

**Haryana Vishwakarma Skill University, Dudhola, Palwal**  
2<sup>nd</sup> / 3<sup>rd</sup> Floor, Vishwakarma Bhawan, Plot No. 147, Sector-44,  
Gurugram, Haryana  
Tel. 0124-6525001

**Expression of Interest for running Eco- Friendly Cafeteria and Pantry in the Campus of Haryana Vishwakarma Skill University**

**Haryana Vishwakarma Skill University**, invites sealed bids under two bid systems (Technical bid and Financial Bid) from reputed firms/ agency/ service providers etc. for running of Eco- Friendly cafeteria / Pantry in Sector – 44, Gurugram for providing Tea/Snacks facility for the staff / students of Haryana Vishwakarma Skill University, Gurugram, Haryana till **2.30 p.m. on 19.03.2018**. Technical bid received in due time shall be opened on **19.3.2018 at 3.30 p.m.** in the presence of intended parties / their representatives who may like to be present at that time. The inspection of the ongoing facilities will be carried on **20.03.2018**. Financial bid opening date will be conveyed to the parties on the same day.

Interested parties may download the tender documents from the website <http://hvsu.ac.in/Bids> & apply as per the terms and conditions mentioned in the EOI along with EMD in form of Demand Drafts of Rs. 1000/- as refundable EMD and Rs. 500/- as non-refundable application fee in favour of **Haryana Vishwakarma Skill University, Payable at Gurugram.**

BIDS should be submitted in a two-bid system (Technical Bid and Financial Bid separately) from reputed firms/ agency/ service providers etc. located in Haryana and NCR. The Contract can be extended or terminated on account of satisfactory services or unsatisfactory services rendered by the firm, at the discretion of Haryana Vishwakarma Skill University.

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**(A) Minimum Eligibility Criteria for application under EOI for Eco-Friendly Cafeteria / Pantry**

- i.** The contractor shall have to comply all statutory requirements prevalent in the area.
- ii.** The Bidder should not have been blacklisted by any organization at any point of time.
- iii.** Client list along with contact details.
- iv.** One-year experience of reputed University / Institutions and for successful running cafeteria.

**(B) General Terms & Conditions of contract**

INSTRUCTIONS TO BIDDERS /TERMS & CONDITIONS/ ELIGIBILITY CONDITIONS:

Interested bidder should note the following:

- The EoI is invited from the eligible bidders through tendering to cater to the needs of students and Officers / Staff of Haryana Vishwakarma Skill University for Cafeteria/ Pantry services in the campus.
- The bidders will have to make a presentation before a suitably constituted committee, showcasing their skill in running cafeteria / Pantry, range of foods/products/items sold and accessible facilities at other educational institutions, residential campus, etc. Based on the presentation, the committee will decide grant of agreement. The bidder will give information of all the work undertaken at Government offices. Evaluation of the presentation will be based on providing information regarding experiences of served institutions, standard of facilities and quality of services, equipment and product rate etc.
- University prefers to run the Eco-Friendly Cafeteria / Pantry with all facilities including food items, coffee, soft drinks, etc. from reputed national and international brands and stake holders/ authorized agencies/franchises.
- University reserves the right to cancel the EoI invitation as a whole or in part without conveying any reason whatsoever.
- University reserves the right to renew/revise, modify and enhancement the information given in this document at its solitary discretion before the last date and time of submission of the interest/proposal.
- Bidders should equip their self with all the permits, License (Food license, Health trade license, license for eating house, Fire security certificate, environmental clearance) etc. required for the operation of the Cafeteria and Pantry.
- The contract term will be initially for one year and same may be extended on satisfactory performance. On expiry of contract term, the bidder shall vacate the premises immediately.
- However, the existing operator may bid fresh if not prohibited otherwise due to unsatisfactory performance.
- No liquor/smoking items shall be provided/ served in the Cafeteria and Pantry.
- The selected bidder will have to sign an Agreement with the Haryana Vishwakarma Skill University before operation of the Cafeteria / Pantry.
- In support of the credential submitted by the parties, Haryana Vishwakarma Skill University reserves the right to seek information from the organizations by telephonic verification/personal visits/ in writing.
- Date and time of making presentation (only for the qualified/short listed parties based on the EoI) will be announced/communicated later to qualified/shortlisted parties.
- Sub-leasing of the Cafeteria and Pantry after award of Contract/Agreement will not be permitted.

- The Bidder/Contractor will be required to consult Haryana Vishwakarma Skill University authorities before advertising anything on the Cafeteria / Pantry or anything related to the Cafeteria / Pantry in the print media.
- Eligibility Criteria: (i) The bidder should have been operating in the Hospitality sector for a minimum of 01 year (Hospitality would include experience in the service industry that includes lodging, dining/ Restaurant, event management and catering). Prior experience in the Govt. Sector/ educational institutions of national and international repute in hospitality shall be preferred. However Startups (as per Government Rules) will be highly preferred if he will maintain the prescribed standards.
- While submitting the Expression of Interest for the Cafeteria/ Pantry (on the letterhead of firm according to the format at Annexure-I), the Bidder must submit the details along with all required supporting documents showing their experience, financial solvency, etc. without which the bid will not be considered.
- The EoI must be submitted/reach in the office of the Registrar, Haryana Vishwakarma Skill University latest by **19.03.2018** up to 2:30 P.M. The EoI received after last date will not be entertained.

### **(C) CONTRACTOR'S OBLIGATIONS**

**1.1** The Contractor shall be responsible for the proper upkeep and maintenance of the furniture and fixtures provided by the University. For keeping eco-friendly environment of cafeteria, the following initiative should be taken by the contractor as:

- i. Provide chemical free products in cafeteria.
- ii. Use cloth and less paper use.
- iii. Don't waste water.
- iv. Use energy star equipment.
- v. Effective recycling and compost programme.
- vi. Provide reusable utensils and compost programme.
- vii. Availability of seasonable and fresh fruits juice.

**1.2** Cooking and serving utensils and cutlery will be provided by the contractor and will be maintained by him in clean and hygienic conditions and replace the broken or dirty ones.

**1.3** The Contractor will have to depute individual Supervisors for the cafeteria / Pantry, who should always be present on the duty. He will engage cafeteria staff over the age of 18 years in accordance with labour laws.

**1.4** The Contractor shall keep the entire premises, utensils, crockery etc. clean, neat and hygienic. He will ensure that furniture of the Cafeteria / Pantry premises, crockery and cutlery, utensils, kitchen pantry, wash basins, drainage system washed and cleaned in hygienic way as

directed by authorized representative. It shall be the responsibility of the contractor to maintain the main Cafeteria and the Pantries clean, neat and hygienic in eco-friendly manner, for the purpose he is required to engage adequate staff.

**1.5** The contractor shall be responsible for arranging the cooking gas, stove and any other item required for catering and fooding services, for cooking and maintenance of the same.

**1.6** All basic needs like cooking aid; manpower etc. in cafeteria will be arranged by the contractor himself.

**1.7** The quality and quantity of the food served by the contactor shall confirm to the quality standards (A few makers of the material mentioned in the Annexure- B). All the bills for purchase of consumables & non- consumable items should be towards the name and claim of the contractor. The contractor is not permitted to purchase the items in name and account of the University. The contractor has to display a rate list of all the items outside of the Cafeteria / Pantry and accept all forms of cashless payment. He may arrange the prepaid card system.

**1.8** The contractor shall have no claims of any type of cost increase towards the University on account of any consequences like the imposition of restrictions or regulations by any local/ public bodies or such other unforeseen acts of the God, strikes, lock outs etc., which may happen beyond the control of the University

**The bidder is requested to read and understand the document carefully and sign each and every page indicating that he has read all terms and conditions as mentioned in the Bid document**

**1.9** The contractor or designated representative of the contractor should be present in the cafeteria during preparations/ services of the meals and shall be responsible for attending the disputes/ mistakes/ complaints regarding meals preparation and services.

**1.10** The EoI has to be accompanied by a bid document fees of Rs. 500/- and Earnest Money Deposit of Rs. 1,000.00 (Rupees One Thousand only) in the form of Demand Drafts/pay orders in favour of “Haryana Vishwakarma Skill University” payable at Gurugram. The successful bidder will have to deposit a Performance Security Amount of Rs. 25,000/- (Rs. Twenty Five Thousand only) with Haryana Vishwakarama Skill University, in the form of FDR/ Bank Guarantee in favour of **Haryana Vishwakarama Skill University, 2<sup>nd</sup>/3<sup>rd</sup> Floor, Vishwakarma Bhawan, Plot No.147, Sector-44, Gurugram, Haryana** the due fulfillment of the contractual obligations which is refundable without any interest on termination of the contract after deducting any penalty/ any liability imposed by this office on account of unsatisfactory services.

#### **(D) Contract Period**

**1.1** The contract is initially for a period of one year and can be renewed after the expiry of this period on yearly basis on mutually agreed terms and conditions. The committee constituted by the University is authorized to negotiate with the contractor at the end/during the contract.

**1.2** However, the contract may be terminated by either party without assigning any reason thereof by giving one month's notice in writing in advance. The contractor shall be responsible for all the liabilities incurred by him including the wages for the workers/servants for the period of contract and after the termination of contract so far on the servants engaged by him for running the cafeteria.

**(E) Other Terms & Conditions for Cafeteria / Pantry**

**1.1** Quoted rates will remain valid for one year. All the fluctuations will be borne by contractor himself.

**1.2** The contractor will provide Uniforms, with shoes, gloves and Identity cards to all the workers employed and they must be in dress and identity cards during their duty hours in the cafeteria / pantry. All staff will be clean shaved.

**1.3** The workers and supervisor will have short hair, trimmed nails, cook must wear a cap following all the hygiene, and free from any illness while on duty.

**1.4** For medical fitness they will have to individually produce fitness certificate from a doctor which will be renewed every 3 months.

**1.5** The contractor will have to pay D.C. rates as prescribed by Haryana Government to the Cafeteria / Pantry employees engaged by the contractor for running as by competent authority/Haryana Govt. and as revised from time to time. The contractor will have to submit a certificate at the end of each month to the office of the cafeteria in Charge stating that minimum wages as per rules/ acts revised from time to time. He shall have to pay the wages to the cafeteria /pantry workers employed by him by **7th of every month**.

**1.6** The contractor will deduct employee's share of PF and ESI from the wages to be paid to the cafeteria / pantry workers towards their provident fund account and deposit the same with his part of the contribution in the office of the Provident Fund Commissioner. He will have to comply with all provisions of the EPF act 1952 and ESI as revised from time to time. The contractor would be covered under the EPF and MPF act 1952 and ESI.

**1.7 Electricity charges for the kitchen usage area are to be paid by contractor as per actual.** However, misuse of water and electricity by the contractor will not be tolerated at any cost. Electrical appliances over 500 W will be used with permission of university. He has to install first aid and fire extinguishers in the cafeteria as per requirement of fire brigade services.

**1.8** The vendor will be given a space around 40.74 Sq.ft for Cafeteria / Pantry at second and third floor at the rental of Rs.2000 per month(Two Thousand Only) which may be reviewed half yearly.

**1.9** In case of any dispute between the successful Bidder and the other authorities, the decision of the Vice Chancellor/Registrar of the University shall be final and binding on the contractor.

**1.10** Successful bidder must be abiding by the Memorandum of Understanding.

**1.11** All legal disputes shall be subject to jurisdiction of Gurgaon courts only.

### **(F) Scope of Work for Cafeteria and Pantry**

The different facilities and services intended by the authority and to be provided by the bidder are mentioned below:

- Cafeteria/Canteen is to be run at University office for Students and Employees of HVSU. Cafeteria has to cater Breakfast, Lunch, Snacks, Beverage, Dinner and similar arrangement for meetings in HVSU from time to time, which may include High Tea, Buffet/Packed Lunch etc.
- Preparation of List of Food Items/ Recipe/ Menu and approval of rates from the Haryana Vishwakarma Skill University before introducing it.
- Deployment of adequate manpower, materials, consumables etc. to run the Cafeteria / Pantry smoothly.
- Procure necessary permits, licenses from the concerned authorities required for running a Cafeteria / Pantry.
- The premises can be inspected during any working days between 10:00 A.M to 5:30 PM by the bidder before submitting their offer/bid.

### **Pantry Services**

- Pantry services include providing, preparing and serving of Tea/ Coffee/ Snacks, Breakfast, Lunch, Dinner and other food and beverage products. Preparation of Tea/Coffee and serving to the staff, officers, guests etc. twice a day.
- Serving of Tea/Coffee and snacks for HVSU & other meetings and/or as ordered by the management from time to time within office.
- The service provider may be required to serve tea/coffee/cold drinks, snacks, and lunch etc. on regular working days as well as in the various official meetings, programmes, seminars and functions organized by HVSU from time to time and also serve people visiting H V S U in connection with various work events as well.
- Caterer Shall have to arrange for all Crockery, Cutlery, Glassware, Kitchen Utensils, Serving-ware, all consumables, and required small food production machines such as microwave, freezer, oven etc as per requirement at its own cost.

### **Areas of Work**

- Serving Food and Beverage items at prescribed timings in the agreed premises including all cabins, cubicles, work-stations,

conference/meeting rooms, staff, canteen and any other area as maybe decided by the HVSU. This includes all routine meals required to be prepared as shall be directed by the client from time to time, at the agreed premises.

- Serving of snacks, food & beverages items as per instructions of client requirement of guests at the meeting /conference halls or any other area as shall be directed by the client from time to time at the agreed premises.
- Supervision of pantry area operations and proper maintenance by arranging, engaging and deploying a competent qualified and well experienced staff along with manager. The staff in charge must have experience of operating in pantries of organization of repute.
- Buying, procuring, storing, and utilizing the best quality of food products such as dairy, frozen foods, durables such as tinned food and beverages and to make the same available at required times. The shelf life of the food items must be strictly adhered to.
- To store enough material to cover at least 10 days of operations.
- Sufficient varieties in various items on time to time basis as maybe decided by the client and in capacity of the contractor will be served. Items for general catering items will be approved by client.
- Housekeeping and maintenance of boardroom, meeting room and pantry areas will be carried out by contractor.
- The contractor will be responsible for making available services of personnel who are well-qualified, experienced and capable of designing proper menu and preparation of various food items.

### **(G) Selection of the Bidder:**

1. The sealed envelopes containing the bids marked 'QUOTATIONS FOR CAFETERIA AND PANTRY' should be deposited in the Office of Haryana Vishwakarma Skill University, 2<sup>nd</sup>/3<sup>rd</sup> Floor, Vishwakarma Bhawan, Plot No. 147, Sector- 44, Gurugram, Haryana on or before **2.30 p.m. on 19.03.2018**. The tenders will be opened on the same day at 3.30 PM in the office of Haryana Vishwakarma Skill University, Gurugram in the presence of bidders/ their representatives who may like to be present. Date for opening of Financial Bids will be intimated to all bidders on the same day. The quotations received without application fees and the earnest money deposit will not be entertained and will be summarily rejected.

2. The technical competency of the bidder will be decided on the basis of the documents submitted by him and after inspection of the ongoing facilities managed by him through the committee formed by the University for this purpose.

3. The bidder is requested to submit list of clients along with contact details and phone numbers of the contact persons.

**Deputy Registrar  
HVSU**

## ANNEXURE- A

### TECHNICAL INFORMATION OF THE BIDDER

1. Name of the Bidding firm :
2. Office Address :
3. Mobile Number :
4. E-Mail Address :
5. Name & Designation of authorized representative(s) with Phone/mobile No. :
6. Registration Certificates (Please enclose relevant valid certified copies in support) :

SN.	Description	Details to be furnished by the Bidder	Page No in your EoI/Bid
1.	FSSAI License <b>(if applicable)</b>		
2.	PF Registration No. District & State <b>(if applicable)</b>		
3.	ESI Registration No. District & State <b>(if applicable)</b>		
4.	Labour License <b>(if applicable)</b>		
5.	Municipal Food License (FDA) <b>(if applicable)</b>		
6.	PAN card <b>(Mandatory)</b>		
7.	GST registration no. <b>(if applicable)</b>		
8.	Trade License/Firm Establishment Regn. No <b>(Mandatory)</b>		
9.	Authorization Certificate (containing the attested specimen signature) to sign this Bid/EoI document <b>(Mandatory)</b>		
10.	In case of partnership/private limited, relevant documents in support are to be attached by the bidder <b>(Mandatory)</b>		
11.	Experience in hospitality sector <b>(if startup, Submit proof)</b>		
12.	Client List		

(Note-If, committee will satisfy with the presentation and site inspection of services then relaxation of one year in experience may be granted)

**Seal and Signature of Bidder**

## FINANCIAL BID: LIST OF FOOD ITEMS WITH RATES

S.No	Description	Qty / Size / Weight	Rate (in Rupees)
1.	Tea (per cup)	150 ml.	
2.	Tea (Tea Bags)	150 ml.	
3.	Green Tea	150 ml.	
4.	Hot Coffee (per cup)	150 ml.	
5.	Espresso coffee	150 ml.	
6.	Cold Coffee	150 ml.	
7.	Soft Drink 200 ml/300 ml/500 ml	as per MRP	
8.	Fruit Juice	as per MRP	
9.	Fruit Shake	as per MRP	
10.	Flavored Milk	as per MRP	
11.	Lassi Sweet	as per MRP	
12.	Masala/Plain Butter Milk	as per MRP	
13.	Mineral water (half ltr.)	as per MRP	
14.	Ice Cream	as per MRP	
15.	Biscuits	as per MRP	
16	Waffers, Chocolates, toffees etc. (Only branded items)	as per MRP	
17	Potato Paratha	<b>Per Piece</b>	
18	Samosa (per piece)	<b>Per piece</b>	
19	Kachori (two piece)	<b>Per Plate</b>	
20	Bread Pakora	<b>Per Piece</b>	
21	Bread Pakora (big bread stuffed paneer )	<b>Per Piece</b>	
22	Vegetable Cutlets (per Pc.)	<b>Per Piece</b>	
23	Mix Vegetable Pakora	<b>Per plate</b>	
24	Paneer Pakora	<b>Per piece</b>	
25	Burger	100 gm.	
26	Vegetable Petty	50 gm.	
27	Paneer Petty	50 gm.	
28	Pao Bhaji	Per Plate	

29	Channa Bhatura	Per Plate	
30	4 poories with aloo vegetable/Channa	Per Plate	
31	Rice with chholey/rajma/dal /Kadi	Per Plate	
32	Stuffed Prantha (aloo/Gobhi/muli etc)	Per Pcs.	
33	Butter Toast – 2 Slice	50 gm.	
34	Vegetable Sandwich	Big Size	
35	Grilled Sandwich	Big Size	
36	Cheese Sandwich	Big Size	
37	Omlete (1 egg with two bread slices)		
38	Omlete (2 egg with two bread slices)		
39	Boiled Egg (1piece)		
40	Egg Roll	150 gm.	
41	SambarVada (per plate-2 pcs)	150 gm.	
42	Idly Sambar (per plate -2 pcs)	20 gm.	
43	Masala Dosa with sambar & chutney	150 gm.	
44	Thali for Lunch (General) 1 Sabji + 1 Dal +100 gm Rice + 4 Roti +Salad	01plate	
45	Thali for Lunch (Medium) 1 Sabji + 1 Dal +100 gm Rice + 4 Roti +Salad + Sweet + Raita/ Dahi	01 Plate	
46	Thali for Lunch (VIP) 1 Paneer Sabji +1 Seasonal Sabji 1 Dal +100 gm Rice/ Pulao + 4 Roti +Salad + Sweet + Raita/ Dahi +Papad +Pickle	01 Plate	
45	Chowmine (full plate)	300 gm.	
46	Chowmine (Half plate)	150 gm.	
47	Spring Roll	150 gm.	
48	Noodles( Maggie, yippee etc)	Per Plate	
49	Cheese Cutlets	150 gm.	
50	French Fries	150 gm.	

**Seal and Signature of Bidder**



Signature of the Tenderer  
Name:.....

Stamp