



Request For Quotations (RFQs) for providing Canteen Services at Cafeteria

Reference number: PSeGS/Canteen/2023/1

Punjab State e-Governance Society,
O/o Department of Governance Reforms and Public Grievances,
Government of Punjab
Plot D-241, Industrial Area, Phase – 8B,
Sector – 74, Mohali – 160071

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1. Notice inviting quotations

Punjab State e-Governance Society,

O/o Department of Governance Reforms and Public Grievances, Government of Punjab

Reference Number: PSeGS/Canteen/2023/1

PSeGS (Punjab State e-Governance Society) invites sealed quotations for providing canteen services at its 2nd Floor cafeteria located at Plot D-241, Industrial Area, Phase – 8B, Sector – 74, Mohali for an initial period of three years.

Closing date and time is 07.12.2023 at 03.00 PM. For details log on to <https://dgrpg.punjab.gov.in/>.

2. Document Control Sheet

SN	Particulars	Details
1.	Document reference number	PSeGS/Canteen/2023/1
2.	Date and time for submission of queries through email	04-12-2023 up to 15:30 Hrs
3.	Last Date and Time for submission of bids	07-12-2023 up to 15:00 Hrs
4.	Date and time of opening of Bids	11-12-2023 at 11:00 Hrs
5.	Address For Communication And Venue For pre-bid meeting	Punjab State e-Governance Society, O/o Department of Governance Reforms and Public Grievances, Plot D-241, Industrial Area, Phase – 8B, Sector – 74, Mohali - 160071
6.	Earnest Money Deposit (EMD) through online mode / Demand Draft / Pay Order	Rs. 10,000/- (Rs. Ten Thousand Only)
7.	Contact details	Name: Gurleen Singh Mobile: 9878529052 Email: gurleen.singh@punjab.gov.in
8.	Website for RFQ reference	https://dgrpg.punjab.gov.in/
13	Method of Selection	L1 (Least cost) with weightage points

Note: All corrigendum / addendums / clarifications regarding this RFQ shall be posted on the above mentioned websites only. No other communication or advertisement will be given.

3. Scope of Work

- 3.1. There are approximately 150 staff members working in the PSeGS, O/o Directorate of Governance Reforms and Public Grievances, Mohali for which a Service Provider is required for management & operations of Canteen.
- 3.2. The canteen services are required on working days from Monday to Friday during office hours from 9 AM to 5:30 PM or as may be decided by the Govt. from time to time. Sometimes on Saturday / Sunday or holidays as per requirement, for which the Service Provider shall be intimated in advance.
- 3.3. The Service Provider must provide the following items (with minimum quantity per serving) in the canteen:
 - 3.3.1. Tea with Masala, Adrak and Elaichi (150 ml) (Min 100 ml milk)
 - 3.3.2. Milk Tea with Masala, Adrak and Elaichi (150 ml) (Min 150 ml milk)
 - 3.3.3. Coffee (Nescafe/Bru) (150 ml)
 - 3.3.4. Fresh Nimbu Pani (Sweet / Salty / Mix) (250 ml)
 - 3.3.5. Fresh Juice (Mausambi / Carrot / Seasonal / Mix Fruit etc) (250 ml)
 - 3.3.6. Fresh Lime Soda (Sweet / Salty / Mix) (250 ml)
 - 3.3.7. Samosa (70 grams)
 - 3.3.8. Veg Patty (150 grams)
 - 3.3.9. Veg Kachori (150 grams)
 - 3.3.10. Veg Sandwich (2 slices of bread)
 - 3.3.11. Butter toast (2 slices)
 - 3.3.12. Bread Omelette (2 slices and 2 eggs)
 - 3.3.13. Egg bhurji (2 eggs)
 - 3.3.14. Bread Pakora (Half Piece) - stuffed
 - 3.3.15. Bread Pakora (Full Piece) - stuffed
 - 3.3.16. Grilled Sandwich (2 slices)
 - 3.3.17. Hot / cold milk (Verka / Amul / Vita only) (200 ml)
 - 3.3.18. Soup (Tomato / Veg) (200 ml)
 - 3.3.19. Besan Burfi (40 grams)
 - 3.3.20. Mathi (Plain/Methi) (One Piece)
 - 3.3.21. Maggi (1 packet)
 - 3.3.22. Lunch (Thali)
 - 3.3.23. Dahi / Curd (Verka / Amul / Vita only)
 - 3.3.24. Flavored Milk (Verka / Amul / Vita only)

- 3.3.25. Sweet Lassi Tetra Pack (Verka / Amul / Vita only)
- 3.3.26. Namkeen Lassi Tetra Pack (Verka / Amul / Vita only)
- 3.3.27. Cold Drinks (200 ML / 500 ML / 1 Ltr)
- 3.3.28. Chips (Lays / Mad Angles / Kurkure / Uncle Chips only)
- 3.3.29. Biscuit (Britannia / Cremica / Good-day / Crack Jak / Parle-G / Priya Gold)
- 3.3.30. Namkeen - Bhujia, Navrattan Mix, etc (Haldiram / Bikano only)
- 3.3.31. Mango Shake (250 ml) (with real mangos not powder / syrup)
- 3.3.32. Banana Shake (250 ml) (with real bananas not powder / syrup)
- 3.4. Packed products must be sold at MRP or below.
- 3.5. The Service Provider must use / provide standard brands of material / ingredients as mentioned above. No other brand wherever specified shall be used.
- 3.6. PSeGS reserves the right to direct the Service Provider for introduction of any additional item in the canteen. Also the Service Provider shall be allowed to add new items in the canteen with prior approval of the PSeGS. The rates in both cases shall be decided mutually.
- 3.7. In case the consumption of any item is very less, the Service Provider may discontinue that item after approval of PSeGS.
- 3.8. The Service Provider must provide at least one dedicated helper for delivery of items within the office.
- 3.9. The Service Provider shall use its own equipment, appliances for tea/coffee preparation etc. Hot plate, Microwave, Oven, cooking pot, crockery, cutlery, glassware, utensils and other service-ware for the smooth operation of the canteen.
- 3.10. The Service Provider shall abide by all the State & Central labor rules and regulations and all other statutory Acts relevant to this contract.
- 3.11. The Service Provider shall not have tenancy rights and shall have to vacate the place allotted to him immediately on expiry/termination of the contract or when requisitioned by PSeGS in the same condition as it was handed over to Service Provider.
- 3.12. The Service Provider shall hire workers whose character antecedents has been verified, after medical examination subject to applicable labor laws. No Child labor shall be employed by the Service Provider. PSeGS shall not be held responsible fully or partially for any dispute that may arise between Service Provider and its workers/employees.

- 3.13. The Service Provider will ensure that raw materials used for cooking (whatever permitted) are of very good quality, safe for human consumption and conform to the standard laid down by the Govt. in this regard from time to time. In the event of any food poisoning/contamination, the Service Provider will be held fully responsible and liable to other penal actions under the law. The Service Provider shall also ensure to keep/provide food items in hygienic conditions and shall maintain cleanliness and hygiene in the canteen at all times.
- 3.14. A list of workers engaged by the Service Provider for the work should be provided giving their names and addresses with identity and residence proof.
- 3.15. The eatables will be served in neat and clean permitted utensils and the canteen staff must be in proper uniform.
- 3.16. Cleaning of the canteen shall be done by the Service Provider. The garbage of the canteen shall also be disposed of by the Service Provider on a daily basis.
- 3.17. It shall be sole responsibility of the Service Provider to obtain and keep ready necessary license/permission from Govt. bodies for running canteen services and produce the same before the concerned authority as and when asked for.
- 3.18. Liability/responsibility in case of any accident causing injury/death of canteen worker or any of staff shall be of the Service Provider. PSeGS shall not be responsible by any means in such a case.
- 3.19. The Service Provider would be required to use ISI/Agmark/Food grade products and as per FSSAI norms and would ensure the usage of similar ingredients for bought out items.
- 3.20. The Service Provider shall not stock any inflammable or otherwise dangerous material, goods, narcotics or drugs in any part of the allotted space which are a fire and health hazard to the premises.
- 3.21. The staff engaged in food preparation should be trained and skilled food handlers having experience of food service management/food & beverage services etc.
- 3.22. The Service Provider shall display the rate list of eatables supplied with quantity / weights in the canteen area and shall charge only such rates as per terms and conditions of contract and displayed.
- 3.23. Rates should be subsidized since no charges for electricity / water and rent for space are being taken from the service provider.
- 3.24. The following basic amenities shall be provided to the Service Provider:

- 3.24.1. Space to run the canteen including a sitting area at Second Floor in PSeGS building shall be provided without any rental charges.
- 3.24.2. Electrical fittings including LED lamps/tube lights shall be provided without any charges.
- 3.24.3. No water supply charges will be charged for water consumption.
- 3.24.4. Basic furniture including tables, chairs etc will be provided and no charges will be charged to the Service Provider.
- 3.24.5. No electricity charges for consumption for below mentioned items:
- Two electric induction plates for preparation of tea, coffee, Maggie etc.
 - One mixer for shakes, etc
 - Two fridge, one hot case, one grilled sandwich maker and one microwave for snacks, lunch, etc.
- Note 1:** Prior approval of PSeGS must be obtained before installing of any other electrical item
- Note 2:-** *Cooking of Lunch, Snacks like samosa etc. in the canteen shall NOT be allowed in the office premises.*
- 3.24.6. Each employee is provided with 2 coupons per day for tea. The Service Provider shall provide tea etc. against coupons and claim reimbursement from the finance wing.

Note: - *Servicing & maintenance of basic amenities will be done by the Service Provider during the contract period. The Service Provider has to ensure that these items should be in running condition at the time of handing over upon completion/ termination of contract.*

4. Instructions to bidders

4.1. Bid evaluation process

- 4.1.1. The bid evaluation will be carried out in a two stage process as under:
- 4.1.1.1. Pre-qualification evaluation
 - 4.1.1.2. Financial bids evaluation

- 4.1.2. The bidder should physically inspect the office premises before filling and submitting the bid to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any ignorance at the later stage.
- 4.1.3. The bidder has to ensure that the documents submitted in their quotation are not incomplete in any form and conditional quotations will be rejected out rightly.
- 4.1.4. During the process of evaluation of the bids, the PSeGS may, at its discretion, ask bidders for clarifications on their bids.

4.2. Pre-qualification Eligibility criteria

- 4.2.1. The evaluation of the bidders will be carried out as per the eligibility criteria given below:
- 4.2.1.1. The bidder should have a minimum:
1 year experience in providing canteen / catering services in at-least 1 Govt./PSU/reputed Private/Public Company etc. having minimum 15 employees

or

1 year experience in operating a hotel / restaurant / eatery supplying more than 20 menu items with average annual turnover of Rs 12 Lacs or more during the last 3 years. (Please attach proofs)
- 4.2.1.2. The bidder should not be blacklisted by any Govt./PSU/Reputed private/public Ltd. Company etc. A self-certificate in this regard is to be given as per format provided in this document.
- 4.2.2. Only the bidders who fulfills the given Technical Eligibility criteria shall be eligible for next round of evaluation i.e. Financial Evaluation..

4.3. Financial Evaluation

- 4.3.1. Financial bid format is as under:-

SN	Item	Quantity	Unit Rate (in Rs.) (incl. GST)	Weightage% of item
1	Tea with Masala, Adrak and Elaichi (Min 100 ml milk)	150 ml		10

RFQ for Canteen Services

2	Milk Tea with Masala, Adrak and Elaichi (Min 150 ml milk)	150 ml		4
3	Dip Tea (with Tea Bag)	150 ml		2
4	Coffee (Nescafe / Bru)	150 ml		7
5	Fresh Nimbu Pani (Sweet / Salty / Mix)	250 ml		5
6	Fresh Lime Soda (Sweet / Salty / Mix)	250 ml		5
7	Fresh Juice (Mausambi / Carrot / Seasonal / Mix Fruit etc)	250 ml		5
8	Samosa	70 grams		5
9	Bread Pakora (stuffed)	Half piece		3
10	Bread Pakora (stuffed)	Full piece		2
11	Mathi (Plain/Methi)	One piece		2
12	Maggi	1 packet		4
13	Veg Patty	150 grams		4
14	Veg Kachori	150 grams		4
15	Veg Sandwich	2 slices		6
16	Grilled Sandwich	2 slices		6
17	Butter toast	2 slices		6
18	Bread Omelette	2 slices with 2 eggs		3
19	Egg Bhurji	2 eggs		3
20	Hot / cold milk (Verka / Amul / Vita only)	150 ml		3
21	Soup (Tomato / Veg)	200 ml		3
22	Besan Burfi	40 grams		3
23	Lunch (Thali) (1 Dal, 1 Seasonal-Veg, Rice, 2 Roti)			2
24	Mango Shake (with real mangos not powder / syrup)	250 ml		2
25	Banana Shake (with real bananas not powder / syrup)	250 ml		1
Total				100

- On an average 250 Cups of Tea/Coffee are consumed daily.
- Lunch/snacks to be provided as per requirement

- 4.3.2. Weightage point for each bidder for each item shall be calculated as under: -

$$\text{Rates quoted for items by bidder} \times \text{Weightage \%}$$

- 4.3.3. Technically, eligible bidders will be evaluated based on weightage assigned to each item. Bidder getting lowest total weightage points of all category of items, will be treated L1 bidder & would be considered as successful bidder for award of work. The bidder with the next lowest total weightage point will be treated as L2 and so on.
- 4.3.4. If the L1 bidder is unable to provide the services, the EMD / Performance Security of the L1 bidder shall be forfeited. In such a case, PSeGS may assign the work to the L2 bidder. In the event of L2 bidder also backing out, L3 bidder may be assigned the work and so on.

4.4. Earnest Money Deposit (EMD) and Performance Security

- 4.4.1. The bidder shall furnish EMD through online mode / Demand Draft / Pay Order from a commercial bank drawn in favour of "Member Secretary, PSeGS", as part of the Eligibility Criteria, as per detail provided in the Document Control sheet. In the absence of EMD, the bidder shall be rejected summarily.
- 4.4.2. The EMD of the successful bidder will be treated as Performance Security and will be returned after the successful completion of the contract period.
- 4.4.3. EMD of all unsuccessful bidders would be refunded by PSeGS as promptly as possible after signing of the contract with the successful bidder.
- 4.4.4. The EMD / Performance Security submitted shall be interest free and will be refundable to the bidders without any accruing/accrued interest on it.
- 4.4.5. The EMD / Performance Security will be forfeited on account of one or more of the following reasons:-
- 4.4.5.1. Bidder withdraws its bid during the validity period specified in this document.
 - 4.4.5.2. If a bidder makes misleading or false representations in the forms, statements and attachments submitted in the bid documents.
 - 4.4.5.3. Recovery of penalties
 - 4.4.5.4. Failure to perform

4.4.5.5. Causing loss to PSeGS

4.5. Validity of bids

- 4.5.1. Bids shall remain valid till 180 (one hundred and eighty) days from the date of submission of bids.
- 4.5.2. PSeGS reserves the right to annul the bidding process, or to accept or reject any or all the bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

4.6. Issue of Work Order

- 4.6.1. PSeGS reserves the right to obtain feedback from the previous/present clients of the selected bidder and also depute its team(s) to inspect the site(s) at present contract(s) for on-the-spot first hand information regarding the quality/quantity of food and services provided by the selected bidder.
- 4.6.2. Decision of PSeGS with regard to award of contract will depend upon the feedback received by it from the previous/and present client and also from the team(s) deputed for the purpose. The decision of PSeGS in this regard will be final and binding on all bidders..
- 4.6.3. PSeGS will issue a work order to notify the successful bidder in writing about acceptance of their bid.

5. General Contract Conditions

5.1. Termination of contract for default or convenience

- 5.1.1. PSeGS or the Service Provider can terminate the contract in the event of default of terms and conditions of this document or the subsequent contract by the other party by giving 2 months' written notice.
- 5.1.2. PSeGS reserves the right to terminate, by prior written 2 months' notice, the whole or part of the contract, at any time for its convenience.

5.2. Resolution of disputes

- 5.2.1. If any dispute arises between parties, the decision of the CEO, PSeGS whether by amicable settlement or by arbitration, shall be the final and binding on both the parties.

5.3. Legal Jurisdiction

- 5.3.1. All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Mohali, Punjab only.

5.4. Amendments and Work Order Validity

- 5.4.1. The work order shall be valid for a period of three years, which may be extended each year based on satisfactory performance of the Service Provider.
- 5.4.2. Any amendment to the work order shall be done by mutual consent of both the parties.

5.5. Outsourcing / subletting

- 5.5.1. No part of the contract shall be outsourced by the Service Provider. Non-adherence to the same shall attract penal action against the Service Provider.

6. Penalties

- 6.1.1. In case it is found that the Service Provider is using/providing poor quality /unhygienic food / raw materials, expired items, overcharging or charging more than MRP, then a penalty of Rs. 500 per instance shall be imposed.
- 6.1.2. The Service Provider shall be responsible for the security & safety of the canteen & all the furniture, fixtures, & equipment provided in the canteen. In case of any damages/loss occurred due to negligence on the part of workers employed by the Service Provider, it will be liable for compensating the loss.

- 6.1.3. In case, it is found that the canteen premises are not kept in clean and hygienic condition, then a penalty of Rs. 500 per instance shall be imposed.
- 6.1.4. The canteen must operate on all working days and as mentioned in this document failing which a penalty of Rs. 500 per instance shall be imposed.
- 6.1.5. Any other non-compliance of the agreement shall also invite a penalty of Rs. 500 per day / instance.
- 6.1.6. The penalty/timelines may be relaxed by the PSeGS for justified reasons submitted in writing by the Service Provider.
- 6.1.7. On repeated instances of failures, PSeGS may terminate the contract and forfeit performance security.

7. Prices

- 7.1.1. The rates quoted in the financial bid shall be inclusive of all taxes.
- 7.1.2. The rates given by the Service Provider in the Financial Bid and approved by PSeGS will be valid for the entire contract period.
- 7.1.3. The cost of lunch, snacks given by the Service Provider in Financial Bid, for Canteen/Meetings/Conferences, etc., should include the cost of manpower/additional manpower/utensils required for serving the food items. No additional service charge or any other cost will be given for this purpose.

8. Bid Formats

8.1. Covering letter / Technical Bid Proforma

Bid Reference No. : *PSeGS/Canteen/2023/1*

[Bidders are required to submit the covering letter as given here on their letterhead]

To
CEO,
Punjab State e-Governance Society

O/o Department of Governance Reforms & Public Grievances
Plot No. D-241, Industrial Area, Sector - 74,
Sahibzada Ajit Singh Nagar,
Punjab-160071

Sub: Submission of sealed quotations for providing Canteen Services in PSeGS, O/o DGRPG

Dear Sir,

1. We, the undersigned, have carefully examined the above referenced document and submit our bid in full conformity with the said document.
2. Our details have been filled below:-

SN	Particulars	Details
1.	Name of the bidder	
2.	Address with telephone numbers, email, etc	
3.	PAN Number of Firm or Proprietor	
4.	GST Registration Number (If any)	

3. Details of Experience (Proofs attached) :

SN	Name of the Service Contract	Name of the Client	Number of persons deployed	Contract start date	Contract completion date

Signature:

Name and Designation of Signatory:

Date.....

Place.....

8.2. Format for Undertaking

Bid Reference No. : PSeGS/Canteen/2023/1

[On the letterhead of the organization]

No.

Date:

To,

CEO,
Punjab State e-Governance Society,
Department of Governance Reforms & Public Grievances
Plot No. D-241, Industrial Area, Sector - 74,
Sahibzada Ajit Singh Nagar,
Punjab-160071

Subject: Self Declaration for not being blacklisted

Dear Sir/ Madam,

We confirm that our company or firm,
_____ (Name of the
company/firm), as on the date of submission of this bid has not been ever under a
declaration of ineligibility for corrupt or fraudulent practices and has not been
blacklisted by any State Govt. / Central Govt. / Board, Corporations and
Government Societies / PSU for any reason.

Yours Sincerely,

Signature:

Name and Designation of Signatory: