



**Government
eProcurement
System**

eProcurement System Government of India

Tender Details

Date : 06-Dec-2019 05:32 PM

Print

Basic Details

Organisation Chain	Employees Provident Fund Organisation Procurement and Disposal Unit		
Tender Reference Number	PDU/2(9)2019		
Tender ID	2019_EPFO_525235_1		
Tender Type	Open Tender	Form of contract	Item Rate
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

Payment Instruments

Offline	S.No	Instrument Type
	1	Demand Draft

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	Scanned copies of the valid trade licence, food licence, licence from FSSAI
		.pdf	Certificate of experience of atleast 05 years in catering business
		.pdf	Certificate of experience of atleast 3 years in running canteen in government/PSUs
		.pdf	Certified copies of audited balance sheets for last 03 years for turnover
		.pdf	Proof of experience in catering-total annual billing atleast Rs. 30 lakhs for last 3 yrs
		.pdf	Copy of degree diploma in HM of proprietor, GST PAN no., ESIC EPF no., regn. cert.
		.pdf	Copy of EMD of Rs. 25,000/-
2	Finance	.xls	

			Price bid or financial bid
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Tender Fee Details, [Total Fee in ₹ * - 0.00]				EMD Fee Details			
Tender Fee in ₹	0.00			EMD Amount in ₹	25,000	EMD through BG/ST or EMD Exemption Allowed	Yes
Fee Payable To	Nil	Fee Payable At	Nil				
Tender Fee Exemption Allowed	No			EMD Fee Type	fixed	EMD Percentage	NA
				EMD Payable To	Payable To	EMD Payable At	Payable At

Work /Item(s)					
Title	Selection of catering agency for providing Canteen facility at EPFO, Head Office				
Work Description	Selection of catering agency for providing Canteen facility at EPFO, Head Office				
Pre Qualification Details	As per Tender document				
Independent External Monitor/Remarks	NA				
Show Tender Value in Public Domain	No				
Tender Value in ₹	0.00	Product Category	Hotel/ Catering	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	180	Period Of Work(Days)	365
Location	EPFO, Head Office,14 Bhikaji Cama Place, New Delhi	Pincode	110066	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	EPFO, Head Office,14 Bhikaji Cama Place, New Delhi
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates			
Publish Date	06-Dec-2019 06:00 PM	Bid Opening Date	30-Dec-2019 11:00 AM
Document Download / Sale Start Date	06-Dec-2019 06:00 PM	Document Download / Sale End Date	27-Dec-2019 05:00 PM
Clarification Start Date	NA	Clarification End Date	NA
Bid Submission Start Date	06-Dec-2019 06:00 PM	Bid Submission End Date	27-Dec-2019 05:00 PM

Tender Documents				
NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	Tender Document	975.23
Work Item Documents	S.No	Document Type	Document Name	Document Size (in KB)
	1	BOQ	BOQ_549980.xls	226.00

Bid Openers List			
S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	vijaygautam@epfindia.gov.in	VIJAY GAUTAM	Vijay Gautam

2.	ashok.kumar@epfindia.gov.in	Ashok Kumar	Ashok Kumar
3.	apfc.asd@epfindia.gov.in	MANISH KUMAR NAIYYER	MANISH KUMAR NAIYYER
4.	sanjay.saini@epfindia.gov.in	SANJAY SAINI	SANJAY SAINI

<u>Tender Inviting Authority</u>	
Name	RPFC-I (PDU)
Address	EPFO, Head Office, 14 Bhikaji Cama Place, New Delhi

<u>Tender Creator Details</u>	
Created By	SANJAY SAINI
Designation	SECTION OFFICER
Created Date	06-Dec-2019 05:25 PM



**EMPLOYEES' PROVIDENT FUND ORGANIZATION
MINISTRY OF LABOUR & EMPLOYMENT
GOVERNMENT OF INDIA**

Tender Reference No. PDU/2(9)2019

Tender for Selection of Catering Agencies for Providing Canteen Facility at
Employees Provident Fund Organisation, Head Office, 14, Bhikaji Cama
Place, New Delhi-110066.

GENERAL INFORMATION

The Tender documents can be downloaded from the website www.epfindia.gov.in & <https://eprocure.gov.in/eprocure/app>. However, **it is mandatory to download official copy of tender document from NIC's e-procurement portal (<https://eprocure.gov.in/eprocure/app>) for bidding in this tender.**

Any information for the bidders on this tender/ invitation to bid/ invitation for expression of interest or any other information will be uploaded on NIC's e-procurement portal only.

Similarly, any corrigendum(s) or extension of dates or change in specifications or any other information will be uploaded for the information of the public on NIC's e-procurement portal only. No individual letters / emails will be sent regarding this.

1. EPFO invites applications from experienced and reputed catering agencies to run the Staff Canteen at its Head Office, New Delhi-110066.
2. Suppliers having minimum five years of experience in similar undertakings are eligible to apply.
3. For details, please visit **e-Procurement portal of NIC** <https://eprocure.gov.in/eprocure/app> or at our website (www.epfindia.gov.in)

Important dates of events related to the tender are as under:

Sl. No.	Particulars	Date	Time
1.	Date of online publication of Tender	06.12.2019	17:00 hours
2.	Start date of download of Tender Document	06.12.2019	17:00 hours
3.	Start date of submission of bid	06.12.2109	17:00 hours
4.	Closing date of submission of bid	27.12.2019	17:00 hours
5.	Closing date & time for submission of original EMD and Affidavit	27.12.2109	17:00 hours
6.	Opening date of Technical Bid	30.12.2019	11:00 hours

NOTICE INVITING TENDER

Online tenders are invited under two bid system from established and reputed catering agencies (with sufficient experience of running canteens) to run the Staff Canteen at EPFO, Head Office, New Delhi. Interested companies / firms having good reputation may download the tender forms from the Organisation's website www.epfindia.gov.in or at e-Procurement portal of NIC <https://eprocure.gov.in/eprocure/app>

2. Validity of Tender

The tender shall remain valid for a period not less than 180 days after the deadline specified for submission of bids.

3 Process of bidding

Bid offers prepared in accordance with the procedures in annexure 1, 2 and 3 should be submitted online only through CPPP website: <https://eprocure.gov.in/eprocure/app> not later than the date and time laid down in the Schedule for Invitation to Bid. The bidders/Contractors are advised to follow the instructions provided in the Instructions to the bidders/Contractors for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>. Bid documents may be scanned with 100 dpi with black and white option, which helps in reducing size of the scanned document.

4 Rejection of Bids

Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will also be rejected.

5 Evaluation of tender:

- A. The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during evaluation of bids. The financial bids of only those successful bidders who obtain minimum 70% points i.e. 70/100 in Technical evaluation will be opened for further evaluation.
- B. The work will be awarded to the bidder whose bid has been determined to be technically qualified in terms of Para 'A' above and who has offered the lowest financial bid.

6. Online bids are required to be submitted in the format prescribed for Technical Bid Financial Bid on e-procurement portal. Financial Bids of only those bidders, who have been declared technically qualified, will be opened.
7. Demand Draft of Rs. 25,000/- (Rupees Twenty Five Thousand Only) as Earnest Money drawn in favour of CPFC, EPFO, New Delhi sealed in an envelope super-scribed with "Tender for CANTEEN and CATERING SERVICES in EPFO Head Office New Delhi" should be sent in the name of RPFC-I(PDU) EPFO Head Office 14 Bhikaji Cama Place New Delhi – 110066 before the closing date. EMD of all bidders will be returned without interest after the completion of tender process and award of contract.
8. The Bidders can visit this office on any working day during working hours to see the space and facilities available for running canteen or send their queries if any, by e-mail only at email id: rc.pdu@epfindia.gov.in before 24.12.2019

**Regional PF Commissioner-I (PDU),
EPFO, Head Office, New Delhi.**

General Terms & conditions for providing canteen and Catering services:

1. The contractors should have valid Trade License and valid Food License for operation/running of the canteen and Catering. The contractor should have at least 5 years' experience in the catering business, out of which at least 3 years' experience should be in running the canteen of a reputed Govt. organization, PSU and Private Organizations.
2. (a) Space: Accommodation will be provided by the EPFO for running the canteen and Catering , however license fee as per rules shall be payable by the contractor.
(b) Electricity: Electricity will be provided free of cost for the use of power consumption only for refrigerator, hot-case, etc.
(c) Water shall be supplied to the contractor free of cost.
3. The Contract will be initially for a period of one year and further extendable for a period upto two years. After the expiry of the first twelve months, the EPFO will evaluate the performance of services provided by the contractor. If the services are found satisfactory, the EPFO reserves the right to extend the contract for period upto two years on the same terms & conditions. EPFO also reserves the right to terminate the contract, at any time during the currency of contract by giving 30 days' notice to the Contractor.
4. The contractor has to ensure that canteen premises is used only for the purpose of running the canteen and catering services for the EPFO Head Office and not for any other purpose in any manner. The Contractor himself and/or his worker should not use the premises for any other business purpose. The Contractor shall not be authorized for any kind of sub-letting the premises in any manner.
5. The Contractor will be provided with the canteen premises and furniture as available in the EPFO HO. The maintenance and upkeep of premises, furniture and fixtures will be the sole responsibility of the contractor. In case any damage is caused to any of the item which is provided due to mis-handling, the item of the same quality shall be replaced by the contractor.
6. The Contractor shall be responsible for running the canteen as per the rules applicable and ensure the compliance of the provisions of Employees' Provident Fund Act and

ESI Act and rules framed there under and other relevant statutes including Municipal Rules and Regulations, relating to the canteen in force from time to time, during the subsistence of the Contract. The contractor shall obtain necessary license to run the canteen from FSSAI.

7. The Contractor shall employ his own canteen staff, provide them clean uniform at his own cost and shall be responsible for timely payment of their wages/salary directly in their bank accounts. The contractor will also be responsible to deduct and pay EPF as per rules and also extend medical facilities etc. as per statutory rules in force from time to time. EPFO Head Office shall not be responsible in any manner.
8. The Contractor shall procure and use all fresh and standard/good quality food material, eatables, etc. necessary for running the canteen at his own costs. The quality of food shall be maintained in consultation with the EPFO and the decision of the EPFO in respect of quality of food shall be final.
9. The Contractor shall also undertake and ensure that all the raw material including milk etc. shall be available during the course of the working hours of the EPFO and he shall also arrange to supply the food items tea, coffee, lunch, dinner etc. even beyond the working hours and/or on holiday, if required by the EPFO, at the same rate.
10. The contractor shall provide the canteen/catering services normally on five days a week and will also provide the said services on holidays or late hours in the office. The EPFO will give requirement of services on holidays/late hour 12 hours in advance.
11. The successful bidder shall have to deposit Rs. 1.0 Lakh as Security Deposit/Performance Guarantee at the time of award of contract which shall remain valid for the entire period of the engagement and no interest shall be paid upon the same. If the contractor withdraws his services and/or fails to discharge his services up to the satisfaction of the management the said security shall be forfeited.
12. EMD of all bidders will be returned without interest after the completion of tender process and award of contract.
13. The Contractor or his manager who should be qualified and professionally experienced must be available in the canteen at all times to attend the complaint, if any.
14. The oil/ghee and other ingredients to be used shall be from amongst the brands as suggested by the committee setup by EPFO for this proposal. If no suggestions are

made, it should have FPO/AGMARK marking and shall be opened to inspection of the authorized committee of the EPFO.

15. The contractor will be responsible for maintaining cleanliness inside and around the canteen.
16. The selected vendor should also provide food products through vending machine on MRP basis. EPFO will provide Vending machines and list of products to be provided through vending machine. EPFO will provide food vending machine and Tea/Coffee vending machine at each floor. The rate for per cup tea/coffee shall be quoted in financial bid by the vendor.
17. The tentative list of items to be provided is at Financial bid Format. However, EPFO may change the list as per mutual discussion with the selected vendor any time.
18. The selected vendor will not cook any food in the premises of the EPFO HO except Tea and Coffee. Only warming up of precooked food will be allowed in the EPFO premises.
19. All books of accounts, registers and any other documents used in connection with running of the canteen shall be maintained by contractor at his own cost and the same shall be produced for inspection either on demand by the MCI/ESIC/ Provident Fund Authorities/Municipal Authorities or any other official Agency/ officer authorized by the Competent Authority in this connection.
20. The contractor will settle and pay all Municipal and other statutory taxes, if any, to the concerned authorities.
21. It will be obligatory on the part of the contractor to sign the offer and other documents for all the component's & parts. After the work is awarded, the Contractor has to enter into an agreement for work awarded on a non-judicial stamp paper of required value at his own cost within ten working days from the date of receipt of acceptance order or before the work is undertaken.
22. The contractor should verify the character and antecedents of all the persons employed, through local police and shall submit a certificate to this effect.
23. Due to any unforeseen reason, if the canteen is closed for some times, it shall be the responsibility of the contractor to provide food to the employees on the same cost as has been agreed in the tender terms.

24. If in the opinion of the Committee the works is delayed by:
- a. Force majeure.
 - b. Reasons of civil commotion, combination of workers on strike or lock-out affecting any of the building trades.
 - c. In consequence of the Agency for not having received in due time necessary instructions from the Committee for which he shall have specifically applied in writing.
 - d. Reasons of Committee instruction

The Committee shall make a fair and reasonable extension of time for completion of the contract works. Upon the happenings of any such event causing delay, the Agency shall immediately give notice thereof in writing to RPFC(ASD) but shall nevertheless use constantly his best endeavors to prevent or make good the delay and shall do all that may be reasonably required to the satisfaction of the Committee to proceed with the works.

25. All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the arbitrator to be appointed by the EPFO. The award of the sole arbitrator shall be final and binding on both the parties under provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications on re-enactment thereof as in force. Place of such arbitration proceedings shall be at Delhi.

26. **Payment:**

(a) No advance/ part payment will be made. Payment will be made by the individual consumer in the EPFO.

(b) EPFO will make payment in respect of those items for which work order is issued by the authorized officer.

27. EPFO will form a committee for the monitoring and smooth functioning of canteen and catering services.

28. EPFO Head Office reserves right to get outside Caterers for specific occasions.

29. Quantity mentioned in the financial bid is tentative and the EPFO may increase or decrease the quantity as per actual requirements.

Special Conditions of Service:

- a) The Contractor will ensure that its servicing and cooking staff washes hands with soap after use of the rest rooms & before cooking/serving of food.
- b) The Contractor should ensure no re-use of leftover foods from the previous day. Left-over food should be disposed-off appropriately, within one hour from the completion of the relevant service hours.
- c) Items such as sandwiches, burgers, french fries which can be consumed outside the cafeteria premises shall be served in appropriate and convenient packing.
- d) Ensure all employees are free of any contagious diseases or ailments.
- e) Ensure all employees are well mannered and display courteous behaviour.
- f) Ensure pest control administration periodically (rats/ mice/ flying insects. Crawling insects), but not with aerosol based anti-pest sprays that could get in the food.
- g) Operation of canteen is subject to regular (every week) inspections by the committee appointed by the EPFO to ensure all points are adhered to. Periodic checking/ performance audit by a monitoring committee shall also be carried out to evaluate the performance of the caterer on standards of hygiene, cleanliness and health.
- h) Any violation to the terms and conditions of the contract shall attract penalty on the contractor which shall be decided by the management of the EPFO and the same shall be acceptable to the contractor.

CRITERIA FOR ELIGIBILITY

1. Bidder should have minimum 3 years experience, on the date of submitting the tender, in providing catering services for full day meals for at least 100 persons to the Academic institutions of repute /a training centre/ Canteens/ Hostel Mess in central govt. department/ State govt. Department/ Public Sector undertaking including public sector banks.
2. Turnover of the applicant from catering Services (as mentioned in 1 above) during each of the last three years should not be less than Rs. 40 lakhs per year.
3. Bidder should be involved in catering assignments with total annual billing of at least Rs. 30 lakhs in various assignment during each last three financial years.

4. Proprietor/ One of the partners/ one of the Directors of the applicant firm should possess a degree/ diploma in Hotel Management, Catering and Nutrition from a reputed institute in India. Attested copy of degree/ diploma should be enclosed.
5. Bidder should have valid GST No. and PAN No.
6. Should have ESIC and EPF Registration No.
7. Should have a license of FSSAI and should be registered with Shops and Establishments Act.
8. Bidder should have well-established office in Delhi/New Delhi/Noida/Faridabad/ Gurgaon.

CRITERIA FOR EVALUATION OF THE BID

- A. The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during evaluation of bids. The financial bids of only those successful bidders who obtain minimum 70% points i.e. 70/100 in Technical evaluation will be opened for further evaluation.
- B. The work will be awarded to the bidder whose bid has been determined to be technically qualified in terms of Para 'A' above and who has offered the lowest financial bid.
- C. (i) Criteria for evaluation of the technical bid/performance of contractors for pre-eligibility

Sr. No.	Attributes	Evaluation
1	Financial Strength (i) Annual (last three years) turnover 40 lacs/ year	(15 Marks)
2	Experience (last three years) (i) Similar works contract of total value 30 Lacs or more	(15 Marks) 5 marks for each contract.
3	Performance certificates from existing clients similar jobs of Rs. 25 lakh or more.	(30 marks) 10 marks for each contract upto maximum of 3 contracts
4	Performance of works (Quality) based on report /assessment by the visiting committee / presentation (Quality of food, Hygiene, cleanliness feedback from the client, service quality, efficiency in handling cash transactions) (i) Excellent 30 (ii) Very Good 25 (iii) Good 20 (iv) Fair 10 (v) Poor 0	(30 marks)

5	Personnel and Establishment (list of personnel actually deployed as various site with their EPF no. (i) Skilled (ii) Semiskilled (iii) Unskilled	(Max. 10 marks) Employees less than 10 -- ---(5 marks) Employees equal or above 10----(10 marks)
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(ii) Financial bid evaluation:-

- A.** The financial bids of only those successful bidders will be opened who obtain minimum 70% points i.e. 70/100 in Technical evaluation.
- B.** The work will be awarded to the bidder whose bid has been determined to be technically qualified in terms of Para 'A' above and who has offered the lowest total cost. The total cost will be calculated on per day basis.

**A. Proposed items for Canteen and Catering Services (Breakfast & lunch)
Financial Bid Format (To be presented in .xls Format)**

Sr No.	Description/Tentative requirement	Approx. Qty	Unit rates	Total Cost
1	Lunch per Head (1 Salad, Raita, 1 Paneer, 1/Non Veg Dish vegetable, Rice, Dal, Assorted Breads	Veg 70 Non veg 25		
2	Tea per Cup (125 ml)	250		
3	Coffee per Cup (125ml)	50		
4	Samosa / Bread Pakoda / Dal Kachori / Pyaz Kachori (100 gm piece)	50		
5	Poha/ Upma (100 gm)	25		
6	Veg Sandwich	25		
7	High Tea—2 Snacks +Cookies +1 Dessert + Tea, Coffee + Soft drinks	20 per week		
8	Seminar Lunch/ Dinner- 1 Soup, 2 Salads, Raita, 1 Paneer, 3 vegetables, Rice, Dal, Assorted Breads, 2 Dessert	On need basis		
9	Tea/Snacks in Seminar-1 Veg Snack, Cookies, Tea, Coffee	On need basis		
10	Mineral water— 1 Ltr.	On need basis		
11	Mineral water— 500 ml.	On need basis		
12	Tea Through Vending Machine	On need basis		
13	Coffee Through Vending Machine	On need basis		

All Taxes must be included in the unit rates.