

Tender No. IG/GA/Canteen/2016-17

Cost of Tender Document: Rs. 1000/-



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**

**Tender document**  
**for**  
**Providing Canteen Services**

**Last Date for submission of Tender: 28/03/2016 at 3.00 PM**

**Date & Time for opening of Tender: 28/03/2016 at 3.30 PM**

**EMD for each Cafeteria : Rs.50,000/-**

**EMD for each Kiosk /Juice Counter : Rs.20,000/-**

**Place of submitting quotations : General Administration, Block-4, Room No. 18, IGNOU, Maidan Garhi, New Delhi- 110068**

**Registrar (Administration)  
Indira Gandhi National Open University  
Maidan Garhi, New Delhi – 110068**

**Website: [www.ignou.ac.in](http://www.ignou.ac.in)**

## NOTICE INVITING TENDER FOR CATERING SERVICES

Sealed tenders are invited from experienced Catering Companies / individuals / reputed hotel professionals capable of providing catering services for running Cafeteria//Kiosk of high quality and hygiene for a period of two years extendable further one more year after satisfactory performance of the contractor.

The contract is for running Cafeteria/Kiosk in the IGNOU Campus, Maidan Garhi, New Delhi as per location given below:-

- |       |                                              |                        |
|-------|----------------------------------------------|------------------------|
| (i)   | Down campus Cafeteria (327.04 Sq.Mtr.)       | - Near Main Gate       |
| (ii)  | Academic Complex Cafeteria (1042.19 Sq.Mtr.) | - 'D' Block            |
| (iii) | Kiosk (89.96 Sq.Mtr.)                        | - Opposite Post Office |
| (iv)  | Kiosk                                        | - Behind EMPC          |
| (v)   | Juice Counter (11.52 Sq.Mtr.)                | - Near SSC             |

IGNOU reserves the right to award both the Cafeteria and Kiosk/Juice Counter to one applicant or different applicants. Further, IGNOU reserves the right to give on license basis any other site related to catering in whatsoever form anywhere in the premises.

The scope of contract is to provide Tea, Coffee, Beverages, Snacks, Lunch, Mini Meals. Special Meals and Catering Services to IGNOU Employees, students, visitors in addition to official meetings that take place on regular basis throughout the year.

The caterer may also be asked to provide catering services for several annual events being organized by IGNOU from time to time. The caterer may be required to furnish details of satisfactory performance of providing services of this magnitude in preceding years.

**The caterer has to supply/provide the items on the rates as finalized by IGNOU as at Annexure A & B. The caterer will quote for the maximum rent for the cafeteria/kiosk in the Financial Bid Annexure II on the basis of which H-1 bidder will be selected for running the Cafeteria/Kiosk/Juice Counter. The Caterer may inspect the Cafeteria/Kiosk/Juice counter before quoting the rent amount.**

The caterer having proven track record with minimum three years ITR and 2 years experience may obtain the tender documents from the office of Dy. Registrar, Room No. 18, Block No.04 on any working day during office hours on payment of Rs 1000/- (non refundable) by way of Demand Draft in favour of IGNOU, New Delhi from the day of advertisement latest by 28/03/2016 (Tender document downloaded from the website must enclose tender fee of Rs.1000/- DD non refundable)

The complete tenders duly filled in the prescribed format from established Caterer/Organizations expert in the catering business (having minimum experience of two years) should reach the undersigned by 3.00 p.m. on 28/03/2016 with earnest money of Rs.50,000/- (Rupees fifty thousand) for each Cafeteria plus Rs.20,000/- (Rupees Twenty Thousand only) for each Kiosk/Juice Counter by demand draft in favour of IGNOU without which the tender will be rejected.

IGNOU reserves the right to accept/reject any or all tenders without assigning any reason. No correspondence will be entertained in this regard. The Tender Document is available at IGNOU website **ignou.ac.in**.

**REGISTRAR (ADMN).**

## TERMS AND CONDITIONS OF TENDER FOR CATERING SERVICES

1. Tenders shall be submitted in tender form only. If submitted in any other form, the same shall be summarily rejected. No tenderer shall be issued with more than one tender form.
2. The Tender shall be submitted in sealed envelope superscribed "Tender for the providing of Catering Services" and should be addressed to the Registrar, IGNOU, Room No.18, Block No. 4, Maidan Garhi, New Delhi-110068 and be dispatched so as to reach this office not later than 3.00 p.m. on 28/03/2016 which will be opened on the same day at 3.30 P.M. in the presence of such of the tenderers who may be present, either by themselves or through authorized representatives.
3. Tenders received without earnest money deposit or Tender fee in the form of bank draft shall be rejected.

#### **4. Preparation of Tender:**

- (a) The schedule issued with the form of tender must not be altered by the tenderer.
- (b) Any modification of the schedule considered expedient by the tenderer should form the subject of a separate letter to accompany the tender.
- (c) No paper shall be detached from the Tender.
- (d) The name and address of the tenderers shall be clearly written in the space provided and no overwriting, correction or insertion shall be permitted in any part of the tender unless duly initiated by the tenderer.
- (e) It should be distinctly noted that tender should be filled in and submitted in strict accordance with the instruction laid down herein, otherwise the tender is liable to be ignored.
- (f) No tender shall be considered unless each page of the tender is duly filled in and signed by the tenderer.
- (g) A copy of the tender document duly signed and stamped in token of acceptance of all terms and conditions/rates of food items has to be submitted alongwith the Technical Bid by the Caterer.

#### **5. Submission of Tender:**

- (a) Complete set of Tender Form alongwith **Annexure I (technical bid)** is to be returned duly filled up with signatures on all pages in two envelopes marked **Annexure I (Technical Bid)** and **Annexure II (Financial Bid)**.
- (b) Envelope marked **Annexure I** will contain Tender Form with EMD, Tender Document duly signed and stamped on each page Undertaking(Annexure III), Affidavit (Annexure IV) & supporting documents, tender fee.
- (c) Envelope marked **Annexure II** will contain only the Financial Bid. Both envelope **Annexure I & Annexure II** shall be put in a larger envelope superscribing '**Tender for Catering Services in IGNOU**' sealed & submitted.

(d) The University reserves the right to award a composite contract for Cafeteria and Kiosk or contract for individual Cafeteria/Kiosk.

(e) The tender is liable to be rejected if complete information is not given therein, or if the particulars and data (if any) asked for in the schedule to the tender are not filled in.

**6. Signing of Tender:**

Individual signing the tender or other documents connected with the tender must specify whether he signs as:

- a) A 'sole proprietor' of the concern or constituted attorney of such sole proprietor.
- b) A partner of the firm, if it is a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.
- c) Director or a principal officer duly authorized by the Board of Directors of the Company, if it is a company.

I In case of (b) a copy of the partnership agreement or General Power of Attorney, in either case attested by a Notary Public, should be furnished or an affidavit on stamped paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the General Power of Attorney should be furnished. The authenticated copy of the certificate or registration of firm should be attached alongwith the tender papers.

II In case of a partnership firm, where no authority to refer disputes concerning the business of the partnership has been converted on any partner, the tender and all other related documents must be signed by all the partners of the firm,

**7 (a) Earnest Money Deposit:-**

i A Demand Draft of Rs.50,000/- (Rupees fifty thousand) for each Cafeteria and Rs.20,000/- (Rupees twenty thousand) for Catering services for each Kiosk/Juice Counter is required to be deposited as Earnest Money Deposit in favour of IGNOU, New Delhi in the form of bank draft.

ii The Earnest Money Deposit of the unsuccessful tenderer shall be refunded before 30<sup>th</sup> days after the award of the contract.

iii No interest will be payable on EMD.

iv The Earnest Money Deposits of the successful tenderer shall be liable to be forfeited if he / they does/do not fulfill any of the following conditions: .

- (a) If the successful tenderer (Contractor) fails to furnish a Performance Security deposit, on terms and conditions laid down by the IGNOU.

- (b) If the Contractor change the terms & conditions or prices or withdraws his quotation subsequent to the date of opening or fails to accept the order when placed or fails to commence supplies/ services after accepting the order.
- (c) If the successful tenderer (Contractor) fails to execute the agreement incorporating the terms and conditions of tender within 10days of the receipt of letter awarding the contract.
- (d) If the successful contractor fails to undertake the work within 15 days of the receipt of letter awarding the contract.

**7.(b) Security Deposit :**

- (i) The successful tenderer (s)/contractor(s) shall within 10 days of receipt of our award of contract, submit Security Deposit of Rs.1,00,000 (Rupees one lakh only) for each Cafeteria and Rs.25,000/- (Rupees twenty five thousand only) for each Kiosk/Juice Counter in the form of Demand Draft/FDR/Banker's cheque/irrecoverable Bank Guarantee, drawn in favour of IGNOU payable at New Delhi for satisfactory completion of the contract.
  - (ii) The performance Security shall remain valid for a period of 2 months beyond the date of completion of all contractual obligations of the contractor.
  - (iii) Failure to furnish Security Deposit shall be treated as breach of contract and entail cancellation of the contract, forfeiture of EMD.
  - (iv) If the successful Contractor/ Tenderer, upon receipt of the Award letter, is not able to provide the services within the specified period to the complete satisfaction of the IGNOU, the IGNOU reserves the right to invoke the relevant clause of the tender and forfeit the Performance Security.
8. Quotation should be valid for at least 3 months from the date of opening of the tender and the rates quoted shall be valid for the entire period of the contract. If any tenderer withdraws during the period, the Earnest Money Deposit shall be forfeited.
9. Prices are required to be quoted according to units indicated in the annexed tender form. When quotations are given in terms of units other than those specified in the tender form, relationship between the two sets of units must be furnished.
10. Corrections, if any, must be attested. IGNOU reserves the right to accept or reject any or all the offers either fully or partly without assigning any reasons.
11. Late Tenders will be rejected.
12. (a) The contractor shall be responsible for engaging necessary adequate trained manpower for providing good service in Cafeteria/Kiosk to the employees and visitors of the University.
- (b) All the man power engaged by the Contractor shall be the sole responsibility of the Contractor.

- (c) Contractor shall pay the minimum wages as per the law.
- (d) IGNOU shall not be liable in any way for the persons engaged by Contractor.
- (e) Persons engaged by Contractor shall not claim any right to be on the roll of IGNOU at any time.
- (f) The University shall not be liable for compensation or for any claim arising from financial or legal dispute between Contractor and his employees.
- (g) The caterers should have minimum 2 years experience in reputed cafeteria/hotel/restaurant catering.
- (h) Preference will be given to the caterers with Degree/Diploma in Hotel Management from a recognized university/Institute.

### **13. QUALITY CONTROL STANDARDS:**

The following Quality control Standards have to be maintained at all costs.

1. Recycled oil/vanaspati not to be used for fresh cooking.
2. Good quality paper glasses to be used for beverages
3. Good quality (Branded) paper napkins to be used.
4. Good quality sanitary material like phenyl/floor cleaners etc. to be used at least twice a day. Sanitation to be maintained at all costs.
5. Regular pest control measures to be maintained.
6. Drinking water coolers to be cleaned and serviced regularly.
7. Vending machines for coffee/beverages and aerated drinks to be operated strictly as per company stipulated standards for dispensing.
8. Service, cooking staff and cleaning staff to be in different uniform and their ID cards displayed.
9. All equipment/heavy utensils to be serviced and cleaned on a regular basis.
10. Staff strength to be adequate for catering to room services in different blocks as well as during official meetings.
11. The Caterer will not put up any advertisement of third party in the cafeteria/kiosk/juice counter.

### **14. RESPOSIBILITY OF THE CATERER:**

(a) The contractor shall be responsible for the payment of wages and allowances and all statutory dues, under the labour laws to the persons employed by him/her for providing the catering services.

(b) The contractor shall be further responsible for proper discipline of the employees engaged by him/her and their work besides observing other obligations.

(c) All catering staff should be in proper uniform approved by the Canteen Committee and shall display nameplates/Identity Card issued by the canteen contractor.

(d) Contractor shall employ only such persons whose antecedent have been verified and have been medically examined at his own cost and satisfaction of University.

**15. The comments/suggestions Book should be prominently displayed in Cafeteria/Kiosk to be regularly checked by the Canteen Committee.**

**16 (a) The day to day operation will be monitored by the Canteen Committee.**

(b) Random checks and visits by representative of Canteen Committee will be carried out.

(c) Representative from Canteen Committee and from contractor will mutually sort out problems in routine functioning and report the matter to Chairperson, Canteen Committee.

**17. RATES:**

(a) The rates and quantity once accepted by both the contractor as well as university authorities shall not be changed during the period of contract.

(b) Room Services are to be provided at extra 10% on the tender approved price.

(c) The contractor will display the list of items with prices in the Cafeteria/ Kiosk prominently. Non displaying of list of items and prices will attract penalty of Rs.100/- per day.

**18.** It may be treated as an essential condition that offers would be valid for 90 days from the date of opening the tenders.

**19. Cooking:**

(a) The cooking shall be done by the caterer by gas / electricity only and the cooking medium shall be permissible hydrogenated vegetable oil / refined oil.

(b) Coal may be allowed to light the tandoor only.

**20. Other Charges:**

(i) Payment of the cost of filling charge of L.P.G. cylinders (Cooking gas) and electricity charges towards cooking and all other uses on preparation of food stuff and drinks, like operation of grinding machines, washing machines, boilers, cookers etc. deep-freezer, refrigerator and other allied equipments shall be borne by the contractor at the rate University pays such charges.

(ii) The electricity charges towards desert coolers, lights and fans in the dining area shall only be borne by the University. **Other than dining area, the caterer will pay electricity/water charges to the University.**

(iii) The contractor has to pay electricity, water and other charges on actual basis. Security of Rs.30,000/- (Rupees Thirty Thousand only for each Cafeteria and Rs. 5,000/- for each Kiosk) has to be deposited in the form of demand draft in favour of IGNOU after the award of contract towards electricity charges to be adjusted on receipt of actual bill failing which the University will be at liberty to take remedial measures as deemed fit. Separate meter will be provided for each Cafeteria/ Kiosk.

Water charges Rs.500/- will be paid by the Caterer to the University for Cafeteria and Rs.300/- for Kiosk till such time the meter is installed.

## **21. Food Quality:**

- (a) It shall be noted by the contractor that the food, sweets, drinks etc. sold in the said premises should be fresh, wholesome and of good quality.
- (b) The raw materials for the preparation of any kind of food and sweets should be obtained by the contractor from approved sources.
- (c) It shall also be noted by the contractor that the University shall have the right to stop the sale or destroy any article exposed for sale in the Cafeteria/Kiosk which is not considered of requisite standard or unfit for human consumption.
- (d) The University's competent authority shall, on demand, be supplied with a sample of any eatables exposed for sale free of cost for inspection and analysis.
- (e) In case it is found defective, the caterer shall be required to pay to the University a sum not less than Rs. 250/- as liquidated damages each time and the food article destroyed.
- (f) In case IGNOU suffers any financial loss on account of the negligence of the Contractor, or if he commits a breach of the terms and conditions laid down, the contractor agrees to keep IGNOU indemnified of all such losses and agrees to compensate IGNOU for the same.

## **22. Religious Sentiments:**

- (a) Caterer shall not be allowed to cook any such thing which may injure the religious feeling of any community.
- (b) He shall not be permitted skinning of animals within or near the said premises.

## **23. Maintenance:**

- (a) The caterer shall be responsible to maintain the furniture, equipments and other articles supplied by the university in good condition.
- (b) In case of any damage/defects, the same shall be reported to IGNOU and got repaired through IGNOU.
- (c) The cost of such repairs shall be payable by the contractor.
- (d) The contractor shall be responsible to get the repairs done without any delay to avoid any interruption in service of any food stuff, drinks and the cost of repairs etc. shall be borne by the contractor himself.

## **24. The University will charge the rent as quoted in the financial bids by the Caterer on the basis of which the Caterer (H-1) will be selected for running the Cafeteria/Kiosk/Juice Counter.**

- 25.** Offer received in the prescribed schedule attached to the tender shall only be considered.
- 26.** It will be assumed that the tenderer has thoroughly examined the terms and conditions given in the tender documents and agrees to abide by them.



27. Either party can terminate the contract after giving three months notice. This contract shall remain valid for a period of two years and it may be extended for another one year subject to satisfactory performance by the contractor on mutually agreed terms and conditions.
28. Envelopes containing tender documents (Bids) should be sealed properly before it is put in the tender box.
29. Tenderers sending their offers by post must address the envelopes to the Registrar IGNOU, Administration Div., Room No.-18, Block No.- 4, IGNOU Campus, Maidan Garhi, New Delhi-68 under registered/speed post and the envelope must be superscribed with the name and address of the tenderer and the words "Tender for providing of catering services".

### **30. Enclosures with Technical Bid :**

The tender shall be accompanied by the following documents :-

- a. A copy of the Income Tax clearance certificate, for the last three years as token of having submitted the I.T. returns, shall have to be furnished alongwith the tender.
- b. An affidavit of asset and properties of the tenderer shall be submitted alongwith the technical bid of the tender.
- c. Certificates in support of experience for having undertaken this kind of business have to be furnished. A list of organizations where the tenderer is currently providing/has provided catering services may be attached.
- d. Necessary evidence in support of the constitution of the tenderer, whether sole proprietor, Partnership firm, or co-operative society or Limited Company is to be furnished, with details of the partners and their addresses in case of partnership firm, or Directors and their addresses in the case of Co-operative society or Limited Company.
- e. Photocopy of certificate in support of diploma/specialization experience in the line of catering is to be furnished.
- f. Earnest Money Deposit of the required amount as per clause no.7 (a).
- g. Undertaking as per Annexure III & Affidavit as per Annexure IV.

If the tender is not accompanied by all the documents mentioned above the same shall be liable to be rejected summarily.

31. Any party who does not accept the contract after being awarded contract in their favour, shall be debarred from future participation in tenders for such period as may be determined by the competent authority of the University, in addition to forfeiting the earnest money deposit and such other action as may be permitted by law.
32. **On adverse finding of unhygienic conditions in and around canteen area, Sewer Blockage, unsatisfactory upkeep of toilet area and if agreed by Canteen Committee, fine of Rs.500/- for every instance will be charged from the contractor which has to be deposited within 24 hours. Contractor shall also be liable to pay any fine imposed by MCD or any other local authorities for unhygienic conditions e.g for mosquito breeding etc.**

### **33. INSOLVENCY AND BREACH OF CONTRACT**

The IGNOU may at any time, by notice in writing summarily terminate the Contract without compensation to the Contractor in any of the following event, that is to say:

- i) If the Contractor being an individual or if a firm, any partner thereof, shall at any time, be adjudged insolvency or shall have a Receiver appointed on the Business or an order for administration of his estate made against him or shall take any proceeding for composition under Insolvency Act for the time being in force or make any conveyance or assignment or if the firm be dissolved under the partnership Act, or
- ii) If the Contractor commits any breach of Contract not herein specifically provided for:
- iii) Provided always that such determination shall not prejudice any right of action or remedy which shall have accrued or shall accrue hereafter to the IGNOU and provided also that the contractor shall be liable to pay to IGNOU for any extra expenditure, he is thereby put to and the Contractor shall under no circumstances be entitled to any gain.

### **34. SETTLEMENT OF DISPUTES AND JURIDICTION**

The disputes shall in the first instance be resolved by mutual discussions between the both parties within a period of one month failing which only the regular courts of Delhi//New Delhi will have the exclusive jurisdiction to adjudicate upon the matter.

## **II TERMS AND CONDITIONS OF TENDER FOR PROVIDING OF CATERING SERVICES AT CAFETERIA/ KIOSK/JUICE COUNTER**

1. Items to be sold in the Kiosk: Tea/Coffee through vending machine, Tomato/Veg. Soup, Cold Drink, namkeen and dry snacks like Kachodi, Samosa, Bread Pakora other packed items mentioned in Annexure – A & B.
2. Rent will be charged as per high rent quoted by the bidder in the financial bid.
3. The successful tenderer will have to execute and sign a Licence Deed on a Rs.100/- stamp paper, in the format prescribed by IGNOU.
  - (a) Further, the tenderer will have to submit a Security Deposit of Rs.1,00,000/- (Rupees One Lakh ) for each Cafeteria and Rs.25,000/- (Rupees twenty five thousand) for each Kiosk in the form of Bank Draft within ten days of the date of issue of award letter.
  - (b) He/ She will also furnish a recent passport size photograph and his/her permanent address – both attested by a Gazetted Officer or a 1<sup>st</sup> Class Magistrate.
4. (a)The license will be valid for a period of two years extendable further one more year after satisfactory performance of the Caterer on mutually agreed terms and conditions.
  - (b) The University reserves the right to terminate the lease agreement, by serving one month's notice.
  - (c) Similarly, the licensee is entitled to terminate the license at any time by giving three months notice in writing.
  - (d) Notwithstanding the notice period said above the University shall, for breach of conditions of license by the licensee, have the right to terminate the license by serving 24 hours notice to the licensee.
5. Licensee, his/her servants, his/her nominees will not be permitted to stay in the allotted premises.
6. Premises of the Kiosk will be used only for the purpose for which the allotment will be made and not for any other purpose.
7. Licensee has to pay electricity, water and other charges on actual basis. Security of Rs.30,000/- (Rupees Thirty Thousand only) for each Cafeteria and Rs.5,000/- (Rupees five thousand) for each Kiosk/Juice Counter to be deposited after award of contract.
8. Failure to accept allotment by not complying with the terms and conditions stipulated in the allotment notice, shall constrain the University to forfeit the Earnest Money deposited by the tenderer.
9. The tenderer must not be a minor.
10. Conditional tenders will be rejected.

11. Tenderers will not be allowed to withdraw their offer upto three months from the date of opening of tenders. In case they do so, it shall entail forfeiture of the aforesaid earnest money in full.
12. The earnest money deposit, submitted by the tenderers, will be refunded after the acceptance of the license by the successful bidder or after 30 days from the opening of the financial bid of whichever is later.
- 13. All items of crockery are to be provided and maintained by the Tenderer.**
14. The tenderer will be responsible for keeping the kiosk and surroundings neat and clean all the times. On adverse finding and agreed by Canteen Committee, fine of Rs.500/- for every instance will be charged from the contractor to be deposited within 24 hours.
15. The tenderer will issue proper bills, if required.
16. The tenderer will also make available sufficient staff for providing services at the Kiosk.
17. Room services are to be provided at extra 10% on the tender approved price.
18. The firm should have at least two years relevant experience in the catering /Hotel line.
19. The tenderer should have a bank account in the name of the firm.
20. Tenderer should be an Income Tax Payee.
21. The bidder will be required to give presentation for improvement of the ambience appealing facade, look of Kiosk which will be an important condition for awarding of contract. Howsoever, the Canteen Committee reserves the right to accept or reject the offer / bid. The selected party will have no right or claim on the investment done on improving the facade which will become the property of IGNOU at the completion of work.

**SCHEDULE OF EATABLE AND DRINKS ITEMS OF ACADEMIC COMPLEX  
CAFETERIA & MAIN CAFETERIA (DOWN CAMPUS) TO BE SUPPLIED BY THE  
CATERER**

S.N o.	ITEMS	QTY.	Specifications	RATE (Rs.)
1	TEA	150 ml	Tea- Tata Tetley/Brooke bond/Taj Mahal in paper glass	6
			Readymade in paper glass	5
			Tea Bag in paper glass	6
			Spl. Tea (Cup-Plate)	7
2	COFFEE	150 ml	Coffee -Nescafe/Bru in paper glass	8
3	VADA SAMBHAR	150 gms.	Pickles - MTR/Priya /Pachranga Pulses of good quality	20
4	BREAD PAKORA	80 gms.	Shakti Bhog/Raajdhani Bessan Bread - Harvest/ Britannia/ Golden Harvest	8
5	PANEER PAKORA	65 gms.	Butter -Amul/Mother dairy/Gopalji	15
6	SAMOSAS	60 gms.	Cooking Medium- Nature Fresh/Sundrop/branded refined oil	6
7	VEG. SANDWICH	100 gms.	Tomato + Cucumber + Butter	15
8	SEASONAL, VEG. (DRY) (Half plate serving)	100 gms.	Subji	15
9	SEASONAL, VEG. (DRY) Full plate serving	200 gms.	-do-	25
10	SEASONAL, VEG. (CURRY)	100 gms	-do-	20
11	DAL FRY	150 gms	-	20
12	Dal chawal/ Rajma chawal/ chhole chawal/ Kadhi chawal Full plate serving	250 gms 150gm rice100gm.dal 150gm.rice100gm rajma 150gm.rice100gm chhole 150gm.rice100gm.kadhi		25
13	Boiled Rice (Parmal) Full plate serving	150 gms	"	20
14.	Boiled Rice (Parmal) Half plate serving	80gms.		10
15	Boiled Rice (Basmati) Full plate serving	150 gms	Rice-Basmati of India Gate/Daawat	25
16	Boiled Rice (Basmati) Half plate serving	80 gms	India Gate/ Daawat/ Best/etc	15
17.	Tawa Roti	25 gms/ 1Roti	Flour of Ashirwaad/ Fortune/Shakti Bhog/	3

			Raajdhani	
18	Tandoori Roti	60 gms.	Flour of Ashirwaad/ Fortune/Shakti Bhog/Raajdhani	6
19	Naan	60 gms./1Naan	Flour of Ashirwaad/ Fortune/Shakti Bhog Raajdhani	8
20	Lachchha Parantha	75 gms.	Flour of Ashirwaad/ Fortune/Shakti Bhog/Raajdhani	10
21	Chicken Curry	- -	Half Plate – 1pc Full Plate – 2pcs	35 55
22	Mutton Curry	-	Half Plate – 2pcs Full Plate – 4pcs	50 100
23	Papad	1 Piece	Lijjat/Anjali/Appalam/etc	3
24	Rajma /Chhole	150 gms.	Pulses from Golden Harvest or Mangatram	20
25	EGG CURRY	150 gms. With 2 eggs	-	20
26	Chhole Bhature	One bhature + chhole (150 gms) Double bhature+Chhole (250gms)	Recycled oil/ Vanaspati not to be used	20 30
27	Veg. chowmein	100/200 gms.	-	20/35
28	Veg. Thali / Spl. Thali	400/600 gms.	<b>Normal</b> – Dal, Seasonial vegetable, 2 Roti, Rice- 100gm, Salad <b>Spl.Thali</b> - Dal, 2 Roti + Rice 100 gm + Paneer Curry + Raita+ Salad + Papad	35 50
29	Non Veg. Thali Special Thali	600 gms.	2 Roti + 100 gm rice + 1 Dal + 2 Pcs Chicken curry + Raita + Salad	70
30	Tomato soup	150 ml	Heinz/Campbell/Knor/etc	10
31	Juice (Fresh Fruits)	200 ml	Real/Tropicana packed	MRP
32	Cold Drinks Sweet/ Namkeen Biscuits Namkeens Wafers Packaged Fruit juice /Lassi/Ice Tea/Cold Coffee etc.	Branded/ Standard	Coca Cola / Pepsi / Mountain/ thumps Up/Fanta/Limca/Dew/etc Lays/ Parle/ Lehar/ etc/ Britannia/ Parle/ Tiffany/ Sunfeast/Tea & Coffee as already specified above	MRP
33	Fresh Lemon Soda (Branded) Sweet / Salted	250 ml.	Limca/7up- Nimbooz / Sprite etc	MRP
34	Vegetable Patties	100 gms.	Veg patties Paneer patties	10 20
35	Bakery Kulcha with channa	2 pcs./100 gms.	-	20
36	Kachori with sabzi / pawbhazi	Two kachori 250 gms.	-	20
37	Bread Slice	2 slice (branded)	-	5
38	Bread Butter	2 slice (branded)	Butter:Amul/Mother Dairy	10
39	Toast Butter	25 gms. Butter with 2		15

		slice		
40	SWEET/DESSERTS			
	1. Balushahi	50 gms.		10
	2. Besan Laddoo	50 gms.		10
	3. Gulab Jamun	40 gms.		10
	4. Ice Cream 5. Pastries 6. Plum cake /fruit cake	60 ml.	Amul/Mother Dairy/Cream Bell/Walls/Vadilal/Hagen Dazs/etc	MRP

**SCHEDULE OF CATERING SERVICES FOR OFFICIAL MEETINGS / LUNCH /  
CONFERENCE) TO BE SUPPLIED BY THE CATERER**

S.No	ITEMS	QTY.	Specifications	RATE (Rs.)
1	DRY PACKED WORKING LUNCH VEG			60
	Veg / Cheese Sandwich Veg / Cheese Cutlet Seasonal Fruit Dry Sweet Tomato Sachet / Paper Napkin	1 2 50 gms. 1	Jumbo size with coleslaw	
2	OFFICE LUNCH (VEG)		-	75
	Seasonal Veg Dal Paneer Rice Naan / Roti / Parantha Sweet Curd, Achar/Chutney, Papad, Raita, Salad	100gm. 100ml 2 pcs 100gms. 2 pcs 8" 2 1		
3	OFFICE LUNCH (NON-VEG)		-	
	Seasonal Veg Dal Rice Chicken / Mutton Naan / Roti / Parantha Sweet Curd, Achar/Chutney, Papad, Raita, Salad	100gms. 100ml 100gms. 150gms. 2pcs 8" 1	<b>CHICKEN</b>  <b>MUTTON</b>	<b>100</b>  <b>150</b>
4	TEA / COFFEE WITH COOKIES		In paper glass	15
5	TEA / COFFEE WITH 1 SNACK		In paper glass	20
6	HIGH TEA / COFFEE With biscuits, cashewnuts, water, dry sweet, Wafers, Paper Napkin		In Cup & saucer	50
7	MINERAL WATER SERVICE (With glass & coaster)		Kinley/Bisleri/Tata	MRP



**SCHEDULE OF EATABLE AND DRINKS ITEMS FOR KIOSK/JUICE CORNERTO  
BE SUPPLIED BY THE CATERER**

<b>S.No.</b>	<b>ITEMS</b>	<b>QTY.</b>	<b>Specifications</b>	<b>RATE RUPEES</b>
1	TEA/Tea bags/ LEMON/GingerTEA	150 ml	(Paper glass)	6
2	COFFEE	150 ml	(Paper glass)	8
3	Tomato/Veg. Soup	150 ml	(Paper glass)	10
4	Samosa	60 gms.	Brands as above	6
5	Egg Omlette With 2 Bread Slices	1 egg/2 eggs	-	10/15
6	Bread Pakora	80 gms.	-	7
7	Cold Drinks Sweet/Namkeen Biscuits Namkeen Waffers Tetrapak Fruit juice/ sweet and salt Lassi/Ice Tea/Cold Coffee etc.	Mother Dairy or any other brand	Paper glass to be used wherever applicable	MRP

**TECHNICAL BID FORM FOR CATERING SERVICES AT IGNOU  
CAFETERIA/KIOSK/JUICE COUNTER**

1. NAME & ADDRESS OF THE TENDERER \_\_\_\_\_  
(In block Letters)
2. The tender is for the award of contract for providing catering services at IGNOU Cafeteria / Kiosk/Juice Counter located in old complex and new academic complex for a period of two years from the date of award extendable further for one more year after satisfactory services and by mutual consent.

The University may award a composite contract for services in both the Cafeteria and Kiosk or separate contract for each Cafeteria / Kiosk.

3. **Qualification in the field of Catering/Hotel Management.** If the tenderer is an individual, his qualification, if any, in Catering/Hotel Management may be stated. If the tenderer is a partnership firm the name/names of partners who possess qualification in the field of catering and hotel management may be mentioned. If the tenderer is a limited company, the names & designations of its employees who have qualification in Catering/Hotel Management may be given. In each case the details of the qualifications may be given viz. the name of the institution awarding the diploma/degree, duration of the course, whether post-graduate or not etc. to be stated.
  - a. Name of persons with qualification in the field of catering  
(Testimonials to be attached)  
\_\_\_\_\_

4. Details of Experience:
  - a. Name/s of the Organizations \_\_\_\_\_  
Where service provided: \_\_\_\_\_  
\_\_\_\_\_
  - b. Period of contract/service provided with dates:  
(Testimonials to be attached)  
\_\_\_\_\_

5. My/Our concern functions under the name of  
\_\_\_\_\_  
\_\_\_\_\_

and is a proprietary firm/partnership co./co-operative society/limited company and holds a licence under the concerned laws such as Contract Labour Regulation Act & Rules, etc. for providing Catering Service on contract basis: -

1. License No. \_\_\_\_\_
2. Date of Issue \_\_\_\_\_

Validity \_\_\_\_\_

Total No. of workmen (indicating Managers, Salesmen, Cooks & Servicemen)

- 3.
- i. Managers \_\_\_\_\_
  - ii. Supervisor \_\_\_\_\_
  - iii. Cooks \_\_\_\_\_
  - iv. Service men \_\_\_\_\_

10. Latest Income Tax Clearance Certificate (enclose copy) \_\_\_\_\_

6. Details of Earnest Money Deposit of Rs. 50,000/- (Rupees fifty thousand only) for each Cafeteria at Main Campus & Academic Complex and Rs. 20,000/- (Rupees Twenty thousand only) for each Kiosk/Juice Counter.

Bank Draft No. & Date \_\_\_\_\_

Name of the Bank. \_\_\_\_\_  
(The demand draft shall be in the name and payable to the **Indira Gandhi National Open University at Delhi**)

**7. Enclosures :**

- a) The details of experience with attested certificate from the organizations where Catering Services are provided by tenderer as testimonials.
- b) Declaration of assets/ properties both movable/ immovable, owned/ leased mortgaged in the name of the tenderer, or in the name of family members or any other person dependent on the tenderer duly attested by appropriate judicial authority.
- c) Earnest Money.
- d) Latest Income Tax Clearance Certificate.
- e) ITR for the last three years.
- f) Undertaking as per Annexure III on Rs.50/- stamp paper
- g) Affidavit as per Annexure IV on Rs.50/- stamp paper

Date : \_\_\_\_\_  
Place : \_\_\_\_\_

Signature of the Tenderer

Name

Address \_\_\_\_\_

(Seal)

**FINANCIAL BID for Cafeteria/Kiosk**

The caterer may quote rent for Cafeteria or Kiosk/Juice Counter as per his willingness. However, the University reserves the right to allot all the cafeteria/kiosk/juice Counter to one contractor or to allot more than one contractors.

<b>Sr.No.</b>	<b>Cafeteria/Kiosk</b>	<b>Rent Rs. Per month</b>
1.	Down campus Cafeteria(near Main Gate)	
2.	Academic Complex Cafeteria ( 'D' Block) NAC	
3.	Kiosk (opposite Post Office)	
4.	Kiosk (behind EMPC)	
5.	Juice Counter (near SSC)	

I/We have gone through the contents of the tender document carefully. The information supplied by me/us is true to the best of my knowledge and belief and nothing has been concealed therefrom. I/we shall supply the food items on the rates and quality as finalized by the University at Annexure "A" and "B". I/We shall abide by the terms and conditions of the University.

Date:

Signature

**(with seal )**

**Name & Address :**

\_\_\_\_\_

\_\_\_\_\_

**UNDERTAKING**

(To be provided by the Tenderer on a Rs. 50/- Stamp Paper)

I \_\_\_\_\_ (sole Proprietor/Director/Partner), the authorized signatory of \_\_\_\_\_ having its registered office/ principal office \_\_\_\_\_ at \_\_\_\_\_

\_\_\_\_\_ hereby solemnly affirm and declare as under :

In the event of the contract being awarded to me/us

1. I/We undertake to abide by all the rules and regulations of the State/Central Govt. /Local Administration under the minimum wages Act 1970 and any other relevant act as may be in force from time to time. We undertake to indemnify IGNOU against any loss or damage which IGNOU may suffer as a consequence of our not complying with the laws referred to above. We further undertake to indemnify IGNOU against any loss or damage which it may suffer as a result of the negligence on the part of the tenderer or any of the employees in the course of performance under this tender/contract.
2. I/We also undertake to execute the agreement as presented by the University (IGNOU) and abide by the terms and conditions of the agreement which have been perused and understood by me/us. I have gone through the terms and condition of the Contract given in the tender document and agree and undertake to abide by the same during the term of the Contract.
3. I/We undertake to abide by the Municipal bye-laws including the food and Administration Act, rules and regulations, code of conduct for my/our employees that may be laid down by IGNOU.
4. I/We agree to provide clean uniforms/liveries to the staff to be employed/ deployed by me/us as per the pattern and design approved by IGNOU, at my/our cost.
5. I/We provide only smart and well experienced workmen in catering line having good health and not suffering from any Communicable/Contagious disease.
6. I/We undertake to provide requisite manpower and render satisfactory catering services at the IGNOU Cafeteria / Kiosk as the case may be.
7. I/We undertake to pay the rent of each Cafeteria / Kiosk/Juice Counter as per rent quoted in the financial bid and the electricity charges, towards the electricity consumption on cooking, boiling, operating kitchen equipments and keeping the foodstuff and beverages hot or cold as required, on receipt of the bill from the University. I/We shall deposit security for six months of advance bill (approx) to be deposited after award of contract @ Rs.30,000/- (Rupees Thirty Thousand only) for each cafeteria and Rs. 5000/- (Rupees Five Thousand only) for each Kiosk/Juice counter towards electricity charges to be adjusted on receipt of bill failing which the University will be at liberty to take remedial measures as deemed fit.

8. I/We undertake to pay the Licence fee of the Cafeteria / Kiosk/Juice Counter premises including kitchen & Store as mentioned in the Agreement for IGNOU Catering Services.
9. I/We undertake to get repaired equipment installed and provided in the kitchen at my/our cost.
10. I/We undertake to always keep Cafeteria/Kiosk premises clean and in a sanitary condition at my/our cost to the satisfaction of the University.
11. I/We understand and agree that no rate escalation in the prices of foodstuff beverages etc. is permissible during the period of contract. How so ever after successful completion of one year, increase of individual rates will be allowed at a mutually agreed rate.
12. I/We agree that I/we shall not exhibit any printed or written notices or advertisement of any kind whatsoever without the prior approval of the University.
13. I/We undertake to maintain all the furniture articles, equipment's and other articles supplied by the University in good condition. I/We undertake that any repairs replenish to the equipment, furniture, fittings, utensils shall be carried out at my/our cost.
14. I/We also undertake to maintain a stock register for all such items supplied by the University and produce such stock register for inspection whenever desired by the University or its authorized representative.
15. I/We undertake that I/We shall not sublet or use the University Cafeteria/Kiosk premises other than for the purpose of the agreement and shall not make or permit to make structural additions and alterations without the prior sanction of the University.
16. In case of any losses, damages or theft of the University property within the Cafeteria/Kiosk or outside the university premises, I/We undertake to make good or replace with the items of the same quality at my/our own cost.
17. I/we agree to make special arrangement for catering for official meetings and providing room services at the approved rates.
18. I/We undertake that the University the said premises shall not be used for residential purpose by us or any of our employees during the entire term of the contract and no University belongings shall be misused by the contract staff.
19. On the expiry or termination or failure of the contract, I/We undertake to hand over all the items supplied by the University to the authorized officer and clear all the dues, if any, outstanding.
20. I/We undertake to vacate the IGNOU the said premises immediately after the expiry/termination of the contract.
21. If premises is not vacated for any reason what so ever, the undersigned will pay Rs.1000/- per day for each Cafeteria and Rs.500/- for each Kiosk/Juice Counter till vacation of the premises. In addition the University may take any other action as per recommendation of the Canteen Committee.

22. I/we undertake to vacate the IGNOU Cafeteria/Kiosk within one month's notice in the event of our services are found unsatisfactory or breach of terms and conditions of the contract.
23. I/we undertake to sewer maintenance to be the job of selected contractor.
24. I/we undertake toilet maintenance to be undertaken by selected contractor.
25. I/we agree to Display of Rate Card.
26. I/we agree to abide by all the terms of the Tender even if which are not mentioned in the agreement.

Date :

1.Tenderer's Signature\_\_\_\_\_

2.Name\_\_\_\_\_

3.Address\_\_\_\_\_

\_\_\_\_\_

4. Seal of the Tenderer\_\_\_\_\_

AFFIDAVIT

(To be submitted on non-judicial stamp paper of Rs.50/- duly certified by notary public)

I-----S/o Sh.-----  
-----Aged-----years, residence of-----  
----- do hereby solemnly  
affirm and declare as under:-

1. That I am the Proprietor/ authorized signatory of M/s -----  
-----Having Head Office/ Registered Office at -----  
-----
2. That the information / documents / Experience certificates submitted  
by M/s----- along with this tender for----  
----- (please specify the Name of Work ) in IGNOU are  
genuine and true and nothing has been concealed.
3. I shall have no objection in case IGNOU verifies them from issuing  
authority (ies). I  
shall also have no objection in providing the original copy of the  
document (s), in case IGNOU demands it for verification.
4. I hereby confirm that in case, any document, information & / or  
certificate submitted by me is found to be incorrect/ false/ fabricated,  
IGNOU at its discretion may disqualify / reject my application for this  
tender out rightly and also debar me /  
M/s----- from participating in any future  
tenders.
5. I hereby confirm that there is no vigilance / CBI case pending against  
the firm /supplier and the firm has not been blacklisted in the past in  
any institution of the country.

DEPONENT

I ----- the proprietor / authorized signatory of M/s-----  
----- do hereby confirm that the contents of the above. Affidavits  
are true to my knowledge and nothing has been concealed there from and that no  
part of it is false.

Verified at -----this-----day of -----  
-----

DEPONENT