

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	05-10-2023 14:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	05-10-2023 14:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Delhi
Department Name/विभाग का नाम	Health And Family Welfare Department Delhi
Organisation Name/संगठन का नाम	Institute Of Human Behaviour And Allied Sciences (ihbas)
Office Name/कार्यालय का नाम	East Delhi
Item Category/मद केटेगरी	Canteen Service - Best Price on Fixed Menu Rate Model - Vegetarian; Breakfast, Lunch, Dinner, Snacks, Beverages; Inside Building Premises (exclusive for employees/ patients/ in house personnel)
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	56 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC), Additional Doc 1 (Requested in ATC), Additional Doc 2 (Requested in ATC), Additional Doc 3 (Requested in ATC), Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

Handwritten signature and date: 5/9/2023

4/8/0

Bid Details/बिड विवरण	
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	5 Days
Estimated Bid Value/अनुमानित बिड मूल्य	11037000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	331110

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

Director IHBAS
East Delhi, Health and Family Welfare Department Delhi, Institute of Human Behaviour and Allied Sciences (IHBAS) ,
(Dr. Rajinder K. Dhamija)

Splitting/विभाजन

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

MI Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. OM No.1 4 2021 PPD dated 18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.
4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
5. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :Price Bid - 1693897221.xlsx**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**Menu Items:1693897456.pdf**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
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5/5/2024

410/c

11-09-2023 12:00:00

Ground Floor, Activity Room, Academic Block, IHBAS, Dilshad Garden, Delhi 110095

Canteen Service - Best Price On Fixed Menu Rate Model - Vegetarian; Breakfast, Lunch, Dinner, Snacks, Beverages; Inside Building Premises (exclusive For Employees/ Patients/ In House Personnel) (3000)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Diet	Vegetarian
Type of Meal	Breakfast , Lunch , Dinner , Snacks , Beverages
Type of Canteen Space	Inside Building Premises (exclusive for employees/ patients/ in house personnel)
Electricity Charges	To be provided by Service Provider
Cooking Gas Charges	To be provided by Service Provider
Water Charges	To be provided by Service Provider
Basic Furniture	To be provided by Service Provider
Canteen's Operational Days in a week	6 days a week
Cooking Equipments	To be provided by Service Provider
Essential Crockery	To be provided by Service Provider
Canteen Staff	To be provided by Service Provider
Distribution/ Serving Style	From single point – (canteen establishment)
Uniform for Canteen Staff	To be provided by Service Provider
Display Shelf	To be provided by Service Provider
Smart Vending Machines	Not Required
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Canteen Start Time	8 AM
Canteen End Time	8 PM

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/प्रेषिती/रिपोर्टिंग अधिकारी

5/8/2023

409/1

S.No./क्र. सं.	Consignee Reporting/Officer/ परेसिती/रिपोटिंग अधिकारी	Address/पता	Total No of Employees/ Individuals/ Footfall to be served per day	Additional Requirement/अतिरिक्त आवश्यकता
1	Sonia P Nair	110095, Institute of Human Behaviour & Allied Sciences (IHBAS), Autonomous Academic Institute under Govt. of NCT of Delhi, Gopal Building, Dilshad Garden Delhi-10095	3000	- Total Canteen Space (In Sqft) : 1545.91 - Monthly License Fee : 85251.86 - Duration in Months : 12 - Working Days in a Month : 26

Buyer Added Bid Specific Terms and Conditions/क्रता द्वारा जोड़ी गई बिड की विशेष शर्तें

- Provisions for workmen compensation, insurance, public liability, property damage, insurance etc. to be ensured by the contractor. Also, safety measures prescribed for working in Extra High Voltage & use of personnel protective equipment must be adhered to.

2. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

3. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

Director, IHBAS
payable at
Delhi

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

4. Forms of EMD and PBG

Bidders can also submit the EMD with Banker's Cheque in favour of

Director, IHBAS
payable at
Delhi

Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

5. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

Director, IHBAS
Account No.
10172504586
IFSC Code

Handwritten signature
5/9/2023

SBIN0009370
Bank Name
State Bank of India
Branch address
Dilshad Garden, Delhi 110095

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

6. **Generic**

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

7. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

8. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

9. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

10. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

11. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

Director, IHBAS
payable at
Delhi

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

12. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

Director, IHBAS
Account No.
10172504586
IFSC Code
SBIN0009370
Bank Name
State Bank of India
Branch address
Dilshad Garden, Delhi

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

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Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the General Terms and Conditions/सामान्य नियम और शर्तें, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---

309/c

Annexure - A 309/c

Total Menu Cost for the Contract Period								
S.No	Menu Item Name	Unit of measure	Quantity/ Weight/Size	Approximate Quantity per day (A)	Unit Rate (Rupees), including all taxes, duties and services (B)	No of days of working in a month (C)	No of months of Contract Period (D)	Total Menu Cost for the Contract Duration E = A*B*C*D
1	Tea	Per cup	100 ml	250	10	26	12	780000.00
2	Coffee	Per cup	150 ml	80	15	26	12	374400.00
3	Rajma/Chhole Rice	Per plate	100 gm Rice + 200 gm Rajma/Chole	50	30	26	12	468000.00
4	Samosa with ketchup	Per piece	70 gm	250	10	26	12	780000.00
5	Bread Pakora	2 pcs per plate	150 gm	80	15	26	12	374400.00
6	Aloo Parantha	One Piece	i) Aloo Parantha of 100-120 gm with pickles.	50	25	26	12	390000.00
7	Boondi/Besan laddoo	Two pcs per plate	50 gm	50	15	26	12	234000.00
8	Normal Thali	Puri/Chapati (2), Rice (100 gm), Dal, One subji, Raita, Salad		75	70	26	12	1638000.00
9	Idli with Chutney & Sambhar	Two Pcs per plate	100 gm per Idli + 100 ml Sambhar	25	30	26	12	234000.00
10	Vada with Chutney & Sambhar	Two Pcs per plate	100 gm per Idli + 100 ml Sambhar	25	30	26	12	234000.00
11	Gulab Jamun	Two pcs per plate	50 gm	50	20	26	12	312000.00
12	Dhokla (Besan/Rice)	Standard Size	100 gm	25	30	26	12	234000.00
13	Aloo Bonda	Per piece	70 gm	25	10	26	12	78000.00
14	Sandwich with ketchup	2 pcs per plate	Standard Size Bread	30	20	26	12	187200.00
15	Chhole Bhatore	Two Pcs per plate	150 gm	50	30	26	12	468000.00
16	Puri with Aloo sabji	6 pcs per plate	150 gm	40	25	26	12	312000.00
17	Kachori with Aloo subji	Two pcs	200 gm	50	25	26	12	390000.00
18	Chowmein	Per plate	200 gm	40	30	26	12	374400.00
19	Bread Paneer Pakora	2 pcs per plate	150 gm	40	25	26	12	312000.00
20	Masala Dosa with Chutney & Sambhar	Per piece	30 cm long with 50 gm Aloo	25	40	26	12	312000.00
21	Plain Dosa with Chutney & Sambhar	Per piece	30 cm	25	35	26	12	273000.00
22	Kulche Chhole	Three Pcs per plate	150 gm	50	25	26	12	390000.00
23	Paneer kulcha	1 pcs per plate	150 gm	25	25	26	12	195000.00
24	Boiled egg	Boiled egg	One single boiled egg	25	8	26	12	62400.00
25	Omelet	Omelet	omelet (2 Egg)	20	30	26	12	187200.00
26			omlet (2 Egg) with two piece bread (white/brown)	25	35	26	12	273000.00

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27	Special Thali (Veg) Applicable both for Cafeteria and Doctors Mess	(2)Butter Nan/ (2)Missi Roti/ (3)Plain Chapati/ Veg. Pulao, Yellow Dal/ Dal Makhani/ Chhole, Two seasonal vegetables, Paneer/Mushroom Vegetable, Pineapple Raita/Dahi Vada, Papad, Pickle, Salad, Sweet/Ice cream	i) Butter Nan/Missi Roti/Plain Chapati should be made up of 30 gm raw material flour. ii) Vegetable Pulao should made up of 150 gm raw material. iii) Dal should be made up of 30 gm raw material. Cooked Dal should be of 150 ml iv) Chole should be made up of 30 gm raw material. v) Each Seasonal vegetable should be made up of 150 gm raw material. vi) Paneer/Mushroom should be made up of 30 gm of raw material vii) Pineapple Raita/Dahi should be of 20 gm total quantity 100 ml viii) Papad should be 15-20 gm. ix) Salad should be 50 gm. x) Sweet/Ice Cream 70-80 gm each	25	150	26	12	1170000.00
TOTAL								11037000.00

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Check-List of the documents

402/C

INDEXING /CHECK LIST OF THE DOCUMENTS WHICH ARE TO BE UPLOADED ON GEM PORTAL BY BIDDER IN PDF FORM INDICATING DESCRIPTION/TYPE OF THE DOCUMENTS & NUMBER OF PAGES ON EACH PDF FOLDER

Sl. No.	Description/ Name/Title of the Document	Serial No. of Pages	
		From	To
1.	(i) <u>Gross Turnover Certificate of the intending bidder duly certified by their Chartered Accounts for the last three financial years: 2020-21, 2021-22 & 2022-23</u> showing average value of turnover. The Average Value should not be below than Rs. 55,18,500/- i.e 50% of their estimated cost of the Rs. 1,10,37,000/- /- as per stipulated terms & conditions on GeM Portal. (ii) Net Worth of the Company during the last three audited financial years should be positive duly certified by the CA. An undertaking to be furnish by the Bidder in this regard.		
2	Requirement for Service Provider: (i) There must be Full time diploma/degree in Hospitality & Hotel Administration/ Hotel and Catering Management or its equivalent from a recognized university/institution from at least one Director of a Pvt. Ltd. Company /one partner of a LLP or Partnership Firm /Sole Proprietor. (ii) The contractor must have valid registration from ITDC, DTTDC, IRCTC or any state Govt./UT Tourism Development Corporation with at least experience of 3 years with qualifying turnover as prescribed in the Point No.1 as referred above. (iii) Satisfactory experience of providing catering/cafeteria services to at least 600-800 persons per day in hospital, reputed health or educational institute/PSUs/Central/State Govt./hotel/guest house during last 03 consecutive years. (iv) Following financial status:- a) The Bidder must have executed at least one single work order of 80% value of the Bid Value Rs. 1,10,37,000/- /- i.e. not less than Rs.88,29,600/- Or b) 2 (Two) work orders each of 60% value of the Bid value Rs. 1,10,37,000/- /-i.e. not less than Rs. 66,22,200/- Or c) Three (3) work orders each of 40% value of Bid Value Rs. 1,10,37,000/- /- i.e. not less than Rs. 44,14,800/- of the Bid for similar service(s) in last three financial years related to Govt / PSU / Limited Company containing similar products. The documentary proof to be submitted along with the Bid and each of work completion certificates of the execution of work should be satisfactory performance issued by the respective authorities where work execution done or going on otherwise experience certificate will not be entertained.		

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3	Income Tax Returns (I.T.Rs) for following last three years :- (a) F.Y.2019-20 - Assessment Year -2020-21 (b) F.Y.2020-21- Assessment Year -2021-22 (c) F.Y.2021-22 - Assessment Year -2022-23		
4	The bidder should have a valid PAN/TAN and GST Registration (copy of PAN card/TAN and GST Registration certificate should be submitted in this regard).		
5	Documentary Evidence for existence of an office of the Service Provider in the state of "Delhi"		
6	Valid FSSAI license		
7	Registration Certificate of MSME for availing exemption on EMD		
8	Certificate of Incorporation under the Companies Act 1956 or Companies Act, 2013/LLP/Sole Proprietor (Undertaking on letter head)		
9	Audited Balance sheet for three financial year, 2020-21,2021-22 & 2022-23 duly certified by CA, if shown loss the bid will be rejected		
10	The bidder should not be insolvent, in receivership, bankrupt or being wound up, nor have had their business activities suspended and not be the subject of legal proceedings for any of the foregoing. An undertaking by the bidder should be submitted. As per prescribed Performa (Annexure-B)		
11	The Bidder should not be debarred/banned/restricted/ blacklisted by Union Govt./State Govt. /PSU in India or abroad as on date of submission of the Bid. An undertaking should be submitted in this regard on the company letter head. As per prescribed Performa (Annexure-C)		
12	"No-Conviction Certificate" duly signed by Self/Director/Partner(s) of LLP severally of the bidder should be submitted. As per prescribed Performa (Annexure-D)		
13	An affidavit duly notarized certifying all the documents/certificates/information submitted by him against this Bid are genuine (Annexure-E)		

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Additional Terms and Conditions for hiring of Canteen Services through GeM Portal

1. Adherence to provisions of the Mental Healthcare Act, 2017 (MHA, 2017) and rules framed there under:-

The canteen staff must have sensitivity towards Persons with Mental Illness (PMIs) in accordance with Mental Healthcare Act-2017 which details are mentioned in below web-link:-
<https://main.mohfw.gov.in/sites/default/files/Final%20Draft%20Rules%20MHC%20Act%2C%202017%20%281%29.pdf>

2. Shortfall of document :

Any document not enclosed by the bidder can be asked for, as in case of the traditional tender, by the purchaser and submitted by the bidder online, provided it does not vitiate the tendering process.

3. Corrigendum, clarifications, modifications and withdrawal of bids :

All these steps are also carried out online mutatis mutandis the normal tendering process;

4. Liability of the Services Provider for any direct loss or damages :

The Services Provider's liability under this Agreement shall be determined by the Applicable Laws and the provisions hereof. The Services Provider shall, subject to the limitation specified in the agreement be liable to the Authority for any direct loss or damage accrued or likely to accrue due to deficiency in Services rendered by it and for any liability arising on account of non-compliance with Applicable Laws.

5. Penalty for deficiency in Services :

In addition to the liquidated damages not amounting to penalty as specified in the contractual agreement warning may be issued to the Services Provider for minor deficiencies on its part. In the case of significant deficiencies in Services causing adverse effect on the efficiency or reputation of the Authority, other penal action including debarring for a specified period may also be initiated as per policy of the Authority and Service Level Agreement of GeM. Penalties and fines are detailed below:-

SI No.	Nature of Default	1 st Instance	2 nd Instance	3 rd Instance
1	Deficiency in quality of food items prepared.	1000/-	5000/-	Termination of Contract with forfeiture of Performance Guarantee
2	Deficiency in cleanliness and maintenance of hygiene in Kitchen area	1000/-	5000/-	Termination of Contract with forfeiture of Performance Guarantee
3	Deficiency in cleanliness and maintenance of dining area	1000/-	5000/-	Termination of Contract with forfeiture of Performance Guarantee
4	Deficiency in cleanliness and maintenance of outside area including disposal of waste material	1000/-	5000/-	Termination of Contract with forfeiture of Performance Guarantee
5	Misconduct of persons engaged by the licensee for the Canteen	1000/-	5000/-	Termination of Contract with forfeiture of Performance Guarantee
6	Non-Adherence to approved rates/menu	1000/-	5000/-	Termination of Contract with forfeiture of Performance Guarantee

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6. **Police Verification & Character and antecedents verification of the employees/workers:-**

The Police verification, character and antecedents verification is the whole and sole responsibility of the serviced provider. The police verification documents are required to be submitted within 01 month period from the date of award for all canteen staff.

7. **Electricity and water charges** will be levied as per usage and calculated by the concerned Electrical Engineer of IHBAS. The Contractor shall be bound to pay the charges by 10th day of every month failing Rs. 500/- per day will be imposed. Contractor shall have to get installed Electric/Water Sub-meter at his own cost to facilitate calculation of electricity & water charges respectively.
8. **Medical Fitness Test:** The contractor shall engage sufficient numbers of manpower required for smooth functioning of the Cafeteria, Kiosk and Doctor Mess (adjoining Hostel No. 1, 2 & 3). The manpower deployed in Cafeteria, Kiosk and Doctor Mess (adjoining Hostel No. 1, 2 & 3) are required to get themselves medically examined for preventive check-up once in six months or as and when required from Government hospital. The contractor shall provide clean uniform with caps & gloves to bearers and cooks employed by him.
9. The timings of the Cafeteria, Kiosk and Doctor Mess (adjoining Hostel No. 1, 2 & 3) shall be as under :-

S. No.	Cafeteria/ Mess	Total Area	Timing	Remarks
1	OPD Canteen	73.10 Sqm	8 AM to 8 PM	6 days a week Except Sunday & Gazetted Holidays
2	Doctor Mess (adjoining with Hostel No. 1,2 & 3)	60.40 Sqm	8 AM to 10 PM	7 days a week
3	Kiosk (Near Emergency)	10.12 Sqm	24X7(Round the Clock)	7 days a week

10. **General Conditions**

The Cafeteria Committee IHBAS may conduct surprise/routine checking of the Cafeteria, Kiosk and Doctors mess (adjoining Hostel No. 1, 2 & 3) with respect to quality, quantity and specifications of the food items served in the canteen and Doctors mess and to see whether the terms and conditions of the contract agreement are being followed properly. Committee will also check overall quality through user Feedback Forms. In case of any deficiency/ non compliance of any provision of the contract agreement the said committee may suggest the penalty as deemed fit as per terms and conditions of the Tender. The said committee shall submit the monthly report to this effect to the Director through DMS. The contractor shall be required to deposit the amount of penalty imposed with the cashier of IHBAS within the stipulated time as specified in the letter of penalty, failing which the penalty will be twice and same will be deducted from the security deposit of the contractor.

Contractor shall provide the special lunch for meetings/ seminars and functions of the Institute as when required.

11. **Control and Supervision**

The overall control and superintendence of the said cafeteria premises shall remain vested with Director, IHBAS, whose officers and nominated committee members shall at all times,

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have the absolute right of entry into the said premises and be entitled to inspect the Cafeteria in the canteen, Kiosk and Doctors Mess (adjoining hostel no. 1, 2 & 3) premises for its bonafide use, its state of repairs and compliance with the terms and conditions of the Contract Agreement, without disruption of the normal functioning of the cafeteria.

The Bidder shall deposit duplicate keys of the premises with IHBAS whenever it is so demanded and permit IHBAS to make use of the keys during any emergency. The Bidder shall not remove or replace the lock on any door or change the locking device on any door of the cafeteria premises.

The Bidder shall maintain a complaint book in a prominent place in the premises and in such a way that it is easily accessible to any person who wishes to record any complaint and the said book shall be open for inspection by the concerned officer of IHBAS.

12. Dispute resolution :-

Any dispute, difference or controversy of whatever nature howsoever arising under or out of or in relation to this Agreement (including its interpretation) between the Parties, and so notified in writing by either Party to the other Party (the "Dispute") shall, in the first instance, be attempted to be resolved amicably in accordance with the conciliation procedure set forth .

The Parties agree to use their best efforts for resolving all Disputes arising under or in respect of this Agreement promptly, equitably and in good faith, and further agree to provide each other with reasonable access during normal business hours to all non-privileged records, information and data pertaining to any Dispute.

13. Arbitration :.

Any Dispute which is not resolved amicably by conciliation, as provided in the relevant clause shall be finally decided by reference to arbitration by an Arbitral Tribunal appointed in accordance with the provisions of Arbitration and Conciliation Act in force.

14. Validity of the Contract: The initial contract period is 01 (one) year extendable for further period of one year each time subject to satisfactory performance and mutual consent of both parties due to working exigencies and time constraint for assignment of the new work following the tender codal formalities.

15. Shelf Life:

- (i) The raw material/products used for supply in the canteen must have appropriate shelf life as per FSSAI norms. No items beyond expiry date should be used.
- (ii) Packaging and handling material used for product supplied shall be nontoxic and safe for human health.

16. Insurance: At all times during the currency of the Contract, it shall be the responsibility of the Bidder to obtain insurance coverage in line with standard industry practice, including cover for fire, theft and burglary in respect of all the movable and immovable assets stored or used in the Cafeteria premises and IHBAS shall not be responsible for any loss or damages caused to the Bidder on any account whatsoever.

17. Catering Arrangements

The contractor shall provide, inter-alia, the following services in the Cafeteria, Kiosk and Doctor Mess (adjoining Hostel No. 1, 2 & 3) on an on-going basis:-

[Handwritten signatures and dates]
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- (a) No outdoor catering will be allowed by the contractor.
 - (b) Contractor will be responsible for the maintenance of quality of food items served in the Cafeteria, Kiosk and Doctor Mess (adjoining Hostel No. 1, 2 & 3). In case quality is not maintained penalty will be imposed on the Contractor as per penalty clause. He will be responsible for any food poisoning cases reported after eating of cafeteria food items.
 - (c) Maintaining cleanliness and pleasant odour of the working area in Cafeteria, Kiosk and Doctor Mess (adjoining Hostel No. 1, 2 & 3) area will be the responsibility of the contractor. The contractor will also ensure that the manpower engaged maintain requisite standards of personal hygiene.
 - (d) Rate List will be displayed on the notice board in the Cafeteria, Kiosk and Doctor Mess (adjoining Hostel No. 1, 2 & 3) and the different menu items would be provided as per the displayed rate list. The Cafeteria Committee may constantly monitor quality and price of the items provided.
 - (e) The customer should be provided with receipt/bills for the items dispensed through the electronic billing system and not manual.
 - (f) The contractor should also make available the Digital Payment mode for the customers and not insist only on cash payment.
 - (g) To arrange the cooking fuel (commercial LPG), utensils (both cooking & serving), and other materials required for serving. He shall arrange for better quality cutlery for the special lunches, dinners or other functions organized by different departments of the Institute.
 - (h) The contractor shall equip the kitchen with cooking stoves, refrigerators and other gadgets required for smooth provision of cafeteria services, in the Cafeteria, kiosk and Doctor Mess (adjoining Hostel No. 1, 2 & 3).
 - (i) The contractor shall provide cooking raw materials of acceptable standard and quality (ISO certified/AGMARK brands) and nominated members of Cafeteria Committee IHBAS shall take surprise rounds to check the quality of raw materials. In case the quality of raw materials does not match with quality & standards, the contract may be cancelled and security deposit may be forfeited.
 - (j) Removal and proper disposal of waste material, garbage etc. shall be done by the contractor from the campus to the garbage dump place.
 - (k) The contractor shall keep adequate store of cooking materials/food ingredients of acceptable standard at least for one fortnight and he shall procure seasonal vegetables, dairy products & fruits on daily basis.
 - (l) In addition to this, the contractor would make arrangements for organizing special lunch/ dinner/ high tea etc. for the occasions such as seminars/ symposium/conferences/related activities organized by different departments of IHBAS from time to time on payment basis.
 - (m) The contractor shall engage sufficient number of manpower required for smooth functioning of the Cafeteria, Kiosk and Doctor Mess (adjoining Hostel No. 1, 2 & 3).

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- (n) The contractor will not utilize the cafeteria and doctor mess for residential purpose for any of his employees.
- (o) The Bidder should assess the volume for the business himself. The institute shall not take any guarantee of giving minimum or maximum business.
- (p) The Bidder will have to present himself/herself before the Director/ Cafeteria Committee as and when called for.
- (q) The Bidder shall be entirely responsible for any untoward health incidents like food poisoning etc. arising due to consumption of eatable from Cafeteria, Kiosk and Doctor Mess (adjoining Hostel No. 1, 2 & 3).

18 PERMISSIBLE BRANDS OF CONSUMABLES: The Contractor shall use only branded raw materials and best quality for preparing the food.

ITEM	BRAND
Salt	Iodized salt such as Tata, Annapurna, Nature Fresh or equivalent quality brands
Spices	MDH, MTR, Catch or equivalent quality brands or equivalent quality brands
Ketchup	Maggi, Kissan, Heinz or equivalent quality brands
Oil	Refined oil such as Sundrop, Nature Fresh, Fortune or equivalent quality brands
Pickle	Mother's /Priya/ Tops/Pachranga or equivalent quality brands
Atta	Aashirvad, or Shakti-bhog or equivalent quality brands
Butter	Amul, Britannia, Mother Dairy, Vita or equivalent quality brands.
Bread	Harvest/Britannia/ perfect bake or equivalent quality brands.
Jam	Kissan, Nafed, Tops or equivalent quality brands
Milk	Single toned milk of Mother Dairy, Vita, Amul or equivalent quality brands.
Paneer	Amul/Mother Dairy or equivalent quality brands.
Tea	Brook Bond, Lipton, Tata or equivalent quality brands
Coffee	Nescafe, Rich Bru or equivalent quality brands.
Biscuits	Britannia, Parle, Good Day or equivalent quality brands
Ice Cream, Lassi, Curd	Mother Dairy, Amul, Vita or equivalent quality brands.
Mixtures/Chips	Haldiram/Bikaner or equivalent quality brands
Package Drinking Water	ISI marked Kinley/Bisleri/JAL or equivalent quality brands.

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Besan, Dal	Good quality
Rice	Good quality
Juices	Real, Tropicana or equivalent quality brands
Aerated beverages	Parle, Pepsi, Coke or equivalent quality brands
Sweet	Bikaner, Haldiram, Nathu or equivalent quality brands.
Paper Napkins	Soft & absorbent with at least of two ply

***Note: The above brands are only indicative for maintaining quality standards and should be ISI mark.**

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Price/Financial Bid
price to be quoted by the bidders in r/o following Menu Items (Breakfast, Lunch, Dinner, Snacks, Beverages)

S. No	Menu Item Name	Unit of measure	Quantity/ Weight/Size	Maximum Unit Rate (Rupees), including all taxes, duties and services	Rate to be quoted by the bidders
	A	B	C	D	E
1	Tea	Per cup	100 ml	10	
2	Coffee	Per cup	150 ml	15	
3	Rajma/Chhole Rice	Per plate	100 gm Rice + 200 gm Rajma/Chole	30	
4	Samosa with ketchup	Per piece	70 gm	10	
5	Bread Pakora	2 pcs per plate	150 gm	15	
6	Aloo Parantha	One Piece	i) Aloo Parantha of 100-120 gm with pickles.	25	
7	Boondi/Besan laddoo	Two pcs per plate	50 gm	15	
8	Normal Thali	Puri/Chapati (2), Rice (100 gm), Dal, One subji, Raita, Salad		70	
9	Idli with Chutney & Sambhar	Two Pcs per plate	100 gm per Idli + 100 ml Sambhar	30	
10	Vada with Chutney & Sambhar	Two Pcs per plate	100 gm per Idli + 100 ml Sambhar	30	
11	Gulab Jamun	Two pcs per plate	50 gm	20	
12	Dhokla (Besan/Rice)	Standard Size	100 gm	30	
13	Aloo Bonda	Per piece	70 gm	10	
14	Sandwich with ketchup	2 pcs per plate	Jumbo Bread	20	
15	Chhole Bhature	Two Pcs per plate	150 gm	30	
16	Puri with Aloo sabji	6 pcs per plate	150 gm	25	
17	Kachori with Aloo subji	Two pcs	200 gm	25	
18	Chowmein	Per plate	200 gm	30	
19	Bread Paneer Pakora	2 pcs per plate	150 gm	25	
20	Masala Dosa with Chutney & Sambhar	Per piece	30 cm long with 50 gm Aloo	40	
21	Plain Dosa with Chutney & Sambhar	Per piece	30 cm	35	
22	Kulche Chhole	Three Pcs per plate	150 gm	25	
23	Paneer kulcha	1 pcs per plate	150 gm	25	
24	Boiled egg	Boiled egg	One single boiled egg	8	
25	Omelet	Omelet	omelet (2 Egg)	30	
26			omlet (2 Egg) with two piece bread (white/brown)	35	

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27	Special Thali (Veg) Applicable both for Cafeteria and Doctors Mess	(2)Butter Nan/ (2)Missi Roti/ (3)Plain Chapati/ Veg. Pulao, Yellow Dal/ Dal Makhani/ Chhole, Two seasonal vegetables, Paneer/Mushroom Vegetable, Pineapple Raita/Dahi Vada, Papad, Pickle, Salad, Sweet/Ice cream	i) Butter Nan/Missi Roti/Plain Chapati should be made up of 30 gm raw material flour.ii) Vegetable Pulao should made up of 150 gm raw material.iii) Dal should be made up of 30 gm raw material. Cooked Dal should be of 150 mliv) Chole should be made up of 30 gm raw material. v) Each Seasonal vegetable should be made up of 150 gm raw material.vi) Paneer/Mushroom should be made up of 30 gm of raw materialvii) Pineapple Raita/Dahi should be of 20 gm total quantity 100 mlviii) Papad should be 15-20 gm.ix) Salad should be 50 gm.x) Sweet/Ice Cream 70-80 gm each	150	
TOTAL				813	

Note:

1. L-1 bidder will be selected on the basis of quoted rate for the "total menu cost (basket price)" in above mentioned items (Sl. No. 1 to 27).
2. The bidder will not quote the higher rate in above menu items (E) from the maximum rates as mentioned in column D
3. The bidders are advised to visit the canteen site before participating. The bidders should assess the volume of business themselves. IHBAS will not guarantee any minimum/maximum business during the contract. The quantity consumption of items in the bid chart is only on approximate basis and may vary.
4. The quoted rates of above menu items will remain same during the contract period. The successful bidder will be duty bound to not to charge rates more than item wise rates quoted in the bid.
5. The rates are to be quoted as per the format will be all inclusive except GST as applicable.
6. The bids which are quoted for all the items in the financial bid only will be considered and the bids which are incompletely quoted will be rejected.
7. The items which are not mentioned above and falls under MRP must be sold on MRP only. (i.e., all varieties of ice creams, biscuits, chips, beverages etc.).
8. Quality in all items are to be maintained as per standards.
9. Snacks should be available throughout the day.
10. Sandwiches to be provided in packets.
11. Egg item will be served in Doctor Mess & Kiosk only.

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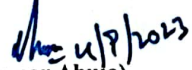
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Provision of providing Beverages in OPD canteen, Kiosk and Doctors mess (adjoining Hostel No. 1, 2 & 3) of IHBAS

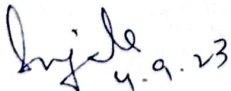
S. No.	Category	Items to be provided	Units/volume
1	Milk Parlour (for providing products of brands like Mother Dairy, Nestle, Amul etc.)	Butter Milk, Lassi, Curd, Ice creams, Flavored Milk	As per standard volume. On MRP.
2	Juice Parlour (for providing Nimboo Pani Package / Fresh items of famous Brands Real, Tropicana etc.)	Fruit juices, Shakes, Fruit Chat	As per standard volume. On MRP.
3.	Biscuits		As per standard Packet. On MRP.
4.	Chips		As per standard Packet. On MRP.
5.	Mineral Water		As per standard volume. On MRP.
Packaging should be in bottles/cans or automatic dispenser for juices and beverages shall be provided.			

In view of the above, the draft bid document alongwith additional terms & conditions has been prepared on the basis of the recommendation of the members of Tender Document Preparation Committee. The Tender Document Preparation Committee recommends upload/publish the bid document for hiring of canteen services on GeM Portal on the basis of above mentioned draft bid alongwith Additional Terms & Conditions.


(Sh. Ish Kumar Anand)
Accounts Officer & Member

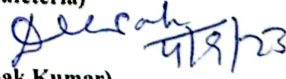

(Sh. Rajesh Kumar Ahuja)
Admn, Officer & Member

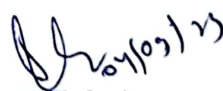

(Dr. Om Prakash)
Prof. (Psy.) & DMS & Member


(Dr. Sujata Chaturvedi)
Prof. & Head (Pathology) & Member


(Dr. Himanshu Shakya)
Representative/ SR of Hostel
Mess Committee & Member


(Dr. Rachna Agarwal)
Professor (Neurochemistry) &
OIC (Cafeteria)


(Dr. Deepak Kumar)
Prof. & Head (Psy.) & Member


(Dr. Rajat Thakur)
Prof. & Head (Microbiology) &
Member

Annexure B
Self Declaration
(refer para 10 of check list)

(Letter on the bidder's letterhead)

To

The Joint Director
Institute of Human Behaviour and Allied Sciences
Dilshad Garden, Delhi-110095

We/I the undersigned, solemnly declare that:

Our company/Firm/Business Unit Name _____ having its (Office Address), is not insolvent, in receivership, bankrupt or being wound up, nor our business activities are suspended and are neither the subject of legal proceedings for any of the foregoing.

Yours faithfully,

Authorized Signatories

(Name and Designation, seal of the firm)

Date:

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Annexure C
Self Declaration
(refer para 11 of check list)

(Letter on the bidder's letterhead)

To

The Joint Director
Institute of Human Behaviour and Allied Sciences
Dilshad Garden, Delhi-110095

We/I the undersigned, solemnly declare that:

Our company/Firm/Business Unit Name _____ having its (Office Address), has not been debarred/banned/restricted/ blacklisted by any department of Centra Govt./State Govt. /PSU/Autonomous Bodies etc. in India or abroad as on date of submission of the Bid nor are we under any notice for blacklisting.

Yours faithfully,

Authorized Signatories
(Name and Designation, seal of the firm)

Date:

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Annexure D
Self Declaration
(refer para 12 of check list)

(Letter on the bidder's letterhead)

To

The Joint Director
Institute of Human Behaviour and Allied Sciences
Dilshad Garden, Delhi-110095

We/I the undersigned, solemnly declare that:

Our company/Firm/Business Unit Name _____ having its (Office Address), have not been convicted of any non-bailable offence due to quality failure and/or fraudulent/illegal practices for any awarded works, by a criminal court or any department of State Govt./Central Govt./PSU/Autonomous Bodies etc.

Yours faithfully,

Authorized Signatories
(Name and Designation, seal of the firm)

Date:

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Annexure E
Self Declaration
(refer para 13 of check list)

(Letter on the bidder's letterhead)

To

The Joint Director
Institute of Human Behaviour and Allied Sciences
Dilshad Garden, Delhi-110095

We/I the undersigned, our company/Firm/Business Unit Name _____ having its (Office Address) solemnly declare that all the documents/certificates/information submitted by us against this Bid are genuine. In case any of the documents/certificates/information submitted by our company is found to be false or forged, Issuer/Purchaser shall immediately reject the bid of our company or cancel/terminate the contract and forfeit EMD/Performance Security submitted by us

Yours faithfully,

Authorized Signatories

(Name and Designation, seal of the firm)

Date: