

UNIVERSITY OF DELHI

ESTATE SECTION

Room No: 110, 1st Floor, New Administrative Block, University of Delhi,
Delhi-110007

Tel-Fax: 011-27662451 and

Email: dr_estate@admin.du.ac.in

E-PROCUREMENT TENDER NOTICE

Ref.No.ESTATE/Cafeteria/2018/

Dated:

University of Delhi invites online e-tender for cafeteria services at the Mathematical Science Building, North Campus, University of Delhi as per eligibility criterion alongwith their complete profile. All firms must comply with the related general & special conditions, rules & regulations, contract conditions, circulars and other guidelines as issued by University of Delhi from time to time.

Item	Details / Date
EMD	Rs. 1,00,000/-
Bid Document Download Starts Date	21.03.2018
Bid Submission End Date	12.04.2018, 03.00 P.M.
Bid Opening Date	13.04.2018, 03.00 P.M.

Notes:

- (i) All details regarding the subject tender are available on our websites www.du.ac.in and <https://eprocure.gov.in/eprocure/app>. Bidders are therefore, requested to visit our website regularly to keep themselves updated.
- (ii) Manual bids shall not be accepted.
- (iii) For submission of E-Bids, bidders are required to get themselves registered with <http://eprocure.gov.in/eprocure/app>.
- (iv) Tender document and EMD should reach the Estate Section, Room No: 110, 1st Floor, New Administrative Block, University of Delhi, Delhi-110007 before the closing date i.e.12.04.2018 and time of bid submission, failing which offer will be liable for rejection. Bidder, however have to attach scanned copies of tender cost and EMD documents along with their e-tender.
- (v) Clarifications/ queries, if any, can be addressed to the Assistant Registrar, Estate on Telephone No.011-27662451 & 011-27666794 and email: dr_estate@admin.du.ac.in

REGISTRAR

INFORMATION & INSTRUCTIONS FOR BIDDERS

Earnest Money Deposit	<p>Rs.1,00,000/-(Rupees One Lac Only) in the form of Demand draft /Pay Order/Fixed Deposit Receipt (FDR)/ Bank Guarantee in favour of Registrar, University of Delhi, Payable at Delhi valid for a period of six months.</p> <p>EMD should reach the Estate Section, Room No:110, 1st Floor, New Administrative Block, University of Delhi, Delhi-110007, before the date and time of bid submission, as specified below. Bidders, however have to attach scanned copies of EMD documents alongwith the e-tender (technical bid).</p>
Issue of Tender Document	<p>Tender Document may be downloaded from the University website www.du.ac.in and CPP portal https://eprocure.gov.in/eprocure/app as per schedule provided below:</p>
Bid Document Download Starts Date	21.03.2018
Bid Submission End Date	12.04.2018, 03.00 P.M.
Bid Opening Date	13.04.2018, 03.00 P.M.



UNIVERSITY OF DELHI
DELHI-110007
PHONE NO.011-27662451, 011-27666794, 011-27001179

Terms and Conditions of the Tender

1. Eligibility Criteria

- The award of the contract would be for two year, extendable by one more year, or such other period as decided by the University, based on the review of the performance of the cafeteria services.
- Bidder should have at least 3 financial years satisfactory experience of providing catering/cafeteria service in hotels/guest houses of repute, training or educational institutes/PSUs/Central/state government. Documentary evidence to be submitted.
- Bidder should have handled works of aggregate billing of Rs.8 Lakhs per annum (each year) for the last 03 (Three) financial years i.e. 2014-2015, 2015-2016, 2016-2017 (Proof to be enclosed).
- Bidder should not have defaulted on any bank/financial institute loans in the past. There should not be any statutory dues and undisputed liability.
- Bidder must have at least one supervisory staff, in addition to the requisite number of subordinate staff, efficient in managing the provision of cafeteria service at the University of Delhi, North Campus.
- The bidders should have the licence under Food Safety and Standard Act. 2006 (FSSAI) and applicable rules.
- The bidder should not be blacklisted by any government agency/autonomous body/PSU or any private company and certificate in this regard is to be furnished alongwith the tender document failing which the bidder is liable to be disqualified.
- The bidders are mandated to disclose all the civil and criminal cases pending against the company and/or their Directors/owners/partners including any FIRs, Police/Vigilance Complaints etc. pending against them. Non-disclosure of it would make the bidder liable to be disqualified.
- If such mandatory disclosure has not been done by the successful tenderer, the contract would be terminated at the option of the University of Delhi, the security deposit shall be forfeited to the extent deemed fit by the University.

2. Two Bid System

If, the tender not uploaded in the prescribed format(s) or incomplete in detail is liable for rejection. The University of Delhi is not responsible for non-uploading the same within the specified date and time due to any reason.

The technical offer should be complete in all respects and contain all information asked for, **except prices**. The technical offer should include all component asked for in Annexure-IV. The suggested format for uploading of technical offer is as follows:

- Index
- Covering letter as per Annexure-I
- EMD (Earnest Money Deposit) of Rs. 1,00,000/- in the form of Demand draft /Pay Order/Fixed Deposit Receipt (FDR)/ Bank Guarantee in favour of Registrar, University of Delhi, Payable at Delhi valid for a period of six months.
- The Company profile as per Annexure-II
 - Experience/Details of operation at present in the last 3 financial years as per Annexure-III
- Technical Offer with specifications as given in Annexure-IV complete with all the columns filled in. This table should not contain any price information.
- Technical Documentation, if any.
- The Commercial bid should give all relevant price information as per Annexure-V. The Bid form must be filled in completely, without any errors or alterations. The Commercial bid must not contradict the technical offer in any way.
- In the Commercial bid, L-1 would be decided on the basis of the bidder quoting the lowest rates in the maximum number of items listed under Item-1 in the Annexure-V. For other items under Item nos.2-4 in the Annexure-V, rates would be negotiable (if required) only with the L-1 bidder.

3. Documentation

The bidder shall furnish, as part of its tender offer, documents establishing the bidder's eligibility to participate in the tender and its qualifications to perform the Contract. The documentary evidence of the vendor's qualifications to perform the Contract, shall establish to University of Delhi's satisfaction that the vendor is eligible as per the criteria outlined in the Eligibility Criteria at para 1 above.

4. Earnest Money Deposit

Bidder must submit Earnest Money Deposit (EMD) for Rs.1,00,000/- (Rupees One Lac only) in form of Demand draft /Pay Order/Fixed Deposit Receipt (FDR)/ Bank Guarantee in favour of the Registrar, University of Delhi.

5. Performance Security

The bidder who is awarded the contract must submit a Performance Security deposit of Rs.2,00,000/-(Rs.Two Lac only) in the form of Bank Guarantee in favour of the Registrar, University of Delhi for a period extending 3 months from that of the initial tender period, i.e., 2 Years, 3 Months.

The Earnest Money Deposit would be returned to the successful bidder only after he submits the Performance Security Deposit.

6. Costs

The offer should include the following:

- Cost of the menu items or other quoted items, if any, should be inclusive of all taxes and statutory levies.

7. Preliminary Scrutiny

University of Delhi will scrutinize offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The University of Delhi may, at its discretion, waive off any minor non-conformity or any minor irregularity in an offer. This shall be binding on all vendors and University of Delhi reserves the right for such waivers.

8. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, University of Delhi may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. If deemed necessary, the bidder(s) may be required to give presentation on the proposed offer.

9. Shortlisting of Bidders

University of Delhi will shortlist technically qualified bidders, and the commercial offers of only those bidders will be opened. After opening Commercial bid of the technically qualified tenders, if there is a discrepancy between word and figures, the amount indicated in words will prevail.

10. Cancellation of Contract

University of Delhi reserves the right to cancel the contract/ tender process without assigning any reason.

However, some of the grounds on which contract can be cancelled are detailed below. (This list is only illustrative and not exhaustive).

- Serious discrepancy in the provision of the required services by the

contractor.

- Breach by the tenderers of any of the terms and conditions of the tender.
- Any action by the bidder which is in breach of law or accepted practices in the commercial transactions.
- If the Vendor goes into liquidation voluntarily or otherwise.
- Any attempt to influence the decision of the University officials through direct/indirect methods/means.

11. Resolution of Disputes

University of Delhi and the vendor shall make every effort to resolve amicably, by direct informal negotiations, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, University of Delhi and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration. The Vice Chancellor, University of Delhi, shall appoint a sole Arbitrator for the dispute who will not be related to the contract and whose decision shall be final and binding.

12. License

The Contractor should provide valid License for running Canteen.

The Canteen Contractor will not be allowed to provide their services for Private Parties/functions etc.

13. Jurisdiction

The jurisdiction of the courts shall be Delhi.

14. Income Tax may be deducted at source as per rules.

Catering Agreement

1. The contractor shall provide, inter-alia, the following services in the Campus cafeteria on an on-going basis:-
2. To provide cafeteria services at Mathematical Science Building, North Campus, University of Delhi for the benefit of University's students, faculty members and administrative staff.
3. The cleanliness and deodorance of the working and cafeteria area including its surroundings will be the responsibility of the contractor. The contractor will also ensure that the manpower engaged will maintain requisite standards of personal hygiene. All the cafeteria staff including the stewards/bearers will wear distinct uniform. All the staff employed by the contractor will be required to provide medical fitness certificate from time to time.
4. Rate List will be displayed prominently on the notice board of the cafeteria and Menu items would be provided as per the displayed rate list. The University would constantly monitor quality and price of the items provided.
5. Contractor shall ensure to arrange the cooking fuel, utensils (both cooking & serving), and other materials required for serving. The contractor shall also arrange for standard/better quality cutlery.
6. Contractor shall equip the kitchen with cooking stoves, refrigerators, insect repellants and other gadgets required for smooth provision of services in the cafeteria.
7. The contractor shall provide cooking raw materials as per the standard trademarks.
8. It will be the responsibility of the contractor for removal and proper disposal of waste material, garbage etc. from the Cafeteria.
9. The contractor will use only the commercial cylinder for cooking materials/food.
10. The contractor shall keep adequate store of cooking materials/food ingredients of acceptable standard at least for one fortnight and he shall procure seasonal vegetables & fruit on daily basis.
11. The contractor would also be required to make arrangements for organizing special lunch/dinner/high tea etc. for occasions such as seminars/symposium/conferences/related activities organized by different departments of the University of Delhi, North Campus, whenever required.
12. No Tabaco and alcoholic product will be produced/sold in the canteen premises.
13. The University of Delhi right to surprise visit of the cafeteria premises at any time deemed fit, the tenderer shall have the maintain good hygienic conditions, if found unhygienic conditions the University of Delhi shall be terminated the contract at any time.

14. License fee shall be payable for 17.16sqm. which works out to Rs.10039/- pm. The calculation is based on Govt. guidelines and would vary as per the guidelines received in this connection from time to time.
15. The electricity consumption charges as per actual consumption would be payable by the Canteen Contractor.
16. The water consumption charges shall be payable on actual by the Canteen Contractor.
17. The licensee shall have no right to sub-let, assign or authorize any other person to run the canteen.
18. The contractor or any of his employees will not reside in the campus at night.
19. The contractor shall ensure payment of Minimum wages & compliance of relevant labour laws including to provision of adequate rest & working hour's norms etc. to all his employees.
20. The conduct/characters/antecedents and proper bona fides of the workers in the Cafeteria shall be the sole responsibility of the contractor. However, the contractor should provide the necessary details of all its employees to the University. All employees must be police verified.
21. The contractor will have to submit the license/permission from the Food Department of the NDMC for working catering services in this area. Further, the contractor will also be responsible to obtain necessary approvals required for running a cafeteria from other statutory bodies and produce the same on demand of University.
22. The Licensee shall ensure proper hygiene in and around the premises.
23. The Licensee shall pay a performance security deposit of Rs.2,00,000/- (Rupees two lakh only) which shall remain deposited with the Licensor for the whole period of the Term of this license.
24. The security deposit is liable to be forfeited if the successful bidder unilaterally withdraws amends, impairs or derogates from terms and conditions in any respect during its currency.

Annexure-I

(Letter to the University on the vendor's letterhead)

The Registrar
University of Delhi
Delhi-110007

Dear Sir,

Sub: Your tender for provision of cafeteria services at Mathematical Science Building, North Campus, University of Delhi.

With reference to the above tender, having examined and understood the instructions, terms and conditions forming part of the tender, we hereby enclose our offer for the provision of cafeteria services at Mathematical Science Building, North Campus, University of Delhi as detailed in your above referred tender.

We undertake that we have never been black listed by any agency.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred letter and enclosures. We also understand that the University is not bound to accept the offer either in part or in full and that the University has a right to reject the offer in full or in part without assigning any reasons whatsoever.

We enclose the requisite Earnest Money Deposit of ` _____ in the form of A/c Payee Demand Draft in favour of "Registrar, University of Delhi", drawn on Bank _____, DD No. _____, Dated: _____.

Yours faithfully,

Authorized Signatories
(Name and Designation,
seal of the firm)

Date:

Annexure-II**Company Profile**

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S.No.	Item	Details
1.	Name of Firm/Contractor	
2.	Owner/Partner	
3.	Mailing Address	
4.	Telephone and Fax numbers	
5.	Year of Commencement of Business	
6.	Name and designation of the person authorized to make commitments to the University	
7.	Contact details of the person authorized to make commitments to the University	
8-a	Aggregate billing in 2014-15	
8-b	Aggregate billing in 2015-16	
8-c	Aggregate billing in 2016-17	
9.	PAN No.	
10.	Manpower details	
11.	Details of registration of appropriate Labour Commissioner	
12.	Registration Number of GST	

Signature
(Name and Designation)

Date:

Annexure-III

Experience/Details of operation at present and in the last 3 financial years

Name of the Firm/Contractor _____

S.No.	Name of the Client	Period of contract	Clients contact Details (including name, email phone and fax no. and address)	Value of the Contract (in terms of billing per annum)	Remarks
1.					
2.					
3.					

Signature
(Name and Designation)

Date:

Technical Bid

The contractor willing to participate in the bid may visit UNIVERSITY OF DELHI, NORTH CAMPUS cafeteria for perusing our requirements and furnish a conceptual plan of the strategy in providing the services which may inter-alia include scope of the work, requirements of manpower etc. **This is a technical evaluation and should not include the financial quote (rates).**

Item No.1: Conceptual plan for provision of Cafeteria services:

Name of the Vendor: -

Subject	Your conceptual Plan
Scope of work	
Manpower proposed to be deputed	
Any other details/plan	

Item No.2: The menu items expected to be provided in the cafeteria
(Give details like wt /vol. of items in your offer)

Sl.No.	Items	Unit of measure	Your offer (Rates not be quoted here)
1	Tea	Per cup (125 ml.)	
2	Coffee	Per cup (100 ml.)	
3	Samosa	Per piece (100 gm.)	
4	Burger	Per piece (150 gm.)	
5	Sandwich	4 pcs per plate (175 gm.)	
6	Bread Pakora	2 pcs per plate (200 gm.)	
7	Masala Dosa	Per piece (375 gm.)	
8	Plain Dosa	Per piece (375 gm.)	
9	Onion Utthapam	Per piece (375 gm.)	
10	Idli	Two Pcs per plate (300 ml.)	
11	Sambhar Vada	Two Pcs per plate (375 gm.)	
12	Allu Tikki	Two Pcs per plate	
13	Kulche Chhole	Three Pcs per plate (375 gm.)	
14	Chhole Bhature	Two Pcs per plate (375 gm.)	
15	Rajma/Chhole Rice	Per plate (375 gm.)	
16	Puri Allu	6 pcs per plate (375 gm.)	
17	Veg. Patties	Per pc (250 gm.)	
18	Chowmin	Per plate (300 gm.)	
19	Cheese Patties	Per pc (375 gm.)	
20	Gulab Jamun	Two pcs per plate (150 gm.)	
21	Rasa Gulla	Two pcs per plate (150 gm.)	
22	Lassi	Per glass (200 ml.)	
23	Pineapple pastry	Per piece (75 gm.)	
24	Pao Bhaji	Per plate (250 gm.)	
25	Bread Omlet	Two eggs, Two slice per plate	

26	Soft drinks (non-aerated)	As per standard volume	
27	Jalebi	1 Plate of 100 gm.	
28	Gajar Ka Halwa	1 Plate 100 gm.	
29	Butter Toast	Butter 25gm., Two Slice	
30	Veg. Sandwich	175 gm.	
31	Dhokla	Two Pc. Per plate (150 gm.)	
32	Lunch (Thali)	Puri/Chapati, Rice, Dal,	

Any other additional items the bidder wishes to add

Item No.3: Provision of providing milk/juice parlour in cafeteria at Students' Activity Centre, University of Delhi.

Sl.No.	Type of Units	Items to be provided	Your offer (Rates not be quoted here)
1	Milk Parlour (for providing products of brands like Mother Dairy, Nestle, Amul)	Butter Milk, Lassi, Curd, Ice-creams, creams, Flavoured Milk	
2	Juice Parlour (For providing Package/ Fresh items)	Fruit juices, Shakes	

Any other additional items the bidder wisher to add

Item No.4: Special Lunch/Dinner (Kindly give details of dishes you would provide in each category)

Sl.No.	Category	Essential list	Your offer / Additional offer (Rates not be quoted here)
1	Economy	Puri/Chapati, Rice/Pulao, Dal Makhani/Chhole, one seasonal vegetable, Bundi Raita/ Vegetable Raita, Salad, Pickle	
2	Executive	Puri/Chapati/Nan, Veg. Pulao/Jeera Rice/Peas Pulao / any other Pulao, Dal Makhani/Chhole, one seasonal vegetable, Paneer/ Mushroom Vegetable, Pineapple Raita/Dahi Vada, Papad, Pickle, Salad, Sweet/Ice Cream.	
3	Deluxe	Starters/Soups, Puri/Butter Nan/ Missi roti, Veg. Pulao/Jeera Rice/Peas Pulao /any other Pulao, Dal Makhani/Chhole, Two seasonal vegetable, Paneer/Mushroom Vegetable, Pineapple Raita/Dahi Vada, Papad, Pickle, Salad, Sweet/ Ice Cream, Tea/Coffee & Soft drink / juices.	

Any other additional items the bidder wisher to add

Item No.5: High Tea (Kindly give details of items you would provide)

Sl.No.	Item as per our requirement	Your Offer (Rates not be quoted here)
1	Tea/Coffee & Cold drinks Two items of snacks, Two items of sweet/Pastry, Biscuits/Cakes.	

Any other item the bidder wants to include.

Date:

Signature (Name and Designation)

Commercial Bid

Item No.1: The rate of menu items expected to be provided in the cafeteria, for the benefit of students, faculty and administrative staff.

Sl.No.	Items	Unit of measure	Quoted Price (including all taxes)
1	Tea	Per cup (125 ml.)	
2	Coffee	Per cup (100 ml.)	
3	Samosa	Per piece (100 gm.)	
4	Burger	Per piece (150 gm.)	
5	Sandwich	4 pcs per plate (175 gm.)	
6	Bread Pakora	2 pcs per plate (200 gm.)	
7	Masala Dosa	Per piece (375 gm.)	
8	Plain Dosa	Per piece (375 gm.)	
9	Onion Utthapam	Per piece (375 gm.)	
10	Idli	Two Pcs per plate (300 ml.)	
11	Sambhar Vada	Two Pcs per plate (375 gm.)	
12	Allu Tikki	Two Pcs per plate	
13	Kulche Chhole	Three Pcs per plate (375	
14	Chhole Bhature	Two Pcs per plate (375 gm.)	
15	Rajma/Chhole Rice	Per plate (375 gm.)	
16	Puri Allu	6 pcs per plate (375 gm.)	
17	Veg. Patties	Per pc (250 gm.)	
18	Chowmin	Per plate (300 gm.)	
19	Cheese Patties	Per pc (375 gm.)	
20	Gulab Jamun	Two pcs per plate (150 gm.)	
21	Rasa Gulla	Two pcs per plate (150 gm.)	
22	Lassi	Per glass (200 ml.)	
23	Pineapple pastry	Per piece (75 gm.)	
24	Pao Bhaji	Per plate (250 gm.)	
25	Bread Omlet	Two eggs, Two slice per plate (slice	
26	Soft drinks(non-aerated)	As per standard volume	
27	Jalebi	1 Plate of 100 gm.	
28	Gajar Ka Halwa	1 Plate 100 gm.	
29	Butter Toast	Butter 25gm., Two Slice (Slice should	
30	Veg Sandwich	175 gm.	
31	Dhokla	Two Pc. Per Llate (150 gm.)	
32	Lunch (Thali)	Puri/Chapati, Rice, Dal, One subji,	

Any other additional items the bidder wisher to add

Item No.2: Provision of milk/juice parlour in cafeteria of Students Activity
Centre, North Campus

(The products should be branded at stated below and should be either available at MRP or discounted price.)

Sl.No.	Type of Units	Quoted Price (Including all taxes)
1	Milk Parlour (for providing products of brands like Mother Dairy, Nestle, Amul)	
2	Juice Parlour (For providing Package/Fresh items)	

Any other additional items the bidder wisher to add

Item No.3: Special Lunch/Dinner

Sl.No.	Category	Quoted Price per plate (Including all taxes)
1	Economy	
2	Executive	
3	Deluxe	

Item No.4: High Tea: @ (quoted price) per person

Date:

Signature (Name and Designation)