efficiency in handling cash transactions)	(45 marks)
	(i) Excellent	45
	(ii) Very Good	35
	(ii) Good	25
	(iii) Fair	15
	(iv) Poor	0
5.	Personnel and Establishment (list of personnel actually deployed as various site with their EPF no.	(Max. 5 marks)
	(i) Skilled	
	(ii) Semiskilled	
	(iii) Unskilled	
6.	Statutory compliance ESI/PF/Labor regulation	(Max. 5 marks) Evaluation by technical committee.

(ii) **Financial bid evaluation:-**

The bidder quoting the lowest rate overall (cumulative total for rates quoted for all items) will be awarded full points out of 30. Others will be awarded on pro-rata basis. Bidder has to quote for all items else it will be treated as incomplete bid and is liable to be rejected.

A. Proposed items for cafeteria (Breakfast, lunch & dinner)

S. No.	Items	Unit (Nett weight)	Rate
1	Dal/Sambhar/Vegetable curry(seasonal)/Choley	200 gms	
2	Mix Vegetable (seasonal)-Dry	150 gms	
3	Rice	300 gms	
4	Rice half plate	150 gms	
5	Chapatti	Per piece(30 gms)	
6	Green salad plate(half)	100 gms	
7	Green salad plate (full)	200gms	
8	Fruit Chaat	200gms	
9	Paav Bhaji	200gms	
10	Idli/ (2pcs.)	200gms	
11	Vada (2 pcs.)	100gms	
12	Fruits salad	200gms	
13	Apple /orange/ banana (Seasonal fruit)	1 no.	Will not be counted for comparison
	Non-Vegetarian items		
14	One plate Chicken (2pcs.)	200gms	
15	Fish or Shrimp	200gms	
16	Mutton Curry (2pcs.)	200gms	
17	Egg curry (2pcs.)	200gms	
	Continental Thali		

18	Pasta (Macaroni or Mixed Sauce) or Pizza slice, Steamed Vegetable (Broccoli or beans, Mushroom, Sweet Corn), Chicken or Paneer tikka.	200gms	
19	Pasta (Macaroni or Mixed Sauce) or Pizza slice, Steamed Vegetable (Broccoli or beans, Mushroom, Sweet Corn)	200gms	
20	Noodle or fried rice	150gms	
21	Noodle or fried rice	300gms	
22	Chicken Manchurian (4pcs.)	300gms	
23	Paneer/veg, Manchurian (4pcs.)	200gms	
24	Tea & Coffee		
	i) (prepared with approved brands of tea leaf like brook bond/red label/tata ii) Coffee <i># ratio of water to milk(full cream of Amul /Mother diary) should be 1:1</i> iii) Special Tea (Organic / green / lemon)to be supplied on request	One cup (150 ml) One cup (150 ml) One cup (150 ml)	
25	Samosa	One 50gms	
26	Paneer Samosa	One 50gms	
27	Bonda	One 50gms	
28	Dal Vada	One 50gms	
29	Kachori (with Aaloo Sabzi)	One 50gms	
30	Bread pakora with sauce/chutni	One 100gms	
31	Paneer pakora	One 50gms	
32	Boiled egg	One	
33	Dosa (Plain) with chatni	One 100gms	
34	Dosa (Masala) with chatni	One 200gms	
35	Paratha		

	i. Plain	150 gms	
	ii. Aloo	200 gms	
	iii Gobi	200 gms	
	iv. Paneer	200 gms	
36	ChholeBhature (100 gms. Chhole& 2 pcs. Bhature)		
37	Dahibhalla (2 pcs)	50gms each	
38	Dal fry with butter	150gms	
39	Raita/curd	100gms	
40	GulabJamun	50gms	
41	Khoyaburfi	50gms	
42	Balooshahi	50gms	
43	BesanLadoo	50gms	
44	Amriti	50gms	
45	Rasgoola	50gms	
46	Jeelabi	50gms	
47	Kalakant	50gms	
48	Rabri	50gms	
49	Rasmalai	50gms	
50	Roasted Cashews	50gms	

B. Catering Arrangement for Conferences and Functions. (With service and arrangements)

(This section will not be considered for comparison but the bidder should quote for all the items failing which the quote shall become invalid).

(i) Choice of Menu for Breakfast

S. No.	Items	Unit (weight)	Rate
1	Tea	1 Cup (150 ml) <i>(Water to milk ratio should be 1:1)</i>	
2	Coffee	1 Cup(150 ml)	
3	Bread Butter Slice/Jam Slice	4 pieces (Big size)	

4	1 plate ChholeBhature	2 pieces (200 gms each)	
5	Idli with Sambar	4 pieces (50 gms. each)	
6	SambarVada	4 pieces (50 gms each)	
7	Dosa (Masala) with chatni	200 gms	
8	Dosa (Plain) with chatni	100 gms	
9	Parantha with Subji	2 pieces of 150 gms each with 150 gms Subji	
10	AalooParantha with Curd or Achar	2 pieces of 200 gms each & 100 gms curd	
11	Puri/Sabji	4 pieces/150 gms	
12	Bread and Omelet	4 slices bread 2 egg Omelet	
13	Bread and Banana	4 slices bread 2 banana	
14	Chapattis/Puri(30gm)	One piece	

(ii) Menu for Lunch and Dinner

S.No	Items	Rate
I	Tea/Coffee (150 ml) Soft Drinks/Soup (300 ml) Veg. Snacks as starters Non-veg. Snacks as starters Vegetables (150 gms/ each) 1 Dal (200 gms) Rice (300 gms) Chapatti (each 30 gms) Salads (100 gms)	

	Curd (100 gms)	
II	Above menu with Non Vegetarian items as per the weight given above (Chicken or Fish or Shrimp or Mutton Curry)	
III	Cost per server for 4 hours	

Taxes must be quoted separately or else it would be deemed to be included in the unit rates.