

REGIONAL CENTRE FOR BIOTECHNOLOGY

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

NOTICE INVITING TENDERS FOR CATERING SERVICES

On behalf of Executive Director, RCB, Sealed tenders are invited from interested parties/contractors having sound financial credential in providing catering/Canteen services to different Govt./reputed organizations, having experience of at least 5 years for running a canteen of any institution of repute to provide catering services and to run the canteen of the institutions .

Tender forms may be obtained from the RCB office on any working day between 11:00 a.m. to 3:30 p.m. till 13/05/2015 on payment of Rs. 500/- by Bank Draft in favour of Executive Director, RCB, **Gurgaon**. Detailed terms & conditions and the tender form can also be downloaded from the website of the Centre i.e. www.rcb.res.in, www.rcb.ac.in, www.thsti.res.in

Last date for submission of tender is 13/05/2015 upto 3.00 p.m. which shall be opened on same day in presence of intending Contractors at 3.30 p.m.

Senior Manager (A&F)

Cost of Tender Set: Rs. 500/-

TENDER NOTICE

Tender No.RCB/Tender/Canteen/2014

Date: _____

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

(LAST DATE & TIME FOR SUBMISSION: 3.00 P.M. 13/05/2015)

Sealed tenders are invited from parties/contractors having sound financial credentials in providing canteen services to different Govt. and/or other reputed organizations. The contractor is required to supply tea/ snacks, meals etc. to the employees of the institutions, guests staying in the guest house and to the members attending the office for various meetings of the institutions. 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 organization, preferably a Govt. organization.

Estimated cost of the tender:- Rs.40.00 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 13/5/2015 on payment of Rs.500/- by pay order by way of Bank Draft in favour of Executive Director, RCB, Gurgaon . Completed tender forms along with earnest money of Rs.80,000/- by way of Bank Draft in favour of **Executive Director, RCB, Gurgaon** and other documents as mentioned in the tender form may be deposited 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 13/05/2015. 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. 1,00,000/- 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 enclose a demand draft of Rs. 500/- in favour of Executive Director, RCB payable at **Gurgaon**.

(All pages of the tender document should be signed and stamped by the authorized signatory of the company)

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./Semi Govt./Private Organizations
-------	-------------------	--------	--

I

II

III

IV

7.

Sl.No.	Present Contracts in hand	Period	Govt./Semi Govt./Private Organizations
--------	---------------------------	--------	--

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.80,000/-

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 parties/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 organization, preferably a Govt. organization.
2. (a) Space : Accommodation as given in annexure-I will be provided for running the canteen.
(b) Electricity: Electricity will be provided free of cost which shall not be used for cooking purposes. The agency would use power consumption only for refrigerator, hot-case, grinding of dal etc.
(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.
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 for only 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 arrange utensils, cutlery and crockery and other items required for day to day service, to run the canteen.
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. 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. The contractor shall not be a cause, to the security of the RCB, in any manner. Payment to canteen staff employed by contractor must be released by 10th of every month.

10. The Contractor shall procure and use all fresh and of standard/good quality raw material, eatables, fuels etc. necessary for running for 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 RCB as amended/provided from time to time.
12. The contractor shall have to 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. He will have to make arrangements to provide lunch/breakfast/dinner to the guests staying in the Guest House of the Centre.
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 authorized representative 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 weighting machine in order to check the weight of item supplied, as per approved rate list.
20. 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.

21. The contractor will settle and pay all Municipal and other statutory taxes, if any, to the concerned authorities.
22. 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 have 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.
23. The contractor should verify the character antecedents of all the persons employed, through local police and shall submit a certificate to this effect.
24. 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
- 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.
- 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 service in appropriate and convenient packing.
- g) Ensure that all employees are free of any contagious diseases or ailments.
- h) Ensure that all employees are well mannered and display courteous behavior.
- i) Need to ensure pest control (rats/ mice/ flying insects. Crawling insects), but not with aerosol based anti-pest sprays that could get in the food.
- j) ensure that doors to the canteen are self-closing to prevent entry of flies.
- k) Operation of canteen is subject to regular (every week) inspections by management team appointed by RCB-THSTI to ensure all points are adhered to. Also subject to **periodic checking/ performance audit by a professional catering monitoring agency** (*employed by RCB-THSTI*) to evaluate the performance of the caterer on international standards of hygiene, cleanliness and health.

CRITERIA FOR ELIGIBILITY

1. Applicant should have minimum 5 years experience, on the date of submitting the tender, in providing catering services for full day meals for at least 100 persons to a training centre/ Canteen/ Hostel Mess in central govt. department/ State govt. Department/ Public Sector undertaking including public sector banks/ Academic institutions such as IIMs/MDU/Delhi University/ JNU etc.
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 2.00 crore.
3. Applicants should currently involved in at least one catering assignments with annual billing of at least Rs. 1.00 crore each during 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 shall have the service tax and VAT Registration No.
6. Should have ESIC and EPF Registration No.
7. Should submit a Bank solvency of Rs 20.00 Lakhs
8. Should have a license of FSSAI and should be registered with shops and establishment Act
9. Applicant should have well-established office in Delhi/New Delhi/Noida/Faridabad/Gurgaon.
10. The selected vendor should be able to provide professional, architectural and logistic inputs towards designing and commissioning of in-house state-of-art kitchen facility
11. The selected vendor should be able to cater food (breakfast/lunch/dinner) in the interim till the time we have an in house fully functional kitchen ready. (the vendors as per mutually agreed menu has the option of either building a temporary kitchen at the site or can cook food off site and serve the same at the site)

CRITERIA FOR EVALUATION OF THE TECHNICAL BID

BID Evaluation Criteria:

- A. The bids shall be ranked on the basis of combined weighted score for quality and cost. The tender shall be awarded to the bidder obtaining the highest total combined score in evaluation of Technical bid and Price (financial) bid.
- B. The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during evaluation of bids. The technical and Price (financial) bids shall enjoy weightage in the proportion of 70:30 i.e. 70% for the technical bid and 30% for the financial bid.
The financial bids of only those successful bidders who obtain minimum 70% point i.e. 70/100 in Technical evaluation will be opened for further evaluation.
- C. Combined scores of respective bidders shall be obtained by sum of their respective technical bid scores (out of 70) and their respective Price (financial) bid scores (out of 30).
- D. (i) Criteria for evaluation of the technical bid/performance of contractors for pre- eligibility

	Attributes	Evaluation
1.	Financial strength (i) Average annual (last three years) turnover Rs. 200.00 lacs/year 15 marks (ii) Solvency Certificate Rs.20.00 lacs 05 marks	(20 marks) (i) 60% marks for minimum eligibility criteria (ii) 100% marks for twice the minimum eligibility criteria or more In between (i) & (ii) – on pro-rata basis for similar works.
2.	Experience i. One similar works contract of Rs. 100 lacs or more or ii Two similar works contract of Rs. 50 lacs or more or iii Three similar works contract of Rs. 40 lacs or more	(15 marks) i)60% marks for minimum eligibility criteria of works (ii) 100% marks for twice the minimum eligibility criteria or more In between (i) & (ii) – on pro-rata basis

		For similar works
3.	Performance certificates from existing clients minimum two similar jobs of Rs. 50.00 lacs or more. Kindly attach certificate from the minimum two clients (one of whom should be PSU/Govt. organization based in Delhi NCR)	(10 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.	License of FSSAI and registered with shop and establishment Act	(05 marks) For certification 5 points Otherwise Zero(0)
5.	Performance of works (Quality) based on report/visit/ presentation (Quality of food, Hygiene, cleanliness, feedback from the client, service quality, efficiency in handling cash transactions)	(40 marks)
	(i) Very Good	40
	(ii) Good	30
	(iii) Fair	15
	(iv) Poor	0
6.	Personnel and Establishment (list of personnel actually deployed as various site with their EPF no.)	(Max. 5 marks)
	(i) Skilled	
	(ii) Semiskilled	
	(iii) Unskilled	
7.	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.

Proposed items for cafeteria

S. No.	Items	Unit (weight)	Rate
1	Lunch (Daily different Menu- Consisting of Dal, vegetables, rice, chapattis, salad)	500gms	
	Green salad plate	200gms	
2	Dal/Rajma-Rice	400gms.	
3	Fruit Chaat.	200gms	
4	PaavBhaji	200gms	
5	Idli/ SambharVada (2 pcs.)	200gms	
6	Sandwiches	150gms	
7	Veg Patties	125gms	
8	Butter Milk	200gms	
9	Lemon Juice / NeebuPani	200gms	
10	Tea	150ml	
11	Coffee	150ml	
12	Juices (packed)	200gms	
13	Confectionery	50gms	
14	Pizza	250gms	
15	Pasta	250 gms	
16	Milk Shake	200gms	
17	Ice creams	100gms	
18	Fruits salad	200gms	
19	Apple /orange/ banana (Seasonal fruit)	1 no.	
	Vegetarian Thali		

	Samosa, Paneer Samosa, Bonda, Dal Vada	One 50gms.	
	Kachori (with AalooSabzi)	One 50gms	
	Bread pakora with sauce/chutni	One 100gms	
	Paneer pakora.	One 50gms	
	Boiled egg	One	
	Veg. Burger (big)	One 150gms	
	Veg. Sandwitch (four Pcs.)	One 150gms	
	French fry	100gms	
	Dosa (Plain) with Sambher and chatni	One 250gms	
	Dosa (Masala) with Sambhar and chatni	One 300gms	
	Paratha i. Plain ii. Aloo iii Gobi iv. Paneer	150 gms 200 gms 200 gms 200 gms	
	Patties (veg) standard size Patties(chicken)standard size	One One	
	Pastries (chocolate, fruit jelly, cream, etc)standard size	One	
	Rice half plate (150gms)	150gms	
	Chhole Bhature (100 gms. Chhole & 2 pcs. Bhature)		
	Dahi bhalla (2 pcs)	50gms. each	
	Dal ordinary	150gms	
	Dal fry with butter	150gms	
	Vegetable (subzi)	150gms	
	Raita/curd	100gms	

	GulabJamun/Khoyaburfi / Balooshahi /BesanLadoo/Amriti/ Rasgoola/ Jeelabi/ Kalakant/ Rabri/ Rasmalai	50gms	
	Ice cream/cold drink/Biscuits(Britannia/Parley – G brand) / Namkeen-Haldiram/Bikano brands/Kheer/SujiHalwa, 100gms		
	Roasted Cashews	50gms	
	Cake (vanilla, fruit, chocolate, cheese, etc)	500 gms	
	Slice	100 gms	

Catering Arrangement for Conferences and Functions.

Choice of Menu for Breakfast

S. No.	Items	Unit (weight)	Rate
	Tea	1 Cup	
	Coffee	1 Cup	
	Bread Butter Slice/Jam Slice	4 pieces (Big size)	
	1 plate ChholeBhature	2 pieces (Big size)	
	Idli with Sambar	4 pieces (Big size)	
	Veg. Sandwiches	4 pieces (big size)	
	Sambar Vada	4 pieces (big size)	
	Plain dosa with Sambhar and Chutni Masala Dosa with Sambhar&Chutni	2 pieces (big size)	
	Parantha with Subji	2 pieces (big size)	
	Aaloo Parantha with Curd or Achar	2 pieces (big size)	
	Puri Sabji	4 pieces	
	Bread and Omelet	4 slices bread 2 egg Omelet	
	Bread and Banana	4 slices bread 2 banana	

	Chapattis/Puri(30gm)	One piece	
--	----------------------	-----------	--

Menu for Lunch and Dinner

	Items	Rate
I	Tea/Coffee Soft Drinks/Soup 2 Snacks as starters 2 Vegetables 1 Dal Rice preparation Chapatti Salads Curd	
II	Above menu with Non Vegetarian item (Chicken or Fish or Shrimp or Mutton Curry)	

Cost of designing the kitchen in consultation with Project Engineer

1.	Professional, architectural and logistic inputs towards designing and commissioning of in-house state-of-art kitchen facility	Lumpsum cost Rs.
----	---	------------------

Grand total :

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