



Tender No. IGNTU/2018/Cafe/1180

**TENDER DOCUMENT  
FOR  
PROVIDING CATERING SERVICE FOR RUNNING  
CAFETERIAS AT IGNTU CAMPUS**

<b>Cost of Tender Document</b>	<b>: Rs. 1000/-</b>
<b>Last Date for submission of Tender</b>	<b>: 04.12.2018 upto 6.00 PM</b>
<b>Date &amp; Time for opening of Tender</b>	<b>: 05.12.2018 at 03:30 PM</b>
<b>Address for submitting Tender</b>	<b>: Registrar IGNTU, Amarkantak (M.P.)</b>
<b>Tender submitted for the Cafeteria</b>	<b>: ..... at IGNTU, lalpur. Amarkantak (M.P)</b>

A pre-bid meeting will be held on 13.11.2018 at 3.30 p.m. at conference Hall No. 2, Administrative Building, IGNTU, Amarkantak (M.P.) 484887, wherein the prospective bidders can seek clarification, if any.

**Separate tender document shall be submitted for individual cafeteria along with required EMD and tender cost.**

**Registrar  
Indira Gandhi National Tribal University  
Lalpur, Amarkantak, Distt- Anuppur (M.P.) 484887  
Website:**

**INDIRA GANDHI NATIONAL TRIBAL UNIVERSITY**

**INSTRUCTIONS TO BIDDERS:**

1. Sealed tenders (Two Bid System) are invited for providing **Catering Services** from reputed firms with adequate capacity, experience and sound financial standing. Interested eligible bidders may download the Tender Document from the University website: [www.igntu.ac.in](http://www.igntu.ac.in) on payment of non-refundable fee of Rs. 1000/- through online payment in favour of "Indira Gandhi National Tribal University payable at Canara Bank, Amarkantak Branch (A/C No. 6752101000027, IFSC: CNRB0006752).
2. **This tender is a two bid process. First, Technical Bid and Second, Financial Bid.** The **Technical Bid** shall contain the complete Technical & Commercial details. The **Financial Bid** shall contain the Price Schedule.
3. **The Technical Bid and Financial Bid shall be placed in two separate envelopes duly super-scribed Technical Bid for providing catering Services and Financial Bid for providing Catering Services respectively.** Each of these two sealed envelopes containing the respective Bids shall carry on the face of it the Tender No., Name and Address of the Tenderer. Further the two sealed envelopes/covers shall be put into an OUTER COVER and sealed. The OUTER COVER shall only indicate the tender No. Name and dates of closing/opening prominently along with the address of University i. e. The Registrar, Indira Gandhi National Tribal University, Lalpur, Amarkantak, Anuppur, MP and shall be **super-scribed "Tender for providing Catering Services at ....."**.
4. The Technical Bid shall be opened in the presence of tenderers or their authorized representatives who may wish to attend the opening of tenders, in Conference Hall No-2, Administrative Block, Indira Gandhi National Tribal University, Amarkantak, MP.
5. The Financial Bids will be opened at a later date for only those bidders whose Technical Bid fulfils the requirements of tender documents as mentioned in the Terms and Conditions of contract and meets all technical details contained in this tender document.
6. The decision of the Competent Authority of the University shall be final and binding on the bidders.
7. The tender duly filled in and complete in all respect, along with all the above mentioned documents duly signed on each and every page thereon should reach the Registrar, Admin Block, Lalpur, Amarkantak, Distt- Anuppur, MP, 484887 on or before **04.12.2018** through **Speed Post/Registered post only.**

This tender document contains 14 pages.

  
02/11/18  
Registrar

**Notice Inviting Tender**

**For running a Cafeteria at University**

On behalf of the Indira Gandhi National Tribal University, Amarkantak (M.P), sealed tenders are invited **through speed /registered post only** from licensed caterers or well established caterers with experience of running hostel, Messes of Educational Institutions, for **running Cafeterias as follows** for approximately **3500 students & employees of the University:**

Sr. No.	Cafeterias	Area
1.	Govind Guru Boys Hostel	648.10 Sq ft.
2.	New Boys Hostel (ABC)	8152.20 Sq ft.
3.	At Transit House	1642.00 Sq ft.
4.	At Education Building	608.05 Sq ft.

The tenderer has to submit their tender for each cafeteria separately with required tender cost and EMD. For details of terms and condition, please refer to the tender documents. The tender documents and terms and conditions can be seen and downloaded from University website [www.igntu.ac.in](http://www.igntu.ac.in).

Registrar

## TENDER FORM

1. Interested tenderers may download the tender documents from the university **website: [www.igntu.ac.in](http://www.igntu.ac.in)** before the last date on payment of non-refundable tender fee of Rs. 1000.00 (Rs One Thousand only) through online payment in favour of “Indira Gandhi National Tribal University, payable at Canara Bank, (A/C No. 6752101000027, IFSC: CNRB0006752).
2. EMD as follows for the cafeteria which shall be kept in the Technical Bid Envelope :

Sr. No.	Cafeterias	Area	EMD
1.	Govind Guru Boys Hostel	648.10 Sq ft.	15000.00
2.	New Boys Hostel	8152.20 Sq ft.	30000.00
3.	At Transit House	1642.00 Sq ft.	15000.00
4.	At Education Building	608.05 Sq ft.	15000.00

3. Tender consists of two bids system-Technical Bid and Financial Bid. Indira Gandhi National Tribal University, Amarkantak (M.P) invites sealed tender from reputed Caterers/ ISO Certified caterers.
4. The tenderer have to attach the proof of three years experience for providing catering services to Government/Public sector Undertaking / Academic institutions/Large Private Sector organization.
5. The menu of the Cafeteria is attached as **Annexure-1** with this tender document. Prior approval of the University Authority is required for change of menu, if any.
6. **IMPORTANT INSTRUCTIONS**

- 1) Read the tender documents carefully before filling.
- 2) Bidder has to submit the tender document with signature on each page with seal.

### **Envelope –I: Technical Bid:**

- a) Profile, with all relevant signed documents as mentioned in Terms and Conditions.
- b) EMD as mentioned above in Indian Rupees in the form of Demand Draft or payment through online in favour of “Indira Gandhi National Tribal University, payable at Canara Bank, (A/C No. 6752101000027, IFSC: CNRB0006752).
- c) Sealed cover with superscription **“TECHNICAL BID FOR RUNNING CAFETERIA AT .....**

### **Envelope –II : Financial Bid:**

- (a) Sealed cover with superscription **“FINANCIAL BID FOR RUNNING CAFETERIA AT .....**

- 3) Above Technical Bid Envelope and Financial Bid Envelope must be placed in a larger sealed Envelope and addressed to Registrar, Indira Gandhi National Tribal University, Lalpur Amarkantak, District Anuppur-484887 (M.P) with superscription on the cover as **“TENDER FOR RUNNING CAFETERIA AT .....**  
**..... Tender No: ..... date..... and should reach on or before the last date.**

- 4) Completed application should be accompanied by Online Payment Receipt (RTGS/NEFT Account No 6752101000027, IFSC: CNRB0006752).for Rs 1000.00 (Rs. one thousand only) drawn in favour of " Indira Gandhi National Tribal University, Amarkantak (M.P) towards the cost of the Tender Documents and tender without the prescribed fee will not be considered.
- 5) Financial Bid will be opened on Names of the parties shortlisted on the basis of technical bid will be informed separately. Only technically qualified bidders may attend the meeting of the opening of Financial Bid on the informed date and time at the said venue. The contract will be awarded on and work must commence from order.
- 6) The bidders can inspect the Cafeterias at IGNTU Campus as mentioned above with prior permission of the Registrar and Warden of the Hostel.

**7. SCOPE OF WORK:**

There are following specified premises for running Cafeterias.

Sr. No.	Cafeterias	Area
1.	Govind Guru Boys Hostel	648.10 Sq ft.
2.	New Boys Hostel	8152.20 Sq ft.
3.	At Transit House	1642.00 Sq ft.
4.	At Education Building	608.05 Sq ft.

To provide cafeteria services for the hostels to the students and other as per the Menu attached as **Annexure-1**. The caterer and his Staff (male/ female) have to work under the guidance of Hostel Warden/ Committee constituted for evaluation/ examination of the running the cafeteria. The caterer will have to work at specified area only. Number of workers should be engaged as required to execute the work.

**8. JOB SPECIFICATIONS:**

- a. To provide cafeteria services at IGNTU Campus as specified above. The number of Scholars/ students & employees will be at an average of 3500 which may vary between 5% to 10%. Cafeterias are not allowed to be closed during summer vacation/winter break.
- b. The preparation of items at Cafeterias should be clean, hygienic and safe conditions as per the menu.
- c. The premises of the Cafeteria and surroundings will be washed with water and will be disinfected once in a month or as and when required.
- d. The garbage collected from the cafeteria will be disposed off every morning in consultation with the Warden/committee. The surroundings shall be kept clean and hygienic.
- e. High quality of hygiene, sanitation and safety will be maintained at Cafeteria. All the surrounding area of the Cafeteria premises should be cleaned and washed daily.
- f. The timing of cafeterias are : **07:00 AM to 08.00 PM**

Any changes in the timings, menu will be determined by the university in consultation with the caterer.

- g. In Cafeteria all the plates, cups, cutleries, water glass , spoons, forks, knives etc. are to be cleaned in soap solution and hot water and dried and kept ready mode. All the vessels used for cooking also should be washed in soap solution and hot water and should be available for use. The cleaning material used/supplied should be of brand quality approved by the University.
- h. Water Coolers and purifier should be cleaned and maintained as per the instructions.
- i. No Kitchen equipment, Commercial cylinder, cooking utensils, crockery, cutlery etc will be provided by the University. If any item is provided by the University, the upkeep of the same will be the sole responsibility of the caterer.
- j. Refilling of commercial cylinders, procurement of good quality provisions and other consumables is the responsibility of the caterer.
- k. The caterer shall, at his cost, maintain adequate stocks at Cafeteria and adhere to the standard of the University.
- l. Without prior permission, no items prepared at Cafeteria will be taken out of the premises of the University.
- m. Major civil and electrical works will be attended by the University. Minor maintenance jobs such as replacement of bulbs, tube lights etc, are the responsibility of the caterer.
- n. Electricity bills as per actual consumption of power shall be paid by the caterer.
- o. Rent will have to be paid by caterer on or before the 07<sup>th</sup> date of every month. The rent of three month shall be deposited by the Caterers in advance to the University towards Security Deposit, which shall be refundable after expiry of the contract/ agreement.
- p. Security of licensed premises, equipment, fittings and fixtures, furniture etc is the caterer.
- q. IGNTU reserves the right to check cleanliness and upkeep of premises and quality of provisions and quality of the items prepared at cafeteria at any time.
- r. The caterer shall attend meeting as and when convened by the University.

## 9. TERMS AND CONDITIONS: (GENERAL)

- i. Tenderer should be a registered and licensed caterer. Appropriate documents/ Certificates issued from appropriate authorities should be enclosed to support this.
- ii. Tenderer should have a minimum three years experience in providing similar type of services. The tenderer should have worked with Government/ Public Sector Undertaking/ Academic institutions / Large Private Sector organizations and a Certificate of Performance should be enclosed duly indicating the period of contract and type of payment received.
- iii. **The tenderer should have to furnish the attested copy of License/ Registrations with appropriate authority: Catering, food outlet, labour license and Licence under Food Safety and Standards Authority of India (fssai).**
- iv. EMD will not carry any interest and the same will be refunded to the unsuccessful tenderer on his written request.
- v. Exemption of EMD amount shall be provided to the eligible tenderers as per GFR-2017.
- vi. **Any tender without EMD/Exemption certificate will not be considered.**  
Only successful venders' EMD will be retained as a part of security deposit and is refundable after termination of the contract without any interest after deduction dues if any, to the University as per GFR-2017.
- vii. The tender document is non-transferable.
- viii. Tender consists of two bid system:  
**Part -A**
  - a) Technical Bid
  - b) Tender Documents
  - c) EMD**Part- B**
  - a) Financial Bid
- ix. Quoted price should be inclusive of all taxes and duties; however Rates of tax/duty should be indicated separately.
- x. The offer should be valid for a period of at least 180 days from the date of the tender opening.
- xi. The Contract will be for a period of **11 months**, which could be extended further period of **01 (Year)**, subject to satisfactory performance on mutual consent.
- xii. The University reserves the right to reject any or all the tenders, wholly or partly without assigning any reason thereof. In all matters pertaining to this tender, the decision of the Registrar, Indira Gandhi National Tribal University, Amarkantak (M.P) shall be final and binding.
- xiii. All tenders and envelope should bear the name and address of the tenderer and all the pages of the tender document must bear the seal and signature with date of the tenderer.
- xiv. Request for any further extension of the above deadline shall not be entertained. Delayed and/or incomplete tenders shall not be considered.

- xv. Tenders will be short-listed based on the information provided in Technical Bid.
- xvi. -
- a. The caterer should adhere to the provision of the labour law, Provident Fund Act, the Minimum wages Act and other such acts which are applicable.
  - b. The caterer should ensure the payment is made to the labours as per minimum wages act **through electronic mode** to the satisfaction of the licensee.
  - c. The caterer shall not employ child labour and upon violation legal action would be taken.
  - d. The Caterer shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify the University against all such liabilities, which are likely to arise out of the agency's failure to fulfill such statutory obligations.
  - e. Engagement of required staff, providing uniforms etc shall be done by the caterer with approval of Hostel Warden/ committee.
- xvii. Where contract terms and conditions, printed or cyclostyled conditions have been offered by the Caterer, the same shall not be accepted by the University, unless a specific written acceptance thereof is obtained.
- xviii. If the Caterer fails to carry out the Jobs as per the terms and conditions agreed upon, he is liable for the forfeiture of Performance Security Deposit in additions to penalty, which shall be upto Rs. 300/- per failure of job/unsatisfactory based on the recommendation of Hostel Warden/committee.
- xix. Non-availability of complaint register on the counter/discouraging student from registering complaints would lead to a fine of Rs 10/- per day on the caterer.
- xx. Three or more complaints of insects and/or foreign object cooked along with food found in any food item would invite a fine of Rs. 500/- on the caterer.
- xxi. Three or more complaints of unclean utensils in a day would lead to a fine of Rs 50/- on the caterer.
- xxii. Any discrepancy (personal hygiene of workers, misbehavior by workers etc.) will lead to fine of Rs 500/- on caterer for every instance.
- xxiii. For any rules stated in the agreement,  
-First violation of the rule implies fine as per the rule.  
-Second and subsequent violations of the same rule within 30 days of previous fine will attract double the initial amount of fine on the caterer.
- xxiv. Absence of proprietor or his representative empowered to take decision from Hostel Warden/Committee meetings on due invitation will attract a fine of Rs.500/- on caterer.
- xxv. As and when Hotel Warden/Committee proposes a fine it will inform the representative of the caterer or mess manager and fine will be imposed with consent of the Higher Authority. Fine will be deposited in University account through bank and copy of the challan/receipt submitted to the office.
- xxvi. Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and decided by the Hostel Warden/Committee.



- xxvii. Severity of hygiene failure shall be assessed and decided by the Hostel Warden/Committee and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/ or summarily termination of the Contract.
- xxviii. No changing/resting room will be provided to the workmen of the caterer in the premises of the University.
- xxix. The university reserves the right to terminate the contact on one month notice, if the performance is not satisfactory. The Caterer can also terminate the contract by giving 3 months notice in advance and clearing all the dues to the university. Before 7 months, if caterer will withdraw the contract, earnest money deposited shall stand forfeited.
- xxx. Sub-letting/Sub-contracting the work is not permissible under any circumstances. If found so, legal action shall be taken.
- xxxi. Successful contractor shall execute an agreement.
- xxxii. The Tender should be complete in all respects.
- xxxiii. The catering contractor has to pay license fee on or before specified date per month.
- xxxiv. The catering contractor will also pay electricity & water charges per month on actual basis. The charges shall be deposited in the University account through electronic mode on monthly basis, failing which penalty of Rs. 1000/- will be taken.
- xxxv. Indira Gandhi National Tribal University, Amarkantak (M.P) reserves the right to check cleanliness, upkeep of premises, quality of provisions, and quality of the food.
- xxxvi. The dining hall will be provided by the University but it will be maintained in good décor and hygienically by the catering contractor.
- xxxvii. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by the University from the agency.
- xxxviii. The bidder shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over when ever required by the University.
- xxxix. All legal disputes shall be subject to jurisdiction of Annupur District/ Hon'ble High court at Jabalpur only.

**10. The Liquidity: -**

- a) In case the Tenderer fails to meet any of the conditions agreed upon, the IGNTU reserve the right to take any action it may deem proper including forfeiture of part or whole of Earnest Money, Security Deposit, and /or any other amount due to Contractor. If the contractor fails or neglects to observe or perform any of his obligations under the Agreement it shall be lawful for the Competent Authority, Indira Gandhi National Tribal University to forfeit either in whole or in part, in his absolute discretion, the Security Deposit furnished by the tenderer and to arrange to make suitable alternate arrangement for the service at the risk and expense of the tenderer after deducting all costs and other expenses that the University may have incurred and all dues and other moneys including all losses and damages which the Indira Gandhi National Tribal University is entitled to recover from the Tenderer.
- b) The Security deposit can be forfeited by the order of the Competent Authority, IGNTU, in the event of any tread, or non-observance of any of the conditions of Contract.

On the expiry of the contract, such portion of the said security as may be considered by the Competent Authority, IGNTU, sufficient to cover an incorrect or excess payment made on the bills of the Contractor, shall be retained by him.

c) Any sum of money due and payable to the Contractor including Security Deposit refundable to him/ them under this Contract may be appropriated by the IGNTU and set off against any claim of IGNTU in respect of any sum of money arising out of under any other Contract(s) made by the Contractor with the IGNTU and for such purpose the IGNTU shall be entitled to sell and / or realize such securities forming the whole or part of any such Security Deposit in any manner whatsoever as the University may think fit.

d) IGNTU reserve the right to cancel the Contract at any time during the currency of the Contract without assigning any reason, whatsoever, if the services provided by the firm are found to be unsatisfactory.

e) Time and promptness are essence of the contract. The time specified for the session shall be strictly adhered to and time in this respect shall be deemed to be the Essence of the Contract. If the time schedule is not adhered to and the job is delayed for reasons other than beyond Contractor control, the Competent Authority, IGNTU shall be entitled at his option either to: Cancel the contract or make alternate arrangement on the cost of the contractor.

**11. Rules pertaining to the daily functioning of the Cafeterias:**

1. Cafeterias timings : **07:00 AM to 08:00 PM**
2. Menu will be strictly followed.(Attached as **Annexure-1**)

**Date**

**SIGNATURE OF THE TENDERER WITH SEAL**

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**TECHNICAL BID**

**(In separate sealed cover super-scribed as "Technical Bid")**

1. Name of the Firm/Organization .....
2. Address .....
3. Telephone No./Mobile No. & Name of the Contract Person.....
4. Fax No.....
5. Email ID.....
6. Do you have an office at Amarkantak or nearby place? .....
- if so, please provide the Address and Telephone No.
7. Month and Year of establishment .....
8. Name of proprietor partners/directors.....
9. No. of years of experience in this field, with references, Certificates etc.....
10. Annual Turnover during the last 3 years 2014-15, 2015-16 & 2016-17 (enclose copies of Audited Financial Statement)duly signed by Chartered Accountant
11. Whether the firm is an Income Tax assessee?.....  
If so please give the details
12. Registration No. of Labour Commissioner .....
13. EPF No.....
14. ESI No.....
15. GST No.....
16. Income Tax Return for the last Three years (2014-15, 2015-16 & 2016-17) (enclosed copy)
17. PAN Number .....
18. Shop License No. for establishment (issued by Nagar Nigam) .....
19. Fassi Registration No. (enclosed copy ) .....

20. List showing no. of engaged Manpower and there Details performing the Job.....

**DETAILS OF PREVIOUS CONTRACTS**

Period of Contract	Name and Address of the Organization with reference letters	Name of the Contact person & Phone No.	Value of Contract and other details	Remarks
From -To				

Give details of current contracts, if any, of similar services being rendered by you and which will be available for inspection by our officials.

Period of Contract	Name and Address of the Organization with reference letters	Name of the Contact person & Phone No.	Value of Contract and other details	Remarks
From -To				

I confirm that I have read the tender document and understood that in case of any of the statement(s) furnished in the bid is found to be false OR any of the terms and conditions of the tender are not complied with the allotment of work is liable to be cancelled and the earnest money deposited shall be forfeited. I agree that the decision of IGNTU in this regard would be final and binding on the bidder.

Date: .....

Place:.....

Signature of the Proprietor or Authorized Representative

Name of the Signatory:.....

Designation: .....

Stamp

**FINANCIAL BID**

**(In separate sealed cover superscripted as "Financial Bid")**

To

The Registrar

Indira Gandhi National Tribal University

Lalpur Amarkantak, District Anuppur-484887 (M.P)

**Sub: Cafeteria Services at IGNTU campus-Reg.**

Name of the Firm/Agency: .....

Sr. No.	Cafeterias	Area of the cafeteria	Minimum fixed Rent @ per month	Quoted rent per month by caterer
1.	Govind Guru Boys Hostel	648.10 Sq ft.	1500.00	
2.	New Boys Hostel	8152.20 Sq ft.	6000.00	
3.	At Transit House	1642.00 Sq ft.	3500.00	
4.	At Education Building	608.05 Sq ft.	1500.00	

**Note: Agency / firm have to submit separate tender document for each cafeteria with required tender cost and EMD.**

We have read all the terms and conditions mentioned in the Tender Documents and agree to the same.

Signature of the Proprietor or Authorized Representative

Date: .....

Name of the Signatory:.....

Place:.....

Designation: .....

Stamp

**CAFETERIA MENU**

<b>S.No.</b>	<b>Items</b>	<b>Quantity</b>	<b>Rate (in Rs.)</b>
1.	Tea	80 ml	05.00
2.	Coffee	80 ml	10.00
3.	Soup (Tomato, Corn, Mix Veg etc.)	200 ml	20.00
4.	Samosa/ Aalubanda/ Bhajibada/ Kachori	1 pc, 50 gm	05.00
5.	Chhole Bhature	2 Bhature	20.00
6.	Pav Bhaji	3pcs	20.00
7.	Idli with Sambhar	2 pcs	10.00
8.	Plain Dosa with Sambhar & Chatni	--	20.00
9.	Masala Dosa with Sambhar & Chatni	--	25.00
10.	Sambhar Vada	1 pc	10.00
11.	Mangodi/Pakodi	100 gm	20.00
12.	Bread Pakoda	1 pc, 80 gm	10.00
13.	Paneer Pakoda	1 pc, 80 gm	10.00
14.	Chilli Paneer	200 gms	35.00
15.	Manchurian	200 gms	25.00
16.	Veg. Biryani	200 gms	25.00
17.	Poori & Sabji	4 poori	15.00
18.	Paratha (Aloo, Methi, Palak, Muli, Gobi, Onion, Paneer) with pickles	1 pc 2 pc	15.00 25.00
19.	Uttapam	1pc	15.00
20.	Poha	100 gms	15.00
21.	Upma	100 gms	10.00
22.	Chaat (Aaloo Tikki/ Samosa/ Kachori)	150 gms	15.00
23.	Veg. Sandwich	2 pc	20.00
24.	Water Bottle	--	Print Rate
25.	Lassi	200 ml	20.00
26.	Curd	200 ml	20.00
27.	Mattha	200 ml	15.00
28.	Juice (Fruits) / Real Juice	200 ml	25.00
29.	Shake (Banana, Mango etc.)	200 ml	25.00
30.	Ice-Cream	--	Print Rate
31.	Gulab Jamun	1 pc	10.00
32.	Jalebi	100 gm	15.00
33.	Milk (Boiled)	250 ml	15.00
34.	Egg (Boiled)	1 pc	06.00
35.	Omelet	2 eggs	15.00
36.	Spring Roll	01	15.00
37.	Gazar ka halwa	01 Kg	300.00

\*Packed items should be sold on the printed price.

**Date**

**SIGNATURE OF THE TENDERER WITH SEAL**