



INDIRA GANDHI NATIONAL TRIBAL UNIVERSITY

(A Central University Established by an act of Parliament)
Amarkantak- 484 886 (M.P.)

EXPRESSION OF INTEREST

PROVIDING FOOD AS PER SPECIFIED CUISINES
IN IGNTU FOOD COURT



EOI No.: IGNTU/FC/EOI/2017/118

Dated: 13.02.2017

EXPRESSION OF INTEREST

| S. no. | Description | Dates / Remarks |
|--------|--|--|
| 01 | Name of Work | Providing Food as per specified cuisines in IGNTU Food Court. |
| 02 | Duration | Two years from the date of Agreement |
| 03 | Tender Cost | Rs. 5,000/- (Five Thousand Rupees) |
| 04 | Earnest Money Deposit | Rs. 15,000/- (Fifteen Thousand Rupees) |
| 05 | Last Date of Submission | 06.03.2017 before 03:00 PM |
| 06 | Address for Speed Post / Registered Post | Indira Gandhi National Tribal University, Amarkantak, M.P. 484 887 |
| 07 | Opening of Technical Bids | 06.03.2017 at 03:30 PM At Administrative Building, Indira Gandhi National Tribal University, Amarkantak |
| 08 | Opening of Financial Bids / Rates Proposal | The date and time will be intimated to the technically qualified agency through Email / Speed Post |

Note:

Tender Cost to be deposited online NEFT/RTGS to bank account details as mentioned in "Annexure A".

EMD Cost to be deposited online NEFT/RTGS to bank account details as mentioned in "Annexure A" Or To be submitted in form of Bank Guarantee in the favor of Registrar; Indira Gandhi National Tribal University (IGNTU); Amarkantak; M.P.

For any queries please contact through Email: igntu.engineering@gmail.com

Sign & Seal of the Bidder



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1. Scope of Work:

The Vendor will provide the food items under the Cuisine as specified in Annexure-D at the rates quoted by him throughout the validity of the Contract. IGNTU will license the operating area for the vendor in the Food Court on charges listed below. The Vendor will operate from 07:00 AM to 10:00 PM on all days.

2. Charges for services (subject to revision)

a. License Fee

The License Fee payable will be @ Rs 2.00/- per sq.ft. per month for the operating area allotted to the Vendor. The license fee would be incremented to 10% annually.

b. Water Charges

Water will be charged as per meter, based upon the prevailing charges of IGNTU.

Vendor may purchase the purified drinking water which is supplied through 20 ltr. water cans (@ 0.50 Paise per Liter) from water treatment plant at chargeable basis.

Vendor has to make his own arrangement for the transportation of the cans from the water treatment plant

Vendor has to pay necessary security deposit as per the prevailing charges of the university as security deposit for using the cans and dispensers.

Or else vendor can establish his own RO water purifier at his own cost.

c. Electricity charges

Usage of electricity for the licensed area will be charged as per meter at the prevailing rates of IGNTU.

d. Waste disposal

Vendor shall take necessary steps for waste disposal. Vendor shall make sure that the proper waste management system is followed (Dry waste and Wet Waste). The waste shall be disposed off at the relevant locations as specified by the IGNTU.

e. Medical examination

Every employee engaged / under the Vendor shall be required to undergo thorough medical investigation and submit an medical fitness certificate before the start of the work. The same shall be renewed periodically every 6 months and submitted to the concerned officer.

f. Police Verification: The vendor has to make necessary police verification of all the employees employed by the vendor for IGNTU food court.



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g. Security Deposit: The Vendor will pay Rs. 1,00,000/- (one lakh) as Security Deposit before signing the Agreement. No interest will be payable on the Security Deposit and the amount will be refunded on successful completion of the Contract.

3. Eligibility Criteria: A strong proposal for Food & Catering Services, containing full details of relevant:

- I. available expertise,
- II. past work,
- III. financial resources and capabilities for running the business,
- IV. formal business relationships and networks across the value chain,
- V. letters of reference,
- VI. Food License.

Commercial / professional certifications and or endorsements, including service quality and other business certifications.

4. Instruction to bidders

I. Eligibility to participate in the tender: This is an open tender process.

II. Two-bid System:

- The offers/bids should be submitted under the two-bid system, i.e., Technical bid and Price bid. The following documents are required to be submitted in response to the tender notice.
- Technical Bid should consist of all the details as specified along with commercial terms and conditions. There should be no cost indication whatsoever in the Technical Bid.
- Envelope 1 should contain covering letter and the EMD for Rs.15,000/- (Rupees Fifteen Thousand only) online transfer details to be enclosed. This envelope should be super-scribed as "EMD".
- Envelope 2 should contain signed tender document along with all supporting documents and Annexures. This envelope shall be super-scribed as "Tender Annexures".
- Envelope 3 should contain Annexure-D (Price Bid) indicating the details of the rate for each item the vendors are willing to quote and operate with for the entire tender period. This envelope should be sealed and super-scribed as "Price Bid".
- All the above three envelopes, namely, Envelopes 1, 2 and 3, must be placed in a larger envelope, sealed and submitted on or before the due date and time. The larger outer envelope shall be super-scribed as "Providing Food as per specified cuisines in IGNTU Food Court."



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III. Earnest Money Deposit (EMD):

Any tender without the EMD transfer details will be considered as NON-RESPONSIVE and SUMMARILY REJECTED (details of online transfer to be enclosed). No interest will be paid on the EMD. The EMD shall be converted as security deposit of the successful bidder(s). The EMD will be returned to the unsuccessful bidder(s).

IV. Authority to Sign:

- All documents must be duly signed by the authorized signatory of the tenderer. If an individual or a proprietor of a firm is a signatory, he/she must sign above the full typewritten name and current address.
- In the case of a partnership firm, all the Partners of the firm or a Partner holding Power of Attorney for the firm (a certified copy of the Power of Attorney must accompany the Documents) must sign. In both cases, a certified copy of the Partnership Deed and current address of all the partners of the firm must be furnished.
- In the case of a limited Company or a Corporation, the Documents shall be signed by a duly authorized person holding Power of Attorney for signing the Documents, accompanied by copies of the Power of Attorney and the Memorandum of Articles of Association duly attested by a Notary Public.

5. Evaluation of the Bidders

Final selection of the vendor shall be based on a weighted criteria scoring system to be derived from the submitted tender documents and inspection reports. Various factors, namely, a) taste of food, b) food variety, c) quality, d) quantity, e) reliability of service, f) hygiene aspects and g) Experience apart from the quoted cost, shall be considered during the finalization process. If the Tender Committee arrives at a decision that the prices quoted by any tenderer are too low with reference to the quality and quantity specified by the Tender Committee, the respective tenders are likely to be rejected from further consideration. The Tender Committee decision will be final and binding in this matter.



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Shop Evaluation Form and Instruction Sheet

Date: Shop (Name & No.):

Shop Evaluation Form

Evaluation scale:

1: Worst; 2: Must Improve; 3: OK; 4: Good; 5: Best

| No. | Performance Parameter (weightage) | Rating | | | | | Net Score |
|--------------------------|--|--------|---|---|---|---|-----------|
| | | 1 | 2 | 3 | 4 | 5 | |
| 1. | Availability of items/service (3) | | | | | | |
| 2. | Speed of service (3) | | | | | | |
| 3. | Quality of service (2) | | | | | | |
| 4. | Availability of skilled workforce (2) | | | | | | |
| 5. | Courteousness/Hospitality of the staff (2) | | | | | | |
| 6. | Minimum infrastructure availability (2) | | | | | | |
| 7. | Adherence to operational timings (2) | | | | | | |
| 8. | Shop Cleanliness (2) | | | | | | |
| 9. | Experience (2) | | | | | | |
| Net Weighted Score / 100 | | | | | | | |



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6. Contract Agreement Term & Conditions:

- 6.1 Operating area is 3,000 Sq.ft. (approx) along with metered water and electricity supply will be licensed to the Vendor. The vendor has to arrange for all equipments within the licensed area. The licensed area has to be returned without damage after the contract terminates. Cost for repairing damages, if any, will be recovered from the security deposit.
- 6.2 Packaged Food Products should not be sold more than MRP rate, the vendor shall get the packaged products approved and relevant approval to be sort from the Food Committee before selling of the products.
- 6.3 Operating Hours: 07:00 AM – 10:00 PM on all days. The working hours may be restricted by prior agreement on holidays. On special days where there is high demand, the working hours may be extended beyond 10:00 PM as well, by prior agreement.
- 6.4 Type of service: Self-service with customers picking up the items from the counter (for Ground floor) and Waiter Supplying the food onto the tables (for 1st floor). Vendor must have a unique colour/logo on the plates/cutlery.
- 6.5 IGNTU shall provide the following:
 - 6.5.1 Water for cooking, washing and cleaning at prevailing rates on the basis of metered consumption.
 - 6.5.2 Basic furniture's (tables and chairs)
 - 6.5.3 Electricity for the exclusive purpose of running the kitchen at prevailing rates chargeable to commercial establishments.
 - 6.5.4 Treated drinking water from our water purification plant on chargeable basis.
 - 6.5.5 Every effort must be exercised by the vendor to minimize electricity and water usage.
 - 6.5.6 Procurement of the following items is the responsibility of the vendor with the approval of the Food Court Monitoring Committee:
 - a) First quality vegetables, fruits, provisions, dairy products, protein/meat etc.,
 - b) The vendor has to make their own arrangements for procuring utensils, tools, equipments etc., to run the system efficiently.
 - c) The vendor shall use only branded raw materials and best quality resources for preparing food. Vendors should not use any artificial color, preservatives and other harmful chemical additives (say, for example, mono-sodium glutamate) in any of the dishes or even store them in the mess premises.
- 6.6 Following shall be the responsibilities of the vendor regarding hygiene and sanitation:
 - 6.6.1 Hygiene and sanitation standards should strictly comply with FSSAI regulations and/or prevalent norms. Compliance to the hygiene standards will be checked periodically. Non-compliance to hygiene standards will be sufficient reason to terminate the contract.
 - 6.6.2 cleaning and washing of utensils used for preparing food



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- 6.6.3 cleaning and maintenance of kitchen equipment
- 6.6.4 keeping the space provided neat, clean and hygienic
- 6.6.5 pest control measures within the space provided to the vendor as per norms
- 6.7 Vendor's performance will be monitored on a regular basis through the Food Court Monitoring Committee. Meetings of the Food Court Monitoring Committee as and when called for should be attended by the vendors. All recommendations made by the Food Court Monitoring Committee shall be notified to the vendor which should be strictly complied with. Non-compliance with menu and serving unhygienic food can result in instant monetary fine/termination of contract.
- 6.8 The rates quoted will be applicable for agreement period from the start of operations. Rates will be revised only if there is an undue increase in the cost of any input after getting necessary recommendations of Food Monitoring Committee.
- 6.9 Termination of Contract On expiry/termination of the license, the Contractor/Service Provider must vacate the licensed premises promptly. All fixtures, furniture, etc., which are properties of IGNTU, Amarkantak (M.P) should be returned back.
- 6.10 Extension of Contract: Subject to satisfactory performance and recommendations of food monitoring committee, the contract may be extended for a period of 01 (one) year as per requirement of the University at the same rate, terms & conditions.
- 6.11 Tender / Tender process may be cancelled at moment of time as per the decision of the Tender Committee as per Annexure B.
- 6.12 Subletting of works to any other agency / firm / vendor shall not be allowed / permitted. If the vendor sublets the works then the agreement / contract shall be terminated.
- 6.13 Packaged / readymade food items / products (with valid FSSAI registration) shall only be sold within the MRP rates.
- 6.14 The Food Monitoring Committee and the Competent Authority of the University may extend the scope of work for the selected agency based on their performance, which shall be accessed on first two months. Based on their performances the scope of Guest House Management (along with catering services) and the provision of providing food / catering services in the other canteen locations or ordering food during conferences / meetings / seminars and any other occasions. The selected agency shall provide the food as per the quoted rates / even discounted rates in such occasions.
- 6.15 The Agency participating in the EOI shall visit the University campus and ascertain themselves on the requirements and quote their prices / rates. University shall not encourage any modifications their after in their quoted rates / or on terms and conditions accepted by the agency.

I/We agree to the above terms and conditions specified.



Engagement of PSU for Project Management &
Supervision Services at IGNTU Campus
Amarkantak M.P.

ANNEXURE A

Tender Cost to be deposited online NEFT/RTGS to any one bank account

| S. No. | Account Number | IFSC Code | Name of Bank |
|--------|----------------|-------------|--|
| 01 | 3262189064 | CBIN0284695 | CENTRAL BAK OF INDIA, LALPUR IGNTU |
| 02 | 30429162087 | SBIN0004674 | STATE BANK OF INDIA, AMARKANTAK |



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ANNEXURE B

(On the letter head of the Tenderer)

To,
The Registrar,
IGNTU, Amarkantak,
M.P.

Sir,

ACCEPTANCE OF TENDER CONDITIONS

The tender documents for the work "Providing Food as per specified cuisines in IGNTU Food Court" I/We hereby unconditionally accept the tender conditions and tender documents in its entirety for the above work.

1. I accept that after unconditionally accepting the EOI terms & condition it is not permissible to put any remark(s) or Modify / conditions(s) (except unconditional rebate on price / amount, if any) in the EOI enclosed. In case this provision of the EOI is found violated at any time after opening of the Technical / Price Bid, I / we agree that the EOI shall be summarily rejected, without prejudice to any other right or remedy be at liberty to forfeit the full said earnest money absolutely.
2. The required earnest money for this work is enclosed herewith.
3. If I/we will not fulfill the minimum qualifying criteria of the tender I/we shall not lodge any claim for opening of Price Bid of the tender.

Yours faithfully,

(Signature of the tenderer)
With rubber stamp



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ANNEXURE C GENERAL INFORMATION

| S. No. | Description | Information | |
|--------|--|-------------------|---------------------------------|
| 1 | Name of the Vendor: | | |
| | Complete Address: | | |
| | Phone No. | | E-mail ID: <input type="text"/> |
| 2 | Contact Person / Representative Name and Designation: | | |
| | Phone | Mobile Phone: | |
| 3 | License No: | Registration No.: | |
| | PAN: | TAN: | |
| | ESI: | EPF: | |
| 4 | (Enclose copies of the above) Proof for payment of income tax and service tax (copy of income tax and service tax payments to be enclosed) | | |
| 5 | No. of Food Court Stalls/dining facilities serviced in Educational Institutions (Enclose list of work handled up to 2015-16 and ongoing work, separately with all the relevant documents)(List to be included with name of the institution, duration, number of customers catered, type of service provided) | | |
| 6 | No. of Food Court Stalls/dining facilities serviced in non-academic establishments (Enclosed list of work handled up to 2015-16 and ongoing work separately with all the relevant documents) (List to be enclosed) | | |

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|----|---|---------|---|--|
| 7 | Whether Quality Certification obtained for any of the Food courts/ Dining facilities/Catering services provided (If Yes, copy to be enclosed) | | | |
| 8 | Bidders Solvency (Capital Employed) Rs. (in Lacs) (Solvency certificate for an amount not less than Rs.10Lacs should be enclosed) | | | |
| 9 | Turnover per annum Rs. (in Lacs) Authenticated copy of audited Statement of Accounts for the last years should be enclosed. | | | |
| 10 | No. of Employees: | Regular | Temporary | |
| 11 | Litigations, if any, connected with Catering Work | | Yes/ No (if yes, details to be furnished) | |
| 12 | Any other information in support of the credentials | | Details , if any, to be furnished | |

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ANNEXURE - D

| S. No. | List of Head | List of Sub Head | Specifications | Rate in Figures | Rate in Words |
|--------|-----------------------|--|---|-----------------|---------------|
| 01 | South Indian Pure Veg | Idli with Chutney & Sambar | 2x50gms idli, 2 chutneys 30gms each & 100ml Sambar | | |
| | | Dosa with Chutney & Sambar | 1x100gms dosa, 2 chutneys 30gms each & 100ml Sambar | | |
| | | Masala Dosa | 1x100gms dosa, 2 chutneys 30gms each & 100ml Sambar + 100 gm masala | | |
| | | Vada, Chutney & Sambar | 80gms vada, 2 chutneys 30gms each & 100ml Sambar | | |
| | | Poori with Saag | 5 pooris, 150 gms saag | | |
| | | South Indian Thali | Rice, sambar / dal, Veg Cury (any seasonal) rasam, curd, pickle and appalam (papad) | | |
| | | Bissibellabath | 250 gms | | |
| | | Curd Rice | 250 gms | | |
| 02 | North Indian Pure Veg | Parantha | 150 gm | | |
| | | Chapati | 80 gms | | |
| | | Naan | 150 gms | | |
| | | Chole Baturae | 2x80 gms Batura and 100 gms Chole | | |
| | | Dal fry | 150 gm | | |
| | | Dal Tadka | 150 gm | | |
| | | Paneer Butter Masala | 150 gm | | |
| | | Paneer Kadai | 150 gm | | |
| | | Shai Paneer | 150 gm | | |
| | | Mix Veg Curry (seasonal vegetables eg., Gobi masala / bhindi masala/ payji bhindi) | 150 gm | | |

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|------------------------------------|---------------------------------------|-------------------------------------|--|--|--|
| | | Mushroom Cury | 150 gm | | |
| | | Jeera Rice | 150 gm | | |
| | | Veg Rice | 300 gm | | |
| | | Steamed Rice | 250 gm | | |
| | | North Indian Thali | 100 gms dal, Chapatis 04 nos., 100gms gravy 150 gms pulav, raitha and papad | | |
| | | Boodi Raita | 100 gm | | |
| | | Pineapple Raita | 100 gm | | |
| 03 | North Indian And South Indian Non Veg | Chicken Kadai | 150 gm | | |
| | | Chicken Hyderabad | 150 gm | | |
| | | Chicken Tikka | 150 gms | | |
| | | Chicken Chettinad | 150 gm | | |
| | | Butter Chicken Masala | 100 gms chicken and 50 gms gravy | | |
| | | Chicken Tangadi (Tanddor) | 2 leg pieces | | |
| | | Chicken Tikka (Tandoor) | 8 pieces | | |
| | | Chicken Lollipop | 8 pieces | | |
| | | North Indian Thali | chapathi (2), 100 gms dry subji, 100 gms dal, 100gms nonveg gravy, 150 gms pulav, raitha and papad | | |
| | | Chicken Biryani with Mirch ka salan | 150 gm meat, 200 gm rice | | |
| Mutton Biryani with Mirch ka salan | 150 gm meat, 200 gm rice | | | | |
| Egg Biryani with Mirch ka salan | 2 eggs, 200 gm rice | | | | |
| 04 | Chinese-Veg and Non Veg | Tomato Soup | 200 gm | | |
| | | Hot & Sour Soup | 200 gm | | |
| | | Veg Man-chow | 200 gm | | |
| | | Gobi Manchurian | 150 gms | | |
| | | Chilli Paneer | 150 gms | | |
| | | Veg fried rice / noodles | 250 gms | | |
| | | Chicken Salt and | 75 gms meat, 75 | | |

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|----|--------------------|--|------------------------------|--|--|
| | | Pepper | gm gravy | | |
| | | Chilli Chicken | 75 gms meat, 75 gm gravy | | |
| | | Chicken Manchurian | 75 gms meat and 75 gms gravy | | |
| | | Chicken fried rice | 250 gms | | |
| 05 | Sweets & Snacks | Jilebi | 100 gm | | |
| | | Ras malai | 100 gm | | |
| | | Badam milk | 200 ml | | |
| | | Laddu | 50 gm | | |
| | | Mixture | 50 gm | | |
| | | Dhokla | 150 gm | | |
| | | Bajji/Bonda | 100 gm with chutney | | |
| | | Samosa | 100 gm with chutney | | |
| | | Pav Bhaaji | 100 gms bhaaji + pav | | |
| | | Tea with milk | 150 ml | | |
| | | Filter (south Indian) coffee with milk | 150 ml | | |
| | | Omelette with bread | 2 eggs, 2 slices | | |
| 06 | Fruit Juice | Apple Juice | 250 ml | | |
| | | Pomegranate Juice | 250 ml | | |
| | | Orange Juice | 250 ml | | |
| | | Litchi Juice | 250 ml | | |
| | | Pine Apple | 250 ml | | |
| | | Water melon | 250 ml | | |
| | | All Mix | 250 ml | | |
| 07 | Chats and Savories | Sev Poori | 150 gms | | |
| | | Bhel Poori | 150 gms | | |
| | | Pani Poori | 5 pieces | | |
| | | Aloo Chat | 150 gm | | |
| | | Papdi Chat | 150 gm | | |
| | | Dhai Chat | 150 gm | | |

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