

**GUJARAT BIOTECHNOLOGY UNIVERSITY  
GIFT-CITY, GANDHINAGAR**

**E- Tender**

**Document For providing Catering /Canteen Services**

**E- TENDER NO. GBU/ADMIN/R.CANTEEN/01/2024 Date. 26.11.2024**



**The Registrar**

**Gujarat Biotechnology University**

**Near Gujarat International Finance Tec (GIFT)-City,  
Shahpur Village, Gandhinagar- 382355, Gujarat, India**

## **NOTICE INVITING TENDER (NIT)**

E-Tender No: GBU/ADMIN/R.CANTEEN /01/2024 Date: 26.11.2024

Gujarat Biotechnology University (GBU) intends to enter into contract for providing catering/Canteen services in its premises. The contractor is expected to provide catering/Canteen service to students, faculty, staff, residents and guests of the University.

### 2.0 E - Tender Details:

1	<b>E-Tender No:</b>	GBU/ADMIN/R.CANTEEN /01/2024 Date. 26.11.2024		
2	<b>Name of the work</b>	E-Tender for Canteen Services at GBU		
3	<b>Type of Tender :</b> E -Tender	<b>Cost of Tender Document in Rs</b>	<b>EMD in Rs.</b>	<b>Contract Period</b>
		2500	75,000/-	Initially for a period of one year and renewal yearly basis subject to satisfactory performance and approval of competent authority.
4	<b>Last Date for Submission of E-Tender and Physical Bid documents</b>	10/12/2024 upto 01 : 00 PM 10/12/2024 upto 05:00 PM		
5	<b>Date and time of opening of Technical Bid</b>	11/12/2024 (11 : 30 Hours)		
6	<b>Actual site visit by the Search Committee (Pre-bid Meeting)</b>	The search committee will visit physically premises of the agencies as enlisted and supplied by the bidder in the technical document.		
6	<b>Date and time of opening of Commercial Bid</b>	After due recommendation of search committee		
7	<b>Bid Document</b>	Bid documents can be downloaded from the website: <a href="http://www.gbu.edu.in">www.gbu.edu.in</a> or <a href="https://tender.nprocure.com">https://tender.nprocure.com</a> , <a href="https://gbutender.nprocure.com">https://gbutender.nprocure.com</a>		
8	<b>Place of Submission of bid Documents</b>	The Interested Bidders are directed to submit EMD and technical bid documents at Gujarat Biotechnology University in sealed cover on or before 10/12/2024 (17:30 hrs). The said documents should be courier/speed-post at the mentioned address on or before last date of tender submission. Late receipt bids will be summarized rejected.  <b>Registrar</b> Gujarat Biotechnology University Gujarat International Finance Tec (GIFT)-City, Shahpur Village, Gandhinagar- 382355, Gujarat, India		
9	<b>Eligibility Criteria</b>	The bidder must meet the eligibility criteria indicated in the <b>Technical Bid Evaluation Process</b>		

## Tender Information

Gujarat Biotechnology University intends to enter contract for providing catering/ canteen services in its premises. The contractor is expected to provide catering/canteen service to students, faculty, staff, residents and guests of the University.

**Interested vendors / contractors / firms / individuals with the same kind of objectives and similar kind of the services to reputed educational institutes/Government Sector/similar organizations can submit their bids duly completed in two bid system online mode.**

The technical bid should be placed by the bidder in separate sealed envelopes along with EMD duly super scribed “**contract for providing catering/canteen services**” and addressed to: The Registrar, Gujarat Biotechnology University near Gujarat International Finance Tec (GIFT)-City, Shahpur Village, Gandhinagar- 382355, Gujarat, India.

**Technical Bid shall contain duly sealed and signed tender document.**

- Technical Bid Format, undertaking (**Annexure-I**),
- Self-Attested Copy (**Annexure-II**),
- **Performance Certification(s) (Annexure-III)** from any (03) three organization, where work is under progress and continued or done in last Five years and best 03 will considered.

Tender documents containing detailed terms and conditions can be downloaded from the university website [www.gbu.edu.in](http://www.gbu.edu.in) or <https://eprocure.gov.in/epublish/app>. In case, the bidder required any clarification regarding the tender documents, they are requested to submit their queries on the email [info-gbu@gujarat.gov.in](mailto:info-gbu@gujarat.gov.in) before or on date **05/12/2024** and before, 02:00 PM. To facilitate evaluation of bids the Authority may, at its sole discretion, seek clarification in writing from any bidder regarding its bid.

Financial Bids for only those bidders will be opened who's technically qualified and found suitable by the canteen committee. Financial Bids will be decided after technical bids have been evaluated by the University and successful bidders (technical bid) will be informed accordingly. **The University reserves the right to accept or reject any or all the bids without assigning any reason.** The University shall not be responsible for any loss or postal delay of the document in transit. The validity of this bid will be 180 days.

### **ELIGIBILITY CRITERIA FOR CONTRACTOR: -**

1. The bidder should have 03 years experience of satisfactorily running canteen services **in reputed educational institutes/Government Sector/similar organizations.**
2. The bidder should have on their master rolls at least 05 workers or enough cooks to prepare good quality food/snacks/meals in their present contract.
3. The bidder should agree to provide packed food to the students at the designated place, if the situation arises.
4. The bidder should possess **valid food license** issued from the concerned authority of Gujarat state. The **vendor should belong to Gujarat State only** will consider for evaluation and having valid statutory registration at **Gandhinagar or Ahmedabad** region.
5. The bidder's average annual financial turnover (gross) in catering services should not be less than Rs. 25 Lacs per annum. The last Five Financial Year (2019-20,2020-21,2021-22,2022-23 and 2023-24) will be considered for evaluation and best 03 will consider for evaluation. Please submit documentary evidence like audited balance sheets, Profit & loss accounts and Income tax Assessment Completion Certificates etc. for the last (05) five financial years. All financial documents submitted must be audited and stamped by an authorized CA/Company Secretary.
6. The bidder's performance/experience, as per format at **(Annexure-III)** for each work completed in last (03) three years and in hand should be certified by a responsible person from the certifying organization.

**Note: Copies of the documents in support of each of the Eligibility conditions/criteria should be enclosed in the Technical Bid document.**

### **General instructions for the bidder before filling of Technical and Financial Bids:**

1. **All the pages of the tender document must be signed** by the authorized signatory and sealed with the stamp of the bidding firm **as a token of having accepted all the terms and conditions of this tender.**
2. All the documents as mentioned must be submitted otherwise the application will be treated as incomplete and rejected. Further, the Bidder should submit the signed tender documents mandatory.
3. An application without **Tender Fee & Earnest Money Deposit (EMD)** will not be accepted and no correspondence shall be entertained thereafter.
4. For any queries kindly visit the campus and contact the related department between 11.00 AM to 3:00 PM from 26.11.2024 to 05.12.2024.

## Evaluation of Bids:

### Bid evaluation will take place in three stages.

#### Stage I: Evaluation of Pre-Qualification Bid

The Pre-Qualification Bid of the bidders will be evaluated and the bidders who have qualified all the criteria stipulated in **bidder eligibility criteria** will alone be selected and their technical bids will be opened.

#### Stage II: Technical Bid evaluation

All bidders who qualify in the Stage I, will be evaluated on the basis of evaluation criteria as mentioned in the Performa by the committee who will do the spot visit at the kitchen. The technical submission and technical evaluation by the committee together will be considered for technical bid evaluation (**Annexure-V**)

The total marks for technical bid will be for 100 marks, out of which the bidders should **score minimum 60 marks** to qualify for opening of their financial bid. The Financial bids of those bidders who have scored less than 60 marks will not be opened. The marks will be based on selective criteria prescribed in the Annexure -V.

#### Stage III: Financial Bid Evaluation

Financial Bid with the lowest quoted amount (L1) will be assigned a financial score of 100 and other bids will be assigned scores that are inversely proportional to their quoted amount.

#### Selection Process and Assigning of Work

The successful bidder will be selected based on assessment of skills, experience, and understanding/analysis of the project scope and cost (QCBS).

The total score, both technical and financial, shall be obtained by weighing the technical and cost scores and adding them up. The calculation for arriving at the total combined score (Technical and Cost) is given below.

Marks obtained by a Bidder for the technical bid = M

Amount quoted by the lowest bidder = L1

Amount quoted by a Bidder = L

Points for Financial proposal of the bidder =  $(L1/L) \times 100 = F$

Combined technical and **financial score (H) of the bidder =  $M \times 0.6 + F \times 0.4 = H$**

The combined technical and financial scores of all the bidders will be calculated as above and the bidder who secures the highest combined score (H1) will be selected as the successful contractor.

**Note:** If the bidder is on same rank during evaluation, the experience factor should be count for evaluation and rating will award based on it, those who have more experience will be considered.

## **BRIEF SCOPE OF WORK**

The bidder should be an established caterer and shall be responsible for providing on campus snacks, Beverages and Meals to the students and staff of the University. The Contractor will also provide tea/coffee/cold drinks, snacks, and cookies in various official meetings, programmes, seminars and functions organized by the GBU from time to time. In addition, people visiting GBU campus in connection with various academic activities of the University may also avail these services.

In case of Canteen services, GBU will release the amount to the contractor on production of bill and prescribed certificate of quality of food and services duly signed by the Canteen committee or authorized person.

The semesters and Canteen timings will be as under:

- a. 1/3 semesters: August to end December.
- b. 2/4- semester: January to end-May.
- c. summer break: June to mid-July.
- d. The above timing will be changeable.

The **timings for serving shall be 7.30 am in the morning to 10.30 pm** at Campus and residential Hostels too.

The University intends to run this Canteen/cafeteria and has approximately 150 to 225 persons at university campus, which include students, faculty, staff, residents and guests visiting the institute.

1. The list of Items to be served in the Canteen (subject to modifications as per the seasons / occasion etc.) is given in **(Annexure – IV)**. The maximum retail sale rate for the items will be fixed for the current financial year. The rates can be revised every financial year after following the due procedure in consultation with canteen committee.
  - The timings and the working days of Canteen services will be regulated by the university.
  - Menu items as per **Annexure-IV** and as decided by the university from time to time shall be followed.

Although, the university shall provide the following facilities, however, **their maintenance and upkeep** will be ensured by the Contractor to the satisfaction of the competent authority of the university or body responsible to keep check on such issues.

- A vacant kitchen having an area of approximately 1349.4 Sq. meter.
- Customer seating area of approximately 1728 Sq. meter
- Lights, fans and electricity supply (Electricity bill to be paid by the Contractor as per actual or as decided by the canteen committee or payable as proposed by CA).

The following arrangements will be made by the Contractor:

- Amenities required for cooking items and ready to serve items at cafeteria/canteen area.
- Refrigeration facilities.
- Cooking Range and serving utensils etc.

- Crockery etc.
- Adequate work force.
- Any other facility needed to ensure smooth functioning of the canteen/cafeteria.

(Note – In case of any additional requirement to run the Canteen smoothly, the same will be arranged by the contractor at his own expense).

#### **PERMISSIBLE BRANDS OF CONSUMABLES**

<b>Sl.No.</b>	<b>ITEM</b>	<b>BRAND</b>
1.	Atta	Aashirvad, Pillsbury, Nature Fresh, Annapurna, Shakti Bhog
2.	Besan, Dal	Rajdhani, Shakti Bhog, Ahaar, Tata-I Shakti
3.	Biscuits, Cookies	Britannia, Parle, Good Day, Sunfeast, Dukes
4.	Bread, Bun	Harvest, Britannia, Amul
5.	Butter, Cheese	Amul, Britannia, Mother Dairy
6.	Coffee	Nescafe, Bru, Barista
7.	Cold Drinks	Pepsi, Coca-Cola, Slice etc.
8.	Chocolates	Amul, Cadbury, Nestle etc
9.	Custard	Tops, Pillsbury
10.	Ice Cream, Lassi, Curd, buttered milk	Devbhog, Amul, Cream Bell – all varieties
11.	Jam	Kissan, Nafed, Tops
12.	Juices	Real, Tropicana
13.	Ketchup	Maggi, Kissan, Heinz, Tops
14.	Lemon Water	Hello
15.	Milk	Toned milk of Amul, Devbhog etc
16.	Mineral Water	ISI marked Kinley/Bisleri/Ganga
17.	Mixtures/Chips	Haldiram, Bikaner, Lays, Everest
18.	Noodle, Soup, Pasta	Maggi, Knorr, Tops
19.	Oil	Refined oil such as Sundrop, fortune, Nature Fresh, Godrej, saffola
20.	Paneer	Amul, Devbhog
21.	Papad	Lijjat, Nilons, MTR
22.	Pickle	Mother's, Priyaor, Tops, Nilons
23.	Rice	Basmati
24.	Salt	Iodized salt such as Tata, Annapurna, Nature Fresh, Captain Cook
25.	Soya Chunks	Nutrela
26.	Spices	MDH, MTR, Catch, Everest
27.	Sauce	Maggi, Kissan, Heinz, Tops
28.	Sweet	Bikaner, Haldiram
29.	Tea	Brook Bond, Lipton, Tata
30.	Wafers	Lays, Haldiram, Parle

The Contractor may FSSAI approved brand only and in case any other brand wants to use may take prior approval from canteen committee of GBU.

## **Important Terms and Conditions**

1. The allotted canteen/cafeteria is available for the contractor to serve the ready to items, snacks, beverages and cooked meals to the students, staffs and guest.
2. It is the sole liability of the contractor to maintain and keep all the equipment's and infrastructural facilities provided to him in good working condition and hand over the same back to university in good working condition on completion/revocation of the contract. The contractor is bound to clear the site within a week time, thereafter Rs. 500/- will be fine on daily basis. This amount will be adjusted from the bill amount or SD.
3. Contractor is required to pay **Rs. 15000 Fixed Quarterly rental Charges** (@5000/- Per Month) on an advance basis including electricity to the University. If a separate electric meter is installed by the university the actual electricity bill will be payable by agency and Rs.2000/- as fixed monthly rent charges.
4. The **EMD amount** will be converted into security deposit after issuance of LOI. The security deposit shall be returned to the contractor on the expiry of the contract period without any interest on it. In the event of breach of any of the terms and conditions of this agreement, the said Security deposit shall be encased by the University. The amount recoverable (if any) shall be adjusted from the security deposit and the rest of the amount shall be refunded to the Contractor.
5. The Contractor shall pay additional Rs. 50,000/- (non-interest bearing) as one time advance to university for GAS connection, which will be refundable after termination/completion of contract after due adjustment of GAS Bill, if any.
6. The successful contractor is required to have the following licenses / registration and other mandatory licenses (as applicable), for running of the catering /canteen services.
  - a) **Valid labour License number**
  - b) **EPF Code number & ESIC Code/ WC**
  - c) **Govt. Tax Registration**
7. The Contract is initially for period of one year which will be renewed further subject to satisfactory performance. (This period will start from the date of signing of the agreement). The contractor shall ensure to start operation of the canteen services within 15 days from the date of issuance of allotment letter/LOI. This contract may be further extended subject to the mutual consent of both the parties.
8. The Contractor shall vacate the premises on the expiry of the period of contract unless the contract is extended/renewed for another term/period as decided by the competent authority of the University. The application for the same should reach the concerned office at the University two months prior to the expiration of the contract.



9. The contractor shall not use the canteen premises for any other activity except for the purpose for which it has been provided for.
10. The contract may terminate by giving one month's notice period from GBU. However, contractor should give three months' notice to GBU prior to vacant the canteen contract.
11. The Contractor shall display a rate list for items of sale in the canteen, duly approved by the canteen committee/ Administrative Authority.
12. The eatables served by the Contractor should be wholesome and clean. Only fresh vegetables on a daily basis are to be procured. Quality stores provisions are to be procured for preparing eatables. In case any rotten or substandard eatables are found, penalty can be imposed by the competent authority.
13. The Contractor should provide enough cooks, waiters and other servants for delivering proficient services and would be liable for their misbehavior, misconduct or any other act of disobedience. The staff employed by the Contractor shall not be below the Government of India prescribed working age.
14. The Contractor will make his own arrangement for good quality kitchenware, serving utensils and furniture for seating of customers etc., with prior approval of the GBU authority.
15. The Contractor must ensure that the waiters wear neat and clean uniform while on duty.
16. List of the Items to be served in Canteen is given in **Annexure -IV**. Any change from the menu table without prior permission from the canteen committee will lead to a penalty as decided by the competent authority. The canteen menu item list may be revised as per the requirement with prior permission of the canteen committee or authorized person.
17. The Canteen Contractor shall use only provided gas connection at canteen area and pay the actual usage charges to the Sabarmati GAS and submit the payment details to Admin Department, GBU.
18. The university will not be responsible for any due payment from the users of Canteen. The Contractor shall be required to provide bill/invoice to customers/University as and when arises.
19. The Contractor shall be responsible for the reasonable care, maintenance, and safety of the premises and other items provided by the University, if any.
20. The Contractor shall be bound to keep the premises neat, clean and tidy always in accordance with the bye laws of the Municipal Corporation/Regulatory Authority/ GBU Norms.

21. Canteen premises and storage units may be inspected by the committee constituted by the competent authority of the University at any time to check hygiene, cleanliness and quality of eatables etc.
22. It is the **sole responsibility of the Contractor for the disposal of all waste materials** (like food waste, vegetable waste etc.) generated in the Canteen. The Contractor should arrange adequate number of dustbins for disposal of waste and properly handed over to disposal van/truck of municipality or private, whatsoever.
23. On the request of the Contractor, the competent authority or his representative may revise the rates of eatables items, if justified with reason, to be given in writing (applicable only once in a financial year under normal circumstances). Further, the canteen committee is authorized to finalize the rates in consultations with the users and contractor.
24. The Contractor shall not make any additions or alterations in the premises without the prior permission of the competent authority.
25. The Contractor shall not be allowed to open multiple shop outlets or to put up any serving counter in the seating area.
26. The Contractor shall be responsible for fulfilling the requirement of all the statutory liability pertaining to various Labour Laws and must be registered with EPF, ESI or any other Government regulating agencies (as applicable) in respect of the workers assigned to duty at the University or designated place.
27. The Contractor must give his Mobile Number and other Telephone number for emergency contact and address too.
28. The University will not be responsible for any type of compensation if any canteen worker is injured while on duty. **Personal Accidental Insurance** of each worker must be borne by the Contractor or deployed manpower will be covered with insurance policy/ESIC.
29. In case of failure or breach of any term and condition of the contract, the University shall have-
  - a) The authority to rescind the contract and
  - b) The right to forfeit the Security Deposit.
30. It will be the responsibility of the Canteen Contractor to register their worker(s) with University Security Office/Administration Department.
31. The Contractor will not transfer or assign the license to any other party.
32. The Contractor and his staff will make their own residential arrangement outside the premises of the University. Only one or two people allowed subject to approval of Competent Authority.
33. If the canteen remains closed without information, it may be declared vacant and

Security Deposit may be forfeited.

34. The Contractor shall not appoint any subcontractor to carry out his obligations under the contract. Subcontracting will lead to immediate termination of the contract.
35. In case of failure to adhere to the terms and conditions by the Contractor, the administrative department of the University shall have the authority to lock the premises and/or take the possession of the premises.
36. All disputes shall be referred to **the Registrar, Gujarat Biotechnology University Gandhinagar**, who shall be the sole Arbitrator & his decision shall be final & binding.
37. This tendering process can be terminated at any stage (even without giving contract to any of the applicants) without assigning any reason.
38. Dispute, if any, shall be subject to the jurisdictions of Gandhinagar Courts only.
39. GBU reserves the right to obtain feedback from the previous/present clients of the Tenderer and depute its team(s) to inspect the site(s) at present contract(s) for on-the-spot first-hand information regarding the quality of food and services provided by the Tenderer. The decision of GBU regarding award of the contract will depend upon the feedback received by it from the previous/ and present clients and from its team(s) deputed for the purpose. The decision of the University in this regard will be final and binding on all bidders.
40. The successful bidder will have to enter into an agreement with the University.
41. Canvassing in any form will make the tender liable to rejection upfront.
42. The successful bidder shall ensure that only **hot and freshly cooked food** is served to the students/employees. Complaint, if any, in this regard shall be dealt with severely.
43. The other items' rate shall be based on the prevailing market rates and as decided jointly by the Contractor and the Canteen Committee. The canteen committee is having right to fix the rates of canteen food items and it is abided to contractor at the good faith.
44. The Successful bidder shall also provide various kinds of beverages, snacks and eateries in the canteen at such price/quotes as approved by the Canteen Committee.
45. All packed items are to be sold at MRP rates of below MRP rates. In case of failure, all these items would be served on account of the tenderer and at his risk by making alternative arrangements, which may please be noted. It should have sufficient utensils, crockery and other infrastructure to provide the service and for Buffet Lunch/High Tea, as and when required.
46. The successful bidder shall install emergency lighting / gas cylinders, and fuel supply etc. own cost to run the canteen smoothly.
47. GBU reserves the right to call upon the successful bidder to remove any person employed If working in the GBU canteen, if found unsuitable for services on account of hygiene or health or conduct or any other administrative reasons. GBU reserves the right

to disallow the person not having the identity card.

48. In case of interpretation, modification and any alteration with respect to terms & conditions the canteen committee, canteen contractor and Dy. Registrar/Registrar will jointly investigate such aspect and the decision of the Registrar will be final and binding to caterer.
49. If wastage of any resource is found, appropriate penalty will be imposed by GBU Authorities.
50. The successful bidder crew shall not be allowed to use any other service area situated outside the canteen area.
51. Washing clothes, vehicles etc. are not allowed on the GBU campus.
52. GBU shall provide a list of normal holidays and students vacations in each semester to the successful bidder for assessing and providing catering services to the hostellers residing during holidays and vacations in the campus, if so.
53. The successful bidder will maintain a daily served menu list certified by canteen committee member authorized for the purpose in proper register & display the same on board.
54. The responsibility for disposing of garbage is solely responsibilities of catering/canteen service provider.
55. Any person on the committee constituted by GBU can do a **surprise check during** the office time to check the quality of food and hygiene.
56. The contractor will do regular pest & flies' control at his own cost & maintain cleaning in allotted area/ canteen.
57. The bidder will be required to submit anti-profiteering format under GST laws after finalization of successful bidder.
58. The occasional services rates of the lowest bidder will be taken in to consideration, will awarding the work to the existing one contractor.
59. All payments made to successful bidder will be subject to applicable tax deduction at Source.
60. The Cost of PNG and/ or other cooking gas shall be borne by the Contractor and the payment to that effect must be done within stipulated time limit. Failure to do so, shall invoke a penalty as deemed fit to the Institute. The Institute will supply water and electricity for mess operations free of cost. However, the usage of water and electricity will be closely monitored for excess use/misuse and can be regulated if the Institute deems it necessary to do so.
61. Neither party will be liable in respect of failure to fulfill its obligations if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe,

epidemics or disturbances in the country. The party affected by an event of Force Majeure will immediately notify the other party of such an event and will also notify the unaffected party on cessation of disability resulting from such Force Majeure act. Upon the occurrence of any Force Majeure Event, the parties may agree on suitable mechanism including but not limited to extension of timelines by a period equal in length to the duration of the Force Majeure Event for fulfilment of their obligations under the contract. The contract shall be governed by laws of India and all Government rules on purchase matter issued from time to time and in force for the time being are applicable to this contract tender. In case of any conflict, the decision of Registrar- Gujarat Biotechnology University Gandhinagar will be final and binding to both the parties.

62. If at any stage it is found that any of the details/documents furnished by the bidder is/are **false/misleading/fabricated**, the bid would be liable for cancellation without intimation to the bidder.
63. Each party shall fully indemnify, hold harmless and defend the other party (“Indemnified Party”) from and against any and all suits, proceedings, actions, claims, demands, liabilities and damages which the Indemnified Party may hereafter suffer, or pay by reason of any demands, claims, suits or proceedings arising out of claims of infringement of any domestic or foreign patent rights, copyrights or other intellectual property, proprietary or confidentiality rights with respect to any materials, information, design or process used by the first party or by its Contractors in performing its obligations or in any way incorporated in or related to the contract.

#### **STATUTORY OBLIGATIONS OF THE TENDERER (CONTRACTOR)**

- (a) The Successful bidder shall be responsible for engaging adequate number of trained/semi trained manpower required for providing good Canteen/catering services in GBU campus.
- (b) The employees of the Successful bidder should possess good health and should be free from any diseases, especially contagious and frequently recurring diseases. The contractor should submit medical fitness certificate at the time of deployment of manpower and after that every year need to submit medical fitness report of doctor.
- (c) The Contractor will, prior to the commencement of the operation of contract, make available to GBU the particulars of all the employees who will be deployed at the GBU's premises for running the Canteen/catering services. Such particulars, inter alia, should include age/date of birth, permanent address, police verification report and profile of the health status of the employees.
- (d) The Successful bidder shall be responsible for timely payment of wages to his/her workers as per Minimum Wages Act of Govt. of India and fulfill all other statutory obligations, such as, Provident Fund, ESI, GST, Workman's Compensation Act / Fatal Accident Act, Personal Injuries etc., whichever is applicable. The proof of payments made to individuals & statutory liability must be

submitted to GBU for releasing payment every month.

- (e) The Successful bidder shall ensure proper discipline among his/her workers and further ensure that they do not indulge in any unlawful activity.
- (f) **Employment of child Labour is strictly prohibited under the law.** Therefore, the Successful bidder will not employ any child.
- (g) In the event of violation of any contractual or statutory obligations by the Contractor, he/she shall be responsible and liable for the same. Further, in the event of any action, claim, damages, suit initiated against the Institute by any individual, agency or government authority due to acts of the Contractor, the Contractor shall be liable to make good/compensate such claims or damages to the Institute. As a result of the acts of the Contractor, if the Institute is required to pay any damages to any individual, agency or government authority, the Contractor would be required to reimburse such amount to the Institute or the Institute reserves the right to recover such amount from the payment(s) due to the Contractor while settling his/her bills or from the amount of Security Deposit of the Contractor lying with the Institute.
- (h) The Successful bidder shall ensure compliance of all laws relating to cleanliness, sanitary, hygienic and health conditions and other laws in force from time to time with regard to the environment around cooking place, dining hall and surrounding etc.
- (i) The Canteen staff shall be issued Identity Cards bearing photographs. The contractor shall provide sufficient sets of Uniforms and pair of shoes to his employees and shall ensure that they wear them all times and maintain them properly.
- (j) The Successful bidder shall be personally responsible for conduct and behavior of his staff and any loss or damage to university moveable or immovable property due to the conduct of the Contractor's staff shall be made good by the contractor. If it is found that the conduct or efficiency of any person employed by the Contractor is unsatisfactory, the Contractor shall have to remove the concerned person and engage a new person within 48 hours of intimation by GBU. The decision of the University designated officer in this regard shall be final and binding on the Contractor.
- (k) The Successful bidder shall not appoint any sub-contractor to carry out his obligations under the contract.
- (l) The Successful bidder shall keep the Canteen and its surrounding areas clean and up to date sanitation every day after the services is over. The cleaning includes cleaning of kitchen, Canteen Hall, floor, counter, benches, tables, chairs, etc. GBU management will have 24-hour access to inspect the Canteen premises at any time for ensuring the cleanliness and hygienic conditions of the Canteen kitchen and dining hall premises
- (m) The University reserves the right to appoint officers/officials to inspect the quality of raw material, food and other items prepared and sold in the Canteen. Any defect(s) pointed out by such

officers/officials during their visits shall be properly attended to by the Contractor.

(n) The Contractor shall get the prices of all items approved by the canteen committee and no changes, what-so-ever shall be made without prior written approval of this committee. The tenderer shall be required to display the price list of all the food articles, soft drinks, tea, coffee and juice sold in the canteen. The prices of the item sold in the GBU Canteen should not be more than MRP and local market rate and shall be approved by the committee of GBU officials on regular basis. The approved list shall be displayed at proper location within the canteen area by the tenderer.

(o) The contract shall be solely liable for any miss-happening/casualty including fire explosion etc. happens/occurs during the contract period in the canteen premises and the Contractor shall be entitled to pay compensation to the victim/s if any in the said miss happening and there will be no liability of GBU in this regard either towards the Contractor or towards the victims.

### **OBLIGATIONS OF THE CONTRACTOR**

1. The contractor will use only branded raw material for the preparation of items. The permissible brands of various items as in the market and non-branded items as per approval of canteen committee.
2. incase if students go for industry training, industry visits, seminars, ICT, vacations etc. then after intimation to the tenderer, GBU shall have right to deduct the actual charges as the facility is not used by the students.
3. The University will provide the Contractor space for storing raw material, sitting and serving space, etc. The University shall also provide tables and chairs in the serving area.
4. Care must be taken to ensure that, while carrying out the work, no fittings, fixtures, furnishings, equipment's provided by the University are damaged. Any damage done to the same or any other property will have to be repaired / replaced by the Contractor, failing which the same will be got done by GBU at the contractor's risk and cost. In this regard, the decision of the designated officer of GBU shall be final and binding on the Contractor.
5. All work shall be carried out with due regard to the convenience of GBU. The orders of the concerned authority shall be strictly observed.
6. The Contractor will deploy adequate manpower for work during late hours and on Saturdays/Sundays, including other holidays, according to the requirement of GBU and the hostellers/staff/faculty, during summer/winter breaks, caterer will depute at least 5 staff (2 cooks and 3 waiters) to cater to the officers and staff members of GBU and the canteen will function normally. The contractor will ensure that the cooks have clipped nails while cooking food.
7. The Contractor will have to supply ready to eat snacks in the Canteen as per requirement and schedule drawn for the purpose by the concerned authorities of the University.
8. Storing/supply/sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the university campus, including cafeteria/Canteen. Any

breach of such restrictions by the Canteen Contractor will attract deterrent action against the Contractor as per statutory norms.

9. The contractor shall not be allowed to keep his/her employees inside GBU premises between 10:00 P.M. to 6:00 A.M. on any day without concurrence of the authority.
10. No minimum guarantee will be furnished to the Contractor towards consumption of food items. He/she is advised to maintain the highest quality at the minimum possible prices so as to attract the maximum number of students/hostellers/GBU personnel to avail Canteen services. The contractor will ensure that the cooked and uncooked food is stored properly, and no stale food is served. In case of food poisoning, the contractor will be held solely responsible & will be penalized besides legal action at the discretion of GBU.
11. The workers employed by the Contractor shall be directly under the supervision, control and employment of the Contractor and they shall have no connection what-so-ever with Gujarat Biotechnology University. GBU shall have no obligation to control or supervise such workers or to take any action against them except as permissible under the law. Such workers shall also not have any claim against GBU for employment or regularization of their services by virtue of being employed by the Canteen Contractor, against any temporary or permanent posts in GBU.
12. The Contractor shall ensure that either he/she himself/herself or his/ her representative is available for proper administration and supervision at the works to the entire satisfaction of the University. GBU reserves the right to ask the contractor to remove any deployed person without assigning any reason.
13. The Contractor will bring his own tools, cookers, hot boxes, steam boxes, trolleys, equipment, utensils, plates, jugs etc., in sufficient quantity as needed to maintain the Canteen services.
14. GBU shall not provide any consumable or non-consumable items including raw materials at the Canteen for the purpose of catering.
15. The Contractor shall not use the Canteen premises for any other activity except for the purpose for which it has been provided for.

The payment in respect of official meetings/ conference/ hospitality bills of the University shall be paid on production of bills duly verified by the concern department/authorities.

#### **Penalties for violation of rules, terms and conditions**

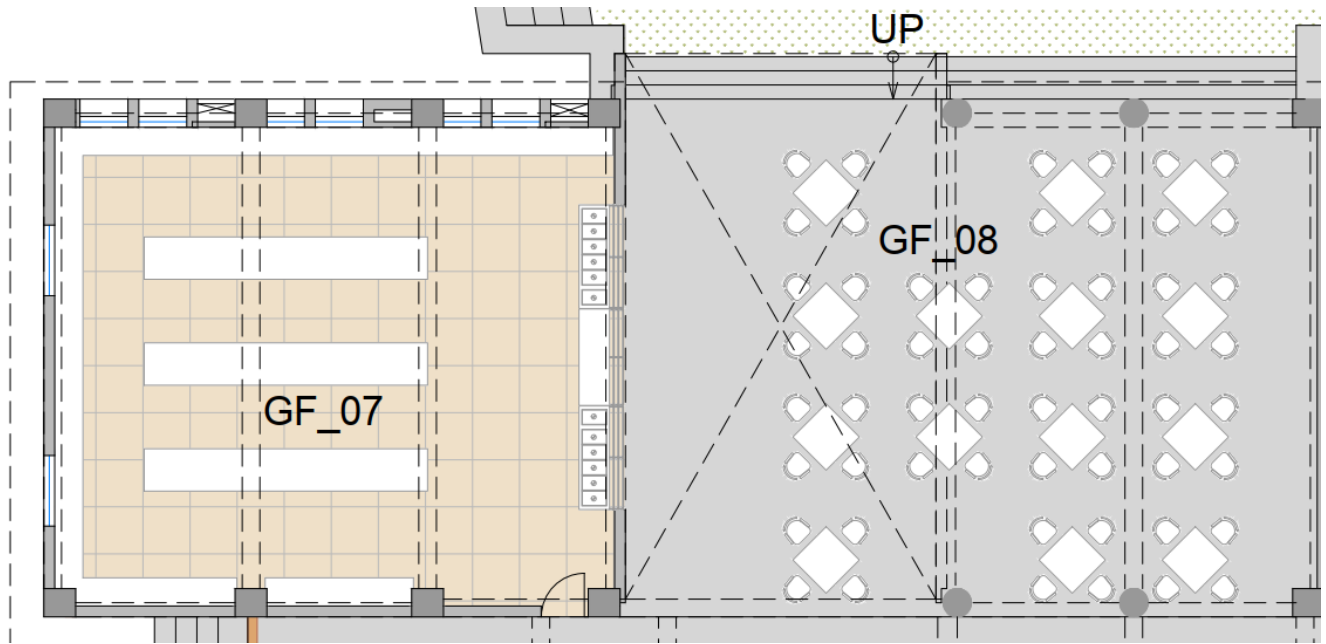
Failure to supply food in terms of quality, quantity and as per the menu indicated will attract penalties. The committee can conduct a surprise inspection at the kitchen to see overall condition for not adhering to contractual conditions, Institute shall be free to impose monetary fine as deemed fit on the Contractor. If any fines are imposed the same shall be deposited by the Contractor to the Institute. The Contractor may be fined in case of violation of the following:



1. Vegetables used should be fresh and of good quality. If vegetables kept for use are found to be **rotten or of poor quality, then a fine of Rs. 1,000/- for each occasion will be imposed.**
2. Each complaint of unclean utensils would lead to a fine of Rs. 500/- on the Contractor.
3. If poor quality raw material is used for preparation of food items, a penalty of Rs. 1,000/- for each occasion will be imposed.
4. Oil once used should not be reused. If reuse of oil is noticed, penalty of Rs. 500/ - for each occasion would be levied.
5. If it is found that food items are not cooked properly or if quality of any item served is not up to the mark (decided by Committee) the fine of Rs 1000/- would be imposed on the contractor.
6. If there is any deviation in the approved menu, a fine of Rs. 1,000/- for each occasion will be imposed.
7. Change in the menu without permission of the Institute would result in a fine of Rs. 500/-
8. 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.

**(Site Layout of Proposed area for catering /canteen services)**

Layout of KITCHEN and CANTEEN AREA



AREA	SIZE IN FEET
KITCHEN	39.0 x 34.6
SEATING AREA	48.0 x 36

Photograph  
of tenderer

## Performa for Technical Bid

<b>Bidder Profile (General Information)</b>		
1.	Name of the Company/ Firm with complete registered address	
2.	Name of Tenderer/Representative/Applicant (Authorized Signatory)	
3.	Complete Postal Address of the tenderer with contact (Phone/Mobile No)	
4.	Legal Status (Individual/Proprietary Firm/Partnership Firm/ Limited Company/Corporation)	
5.	Year of Commencement of Business (attach documentary evidence)	
<b>Mandatory Information</b>		
6.	Statutory details (attach photocopy of each)	
	(i) Registration No -	
	(ii) Validity of Registration Number (up to)-	
	(iii) PAN Card No –	
	(iv) Aadhar Card No of the tenderer -	
	(v) GST Reg. No -	
7.	Food Safety (FSSAI) Reg. Nos. for running Restaurants/Students Canteen/Similar Establishments ( <b>for last three years</b> )/food license of municipal authority -	
8.	Earnest Money is to be paid In favor of <b>Registrar, Gujarat biotechnology University</b> EMD money is to be deposited in the form of <b>Demand Draft</b> only; otherwise, application will not be treated as valid.	Amount: Rs.-----  Demand Draft No: Name of the Bank: Dated:
9.	The bidder should have experience of satisfactorily running canteen(s)/ hostel (s) continuously for <b>last Five years</b> in reputed educational institutes/Government Sector/similar organizations. For this, the bidder must have at least one similar running/completed work having not less than 100 persons on its serving strength continuously for last three years. The contractor has to submit minimum 03 Nos work order copy of well repute organization/educational institute/universities.  Above Bidder's performance/ experience must be provided as per format at ( <b>Annexure-III</b> ) for each work completed (and in hand) in last three years. <b>Annexure-III</b> should be certified by a responsible person from the certifying organization.	
10.	The bidder's average annual financial turnover (gross) in catering services/similar establishments during the last three financial years should not be less than Rs. 25 Lacs each year. (submit documentary evidence like audited balance sheets and Profit & loss accounts etc.).  All financial documents submitted must be audited and stamped by an authorized Chartered Accountant/Company Secretary.	
	Details of Annual financial turnover for financial years	2019-20,2020-21, 2021-22,022-23 & 2023-24
11.	Current/Saving Account No with Bank name and Branch name (attach attested copy by the Manager of the mentioned branch)	

**(Name & Signature of Bidder-cum-Applicant)**

**For Office Use only:-**

1. **Tender Fees & EMD in the form of Demand Draft (DD) only accepted** - attached/ notattached
2. **Statutory details** - attached/ not attached
3. **Income tax Assessment Certificates** - attached/ not attached
4. **Audited balance sheets and profit & Loss Accounts Statement** - attached/ not attached
5. **Details of Annual financial turnover for financial years** - attached/ not attached
6. **Bank Accounts Details:** attached/not attached

**UNDERTAKING BY THE CONTRACTOR**  
**(To be submitted along with the Technical Bid)**

I, \_\_\_\_\_ S/o \_\_\_\_\_ resident of \_\_\_\_\_  
hereby solemnly agree to abide by the Terms & Conditions of the Tender.

Any breach of the Clause/Clauses will render my contract null and void.

**I have understood completely this tender document and the terms and conditions therein. I agree to serve the eatables on the rates as decided from time to time and pay the license fee and other related charges on time. I have also understood that I must maintain the high standard, quality and hygiene of all the eatables.**

Signature of the Bidder with date

Stamp (if, any)

**Annexure II**

**SELF ATTESTED COPY**

**(To be submitted along with the Technical Bid)**

I/We (Name) \_\_\_\_\_

Contractor/Firm/individual \_\_\_\_\_ do hereby

solemnly affirm and declare that the individual/firm are not blacklisted by any Govt./Semi Govt.

/Public Sector/ Corporation/office or any other entity.

**DEPONENT**

**DATE & TIME**

**THE ADDRESS** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**VERIFICATION**

Verified that the content of above affidavit is true and correct to the best of my/our knowledge and belief. No part of it is false and nothing has been kept concealed therefrom.

**DATE :**

**TIME :**

**DEPONENT**

**Annexure-III**

**FORMAT FOR PERFORMANCE CERTIFICATION REFERRED**

**(To be submitted along with the Technical Bid)**

(Please furnish the information for each individual work from the employer for whom the work was/being executed)

1. Name of the Contract/Establishment & Location: \_\_\_\_\_  
\_\_\_\_\_
2. Name & Designation of the contact person with Tele/ Mobile No:
3. Agreement No.(if applicable):
4. Scope of Contract/Establishment:
5. Contract Cost:
6. Period (from-to):
7. No. of persons deployed by your firm
8. Dining strength (No. of persons):
9. Performance Report:
  - i. Quality of Food – Excellent/Very Good/Good/Fair
  - ii. Quality of Service - Excellent/Very Good/Good/Fair
  - iii. Overall Performance - Excellent/Very Good/Good/Fair
10. Compliance of all Statutory Requirements – Yes/No:

(Seal of the Organization)

(Signature with date of the Authorized  
representative of the Organisation)

**List of Items to be served in Canteen/Cafeteria on regular basis ( Sr. no. 1 to 8)****Financial Bid:**

Sr.No	Particulars	Fixed Amount Range	Quote value by contractor in between the fix given range
1	Unlimited Regular Lunch (Sabji, Roti, Dal, Chaval, Kathod, Salad, Butter Milk) and one fist in a week	Rs. 65/- to Rs. 90/-	
2	Tea (80ml)	Rs. 10/- to 15/-	
3	Coffee ( 80 ml)	Rs. 12/- to 18/-	
4	Bread Butter / Bread Jam	Rs. 15/- to 25/-	
5	Bread Toast /Jam Toast/ Vegetable Sandwich/Poha/Upma	Rs. 25/- to 30/-	
6	Vegetable Gril Sandwich/Samosha (2 pcs)/Idli Smbhar (2 pcs)/ Masala Meggi	Rs. 30/- to 35/-	
7	Cheese Gril Sandwich	Rs. 45/- to 50/-	
8	Katchori/ Vada pau/ dabeli/ Bread Pakoda /Meggi– 1 Pcs	Rs. 20/- to 30/-	
	<b>Average Value ( Sr.No 1 to 8)</b>		

**Note :** The above services are required on daily basis. This item rate only will be taken into consideration for tender proceedings. The committee will take average rate in the calculation for QCBS.

The items are required for occasional services such as GBU functions and events. However, it is not mandatory to award this such occasional services to existing vendors. It is the sole discretion of the GBU, Authority.

Sr. No	Particulars	Fixed Amount Range	Quote value by contractor in between the fix given range
1	<b>Menu Breakfast (BF1)</b> -Any one item from the following (idli-sambhar, dosa, sandwichs, upmaa & paratha) or any other such items) - Tea / Coffee with and without sugar  - Mineral Water Bottle ( 250ml)	Rs. 50/- to 80/-	
2	<b>Menu Breakfast (BF2)</b> -Any two item from the following (idli-sambhar, dosa, sandwichs,upmaa and paratha or any other such items) - Tea / Coffee with and without sugar  - Mineral Water Bottle ( 250ml)	Rs. 90/- to 120/-	
3	<b>Menu 1</b> One Sweet One Veg. starter One Salad (Veg/Kathor) Two Sabzi (Paneer/veg) Roti/Paratha Dal-rice/Pulao-raita/Biryani Papad, Aachar, Butter Milk Mineral water (250ml)  Mukhwas or ice cream	Rs. 100/- to 200/-	
4	<b>Menu 2</b> - two Sweet - One soups - Two veg. starter - One Salad (Veg/Kathor) - Two Sabzi (Paneer/veg) - Roti/Paratha - Dal-rice/Pulao-raita/Biryani - Papad, Aachar, Butter Milk - Mineral water (250ml)  Mukhwas	Rs. 200/- to 400/-	
5	<b>Menu 3</b> - Two Sweet and ice Cream - One mocktail or welcome drink - Two Soups - Two Veg. starter - One Salad (Veg/Kathor) - Two Sabzi (Paneer/veg) - Roti/Paratha - Dal-rice/Pulao-raita/Biryani - Papad, Aachar, - Butter Milk (optional)/Ice Cream	Rs. 400/- to 600/-	



	<ul style="list-style-type: none"> <li>- Mineral water (250ml)</li> <li>- Mukhwas</li> </ul> <p>One Live Counter farsan</p>		
6	<p><b>Menu 4</b></p> <ul style="list-style-type: none"> <li>- Mocktail counter -to serve cocktails</li> <li>- Two Sweet / Two live sweet</li> <li>- Two Soups</li> <li>- Two Veg. starter</li> <li>- Two Salad (Veg/Kathor)</li> <li>- Two Sabzi (Paneer/veg)</li> <li>- Two live counter</li> <li>- Roti/Paratha</li> <li>- Chhole kulcha</li> <li>- Dal-ricePulao-raita/Biryani</li> <li>- Papad, Aachar</li> <li>- Butter Milk</li> <li>- Ice Cream</li> <li>- Mineral water (250ml)</li> </ul> <p>Pan counter</p>	<b>Rs. 600/- to 800/-</b>	
7	<p><b>Menu 1 (High Tea)</b></p> <ul style="list-style-type: none"> <li>- Any one item from the following</li> <li>- Samosa, pakoda, puff, farsan or any such item approved by authority</li> <li>- Biscuits/ cookies/bakery items</li> <li>- Tea or coffee with or without sugar</li> </ul> <p>Mineral water 250 ml</p>	<b>Rs. 25/- to 45/-</b>	
8	<p><b>Menu 2 (High Tea)</b></p> <ul style="list-style-type: none"> <li>- Any one item from the following</li> <li>- Samosa, pakoda, puff, farsan or any such item approved by authority</li> <li>- Biscuits/ cookies/bakery items</li> <li>- Pastry/ cack</li> <li>- Tea or coffee with or without sugar</li> </ul> <p>Mineral water 250 ml</p>	<b>Rs. 45/- to 75/-</b>	

I/we shall provide the items as per this menu rate(s) at GBU canteen /cafeteria area and obey the instruction of the GBU authority.

(Name & signature with stamp)

## Criteria for evaluation of the technical bid/performance of contractors

Sr. No.	Attributes	Evaluation of Marks	Marks obtained
1	Experience (Best three years of last five years) <ul style="list-style-type: none"> <li>➤ <b>Three contract work</b> order value 25 Lakh or more per year – <b>10 Marks</b></li> <li>➤ <b>Four contract work order</b> value 25 Lakh or more – <b>15 Marks</b></li> <li>➤ <b>Five &amp; more contract work order</b> value 25 Lakh or more – <b>20 Marks</b></li> </ul>	(20 Marks)	
2	<b>Performance certificates</b> from existing (03) three clients' Canteen Services – <ol style="list-style-type: none"> <li>1. Excellent Services (03 W.O) – 30 Marks (Each contract =10 Marks)</li> <li>2. Good/satisfactory – (03 W.O) 15 Marks (Each contract=05 Marks)</li> <li>3. Average/Poor – 0 marks</li> </ol>	(30 marks)	
3	Performance of works (Quality) based on assessment by the visiting <b>committee report</b> (Quality of food, Hygiene, cleanliness, feedback from the client, service quality) (summary marks provided by committee members) <b>Annexure-A</b>	- (40 marks)	
4	<ol style="list-style-type: none"> <li>1. Establishment (more than 05 manpower -Skilled /Semiskilled /Unskilled on PF Challan of this FY.</li> <li>2. Registration of Contractor (Experience wise)               <ul style="list-style-type: none"> <li>• Experience up to 5 Years – 2 Marks</li> <li>• Experience up to 5 to 10 Years – 4 Marks</li> <li>• Experience up to 5 to 10 Years – 4 Marks</li> <li>• 10 &amp; More year experience- 5 Marks</li> </ul> </li> </ol>	- 5 marks  - 5 marks	
			_____ out of 100.

## Evaluation Criteria (Committee members) visit base rating -Annexure-A

Sr. No.	Details	Marks awarded
1	<p><b>Quality of Food (8 Marks)</b></p> <ul style="list-style-type: none"> <li>• Taste (4 Marks)</li> <li>4: Excellent</li> <li>2: Good</li> <li>0: Poor</li> <li>• <b>Variety</b> (4 Marks)</li> <li>4: Wide Variety</li> <li>2: Sufficient</li> <li>0: Limited</li> </ul>	
2	<p><b>2. Hygiene (8 Marks)</b></p> <p><b>Kitchen Cleanliness (3 Marks)</b></p> <ul style="list-style-type: none"> <li>3: Spotless</li> <li>2: Clean</li> <li>0: Poor</li> </ul> <p><b>Staff Hygiene (3 Marks)</b></p> <ul style="list-style-type: none"> <li>3: Excellent</li> <li>2: Good</li> <li>0: Poor</li> </ul> <p><b>Storage and Handling (2 Marks)</b></p> <ul style="list-style-type: none"> <li>2: Excellent Practices</li> <li>1: Good Practices</li> <li>0: Poor Practices</li> </ul>	
3	<p><b>3. Cleanliness (8 Marks)</b></p> <p><b>Dining Area (3 Marks)</b></p> <ul style="list-style-type: none"> <li>3: Spotless</li> <li>2: Clean</li> <li>0: Poor</li> </ul> <p><b>Restrooms (3 Marks)</b></p> <ul style="list-style-type: none"> <li>3: Spotless</li> <li>2: Clean</li> <li>0: Poor</li> </ul> <p><b>Surrounding Areas (2 Marks)</b></p> <ul style="list-style-type: none"> <li>2: Spotless</li> <li>1: Clean</li> <li>0: Poor</li> </ul>	
4	<p><b>Feedback from the Client (8 Marks)</b></p> <p><b>Satisfaction Level (3 Marks)</b></p> <ul style="list-style-type: none"> <li>3: Highly Satisfied</li> <li>2: Satisfied</li> <li>0: Dissatisfied</li> </ul> <p><b>Responsiveness to Complaints (3 Marks)</b></p> <ul style="list-style-type: none"> <li>3: Excellent</li> <li>2: Good</li> <li>0: Poor</li> </ul> <p><b>Overall Experience (2 Marks)</b></p> <ul style="list-style-type: none"> <li>2: Excellent</li> <li>1: Good</li> <li>0: Poor</li> </ul>	

5	<p><b>Service Quality (8 Marks)</b></p> <p><b>Timeliness (3 Marks)</b></p> <p>3: Always On Time 2: Mostly On Time 0: Often Late</p> <p><b>Professionalism (3 Marks)</b></p> <p>3: Highly Professional 2: Professional 0: Unprofessional</p> <p><b>Attitude and Behavior (2 Marks)</b></p> <p>2: Excellent 1: Good 0: Poor</p>	
6	<p><b>Summary</b></p> <p>1. <b>Quality of Food</b> : ____ / 8</p> <p>2. <b>Hygiene</b> : ____ / 8</p> <p>3. <b>Cleanliness</b> : ____ / 8</p> <p>4. <b>Feedback from the Client:</b> ____ / 8</p> <p>5. <b>Service Quality</b> : ____ / 8</p> <p><b>Total Score: ____ / 40</b></p>	

Committee Member Endorsement: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: