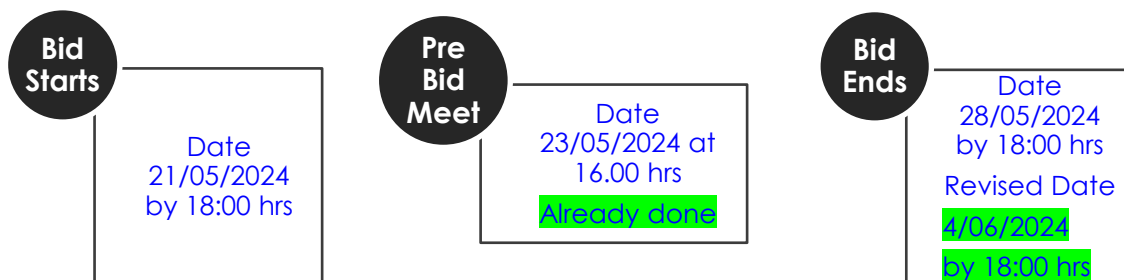




**NOTICE FOR INVITING BIDS
FOR
PROVIDING CANTEEN SERVICES
AT
CEPT UNIVERSITY, AHMEDABAD**



Tender Fee • Rs. 5,000/-

Note:- Necessary changes are highlighted in GREEN

Address:-

CEPT University, K L Campus, University Road, Navrangpura, Ahmedabad- 380009

Ph.:079 – 68310000, ext 104/ 236 / 424

E-mail: Purchase@cept.ac.in

URL: www.cept.ac.in

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Section-I Instruction to Bidders

1. Notice Inviting Tender

CEPT University (referred as a “Client” hereafter) is inviting sealed quotations from established, reputed and experienced service providing firms to provide Canteen services at premises located at CEPT main campus at Navrangpura, Ahmedabad-380009

Name of work	Providing Canteen services at CEPT University, Ahmedabad
Duration of Contract	12 Months starting 1 st July 2024
Bids forms available from	Date 21/05/2024 by 18:00 hrs
Bid forms downloading source	RFQ Canteen services
Pre Bid Meeting	Date 23/05/2024 between 16.00 hrs to 17.30 hrs
Last date for bid submission	The technical bid data submission shall be in online form , and only financial offer to be submitted in hardcopy in the format as prescribed in Annexure-G in sealed cover (labeled with “offer for providing Canteen services- at cept university -financial bid”) before or on Date 28/05/2024 till 18:00 hrs Revised Date 4/06/2024 till 18:00 hrs
Tender Fee	Rs. 5,000/- (Rupees five thousand only)
Security Deposit (to be deposited at the time of award of contract)	Successful Bidder has to deposit Security deposit of Rs. 2,50,000 in the name of CEPT University
Contact details for bid related communications	For any other queries please connect with concerned officials during office hours (10 am to 6 pm) <ul style="list-style-type: none"> • Mr. Kushal Gajjar (Purchase office)/Mr. Ajay Patil, (Campus Office) Contact no. - 079-6831000 ext 104/ 324 Email ID: purchase@cept.ac.in
Financial Bid (hardcopy) submission address	CEPT University, Kasturbhai Lalbhai campus, university road, Navrangpura, Ahmedabad- 380009

Terms:

1. Complete set of tender document, link for online data submission will be available on CEPT University website URL - <https://cept.ac.in/campus-services/canteen-services-at-cept-university-fy-2024-25> from Date 21/05/2024 by 18:00 hrs to Date 28/05/2024 by 18:00 hrs **Revised Date 4/06/2024 till 18:00 hrs**.
2. Technical bid details shall be submitted in prescribed **online form** only along with payment details of Tender fee, and necessary supporting attachments, **only financial bid to be submitted in hardcopy format**.

3. Bid submitted in other than specified format and without Tender fee will be straightaway rejected without any prior information.
4. Bidder will be provided only one chance per firm/agency for online bid submission, hence it is advisable to refer all tender documents carefully before submitting the tender.
5. CEPT University will not be responsible for any delay in online bid submission caused by network-technical issue and in financial bid submission caused by courier/post.
6. For any query related to scope of work, terms and other information mentioned in tender document, communication to be done only with above provided contact details preferably via email.
7. CEPT University reserves right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to award of contract, without incurring any liability to the affected bidder or bidders.

Thanking You,
CEPT University

2. Eligibility Criteria

2.1. Bidder must possess statutory requirement:

- PAN
- GST
- Valid company registration
- Valid local office registration under shops establishment
- Bank details (MICR/IFSC/NEFT details)
- P.F. Code number & ESIC
- Professional tax registration number
- FSSAI Certificate
- Local authority food licence

2.2. Bidder should have valid License to provide Canteen Services.

2.3. Bidder should have experience in providing Canteen Services at Reputed and Established Organizations not less than **5 years** and preferably served educational Institution.

2.4. Bidder should have average annual turnover of **Rs. 1 Crore** for last three financial years. Balance sheet certified by chartered accountant for last three financial years to be furnished.

2.5. Bidder should not have been blacklisted by any central/state govt. /Autonomous body/PSU. Declaration to be furnished.

If any of the information provided by the bidder is found to be incorrect or fake, the contract is liable to be terminated and EMD/security deposit will be forfeited.

3. Place of Work

3.1. CEPT University main campus spread over 16 acres of land.

- Address: CEPT University, k I campus, university road, Navrangpura Ahmedabad, 380009

4. Rates, Taxes and Prices: -

4.1. Bidders should quote item unit price in the financial bid

4.2. Item Prices quoted shall be **inclusive of all taxes**

4.3. Item Prices quoted and accepted shall be valid for the period of one year or contract period whichever less and will be binding on the bidder. No variation will be permitted in quoted prices during the contract period.

5. Tender Fee:

5.1. Bidder has to submit rupees 5,000/- (Rupees Five thousand only) as tender fee in favor of "CEPT University" through online payment mode only.

5.2. Tender fee submitted by bidder is non-refundable and will not be refunded in any case.

6. Bank Details of “CEPT University” for online payment of Tender fee and EMD

Name of Account Holder	CEPT UNIVERSITY
Address	K.L.CAMPUS,OPP GUJARAT UNIVERSITY,NAVRANGPURA
City	AHMEDABAD
State/Province	GUJARAT
Postal Code	380009
Phone Number	079-6831000
Country	INDIA
Account Number	002401039324
IFSC CODE	ICIC0000067
Account Type	Savings

7. Bid validity

7.1. Proposal will remain valid for 90 days from the date of submission.

8. Bid submission

8.1. Interested parties can download complete Bid document from client's website URL - <https://cept.ac.in/campus-services/canteen-services-at-cept-university-fy-2024-25> from Date 21/05/2024 by 18:00 hrs **Revised Date 4/06/2024 till 18:00 hrs.**

8.2. Interested parties are advised to attend pre bid meeting session on 23/05/2024 on 16.00 hrs at “bid submission address” to get brief idea about the services.

8.3. The technical bid data submission shall be in **online form**, and only **financial bid to be submitted in hardcopy** in the format as prescribed in Annexure-G in sealed cover (labeled with “**offer for providing Canteen services-financial bid**”) before last date of financial bid submission at the bid submission address mentioned below.

Chief Purchase Officer (CPO), CEPT University, K L Campus, University Road, Navrangpura, Ahmedabad-380009

8.4. Bidders are advised to visit the campus (with prior approval only) sufficiently in advance of the date fixed for submission of the bid. A bidder shall be deemed to have full knowledge of all the relevant documents, site, and nature of work.

8.5. Proposals without Tender fee and other required documents shall not be considered for further evaluation process.

8.6. Proposals received after the prescribed time and date shall be rejected.

8.7. Mention no of days required to be on board for canteen services on confirmation.

9. Bid Evaluation

9.1. Technical bid data will be evaluated as mentioned in below table, marking will be done for each criteria after verifying the valid and relevant supporting documents submitted (attached with online form submission) by bidder.

Sr. no.	Criteria	Weightage marks (upto)
1	Experience of running Canteen services during last 5 years	25
2	Experience of running Canteen services in similar nature educational institutes	10
3	Balance sheet certified by chartered accountant validating average annual turnover of Rs. 1 Crore for last three financial years i.e. 2020-21, 2021-22, 2022-23	25
4	Clientele feedback obtained from clientele ref. provided in technical bid Proforma	10
5	Present MANPOWER strength based on present client list provided in technical bid Proforma.	20
6	Agency Profile (management/staff related policies/training facilities etc.)	10

9.2. A minimum of 70 marks will be mandatory to qualify for financial bid opening.

9.3. During the evaluation process, if the requirement of any additional information arises, the bidder will be asked to furnish the same in stipulated time duration.

9.4. Once the technical bids evaluation process gets completed, financial bid of qualified bidders will be opened for further process.

10. Security Deposit (SD)

10.1. Successful Bidder has to deposit Security deposit of Rs. 2,50,000 (estimated to 50% of monthly bill value) in the name of CEPT University comprising full value of Rs. 2,50,000 (estimated monthly bill value) before commencement of work.

10.2. Security Deposit can be forfeited, if bidder fails to deliver required items and services as per contract conditions.

10.3. Security deposit will be refunded and released respectively within two months after successful completion of contract and fulfill of all legal compliances; there will be no interest payable on it for said period.

11. Award of Contract

11.1. The contract for providing **Canteen services** for CEPT Main campus will be awarded to the successful bidder whose bid has been considered most suitable in terms of technically and financially for the said work.

11.2. Client reserves the right to change the scope of work and also reserves the right to cancel

or revise or modify the other contract terms without giving any reasons.

11.3. President, CEPT University shall be the final authority to reject full or any part of the service providers/Service Providers contract, which is not confirming to the specifications and other terms and conditions. No payment shall be made for unsatisfactory service(s).

11.4. Additional requirements to be included in your proposal.

1. Coffee day machine & Good quality Ice cream machine (specify brand)
2. Detailed Menu (Breakfast, Lunch, Hi-tea, Dinner with tentative price)
Including Healthy food (@25% in menu which includes soups, salads, etc)
3. Existing Checklist followed for 5S, safety, cleanliness/Hygiene maintenance (also share other good practices)
4. Detailed Standard Operating Procedure
5. Including separate Veg and Egg sections for cooking
6. **Please mention a maximum no of persons per hour catering/serving capacity in your proposal.**

12. Conditions of Contract-

- 12.1. Staff engaged in Canteen services by the service provider should not have any police records/criminal cases against them. The service provider should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of persons will be verified by the service provider through local police in form of certification, collecting identity & residence proofs and submit the same with recent photograph with client within a month period for contract commencement.
- 12.2. The service provider shall ensure that the Staff engaged in Canteen services are not more than 50 years of age with medically fit, should be free from any communicable diseases, service provider shall keep a certificate of their medical fitness and should made available the same to client for inspection if require. The service provider shall withdraw such employees who are not found suitable by the office for any reason immediately on receipt of such a request.
- 12.3. Service provider shall not appoint any sub-Service Provider for the work assigned, if found doing so, the contract may get terminated without any reason and cause forfeit of security deposit.
- 12.4. In case of prolonged non-performance and inability to fulfill service requirements, client reserves the right to terminate the contract after giving 15 days' notice in writing.

It will be the sole responsibility of the service provider to abide by the provisions of the following statutory acts and as and when asked necessary supporting documents need to be submitted to the client.

The Vendor agrees that it shall implement, observe, and comply in-total with all applicable central, state and local acts, Labour laws, enactments, rules, regulations, schemes, notifications, codes, etc. including but not limited to the following in performing its obligations whatever, wherever and whenever required for its business such as:

- a. To procure or obtain relevant registrations, licenses, permits and certificates etc. A vendor will not start work without obtaining required registrations/Licenses i.e. P.F., E.S.I.C, Professional tax, W.C. Policy, BOCW etc.. Vendor will submit all registration and licenses to CEPT before starting the work.
- b. To revalidate or renew promptly registrations, licenses, permits and certificate etc.
- c. To pay and remit taxes, levies, fees, contributions, compensation etc.
- d. To produce for audit or inspection by labour authorities, evidence of all of the above and hereunder or as applicable in future including but not limited to, in fulfilling its statutory obligations and comply with the all relevant labour laws including
 - (i) The Equal Remuneration Act
 - (ii) The Employees' Provident Funds and Miscellaneous Act, 1952
 - (iii) The Employees' compensation Act, 1923
 - (iv) 4 The Payment of Wages Act, 1936
 - (v) 5 The Industrial Disputes Act, 1947
 - (vi) The Minimum Wages Act, 1948
 - (vii) 7.The Employees' State Insurance Act, 1948

- (viii) The Maternity Benefit Act, 1961
- (ix) The Payment of Bonus Act, 1965
- (x) The Contract Labour (Regulation and Abolition) Act, 1970.
- (xi) The Payment of Gratuity Act, 1972
- (xii) Child And Adolescent Labour (Prohibition And Regulation) Act, 1986
- (xiii) The Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979
- (xiv) Any other act or legislation which may govern the nature of the contract

The Vendor shall extend all the benefits under various labour laws or other similar statutory provisions to its Personnel deployed at the designated place and shall insure all its personnel under an appropriate renewed insurance policy under the Workmens' Compensation Act, 1923. The Vendor agrees to absolve CEPT from all liabilities with regard to the applicable labour laws and also from all the liabilities with regard to all other statutory enactments to the extent applicable.

It is clearly understood by the Vendor that, should CEPT be called upon to make any payment including any penalty to any authorities in this behalf, the Vendor shall immediately reimburse such amounts with its incidental charges to CEPT without any protest, during the currency of this Agreement or even after this Agreement is terminated.

At the time of ending or termination of contract period, service provider is required to furnish a notarized declaration that, there is no pending payment for any compliance from service provider at CEPT University, and if any discrepancy for payment towards Govt/ Municipal corporation or any agency arises in future CEPT University will not be liable for the same. After receiving such declaration your pending payments (SD/applicable pending payments) will be processed.

- 12.5. Any liability arising on client due to service provider's work, shall be deducted from the bills of the service provider and if the full amount is not recovered then the same shall be recovered from the security deposit of the service provider. Client will not be accountable for any liability towards the workers of the service provider.
- 12.6. The service provider shall be liable to pay compensation for any loss and damage caused to property of client or its students by the service provider or his staff.
- 12.7. The service provider shall personally be responsible for the conduct of his staff and in case of any complaint received against any staff; service provider will be under obligation to change the worker when instructed by authority. The service provider shall observe all the laws and will be responsible for any prosecution or liability arising from breach of any of those laws. Client will not hold any responsibility with regard to staff on the role of the service provider whatsoever.
- 12.8. The service provider and his staff shall follow the rules and regulations of the institute in force and instructions issued to them from time to time. Client reserves the right to take action against the service provider for violating the same.
- 12.9. The service provider's staff shall follow necessary record procedures performed by security endorsements at entry points of client premises while entering and existing the client premises.

- 12.10. The Canteen staff should be properly dressed (preferably category wise different uniforms) and should carry identity card while working in client premises.
- 12.11. Any action on the part of the service provider to influence any officer of the institute or canvassing in any form shall make the bid liable for rejection.
- 12.12. The contract will be for the period of 12 months initially, which can be extended further on satisfactory performance of the previous year of the contract. Client may renew/extend the contract to such further period(s). However, it shall be with consent / written request by the service provider in this regard.
- 12.13. If it is observed at any stage that the quality of canteen services is not satisfactory, client reserves the right to terminate the contract/work order as a whole. In such case the security deposit can be forfeited, and the service provider will have no claims whatsoever on the institute.
- 12.14. Service provider will be fully responsible for any accident or mishaps involving workers engaged by the service provider and the service provider will pay claims made on this part. The service provider shall indemnify the institute from any claims arising out of accidents, disabilities of any nature or death arising out of provisions under law, or any other nature in respect of all workers engaged by the bidder. The staff engaged by service provider for working at client premises must be covered under accidental and life insurance by service provider and supporting document to be submitted with client.
- 12.15. Client will provide the required working space to carry out day-to-day operations. The allotted space should be kept well maintained during the contract period and needs to be handed over in proper condition at the end of contract, any damage or loss to allotted space will be recovered from bill /security deposit.
- 12.16. Supervisors deputed at client premises will act as single point of contact for rest Canteen staff, client will share the necessary directions to him/her which need to be further shared with rest Canteen staff.
- 12.17. Supervisors deputed at client premises must have a smart phone with internet connectivity to enable him & her to share corrective action/feedback (through photograph) which he/she has taken against any complain/request done by the user to comply cleaning standard terms.
- 12.18. A senior level representative of Service Provider shall visit client premises at least once a week and review the service performance of its personnel. During the weekly visit, Service Provider's representative should also meet the client's officer In charge dealing with service under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working.
- 12.19. Service provider shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the Client /Govt. Of India/any State/or any Union Territory.
- 12.20. In case of any theft or pilferage, loss or other offenses, Service Provider should investigate and submit a report to client and maintain liaison with the police. FIR will be lodged by service provider, wherever necessary. If need be, joint inquiry comprising of both the parties shall be conducted and responsibility fixed.
- 12.21. In the event of any Canteen personnel being on leave/absent, the service provider shall ensure a suitable alternative arrangement to make up for such absence. To meet such eventualities the service provider shall make provision of relievers.
- 12.22. Service provider will have to submit certificate as and when required, that all legal dues of employees like PF etc. have been fulfilled by service provider along with attendances

muster, monthly wages register, ESIC challan\WCP documents, PF challan, Professional Tax challan, Contactors Checklist-Annexure-H etc.

- 12.23. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
- 12.24. For any dispute regarding any contract terms, decision of The President-CEPT University will be final and will be binding to Service Provider.
- 12.25. If client decides to implement biometrics for attendance of Canteen staff, the service provider shall follow the same and ensure entry-exit punching of all the personnel and same shall become basis for payment.
- 12.26. Usage of mobile headphone/earphones by working staff is strictly not allowed while on duty; usage of mobile phone by working staff is to be minimized while on duty.

Section-III Annexures and Forms

Annexure-A: Technical Bid Proforma

(Details to be filled in online form only)

Inviting Proposal for Providing Canteen Services at CEPT University, Ahmedabad FY: 24-25

Interested firms are required to submit the following information

* Indicates required question

1. Email *

2. Name of the registered Company / Firm: *

3. Communication Address for Company / Firm: *

4. Name of Authorized contact Person *

5. Designation of Authorized contact Person *

6. Contact Number (Office) *

7. Contact Number (Mobile) *

8. Contact Email ID *

9. Website address of Company / Firm

10. PAN details *

11. Attach copy of PAN card *

Files submitted:

12. **GST Details ***

13. **Valid Company Registration ***

Check all that apply.

- Yes
 No

14. **If Yes, Attach copy of company registration**

Files submitted:

15. **Valid EPF and ESI Registration ***

Check all that apply.

- Yes
 No

16. **If Yes, Attach copy of EPF and ESI Registration**

Files submitted:

17. **Valid License to provide Canteen services ***

Check all that apply.

- Yes
 No

18. **If Yes, Attach copy of License**

Files submitted:

19. **Experience in providing Canteen Services ***

20. **Numbers of years experience in Education sector ***

21. **Average annual turnover (for Canteen service business only) for last 3 financial years not less than 1 crore ***

Check all that apply.

- Yes
 No

22. **If Yes, Attach copy of balance sheet certified by chartered accountant for last 3 financial years i.e. FY 2020-2021, 2021-22 and 2022-23**

Files submitted:

23. Whether blacklisted by any Central / State govt. / Autonomous Body / PSU. *

Check all that apply.

- Yes
 No

24. If No, attach self declaration

Files submitted:

25. Experience Details for past and ongoing service contracts (for top five relevant works) as per prescribed format (excel / spreadsheet only) mentioned in Annexure -B of RFP Document *

Files submitted:

26. Attach copy of completion certificate / workorder for top five relevant works *

Files submitted:

27. Attach signed and stamped copy of proposal document covering acknowledgement of all clauses mentioned in RFP document *

Files submitted:

28. Additional information about the company / firm Company profile

Files submitted:

29. Online Tender Fee Paid ? *

Check all that apply.

- Yes
 No

30. If tender Fee paid, attach the payment advice copy *

Files submitted:

31. If tender Fee paid, attach the payment advice copy *

Files submitted:

32. FSSAI Certificate available? *

Mark only one oval.

- Yes
 No

33. - Attach copy of FSSAI Certificate *

Files submitted:

34. - Attach copy of Local authority food license *

Files submitted:

Undertaking

(To be furnished along with Technical Bid)

I/we hereby certify that all the information furnished above is true to my/our knowledge. I/we have no objection to CEPT University verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I /we have read all the terms and conditions of contract and all other documents of the tender technical bid has / have understood properly the nature and method of providing Canteen services with clear understanding.

Date:

Place:

Signature of the authorized signatory of the agency

Official seal/ stamp

Annexure-B: Experience details

A) Client details for ongoing service contracts (top five)

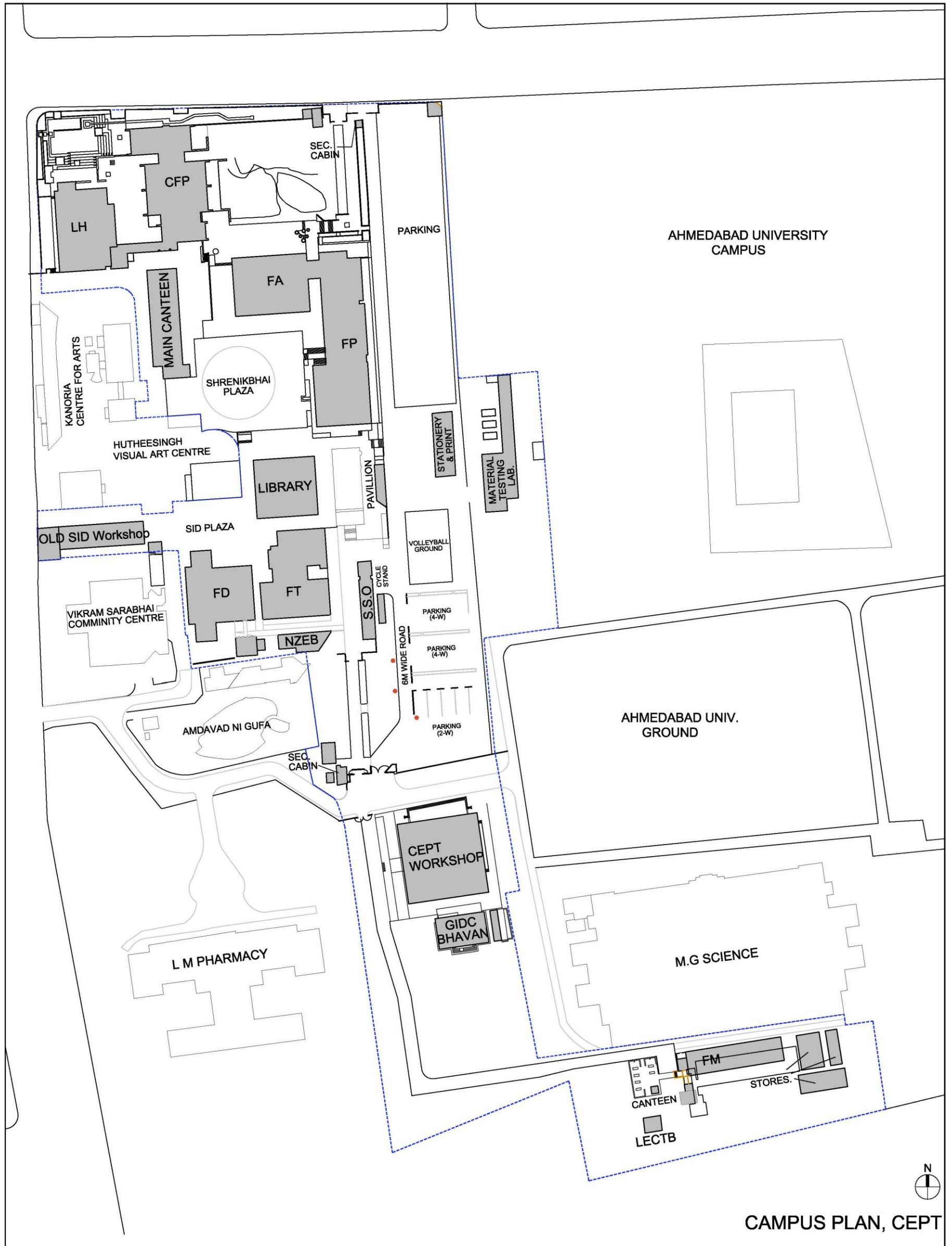
Sr. No	Name of Client (with contact details)	Location and description of service provided	Value of Service contract (in Lakh)	Quantum of Canteen Staff Deputed per day	Date of contract commencement	Date of contract completion (as per contract)

B) Client details for works carried out in past (top five)

Sr. No	Name of Client (with contact details)	Location and description of service provided	Value of Service contract (in Lakh)	Quantum of Canteen Staff Deputed per day	Date of contract commencement	Date of contract completion (actual)

Attach supporting documents i.e. work order copy and contract completion certificate

Annexure-D: Map Showing Locations in CEPT University Main Campus



CAMPUS PLAN, CEPT

Annexure-E: Agreement Pro forma (Draft)

AGREEMENT FOR CEPT CAMPUS CANTEEN FOR STUDENTS

This agreement is agreed upon on dt. __/__/2024 between CENTER FOR ENVIRONMENTAL PLANNING AND TECHNOLOGY (CEPT University) K L Campus, University Road, Navrangpura, Ahmedabad represented by its Registrar, Ms. Anita Hiranandani and _____, represented by its business head _____, herein after called Main Canteen food items provider for students.

Whereas CEPT University is desirous of making Main Canteen food items facilities available inside the CEPT University campus to its students and staff & whereas Main Canteen food items provider for students is desirous of providing these facilities. CEPT University is prepared to provide infrastructure in the form of a designated portion of a building for this student welfare facility.

Now therefore this agreement witness as follow: -

1. **Duration:** Initially contract will be from Dt. to Dt. . On expiry of the initial contract period the contract can be extended on mutual consent subject to periodic review.
2. **Working hours:** The working hours shall be from 7.30 am to 8:00. pm. On certain special occasions these facilities may be required to be kept open for longer/shorter hours with the permission of the university administration.
3. **Financial Terms**
 - a. Immediately on signing the agreement with the institute, Main Canteen food items provider for students will deposit following amount with the accounts department of the University.
 - (a) Rs. /-(Rs. 2,50,000 only) as security deposit, which is refundable (non-interest bearing).
 - (b) Monthly student welfare fund for the month will be paid before 7th of succeeding month.

Student welfare fund amounting to Rs.5000/- (subject to final approval of canteen committee)* (Note:-to facilitate sustainable operations for vendors while reducing the prices of the items on the menu.) + Applicable GST (Rupees Five Thousand only + Applicable GST) will be paid to CEPT **every month** by 7th of succeeding month by Main Canteen food items provider for students. Any applicable tax, as per the rules, will be paid in addition. If payment of student welfare fund amount is not paid by 7th of the month. Penalty of Rs. 100/- per day will be levied from 8th till the payment is made.
 - b. Electricity bill as per the units consumed shall be paid monthly.
 - c. Cleanliness charges will have to be paid as fixed from time to time by the canteen committee.
 - d. All maintenance charges demanded as above shall be paid to the university within 7 days of raising the demand.
 - e. Any payment to the service provider (for food and beverages served to University Offices) will be made by Account Payee cheque/ bank transfer only, on presentation of the bill. TDS shall be deducted at source as per the rates notified by the Income Tax Department.
4. **Penalty**

- a. If anything found to be unhygienic (surrounding, food or staff), 1st time warning will be given, 2nd time penalty of Rs. 1000/- and 3rd time Rs.5000/- will be levied. Even after penalty if standard is not improved contract will be cancelled forth with without notice.
- 5. **Subcontracting:** The catering company who has been awarded the contract would only be allowed to operate the Canteen. Sub-contracting to anyone else would not be allowed. Violating this clause would attract penalty and immediate termination of the contract.
- 6. _____ canteen provider for students will be provided space in the form of a designated portion building and certain equipment as listed in attachment **Annexure-1**. For other requirements _____, canteen provider for students will have to make arrangement for utensils, crockery, and any other gadgets etc. (quality would be checked by CEPT)

7. Statutory compliance

- a. _____ canteen provider for students must be registered with employee's Provident Fund Organization, Ministry of labour, Govt. of India including FSSAI Registration, Municipal Corporation with due permission and license from health department.
- b. All employees of the _____ canteen provider for students must be covered under PF & ECSI scheme wherever applicable.
- c. No child labour will be allowed to work in the canteen at any point of time in the CEPT campus.
- d. **Minimum Wages:** The wages to be paid to each deployed employee shall always be in accordance with the Minimum Wages Act, as also in accordance with Chief Commissioner (c), New Delhi's order No. 1/13(5)/2011-LS-II dated 22.09.2011. All existing statutory regulation of the both the state as well as the Central Government shall be adhered to by the service provider & all records maintained thereof shall be available for scrutiny by this office. Any failure to comply with any of the regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.
- e. **Workmen's Compensation and Insurance:** That in case any employee or contracted person employed by _____ canteen provider for students or any person using the facility meets with any casualty during working hours, it will be responsibility of _____ canteen provider for students. Insurance cover protecting your employees against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the service provider. They shall also cover third party cover for visitors and users of the facility. The service provider shall arrange necessary insurance cover for all persons deployed by him even for a short duration. CEPT University shall not entertain any claim arising out of mishap, if any that may take place. In the event of any liability / claim falling on this office, same shall be reimbursed / indemnified by the service provider.
- f. _____ canteen provider will provide copy of insurance as mentioned above within one month of signing contract.
- g. **Indemnity:** _____ canteen provider for students shall indemnify CEPT University and keep this office indemnified against all acts of omission, negligence, dishonestly or misconduct of the personnel engaged, and this office shall not be liable for any damages or compensation to any personnel or third party. All damages caused by the personnel to the

property to the office shall be recovered from the service provider from the deposit and by attaching property, equipment and appliances owned by the provider if required.

- 8. At the time of ending or termination of contract period, Service provider is required to furnish a notarized declaration that, there is no pending payment for any compliance from service provider for the canteen provider contract at CEPT, and if any discrepancy for payment towards Govt/ Municipal Corporation or any agency arises in future CEPT University will not be liable for the same. After receiving such a declaration your pending payments (retention amount / SD / applicable balance payments) will be processed.**

9. General Terms and Conditions of Operation

- a. In case of pandemic situation, you will observe all guidelines issued by Govt. Authorities and CEPT University from time to time. You will employ only vaccinated staff in the canteen premises.
- b. _____ canteen provider for students shall not serve any food or beverages to anyone except students, faculty, administrative staff, CRDC staff and staff of Centers of the institute.
- c. Facility provided shall not be used to cater outside order (anything other than CEPT), breach in this regard will attract heavy penalty and can lead to termination.
- d. _____ canteen provider for students shall co-operate with administration in maintaining the sanctity of the CEPT campus by ensuring that no unruly or antisocial elements are served or encouraged to be served by him. Infringement of this condition will be sufficient to terminate the agreement & result in the eviction of the Main Canteen food items provider for students.
- e. _____ canteen provider for students shall keep all the Utensils If provided by University in good workable condition, and will hand over in same conditions on expiration of contract. Wherever AMC for upkeep of provided infrastructure is required will be managed by (like fridge, burner, kitchen equipment and its systems etc.). AMC charges for maintenance will be borne by the service provider. AMC to be done with approved vendors and records to be shared with CEPT University.
- f. Drainage lines if chocked up by mishandling and filth it will be responsibility of _____ and it will be cleared by you (Frequency- Every week).
- g. Any damage to University property by your staff will be compensated by you.
- h. The Director and Committee shall not be responsible for any credit transactions.
- i. Served Item list menu for canteen etc. and other approved items will always be displayed on the notice board prior to commencement of that particular week.
- j. The items served should be as approved menu and deviation be avoided as far as possible and notified to University.
- k. Green initiative and environmental pollutions will have to be observed.
- l. _____ canteen provider for students should ensure that all the employees are free from communicable diseases. Medical certificate to this effect should be made available for inspection by the authority.

- m. _____ canteen provider for students will ensure that all the contracted persons deployed by it are polite and courteous with the students, officers, visitors and officials. Any complaint regarding the behavior etc. will be adversely looked upon and the University may take action against the erring service person under intimation to the first party. The second party will ensure that its personnel's do not solicit any tips etc. from the visitors / officers.
- n. Sufficient staff will have to be employed to cater for peak hours, i.e. (9.30 am to 11 am), during lunch (12.30 pm to 2.30 pm), and during evening (5.30pm to 6.30pm). Planning also must be proper for keeping sufficient staff for serving in administrative offices. When informed by the authorities, quick service response must be there for important visitors/ official functions.
- o. _____ canteen provider for students must designate and make available a manager at the Campus who can take instructions from the Canteen committee, campus and administrative offices.
- p. The preparation of articles would be strictly in accordance with the provisions of Prevention of Food Adulteration Act. In case there will be any violation of Food Adulteration Act, the contractor will be liable for appropriate action and will also furnish declaration/undertaking to the appropriate authorities.

10. Maintenance and Cleanliness

- a. Wastes shall be disposed of properly & unhygienic conditions should not be created on the campus (Canteen inside area and sitting area both). The _____ canteen provider for students shall make his own arrangement for storing of potable water in hygienic manner.
- b. Only limited staff of _____ canteen provider for students shall be allowed to stay on the CEPT campus during daytime. Prior approval of administration will be obtained for this. The staff of _____, canteen provider must possess passes/ID issued by the University. The staff will always put on clean uniforms with "CEPT" logo with company name.
- c. Special care will be taken for washing of plates and other utensils especially during rush hours. Unhygienic way of washing utensils will not be permitted. This aspect and hygienic food quality will be supervised / checked periodically by a supervisor nominated by the Chairman, canteen committee.
- d. Hot water/ Dishwahser will be used for washing utensils.
- e. Collection of used plates, mugs etc. will be done expeditiously from the campus area. If any plates are found lying in the campus and collected by campus office Rs.10/- per plate will be required to pay or it will be deducted from the deposit.
- f. The crates or buckets used for collection of dishes shall be frequently cleaned with soap and sterilized periodically.
- g. All the equipment's regular inspection has to be done every six months and their fitness certificate has to be prepared by an authorized competent agency in presence of Manager, Food services, CEPT.
- h. Housekeeping of the entire canteen and sitting area to be done by the Canteen operator with a checklist and to be submitted to Manager, Food services, CEPT.

- i. No modification in services such as plumbing and electrical is permitted without approval of the campus office.
- j. Any damage or malfunctioning of services has to be addressed immediately by the canteen operator and information has to be conveyed for repairs or changes to the Manager, Food Services and Campus office.
- k. Chamber cleaning at regular intervals will be part of the scope of work of the canteen operator. Canteen Service provider shall be responsible for checking and cleaning of grease chamber (disposing the wastewater from canteen wash place) every week. Failing to which, CEPT Canteen committee shall get the chamber cleaned and canteen service provider shall be liable to pay the charges incurred for the same with penalty of Rs. 10,000 per incident
- l. In case the canteen service provider wishes to use appliances and equipment other than provided by CEPT, by his own arrangement - same need to get prior approved from CEPT Canteen committee.
- m. Canteen service provider shall ensure that the appliances and equipment provided by CEPT, shall be kept in working condition throughout the contract period.
- n. Canteen service provider shall carry out the regular servicing and its Annual Maintenance Contract to be done from the vendors duly approved by CEPT Canteen committee **(AMC copies to be submitted to the University)**.
- o. Canteen Service provider shall be responsible for disposal of food waste outside of CEPT campus. He needs to engage the Municipal Authorized Agency and share the schedule of the disposal trip.

11. No staff will be permitted to stay at night for whatsoever reason.

12. Special Conditions of Operation

- a. Prior permission for canteen service providers goods, supplier workers for entering in campus. _____ canteen provider for students shall do his business only cash or online payment. However, if the order is placed by the CEPT office including all its different schools & constituent, _____ canteen provider for students shall provide necessary credit for which he shall be given requisite vouchers.
- b. Used / empty plates, cups etc. lying all over the campus must be collected expeditiously and special staff must be employed for this job. If not used dishes are found unattended in the campus they will be confiscated and will not be returned or penalized.
- c. University reserves the right to bring additional/outsider agencies, for special events and all other requirements by any Faculty / Department or by the student's council. CEPT also reserves the right to have another outlet for refreshment, food and beverages on its campus.

13. Canteen Committee & their Powers

- a. Director has appointed a committee headed by a faculty member (hereinafter called the Chairman, Canteen committee) as a link between _____ canteen provider for students & its users, & for ensuring the adherence to the conditions set out. The Chairman and office-in-charge shall be the authorized representatives of Director and it shall be the

responsibility of _____ canteen provider for students to co-operate with them & to carry out their instructions.

- b. The menu & the rates for all the items shall be fixed in consultation with the Chairman, canteen committee & shall be properly displayed. No ad hoc changes in the rate, quantity & quality of the items served shall be allowed without prior approval in writing from the Chairman.
- c. Menu items should be available as per the majority user's feed backs and as approved by the committee.
- d. Proper crockery, cutlery approved by the committee must be used for serving. Special high-quality sets be kept in reserve for important / VIP meetings.
- e. All the items served shall be of good quality & hygienic condition shall be maintained. Committee members are empowered to carry out periodic & /or surprise checks to ensure implementation of these terms & conditions and quality of the items. Any observation made by them shall be rectified immediately.

14. Termination:

If any of the conditions set out here above are infringed or violated or if the services provided by canteen provider for students are found unsatisfactory, the Director shall by a written notice, terminate this agreement & ask the _____ canteen provider for students to stop the business & handover the clear possession of the allotted premises & equipment in good working condition within 30 days.

15. The personnel of _____ canteen provider for students would for no purpose be considered as employees of the office of the CEPT University and there would be no liability of the CEPT University. The person engaged by the contracting agency / service provider will be in employment of the agency / service provider only. The university office will not be involved in any dispute between the service provider and personnel deployed by him.

16. Maintenance

- a. Maintenance of the building and areas surrounding the same as informed is kept clean & hygienic. Any damage to the building & other fixtures will have to be repaired by canteen provider at his own cost during the contract period. Exhaust and chimney will be cleaned periodically, if required AMC must be taken with the company by the canteen provider for students.

17. Contract Closing and Handing Over

- a. At the end of the contract period the service provider shall return the facility in clean and tidy without any damage to building, services, equipment, furniture, fixtures etc. In case of any repair and maintenance required due to careless handling by the operator, same shall be rectified by us at cost to be debited from the security deposit of the _____ canteen provider.
- b. _____ canteen provider for students shall handover ready possession of the building upon conclusion of the agreement period, unless the agreement is renewed for another term & for which _____ canteen provider for students has made an application to The Director in writing sufficiently in advance & the Director has agreed to the renewal for another term. Terms & conditions will be also reviewed at the time of renewal of the Agreement.

18. Change in terms and Disputes

- a. Any matter during the period of the agreement which has not been specifically covered shall be decided by CEPT University in consultation with ___ canteen provider for students, but CEPT University's decision shall be final and conclusive.
- b. In case of any dispute, the jurisdiction of Ahmedabad courts will apply.

In acceptance of above terms and conditions signed below today on_____.

CEPT University

Canteen provider for students

(Mr./Ms.)
Registrar

(Mr./Ms.)
Business Head

Date: -

Witness:

(1)

(1)

Signature

Signature

Name

Name

(2)

(2)

Signature

Signature

Name

Name

Annexure-1 (Equipment List)

ITEM No	Name of the Item (Specification)	Dimension in Inches LWH	No of Unit
1	TANDOOR PICK-UP TABLE	36x24x34	1
2	TANDOOR	36x36x48	1
3	WORK TABLE WITH 2 UNDERSHELVES	36x24x34+6 48x24x34+6	1
4	2 BURNER HIGH PRESSURE COOKING RANGE	48x24x34+6	1
5	WORK TABLE WITH 2 UNDERSHELVES	36x24x34+6	1
6	3 BURNER HIGH PRESSURE COOKING RANGE	72x24x34+6	1
7	WORK TABLE WITH 2 UNDERSHELVES	48x24x34+6	1
8	2 BURNER HIGH PRESSURE COOKING RANGE	48x24x34+6	1
9	WORK TABLE WITH 2 UNDERSHELVES	36x24x34+6	1
10	GRIDDLE PLATE (GAS)	24x24x34+6	1
11	WORK TABLE WITH 2 UNDERSHELVES	36x24x34+6	1
12	CHAPPATHY GRIDDLE WITH PUFFER	72x24x34+6	1
13	CHAPPATHY ROLLING TABLE/TROLLEY	60x24x34	1
14	GARBAGE BIN		1
15	WORK TABLE WITH OH SHELF & 2 UNDERSHELVES	90x24x34+6 +90x12	1
16	WORK TABLE WITH SINK (R) OH SHELF & UNDERSHELVES	90x24x34+6+90x12	1
17	WORK TABLE WITH SINK (R) OH SHELF & UNDERSHELVES	90x24x34+6 +90x12	1
18	POT RACKS	60x30x84	1
19	USED DISH COLLECTION UNIT	80x24x32+6	1
20	3 SINK MANUAL DISH WASH UNIT	110x24x32+6	1
21	DOUGH KNEEDING MACHINE (SPIRAL MIXER)		1

22	PULVERIZER 38 TILTING WET GRINDER		1
23	Tilting Weight Grinder		1
24	WORK TABLE WITH SINK (L) OH SHELF & UNDERSHELVES	72x24x34+6 +72x12	1
25	WORK TABLE WITH SINK (L) OH SHELF	84x24x34+ 6 +48x12 72x15 +72x12	1
26			1
27	WALL MOUNTED DOUBLE OH SHELF	72x15+72x12	1
28	WORK TABLE WITH UNDERSHELVES	78x24x34+6	1
29	4 CONTAINER (1/1 GN PAN) BAIN MARIE FOOD	103x26x34	1
30	FOOD SERVICE COUNTER TABLE WITH UNDERSHELVES 42x26x34 55 FOOD SERVICE COUNTER WITH 4 CONTAINER		1
31	Food Service COUNTER TABLE WITH UNDERSHELVES	60x26x34	1
32	4 CONTAINER (1/1 GN PAN) BAIN MARIE FOOD SERVICE COUNTER	103x26x34	1
33	4 CONTAINER (1/1 GN PAN) BAIN MARIE FOOD SERVICE COUNTER	103x26x34	1

Annexure-F: Accounts Details filled by Bidder

Sr. No.	Particulars	Details
1	Name of bidder	
2	Permanent account no. (PAN)	
3	Particulars of bank account	
	• Name of bank	
	• Name of branch	
	• Branch code	
	• Address	
	• City name	
	• Telephone no.	
	• Type of account	
	• Account no.	
	• NEFT/IFSC code	
	• RTGS code	
	• MICR code appearing on the Cheque book	
4	Email id of bidder	

Note: - Please attach original cancelled Cheque

Annexure-G: Financial Bid Pro forma
(In separate sealed Cover labelled as Financial Bid)

- Please attached rate of items to be provided in canteen (including of GST)

Annexure-H: Check List for Contractors Records

Sr. No	Forms	Description Of the Form	Section/Clause/Sub-clause	Submission Requirement	Remarks (Yes/No)
1	Form VI	Form of licence granted by the Office Of the licensing officer	Rule 25(1)	Starting	
2	Challans	Monthly under EPF Act.	EPF Act.	Monthly	
3	ECR List	Monthly under EPF Act. (Employee working at CEPT University.)	EPF Act.	Monthly	
4	Form - 11	Declaration under EPF Act.	EPF Act.	Monthly	
5	Form - 2	Employee Nominee Declaration as per EPF Act.	EPF Act.	Monthly	
6	Form - F	As per Gratuity Act.	Garatuiety Act.	Monthly	
7	Form XIII	Register of Workmen employed by the contractor	Rule 75	Monthly	
8	Form XIV	Employment Card	Rule 76	Monthly	
9	Form XIX	Wage Slip	Rule 78(1)(b)	Monthly	
10	Form XVI	Muster Roll	Rule 78(1)(a)(i)	Monthly	
11	Form XVII	Register Of Wages	Rule 78(1)(a)(i)	Monthly	
12	Form XVIII	Register Of Wages cum Muster Roll	Rule 78(1)(a)(i)	Monthly	
13	Form XX	Register of deductions for damage or loss	Rule 78(1)(a)(ii)	Monthly	
14	Form XXI	Register Of Fines	Rule 78(1)(a)(ii)	Monthly	
15	Form XXII	Register Of Advances	Rule 78(1)(a)(ii)	Monthly	

Sr. No	Forms	Description Of the Form	Section/Clause/Sub-clause	Submission Requirement	Remarks (Yes/No)
16	Form XXIII	Register Of Overtime	Rule 78(1)(a)(iii)	Monthly	
17	ESIC	Monthly History & Challan if applicable		Monthly	
18		Payment should be made on or before 10th of every month.	Payment of Wages Act.	Monthly	
19		List of ECR for exiting employee in CEPT University	EPF Act.	Monthly	
20		Bank Statement / Voucher		Monthly	
21		Application Form		New Emp.	
22		Appointment Order		New Emp.	
23	Form XXIV	Return to be sent by the contractor to the licensing officer	Rule 82(1)	Half Yearly	
24	LWF	Labour Welfare Fund paid record - January & July		Half Yearly	
25	Form C	Payment of Bonus Register as per Bonus Act.	Bonus Act	Yearly	
26	Form D	Intimation to ALC of Bonus payment as per Act.	Bonus Act	Yearly	
27	Form XV	Service Certificate	Rule 77	Yearly	
28		Copy of Workmen Compensation Act Insurance Policy	Compensation Act	Yearly	
29		Visit books under Minimum Wages Act. & EPF Act.	M.W. & EPF Act.	After Inspection	

All forms mentioned in above check list to be provided along with checklist at the time of monthly submission of bills, mentioning yes/no in remarks column.

Undertaking

(To be furnished along with Financial Bid on Company letter head)

I /we have read all the terms and conditions of contract and all other documents of the tender financial bid has / have understood properly the nature and method of Canteen Services with clear understanding.

I/we am/are offer my /our rate as above and agree to abide by the terms and conditions of contract.

Date:

Place:

signature of the authorized signatory of the agency

Official seal/ stamp