

**INDUSTRIAL EXTENSION BUREAU**  
(A Government of Gujarat Organization)

Tender for hiring Canteen & Pantry  
Services



**Industrial Extension  
Bureau**  
Block No.18, 2nd Floor  
Udyog Bhavan, Sector 11  
Gandhinagar

**INVITING ONLINE TENDER FOR HIRING OF CANTEEN AND PANTRY SERVICES (UNDER TWO BID SYSTEM)**

<b>ISSUE OF TENDER</b>	The tender can be downloaded from website <a href="http://www.indextb.com">www.indextb.com</a> from 24.11.2017 to 16.12.2017
<b>SUBMISSION OF TENDER</b>	Online Submission upto 02:00 pm 16.12.2017 and Physical (Technical) Submission upto 03:00 pm 16.12.2017 at below mentioned address: Managing Director, Industrial Extension Bureau (iNDEXTb) Block No 18, 2nd Floor, Udyog Bhavan, Sector 11, Gandhinagar 382010
<b>PRE-BID MEETING</b>	At 12:00 hrs on 05.12.2017 for clarifications of queries if any at the below mentioned address: Industrial Extension Bureau (iNDEXTb) Block No 18, 2nd Floor, Udyog Bhavan, Sector 11, Gandhinagar 382010 Phone : 079-23250492/93
<b>OPENING OF PROPOSAL/TENDER</b>	16.12.2017 at 04.00 pm at Industrial Extension Bureau (iNDEXTb) Block No 18, 2nd Floor, Udyog Bhavan, Sector 11, Gandhinagar 382010 Phone : 079-23250492/93
<b>CONTRACT PERIOD</b>	1 year from the date of Award. However, the contract can be further extended for one more year on mutual consent.
<b>TENDER Processing Fees (Non-Refundable)</b>	Rs.1500/- in form of DD in favour of Industrial Extension Bureau, payable at Gandhinagar
<b>EMD</b>	Rs.50,000/- in form of DD in favour of Industrial Extension Bureau, payable at Gandhinagar

**Pre-Qualification criteria**

(The INDEX with page number of document submitted should be provided)

- 1) Must be in canteen & pantry service for at least last 3 financial years.
- 2) Average Annual turnover of Rs.5 Lakh per year in each of the last 3 financial years. (Certificate of Business turnover from Chartered Accountant / S.T Authorities should be furnished for the last three consecutive Financial years)
- 3) Must have Valid PAN/GST Registration with appropriate license from competent authority to run the service.
- 4) Must have experience in providing Canteen & Pantry service to Government/ Corporates/ MNCs/ PSUs/ Hospitals etc. for min. 3 years.
- 5) Must have operating kitchens in Ahmedabad and/or Gandhinagar

## **Scope of Work**

### 1. Pantry Services

- a. Pantry services include providing, preparing and serving of Tea/ Coffee/ Snacks, Breakfast, Lunch, Dinner and other food and beverage products as per requirement of iNDEXTb are required at the agreed premises for,
  - I. Preparation of Tea/Coffee and serving to the staff, officers, guests etc. twice a day or as instructed from time to time.
  - II. Serving of Tea/Coffee and snacks for iNDEXTb & other meetings and/or as ordered by the management from time to time within Gandhinagar
- b. The service provider may be required to serve tea/coffee/cold drinks, snacks, and lunch etc. on regular working days as well as in the various official meetings, programmes, seminars and functions organized by iNDEXTb from time to time and also serve people visiting iNDEXTb in connection with various work events as well.
- c. Caterer Shall have to arrange for all Crockery, Cutlery, Glassware, Hollowware, Kitchen Utensils, Servingware, all consumables, small food production machines such as microwave, freezer, oven etc as per requirement at its own cost.

### 2. Areas of Work

- a. Serving Food and Beverage items at prescribed timings in the agreed premises including all cabins, cubicles, work stations, conference/meeting rooms, staff, canteen and any other area as maybe decided by the iNDEXTb. Thus includes all routine meals required to be prepared as shall be directed by the client from time to time, at the agreed premise.
- b. Serving of snacks, food & beverages items as per instructions of client / requirement of guests at the meeting /conference halls or any other area as shall be directed by the client from time to time at the agreed premises
- c. Supervision of pantry area operations and proper maintenance by arranging, engaging and deploying a competent qualified and well

experienced staff along with manager. The staff in charge must have experience of operating in pantries of organization of repute.

- d. Buying, procuring, storing, and utilizing the best quality of food products such as dairy, frozen foods, durables such as tinned food and beverages and to make the same available at required times. The shelf life of the food items must be strictly adhered to.
  - e. To store enough material to cover at least 10 days of operations
  - f. Maintaining the best standard of handling services equipment with proper maintenance records
  - g. Sufficient varieties in various items on time to time basis as maybe decided by the client and in capacity of the contractor will be served. Items for general catering items will be approved by client.
  - h. Provision for standard bakery product to be made available on daily basis as per requirement.
  - i. The contractor will be responsible for making available services of personnel who are well-qualified, experienced and capable of designing proper menu and preparation of various food items
  - j. Supply of water and electricity will be arranged by iNDEXTb and Payment of water and electricity will be borne by iNDEXTb
  - k. Housekeeping and clearing of boardroom, meeting room and pantry areas after use will be carried out by contractor. Should be made clean & hygienic.
3. General Maintenance
- a. The contractor will have to maintain any and all property/equipment/material provided by Client, If any.
  - b. Co-ordination with site authorities for providing high standards of maintenance.
  - c. Repairs and maintenance of canteen area of conference hall areas is to be done by iNDEXTb. Contractor shall keep the officer in charge updated on a daily basis of any repair work required on a day to day basis, if any.
4. Transportation
- a. Caterer shall bear transport related expenses for services under scope, Transfer & transport of its own staff, raw material, conveyance, repairs and maintenance.
5. Staff
- a. An experienced, competent and qualified staff for preparing and serving food is a must.

- b. Unit supervisor must be English understanding and he/she will be answerable for day to day activities should head the team
  - c. Permanent areas of service are caterer's responsibility and he/she will be fully responsible for any lapses in service
  - d. On-Site Staff requirement
    - Unit supervisor - 1
    - Stewards - 3
    - Helpers/Housekeeping- 2
6. Equipment
- a. Caterer will have to prepare all meals in his/her own Central kitchen. No cooking will be allowed on premises
  - b. Equipment/gadgets required for production and service of food and beverages at the agreed premises shall be organized by caterer only and will be responsible for the maintenance and replacement of the equipment. Equipment/gadgets includes but not limited to Microwave, OTGs. Mixers, Blenders, induction stoves, etc
7. Administration and Management Services
- a. For providing smooth and systematic services, contractor will be responsible for the management of operations such as the cost of wages, benefits, uniforms, insurance and any other administrative costs.
8. Disposal of Garbage
- a. It is the sole responsibility of the caterer to dispose of any garbage or discarded food products during its routine operations.
  - b. Proper dustbins and hygienic operations will be a must at client premises
9. Quality of food items:
- a. To use only the fresh and high quality eatables.
  - b. To ensure only R.O water is used for cooking and regular pest control is done at pantry premises.
  - c. The contractor has to produce and serve wholesome food of good quality as per standard quality
  - d. iNDEXTb may ask to provide laboratory signed & approved report of food prepared in their kitchen/premises at any time to the bidders. The cost for the same shall be borne by the agency/bidder.

Note:

- a. iNDEXTb will have the right to carry out inspection of caterers work and pantry premises to check for food quality, hygiene, housekeeping and general cleanliness of all cooking or prep areas from time to time during the course of work.
- b. iNDEXTb also reserves the right from time to time to demand additional services, alterations of service of food, omissions, additions or variations in scope of work as per its requirement. The difference in cost in any of the areas arising out of alterations shall be added or deducted from the caterers price and if in the opinion of the contractor the variation would prevent it from meeting any of its obligations or guarantees in the contract, it shall immediately intimate the same in writing to iNDEXTb failing which contractor shall not be entitled to any modifications in the cost and will be required to carry out such activities or obligations at its own cost.

### **General Conditions**

1. Price Bid to be submitted as per table given in Financial bid only. Bidder scoring highest in Technical & Financial bid would be invited for negotiation. iNDEXTb may invite next bidder if negotiation fails with first bidder. The weightage of Technical & Financial shall be in the ratio of 60(Technical):40(Financial)
2. The agencies may be called for interaction and presentation for their understanding and preparedness for our type service requirement & test of food items prepared by them.
3. The rate contract should be valid for **one full year from the date of award of the contract**. The rates quoted for partial validity period would not be considered. However, the rate contract can be further extended for one more year on mutual consent.
4. The address for submission of the TENDER (Technical Bid) is as under

**The Managing Director**  
**Industrial Extension Bureau (iNDEXTb)**  
Block No.18, 2nd Floor  
Udyog Bhavan, Sector 11, Gandhinagar

5. The filled TENDER as described herein should reach us by the last date and time of submission to our office. The TENDER received

beyond the stipulated time would not be accepted. Further, iNDEXTb would not be liable for any delay occurred due to courier / messenger / post for submission of the tender. The onus lies on the bidder to ensure the submission within stipulated date and time

6. Rates/Catering service charges are inclusive of manpower, consumables, utensil/equipment requirements for kitchen as required for the performance of catering services as per scope of work attached herewith.
7. TENDER received without Tender processing fee, EMD and/or the letter head would be treated as rejected and would not be considered for further evaluation.
8. iNDEXTb reserves the right to accept or reject all the quotes / bids / tenders, without assigning any reasons.
9. An EMD of **Rs.50,000/-** by demand draft in favour of Industrial Extension Bureau, payable at Gandhinagar should be deposited along with the quotation. In absence of Earnest Money Deposit (EMD), the offer will not be considered. The EMD of the party, whose rates are approved, shall be retained with iNDEXTb as security deposit during the time of contract. There would be no interest payable on the EMD.
10. **The Sealed bid to be submitted as per following:**
  - **TECHNICAL BID:** Sealed Technical Bid, along with a Demand Draft and other requested technical document, placed in sealed envelope super-scribed **“Tender for Canteen and Pantry Services - TECHNICAL BID”**
  - **FINANCIAL BID:** To be submitted **Online Only**.
11. TENDER should be accompanied with non-refundable processing fee of Rs.1500/- in form of demand draft in favour of Industrial Extension Bureau, payable at Gandhinagar. In case of non-submission of the fee the TENDER shall be rejected
12. Change(s) in any of the terms and conditions by bidder stipulated as above shall not be acceptable to iNDEXTb.
13. In case of any dispute arising in relation to interpretation of any of the terms and conditions of the contract in TENDER/tender in part/full, the decision of Managing Director, iNDEXTb shall be final and binding to all.

14. The competent authority reserves the right to terminate the contract at any point of time during the currency of the contract, if any of the above terms and conditions is found to have been violated.
15. Conditional acceptance would not be considered.
16. Payment Terms: iNDEXTb shall pay on monthly basis for the services that may be rendered by the Contractor on performing the services to its fullest satisfaction. Payment for the services rendered shall be made on monthly basis after receipt of invoices and supporting documentary evidence complete in all respect. The actual consumption shall be considered. The contractor will keep record of tea, coffee, snacks & all other items ordered by staff provided every day in the form of register which shall be signed by officer-in-charge nominated by iNDEXTb. This register shall be attached with the invoices.
17. The caterer will have to give three months termination notice in case the caterer does not wish to continue catering services for the Corporation. iNDEXTb will have the option to terminate the services immediately to the caterer by giving notice without assigning any reason and without payment of any compensation thereof.
18. Necessary labour licence, food licence or any required permission from government regulatory shall be liability of Contractor and to be produced to iNDEXTb whenever asked for.
19. Contractor should have to observe the minimum labour wages act as per the prevailing rule.
20. It is made clear that the criterion for selection of bidder will not be solely the lowest financial bid, but will be based on proof of previous experience in running canteens/guest houses, performance, financial capability, resource availability and reputation and the quality of food, beverages served. The decision of the Committee will be final in this respect.
21. The Committee may ask tenderers, individually for clarification of their tender for evaluation and comparison of tenders.
22. The agency/bidder has to provide rates inclusive of all applicable taxes and service charge. However, any upward/downward revision in tax during the contract period shall be applicable to both the party.



23. Contractor should attach necessary supporting documents (self-attested copies) as proof in respect of each of the eligibility conditions mentioned above. The Contractor will submit and be in possession of following valid documents as part of technical bids:-

- a. Company profile (background) including contact details (address, telephone and Fax no., Email ID, details of branches, if any)
- b. Food Licence/ FSSAI license issued by competent authority
- c. Supporting for having operating kitchen in Ahmedabad/Gandhinagar like Shop licence etc.
- d. PAN No & GST
- e. Copy of CA Certificate for average turnover/Audited Profit & Loss Account and Balance Sheet of last three years be enclosed.
- f. Major Clients and Details of Contracts/Work orders of similar nature executed in the last 3 (three) years.
- g. Letter of appreciation, work orders etc..

24. Type-0 to Type-V mentioned in financial bid. All the types may be operated separately. Out of all types, any type may be dropped from the consideration from time to time.

25. Selected Bidder is required to arrange any of above type at short notice for any number.

## Financial Bid

**(TO BE SUBMITTED ONLINE ONLY)**

<b>TYPE - 0</b>	<b>TYPE - I</b>	<b>TYPE - II</b>	<b>TYPE - III</b>	<b>TYPE - IV (for 1 platter)</b>	<b>TYPE - V (Buffet 1 platter)</b>
-	-	-	-	-	1 Soup
Prepared Tea/Coffee (100 ml)	Prepared Tea / Coffee per (100 ml)	Prepared Tea /Coffee (100 ml)	Prepared Tea / Coffee (100 ml) or Juice (200 ml)	4 Assorted Roti/ 2 Paratha	Assorted Roti/ Paratha
	Lays, Balaji, Any standard make as approval Wafers (50 gm)	Lays, Balaji, Any standard make as approval Wafers (50 gm)	Lays, Balaji, Any standard make as approval Wafers (50 gm)	Dal Fry	Dal Fry
	Branded Parle, ITC, Britannia or similar standard brand cookies ( 3 Pcs)	Branded Parle, ITC, Britannia or similar standard brand cookies ( 3 Pcs)	Branded Parle, ITC, Britannia or similar standard brand cookies ( 3 Pcs) & Dry Fruit (30 gm)	2(Two) Veg (Dry/Gravy) or 1 Veg & 1 Chinese item	2(Two) Veg (Dry/Gravy) or 1 Veg & 1 Chinese item
		1 hot snack	2 hot snack	1 Rice	1 Rice
-	-	1 Bakery Item	1 Bakery Item	1 Dessert	1 Dessert
			1 Dessert	1 Buttermilk 200 ml	Buttermilk
<b>Rate in Rs. (Inclusive of all Taxes, Serv. Charges, etc)</b>	<b>Rate in Rs. (Inclusive of all Taxes, Serv. Charges, etc.)</b>	<b>Rate in Rs. (Inclusive of all Taxes, Serv. Charges, etc.)</b>	<b>Rate in Rs. (Inclusive of all Taxes, Serv. Charges, etc.)</b>	<b>Rate in Rs. (Inclusive of all Taxes, Serv. Charges, etc.)</b>	<b>Rate in Rs. (Inclusive of all Taxes, Buffet Serv. Charges, etc.)</b>
Rs.	Rs.	Rs.	Rs.	Rs.	Rs.
(Please refer Financial Table for calculating Financial Score)					

<b>INDICATIVE LIST OF VARIETY ITEMS FOR ABOVE ALL TYPES</b>					
<b>List for Snack</b>	<b>List for Bakery item</b>	<b>List for Rice (100 gm)</b>	<b>List for Soup (100 ml)</b>	<b>List of tea /Coffee variety (100 ml)</b>	<b>List for Sweet/Dessert</b>
Kachori (2 small / 1 big no.)	Pizza Varieties (Half piece of 6 inch pizza)	Steam Rice	Tomato	Normal Tea	DryFruit Sweets like Kajukatri, Kaju Kesar Hone etc (2 pieces)
Dalwada (3 Nos)	Grilled Sandwich (Half piece of 2 full bread)	Veg Pulao	Brocoli and Almond	Green Tea	Bengali Sweet like Rasgulla, Malai roll etc (2 pieces)
Paneer Pakoda (2 pieces)	Puff Veg /Chinese (1 piece)	Biryani	Mixed Vegetable	Black Tea	Kalajamun/Gulab jamun (2 pieces)
Samosa (2 small / 1 big no)	Plain Cheese sandwich (Half piece of 2 full bread)	Jeera Rice	Hot & Sour soup	Black Coffee	Gujarati Sweet like Mohanthal, Khajur Anjeer Gajar Halwo, Magas Pak, Dudh Pak, Kheer, Rabari etc. (2 pieces / 50 gm)
Veg. Kutlet/Croquets (1 no.)	Vegetable Sandwich (Half piece of 2 full bread)	Curd Rice	Sweet Corn	Normal Coffee	Pastries like choclete/black forest/white forest (1 piece)
Khaman (3 pieces)	Pastry (1 piece)		Manchaw		Ice Cream (100 ml)
Dhokla (3 pieces)			Lemon-Coriander		
Khandvi (3 pieces)					
Mix Bhajiya (3 pieces)					
*Sauce/Chutney wherever applicable					

Note:

1. Above list is indicative, INDEXTb has right to choose any other items than specified above within the budget.
2. Rates are inclusive of all taxes and all other charges like service charges, transportation etc.
3. Only pure vegetarian items to be served. The food items must not contain any non-vegetarian items including egg, fish oil etc.

## Financial Table for calculating Financial Score

Sr. No	Type	Indicative Quantity (Yearly)	Rate (Rs.)	Total (Rs.)
1	TYPE - 0	50,000.		
2	TYPE - I	2,000.		
3	TYPE - II	800.		
4	TYPE - III	500.		
5	TYPE - IV	500.		
6	TYPE-V (Buffet plater)	600.		
	<b>Grand Total</b>			<b>Rs.</b> _____

**Note:**

1. The quantity mentioned are only indicative and actual consumption may increase or decrease.
2. All Rate to be submitted per platter, Inclusive of all Taxes, Serv. Charges, etc.
3. For arriving financial score, Grand Total of Sr. No 1 to 6 would be considered.