



E-Procurement Tender

**E-TENDER
FOR
EMPANELMENT AND SELECTION OF CANTEEN SERVICE
AT
CENTRAL ACADEMY FOR POLICE TRAINING
(CAPT), BHOPAL**

48/ADM/CAPT BHOPAL/2019-20/E-Tender-03

CENTRAL ACADEMY FOR POLICE TRAINING (CAPT) BHOPAL

Kanhasaiya, Kokta Bhopal-462022 (India) Ph.0755-2706000

Website: www.captbhopal.in and www.bprd.nic.in Email : dircapt@mp.gov.in

IMPORTANT INSTRUCTIONS

1. This Tender Document contains 26 (Fifty six only) pages.
2. Read the tender documents carefully before filling.
3. Sign each page with seal.
4. Part – ‘I’ should contain:
 - a. Letter (Annexure I)
 - b. Profile,(Annexure II) with all relevant signed documents as mentioned in terms and Conditions. (General & Special) .
 - c. EMD
 - d. Schedule of items to be served for Trainees. (Annexure-V)
 - e. Schedule of items to be served for staff, faculty and others. (Annexure-VI)
 - f. Check List (Annexure-VII)

Seal the Cover with Superscription:

“Technical Bid (Part-I) - Tender for Canteen Services at Central Academy for Police Training, Bhopal”.

5. Part-‘II’ should contain only Commercial Bid with Annexures III & IV only.

Seal the cover with superscription:

“Financial Bid (Part-II)- Tender for Services at Central Academy for Police Training, Bhopal”.

6. Both (separate Part-I and Part-II) sealed covers are placed in outer cover addressed to the concern HOO with superscription as Canteen Services so as to reach on or before the last date i.e. 3.00 pm on 09/09/2019.
7. Tender forms can be downloaded and also available at free of cost from Office.
8. Website : www.captbhopal.in & www.bprd.nic.in
9. Late and Delayed or incomplete tenders will not be entertained and will be summarily rejected. The decision of the Director, CAPT is final & binding in this regard.
10. The technical bid will be opened on 10/09/2019 at 3.00 pm at respective Academy/Institute.
11. Only Shortlisted technical bids after evaluation will be considered for opening of their commercial bid on 11/09/2019 at 3.00 PM.

**Director,
CAPT Bhopal**

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PART – I – TECHNICAL BID

I. NOTICE OF INVITING TENDER

1. CAPT invites sealed tenders from experienced, competent, regular and reputed contractors for providing canteen services. The tender documents can be downloaded from the website of **Central Academy for Police Training, Bhopal** at <http://www.captbhopal.in> and <http://www.bprd.nic.in>
2. Each tender set comprises (i) **Part-I** Technical Bid and (ii) **Part II** Commercial Bid.
3. Sealed Tenders addressed to **The Director, Central Academy for Police Training, Bhopal-462022** may be submitted in the form of two bid system as per the procedure prescribed in the tender document and send to the Assistant Director (Adm), Academic Block, Central Academy for Police Training, Bhopal to reach by 3.00 pm on 09/09/2019.
4. The tenders shall be submitted in the following manner and shall contain details / documents as listed below:
 - a. One sealed envelope super scribed “**Technical Bid (Part-I) - Tender for canteen services at CAPT**” shall contain the following:
 - i. Forwarding letter (as per proforma given in Annexure-I) on the letter head of the bidder.
 - ii. Demand Draft of Rs.50,000/- (Rupees Fifty thousand only) towards the EMD in the name of **Director, CAPT, BHOPAL**, payable at Bhopal.
 - iii. Profile of the Tenderer / bidder (as per proforma given in Annexure-II) duly filled.
 - iv. A complete set of tender document (**Part I -TECHNICAL BID**), duly filled and signed by the bidder.
 - v. Other related documents(Annexures V to VII) mentioned in **Technical Bid (Part-I)**.
 - b. One separate sealed envelope super scribed “**FINANCIAL BID (Part-II – Tender for Canteen services at CAPT**” shall contain the following:
 - I. Complete set of the tender document (**Part II – Commercial Bid**) duly filled and signed by the bidder. (Annexures III&IV)
 - c. Both the envelopes (technical bid as well as commercial bid) shall be placed by the bidder in an outer **sealed envelope** super scribing “**Tender for Canteen services at CAPT**”.
 - d. The full name and postal address of the bidder shall be written on the bottom left hand corner of the sealed covers.

- e. Bidder/authorized signatory shall sign on each page of the tender.
 - f. If the space in the proforma (Annexure-II) is insufficient for furnishing full details, such information may be supplemented on the separate sheets of paper, stating therein the part of the proforma and serial number. Separate sheets shall be used for each part.
5. In the first stage of evaluation process, only **Technical Bid (Part-I)** of the bids will be opened on 10/09/2019 **at 3.00 pm at CAPT, Bhopal**. The Technical Bids will be evaluated for credentials, experience, capability based on documents submitted in technical bid, physical inspection of their establishment, physical inspection of their clients' site, obtain feedback on their past performance from their clients. Those bidders satisfying the technical requirements as determined by CAPT and accepting the terms and conditions of these documents shall be short-listed. The decision in this regard will be at the sole discretion of CAPT.
 6. Under the second stage of evaluation process, the **Commercial Bid (Part-II)** of only those bidders, who have been short-listed earlier in first stage will be opened on 11/09/2019 at 3.00PM. **The bidders who have been short-listed will be intimated and if they so desire can attend the meeting of opening of the commercial bid.**
 7. Before submitting the bid, the intending bidder shall visit the site and familiarize himself /herself thoroughly with the site conditions, scope of work, terms and conditions of the tender. Non-familiarity with the site conditions will not be considered a reason for not carrying out the work in strict conformity with specifications.
 8. Tenders not submitted as per the guidelines stated above, are liable for rejection. CAPT's decision in this regard will be final.
 9. Corrections, if any, in the quotation should be duly authenticated with full signature. In case of any difference between the figures and the wordings, the wordings will be taken as the correct one.
 10. Tenders received after the prescribed time and date will not be considered.
 11. No deviations / conditions will be stipulated by the contractor in both technical and commercial bids. **Conditional tenders will not be accepted and will be summarily rejected.**
 12. Tender would remain open for acceptance for 30 days from the date of opening of Technical Bid (Part-I) of the tender.
 13. Falsification/suppression of information shall lead to disqualification of the Bidder / cancellation of contract even after award of work during the currency of the contract.

14. Bidder shall ensure submission of complete information / documents at the first instance itself. CAPT reserves the right to complete the evaluation based on the details furnished by the bidders without seeking any subsequent additional information. Bids not in compliance with tender conditions or with incomplete information / documents/ conditional tenders.
15. CAPT reserves the right to reject any or all of the tenders received without assigning any reason thereof.

II. ELIGIBILITY CRITERIA

1. Bidder should be a reputed professional and registered organization/firm/individual with a minimum of 3 years experience in providing in-house Canteen (i.e Veg, Non-Veg, South Indian, North Indian etc.) to educational institutions, banks, corporate sector offices, etc. The time period of 3 years shall be reckoned as on 01/04//2019.
2. Annual turnover of bidder should be Rs.50 lakhs each during last three financial years (i.e. 2016-17& 2018-19) supported by documentary proof/audited or CA certified statement of accounts.
3. Bidder should have successfully completed similar job/ services (in-house Canteen services) in educational institutions, banks, financial Institutions, corporate sector in public/private sector, guests houses, hotels during last 3 years ending on 1st April, 2019 and should satisfy one of the following:
 - i. Three similar completed jobs/ services costing not less than Rs.16.50 lakh each
or
 - ii. Two similar completed jobs/ services costing not less than Rs. 25 lakh each
or
 - iii. One similar completed jobs/services costing not less than Rs.50 lakh
4. Bidder should have among its clients, educational institutions, IT Sectors or corporate in public/private sector, for whom they have been providing both Canteen services of similar nature. Names and address of such clients along with details regarding nature, amount and period of the contracts should be furnished along with Technical Bid (Part-I). Certificates from the clients regarding the quality and duration of service rendered during the last three years shall also be furnished in the prescribed format given in **Annexure-II**.
5. Track record of bidder should be clean and should not have any involvement in illegal activities or financial frauds. There should not be any case with the

- Police/Court/Regulatory authorities against the bidder.
6. Bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
 7. Bidder must not have been suspended / delisted / blacklisted by any organization on any grounds.
 8. The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/she had with his/her clients and furnish the status of arbitration, if any.
 9. If the performance of the bidder is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including CAPT, then CAPT reserves the right to reject the bids submitted by such bidders.
 10. The bidder should be based at Bhopal or have a representative establishment at Bhopal.
 11. Bidder should have applicable registrations with statutory authorities such as Regional Labour Commissioner (Central), ESI, PF, PAN, TIN, VAT, CST, Service Tax, etc. The copies of certificates of registration should be enclosed.
 12. The bidders shall submit documentary evidence in support of the above Eligibility criteria.
 13. Bidder should deposit **Rs. 50,000/-** by means of a Demand Draft obtained from scheduled/nationalized bank drawn in favour of **The Director, Central Academy for Police Training, Bhopal**, payable at Bhopal as Earnest Money Deposit (EMD). **Tenders received without the EMD prescribed will not be considered** and treated as invalid ab-initio.
 14. Complete tender document is also available free on CAPT's website, address given below:
<http://www.captbhopal.in> and <http://www.bprd.nic.in>

III. GENERAL TERMS AND CONDITIONS

1. The tenure of the Contract will be one years. However, initially, the contract will be awarded for 04 months and if services are found satisfactory, the contract will be continued for remaining period of the year on the same terms & conditions.
2. CAPT will have option to terminate the contract if the contractor commits the breach of any of the conditions confined in this contract and fails to render the services to the satisfaction of CAPT after giving notice of one month expressing its intention to terminate the contract.
3. Bidder shall deposit **Rs.50,000/-** (Rupees Fifty thousand only) by means of a crossed Demand Draft from scheduled/nationalized bank drawn in favour of **“Central Academy for Police Training, Bhopal”** payable at Bhopal as Earnest Money Deposit (EMD).

- a) EMD of the unsuccessful bidder will be returned within 15 days after finalization of the tender. The EMD of successful bidder shall be retained and adjusted towards security deposit. The EMD shall not bear any interest.
- b) The offer of contract issued to the successful bidder would need to be accepted within 7 days from the date of issue of the offer. Failure to accept the offer within this period will result in forfeiture of the EMD.
- c) The successful bidder will be required to deposit a further sum of **Rs. 2,00,000/-** within 7 days from the date of acceptance of offer towards security deposit for due performance of the contract. The total security deposit of **Rs.2,00,000/-** shall be refundable after expiry/termination of the contract. The contract order shall automatically become null & void and EMD will stand forfeited on the contracting firm failing to deposit the amount as above. However, CAPT reserves the right to revive the contract order, if circumstances warrant. The security deposit shall not bear any interest.
- d) On payment of the security deposit, the contracting firm will be required to enter into an Agreement/Contract on stamp paper of appropriate value in the form to be approved by CAPT containing inter-alia all the terms and conditions of the contract, within 7 days of issue of the Work Order.
- e) If the successful bidder fails, in course of the contract period, to comply with the terms and conditions of the Agreement/contract, the security deposit may be forfeited in full or in part as decided by the Competent Authority.

IV. SCOPE OF WORK FOR CANTEEN SERVICES

1. During the contract period, the contractor shall be responsible for the following:
 - i. Complete Canteen services to the staff/faculty members and their guest and also to the common people who visit the CAPT, which includes tea, coffee, breakfast, afternoon tea/snacks, lunch, evening tea/snacks and dinner at CAPT as per **Annexure – V**.
 - ii. Providing special Canteen services within the premises / campus of CAPT on special occasions as per the rates agreed upon or any rates agreed upon after mutual discussions.
 - iii. A single rate shall be quoted for Canteen services on per head per day basis for all. Where staff/faculty/guests stays for only a part of the day avails Canteen services, the Canteen charges shall be on per head per meal basis.
- 2 The payment of food charges for day faculty and staff shall be made by themselves at the cash counter before availing the service. The contractor should make arrangements for collection of money and issuing the coupons for serving the food through a separate counter.
- 3 Assured average minimum per day meal will be 30 ($30 \times 365 = 10,950$).

4. The contractor shall provide adequate number of competent and well-trained staff for cooking, cleaning, dining and room services.
5. Minimum number of staff including expert Chef, shall be maintained at any point of time sufficient to manage the activities of the canteen at all times. The contractor should have full control of such employees and shall give necessary guidance and direction to carry out the jobs assigned to them by the contractor. The Canteen staff is to be identified separately and not allotted sundry duties elsewhere in the premises.
6. No escalation in rates on any account will be permitted during the contract period. Also, no subsidy will be given over the quoted rates.
7. The Messing area of canteen consists of main dining hall, kitchen and the store room attached to the kitchen. It is the responsibility of the contractor for keeping the premises clean, hygiene and neat at his cost.

V. SPECIFIC TERMS AND CONDITIONS:

1. The contractor shall comply with the municipal and other regulations relating to preparation and sale of food stuffs, beverages and refreshment and shall obtain the necessary licenses and permits at his/her own cost.
2. In case of any labor problems related to the workmen staff of the Contractor, the same will be settled at the contractor's end at his cost only.
3. The contractor should maintain all the statutory registers for his employees viz., Muster Roll, Register of Wages, Register of Fines, Register of Deductions for Damage or Loss, Register of Overtime, Wage Slips etc. as required by Labour Laws or any other statute.
4. It will be the contractor's responsibility to ensure that the obligations under the terms of this contract are duly performed and observed.
5. The contractor or his staff shall not use the premises, properties, fixtures, fittings, etc., of CAPT for any purpose other than those expressly provided in the contract. It shall be open to officials of CAPT to inspect the kitchen/food Court premises without any prior notice.
6. The contractor shall be responsible for taking adequate care of all equipment, utensils, including safety aspects from fire etc. He should bring to the notice of CAPT, the repairs and maintenance work that are required to be undertaken from time to time. If any repairs of the equipment are to be made on account of mishandling/negligence of the workmen, except normal wear and tear, the said items will be repaired by the contractor at his/her cost.
7. The contractor or his authorized representative has to attend review meeting every month or as and when required, for discussion, evaluation of performance of the contract, and compliance with statutory issues, etc.
8. In the event, any damage is caused to the movable or immovable property of the CAPT or its client or to the property of the employees of CAPT, the CAPT reserves the right to compute the damage in terms of money and to deduct the money from the bill of the contractor or from the Security Deposit refund.

9. The contractor shall not use the CAPT's address on his letterhead/stationery for purposes of Registration with any Government/Local Body or any other organization or person and no tenancy shall be created by the presence of his workmen/employee on CAPT's premises.
10. To ensure effective implementation of this contract, the Director or AD (ADM) or an authorized official of CAPT shall issue instructions, either orally or in writing to the contractor and such instructions shall be deemed to be a part and parcel of this contract and shall be binding on the contractor. In all matters relating to or incidental to this contract, if there arises any doubt or dispute or disagreement the decision of the Director, CAPT shall be final and binding on the contractor.

VI. Penalties for violation or rules, terms and conditions:

- a) The Contractor will be fined in case of violation of the following rules on the recommendation of Mess Committee. Fine can be in the form of money or providing an equivalent special dish in the mess as decided by mess committee/Institute.
- b) Non-availability of complaint register on the counter/discouraging students from registering complaints would lead to a fine of Rs. 5,000/- or an equivalent special dish on the part of Contractor.
- c) 3 or more complaints of insects and/or foreign object cooked along with food found in any food item would invite a fine of Rs. 5,000/- or an equivalent special dish on the part of Contractor.
- d) 3 or more complaints of unclean utensils in a day would lead to a fine of Rs. 5,000/- or an equivalent special dish on the part of Contractor.
- e) If mess committee agrees that certain meal was not cooked properly then a fine of Rs. 10,000/- or an equivalent special dish would be imposed on the part of Contractor.
- f) If food for any meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes of breakfast and Tiffin then a fine of Rs. 5,000/- or an equivalent special dish would be imposed on the part of Contractor. The timing for that meal will be extended equivalent to delay time.
- g) Changes in menu of any meal without permission of mess committee would result in a fine of Rs. 10,000/- or an equivalent special dish on the part of Contractor.
- h) Fine on any discrepancy (personal hygiene of workers, misbehavior by workers etc.) will lead to fine of Rs. 5,000/- or an equivalent special dish on the part of Contractor for every instance.
- i) For any rules stated in the agreement:-
 1. First violation of the rule implies fine as per the rule.
 2. Second and subsequent violations of the same rule within 30 days of previous fine will attract triple the initial amount of fine on the part of Contractor.
- j) Absence of proprietor or his representative empowered to take decision from Mess Committee meetings on due invitation (which will be held once every month) will attract a fine of Rs. 25,000/- or an equivalent special dish on the part of Contractor.
- k) As and when Mess Committee proposes a fine it will inform the representative of the Contractor or mess manager and fine will be imposed with consent of the Director/AD(Adm)/Canteen In charge.
- l) Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and decided by Mess Committee with the consent of Canteen In charge.
- m) Severity of hygiene failure shall be assessed and decided by the Mess Committee and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.

VII. LEGAL TERMS AND CONDITIONS:

- a) There must be at least one **Manager** at each of the individual four locations available during all times when the food is being served. There must be adequate staff available (cooking and Support Staff) at CAPT, failing to which the Contractor can be fined upon.
- b) The Tenderer and his staff shall abide by various rules and regulations of CAPT Bhopal as prevalent from time to time.
- c) The Tenderer shall comply with all existing labour legislations and Acts, Provisions, such as Contract Labour Regulation Act, Workmen's' Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, etc. For any lapse or breach on the part of the Tenderer in respect of non-compliance of any Labour legislation in force during the validity of the contract, the Tenderer would be fully responsible and would indemnify the Institute, in case the Institute is held liable for the lapse if any, in this regard.
- d) The Tenderer shall submit to CAPT Bhopal a list of all workers engaged to carry out the Canteen work, indicating name, age, home address, qualifications, etc, and would also intimate as and when any change takes place. The Tenderer shall not at any time engage any minor to carry out the work under the contract.
- e) The Tenderer shall undertake that any act of omission or commission including theft, by his staff shall be his sole responsibility and further that he would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.
- f) CAPT Bhopal would have the right to terminate the contract without notice before the expiry of the term, in case the work performance is not up to the standard, or in case there is any violation of CAPT Bhopal rules & regulations, or if there is any lapse in compliance of any labour legislation, or if there is any incident of indiscipline on the part of the Tenderer or his staff. The decision of CAPT Bhopal's management in this regard would be final and binding on the Tenderer. In such an event, CAPT Bhopal shall have the right to engage any other tenderer to carry out the task.
- g) All the workers engaged by the Tenderer for carrying out tasks under this contract, shall be deemed to be the employees of the Tenderer only. The tenderer shall be solely responsible for their wages, fringe benefits, conduct, duty roster, leave-records, relievers, etc. The tenderer shall also provide its Workers photo-identity cards which shall be checked by the CAPT Bhopal, as and when necessary.
- h) Noncompliance of any terms and conditions enumerated in the contract shall be treated as breach of contract.
- i) The contractor shall ensure that the person deployed are disciplined and conduct in office premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act.
- j) **The Canteen contractor will also pay water charges per months decided by the administration.**
- k) **Electricity charges will as per sub meter fitted in the kitchen.**
- l) CAPT Bhopal reserves the right to check cleanliness and upkeep of premises and quality of provisions, and quality of the food.
- m) The dining hall will be furnished by the CAPT but it will be maintained in good décor and hygienically by the Canteen contractor.
- n) The Oil that remains from deep frying at the end of the day shall be disposed off and should not be recycled. A record book must be maintained and be made available to mess committee at all individual locations noting down the daily consumption of oil, the information regarding the amount of used oil left over and amount of oil disposed.

VII. CONTRACTOR'S EMPLOYEES:

- a. The employees engaged by the contractor shall be of trained and experienced people having good health, character, well behaved; obedient and skilful in their tasks.
- b. The contractor shall furnish list of his/her employees to be deployed along with qualifications, experience, address, photos, etc. to security of CAPT. The identity of such personnel will be checked daily by the CAPT Security at gate while entering and leaving.
- c. The Contractor shall ensure that they observe cleanliness and are properly dressed in clean uniform with identity cards during their hours of service.
- d. The Contractor should take all precautionary measures to ensure the safety of the workmen employed by the contractor and CAPT shall not be responsible in case of any eventuality.
- e. The contractor is solely responsible either for any injury, damage, accident of the workman employed by him or for any loss or damage to the CAPT equipment/property in the areas of work as a result of negligence/carelessness of its workers.
- f. The contractor shall take prior permission from the authorized official before deploying the employee at CAPT. However, CAPT reserves the right to reject any particular workmen/staff placed/employed by Contractor under the contract with CAPT without assigning any reason.
- g. The Contractor shall remove any employee who in the opinion of CAPT is guilty of misconduct, or is in any manner unfit or unsuitable for service. The Contractor shall at all times indemnify CAPT against all claims which may be made under the Workmen's Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The Contractor shall be solely responsible for the remuneration and other dues of its employees as also for omissions / commissions done by them.
- h. The workmen/employees engaged by the Contractor shall not have any right/claim for employment in CAPT at any stage.
- i. CAPT shall arrange for medical check-up of the canteen personnel if considered necessary by CAPT and the Contractor shall withdraw any person who is found medically not fit for the job and arrange for an appropriate substitute.
- j. It is clearly understood that the contractor's employees shall not have any employee-employer or master-servant relationship with CAPT.
- k. The Contractor shall ensure that none of his personnel on duty is inebriated state or consume drugs, prohibited substances, smoke, etc., while on duty/CAPT premises.
- l. In case of theft of any material/cash takes place from the occupants room on account of the negligence on the part of the employees employed by the Contractor, the Contractor would be liable for such lapse and the amount, if any, would be recovered from the Contractor while settling the bill.

- m. No accommodation will be provided the campus for the workers and the contractor shall make his own arrangements.
- n. All workers engaged by the contractor shall be comprehensively insured for accidents and injuries by the contractor at his cost through a group personal accident insurance policy.
- o. The workers employed by the Contractor:
 - a. Shall not act in any way detrimental the interest of the Institute
 - b. Have to follow the security instructions as directed by the Assistant Director (Adm) of the Academy.
 - c. They shall not participate in any strike or protest in any form.

VIII. LICENCES AND REGISTRATIONS:

- a. The Contractor should obtain the requisite license under Contract Labour Act (Regulation and Abolition Act 1970) and amended from time to time issued by the concerned Labour Department for running the establishment. CAPT shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments by the Contractor.
- b. The Contractor shall register with the Registrar of concerned State Body and shall abide by State Labour/Government of India (ministry of Labour) rules and regulations and all other Statutory Acts/Regulations and rules relevant to this contract including Works Contract Act, Workmen Compensation Act, Minimum Wages Act 1950 and amended from time to time, Payment of Wages Act 1935 and amended from time to time Provident Fund Act, ESI Act, etc. and such other Statutory Enactment, Rules and Regulations laid by the Government and local body in force, coming into force which may apply to this agreement. The Contractor shall indemnify the principal employer (CAPT) against risks and damages arising out of the default on the part of Contractor due to negligence or non-compliance of any of the aforesaid rules, regulations etc. laid down by the Government and other statutory authorities from time to time.
- c. The Contractor shall comply with all requirements of law with regard to the provision of labour and ensure that an appropriate licence from concerned labour department is obtained. In case of any labour problems related to the workmen staff of the Contractor, the same will be settled at the Contractor's end only.
- d. Sub-letting/ sub contracting the work is not permissible under any circumstances.

IX. SECURITY DEPOSIT:

- a. The successful bidder has to deposit a balance amount of Rs.1,50,000/-(Rupees One lakhs Fifty Thousand only) by drawing a demand draft from the Nationalized Bank/scheduled bank in favor of the Director, Central Academy for Police Training (CAPT), Bhopal before the commencement of the contract. This amount is additional to

the Earnest money deposit of Rs.50,000/-. If the contractor fails to carry out the entrusted Job Contract Services and related miscellaneous works within the stipulated time and as per the Scope of work and Job satisfaction. Central Academy for Police Training (CAPT) reserves the right to impose penalty as specified in the Penalty Clause and has the right of get the work done through someone else at his risk and cost.

- b. The security deposit furnished by the contractor will not carry any interest and will be refunded at the end of the contract period.
- c. On completion of Contract Service entrusted to the contractor satisfactorily. If the work is not satisfactory is liable for forfeiture of Security Deposit amount deposited.
- d. The security deposit made by the contractor to be released only after producing the proof of compliance and Provident Fund, Minimum Wage etc. The books of accounts regarding attendance, acquaintance, wages paid, PF Accounts etc., are to be maintained properly and produced for inspection to the Institute, whenever asked for and the Institute can take penal action for non-compliance.

X. FURNITURE AND FIXTURES:

All the furniture, fixtures, equipment and articles as per inventory separately prepared and all other furniture, fixtures, equipment and articles bought or made available by CAPT in or to the kitchen and dining block shall remain to be the exclusive property of Academy and shall on termination/expiry of this contract be handed over by the Contractor to CAPT in the same order and condition in which they are at the beginning of the contract, except reasonable wear and tear.

a. Damage to other articles in the premises

The Contractor shall be responsible for any damage to the Messing/cooking area of the building under the Contractor's occupation and to the fittings, fixtures, furniture, equipment entrusted to the contractor when such damage is in the opinion of CAPT, caused due to negligence or carelessness or any fault on Contractor's part or that of its Manager or Workmen or Agent and the Contractor shall be liable to pay to CAPT such amount in respect of such damage as may be assessed by CAPT officials.

b. Crockery, Cutlery and Cooking utensils etc.

The Contractor shall bring with crockery, cutlery, table linen & frills and other articles that are necessary and required for providing Canteen services. The Contractor shall at all times keep and maintain all the articles in a clean, neat, hygienic and tidy order and condition. The Contractor shall maintain inventory of the stock of items given to him. An inventory statement giving clearly the break-up of the stock including usable items, unusable items due to normal wear and tear and breakage / missing, if any, should be submitted to CAPT by 10th of every month, which shall be checked by the authorized official of CAPT. If any breakage takes place on account of negligence or mishandling of the equipment, utensils, crockery and cutlery, the Contractor shall have to bear the entire cost in respect of such breakage. Similarly, the cost of any items, missing shall be recovered from the Contractor in full.

XI. KITCHEN EQUIPMENT:

Adequate care to be taken to keep the kitchen equipment in good condition. The list of kitchen equipment items will be provided at the time of awarding the contract. The cooking range, oven and other kitchen equipment should be cleaned on a daily basis and kept clear of any spillage of food and oil. Any repairs, if required for, should be brought to the notice of the authorized official of the CAPT immediately.

XII. MAINTENANCE OF MESSING/COOKING AREA:

The Contractor shall keep the Messing/Cooking Area as well as the adjoining space around the kitchen in a clean and tidy condition and use branded detergent to clean and mop the canteen block. The dining tables and the service tables have to be maintained in a clean and neat manner. The Contractor shall not permit the kitchen or any portion thereof to be used for residential purposes by any of its employees. It shall be open to any official of CAPT authorized in this behalf to inspect the Messing block or any portion thereof at any time.

XIII. PERSONAL SUPERVISION:

It will be the Contractor's responsibility to ensure that the obligations under the terms of this agreement are duly performed and observed and a competent and qualified person shall be appointed as Manager whose name should be informed to CAPT and who shall remain in person on the campus to manage and supervise the Canteen services properly. The Manager should be conversant with Hindi and English.

XIV. STANDARD OF CANTEEN:

- a. CAPT's officials will have authority to inspect such articles of food and provisions and will have full powers to order discontinuance of use of such articles of food and provision, which are found to be of unsatisfactory standard and on grounds of hygiene.
- b. A high standard of Canteen shall be maintained at all times with due regard to quantity, quality and purity of foodstuffs. High standard of cleanliness in preparation and handling of food items, cooked and cut food servings should be maintained. The workmen handling the cooking and cutting directly should maintain a high level of personal hygiene and cleanliness. Courtesy should be observed while servicing the students, guests, guest faculty, participants and staff members. **Rating of the service should be maintained at very good and above at all times.**
- c. In case the food served by the contractor rated below **"very good" by 50 % of the Trainees/employees/Faculty etc., CAPT shall levy penalty from the contractor.**
- d. The Contractor shall ensure that the food items supplied are as per the standards of fitness prescribed by the Government authorities and if at any time any fine is imposed by the Government authorities (for Eg. by the food inspectors/ food dept.) the same shall be borne by the contractor and CAPT will not pay any fine or penalty that may arise/or that may be imposed on account of the fault of the Contractor. The Contractor shall be personally and solely responsible for any consequences due to food poisoning. Besides refusal of the entire payment for the sessions, during which such food poisoning has occurred, CAPT may initiate further stringent action, as he may deem fit.
- e. The standard of cleanliness of kitchen utensils, crockery, glassware, cutlery; linen etc. shall be of very high order and any laxity in this regard will attract severe penalties of the amount to be determined by CAPT. The Contractor shall be bound by the decision of CAPT.
- f. Utensils, cups, saucers, flasks, crockery, etc. should be scrubbed and cleaned thoroughly with soap water and hot water.

- g. The Caterer should ensure that the entire Canteen premises are kept hygienic and clean condition. A thorough master cleaning ought to take place every weekend for all equipments, fixtures, utensils by removing the grime, grease, stains, oil etc. wiped well by clean cloth and dried.

XV. PROVISIONS, FRUITS AND VEGETABLES ETC:

- a. The Contractor shall be solely and wholly responsible for the procurement of all articles of food and provisions at his own cost. The Contractor shall bear complete financial responsibility for all purchases and financial commitments he may enter in to for fulfilling the contract.
- b. It shall be the responsibility of the Contractor to store the materials purchased by him in a neat, tidy and hygienic manner in the space provided by CAPT. The security of such material shall be the sole responsibility of the Contractor

XVI. UTENSILS FOR COOKING NON-VEGETARIAN FOOD:

The Contractor shall ensure that cooking vessels and other utensils used for preparing non-vegetarian dishes are not used for cooking and serving vegetarian food. A separate cooking arrangement and use of separate utensils etc. shall be ensured for Vegetarian and Non Vegetarian dishes.

XVII. SERVICE TIMINGS:

The timings for serving the Trainees shall be informed by concern course coordinator invariably from 7.00 am to 9.00 pm. However, there could be exceptional circumstances warranting Canteen service before or beyond the above timing to which the Contractor should provide without any extra charges.

XVIII. PREPARATION OF THE MENU:

The menu for each day's breakfast, lunch, evening snacks and dinner shall be drawn up with due regard to the seasonal requirements, needs and varying tastes of the staff/guest of CAPT on a weekly basis in advance by the Contractor or its Manager and approved by the authorized official designated by CAPT for this purpose. The duly signed menu shall be enclosed with the bills at the time of submitting the same for payment.

XIX. MISCELLANEOUS:

- a. Food should be cooked only in the kitchen of the canteen. Contractor should not bring or serve any food prepared or cooked outside.
- b. The Contractor shall not be allowed to carry away any material/item out of the campus. Accommodation shall not be provided by CAPT to the staff of the Contractor. However, CAPT shall allow a few workmen of the Contractor to stay in the kitchen premises for early hour duties such as fetching milk, serving of bed tea/coffee etc. Their presence, however, shall not cause any disturbance to normal functioning of CAPT.

- c. The Contractor shall co-operate with the other Contractors working in the campus.
- d. The disposal of leftover foods and other garbage will have to done on a daily basis by dumping the same in the main garbage bin earmarked by CAPT for the purpose. Leftover food should not be sold or sent out of the campus.
- e. The authorized representatives of CAPT shall check the quality and quantity of the items supplied and served.
- f. Persons working in the canteen shall be provided with apron, gloves, headgear, etc., besides uniform.
- g. Disposable paper napkins (of approved quality)/Cloth napkins shall be placed along with each plate for breakfast, lunch and dinner for dining purpose as well as small ones while serving soup, tea coffee, etc.
- h. One of the Cook should be available from breakfast till completion of the dinner. Allocation of duties/shifts etc. shall be the responsibility of the Contractor.

XX. DISPUTES RESOLUTION:

All questions, disputes and / or differences arising under this shall be referred to an Arbitrator so appointed by the Director, whose decision is final and binding on the contractor. This Jurisdiction is limited to Bhopal only.

**Director,
CAPT Bhopal**

Note: Put in PART-I

Forwarding Letter

(To be submitted on Tenderer's letter head)

No.:
To
Director,
Central Academy for Police
Training, (CAPT)
Bhopal-462022

Date:

Dear Sir,

Sub: Tender for Canteen Services

1. This has reference to your tender notice for Canteen services at CAPT. We have examined the tender document and thoroughly understood its nature/scope of work and terms & conditions.
2. I/we undertake to offer my/our services in conformity with scope/nature of work and the terms and conditions set out in the tender document. I/We confirm that the tender submitted by me/us is confirming to all the terms and conditions mentioned in the tender document.
3. I/We are enclosing application along with required documents in the prescribed proforma as mentioned in tender document.
4. I/We are enclosing following Demand Draft for Rs.50,000/- in favour of "CAPT" payable at Bhopal towards EMD.
5. I/We agree that our tender shall remain valid for acceptance by CAPT for a period of 30 days from the date of opening of Part-I.
6. I / We, do hereby declare that there is no case with the Police/Court/Regulatory authorities against me/us. Also I/We have not been suspended / delisted / blacklisted by any organization for any reason. I/We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.
7. I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to CAPT verifying any or all the information furnished in this document with the concerned authorities, if necessary.
8. I/We understand that CAPT reserves the right to accept or reject any or all the tenders in full or in part without assigning any reason there for.

Yours faithfully,
(Signature and Name of the authorized person of the
firm/bidder with office seal)

Note: Put in PART-I

Profile of the Tenderer

PART "I"

TENDER FOR CANTEEN SERVICES AT CAPT, BHOPAL-462022

1. Name of the Firm/organization :
2. Address :

3. Telephone No./Mobile No. & Name of
The contact person :
4. Fax No. :
5. Email ID :
6. Do you have any Office at Bhopal,
If so, Please provide the Address and
Telephone No. :
7. Month and year of establishment :
8. Name of Proprietor/Partners/directors :
9. No. of years of experience in this field,
With References, Certificates (enclosed copies) :
10. Annual turnover during the last three years
(enclose copies of Audited Financial Statement) :
11. Whether the firm is an Income Tax Assesses?
If so please give the details of PAN No. and copy
of the latest assessment order for FY 2018-19 :
12. Registration No. :
13. EPF No. :
14. ESI No. :
15. APGST/CST/TIN No. :
16. Bank details (Bank Name, No. & Address
For ECS Payments) :

Contd..2..

Note: Put in PART-I

17. DETAILS OF PREVIOUS CONTRACTS (1-4-2016 to 31-3-2019)

Period of Contract From To	Name and Address of the organisation with reference letters/ PO/ work order Copies	Name of the Contact Person & Phone No.	Value of Contract and other Details	Remarks

18. Give details of current contracts, if any, of similar services being rendered by you and which will be available for inspection by our officials: (**From 1-4-2016 to 31-3-2019**)

Period of Contract From To	Name and Address of the organization with reference letters/ PO/ work order Copies	Name of the Contact Person & Phone No.	Value of Contract and other Details	Remarks

**SIGNATURE OF THE TENDERER
WITH SEAL**

General Structure of the mess menu

All the item provided must be unlimited in quantity unless specified. Below mentioned menu is indicative/suggestive and can be amended by Mess Committee with due consultation with contractor.

BREAKFAST:

- Plain Paratha/ aloo, gobi,mathee, or Paneer Paratha/ Poha with jalebi/ Idly/Wada with dosa(masala/cheese corn/paneer)/ Chole bhatoore/Kulche/ Pav Bhaji/ Puri Sabji/upma/halwa (any two per day)

AND

- Milk/Juice(Fruit/veg) (~200ml)
With Cornflakes
- Tea or coffee

AND

- Seasonal Fruits (per day)
- Bread (4 Slices Toasted) with Bread and Butter (per day)
- Boiled Eggs/omlete (per day)

LUNCH:

(VEGETARIAN)

- One seasonal sabji
- One Paneer dish.
- One Dal
- Rice
- Chapati
- Salad/ Papad
- Raita/ Curd
- Sweets
- Pickle
- Soup (veg.)

(NON-VEGETARIAN)

- One seasonal sabji
- One Chicken/Mutton/Fish
- One Dal
- Rice
- Chapati
- Salad/ Papad
- Raita/ Curd
- Sweets
- Pickle
- Soup (non- veg.)

DINNER:

(VEGETARIAN)

- One seasonal sabji
- One Paneer dish.
- One Dal
- Rice
- Chapati
- Salad/ Papad
- Raita/ Curd
- Sweets
- Pickle
- Soup (veg.)

(NON-VEGETARIAN)

- One seasonal sabji
- One Chicken/Mutton/Fish
- One Dal
- Rice
- Chapati
- Salad(Green Veg/fruit)
- Papad
- Raita/ Curd
- Sweets
(rasgulla/gullabjamun/mung halwa/kaaju katli/ice cream/srikhand)
- Pickle
- Soup (non-veg)

SNACKS:

- Samosa
- Kachori
- Sandwich
- Cutlet
- Dhokla (any one per day)
- Masala / Green/ Black Tea / Coffee
- Sweets/Ladoo
- Noodles
- Patees
- Pastry
- Bhajjiya/Mung vada
- Idli Sambhar
- Vada Sambhar
- Masala Dosa
- Hakka noddles
- Momos
- Chilly Paneer
- Paneer Manchurian
- Veg. Manchurian
- Chowmin
- Omlete
- Beard Omlete
- Egg bhurji
- Egg roll

- Veg roll
- Aloo paratha with curd
- Paneer paratha with curd
- Methi paratha with curd
- Veg paratha with curd
- Pav bhajji
- Choole bhatoore
- Upma
- Halwa
-

SIGNATURE OF THE TENDERER

22

BRANDS OF CONSUMABLES PERMISSIBLE IN CANTEEN

The Contractor shall use only branded AGMARK/FSSAI/BIS approved brand raw materials and best quality items for preparing the food. Brands of products will be decided by the Mess Committee for which the Contractor should abide. **Use of cooking soda in rice, maida in chapatti and MSG and Vanaspati (Dalda) in other food items is strictly prohibited.**

A quality control Supervisor will check all materials brought to the mess as well as cooking practices, followed in the event of quality of the food served being poor, adulterated, contaminated, use of expired raw materials or not adhering to contractual conditions, the Mess Committee will be free to impose monetary fine or equivalent special dish as deemed fit on the Contractor.

The Contractor will submit two or three brands (**AGMARK/FSSAI/BIS approved**) for each item and the Mess Committee will select the appropriate brands for cooking.

The Contractor may use any other standard/ FP approved brands only if permitted by the Mess committee in writing.

SIGNATURE OF THE TENDERER

CHECK LIST FOR TECHNICAL BID (Part-I)
To be filled in by the tenderer/bidder

Sl.No.	Particulars	Documents attached Yes/No	Page No.
1	License for providing Canteen and housekeeping services (Registration under shops & Estt. Act) Obtained		
2	Trade License of GHMC		
3	List of work orders of the present contract period (From April, 2016 onwards)		
4	List of work order of the completed contracts during last 3 years (April, 2016 to March, 2019)		
5	Annual turnover of the firm for last 3 years (in Rs. in lacs) Furnish copies of audited balance sheets and profit and loss account statements)	FY 2016-17 FY 2017-18 FY 2018-19	
6	Registration Nos. under various Statutory Acts viz. VAT, Service Tax, EPF, ESIC, Labour Licence (copy of registration certificate to be enclosed) a. VAT b. Service Tax c. EPF d. ESIC e. Labour License f. Professional Tax g. PAN (copies of income-tax returns for last 3 years to be enclosed) 2016-17,2017-18, 2018-19		
7	Whether involved in any litigation earlier with any organization? If so, please submit the details		
8	Any civil suits pending in any of the works executed? If so, furnish details		
9	Any other information which the bidder feels Relevant		
10	EMD – Demand Draft of Rs.50,000/-		

(Signature and Name of the authorized person of the firm/bidder with office seal)

Name:

PART – II - FINANCIAL BID

I. PRICE BID FOR CANTEEN SERVICES

1. The contractor shall arrange for cooking & services of food on daily basis for the faculty/staff/Guest etc. depending upon the attendance.
2. The charges for Canteen services shall be on per head and per day basis for the faculty/staff/Guest.
3. The charges for Faculty and Staff as per the approved tariff, on cash payment basis.
4. The bidder shall quote the rates for each item separately for others, if any.

Annexure - III

SCHEDULE OF RATES TO BE QUOTED FOR CANTEEN SERVICES FOR FACULTY/STAFF/GUEST

S. No.	Particulars	Rate in Figures per Day/per head	Rate in Words
	FACULTY/STAFF/GUEST	Rs.	
	Breakfast with Tea/Coffee		
	Lunch		
	Dinner		
	Total		

Annexure – IV

SCHEDULE OF RATES TO BE QUOTED FOR CANTEEN SERVICES FOR FACULTY/STAFF

S. No.	Particulars	Rate in figures per piece/plate	Rate in Words
1	Faculty/Staff/Guest <u>SNACKS:</u> 1. Samosa 2. Kachori 3. Sandwich 4. Cutlet 5. Dhokla (any one per day) 6. Masala / Green/ Black Tea / Coffee 7. Sweets/Ladoo 8. Noodles 9. Patees 10. Pastry 11. Bhajjiya/Mung vada 12. Idli Sambhar 13. Vada Sambhar 14. Masala Dosa 15. Hakka noddles 16. Momos 17. Chilly Paneer 18. Paneer Manchurian		

19. Veg. Manchurian		
20. Chowmin		
21. Omlete		
22. Beard Omlete		
23. Egg bhurji		
24. Egg roll		
25. Veg roll		
26. Aloo paratha with curd		
27. Paneer paratha with curd		
28. Methi paratha with curd		
29. Veg paratha with curd		
30. Pav bhajji		
31. Choole bhatoore		
32. Upma		
33. Halwa		

Note: Applicable Taxes, if any for the above may please be indicated separately.

I/We accept to all the Terms & Conditions, Specifications, and Guidelines as indicated in the Tender Document including the penalty clause.

(Signature and Name of the authorized person of the firm/bidder with office seal)

Name: