



Guru Gobind Singh Indraprastha University

Sector 16C, Dwarka, New Delhi -110078
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SCOPE OF WORK

1. General

Guru Gobind Singh Indraprastha University (GGSIPU), a State University under Government of NCT of Delhi, invites bids under two bid system (Technical & Financial Bid) as per Quality & Cost Based Selection (QCBS) method, through GeM portal, from registered and authorized "Canteen Contactor/Caterer/Firm/Agency for Operation of University Canteen, Catering and Cafeteria Services at Dwarka campus of the GGSIP University" as per details given in the bid document, initially, for a period of Two (02) years, which is extendable for a maximum period of another one year (01), on the same terms & conditions, subject to satisfactory performance and mutual consent.

2. Estimated Cost of the tender: 1.40 Crore (One Crore Forty Lacs) [For Two Years]

3. Scope of Work:

The tentative strength of students and staff/faculty/outsource employees in Dwarka Campus is approx 5000 nos. and 1000 nos. respectively. Besides, a large no. of visitors also visit the University daily for resolving their queries on various issues related to Academic, Examination etc.

Accordingly, the successful bidder will have to operate Canteen, Catering & Cafeteria Services for University students, employees & visitors at Dwarka Campus of the GGSIP University.

However, the following activities, in brief, are enumerated for better understanding of the scope of work of running Canteen, Catering & Cafeteria Services in Dwarka Campus of the GGSIP University:-

- i. The Canteen contractor has to prepare/put sufficient stock of edible 'Running Food Items' on daily basis, as per the approved list of items and rates fixed by the University so as to meet out the requirement of students, staff/faculty/outsource employee as well as visitors in Dwarka Campus of the GGSIP University.
- ii. On the receipt of duly signed requisition in the prescribed Performa by the concerned branch/officials, the Canteen Contactor/Caterer has to serve regular light tea/high tea/buffet lunch/dinner etc. as per University approved rates for general hospitality arrangement at the scheduled venue of the University for all the officials meeting as well as various Academic and Cultural Activities, Festivals, Seminars, Symposiums, Conferences, Training Programs, Press Conferences, Annual Day/Convocation, Teachers Day, Republic Day, Independence Day and other functions as well as CET Examinations and Admission/Counseling related activities from time to time.
- iii. The rates fixed for Special hospitality arrangements could only be applicable only for arrangements such as Statutory Body Meetings, Lt. Governor's Visit, Chief Minister's Visit, Convocations, International Conferences, Foreign Delegations etc.

However, University reserves the right to engage separate Canteen Contactor/Caterer for University's Catering Services on various special occasions, as mentioned above, and Canteen Contactor/Caterer will have no right to raise objection on this account.

BUYER ADDED BID SPECIFIC ATC

1. Definition of Similar Service

Similar work shall mean work of Canteen, Catering & Cafeteria Services in any Central Govt./State Govt./PSU/Autonomous bodies/ Govt. Establishments/ Universities/ Educational Institutions located in Delhi / NCR. **Bidders are required to attach Execution Certificate from the client indicating date of start of work, date of completion of work, completed value of work, Work Order No. etc. in support of their claim.**

Clarification regarding 'Past experience of similar services'

- i. Three single orders of the value of atleast 40% of the estimated cost.
- ii. Two single orders of the value of atleast 50% of the estimated cost.
- iii. One single order of the value of atleast 80% of the estimated cost.

2. Pre-visit of canteen site of the University

- i. Before participating, the respective Canteen Contactor/Caterer are advised to visit the canteen space, location and its surrounding and safety measure at Dwarka Campus to be required for the operation of canteen services as per local bye-laws.
- ii. The Canteen Contactor/Caterer should assess the volume of business by them. The University will not commit for any guarantee of minimum/maximum business.
- iii. The prospective bidder should take into account all risks/contingencies associated with the work or otherwise and quote the rates accordingly.

3. Duration of Contract

The contract will be valid initially period of Two (02) years, which is extendable for a maximum period of another one year (01), on the same terms & conditions, subject to satisfactory performance and mutual consent with the approval of the Competent Authority of the University.

4. Earnest Money Deposit (Bid Security):-

1	Accounts Holder Name	Registrar, Guru Gobind Singh Indraprastha University
2	Account No.	927860555
3	IFSC Code	IDIB000G082
4	Bank Name	Indian Bank
5	Micr Code	110019071
6	Accounts Type	SB (Saving)
7	CBS Code/Branch Code	02029
8	Branch Name & Address	GGSIPIU, Sector-16C, Dwarka, New Delhi -110078
9	Banker's Phone No.	011-28035244

- a. In the case of unsuccessful bidders, the Earnest Money Deposit will be returned without any interest within the stipulated time.
- b. However, if the successful H1 bidder denies to serve the University, after issuing offer letter for award of work, EMD amount of such bidder shall be forfeited.

5. Office Location

The registered office of the bidder must be located in Delhi/NCR areas. It may note that bidders of other States will not be eligible to participate in this Bid.

6. Facilities Provided by the University:

- i. The successful bidder will be handed over the canteen premises in Dwarka Campus, comprising of cooking area, store, washing area & front service area. The dining space on ground & first floor will be available for serving of food articles to the students, faculty, staff & visitors, but the University will have first right on dining space. In case of any requirement, University can use the dining space for any official purpose including function, get-together etc.
- ii. Some of the Kitchen equipments and furniture items are available in the University canteen of Dwarka Campus in working condition and the same will be provided on "as is where is basis" as per list attached at **Annexure-C**. Any additional kitchen

equipment/appliances etc., if so required, shall be arranged by the Canteen Contactor/Caterer at its own cost under intimation to the University. The maintenance of kitchen fixture and equipment provided, as mentioned above, will be the responsibility of Canteen Contractor/Caterer.

- iii. Light & Fan and, fuming hood etc. are in working condition in the kitchen, store, washing area, front service area (counter) and all serving/dining area of the canteen premises.
- iv. Initially, available furniture items for serving/dining area would be provided by the University but its maintenance to be carried out by the Canteen Contactor/Caterer during the period of contract.

7. General Terms & Conditions:-

- i. All the products should be prepared having raw material with FPO/AGMARK/FSSAI/ISO etc / As indicated in the list of brands of consumables.
- ii. Hypothetical and conditional bids will not be entertained.
- iii. The bidder should provide electronic bill to the students/staff/faculty/visitor etc against the items purchase by them from University canteen.
- iv. The bidder should provide digital payment facility (Credit Card, Debit Card, Paytm, e-wallet, etc.) without any extra charge.
- v. Any information furnished by the bidder found to be incorrect, either immediately or at a later date, would render him liable to be debarred from tendering/taking up of any work in GGSIPU for a period of 05 years.
- vi. The University will take feedback in whatever means from its stakeholders (users/customers/Faculty/Staff/Students/Visitors etc.) towards the services rendered by the Canteen Contactor/Caterer on periodic basis, as may be decided by the University time to time.
- vii. Renewal of Contract for further period will depend heavily on such stakeholder feedback.
- viii. The University shall not provide any residential accommodation to the catering/canteen personnel employed by the Canteen Contractor/Caterer.
- ix. The Canteen Contactor/Caterer should provide the separate RO Plant of 50 liter per hour capacity in the kitchen area for cooking purpose in the Dwarka campus.
- x. The Canteen Contactor/Caterer should segregate the food waste as per the policy/guidelines of the Govt. of India & dispose of the same at designated place/approved by the University and arrange waste management mechanism at their own cost.
- xi. The Canteen Contactor/Caterer will arrange all the required kitchen equipments in additions to already available in the University Canteen.
- xii. The University reserves the right to amend/withdraw/add the items in the menu list at any time as per the requirement/demand of stake holders.
- xiii. Normally, the Canteen Contactor/Caterer is required to provide the food items as given in **Annexure-B** for meeting/function of the University and to give service at designated location within the University Campus for minimum order of at least **15 persons**. No extra service charges, GST, shall be paid to the Canteen Contractor/Caterer. However, Canteen Contractor/Caterer may be asked to arrange for hospitality arrangement at the given package rate for less than 15 person too, as a special case.
- xiv. Sale of NON-VEG item in and outside the canteen premises is strictly prohibited.
- xv. To ensure that the area under their control is free from flies and fix the insect killer machines etc.
- xvi. One qualified catering manager, who has successfully completed the Food Safety Training and Certification (FOSTAC) programme of FSSAI, will be deputed in Dwarka Campus of the University by the Canteen Contactor/Caterer during operational hours of canteen so as to co-ordinate with all the USS/Deptt. for collection of order, manage day to day catering and to resolve quality related issues, if so arises.

- xvii. The University reserves the right not to allow the Canteen Contactor/Caterer for the sale of any brand/make item/ food item including cold drink. The University may decide and finalize the brand/make/company for beverages/soft drinks etc., for sale in the canteen from time to time.
- xviii. Chapatti should be baked properly and it should be soft while serving.
- xix. Used Cooking oil shall never be reused for frying or cooking etc.
- xx. The use of monosodium glutamate (ajinomoto) is strictly prohibited.
- xxi. Food should be served and maintained warm at all times.
- xxii. The Canteen Contactor/Caterer will pay necessary fee/charges/taxes etc. as applicable, according to the rates prescribed by the MCD or any other Authority for running the canteen, directly to the Concerned Authorities.

8. Feedback Mechanism / Evaluation

Canteen Monitoring Committee/ Food Inspection Committee/ Contract Committee will check food quality, cleanliness & another parameter mentioned in the bid as per below any time and if found substandard same will be rejected.

Sr. No.	Parameter	Maximum marks	Marks scored
1	Standard Food quality, quantity & Taste of Food as per tender	0- 10	
2	Quality of Roti / Puri (Soft, thin, proper roasted / fried)	0- 10	
3	Taste of Snacks/ Chinese/ South Indian/ Mini Meals/Lunch/ Dessert / other Items	0- 10	
4	Cleanliness & Hygiene of cutlery & Food container	0- 10	
5	Cleanliness & Hygiene of Dining, Kitchen & Outer Wash area	0- 10	
6	Disposal of waste material	0- 10	
7	Vendor's behavior & his staff uniform/grooming/gloves/hair caps/ apron compulsory	0- 10	
8	Quality of Raw materials (vegetables/spices/oil/ wheat flour/rice)	0- 10	
9	Timely Management of counter service	0- 10	
10	No Foreign particles in the food	0- 10	
	Total	100	

Below 80 marks will be considered for rejection of food and new food will be arranged by GGSIP University. The risk purchase of food will be done as per details mentioned in the bids clause of penalty / Liquidated Damages

- (i) 81-85 marks will attract penalty as per bid clause.
- (ii) 86-90 marks will be considered for suggestions / improvement of the services.
- (iii) 91-99 marks will be acceptable range.
- (iv) The service provider will also take feedback from the employee as per above format and submit to food committee with details i.e. Name, ID of employees.

Penalties will be levied for non-compliance as per following details. In case of persistent deficiency in services, the contract is liable to be cancelled and the security deposit is liable to be forfeited.

Sr. No.	Service Level Agreement	Penalties for Non-compliance		
		1 st Time	2 nd Time	3 rd Time
1	Deficiency in quality of food items prepared	Rs.1,000/-	Rs.3,000/-	Rs.5,000/-
2	Deficiency in cleanliness and maintenance of hygiene in Kitchen & Dining Area	Rs.1,000/-	Rs.2,000/-	Rs.3,000/-
3	Deficiency in cleanliness and maintenance of outside area including disposal of waste material	Rs.1,500/-	Rs.2,000/-	Rs.3,000/-
4	Misconduct of persons engaged by the licensee for the Canteen	Rs.1,000/-	Rs.2,000/-	Rs.3,000/-
5	Adherence to approved rates / menu	Rs.1,000/-	Rs.2,000/-	Rs.5,000/-
6	Any other deficiency found as per required services	Rs.500/-	Rs.1,500/-	Rs.2,000/-

The Contractor shall be penalized up to maximum 10% of invoice value and can be recovered from dues without any intimation.

9. Performance Security

- i. The successful bidder will have to submit the Performance Security equivalent to the 5% of the estimated cost within 15 days of the award of Contract in shape of FDR/BG/Bank Draft in favour of "The Registrar, GGSIP University" with a validity of 15 months from the date of award of work. Further, for the extension period of contract, Performance Security shall also be required to be extended accordingly for a period of three months over and above the period of extension (s).
- ii. In case of non-submission of Performance Security along with the agreement within specified time, the earnest money will be forfeited and the successful bidder will be debarred/ black listed.
- iii. The Performance Security can be forfeited wholly or partially, by order of the Competent Authority in the event of any breach or negligence or non-observance of any condition of contract or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the contract, such portion of the said security deposit as may be considered by University sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit on the account of firm's bill has been received and examined.
- iv. In case, a fixed deposit receipt/ Bank Guarantee of any bank is furnished by the successful bidder to the University as part of the Performance security and the Bank is unable to make payment against the said instrument, the loss caused thereby shall fall on the successful bidder and the successful bidder shall forthwith on demand furnish additional security to the University to make good the deficit.
- v. Any loss to the University due to the negligence/lapse on the part of the agency/firm shall be borne by the agency/firm. Alternatively, the amount of loss will be deducted from the running bill against the amount payable to the agency falling which the same may also be recovered from the performance security held with the university.

10. Agreement & Validity of Rates

- i. Once, the work is awarded to the successful H1 bidder, it may not be transferred/sub let to other contractor/caterer by the H1 bidder. If so found, the EMD/performance security, as the case may be, will be forfeited and the said bidder will also be liable to be debarred for a period of 05 years at least for further participation in any kind of the University tender.
- ii. The successful H1 bidder will have to enter into regular agreement on a non-judicial stamp paper of Rs.100/- after the receipt of acceptance of the Bid for a period of Two (02) years. The necessary fees, stamp paper, etc. required for preparing the agreement have to be borne by the bidder.

- iii. However, the contract may further be extendable for a maximum period of another one year (01), on the same terms & conditions, subject to satisfactory performance and mutual consent with the approval of Competent Authority. The agency will further be required to enter into a fresh agreement for the extended period of contract.

11. Penalty on late payment of monthly charges by the Contractor:

- i. **License Fee:** An amount of Rs. 50/- per day would be levied after the due date i.e. Seventh day of each month.
- ii. **Electricity:** Surcharge as mentioned in the bill/ invoice generated by UWD department shall be levied.
- iii. **Water Charges:** An amount of Rs.10/- per day would be levied after the due date i.e. Seventh day of each month.
Note: GST shall be applicable on license fee

12. Payment of Bills against supply of food items:

- i. Bills for various hospitality arrangements will be raised by the canteen contractor centrally to the GA branch of Dwarka Campus of the University against the requisitions given to the contractor.
- ii. Payment will be made by the University within 30-45 days after the submission of the proper bill containing copy of order/approval alongwith satisfactory reports towards execution of work. The bills shall be submitted, in duplicate.
- iii. In case, any extreme/unavoidable deficiency, in term of quality/service of food, is observed by GA Branch/Competent Authority, the whole/part payment towards such hospitality arrangement, as deemed suitable, will be deducted.
- iv. The University reserve the right to carry out post payment audit/or technical examination of the final bills including all the supporting vouchers, abstract etc. The University further reserves the right to enforce recovery of any overpayment from the running/pending bills as and when come into notice.
- v. Last payment of Canteen Contactor/Caterer will be cleared only after ascertaining clearance of any liability towards electric bill, water charges, PNG bill etc pending with the Canteen Contactor/Caterer.
- vi. No overwriting in the bill & report will be acceptable. If any change occurs, the counter signature of the concerned would be required to verify the same.
- vii. No responsibility will be taken by the University for Credit Sales, Loses or pilferage.
- viii. The Canteen Contactor/Caterer has to ensure himself for monthly reconciliation of bills and payments with Finance & Accounts Branch and University Bank.

- 13** Bidder(s) are required to submit valid copies of license issued by Food Safety & Standard Authority of India (FSSAI), State Govt./ Central Govt., PAN, & GST registration certificate from appropriate authority.

14. Methodology for assessment on Quality & Cost Based Selection (QCBS).

QCBS Weightage (Technical : Financial) :30:70			
Minimum Qualifying Marks : 50%			
Technical Evaluation Parameters are as under			
Sr. No.	Parameters	Total Marks	Qualifying Marks
1	Similar Running Contract	20	10
2	List of Similar work executed in Delhi / NCR during 7 years ending 31.03.2024	15	7.5
3	Client Commendation	15	7.5
4	Canteen Services executed in University / Educational institution in Delhi / NCR during last 7 years ending 31.03.2024	10	5
5	Valid ISO Certification 9001:2015, 9001:2018, 22000:2005 and 22000:2018	10	5
6	Number of qualified catering staff (i.e. having completed Food Safety Training and Certification (FOSTAC) programme of FASSAI	10	5
7	Solvency	10	5
8	Presentation	10	5
	Total	100	50

14.1 Requirement of Documents.

Sr. No.	Parameters	Marks Allotted	Documents Required
1.	Similar Running Contract		Copy of Contract/ Work order duly self attested by the bidder
	More than 4 Contracts	20 Marks	
	3-4 Contracts	15 Marks	
	1-2 Contracts	10 Marks	
	<1 Contract	0 Marks	
2.	List of Similar work executed in Delhi / NCR during last 7 years ending 31.03.2024		Copy of Contract/ Work order and Execution / Completion certificate from the Client duly self attested by the bidder. As per enclosed Format-A
	More than 4 Contracts (Each contract of the value of at least 80% of Estimated Cost)	15 Marks	
	3-4 Contracts (Each contract of the value of at least 50% of Estimated Cost)	10 Marks	
	1-2 Contracts (Each contract of the value of at least 40% of Estimated Cost)	7.5 Marks	
	<1 Contract	0 Marks	
3.	Client Commendation		Performance Certificate from the Client
	Excellent/ Outstanding	15 Marks	
	Very Good	10 Marks	
	Good	08 Marks	
	Satisfactory / Fair	7.5 Marks	
	Unsatisfactory/ Report not submitted/ Poor	0 Marks	

Sr. No.	Parameter	Marks Allotted	Documents Required
4.	Canteen Services executed in University / Educational institution in Delhi / NCR during last 7 years ending 31.03.2024		Copy of Contract/ Work order and Execution / Completion certificate from the Client duly self attested by the bidder As per enclosed Format-B
	More than 3 Contracts (Each contract of the value of atleast 80% of Estimated Cost)	10 Marks	
	2-3 Contracts (Each contract of the value of atleast 50% of Estimated Cost)	08 Marks	
	1-2 Contracts (Each contract of the value of atleast 40% of Estimated Cost)	05 Marks	
	<1 Contract	0 Marks	
5.	Valid ISO Certification		Copy of valid certificate duly self attested by the bidder
	22000:2018	10 Marks	
	22000:2005	09 Marks	
	9001:2018	07 Marks	
	9001:2015	05 Marks	
Non of the above	0 Marks		
6.	Number of qualified catering staff (i.e. having completed Food Safety Training and Certification (FOSTAC) programme of FASSAI		1. Copy of valid certificate of FASSAI duly self attested by the bidder and 2. Documentary proof on account of EPF/ESIC contribution in respect of above stated staff
	51 persons and above	10 Marks	
	11- 50 persons	08 Marks	
	10 persons	05 Marks	
	<10 persons	0 Marks	
7.	Solvency		The solvency certificate should be addressed to the Registrar, GGSIPU and be latest one issued by any scheduled bank after the date of invitation of this tender.
	1.40 Crores and above	10 Marks	
	<1.40 Crores upto 1.05 Crores	08 Marks	
	<1.05 Crores upto 56 Lacs	05 Marks	
	<56 Lacs	0 Marks	
8.	Presentation		The bidder will submit their presentation in the University through PPT before the Committee to justify the Quality of their Work, preparation of Food, Service, Hygiene, Cleanliness, Ambience and the Staff Deployed
	Excellent/ Outstanding	10 Marks	
	Very Good	08 Marks	
	Good	06 Marks	
	Satisfactory / Fair	05 Marks	
	Unsatisfactory/ Poor	0 Marks	

Format -A

Format for technical parameter: List of Similar work executed in Delhi / NCR during last 7 years ending 31.03.2024

Name of the organization	Value of the Completed Contract	Name of the Contact Person	Contact No. & e-mail

(To attach work/ contract order alongwith execution / completion Certificate of the client in support)

Place.....

Name of Bidder_____

Date.....

Signature of Bidder with seal of the Firm_____

Format -B

Format for technical parameter: Canteen Services executed in University / Educational institution in Delhi / NCR during last 7 years ending 31.03.2024

Name of the organization (University / Educational institution in Delhi / NCR)	Value of the Completed Contract	Name of the Contact Person	Contact No. & E-mail

(To attach work/ contract order alongwith execution / completion Certificate of the client in support)

Place.....

Name of Bidder_____

Date.....

Signature of Bidder with seal of the Firm_____