

केन्द्रीय सूचना आयोग
Central Information Commission
बाबा गंगनाथ मार्ग/ Baba Gangnath Marg
मुनिरका/ Munrika, नई दिल्ली/ New Delhi 110067

TENDER DOCUMENT

For Selection of Vendor

for

**Provision of Canteen and Catering Services at
CENTRAL INFORMATION COMMISSION, New Delhi**

केन्द्रीय सूचना आयोग
Central Information Commission
बाबा गंगनाथ मार्ग/ Baba Gangnath Marg
मुनिरका/ Munrika, नई दिल्ली/ New Delhi 110067

File No. 19/3/2017-CIC (GA)

22nd May 2019

Sub: Notice Inviting Tender (NIT) for provision of Canteen and Catering Services at Central Information Commission, New Delhi

Sealed Tenders are invited for providing Canteen services in the Building of Central Information Commission, CIC Bhawan, Baba Gangnath Marg, Munirka, New Delhi for a period of one year initially which can be extended for further period of two years with mutual acceptance as per the existing terms and condition.

The agency selected as a result of the bid process shall sign a contract with Central Information Commission to carry out the operation of Canteen and Catering Services.

The tender document can be downloaded from the website of the Commission at <http://cic.gov.in/index.html> and bid response can be submitted in Room No. 507, CIC Bhawan, Baba Gangnath Marg, Munirka, New Delhi on or before **21-06-2019 up to 15:00 hrs.**

Rabbani

Name : (S. K. Rabbani)

Designation: Deputy Secretary(GA)

Phone: 011-26717352, Email: sk.rabbani@nic.in

केन्द्रीय सूचना आयोग
Central Information Commission
बाबा गंगनाथ मार्ग/ Baba Gangnath Marg
मुनिरका/ Munirka, नई दिल्ली/ New Delhi 110067

File No. 19/3/2017-CIC (GA)

22nd May 2019

TENDER NOTICE

Notice Inviting Tender for Canteen and Catering Services at Central Information Commission, New Delhi

Schedule of Events

Nature of the Work	Selection of Vendor for provision of Canteen and Catering Services at Central Information Commission, New Delhi
Details of Contact Person for clarifications/queries	Shri S K Rabbani Central Information Commission, CIC Bhawan, Room No. 507, 5 th Floor, Baba Gangnath Marg, Munirka, New Delhi – 110067
Cost of Tender Document	NIL
Project Period	1 Year
Earnest Money Deposit (EMD)	Rs. 22000/-
Publishing Date	22-05-2019
Website for downloading Tender Document, Corrigendum's, Addendums Etc.	http://cic.gov.in/index.html
Pre Bid meeting for queries and better understanding the provision of Canteen and Catering Services	03-06-2019, 15.00 hrs
Bid Submission Start Date & Time	22-05-2019, 10.00 hrs
Bid Submission Closing Date & Time	21-06-2019, 15.00 hrs
Address where the Tenders are to be submitted	Deputy Secretary(GA), Central Information Commission, CIC Bhawan, Room No. 507, 5 th Floor, Baba Gangnath Marg, Munirka, New Delhi – 110067
Venue for Technical Bid opening	Central Information Commission, CIC Bhawan, Room No. 522/417, Baba Gangnath Marg, Munirka, New Delhi , 110067
Date, Time and Venue of opening of Financial bids	Shall be communicated later on
Bid Validity	90 days from the closing date of bid submission

केन्द्रीय सूचना आयोग
Central Information Commission
बाबा गंगनाथ मार्ग/ **Baba Gangnath Marg**
मुनिरका/ **Munrika**, नई दिल्ली/ **New Delhi 110067**

File No. 19/3/2017-CIC (GA)

Dated: 22nd May 2019

NOTICE INVITING TENDER

Sealed Tenders on behalf of the president of India are invited from reputed, experienced and financially sound firms for providing Canteen and Catering services in the Building of Central Information Commission at Baba Gangnath Marg, Munirka, New Delhi for a period of one year initially which can be extended for further period upto two years with mutual acceptance as per the existing terms and conditions.

2. Validity of Tender

The tender shall remain valid for a period not less than 90 days after the deadline specified for submission of bids.

3 Location of the Tender box

Room No. 507, 5th Floor, CIC Bhawan, Baba Gangnath Marg, Munirka, New Delhi. Only those Bids that are found in the Tender Box will be opened. Bids dropped in the wrong Tender box will be rendered invalid. The last date of submission of bids through dak and directly into tender box is **21.06.2019 at 15.00 hours**. Tender Bid will not be accepted after last date of tender submission.

4 Place of opening of Bids

Room No. 522/417, CIC Bhawan, Baba Gangnath Marg, Munirka, New Delhi-110067. The Bidders may depute their representatives, duly authorised in writing, to attend the opening of Bids on the due date and time. Rates and important commercial/technical clauses quoted by all the Bidders will be read out in the presence of the representatives of all the Bidders. The technical bid will be opened on **21.06.2019 at 15.00 hours**.

5 Clarification regarding contents of the Bids

During evaluation and comparison of bids, the Commission may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-Bid clarification on the initiative of the bidder will be entertained.

6 Rejection of Bids

Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.

7. Evaluation of Tender:

- A. The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during evaluation of bids. The financial bids of only those successful bidders who obtain minimum 70% points i.e. 70/100 in Technical evaluation will be opened for further evaluation.
- B. The work will be awarded to the bidder whose bid has been determined to be technically qualified in terms of Para 'A' above and who has offered the lowest financial bid.

8. Sealed bids are required to be submitted in the prescribed format enclosed with this letter [Annexure I (Technical Bid) and Annexure II (Financial Bid)]. The tender form along with terms and conditions can be downloaded from website www.cic.gov.in. Financial Bids of only those bidders, who have been declared technically qualified, will be opened.

9. The Tender alongwith Demand Draft of Rs.22000/- (Rupees Twenty Two Thousand only) as Earnest Money drawn in favour of Pay & Account Office, CAT, New Delhi sealed in an envelope alongwith technical bid and financial bids in separately sealed envelopes together sealed in an envelope super-scribed with - Tender for CANTEEN and CATERING SERVICES in Central Information Commission, New Delhi should be sent in the name of Deputy Secretary (GA), Central Information Commission, Room No. 507, 5th Floor, CIC Bhawan, Baba Gangnath Marg, Munirka, New Delhi – 110067 and dropped in the Tender box on or before **21.06.2019 at 15.00 hours**. The bids received after the closing date will not be entertained. The technical bids will be opened at 15.30 hrs on the same day. The Tenderer or his authorized representative may like to be present at the time of opening of tender. The Earnest Money will be refunded to the unsuccessful bidder.



Name : (S. K. Rabbani)

Designation: Deputy Secretary GA)

Phone: 011-26717352, Email: sk.rabbani@nic.in

General Terms & conditions for providing Canteen and Catering services:

1. The Contractors should have valid Trade License and valid Food License for operation/running of the canteen and Catering. 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, PSUs and Private Organizations.
2.
 - (a) Space: Accommodation will be provided by the Commission for running the canteen and Catering, however, license fee as per rules shall be payable by the contractor.
 - (b) Electricity: Electricity will be provided free of cost for the use of power consumption only for refrigerator, hot-case, etc
 - (c) Cooking gas pipe line with meter shall be made available at canteen premises. Usage of gas shall be paid by the Vendor.
 - (d) Water shall be supplied to the contractor free of cost
 - (e) Furniture item in the canteen space will be provided by the Commission without any cost.
3. The Contract will be initially for a period of one year and further extendable for a period upto two years. After the expiry of the first twelve months, the Commission will evaluate the performance of services provided by the contractor. If the services are found satisfactory, the Commission reserves the right to extend the contract for period upto two years on the same terms & conditions. The Commission also reserves the right to terminate the contract, at any time during the currency of contract by giving 30 days notice to the Contractor. The Contractor has to give 60 days notice, if he wants to terminate contract at his own end.
4. The Contractor has to ensure that canteen premises are used only for the purpose of running the canteen and catering services for the Central Information Commission 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.
5. The Contractor will be provided with the canteen premises and furniture as available in the Commission. The maintenance and upkeep of premises, furniture and fixtures will be the sole responsibility of the Contractor. In case any damage is caused to any of the item which is provided due to mishandling, the item of the same quality shall be replaced by the Contractor.
6. 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 there under 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 appropriate authorities.

7. 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. Central Information Commission shall not be responsible in any manner.
8. The Contractor shall procure and use all fresh and standard/good quality food material, eatables, etc. necessary for running the canteen at his own costs. The quality of food shall be maintained in consultation with the Commission and the decision of the commission in respect of quality of food shall be final.
9. 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 Commission 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 Commission, at the same rate.
10. The Contractor shall provide the canteen/catering services normally on five days a week and will also provide the said services on holidays or late hours in the office. The Commission will give requirement of services on holidays/late hour 12 hours in advance.
11. The successful bidder shall have to deposit Rs. 1.00 lakhs as Security Deposit/Performance Guarantee at the time of award of contract which shall remain valid for the entire period of the engagement and no interest shall be paid upon the same. 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.
12. EMD of all bidders will be returned without interest after the completion of tender process and award of contract.
13. 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.
14. The oil/ghee and other ingredients to be used shall be from amongst the brands as suggested by the committee setup by Central Information Commission for this proposal. If no suggestions are made, it should have FPO/AG MARK marking and shall be opened to inspection of the authorized committee of the Commission.
15. The Contractor will be responsible for maintaining cleanliness inside and around the canteen.
16. The selected vendor should also provide food products through vending machine on MRP basis. The Commission will provide Vending machines and list of products to be provided through vending machine. The Commission will provide food vending machine and

Tea/Coffee vending machine at ground floor and 4th floor. The rate for per cup tea/coffee shall be quoted in financial bid by the vendor.

17. The tentative list of items to be provided is at Financial bid Format (Annexure II). However the Commission may change list as per mutual discussion with the selected vendor any time.
18. The selected vendor will not cook any food in the premises of the Commission except Tea and Coffee. Only warming up of precooked food will be allowed in the Commission.
19. 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.
20. The Contractor will settle and pay all Municipal and other statutory taxes, if any, to the concerned authorities.
21. It will be obligatory on the part of the Contractor to sign the offer and other documents for all the components & 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.
22. The Contractor should verify the character and antecedents of all the persons employed, through local police and shall submit a certificate to this effect.
23. 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 on the same cost as has been agreed in the tender terms.
24. If in the opinion of the Commission the works is delayed by:
 - a. Force majeure
 - b. Reasons of civil commotion, location combination of workers on strike or lock-out affecting any of the building trades

the Commission shall make a fair and reasonable extension of time for completion of the contract works. Upon the happenings of any such event causing delay, the Agency shall immediately give notice thereof in writing to the in-charge of the Commission but shall nevertheless use constantly his best endeavours to prevent or make good the delay and shall

do all that may be reasonably required to the satisfaction of the Commission to proceed with the works.

25. All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the arbitrator to be appointed by the Commission. The award of the sole arbitrator shall be final and binding on both the parties under provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications on re-enactment thereof as in force. Place of such arbitration proceedings shall be at Delhi.
26. **Payment:**
 - (a) No advance/ part payment will be made. Payment will be made by the individual consumer in the Commission.
 - (b) The Commission will make payment in respect of those items for which work order is issued by the authorized officer.
27. The Commission will form a Committee for the monitoring and smooth functioning of canteen and catering services.
28. Pre bid meeting will be held on 03.06.2019 at 15.00 hrs.
29. The Central Information Commission reserves right to get outside Caterers for specific occasions.
30. Quantity mentioned in the financial bid is tentative and the Commission may increase or decrease the quantity as per actual requirements.

Special Conditions of Service:

- a) The Contractor will ensure that its servicing and cooking staff wash hands with soap after use of the rest rooms & before cooking/serving of food.
- b) The Contractor should 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.
- c) Items such as sandwiches, burgers, french fries which can be consumed outside the cafeteria premises shall be served in appropriate and convenient packing.
- d) Ensure all employees are free of any contagious diseases or ailments.
- e) Ensure all employees are well mannered and display courteous behaviour.

- f) 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.
- g) Operation of canteen is subject to regular (every week) inspections by the Committee appointed by the Commission to ensure all points are adhered to. Periodic checking/ performance audit by a monitoring committee shall also be carried out to evaluate the performance of the caterer on standards of hygiene, cleanliness and health. Committee will monitor/check the quality, quantity and hygienic condition of utensils and service persons and submit the report to Commission. New food items as required by users or by vendor will be added on the recommendations of the Committee.
- h) 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 Commission and the same shall be acceptable to the contractor.

CRITERIA FOR ELIGIBILITY

- 1. Bidder should have minimum 3 years experience, on the date of submitting the tender, in providing catering services for full day meals for at least 100 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. 20 lakhs per year.
- 3. Bidder should be involved in catering assignments with total annual billing of at least Rs. 15 lakhs in various assignment during each last three financial years.
- 4. Proprietor/ One of the partners/ one of the Directors/Managers 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 valid GST No. and PAN No.
- 6. Should have ESIC and EPF Registration No.
- 7. Should have a license of FSSAI and should be registered with Sops and Establishments Act
- 8. Bidder should have well-established office in Delhi/New Delhi/Noida/Faridabad/ Gurgaon.

CRITERIA FOR EVALUATION OF THE BID

- A. The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during evaluation of bids. The financial bids of only those successful bidders who obtain minimum 70% points i.e. 70/100 in Technical evaluation will be opened for further evaluation.

- B. The work will be awarded to the bidder whose bid has been determined to be technically qualified in terms of Para 'A' above and who has offered the lowest financial bid.
- C. (i) **Criteria for evaluation of the technical bid/performance of contractors for pre-eligibility**

Annexure - I

	Attributes	Evaluation
1.	Financial Strength (i) Annual (last three years) turnover 20 Lakh/year	(15 Marks)
2.	Experience (last three years) (i) Similar works contract of total value 15 Lakh or more	(15 Marks) 5 marks for each contract
3.	Performance certificates from existing clients similar jobs of Rs. 15 Lakh or more.	(30 marks) 10 marks for each contract upto maximum of 3 contracts
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) (i) Excellent (ii) Very Good (iii) Good (iv) Fair (v) Poor	(30 marks) 30 25 20 10 0
5.	Personnel and Establishment (list of personnel actually deployed as various site with their EPF no. (i) Skilled (ii) Semiskilled (iii) Unskilled	(Max. 10 marks) Employees less than 10 - (5 marks) Employees equal or above 10 - (10 marks)

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

A. The financial bids of only those successful bidders will be opened who obtain minimum 70% points i.e. 70/100 in Technical evaluation.

B. The work will be awarded to the tenderer whose bid has been determined to be technically qualified in terms of Para 'A' above and who has offered the lowest total cost. The total cost will be calculated on per day basis.

C. **Proposed items for Canteen and Catering Services (Breakfast & lunch)**

Annexure II

Financial Bid Format

S.N.	Description (Tentative requirement)	Approx. Qty (per day)	Unit Rates (Rupees) Including all taxes, duties and services	Total Cost
1	Lunch per Head (1 Salad, Raita, 1 Paneer, 1 vegetable, Rice, Dal, Assorted Breads)	Veg. 25		
2	Lunch per Head (1 Salad, Raita, 1 chicken/Fish, 1 vegetable, Rice, Dal, Assorted Breads)	Non-Veg 10		
3	Tea per Cup (125 ml)	40		
4	Coffee per Cup (125ml)	30		
5	Samosa / Bread Pakoda / Dal Kachori / Pyaz Kachori (100 gm piece)	40		
6	Poha/ Upma (100 gm)	20		
7	Veg Sandwich	20		
8	High Tea - 2 Snacks +Cookies +1 Dessert + Tea/Coffee + Soft drinks	02 per week		
9	Seminar Lunch/ Dinner - 1 Soup, 2 Salads, Raita, 1 Paneer, 3 vegetables, Rice, Dal, Assorted Breads, 2 Dessert	50 persons once in three months (Quarterly)		
10	Seminar Lunch/Dinner - 1 Soup, 2 Salads, Raita, 1 Chicken/Fish, 3 vegetables, Rice, Dal, Assorted Breads, 2 Dessert	50 persons once in three months (Quarterly)		
11	Tea/Snacks in Seminar-1 Veg Snack, Cookies, Tea/Coffee	50 persons once in three months (Quarterly)		
12	Tea/Snacks in Seminar-1 Veg Snack, Cookies, Tea/ Coffee, Chicken	50 persons once in three month (Quarterly)		
13	Mineral water - 1 Ltr	25 per day		
14	Mineral water - 500 ml	30 per day		

15	Mineral water - 300 ml	35 per day		
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Additional items

16	Rajma/Chhole/Kadi/Paneer + Rice	10 per day		
17	Paneer/vegetable/Dal/Rajma/Chhole/ Kadi/Raita/Maggie/Rice/Chapati/salad	10 per day		

Other items on MRP

18	Ice Cream/Sweets/Biscuits/ Namkeen/Chips	30 per day		
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All Taxes must be included in the unit rates.