

TENDER NOTICE

F.NO. 15011/78/2017-Jus(AU)
GOVERNMENT OF INDIA
Ministry of Law & Justice
Department of Justice

Jaisalmer House, 26 Mansingh Road,
New Delhi, the 30th May, 2018

NOTICE INVITING TENDER

Sub: Tender Notice for outsourcing the services of canteen in the Department of Justice at Jaisalmer House – Regarding

Department of Justice invites Online Tender under two bid system (Technical and Financial) for outsourcing the services of canteen in the Department of Justice at Jaisalmer House. **Manual bids shall not be accepted**

2. Tender document may be downloaded from department web site www.doi.gov.in and Central Public Procurement Portal (CPPP) site <https://eprocure.gov.in/eprocure/app> as per the schedule given in the following CRITICAL DATE SHEET :-

<u>CRITICAL DATE SHEET</u>	
Published Date	30 May, 2018 (5.00 pm)
Bid Document Download Start Date	30 May, 2018 (5.00 pm)
Bid Submission Start Date	30 May, 2018 (5.00 pm)
Pre Bid Conference	15 Jun, 2018 (3.30 pm)
Bid Submission End Date	21 Jun, 2018 (1.00 pm)
Technical Bid Opening Date	22 Jun, 2018 (3.00 pm)
Financial Bid Opening Date	25 Jun, 2018 (3.00 pm)

3. Department of Justice (DOJ), Jaisalmer House, 26, Mansingh Road, New Delhi invites ONLINE bids under two bid system from reputed firms for outsourcing the services of canteen in the Department of Justice at Jaisalmer House. The firms forwarding their quotations must comply with the terms and conditions mentioned therein. The bids are invited in the performa for filling the rates and other details enclosed with this Tender Notice.

4. The financial bid of only those bidders will be opened whose technical bids qualify. Financial bid will be opened as per the critical date sheet. A list of clients in Government/Public Sectors with contact name and person should also be enclosed with the bids. The Department of Justice reserves all rights to accept or reject any or all quotations without assigning any reason.

5. **Tender Fee & Earnest Money Deposit (EMD):**


(a) Tender Fee : Nil

(b) Tender EMD (Earnest Money Deposit of Rs 20,000.00 (Twenty thousand only) by way of Demand Draft/Banker cheque Payable to DDO (Department of Justice) on any scheduled Bank payable at New Delhi.

6. Bids are invited in two bid system (Technical Bid and Financial Bid separately) from reputed Firms/Agencies/companies located in New Delhi/Delhi, outsourcing the services of canteen in the Department of Justice at Jaisalmer House initially for a period of one year extendable for two more years, on half yearly/yearly basis subject to satisfactory performance of service by the firm.

7. The Contractor should fulfill the following terms and conditions:-

- (i) The firm should be registered with relevant authorities (Certificate of Incorporation, Registration with service tax, PAN No.) : (Attested copies of Registrations to be enclosed)
- (ii) The firm should have annual turnover of more than 1 lakhs for each of the last three years :(Attested copies to be enclosed).
- (iii) The firm should have two years experience of providing canteen services to three or more Government organizations/PSU etc. (Attested copies of satisfactory performance Certificates & work orders to be enclosed).
- (iv) The Earnest Money of Rs.20,000/-(Rupees twenty thousand Only) by Draft/Pay Order/FDR.



(Prem Lata Kaushik)
Under Secretary to the Govt. of India
Tel. No. 23072549

Terms & Conditions of tender

Terms & Conditions for providing canteen services in the premises of
Department of Justice, Jaisalmer House, 26, Mansingh Road, New Delhi.

1. The contractor should preferably be ISO 9001-2008 certified and possess license as per Food Safety and Standards Act, 2006.
2. The contractor should have experience of two years of operating such canteen, catering and food services satisfactorily in at least two establishments of Ministries/departments of Govt. of India/Central Public Sector Undertakings/Nationalized Banks/State Government Departments. Duly signed copy of the experience certificate obtained from above establishments should be enclosed with the bid.
3. The bidder should have a valid catering license issued by the Competent authority. Duly signed copy of catering license should be enclosed with the bid.
4. The Register office or Branch office of the bidder should be located in Delhi/NCR Region.
5. The contract will be awarded initially for a period of one year which may be extended upto three years on half yearly/yearly basis subject to satisfactory performance.
6. The successful bidder would be provided space for the Canteen, electricity and water free of cost.
7. The successful bidder will ensure that raw material used for cooking are of very good quality, safe for human consumption and conform to the standard laid down by the Govt. of India in this regard. In the event of any food poisoning/contamination, the contractor will be held fully responsible and other penal actions under the law.
8. The contractor will ensure proper sanitation/hygienic conditions in the premises and deploy persons free from infectious diseases.
9. The contractor shall be responsible for compliance with the labour laws in respect of the personnel employed by them.
10. The contractor would be responsible for verifying antecedents of the persons deployed by him and a certificate to this effect shall be provided by him to the Department in respect of each staff member.
11. The eatables will be served in neat and clean utensils and the cafeteria staff will be in proper uniform.
12. The contractor is required to provide catering services in Rooms of senior functionaries, Conference Room, Committee Room and decided by senior officers from time to time on credit basis and raise bills to the Administration for payment in subsequent month as per procedure laid down by the Department.
13. Cost of food & beverages must be competitive and reasonable. Prices of some basic items should be as per list enclosed. Any revision in the rates would be subject to approval by the Canteen Committee of the Department.
14. The contractor may also supply those eatable items which are not under the contract in case of any demand. The cost of such items may be fixed on MRP rates.
15. The approved price of the eatables should be prominently displayed at the Counter/Notice Board in Canteen. Tentative list of items to be provided by the contractor are listed at Annexure-I. However the contractor can add items as per demand/consumption, etc.

16. The canteen shall be opened for catering during office hours from Monday to Friday from 9.00 AM to 5.30 PM. The Canteen may also be required to be opened on Saturday and other Holidays and beyond office hours, if considered necessary. However, the Canteen will remain closed on Saturday, Sundays and other Govt. Holidays unless specifically told to open by the Department.
17. A Canteen Management Committee will be nominated by the Department to inspect the functioning of the Canteen with a view to ensure hygienic and satisfactory service. In case repeated failures or lacunae are noticed by the Committee on the part of the contractor, the HoD and/or Chairman of the Canteen Management Committee may impose a fine of upto Rs.1,000/- on each occasion.
18. In case services are found to be unsatisfactory or there is breach of any of the clause of terms and conditions, the contract is liable to be terminated at one month's notice resulting in the forfeiture of Performance Security.
19. The Department will provide only the basic kitchen and related facilities to the service provider. The Contractor will have to utilize their own equipment and utensils including LPG for the canteen services.
20. For premature termination of the agreement, one month notice from the Department's side and three months' notice from Contractor's side shall be required in writing. The Contractor shall vacate the premises, if desired by the Department and shall handover the same to the Department along with all articles as may have been provided. The decision of the Competent Authority in the Department shall be final and will be binding upon the contractor.
21. The contractor shall be responsible for all damages or losses of Department's property and will be liable to make good any such loss or damage excepting those due to reasonable use or wear and tear or such as caused by natural calamity.
22. It shall be the sole responsibility of the contractor to obtain and keep ready necessary license/permissions from various government bodies and/or NDMC for running catering services and produce the same before the concerned authority as and when asked for. An undertaking in this regard has to be given by the Contractor.
23. Department of Justice reserves the right to reject any or all the tenders without assigning any reasons thereof.
24. Liability/responsibility in case of any accident causing injury/death to canteen worker or any of his staff shall be of the caterer. The Department of Justice shall not be responsible in any means in such cases.
25. The caterer shall not employ any worker whose track record is not good. He should not have involved in any crime/offence/police case.
26. The caterer is required to maintain the details of all his employees/workers.
27. The caterer should execute an agreement in the non-judicial stamp incorporating the various terms and condition.
28. In case eatables are sold by the Licensee after the expiry date as mentioned by the manufacturer, a penalty of Rs.500/- will be imposed for each default.
29. The Contractor would be required to use ISI/Agmark/Food grade products.

30. The successful bidder will be the lowest bidder who satisfies all the pre-qualification criteria. Following weightage shall be given for evaluation of Financial Bids:

- (a) Lunch- 40%(averaging of rates of items No. 1 to 4 will be done)
- (b) Snacks-30%(averaging of rates of all items will be done)
- (c) Tea/Coffee - 20% -do-
- (d) Sweets - 10% -do-

31. Storage/consumption of any alcoholic drink/liquor is strictly prohibited. The canteen shall not serve any of such substance/drink in the canteen. Smoking consuming tobacco etc are also prohibited in canteen premises.

PERFORMA FOR FINANCIAL BID**LIST OF ITEMS ALONGWITH RATE**

Sl No.	Items	Weight/Quantity	Rates (in Rs)
<u>LUNCH</u>			
1	Chhole Bhature	200 gms (2 Pc.)	
2	Puri & Sabzi	225 gms (4 Pc.)	
3	Thali Lunch (Rice 100 gms +2 Roti+ Daal +Sabzi+ Raita + Salad)	600 gms	
4	Executive Thali (Rice/Pulao 100 gms + Daal/ Chana / Rajma + 1 special curry/ Paneer + 1Mixed Vegetable + Raita +Salad + 2 Chapati)	750 gms	
5	Buffet Lunch/Dinner (veg) (Soup, Special Paneet vegetable, dal makhani, raita/dahi bhalla, Rice/Pulao, 1 desert, tandoori roti, salad and sprouts and packed drinking water.	-	
6	Sabji	150 gms	
7.	Raita	100 gms	
8	Daal	150gms	
9	Rice with Sabzi or Daal	400 gms	
10	Chapati (Each)	50 gms	
<u>SNACKS</u>			
11	Tea/Coffee with 2 cookies	Tea/Coffee with 2 cookies	
12	Tea/coffee with snacks	1 Paneer Pakoda/veg cutlet + 1 veg. sandwich/dhokla + 1 sweet + wafers + packet water bottle	
13	High Tea	Kaju, cookies, fruit juice, two number snacks, 1 sweet, wafers and pack water bottle (200 ml)	
14	Samosa	50 gms	
15	Paneer Pakora	50 gms	
16	Bread Pakora	50 gms	
17	Vegetable Pakora	50 gms	
18	Mathee	30 gms	
19	Dosa (plain) (with Sambar/ Chutney)	150 gms	

20	Dosa (masala) (with Sambar/Chutney)	200 gms	
21	Vada with sambar/chutney	100 gms	
22	Idly with sambar/chutney	125 gms (1 Pc)	
23	Noodles (Veg)	200 gms	
24	Dhokla	200 gms	
25	Poha	200 gms	
26	Sprouts mix	100 gms	
27	Burfee (Khoya)	50 gms	
28	Ladoo (Besan)	50 gms	
29.	Gula Jamun	50 gms	
30	Rasgulla	50 gms	
31	Gajar Halwaa (Seasonal)	100 gms	
32	Suji Halwa	150 gms	
<u>TEA/COFFEE/CHAACH</u>			
33	Special Tea (Dip)	Per cup	
33	Tea per cup	150 ml	
34	Tea Half set	300 ml	
35	Tea Full set	600 ml	
36	Coffee (Hot/Cold)	150 ml	
37	Chaach	200 ml	
<u>ON MRP.</u>			
38	Cold Drinks (Coca Cola, Pepsi, Maza, Limca etc)	Per pc	
39	Biscuit (Packets)	Per pc	

PERFORMA FOR FINANCIAL BID

Name

Tenderer/Firm.....

Full Address _____

Phone no. _____ Mobile No. _____

Financial Bid

1. I/we accept all the Term & Conditions received with Tender Documents.
2. I/we have submitted technical Bid separately.
3. Our rates for food items are given in enclosed list.

For the period _____ to _____

Signature: _____

Name: _____

Designation: _____

Seal/rubber stamp: _____

N.B

1. Rates should be mentioned both in words and figures.
2. Cutting/over-writing not allowed unless specifically attested by the Tenderer.
3. Financial Bid will be OPENED only if Technical Bid is accepted by the competent Authority.

Name of Tenderer/Firm

Full Address

Phone No. Mobile No.

I/We hereby submit Technical Bid for „Canteen Tender“ along with the following documents:

1. EMD in shape of Pay Order / DD No dated
For Rs. 20,000/- drawn on (name of Bank) In favour of DDO (Justice) payable at New Delhi.
2. Attested copies of different registration nos. issued by the Govt. of NCT of Delhi Central Govt., VAT and Services Tax, MCD etc. as applicable.
3. Attested copies of minimum of 2 years experience as on 31.03.2018 of running Canteen in Govt. Institutions/Departments/Ministries.
4. Turnover: Minimum Annual Turnover of Rs. 3 lac during previous two Financial Years, alongwith copies of Balance Sheet or Trading A/c for 2 years duly verified by Chartered Accountant.
5. Experience: minimum two years as on 31.03.2018 in the name of the firm providing canteen services to two establishments.
6. PAN Card in the name of proprietor or firm.

Signature:

..... Name:

..... Seal:

.....

N.B.

Each documents is also to be signed by the Tenderer in addition to attestation.

TENDER FORM

SL. NO.	ITEM	DETAILS		
1.GENERAL DETAILS				
1	Name& Address of the Bidder			
2	Contact Phone Numbers and e-mail id			
3	Type of Organization / Enterprise			
	(Partnership firms, Pvt.Ltd, and Public Ltd. Firms alone)			
4.	Registration Details	Authority	Reg.No.	Date
5.	PAN / TAN CARD No.			
6.	VAT No.			

II. PROFESSIONAL DETAILS (Provide All supporting documents)				
Sl.No.	Type of Experience	Ministries/ Deptt of GOI / EPSU/ Nationalised Bank/ State Govt. Deptt		Other Establishments
1.	(i) State the type of food supply / catering works carried out in last two years with details regarding daily persons served per day/event, duration etc.			
	(ii) Attach the order copies / certificates from clients for such works			
2.	Total Experience (Year / Months)	Ministries/ Deptt. of GOI / EPSU/ Nationalised Bank/ State Govt. Deptt.		Own / Other Establishments
3.	Total Turn Over in last two year (Rs.) (Attach copies of IT returns)			
4.	Average Turn Over in last two year			
5.	Staff Available	Manager	cook	helpers
6.	Give details of termination of any previous contact if any.			
7.	Give two references where the cafeteria is currently providing such services (with full address and contact numbers)			

Date:

Place:

Signature of the bidder with name & Seal

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If

the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename.

- 6) If the BoQ file is found to be modified by the bidder, the bid will be rejected. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology.
- 8) Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

Mobile Number	(A) 8826246593
---------------	----------------

(B) 0120-4200462,

(C) 0120-4001002

Mail- support-eproc@nic.in