

PUNJAB TECHNICAL UNIVERSITY, JALANDHAR

**TENDER DOCUMENT
FOR
CANTEEN SERVICES**

Tender No..... issued to

Receipt No..... Dated Amount Rs.1000/-

Last date of submission of tender : 10-April-2015 at 11.00 a.m.

Date of opening of tender : 10-April-2015 at 11.45 a.m.

Note :

1. Please attach a DD of Rs. 1000/- in favour of Registrar, PTU payable at Jalandhar, as a cost of tender document.
2. All pages of tender documents issued by the University should be attached with the quotation duly signed with seal of the firm as acceptance of terms and conditions of tender.

Note: Tender document is available on website www.ptu.ac.in Cost of downloaded tender documents (demand draft of Rs. 1000.00 (One Thousand only)) should be submitted with tender.

Signature of issuing person.



PUNJAB TECHNICAL UNIVERSITY, JALANDHAR

Instructions to Tenderers in addition to terms & conditions of contract

The University wishes to identify and engage a competent Canteen contractor for the purpose of providing Canteen services in our University located at Jalandhar-Kapurthala Highway, Kapurthala to provide services to appx. 450 employees/visitors per day.

1. Tenderers responding to tender notice shall be deemed to be unconditionally accepting terms and conditions herein contained.
2. All the terms and conditions laid down in the tender shall be binding on the Tenderers.
3. Tender Form should be filled in neatly, legibly and carefully.
4. PTU will process the tender as per PTU norms & procedures and PTU could not be under any obligation to give any clarification to the agencies whose bids are rejected.
5. Tenders must be enclosed in a properly sealed envelope addressed to the Registrar, Punjab Technical University, Jalandhar by designation and not by name. The tenders must be super-scribed "Tender for the Canteen Services".
6. While submitting tender, bidders must submit **EMD of Rs. 5,000/-, cost of tender document Rs. 1,000/-, Technical Bid and Financial Bid** in separate sealed envelope.
7. The tenders shall be opened in the presence of the bidders or authorized representatives on the date and time mentioned in the tender notice/document. In case, the date of opening falls on a holiday declared by the Institute, tenders will be opened on the next working day, following the holiday, at the scheduled time.
8. EMD of Rs. 5000/- should be enclosed along with the technical bid in favor of Registrar, Punjab Technical University, Jalandhar.
9. Authorized signatory should sign in all the pages of the tender document. Bids without signatures of authorized signatory will be rejected.
10. Bidders are informed that financial bid may be called upon among from the technically qualified and short listed bidder by the University qualifying on technical ground and requirements of the University for the Catering Service at the University, Jalandhar^Kapurthala Highway, Kapurthala.
11. All the columns of the tender documents shall be duly, properly and exhaustively filled in. The rates and units shall not be over-written. Quotations shall always be both in the figures and words. The word "No quotations" should be written across any or all of the items in the schedule for which a tenderer does not wish to tender.
12. No alternation should be made in any of the terms and conditions of the tender or overwriting in the rates.



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13. Tenderers are advised to visit our University & see themselves the location of canteen where Canteen services are required, during the office hours on working days.
14. The University reserves the right to reject/cancel any or all or part of the tender of the bidder without assigning any reasons and shall also not be bound to accept lowest tender. The decision of the University shall be final and binding.
15. The terms and conditions of contract in schedule 'B' should be returned to this office duly signed along with technical bid and with details of items contained in schedule 'A' otherwise the tender will be ignored.
16. Tender failing to comply with all the terms & conditions mentioned in tender document would result in the tender being summarily rejected.
17. All disputes will be settled within the jurisdiction of the Punjab Technical University, Jalandhar.

The instructions to Tenderers shall also form part of the contract.

Acceptance

I/We hereby declare that all the terms and condition of the tender documents has/have been read by me/us and I/we accept all the terms and conditions mentioned in the tender and shall comply with them strictly.

Name of authorized signatory _____ Signature :

Name of tenderer : _____ Seal of firm :

Address : _____

Contact No. : _____

E-mail id : _____

Date : _____



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PUNJAB TECHNICAL UNIVERSITY, JALANDHAR

**TENDER DOCUMENT
FOR
CANTEEN SERVICES**

TECHNICAL BID

The bidder will have to fulfill the following criterion to qualify in technical bid. The bidder must enclose the attested copies of documents as proof of claim, failing which tenders will be summarily rejected on the ground of non submission of documents.

1. The contractor with minimum experience of three (3) years in running catering/canteen in a Government organization/University/Educational Institute/ PSU or reputed institution/company widely known in the market as on 31-12-2014, are eligible to apply for this Tender. Documentary evidence in this regard should be enclosed, otherwise tender will be rejected summarily. The experience is to be counted from the year 2009 and onwards.
2. Tenderers shall have to enclose cost of tender document Rs. 1000/-, EMD of Rs. 5000/- in favour of Registrar, PTU, Jalandhar. If the contractor, selected in the Tendering process, refuses to accept the contract the EMD & security money given by tenderer will be forfeited.
3. The annual turnover from canteen services/related fields should be more than Rs. 5 lacs in each of the 02 financial years between years 2009 to 2014. Documentary evidence duly certified by CA or Govt. agency in this regard should be enclosed in technical bid.
4. The Tenderers should be able to provide all food items in the canteen and catering services as indicated in the schedule-A or as and when revised from time to time as per the University requirement.
5. The tenderer should have Statutory Registration PAN, service tax and registration no. with appropriate authorities for running canteen services. Documentary evidence in this regard should be enclosed with the Technical Bid.
6. The Tenderer shall ensure that the age of the workers deployed will be more than 18 years and shall comply all the statutory requirements.
7. The Tenderers shall have to furnish the declaration that:
 - i. They have not been black listed by any departments due to any reasons.
 - ii. They are ready to get the catering capabilities inspected by the officer/ committee of the University to judge the level of competency for undertaking the work.
 - iii. The utensils/equipments required for the work is owned by the bidder.



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- iv. They undertake not to object their disqualification on the basis of above declaration if found wrong and misrepresented.
- 8. Any other details contractors want to submit in support of his suitability.
- 9. The tenderer should be based in Punjab.
- 10. Contractor should fulfill all the regulatory requirement to run canteen.
- 11. Contractor should ensure all statutory compliance.

The bidder, who meets the above criterion and found suitable for catering services on the technical ground and as per the University requirement, will be declared as technically qualified bidder and may be informed to submit the financial bid. In this regard decision of the technical committee will final and binding on the bidders.

Accepted and agreed as per above conditions.

Signature :

Seal of firm :

Date :



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SCOPE OF WORK & TERMS AND CONDITIONS

A. Scope of Work:

To run & maintain canteen and catering services at Punjab Technical University campus, Jalandhar-Kapurthala Highway, Kapurthala which includes:

- (a) Providing Tea & Snacks in canteen Hall from 08:00 AM to 06:00 PM.
- (b) Providing Tea to all employees at Workstations/Offices twice everyday to around 450 employees or as and when required i.e. on holidays, Saturdays and Sundays.
- (c) Providing Lunch to employees as per requirement.
- (d) To provide catering to various official meetings etc. as and when required.
- (e) Providing lunch/snacks/tea etc. to employees and visitors as per requirements.
- (f) Any other service incidental to above.
- (g) The contractor will have exclusive right for sale of food items of all kinds of eatables in PTU campus. However on some special occasions if required, PTU shall be free to make use of the services of an outside agency. If special orders are placed to contractor, he has to make the arrangement of tentage also.
- (h) All the cooking, frying etc shall be done in the kitchen only. No food item/snack shall be prepared in the kiosk or in open space. All other facilities/infrastructures required for smooth functioning of canteen will be arranged and managed by the contractors such as:
 - (i) Equipment/Utensils
 - (ii) Burner (Double/single)
 - (iii) Tandoor
 - (iv) Dosa Tawa
 - (v) Wet Grinder
 - (vi) Tea Container
 - (vii) Refrigerator
 - (viii) Stainless Steel chopping table
 - (ix) Deep – freezer
 - (x) Food warmer etc.

The above list is non exhaustive and facilities may be increased as per actual requirement.

- (i) A contract will be awarded initially for a period of one year which may be extended up to 3 years basis on the satisfactory performance.



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B. Terms & Conditions

1. Obligation of PTU: Following facilities/infrastructure shall be provided by PTU to Caterer free of cost.
 - (a) Canteen Hall, Kitchen.
 - (b) Proper supply of water in the kitchen and canteen will be provided by the University.
 - (c) Similarly proper arrangement will be made by the PTU for cleanliness of the surroundings of the canteen. However the cleanliness of the canteen shall be the responsibility of the contractor.
 - (d) Standard illumination equipment will be provided by the PTU in canteen area however if any extra illumination or any extra electrical equipment is needed by the contractor, in that case the contractor will arrange the same by incurring expenditure on its own, for its proper use and maintenance.
 - (e) Furniture (tables and chairs) in the canteen will be provided by the by PTU.
 - (f) All the necessary civil, electrical and plumbing works required for the restaurants, kitchens and other food services shall be done by the PTU but contractor shall be responsible for its upkeep and maintenance.
2. That the caterer shall be required to furnish a bank guarantee/demand draft of an amount of Rs.50,000/- or deposit the said amount with the University towards performance security in favour of PTU, Jalandhar within 10 days from the date of issuance of work order. No interest will be paid on security deposit. The security deposit will be refunded to the Tenderer, after successful completion of the Contract. The security deposit is liable to be forfeited wholly or partially if:-
 - (a) The standard, quality and quantity of food deteriorates during the tenure of contract.
 - (b) Any damage is caused to the building, equipment and vessels belonging to the University.
 - (c) The tenderer declines to render services at the item wise rates agreed upon due to escalation in prices of raw materials or for any other reasons.
 - (d) Tenderer fails to fulfill any terms & conditions of the tender.
3. Tenderer may quote concession to the PTU staff and guests on the quoted items.
4. That the tenderer shall take all reasonable precautions to see that the staff employed in canteen while on duty attire themselves in the uniform approved by the PTU and are civil, sober and honest in their dealings with the staff of PTU and the public in general.
5. That the tenderer shall employ in his service only such persons whose antecedents have



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- been verified and have also been medically examined at his own cost and to the satisfaction of the PTU.
6. That the employees of the Tenderers shall not be employee of the PTU. It is the sole responsibility of the Tenderers to make payment of wages and to discharge any liability of such employee by way of ESI, Provident Fund, Compensation/damages, etc. In the event of injury or loss of life of any employee of tenderer, the PTU shall not be liable for compensation or for any claim arising from financial or legal dispute between the contractor and his employees.
 7. The rates for various items finalized will be valid for a period of 12 months. On the expiry of this period the rate can be revised with mutual consent only. No escalation whatsoever, is permissible during the validity of the contract, However, due to some major conditions or unfavorable circumstances the PTU may review the rates as special cases at its discretion. The caterer, however, shall not cause to stop the supply of food items on this account awaiting revision.
 8. That the canteen will be fully operational during normal office hours i.e. from 09:00 AM to 05:00 PM. However, the facility of serving tea and light snacks will be made available from 08:00 AM to 06:00 PM. daily.
 9. That the office remains closed on Saturday and Sunday apart from other Government holidays. However, on Saturdays some of the staff members attend the office and the canteen contractor will be required to serve meals, snacks and tea/coffee etc. to the staff attending office on holidays for which prior intimation shall be given to the contractor.
 10. The Tenderer shall display the approved daily menu prominently in the canteen.
 11. The contractor shall have to establish a kitchen with necessary equipment within 01 week of award of contract and start operation thereof .
 12. The contractor shall obtain the entire requisite license(s) for running the canteen use of cooking gas etc.
 13. The contractor shall pay the electricity bill, for which a separate sub- meter has been installed. The rate of electricity shall be the same, which PTU will pay to PSPCL.
 14. The Tenderer shall provide his own crockery, cutlery and utensils for staff lunch, tea, coffee etc. The size & quality of crockery should be standard. The Tenderer will be responsible for the cleanliness of crockery, cutlery, cooking utensils including that of kitchen & canteen hall. PTU will neither provide any cleaning material, dusters etc. for the same nor any extra payment will be made on this account.
 15. The Tenderer will have to obtain general insurance against risk, fire accident for his belonging etc. for the Canteen services and his workmen including that of kitchen etc.
 16. The Tenderer shall pay the minimum wages as prescribed by the Ministry of Labor, Govt. of Punjab to the persons engaged by him. Compliance with regard to payment of minimum wages as mentioned above shall be the sole responsibility of the contractor and



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any violation or non-compliance shall be viewed very seriously resulting in penal action as well as termination of the contract depending on the seriousness of the violation.

17. PTU reserves the right to terminate or withdraw the work entrusted to the tenderer if the performance of the contractor is not found to be satisfactory. In case of any dispute arising thereof the decision of the PTU will be final. The contract can be terminated by giving one month notice by either side without assigning any reasons.
18. Tenderer will arrange to collect payment on prescribed rates against items served to employee(s) on his own. Any credit facility extended by Tenderer to employee will be at his cost and risk. The University will not take any responsibility on this account.
19. The brand of following items shall be decided by the PTU and these shall be exclusively sold in the PTU by the contractor such as: Cold drinks, Ice-cream, Mineral Water, Milk & Dairy Products, Preserved Fruit Juice etc.
20. The contractor shall be responsible for compliance of the MRP Act and other such Acts applicable to canteen services and sale of food items.
21. Hard drinks shall not be allowed in PTU under any circumstance and no party arrangement shall be made without the prior approval of the Registrar.
22. Period of Agreement: Subject to other conditions appearing hereinafter, the contract shall be for a period of one (01) year extendable for three (03) years from the date of entering into contract based on the satisfactory performance. The contractor shall ensure that the services start operating from that date.
 - (a) Without prejudice to other provisions herein, the contract can be terminated by PTU by giving a prior notice of one month on violation of conditions of contract or on the grounds of default in quality of food items, proper service, proper hygiene and deposit of payments by the contractor. The contract can also be terminated by the contractor with a notice of one month to the PTU on the grounds of failure of obligations on the part of the PTU. For operation of this clause a Consultative Committee on Food Services of four representatives, one from contractor and three from PTU which shall meet from time to time and submit their deliberations to the Registrar. The Registrar of PTU or any other person authorized by the VC, PTU will be Chairman of the Committee
 - (b) In case of termination of the contract done by the contractor during the contract period in violation of the Clause 22(a) of this agreement, or the same is terminated by the PTU on account of default or otherwise of the contract, the contract will be re-auctioned for the remaining period by the PTU and the contractor shall have to pay an amount of Rs. 50,000/- (Rupees Fifty Thousands Only) as the re-auction charges. He shall also have to compensate the PTU by the proportionate amount if the contract for the remaining period is awarded at lesser rate than the earlier contract. He shall not remove his any equipment from the PTU site without the permission of the PTU before full and final adjustment of accounts.



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23. Mode of Payments: The contractor will be paid on monthly basis for the services given on submission of bill to the Registrar along with the supporting vouchers duly verified by HOD's.

24. Hygiene in Establishment:

- (a) The contractor will maintain the premises at the highest degree of cleanliness. There shall be no cob-webs in any part of establishment.
- (b) No animals & birds shall be kept or allowed in any room in which food is prepared, served and stored.
- (c) Propagation of rats and invasion infestation by rodents shall be permanently prevented. All openings in floors, walls, ceiling, pipes, cables or conduits shall be properly sealed with fitting collars to prevent rodents and pests.
- (d) When pesticides are being used, care shall be exercised to prevent contamination. All equipments must be washed by warm water before use.
- (e) Pesticide shall not be used when food is being prepared or served.
- (f) Sinks and tubs for washing food or utensils shall not be used for washing of hands.
- (g) Spitting, nose cleaning or the use of tobacco in the area where food is prepared, served and stored shall be prohibited.
- (h) The drainage system shall be kept functioning smoothly so as to cause no stagnation at the maximum discharge rate.
- (i) The contractor shall provide the sufficient number of Dust Bins (Yellow-Bins and Red-Bins) inside the Canteen

25. Storage and Handling Equipment:

- (a) All raw materials and edible articles shall be stored on shelves and not on the floor/ground. All containers and utensils shall be stored at approx. height of 150 mm above the floor in a clean dry place protected from flies, splash, dust, overhead leakage and other contamination.
- (b) All containers and utensils shall be covered or inverted on a clean surface.
- (c) Drain boards, trays and shelves shall have impervious surface, which is not readily corrodible.
- (d) Paper cups, plates, straws, lunch cloths and napkins shall be kept/stored in dry and clean place.
- (e) Containers of stainless steel shall be used for storage of water for cooking purpose. The containers shall be kept always covered and on a platform.



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26. Hygienic Cooking:

- (a) Supply of filtered and adequate safe drinking water shall be ensured by the contractor by installing water filters.
- (b) Thorough cleaning of Flour doughing machine before doughing shall be ensured.
- (c) All cooking vessels and utensils shall be cleaned by boiling water or sterilized by steam.
- (d) Before cooking, raw material like pulses, rice etc. it shall be visually examined for any contamination.
- (e) Cooked foodstuffs shall be always covered with lids.
- (f) There shall be no contact of clothes of the cooks with the cooked food during cooking and service.
- (g) The vessels containing cooked material shall not be kept on the floor.
- (h) While cooking, exhaust system should be switched on.
- (i) Only fresh refined edible oil shall be used and all care shall be taken for standard oil usage and quality of cooking oil as per ISI standards.
- (j) There shall not be any spillage of cooked material/waste over the shelves, floor, tables etc.
- (k) All the trays, thalis/dishes shall be collected near dish washing machine and cleaned with the help of steam pressure.
- (l) Proper strength of cleaning powder for efficient cleaning to remove oil and sticky material shall be ensured and thoroughly flushed with fresh running water for remnant alkaline removal on the dishes; plates etc. shall also be ensured.
- (m) Washed utensils may be sterilized by steam pressure if so required.
- (n) Clean and fresh duster/cloths shall be issued to cooks on daily basis.

27. Waste Management:

- (a) Care shall be taken to use minimum amount of water required for cleaning and sterilizing to avoid the water wastage.
- (b) The garbage and waste disposal from the kitchens and the restaurants shall be the responsibility of the contractor. All the transportation charges regarding waste and garbage disposal shall be borne by the contractor.



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- (c) The solid waste shall be collected in drums/collecting bins to be kept at identified places.
Green Bins : For collection of organic/Bio-degradable wastes waste.
Red Bins : For collection and other re-cycle able waste.
- (d) The solid waste collected shall be transported by contractor to waste dumping yard land provided by the PTU. While transporting the waste from identified place to waste yard, care shall be taken to ensure that waste does not spill over during transit and the containers are properly emptied and cleaned.
- (e) Bio-degradable and kitchen waste collected from Green Bins shall be disposed of by composting, if so decided by the PTU otherwise it shall be got removed from the campus by the contractor at his cost. Packing paper, card boards, boxes stationery scrap, curtains, waste papers, cloth etc. shall be collected in a separate garbage bin. Polytechnic waste bags shall be collected compacted and properly disposed of. Oily dusters/cloths shall be kept in a separate container and shall be disposed of at identified place on regular basis by the contractor.
- (f) Drainage system below the water coolers shall not be obstructed by spillage of vegetables, waste edibles, grease polythene bags, dusters.

28. Safety requirements:

- (a) The contractor should ensure that there is no short-circuiting resulting in incidents of fire. There shall be no loose electrical connections and temporary fittings. Emergency fire extinguishers provided by PTU shall be kept at appropriate places of work, which shall be periodically got checked for proper use from PTU.
- (b) The regulating valves of LPG supplied to the kitchen shall be inspected regularly to ensure that on / off system is in order to avoid accident.
- (c) First Aid box containing bandages, Spirit, Ointments, Antiseptic creams, lotions and immediate relief tablets shall be made available by the contractor at prominent location and known to all staff.

29. Noise Control:

- (a) Maximum efforts shall be done to reduce noise arising out of stacking of vessels, utensils, transporting and cleaning operations.
- (b) All individual shall also be advised to make minimum noise.

30. Conservation of Energy:

- (a) Fans, tube lights and other electrical appliances shall be switched off when not required.
- (b) Use optimum quantity of water at dish washing machine while flushing/cleaning



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the utensils and vessels.

- (c) Save LPG Gas consumption by keeping the vessels flat bottom and properly covered while cooking.
 - (d) Ensure optimum use of the steam, check and rectify leakage regularly.
31. The expenses for preparation and execution of agreement for this contract shall be borne by the contractor.
32. Terms and conditions regarding Premises:
- (a) The contractor will not transfer or sublet the contract.
 - (b) The contractor will not make any kind of excavation or construction including alteration or modification in the premises, without the permission of PTU in writing and further he shall have no right to use PTU property for his employee's personal purpose.
 - (c) The contractor will not alter or damage PTU property including electrical appliances, sanitary fittings and other fitting/equipments as well the plantation work provided in the premises. In fact he shall be responsible for its proper care and safety, failing which he will be liable to pay its cost as decided by the PTU. It shall be the duty of contractor to upkeep and maintain the furniture, equipment etc provided by the University. PTU has authority to inspect the leased space at any time without giving any notice to the contractor.
 - (d) The contractor will keep the premises in good, clean and hygienic order and maintain it in its original architectural and aesthetic shape.
 - (e) The contractor will not use or permit others to use the premises for the publicity purpose in any shape or form.
 - (f) The contractor will not encroach upon the rights of other contractors, running their business in the PTU premises and maintain cordial relation with other functionaries.
33. Rent and penal rent: The Contractor shall not be required to pay any rent except electricity charges. However he/she shall be required to subsidize the items for University employees in lieu thereof. The subsidy shall be finalized in consultations with the University and must be approved in writing by the Registrar
34. Disputes in day to day running: For removing difficulties and for operating the contract on day-to-day basis a standing committee consisting of three representative of PTU and one representatives of the contractor shall be constituted which will be headed by the Registrar or any other person deputed by the VC, PTU to remove the difficulties as and when arise in an amicable manner.
35. The eligibility conditions can be relaxed to the deserving and otherwise competent and experienced parties at the discretion of PTU.



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36. The use & sale of alcoholic drinks and tobacco in any form and smoking shall be strictly prohibited.
37. It should be mandatory for the contractor to display the rate list of all the eatable items inside the canteen.
38. If anybody suffer any health hazard-ness after consuming the eatables available at the canteen, then the contractor shall be solely liable for the consequences arising out of the same and the PTU shall not be responsible for the same.
39. Arbitration:
- (a) All disputes between the PTU and the contractor arising out of this agreement entered into or in relation thereto or regarding the interpretation of any clause, terms and conditions thereof shall be referred to the VC, PTU acting as such at the time of reference or any other person as may be nominated by the VC who will be the sole arbitrator and his decision will be final and binding. In case the nominated Arbitrator is unable to commence or continue Arbitral proceedings for any reason whatsoever, the VC shall nominate/appoint another officer of PTU who shall then decide the reference. The provision of Arbitration and Conciliation Act 1996 shall apply.
- (b) The parties and agreement shall be subject to the jurisdiction of Jalandhar.

Signature & Seal of firm :

Date :



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Details of items to be provided in canteen and catering services.

<u>Sr. No.</u>	<u>Name of items (category wise)</u>
1	Tea/ coffee/ soft drink/ juice etc.
2	South Indian Snacks & food items
3	North Indian Snacks & food items
4	Fast foods
5	Sweets
6	Branded packed snacks and drinks

Details of all dishes under each head mentioned above should be provided by the Tenderers.



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