

Ref: RGUKT-Basar/Catering/DH-III/T03/2022, Dt.07.09.2022

(e-Procurement Tender Notice)

Tender for providing Catering Services to the
Students of RGUKT-Basar

(Including Kitchen & Dining Hall Maintenance)

DINING HALL - III (3000 approx)



**RAJIV GANDHI UNIVERSITY OF KNOWLEDGE
TECHNOLOGIES
BASAR,**

Nirmal-District, Telangana- 504107

Website: www.rgukt.ac.in

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Tender Notice



**RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES
BASAR
NIRMAL-DISTRICT, TELANGANA-504107**

Online Tenders are hereby invited from interested and eligible bidders for Providing Catering Services (Including Kitchen & Dining Hall Maintenance) to the students of RGUKT-Basar (Three separate tenders each one for 3000 students approx).

- 1) Dining Hall-I 2)Dining Hall-II 3)Dining Hall-III

Interested bidders can download and submit the bids online from 07.09.2022 9.00 AM to 21.09.2022 up to 05:00PM through www.tender.telangana.gov.in. For further details please visit our website: www.rgukt.ac.in

Sd/-
DIRECTOR

Date: 07.09.2022

TENDER SCHEDULE

Rajiv Gandhi University of Knowledge Technologies (RGUKT), Basar, invites online tenders comprising Pre-Qualification, Technical Bid and Price Bid from the eligible bidders for Providing Catering Services (Including Kitchen & Dining Hall Maintenance) for the Students of RGUKT, Basar in Dining Hall-III (3000-Students approx.), in its premises located in the Nirmal District of Telangana State.

SECTION - A

Time schedule of various tender related events

Bid Calling Date	07.09.2022
Bid Document fee (Non refundable)	Rs. 50,000/- (By way of DD from any Scheduled Bank in favour of Director, RGUKT, Basar, payable at Basar)
Bid Documents Downloading Start Date	07.09.2022 at 11.00 AM
Last Date for Uploading of Online Documents	21.09.2022 at 05:00 PM
Last Date for submission of Hard copies of documents uploaded online by hand	22.09.2022 at 5.00 PM
Pre-qualification & Technical Bid Opening Date/Time	23.09.2022 at 10:00 AM
Price Bid Opening Date/Time	24.09.2022 at 11:00 AM
Contact person	The Director, RGUKT, Basar
Reference No	RGUKT-Basar/Catering/DH-III/T03/2022

Director
RGUKT-Basar

CLARIFICATIONS:

- i. Specific queries if any can be made through e-mail only on director@rgukt.ac.in on or before **13.09.2022**. Queries received via any mode other than e-mail id mentioned above will not be entertained. The queries should only be sent in following format on the official letter head of the company.

S.No.	Page No. (Tender Ref.)	Clause (Tender Ref.)	Description (Tender Ref.)	Query	Remarks

- ii. The addendum/corrigendum if any shall be published on RGUKT's website i.e. www.rgukt.ac.in as well as on e-procurement platform www.tender.telangana.gov.in.
- iii. The Bidders are requested to submit the bids after issue of clarifications duly considering the changes made if any. Bidders are totally responsible for incorporating/complying the changes/amendments issued if any during pre bid meeting in their bid.

Director
RGUKT-Basar

SECTION-B

STATEMENT OF IMPORTANT LIMITS/VALUES RELATED TO BID

Item	Description
EMD	Rs.44,00,000/- (Rupees Forty Four Lakh Only) (by way of Demand Draft or Irrevocable Bank Guarantee/Online payment from any Nationalized/Scheduled Bank)
Bid Validity Period	90 days from the date of opening of commercial bid
EMD Validity Period	90 days from the date of opening of commercial bid
Variation in quantities/number of residents	± 30%
Period for furnishing performance Security	Within 10 days from date of receipt of award
Delivery Schedule	Bidder must be prepared to deliver the services as per the schedule of the concerned campus
Performance security value	5 % of total estimated contract value
Performance security validity period	36 months from date of commencement of services
Period for signing the order Acceptance	Within 7 days from date of receipt of notification of award
Payment terms	
Payment of bill	Every month within 15 days from the date of submission of the bill
Placing work order	<ul style="list-style-type: none">➤ RGUKT, Basar, will place order on identified successful bidder➤ All the payments shall be made directly by RGUKT, Basar to the successful bidder as per the tender terms and conditions➤ If decided RGUKT can split the order basing on the quoted price and service track record. The decision of RGUKT is final in this regard
Transaction Fee	Transaction fee: as per the e-procurement platform, Telangana norms

SECTION - C

1. PREAMBLE:

The Director, Rajiv Gandhi University of Knowledge Technologies (RGUKT), Basar, invites online tenders from registered suppliers/service providers to Provide Catering Services (Including Kitchen & Dining Hall Maintenance) for the Students of RGUKT, Basar in Dining Hall-III (3000 approx).

2. SCOPE OF WORK:

Providing Catering Services (Including Kitchen & Dining Hall Maintenance) for the Students of RGUKT, Basar in Dining Hall-III (3000 Students approx.)

Rajiv Gandhi University of Knowledge Technologies, Basar provides residential accommodation with boarding and lodging for the Students, Mentors and Administrative Staff. The service provider should prepare the food items at RGUKT premises itself.

The service provider should provide supervisory and other staff in the Dining Halls and kitchen.

- i. Each kitchen attached to the Dining halls available in the campus. The service provider shall carry out regular cleaning and maintenance of dining halls, Kitchen, Kitchen equipment and Utensils. The service provider should also maintain proper pest control mechanism. LPG connection is provided in the kitchen, but actual cost of the gas consumed will be borne by the service provider.
- ii. Cost of procuring and utilizing cleaning material for dining halls, Kitchen, Kitchen equipment and Utensils, is the responsibility of the service provider.
- iii. Electricity consumed in the kitchen will be chargeable as per tariff of Telangana Trans Co., which is being supplied. The expenditure of electrical items during contract period shall be borne by bidder only.
- iv. Water consumed in Kitchen & Dining will be chargeable as per the rates of the municipalities/Municipal corporation/Panchayats based on actual water meter readings.

RGUKT will provide available kitchen equipment like utensils, furniture, serving equipment to be used in the dining halls and kitchen. In case of any additional requirement in the kitchen i.e. cutlery, utensils, etc., the service provider has to arrange for the same. The total maintenance/repairs if any for the existing equipment is to be borne by the bidder. The said kitchen items shall be handed over in serviceable good condition on cessation of contract.

3. PERIOD OF CONTRACT:

The contract period will be for Two years from the date of commencement of services and may be extendable further one year on basis of satisfactory performance and mutual consent on the same terms and conditions.

4. EARNEST MONEY DEPOSIT / SECURITY DEPOSIT:

4.1 The tender should be accompanied by required Earnest Money Deposit (EMD) (as mentioned in Section-B) by way of crossed Demand Draft /Bank Guarantee drawn from any Nationalized/Scheduled Bank in favor of "The Director, RGUKT" payable at Basar. Tenders received without EMDs (which should be in Cover 'A') will be summarily rejected.

4.2 Forfeiture of the EMD will be made in the following events:

4.2.1 Withdrawal of bid during the bid validity period.

4.2.2 In case of successful bidder, if the bidder fails to sign the contract in time or fails to submit performance guarantee.

5 PERFORMANCE SECURITY:

5.1 The successful bidder has to deposit 5% of the total estimated contract value as Performance Security Deposit in the form of Bank Guarantee from any Nationalized Bank.

5.2 The Performance Security Deposit / Bank Guarantee of successful Bidder will be retained for the period of contract in force and will be returned after expiry of the contract period, after deducting outstanding liabilities if any.

5.3 The Performance Security Deposit / Bank Guarantee shall not carry any interest.

6. ELIGIBILITY CRITERIA:

6.1 The bidder should have at least five years of experience of having successfully providing the educational institutional catering services to large and reputed higher educational institutions like NITs, IIMs, IITs, IIITs, IISERs, AIIMS, Central Universities, State Universities, Leading Private Universities for not less than 3000 persons/users /time on a normal working day in a single unit for a continuous period of four years in last five financial years i.e. 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22.

6.2 Copies of Work Order, Work Completion Order, and latest copy of Performance Certificate from such prescribed Institutions issued in the name of the bidder

(mentioned at 6.1 above) where they have been providing similar services should be submitted as the proof.

- 6.3** The bidder should have annual turnover of Rs.10 Crore per each financial year in last five financial years i.e. 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22. A certificate of the Bidder turnover in Rupees must be enclosed and be duly certified by firm of Chartered Accountants, along with Audited Balance Sheets along with profit and loss statements should be enclosed.
- 6.4** In case the agency is providing more than one type of services excluding the Institutional catering services, the CA certificate certifying the turnover from Institutional catering services alone should be provided.
- 6.5** Food License issued by the competent authority is mandatory.
- 6.6** The firm should have valid ISO 9001 certification or any other nationally or internationally acclaimed certification related to food safety and quality.
- 6.7** The service provider will have to enclose the scanned copy of the valid food license issued by the FSSAI (Food Safety and Standards Authority of India) in the technical bid document.
- 6.8** The catering experience in Govt. educational institutions/ Universities/Scientific and Autonomous organizations will be preferred.
- 6.9** Total no. of workers/staff of the service provider's organization doing job in all of its Government/Institutional Mess/Messes in Telangana State should not be less than 50. (Latest TRRN details should be submitted as proof of No. of workers/staff on roll) Last 3 months EPF remittance to be submitted.
- 6.10** The bidder should submit No. of Contract labour licenses not less than 50.
- 6.11** Latest Solvency Certificate worth 3 Crore from any Nationalized bank issued for "The Director, RGUKT, Basar" for the purpose of participating in Catering tender.
- 6.12** The bidder should furnish satisfactory performance certificate from the parties concerned to whom bulk supplies were catered, in case of such supplies were made, RGUKT may contact any such parties to elicit details.
- 6.13** Bidder should be registered under GST Act with the relevant Sales Tax Authorities. He should furnish along with the bid document, the relevant GST Registration Document and PAN/TAN hard copies.
- 6.14** Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the bidding firm/entity, written power of attorney of the signatory of the bid to commit the bidder.

- 6.15 Number of employees owned by the bidder, labour license and PF/ESI registration proof. Latest ESI, EPF, GST files returns remittance should be submitted.
- 6.16 Latest Income Tax Saral form/ Returns filed.
- 6.17 List of present Clientele with contact addresses & telephone numbers.
- 6.18 Valid Labour License Certificate.
- 6.19 All the certificates furnished along with technical bids should be attested by Notary, counter signed by bidder along with their seal.
- 6.20 The bidder should have not been blacklisted by any State/Central Govt./ PSU/UT/ Autonomous Bodies. (Bidder should submit an undertaking on their company letter head).
- 6.21 The bidders must submit all relevant documentary evidence to demonstrate their eligibility for considering their bid. The tenders received without the above documents will be rejected. Form 26-AS should be submitted for last Five F.Y
- 6.22 Other Criteria is as per the details given in [Annexure-B](#).

- a) **Ranking System:** The technical tenders which fulfill the above experience and financial criteria shall be ranked as per the ranking system of awarding points for each attribute. The details of ranking system are given in [Annexure - A - 80 Points](#)
- b) Quality Assessment Certificate issued by existing/previous Govt. Institution/University. (Please find the format at [Annexure-A](#)) - **20 Points.**

Important Note.

1. To encourage healthy and quality food to be served to the students, RGUKT intends to have three different service providers operating at any time. Only one mess will be allotted to one service provider.

7. INSTRUCTIONS TO BIDDERS

- 7.1 Tenders with over writings, alterations etc., will not be admitted unless they are attested by the bidder and duly stamped. Where there is a discrepancy between the amount (Rupees) in figures and words, the price, which is least of the two, will prevail.
- 7.2 Bid should be strictly in conformity with the Terms and Conditions mentioned in the tender schedule.
- 7.3 Bidders are expected to examine all the terms and instructions mentioned in the tender schedule and prepare their proposals accordingly. Failure to provide all

requisite information will be at the bidders' own risk and may result in the rejection of the tender.

- 7.4 All assertions made in connection with the tender are to be supported/ substantiated by relevant documents. The Director, RGUKT, Basar reserves the right to verify the credentials of the bidder as per the eligibility criteria.
- 7.5 The Director, RGUKT, Basar will notify the bidder whose tender has been accepted by e-mail only.
- 7.6 The successful bidder shall execute an agreement with RGUKT on Non-judicial stamp paper worth Rs.100/- agreeing to all the conditions of the contract within one week upon intimation of acceptance of Tender. The successful bidder has to submit performance security guarantee after taking Letter of Intent but before having contract agreement. Failure to enter into an agreement within the stipulated time will result in forfeiture of the EMD.
The Director, RGUKT, Basar reserves the right to issue instructions/ modifications at any point of time before award of contract.

8. METHOD OF SUBMISSION:

Bids shall be submitted online on www.tender.telangana.gov.in Platform.

- 8.1. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website www.tender.telangana.gov.in.
- 8.2. Bidders can log-in to e-procurement platform in secure mode only by signing with the Digital certificates.
- 8.3. The bidders who are desirous of participating in e- procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place.
- 8.4. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity.
- 8.5. The bidders should scan and upload the respective documents in Technical Documentation as per the check list.
- 8.6. After uploading the documents, the copies of the uploaded technical bid documents and original Demand Drafts in respect of Bid Security and Bid document fee are to be submitted by the bidder to the "**The Director, RGUKT, Basar, Nirmal District-504107**", in person on or before 05:00PM on 22.09.2022.
- 8.7. RGUKT will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.
- 8.8. The Documents that are uploaded online through e-procurement website will only be considered for Bid Evaluation.

8.9. The rates should be quoted online only.

9. EVALUATION PROCEDURE:

- 9.1 The Technical Bids will be opened as per the schedule by the Vice-Chancellor, RGUKT, Basar or his authorized representative in the presence of the bidders or their authorized representative who may be present at that time.
- 9.2 The tenders will be evaluated so as to ascertain the capability of the bidders to provide the material within the period mentioned above and also to assess whether the bidder satisfies the eligibility criteria as detailed in Clause 6 above.
- 9.3 The rejection of the bidder on technical grounds will be based on the failure to meet eligibility requirements.
- 9.4 Price Bids of only those bidders, who have fulfilled the eligibility criteria specified in Clause '6' & 9.2 above, will be opened as per the schedule. The Price Bid of the bidder who does not fulfill the eligibility criteria will not be opened and their tender stands rejected.
- 9.5 Any claims or disputes raised by the unsuccessful bidders in respect of selection process and non-allotment of award will have no legal validity and will not be enforceable against the RGUKT. No further correspondence will be entertained regarding the disqualification.
- 9.6 The Director, RGUKT, Basar, reserves the right to accept or reject any /or all the tenders without assigning any reasons whatsoever. The Director, RGUKT, Basar, also reserves the right to cancel the selection process for award of the contract at any time. The decision of the Director, RGUKT, Basar is final and binding.

9.7 Evaluation of Price Tenders:

The price bids of only those service providers shall be considered for opening and evaluation whose tender is determined to be technically qualified. RGUKT, Basar reserves the right to assign any mess to any service provider. The rate per student per day should be in the price range of Rs. 100.00 to Rs. 110.00 exclusive of applicable taxes. (Rs.100/- or Rs.110/- is also acceptable)

9.8 Tie Resolution:

If there is a tie in the price bid of two or more service providers, then the priority will be given to the service provider based on marks scored in evaluation matrix as mentioned in Annexure-A. In case of occurrence of tie even after evaluation as per Annexure-A, RGUKT can split the order based on the service track record. The decision of RGUKT is final in this regard.

10. PENALTY CONDITIONS :

- 10.1. The vendor should ensure (a) Timeliness of service, (b) Tidiness of the surroundings, (c) Wearing of Uniform by Catering Service provider Employees while on Duty, (d) Quality of food to all dining members, (e) Quantity of food as per menu i.e., no. of grams/actual consumption

whichever is higher, (f) Behavior and Courtesy of service provider employees towards dining members and (g) Catering employees should maintain hygienic environment otherwise a minimum of Rs.1000/- per day will be levied.

10.2. The performance of the Vendor in the above catering services will be assessed every fortnight by a 'Food Committee' constituted for the purpose with students and staff, and payment of bills by RGUKT will be in accordance with the performance index on a 10-point scale.

10.3. The Vendor will abide by the ratings given by the 'Food committee' and the schedule of payment for different ratings are as under:

≥8	-	100 %
< 8 and ≥7	-	95 %
< 7	-	90 %
< 6	-	the contract is liable to be terminated.

10.4. Students' feed-back will also be obtained directly on a 5-point scale as part of a food survey report. And the schedule of payment for different ratings are as under:

≥ 3.5	-	100 %
< 3.5 and ≥3.0	-	95 %
<3	-	90 %

- Students non-response on exercising their option for PI may be considered as "satisfactory to good to very good" and may be given default 4 out of 5 weight-age.
- Both 10.3 & 10.4 should be satisfied.

10.5. The maximum no of penalties based on students feedback is 6. In case the service provider exceeds the six penalties, the contract is liable for cancellation.

10.6. If the contract is terminated for the above reason(s) mentioned, the performance security will be forfeited.

11. TERMS & CONDITIONS

11.1. The Service Provider will cover all the jobs specified in the "Scope of Work".

11.2. The word 'Services' wherever used, means the services indicated in the Scope of Work.

11.3. The Service Provider should ensure their strict supervision round the clock and also ensure to coordinate with the Officer deputed by RGUKT.

11.4. The Service provider shall arrange CC Camera Surveillance at Kitchen and Dining Hall throughout the year.

11.5. Waste disposal three times a day is the responsibility of the service provider. Necessary logistics should be arranged by the service provider to remove the waste (both food and non- food) generated by the mess to designated waste

disposing areas outside RGUKT,Basar on a daily basis. The service provider is liable to be penalized for clogging of drains in the mess kitchen/washing area due to draining out of waste food and other substances etc.

- 11.6. The service provider will have to obtain and submit food license from the FSSAI (Food Safety and Standards Authority of India). The valid FSSAI Certificate, Labour License and the Food License shall be displayed by the mess service provider on a prominent place at the dining area.
- 11.7. The Service Provider shall have adequate communication facilities to communicate with RGUKT officials and materials to be used shall be as listed out in the Scope of Work.
- 11.8. The Service Provider shall properly deploy their personnel for various kinds of work enumerated in Scope of Work.
- 11.9. The Service Provider shall furnish to the Director of RGUKT, the statements related to deployment of personnel and other data as and when called for.
- 11.10. The service provider shall provide at his own cost proper uniforms for their personnel.
- 11.11. The personnel so deployed will be issued with photo-identity cards provided by the service provider under his signature, company's name and seal, which shall be displayed by them while on duty.
- 11.12. The Service Provider shall ensure that all the security regulations of RGUKT, are strictly adhered to and complied with by the persons engaged by him to provide the service. Any violation of security regulations will be at the cost and risk of service provider.
- 11.13. **The Service Provider shall not engage any Sub-Contractor or transfer the contract to any other person in any manner.**
- 11.14. The Service provider shall be liable to comply with all Labour laws including Employee's State Insurance Act 1948 and Employees' Provident Fund and Miscellaneous Provisions Act 1952, applicable from time to time in respect of persons so employed/engaged by him and he solely responsible for breach or violation of any or all of the provisions of the labour laws applicable from time to time. The Service provider shall also be responsible for violation, if any, of the provisions of the Food Adulteration Act.
- 11.15. The Vendor will be solely responsible for any damage to property / premises of RGUKT campuses due to negligence or otherwise.

- 11.16. The service provider shall be personally responsible for any theft, dishonesty, and/or, disobedience on the part of personnel employed by him for this service.
- 11.17. The service provider should execute the work as per the scope of work under his own supervision or should have his own supervisor(s) who should be accessible over Mobile Phone, e-mail and Land Line at a given address.
- 11.18. The Supervisor so provided shall maintain and furnish records of related to such deployment of personnel to the Director of RGUKT from time to time.
- 11.19. The service provider will have to observe the rules and regulations as laid down by the Municipal Corporation/Panchayat's of Respective locations for preservation of health and hygiene and also meet the statutory requirements of the State/Central Government regulations regarding Payment of minimum wages, Provident fund, Contract Labour Act, ESI Act, etc., as applicable from time to time.
- 11.20. The persons employed by the service provider/service provider for the above said purpose will be solely the employees of the service provider. RGUKT, will have no privity of contract with them nor will they be entitled to any access/dealing with RGUKT and at the time of accidents for any reason compensations have to be payable by the service provider.
- 11.21. The bidder has to insure the staff working with him at his own cost.
- 11.22. The Service provider/service provider will ensure that equipment provided by RGUKT and furniture and fixtures are not in any way damaged, misused or mishandled. Any equipment/items provided by RGUKT to the service provider/service provider, which is damaged will be replaced/repared by the party at their own cost.
- 11.23. In the event of any breach and / or failure on the part of the Service provider / Service provider to comply with the said terms & conditions of the contract, the contract will be terminated forthwith. RGUKT also reserves the right to cancel/suspend the contractual period for any reason whatsoever without assigning any reason and no liability shall be incurred by RGUKT in the event of the aforesaid cancellation/suspension. However, under the normal circumstances the RGUKT will give 30 days' notice before the said cancellation/suspension.
- 11.24. The Service provider shall be solely responsible in case of incident(s) of food poisoning, contamination, unhygienic preparation etc. and shall bear the complete expenditure arising out of this for medical treatment of the boarders of the mess. In addition, penalty may be imposed on the service provider as decided by the competent authority of RGUKT, Basar for such incident(s). Further, legal action may also be taken as per the provisions of law.

- 11.25. If the service provider and/or his team and also functioning of the mess is not up to the mark or, the quality of the food is below standard or unhealthy or unhygienic, then the Director is empowered to terminate the contract with a short notice of one week. The competent authority opinion is final so far as the food quality/mess management is concerned.
- 11.26. Hygiene and overall cleanliness in and around mess premises and kitchen has to be maintained. Raw materials, ingredients etc. used for food preparation are to be of good quality. Clean, fresh, nutritious, hygienic and edible food has to be served. Excess/leftover food shall not be used for subsequent session of meals. Violation of above requirements will attract penalty.
- 11.27. Mess workers and cooks should be healthy and medically fit. They are required to have a regular check up with the institute Medical Officer. If any mess worker is found medically unfit, he may not be given permission to continue his duties and mess service provider has to replace him immediately without fail.
- 11.28. The Institute administration reserves the right to depute persons to act as supervisors to check the overall maintenance of the premises and proper use of the materials.
- 11.29. The Service provider or his representative / manager is required to remain present in the mess when the food is being served in the mess.
- 11.30. The Service provider shall provide light food/diet prescribed by the medical authority to the sick student/s during his/their sickness period and no extra charge will be paid for the same.
- 11.31. An inspection team of the University will carry out regular / surprise inspection of the messes for the quality assessment. Three adverse reports by the committee will entail termination of the contract.
- 11.32. That the raw materials used in preparation of food items should be branded and ISI Certified/Branded companies materials to be purchased by the Service provider. Otherwise the University will impose penalty/terminate the contract in case the Service provider uses low quality raw materials.
- 11.33. Use of first quality of Dals & Rice in cooking and the rice should be one year old sonamasuri, and it would be checked regularly by the Committee constituted by the RGUKT.

12. **DISPUTES:**

All disputes and differences of any kind whatsoever arising out of or in connection with the contract, whether during or after completion of contract will be settled amicably (by negotiations) and the RGUKT's decision shall be final on all such matters and shall be binding on the Bidder.

13. DISCLAIMER:

- 13.1. Neither RGUKT nor its employees make any representation or warranty as to the accuracy, reliability or completeness of the information in this tender schedule and it is not possible for the RGUKT to consider the investment objective, financial situation and particular needs of each party who reads or uses the Tender Schedule. Certain prospective bidders may have a better knowledge of the scope of work than others. Each prospective bidder should conduct his or her own investigations and analysis and check the accuracy, reliability and completeness of the information in the tender schedule and obtain independent advice from appropriate sources.
- 13.2. The Director, RGUKT, Basar, reserves the right to reject any or all the Bids submitted in response to this request for proposal at any stage without assigning any reasons whatsoever.
- 13.3. The Director, RGUKT, Basar reserves the right to change any or all of the provisions of this request for proposal.

14. REJECTION OF TENDERS:

- 14.1. The Director, RGUKT, Basar, reserves the right to cancel the tender process and reject all tenders at any time prior to the award of contract without thereby incurring any liability as against the affected bidder or any obligations to inform the affected bidder of the grounds of acceptance or rejection.
 - 14.2. No bidder is entitled to withdraw his or her offer after submission. In case of such withdrawal, the EMD deposited along with the tender schedule shall stand forfeited.
- 15.** For breach of any of the conditions prescribed in the tender or as specified by the RGUKT from time to time, the EMD is liable to be forfeited. Decision of the Director, RGUKT, Basar in this regard is final and binding on bidder.

MESS MENU - RGUKT,BASAR

Day	BREAK FAST	LUNCH	SNACKS	DINNER
Monday	1. Idly(4) 2. PalliChutney 3. Boiled Egg 4. Milk	1. Rice 2. Thotakura/ Palakura pappu 3. Alu Fry 4. rasam 5. Curd 6. Banana	1. Boiled Sanagalu/ Guggillu 2. Tea	1. Rice 2. Vankaya Batani Curry 3. Sambar 4. Roti Chutney Cabage 5. Curd
Tuesday	1. Lemon /Tamarind Rice/ Pongal 1. Katta/Sambar 2. Boiled Egg 3. Milk	1. Rice 2. Tomoto Pappu 3. Dondakaya Fry 4. Rasam 5. Curd 6. Banana	1. Atukulu (chuduva) 2. Tea	1. Rice 2. Beerakaya Curry 3. Sambar 4. Tomoto Chutney 5. Curd
Wednesday	1. Upma/Semya Upma 2. Palli/Putnala Chutney 3. Milk	1. Rice 2. Chicken & Paneer 3. Sweet 4. Banana 5. Curd	1. Milk Biscuits (4 No's) 2. Tea	1. Rice 2. Bendakaya Curry 3. Sambar 4. Mango Chutney 5. Curd
Thursday	1. Vada (3 No's) 2. Palli Chutney 3. Boiled Egg 4. Milk	1. Rice 2. Dosakaya Pappu 3. Cabage Fry 4. Rasam 5. Curd 6. Banana	1. Ground Nut Chikki 2. Tea	1. Rice 2. Chikkudukay/Beans Curry 3. Sambar 4. Lemon Pickle 5. Curd
Friday	1. Onion Uthappam 2. Palli Chutney 3. Boiled Egg 4. Milk	1. Rice 2. Sorakaya PesaraPappu 3. Beetroot/Carrot Fry 4. Rasam 5. Curd 6. Banana	1. Boiled Ground Nut 2. Tea	1. Rice 2. Alu Dum Fry 3. Sambar 4. Roti Chutney (Dondakaya) 5. Curd

Saturday	<ol style="list-style-type: none"> 1. Mysore Bajji (4) 2. Palli Chutney 3. Boiled Egg 4. Milk 	<ol style="list-style-type: none"> 1. Rice 2. Mudda Pappu 3. Pachi Pulusu 4. Avakaya Pickle 5. Papad 6. Banana 7. Curd 	<ol style="list-style-type: none"> 1. Atukulu (Chuduva) 2. Tea 	<ol style="list-style-type: none"> 1. Rice 2. Mixed Veg Fry(Alu+Carrot+Beans) 3. Sambar 4. Gongura Chutney 5. Curd
Sunday	<ol style="list-style-type: none"> 1. chapathi 2. Alukurma 3. Milk 	<ol style="list-style-type: none"> 1. Veg Biryani Rice 2. Chicken & Gutti Vankaya Curry 3. Rytha 4. Sambar 5. Sweet 	<ol style="list-style-type: none"> 1. Milk Biscuits(4) 2. Tea 	<ol style="list-style-type: none"> 1. Rice 2. dosakaya Chutney 3. Sambaru 4. Banana 5. Curd

*Those who don't take boiled egg they should be provided with Banana(2 No's)

* Sweet Items: Double Ka Meeta/Semiya Payasam/Carrot Halwa/Sorakaya Halwa

Important Note: RGUKT has the right to revise the menu as and when required.

Quantities to be supplied

Item Description		QUANTITY SUGGESTED	WEIGHT OF ITEM	Minimum Number	Remarks
Break fast	Idly	250-300 gr.		4 to 5	
	Chapathi	250-300 gr.	70-80 gr.each	4	
	Dosa/Uthappam	250-300 gr.		4 to 6	
	Upma	250-300 gr.			
	Pulihora	250-300 gr.			
	Vada	250- 300 gr.	70-80 gr.each	4	
	Chutney	Actual consumption			
	Sambar				
	Coffee	1 cup	150 ml 6% FAT	150 ml	
	Milk	1 cup			
Lunch	White Rice	Actual consumption			
	Pappu-Akukura				
	Rasam				
	Curry				
	Curd(Solid)	one cup	150 ml	1 cup	
Snacks	Biscuits	4 Number any item		4	
	Boiled Chana	50 gr.			
	Tea	1 Cup			
Dinner	White Rice	Actual consumption			
	Curry				
	Sambar				
	Pickle				
	Fresh veg chutney				
	Curd (Solid)	100 gr.			
Non Veg	Chicken Curry	170 gr.	120 gr. Chicken + 50 gr. Gravy	170 gr.	
Veg	Spl -Veg Curry	150 gr.		150 gr.	
	Sweet	100 gr.			
	Biryani	Actual consumption			

(Signature of Bidder along with seal)

PERISHABLE AND NON-PERISHABLE ITEMS TO BE MAINTAINED

S.No.	Item	Brand
1	Rice	One year old sona masuri
2	Oil (Refined Sun Flower)	freedom, Gold Drop, fortune, Sundrop
3	Dal Arhar	Grade One
4	Dal Chana	Grade One
5	Dal Moong (Pesarpappu)	Grade One
6	Dal Urad (Gundu)	Grade One
7	Rajma	Grade One
8	Kabuli Chana	Grade One
9	Idly Ravva	Grade One
10	Suji	Grade One
11	Wheat Ravva	Grade One
12	Salt (Crystal)	Annapurna/Tata/Nature Fresh/Ashirvad
13	Salt (Table)	Annapurna/Tata/ Nature Fresh/Ashirvad
14	Mirchi Powder	Standard Grade ISI Mark
15	Haldi (Turmeric Powder)	Standard Grade ISI Mark
16	Dhaniya Powder	Standard Grade ISI Mark
17	Mustard	Standard Grade ISI Mark
18	Zeera	Standard Grade ISI Mark
19	Red Chilly	Standard Grade ISI Mark
20	Hing/100 gms	Standard Grade ISI Mark
21	Lavanga/100 gms	Standard Grade ISI Mark
22	Elachi/100 gms	Standard Grade ISI Mark
23	Patta/100 gms	Standard Grade ISI Mark
24	Sugar	Grade One
25	Jagri	Standard Grade ISI Mark
26	Tea Powder	Red Label/Taj Mahal
27	Cooking Commercial Gas	HP Gas/19 Kg.
28	Soya Chunks	Standard Grade
29	Maida	Standard Grade
30	Basin	Standard Grade
31	Corn Flour	Standard Grade
32	Tamarind	Standard Grade
33	Ground Nut	Standard Grade
34	Putana Dal	Standard Grade
35	Dry Coconut	Standard Grade
36	Rasam Powder (100 gms)	Standard Grade
37	Sambar Powder (100 gms)	Standard Grade
38	Cashew	Standard Grade
39	Vermicelli	Standard Grade
40	Saboodana	Standard Grade
41	Pure Ghee (Durga)	Standard Grade
42	Pickles	Standard Grade
43	Chole Masala	Standard Grade
44	Chat Masala (100 gms)	Standard Grade
45	Namkin (100 gms)	Haldiram's/Everest
46	Biscuits Pkt	Standard Grade
47	Noodles	Standard Grade
48	Chekki Atta	Standard Grade Ashirvad/Pills bury/Annapurna

49	Kasuri Menthi/pkt	Standard Grade
50	Fresh Mutter	Standard Grade
51	Chilly Sauce	Standard Grade
52	Tomato Sauce	Standard Grade
53	Soya Sauce	Standard Grade
54	Black Pepper	Standard Grade
55	Rice Flakes	Standard Grade
56	Wheat flour	Ashirvad/Pills bury/Annapurna

S.No.	Item	Brand
1	Bread	Modern
2	Butter	Amul/Vijaya
3	Jam	Kissan/Fruitop
4	Eggs Each	Grade A
5	Chicken -Skinless	Standard
6	Vegetables	Fresh
7	Onion	Fresh
8	Garlic	Fresh
9	Ginger	Fresh
10	Milk (Toned)	Fresh
11	Paneer	Amul/Vijaya/Jersey
12	Curry Leaves	Fresh
13	Coriander	Fresh
14	Green Leafy Vegetables	Fresh
15	Potatoes	Fresh
16	Pepper	Standard Grade
17	Coconut Full	Fresh
18	Green Chillies	Fresh
19	Butter Chippet (10 gms)	Fresh
20	Curd	Fresh
21	Carrot	Fresh

Important Note:

1. It is decided that the raw materials used in preparation of food items should be branded and ISI Certified/Branded companies materials to be purchased by the Service provider. Otherwise the Institute will impose penalty in case the Service provider uses low quality raw materials.
2. RGUKT instructs to serve Chapathi in breakfast and only wheat flour is to be used in chapathi (No Myda at all) and it is mandatory to use Ashirvad/Pillsbury/Annapurna Atta in making Chapathi.
3. RGUKT instructs to use branded Rice Bran, sun flower & ground nut on rotation basis. Palm Oil, Hydrogenated (Vanaspathi) Oil and other local brands should not be used.
4. RGUKT makes mandatory to avoid using Vanaspathi/Dalda in foods and use Ghee or Oil only and use of items like mono-sodium glutamate (Ajinomoto), baking soda, food colors and other harmful items are strictly prohibited.

(On the official letterhead of the firm)

Financial Bid

Providing Catering Services (Including Kitchen & Dining Hall Maintenance) to the students of RGUKT, Basar in Dining Hall-III (3000 Students approx).

Please quote amounts in numerals and words per head per day for the menu mentioned in the document

Schedule	Description	Price per head per day (Rs.) (exclusive of taxes)
1	2	3
DH-III	Providing of Catering Services to students of RGUKT,basar (3000 approx.)	Rs._____ (Rupees _____ _____)

Note: Price Shall be quoted online only

Date:

Place:

(Signature of Bidder along with seal)

Bid letter form

From:

(Registered name and address of the bidder)

To,
The Director,
Rajiv Gandhi University of Knowledge Technologies,
Basar, Nirmal District, Telangana-504107.

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide Catering Services (Including Kitchen & Dining Hall Maintenance) as the case may be, in conformity with the terms and conditions of the bidding document and amendments thereon in response to your tender call dated.....

We undertake to provide the above mentioned services, as assigned to us in conformity with the said bidding documents, for an estimated sum of Rs (Total bid amount in words and figures) which may vary in accordance with the schedule of prices attached herewith and coverage options made by RGUKT, Basar or its user organization.

If our bid is accepted, we undertake to:

- a. Provide Catering Services (Including Kitchen & Dining Hall Maintenance) according to the time schedule specified in the bid document,
- b. Obtain the performance guarantee from a Nationalized bank in accordance with bid requirements for the due performance of the contract,
- c. Agree to abide by the bid conditions, which remain binding upon us during the entire bid validity period and bid, may be accepted any time before the expiration of that period.
- d. We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid, and that you will not defray any expenses incurred by us in bidding.

Place:

Bidder's Signature

Date:

Seal.

Bidder Information

1	Name of the organization				
2	Year of establishment				
3	Complete postal address				
4	Name & Designation of Authorized person				
5	Phone No.				
6	Fax No.				
7	e-mail				
8	Nature of the firm (Proprietary/partnership/etc...)				
9	Bank Details of the Agency:				
	Bank Name				
	Bank Address				
	Bank Account Number				
	IFSC Code				
10	PAN No.				
11	TIN No.				
12	GST No.				
13	Total No. of branch offices in Telangana				
14	Bid Document Fee (Non refundable)		Amount Rs. :		
			DD No. :		
		DD Date :			
		Issuing Bank & Branch :			
15	Experience Details (if any):				
	S.No.	Name of the Organization (along with contact details)	Year of supply	Items Supplied	Item value
16	Details of certificates enclosed.				

DECLARATION BY THE BIDDER

(Affidavit on Non- Judicial Stamp Paper of Rs.100/- -duly attested by
Notary/Magistrate)

Instructions:

1. All the copies of the certificates, documents etc., enclosed to the technical bid shall be given page numbers on the right corner of each page. The data shall be furnished in the formats appended to the tender document and the same should be submitted in a sealed envelope.
2. The information shall be filled by the Bidder and shall be enclosed to the technical bid for the purposes of verification as well as evaluation of the bidder's Compliance to the eligibility criteria as provided in the Tender document. All the Certificates, documents shall be uploaded and copies shall be submitted by the bidder in sealed Cover. Hard Copies along with the original Demand Drafts drawn towards EMD & Processing fee.
3. The RGUKT shall carry out the technical bid evaluation solely based on the uploaded certificates/documents, DD/BG towards EMD. The price bids of those bidders who are found to be technically eligible will only be opened. If any bidder fails to submit the original hard copies towards EMD, Processing Fee and other photocopies of the documents before the opening of the price bids, the technical bid of such bidder will be disqualified.

DECLARATION

I/We declare that the information given in the bid is true and correct in all aspects and in any case at a later date it is found that any details provided are false/fabricated and incorrect, contract given to our firm or participation may be summarily terminated at any stage, the firm will be blacklisted and RGUKT may impose any action as per the rules.

It is declared that I/ my Firm/ Agency/ Company has never been black listed by any of the Departments/ Autonomous Institutions/ Reputed Educational Institution/ Public Sector Undertakings of the Government of India or any State Government.

I/We undertake that I/We have not been convicted in any criminal case. I/We have not violated the PF/ESI/Minimum wages act or any other laws in force. I/We understand that the contract will be terminated if the above information is false.

I/we have not defaulted in the payment of statutory fee/dues to Central/State Government or their agencies.

Signature of the Bidder

With Seal

ANNUAL TURNOVER STATEMENT(Catering Services alone)

S.No	Financial Year	Annual Turnover
1	2017-18	
2	2018-19	
3	2019-20	
4	2020-21	
5	2021-22	

List of Present or Previous Clientele:

S. No	Work Order No	Customer Full Address and Phone Numbers	Year of supply	Catering Service to the No. of people	Turn Over (Rs.)

Annexure - A

Evaluation Matrix (Maximum Score is 100)

The Bidder should write the score in the box provided depending upon their capabilities and conditions. The bidder should submit proofs for their claim by way of certificates, testimonials and records etc. No score will be awarded for the items without any proof or supporting documents.

Bidder shall ensure submission of complete information/documents at the first instance itself. RGUKT-Basar reserves the right to complete the evaluation based on the details furnished by the tenderers without seeking any subsequent additional information. Tenders not in compliance with tender conditions or with incomplete information/documents are liable for rejection.

Essential: The bidders should have valid PAN/TAN, ESI, EPF, Labour license and valid GST registration. FSSAI certification is mandatory.

PART - I (Technical Details - Maximum Score is 80)

S.No	Description	Attributes	Points	Please tick the appropriate attribute	Score
1	Registration of the Service Provider (Necessary proof shall be uploaded/submitted)	10 -If Registered under Companies Act	10		
		7-If Partnership firm and Proprietary concern			
		Others	5		
2	No. of persons/users served in a single unit in any one year in last five financial years	6000 and above	10		
		5000-5999	8		
		4000-4999	6		
		3000-3999	4		
		<3000	2		
3	Cumulative Turnover of the Service Provider (with respect to all Government	60 Cr and above	10		
		50 Cr to 50.99 Cr	5		

	Institutional Messes being operated in last five financial years. (Income Tax Returns should be uploaded/submitted)				
4	Annual value of the Single largest contract for running Government/ Institutional Mess during last five financial years. (Work Order should be uploaded/ submitted as proof) (Form - 26 AS to be submitted)	11 Cr and above	10		
		10 Cr to 10.99 Cr	5		
5	Total no. of workers/staff on the rolls of the Service Provider's organization doing job in all of its Government/ Institutional Mess/Messes(Latest TRRN details should be submitted as proof of No.of workers/staff on roll). Last 3 months EPF remittance to be submitted	70 workers & above	10		
		60 to 69 Workers	6		
		50 to 59 Workers	4		
		Less than 50 Workers	2		
6	No. of Contract Labour Licences not less than 50 workers in any four years out of last Five F.Y	4 Years	10		
		3 Years	6		
		<2 Years	4		
7	Total No. of establishments served in Govt. Educational Institutions /Universities/Scientific and Autonomous Organizations	4 to 5	10		
		2-3	6		
		< 2	4		
8	Latest Solvency Certificate August 2022	>= 4 Cr	10		
		3 Cr to 3.99 Cr	5		

PART - II (QUALITY ASSESSEMENT - Normalized to the Score 20)

All the bidders have to obtain Quality Assessment Certificate in the below proforma, from any one of the existing/previous Clients. Quality Assessment certificate is substantiated with corresponding Experience, value of contract, value of work, quality of food, maintaining of hygiene and feedback. Maximum possible score for the Quality Assessment is 50, i.e. 5 marks each for the 10 factors. Arithmetic average of the total marks scored will be worked out and marks will be assigned in proportion to maximum marks. For example, if the total marks for a bidder is 30 out of 50, score for Quality Assessment will be $(30 \times 20) / 50 = 12$ marks.

Please give numeric value 0 to 5 (5 - Excellent, 4 - Very good, 3 - Good, 2, Average, 1 - Poor) for each of items given in the below table.

S.No	Name of the item	Rating (0 to 5)
1	The service provider's response has been prompt and as required by the administration	
2	All the managers were professionally trained having valid degree/diploma/certificate in hotel management/catering technology from approved institute	
3	All the managers have been punctual and performed their duties with complete responsibility	
4	There have been no removals of replacement of managers on the ground of indiscipline, substance abuse, negligence, criminal record etc.	
5	Quality of food	
6	Quantity of food	
7	Safety measures taken for avoiding accidents	
8	Health and hygiene and proper cleanliness	
9	Any collective feedback from client/students about noncompliance of service	
10	Whether the staff is proficient in their respective work	

Annexure- B

CHECK LIST

IMPORTANT:

The Bidder must ensure that the following details in the check list are furnished along with the bid document. The bidder must also carefully go through all the contents of the BID Document and any additional information/documents, required more than the items listed in the check list below, also shall have to be furnished. Non-furnishing of any required information/document as per the Tender Document will lead to rejection of the bid.

S.No	Particulars	File uploaded (Yes/No)
1	Tender Processing Fee of Rs.50,000/- by way of DD from any Nationalized/ Scheduled Bank	
2	EMD Rs.44,00,000/- (DD/BG/Online Payment Proof) from a Nationalized or Scheduled Bank.	
3	Bidder Information Sheet	
4	Bid Letter Form	
5	Declaration of the Bidder	
6	Firm Registration Certificate	
7	PAN/TAN Card copy	
8	GST/CST Registration	
9	Copy of FSSAI/Food Licence Certificate	
10	Latest GST/CST Returns	
11	Compliance towards the submission of Income Tax Returns and TDS details (AS26)	
12	Certificates issued by the firm of CAs regarding turnover for the Institutional catering services only	
13	Latest solvency certificate minimum of Rs.3.00 Crore	
14	Proof of having provided such services in single unit for period of 4 years out of 5 financial years i.e. 2017-18, 2018-19, 2019-20, 2020-21 & 2021-22. Copies of work order	
15	Experience in serving for not less than 3000 persons on a normal working day in a single unit for a period of 4 years.	
16	Satisfactory Performance Certificate from parties	
17	Copy of Valid Labour Licence Certificate	

18	Copy of EPF registration and latest TRRN details	
19	Copy of ESI registration and latest ECR details	
20	List of Present clientele with addresses & Phone numbers	
21	Bidders undertaking for about not being Block Listed	
22	Power of Attorney, wherever applicable	
23	Copy of the bid document signed with seal on all pages	
24	All other information/documents that are required in the bid document	

NOTE: All pages of the bid documents must be serially numbered, signed and duly sealed.