

F. No: IG/Admn./GA/Tender/Canteen/2022/01  
 Dated: August 17, 2022

Online bids (Technical & Financial), valid for a minimum period of 180 days from the date of opening of financial bids, from eligible bidders are invited for and on behalf of the Competent Authority, IGNOU for allotment of Canteen/Cafeteria/Dhaba in the IGNOU Campus at Maidan Garhi, New Delhi-110068 for providing canteen/cafeteria/catering services:

Name of Work	Tender for allotment of Canteen/Cafeteria/Dhaba in the IGNOU Campus at Maidan Garhi, New Delhi
Estimated Cost of Tender (yearly sale)	Rs.25,00,000/- (Rupees Twentyfive Lakh Only)
Earnest Money Deposit to be submitted online only through CPP portal in the following Bank Account  Bank Account No: 2257000100017009 IFSC Code: PUNB0225700 Name of the Bank: Punjab National Bank Address of the Bank: IGNOU, Maidan Garhi New Delhi -110068	Rs. 50,000/- (Rupees Fifty Thousand Only)
Security Deposit	Rs. 2 Lakh (for the successful L1 only)
Date of Publishing	<b>22/08/2022:</b> 11:00 hrs.
Clarification Start Date and Time	<b>22/08/2022:</b> 11:30 hrs.
Clarification End Date and Time	<b>24/08/2022 :</b> 16.30 hrs.
Queries (if any)	Contact No. General Admn. IGNOU, Maidan Garhi, New Delhi, 011-29571418.(During Office hours) No queries will be entertained after clarification end date and time as mentioned above
Site Visit by the bidder for Inspection	The bidders may visit the site before submitting bids, in all working days between 10.30 AM to 4.30 PM
Bid Submission Start Date	<b>24/08/2022:</b> 11:00 hrs.
Last Date and time of uploading of Bids	<b>13/09/2022:</b> 11:00hrs.
Date and time of opening of Technical Bids	<b>14/09/2022:</b> 15:00 hrs.
Date and time of opening of Financial Bids	Will be separately notified for Technically shortlisted/qualified bidders
Note: if there is difference in date and time mentioned above and mentioned anywhere in tender document. the above dates should be treated as final.	

Interested parties may view and download the tender document containing the detailed terms & conditions from the website <http://eprocure.gov.in/eprocure/app> and [www.ignou.ac.in](http://www.ignou.ac.in)

**MANUAL BIDS SHALL NOT BE ACCEPTED**

Bidders should regularly visit the website to keep themselves updated.

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY  
MAIDAN GARHI, NEW DELHI-110068.**

(Newspaper Advertisement)

**TENDER NOTICE FOR RUNNING CANTEEN/CAFETERIA/DHABAIN INDIRA  
GANDHI NATIONAL OPEN UNIVERSITY(IGNOU)MAIN CAMPUS AT  
MAIDAN GARHI, NEW DELHI.**

Online tenders/bids are invited from experienced contractors with FSSAI Licence holders for running the University Canteen/Cafeteria/Dhaba on license fee basis at Indira Gandhi National Open University (IGNOU), Maidan Garhi, New Delhi, PIN-110068. The details along with tender forms can be downloaded from the [www.ignou.ac.in](http://www.ignou.ac.in) or <https://eprocure.gov.in> with effect from **22/08/2022**.

Process of Online Submission of Bids:

- (a) The interested firms should apply online and submit their tender and the bids along with scanned copies of all the relevant certificates, documents, etc. in support of their technical & price bids—all duly signed – on the <https://eprocure.gov.in/eprocure/app> (Central Public Procurement Portal). Tender documents is also available for viewing on the “tenders” link of the IGNOU website i.e. <http://www.ignou.ac.in>.
- (b) Applications to this tender will be accepted only through the online mode. No other mode of application will be considered & application will not be accepted.

**Registrar**

## **INSTRUCTION FOR ONLINE BID SUBMISSION**

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal i.e.<http://eprocure.gov.in/eprocure/app>, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

**The details of the online bidding process are available in CPP portal at <https://eprocure.gov.in>.**

### **ASSISTANCE TO BIDDERS:**

- (i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contract person indicated in the tender. The contact number for the helpdesk is 011-29571418 (General Admn, IGNOU) between 10:30 AM to 04:30PM in working days.
- (ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk. For any technical related queries please call at 24 x 7 Help Desk Number 0120-4001 002, 0120-4001 005, 0120-6277 787, Technical - support-eproc(at)nic(dot)in the IGNOU helpdesk email id is genadmin@ignou.ac.in
- (iii) If any query is not resolved by CPP Portal Help Desk, you may contact Sh. Pankaj Kumar, Dy. Director (Nodal Officer) (e-Procurement), IGNOU at Mobile No. 9868258158.

### **SCOPE OF WORK:**

Running of cafeteria services and Tea &snacks corner in the IGNOU campus at 03 identified places for the student, staff and visitors of Indira Gandhi National Open University. 01 in Block-09 (327.04 Sq.Mtr) and 01 in Academic Block (1042.16 Sq. Mtr) near library and 01 near post office (89.96 Sq. Mtr).

The service provider shall be required to provide Tea & Snacks, food & beverages to the students, staff and visitors at agreed prices and as per the list of items prescribed in this tender document. The service provider shall be provided rent free spaces and necessary infrastructure for this purpose which the service provider shall be required to maintain. The service provider shall, however, be liable for reimbursement to the IGNOU the running cost of water supply and amenities/infrastructure provided to the service provider.

### **INSTRUCTIONS TO THE BIDDER FOR e-PROCUREMENT**

1. The detailed tender documents may be downloaded from<http://eprocure.gov.in/eprocure/app> till the last date of submission of tender. The Tender may be submitted online through CPP Portal <http://eprocure.gov.in/eprocure/app>
2. Bidders are requested to submit their bids online on CPP Portal: <http://eprocure.gov.in/eprocure/app> as per the proceeding given in this document.
3. The bidder should submit the bid online separately in two parts viz. **Technical Bid(Annexure - 1)**and **Financial Bid(Annexure - 2)** on or before the last date and time specified in the tender document.
4. All prices and other information having a bearing on the price shall be written both in figures and word in rupees.Where there is a difference between amounts quoted in words and figures, the amount quoted in words shall prevail.
5. The Financial Bid should be inclusive of all applicable taxes. Conditional bids, incomplete bids, bids without EMD shall not be accepted and are liable for rejection.

6. The IGNOU may, at its own discretion, alter/extend the last date for submission of tenders.
7. The successful bidder will be required to execute an agreement in the format prescribed by the IGNOU.
8. IGNOU has identified places for providing canteen/cafeteria services. The premises can be visited and seen during any working days from 10:00 AM to 04:00 PM. Deputy Registrar, General Administration, IGNOU may be contacted for this purpose.
9. Every page of the tender Document and the enclosures should be duly signed by the contractor with seal of the firm.

## **Terms & Conditions**

### **Criteria for evaluation of bids**

1. The bidders who qualify the parameters of the technical bids shall be evaluated on the financial bid criteria. The bidder who shall quote the lowest rate for the services/items given in the Annexure-2 of the tender documents shall be selected for agreement. In case of more than one bidder quoting the same rate the bidder who has higher score in the technical bid shall be selected.
2. During technical evaluation, marks will be assigned to each bidder based on the various parameters mentioned in the technical bid document.

### **EMD and Security Deposit**

3. The Earnest Money Deposit of the successful bidder shall be forfeited if the bidder:
  - i. Withdraws tender offer before finalization of the same.
  - ii. Fails to accept the contract, if his/their tender is accepted by IGNOU
  - iii. Fails to deposit the Security deposit within stipulated time limit.
  - iv. Fails to execute the agreement in the prescribed form within 10 (Ten) days of the issue of the letter awarding the contract.
  - v. Fails to commence the Canteen Services within 15 (Fifteen) days of the issue of the letter awarding the contract.
4. The earnest money deposit (EMD) of the unsuccessful bidder(s) will be refunded within 30 days after finalization of the tender, if applicable. However, in case of successful bidder it will be refunded only on receipt of Performance Security Deposit.
5. The successful bidder shall be required to submit a Performance Security of Rs.2,00,000/- (Rupees Two Lakh only) in the form of Bank Guarantee/FDR pledged in favour of IGNOU. Performance security shall be refunded only after 90 days of the expiry of the agreement period. Penalties, Damages, if any, against the service provider/contractor shall be recovered from this Performance security.
6. EMD, Performance security shall be payable to IGNOU in the PNB Bank account as per details given on the first page of this NIT. No interest shall be paid on EMD/ Performance security.

### **Payment by the service provider (contractor)**

7. The selected bidder (contractor) shall be provided rent free spaces for running of the Canteen/Cafeteria services. However, a fixed amount of Rs.50,000/- per month shall be payable by the contractor to the University towards reimbursement of water and amenities/infrastructure provided by IGNOU to facilitate the contractor to run Canteen/Cafeteria services.
8. The monthly reimbursement of water and amenities cost shall be payable by the contractor in quarterly advances installments. Delay in payment of advances shall attract interest @12% per annum.
9. The contractor shall be required to install his own electricity connection for usages of cafeteria and shall be responsible for making payment directly to BSES. The electricity charges towards ACs, lights, fans and kitchen appliances in the dining area and cooking area shall be borne by the

contractor. On the expiry of the contract period the contractor shall be required to produce proof of the payment of the last electricity bill for releasing of the performance bank guarantee.

10. The contractor shall be required to install his own PNG connection for usages of cafeteria and shall be responsible for making payment directly to IGL. On the expiry of the contract period the contractor shall be required to produce proof of the payment of the last bill of the PNG for releasing of the performance bank guarantee.
11. The University may provide furniture and fixtures in the dining halls which will be required to be maintained by the contractor.
12. Maintaining of hygiene standard by cleaning, sweeping and dusting within and around the cafeteria shall be the responsibility of the contractor. For this purpose the contractor shall be required to engage necessary staff at his own cost.

### **Validity of the contract**

13. This contract shall remain valid for a period of 02 years from the date of signing of the agreement. It may be extended for further period on mutually agreed terms and conditions, if the University finds services to be good.
14. Either party may terminate the contract after giving 03 months notice. The University will have the right to terminate the contract by giving 24 hours notice in case it is found that running of the contract is injurious to the academic environment/peace and harmony of the campus.

### **Compliance of labour laws etc.**

15. 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 cooking and catering services. The penalties, if any, imposed for breach of any of the laws on part of the contractor shall be sole responsibility of the contractor. The University shall not be responsible for any breach of law by the contractor.

### **Adherence to campus security rules regarding**

16. The contractor shall be responsible for proper discipline of the employees engaged by him/her. The contractor shall employ only such persons whose antecedent have been verified and have been medically examined for their suitability to work in the cafeteria. The contractor shall ensure that its employees carry a valid identity card while on duty.

### **Penalties, if any**

17. The contractor will be responsible for keeping the cafeteria and surroundings neat and clean all the times. On adverse finding and agreed by Canteen Committee, fine of Rs.1,000/- for every instance will be charged from the contractor to be deposited within 24 hours.
18. In case of the breach of the terms of the agreement, performance security deposit of the contractor is liable to be forfeited.

### **Maintenance of standards**

19. The Canteen services shall remain open from 9:30 am to 9:00 pmon all working days. However, on special occasions, events the canteen may be required to be opened on holiday also.
20. The contractor shall not keep the canteen closed without prior permission from the IGNOU authority. Any such incident shall be treated as breach of contract and suitable action including penalty shall be taken for the same by IGNOU, as it may deem fit.
21. The contractor shall not engage the services of any sub-contractor or transfer the contract to any other person. If, it is found at any time that the contractor is unable to provide the canteen services and has sub-contracted to any other party, the IGNOU has right to terminate the contract and to forfeit all security deposits.

22. Contractor **shall not sell cigarette, bidi, pan, gutka, alcohol** etc. in the campus.
23. The contractor will be responsible for keeping the cafeteria and surroundings neat and clean all the times. Violation of this clause shall attract penalty as specified in the penalty clause.
24. The food shall be cooked, stored and served under hygienic conditions. The contractor shall ensure that only freshly cooked food is served and the stale food is not recycled. Stale food shall be removed from Canteen premises as soon as possible. Un-refrigerated cooked food, not consumed within three hours in summer months and six hours in winter months, shall be deemed to be stale and unfit for consumption. In case of any food poisoning, the contractor will be held solely responsible and may be penalized besides legal action.
25. The oil that remains from deep frying at the end of the day shall have to be disposed off and shall not be recycled for the purpose of cooking again.

#### **Other terms & conditions**

26. The service provider selected through this tender process will have to start canteen/cafeteria services within **fifteen (15)** days from the date of signing of the agreement. Delay beyond this period shall be treated as breach of this agreement.
27. The contractor shall collect the payment directly from the students/ visitors/staff as per the rates approved in the tender document. Bills will be paid by the University administration in case of supply of items/services on the written order of University administration for the official purposes.
28. The contractor shall make own arrangement for accommodation of his service staff outside the University premises. Cafeteria premises shall not be allowed to be used as accommodation.
29. The contractor will ensure high standard of cleanliness, hygiene and sanitation in the kitchen and canteen. The contractor will make the arrangements for keeping all eatables in covered showcase, free from flies and insects. Adequate number of dustbins will be provided by the contractor to ensure proper disposal of garbage. There should not be any littering of unused food or any other articles within the canteen. The contractor will also ensure that no used utensils viz Cups, plates are lying in the IGNOU campus and these should be removed immediately and frequently.
30. The contractor should supply the items at the rates fixed/finalised by the University.
31. The University's competent authority shall, on demand, be supplied with a sample of any edibles exposed for sale free of cost for inspection and analysis.
32. The Comments/Suggestions Box should be prominently displayed in Cafeteria to be regularly checked by the university's administration through Canteen Committee.
33. Room Services in the campus are to be provided at an extra charge of 10% on the tender approved price.
34. The contractor shall on the expiry/termination of the contract of this license handover peaceful possession of the said premises to the IGNOU in as good condition as they were in on the date of taking over.

#### **Dispute resolution**

35. Dispute, if any, arising out of the contract shall be settled by mutual discussion or arbitration by sole arbitrator to be appointed by IGNOU. The decision of the arbitrator shall be binding on the both of parties.

# TECHNICAL BID

## Annexure – 1

SL. NO.	Technical Parameter	Enclosed/not enclosed (Please tick mark)	Marks prescribed	Marks obtain (to be filled by the evaluation committee of the University)
<b>ESSENTIAL</b>				
1.	GST Number of the firm.		05	
2.	PAN Number of the firm.		05	
3.	Certified copies of GST returns of the last 05 years (to be certified by a CA under his UDIN Number).		10	
4.	Proof of average turnover of Rs.50.00 crores in the previous 03 years (F.Y. 2019-20, 2020-21 & 2021-22). Copy of the certificate from a chartered accountant with UDIN Number is to be enclosed.		10	
5.	Valid FSSAI Certificate.		10	
6.	Registration number (under labour department)		10	
7.	Minimum 05 years experience of providing catering services in Higher Educational Institutional (HEI)/Govt. organizations.		15	
<b>DESIRABLE</b>				
8.	Appreciation letters issued by Head of Administration of any HEI/Govt. organizations for quality services provided.		10	
9.	ISO 9001: 2015 certificate.		10	

**Note:**

- (1) Certified copies of all documents required above must be enclosed necessarily. Failing which it will be considered that the firm's claim about the fulfilling of the parameter is not genuine.
- (2) In respect of Sl. No.3 above, the firm having highest GST deposit shall be given 10 marks, pro-rata marks shall be given to the other firms in accordance with their GST deposit data.
- (3) In respect of Sl. No.8 above, 02 marks for each appreciation letter as prescribed shall be given to the maximum 05 such letters.
- (4) **Fulfilling of the technical parameters mentioned at Sl. No. 1 to 7 is essential. Filling which the firm shall be treated at technically disqualified.**
- (5) Parameters in respect of Sl. No. 8 and 9 are desirable.

### UNDERTAKING

#### (To be given in Rs.50/- Non-Judicial Stamp paper)

I certify that the information given in the tender documents is correct and no material fact has been concealed. I undertake that my firm is never been blacklisted by any organization.

I have read all conditions of the tender documents and agree to provide services on these terms & conditions, in case of tender being allotted to my firm.

## FINANCIAL BID

Annexure – 2

### SCHEDULE OF FOOD AND BEVERAGES ITEMS TO BE PROVIDED AT CAFETERIA: (Indicative list only, additions can be made with the approval of IGNOU as per requirements)

**Table 1 -List of packaged items**

S. No.	ITEMS	Rate (in Rs.)
1.	Branded Juice	MRP
2.	Branded soft Drink/Carbonated Cold drink	MRP
3.	Branded Ice Creams	MRP
4.	Branded Chips, Namkeen, Biscuits etc	MRP
5.	Branded Lassi	MRP
6.	Bottled flavored milk	MRP
7.	Bottled flavored shakes	MRP

**Table 2 - List of snacks and beverages**

S. No.	ITEMS	QTY	Specification	Quoted rates (in Rs.)
1.	Tea	150 ml	In bio-degradable paper glass/tea bag (branded tea)	
2.	Coffee	150 ml	(branded coffee) In bio-degradable paper glass	
3.	Samosa with Chutney	60 gms. (1 Piece)	In branded refined oil/ghee	
4.	Bread Pakora	80 gms. (1 Piece)	Only with branded Bread	
5.	Paneer Pakora	65 gms. (2 Piece)	In branded refined oil/ghee	
6.	Veg. Sandwich with Tomato catch-up	100 gms. (1 Piece)	Tomato + Cucumber + Butter	
7.	Bread Butter with packed Jam	2 slice	Branded Bread, Butter & Jam	
8.	Bread Slice	2 slice	Branded Bread	
9.	Vegetable Patties	100 gms.	-	
10.	Egg omllette	1 Egg + 2 Bread	-	
11.	Sweets (Bundi Laddoo/ Besan Laddoo/ Balushahi/ Gulab Jamun)	50 gms	-	



**Table 3 - List of meal/mini meal items.**

S. No.	ITEMS	QTY	Specification	Quoted rates (in Rs.)
1.	Poori Subji	4 Poori (80 gms.) + Subji (100gms.)	Standard wheat flour.	
2.	Roti	25 gms. Per Roti	Standard (wheat flour.)	
3.	Dal Fry/Dal Makhani	150 gms	Standard Arhar dal	
4.	Boiled Rice	150 gms	Standard	
5.	Egg Curry	150 gms with one Egg	-	
6.	Aloo/Gobhi/Mix Parantha	100 gms (per piece)	Standard	
7.	Soup	150 ml	-	
8.	Idli/Vada + Sambhar + Nariyal Chutney	Two pieces of Idli (75 gm per peace)	-	
9.	Seasonal Vegetable Subji	150 gms.	-	
10.	Kadhi Chawal/Rajma Chawal/Chhole Chawal/Dal Chawal	Chawal (150 gms) + Subji (100gm)	Standard rice and besan	
11.	Veg Chowmein	100 gms	Standard quality chowmein	
12.	Veg Thali/Special Thali	400 gms	<b>Normal:</b> Dal, Seasonal vegetable, 2 Roti, Rice (100 gms), Papad, Packed Pickle, Salad	
		600 gms	<b>Special :</b> Dal, 2 Roti, Rice(100 gms), Paneer Curry, Raita, Salad, Papad, Packed Pickle, Sweet	
13.	ChholeBhature/ Kulcha Chana	Two Bhatura/Kulcha + Chhole/Chana(250gms)	Standard quality	