



**Accountant General (A&E) Haryana**  
Plot No. 4 & 5, Sector 33B, Chandigarh-160 020  
<https://cag.gov.in/ae/haryana/en/>

**REQUEST FOR PROPOSAL**

**Title of the Tender: Hiring of Canteen Staff for Departmental Canteen**

**Start Date: 15.03.2021**

**Closing Date: 31.03.2021**

**Tender ID: Admn-4/Canteen Staff/2020-21/344 dated 15.03.2021**

**Responses to the attention of:**

Deputy Accountant General (Administration)  
O/o Accountant General (A&E) Haryana  
Plot No. 4 & 5, Sector 33B,  
Chandigarh-160 020.  
[dustakar.rajashekar@cag.gov.in](mailto:dustakar.rajashekar@cag.gov.in) Phone- 0172-2615281

President of India through Deputy Accountant General (Administration) in the office of the Accountant General (A&E) Haryana (hereinafter referred as “**Department**”) invites proposals (hereinafter referred as “**Bid**”) under ‘Single Stage Two Bid System’ from interested, reputed, resourceful and financially sound entities for running the Departmental Canteen in the office of Principal Accountant General (A&E) Haryana (hereinafter referred as “**Department**”) as per scope of work given in the tender document.

## **FACT SHEET**

<b>Sl. No.</b>	<b>PARTICULARS</b>	<b>DETAIL</b>
1.	Tender ID	Admn-4/Canteen Staff/2020-21/344 Dated 15.03.2021
2.	Start Date for submission of bid	17.03.2021
3.	Pre Bid meeting date & time	26.03.2021 at 12.00 pm
4.	Tender Fee and Earnest Money Deposit	Tender Fee : Nil EMD : Rs. 30,000/- payable in favour of Pay and Accounts Officer, Office of the Accountant General (A&E) Punjab, Chandigarh (to be refunded to unsuccessful bidders and to be adjusted as Security Deposit in respect of successful bidder)
5.	Performance Security	10 percent of tender amount for service charges for six months to be submitted within 10 days of issue of Letter of Acceptance in form of Bank Guarantee/Demand Draft/FD. Performance Security shall remain valid for a period of 60 days beyond the completion of contract.
6.	Validity of bid	180 days
7.	Period of the Contract	Initially for one (1) years.
8.	Last date for submission of bid	31.03.2021 at 11.00 am
9.	Date and time of opening of Technical Bid	<b>31<sup>st</sup> March, 2021 at 12.00 pm in the office of Accountant General (A&amp;E) Haryana, Plot No. 4 &amp; 5, Sector 33B, Chandigarh.</b>
10.	Date and time of opening of Price Bid	<b>02.04.2021 at 03.00 pm</b>

### **1. Basic Information**

1.1 **Department** intends to invites responses to this tender document from contractors/companies/Agencies/Consortium for hiring of experienced manpower for running of Departmental Canteen.

1.2 Responses must be received not later than the time and date mentioned in the Fact

Sheet. Responses received after the deadline WILL NOT be considered.

1.3 The bidders may download the tender document from the website of this office <https://cag.gov.in/ae/haryana/en/> and [www.eprocure.gov.in/epublish](http://www.eprocure.gov.in/epublish)

1.4 In case the bidder is a consortium/Joint Venture, it should not include more than three member entities.

1.5 **Department** reserves the right to reject any or all the responses in whole or in part, without assigning any reason.

1.6 Tenders received without Earnest Money Deposit shall liable to be rejected.

## **2. Eligibility Criteria**

2.1. The bidder must be presently operating or have operated in last three years a Canteen in Central/State Government Departments/Public Sector Undertakings/School/College/Universities in Chandigarh or nearby areas.

2.2. The bidder should be well versed in preparation of various types of Vegeterian Indian Food including North/South and Local/Regional types of preparations

2.3. Average turnover from the business during last three financial years should not be less than Rs. 50 lakh.

2.4. The bidder should have registration with ESI & EPF

2.5. The bidder should have the FSSAI certificate.

2.6. Number of personnel engaged should be more than 25.

2.7. On the date of submission of bid, the bidder should not have been blacklisted by any Central/State Government/Public Sector Undertaking or local bodies for unsatisfactory past performance, corrupt, fraudulent and/or unethical business practices. An undertaking in this regard to be submitted by the bidder as Annexure-IV.

## **3. Scope of work**

3.1. **Department** intends to take the services of providing cooking, tea making, serving and cleaning related services. The selected bidder will be responsible to provide the requisite manpower as per detail given below:

3.1.1. On monthly basis:

<b>Function</b>	<b>Skills</b>	<b>No. of manpower required</b>
General Hospitality Activity	Halwai-cum-cook	2
	Tea Maker	1
	Serving Staff	3
	Cleaning Staff	2

The number is subject to change based on the circumstances

- 3.1.2 Additional manpower as required on any day for special events and services.
- 3.2. Payment to hired manpower will be made for the actual number of working days as per the prescribed rates.
- 3.3. The manpower deployed by the contractor shall be responsible for cooking and serving food i.e. Lunch, dinner, Snacks and any type of sweets for providing to the staff and officers.
- 3.4. The manpower deployed by the Contractor will maintain proper cleaning/hygiene in the canteen.
- 3.5. Food and beverages will also be required to be prepared and served for the functions of the staff like Retirement/promotion and celebrating the birthday parties and any type of get together of the staff.
- 3.6. Eatables will be served in neat and clean utensils and canteen staff must be in proper uniform at all the times.
- 3.7. Hired staff may also prepare/supply additional items (seasonal and permanent nature) and bakery items those food/eatable items which are not under the contract in case of demand from employees.
- 3.8. Food items which are usually demanded / consumed as snacks (such as Samosa, Patties, Sandwich, Pakoda, Breadroll, Dhokla, Poha etc.) also be made available in the canteen throughout the day. Any special demand or requirement for meeting of officers should also be met.
- 3.9. Hired staff will have to cook/prepare breakfast/lunch/dinner in the canteen premises and pack the food as per requirement of the staff and schedule drawn for the purpose by the authorities concerned of.
- 3.10. Procurement and supply of items as decided by Canteen Management Committee to be provided from outside.
- 3.11. The manpower deployed by the contractor shall be well experienced in the field and age group of 18 - 60 years. The contractor has to follow Child Labour Law & Regulations issued by Labour Commission while deploying manpower.

- 3.12. The Contractor shall get the character & antecedents of the manpower duly verified from the local police having jurisdiction and shall submit police verification certificates before their deployment. He shall also submit a copy of valid photo identity proof in respect of person deployed. The manpower should be free from any communicable disease and shall produce medical fitness certificate to the office before deployment
- 3.13. The manpower deployed by the contractor shall always displaying identity card with neat & clean dress. Contractor shall provide all accessories such as Apron, Cap, Gloves etc. to each person which are essentially required to wear while discharging the day-to-day serving and cooking duties
- 3.14. **Penalty Clause:** In the event of any of the “canteen workforce” not performing the duty properly or being absent from duty without proper permission or reason, an amount equal to double the day wages per day per person will be recovered from the Contractor’s monthly bill
- 3.15.

**4. Submission of Response:** Bids will be submitted as per detail mentioned in the Fact Sheet of this tender document.

- 4.1. Technical bid will be submitted in Annexure-I in a sealed envelope superscribed as **TECHNICAL BID FOR TENDER ID ADMN-4/CANTEEN STAFF/2020-21/ 344 DATED 15.03.2021**
- 4.2. Financial bid will be submitted in a sealed envelope as per Annexure-II super scribing **FINANCIAL BID FOR TENDER ID ADMN-4/CANTEEN STAFF/2020-21/344 DATED 15.03.2021**
- 4.3. Bids received without Earnest Money Deposit will not be accepted.
- 4.4. Bids received after due date and time will not be entertained.
- 4.5. Agencies which do not fulfill the eligibility criteria as mentioned in Para 2 of this tender document will not be considered.
- 4.6. Perspective bidders, if interested may inspect the premises on any working day between 9.00 am to 5.30 pm before the date of opening of Technical Bid.
- 4.7. **Department** reserves the right to accept or reject any or all the bids without assigning any reasons thereof.

**5. Evaluation & Selection Criteria**

- 5.1. Evaluation of the bid will be carried out on Quality and Cost Base System at 70:30 weightage. Technical bid will have 70% weightage.
- 5.2. Technical parameters and their respective weightage is given in Annexure-III.
- 5.3. Bidders who scored equal to or more than 40points will be shortlisted as technically qualified.
- 5.4. Consolidated turnover and experience of the Consortium/Joint Venture will be taken

into account while evaluating the technical bid.

- 5.5. **Department** may dilute the terms of this tender document, in case number of technically qualified bidders is less than three (3).
- 5.6. Financial bid of all the technically qualified responses will only be opened.
- 5.7. Points obtained in technical evaluation will be added to the points obtained in the evaluation of the financial bid.
- 5.8. **Financial Bid** will have 30 percent weightage. Lowest financial bid i.e. L-1 will be awarded 30 points. The financial scores of the L-2 and so on will be determined by using the formula  $(L-1 \text{ price}/L-2 \text{ price}) * 30$  and so on.
- 5.9. The rates quoted in the financial bid shall be inclusive of all taxes and duties. The quoted rates shall be firm and shall not be subject to any change whatsoever.
- 5.10. Combined points of Technical and Financial evaluation will decide the L-1.
- 5.11. **Department** may opt for reverse auction, if the situation so warrants.

## 6. Instruction to bidders:

- 6.1. The bidders shall bear all costs associated with the preparation and submission of bid and the **Department** will in no case be responsible or liable those costs, regardless of the conduct or outcome of the tendering process.
- 6.2. The bidders are required to submit the complete Rate/Quotation only after satisfying each and every condition laid down in the Annexure enclosed. **Administrative charges quoted as zero will not be considered.**
- 6.3. All the rates must be written both in figures and in words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures the rates indicated in figures shall prevail.
- 6.4. The amount of earnest money will be Rs. 30,000/- (Rupees Thirty thousand only) in the shape of Bank Draft in favour of **Pay and Accounts Office, O/o Accountant General (A&E) Punjab, Chandigarh.** The EMD of unsuccessful bidder will be returned back within 60 days (without interest). However, EMD of successful bidder will be kept as **Security Deposit.**
- 6.5. The Earnest Money Deposit (EMD) shall be forfeited in case
  - 6.5.1. A bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid document.
  - 6.5.2. In case successful bidder fails to sign the contract.
- 6.6. Successful bidder will furnish an agreement separately on judicial paper of Rs. 20/-

which shall be binding for a period of initially 3 months extendable from time to time. In addition to above, outsourcing agency will furnish affidavit duly attested by notary specifically mentioning that no persons having criminal background have been deployed in this office.

- 6.7. Successful bidder should satisfy themselves before submission of the Rates/Quotations to this office that they meet the qualifying criteria and capability as laid down in the Annexure.
- 6.8. The contract will be awarded initially for 90 days subject to further extension from time to time for a period of not more than 3 years. However, extension will be considered keeping in view the various factors such as prevailing market price, satisfactory performance of the firm.
- 6.9. In case of any default by the Contractor and in any of the terms & conditions (whether General or Special), this office may, without prejudice to any other right/remedy which shall have accrued or shall accrue thereafter, terminate the contract, in whole or part, by giving 15 days notice in writing to the Contractor. However, the competent authority reserves the right to continue the contract till further arrangement is made available.
- 6.10. Notwithstanding anything contained herein, this office reserves the right to terminate the contract by giving 15 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Contractor.
- 6.11. Insurance Cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the contractor. The contractor shall arrange necessary insurance cover for any person deployed by him even for short duration. This office 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, the same shall be reimbursed/indemnified by the Contractor.
- 6.12. Successful bidder shall in no case lease/transfer/sublet/appoint staff for services.
- 6.13. No other person except the authorized representative of the successful bidder shall be allowed to enter the office premises.
- 6.14. Within the office premises the successful bidder shall not perform any private work other than their normal duties.
- 6.15. Successful bidder shall directly be responsible for any/all disputes arising between him and his personnel and keep this office indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.

- 6.16. Successful bidder shall solely responsible for payment of wages/salaries other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt. This office shall have no liability whatsoever in this regard and the Contractor shall indemnify this office against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.
- 6.17. Successful bidder shall be fully responsible for theft, burglary, fire or any other loss done by his staff.
- 6.18. The office shall provide crockery items, utensils and cutlery. It shall be the responsibility of the Contractor's manpower to ensure its safety. If any shortage/damages is found during the verification, the Contractor shall replace with items of similar quality and as approved by the Office
- 6.19. All consumable and material used by the contractor shall be Provided by the office.
- 6.20. The successful bidder will provide a list of canteen staff along with their individual EPF/ESI no. etc. In case of leave of any member the successful bidder will provide suitable substitute in place of that person.
- 6.21. The successful bidder shall ensure that proper conduct is maintained by his staff and enforce prohibition of consumption of liquors, pan, gutka, smoking and loitering without work.
- 6.22. The contractor shall ensure maintenance of the following registers and shall produce the same on demand to the concerned authority of the office and to any other authority mentioned under law:
- a) Leave register
  - b) Payment of wages register along with Bank details
  - c) Register of employees
  - d) Attendance register

## **7. Terms of Payment:**

- 7.1. Agency will submit its bill for the services rendered on or before 10<sup>th</sup> of each following month for the satisfactory services rendered.
- 7.2. Copies of challan deposited in respect of ESI/EPF for the previous month shall also be submitted along with monthly bill.
- 7.3. Tax Deducted at Source (TDS) at such rates as prescribed, shall be deducted from the monthly bills and a certificate to this effect shall be provided to the contractor
- 7.4. Successful bidder will have to make the payment to the manpower within 7 days after the month is completed **irrespective of the pending payment from the Department.**



- 8. Termination:** In case the Agency failed to perform satisfactorily, his contract will be terminated by giving **30 days** advance notice by the **Department** in consultation with the State Government. No payment shall be made by **Department** after termination of the Consultant and all Security Deposits and Performance Guarantee will be forfeited.
- 9. Jurisdiction:** The competent court at Chandigarh alone shall have exclusive Jurisdiction to entertain and try any proceeding including matters relating to such Arbitral/judicial proceedings arising out of and/or relating to the Agreement between the parties hereto.

Sd/-

**Deputy Accountant General (Administration)**

## ANNEXURE-I

Technical Bid  
(To be printed on the bidder's letterhead)

S.No.	Particulars	Please furnish the detail
1.	Name of the Bidder	
2.	Name and Designation of the person authorized for submitting the bid	
3.	Full Postal Address: Telephone No: Mobile No : Fax No: E-mail:	
4.	In case of Consortium/Joint Venture, please specify the detail of all member entities.	
5.	Brief Profile of the company (Attach extra sheets if required and upload)	
6.	Provide the registration details of firm/company/agency	
7.	No. of Canteens presently operated by the bidder.	<b>Please furnish the copy of work orders issued by various departments</b>
8.	No. of Canteens operated during last 5 years.	<b>Please furnish the copy of completion certificate work orders issued by various departments</b>
9.	Turnover during last three financial years i.e. <input type="checkbox"/> 2017-18 <input type="checkbox"/> 2018-19 <input type="checkbox"/> 2019-20	<b>Please submit copy of balance sheets duly certified by the Chartered Accountant.</b>
10.	Experience of running canteen in Central/State Government Departments.	<b>Please attach documentary support.</b>
11.	Experience of running canteen in School/College/Universities.	<b>Please attach documentary support.</b>
12.	Details of FSSAI Certificate	<b>Please attach copy of registration</b>
13.	ESI-EPF Registration Detail	<b>Please attach copy of registration</b>
14.	Number of employees engaged	

**Signature and Stamp of the Bidder.**

**ANNEXURE-II**

## Financial Bid Format

Description of payment	Rate per month per person to be quoted by the bidder			
	Halwai cum Cook	Tea Maker	Serving Staff	Cleaning Staff
1. Name of Firm and address				
2. Wages per person as per the notification issued by Chandigarh Administration under the Minimum wages Act.				
3. ESIC as per the rules, if any.				
4. EPF as per the rules, if any				
5. Miscellaneous Allowance (Apron, Cap, Gloves, consumable cleaning material etc)				
5 A Total (2 to 5)				
6. B Administrative Charges in percentage on A				
7. C- Total (A + B)				
8.D Taxes (GST) on C				
9. Grand total(per month per person)				

**Signature & Stamp of the bidder.****Note:** Administrative charges quoted as NIL will not be accepted.

## ANNEXURE-III

### Technical Parameters and their weightage

Sl.No.	Particulars	Criteria	Points Awarded	Points Awarded
1	Average turnover during last three financial years	$\leq 50$ lakh	5	10
		$> 50$ and $\leq 100$ lakh	7	
		$> 100$ lakh	10	
2	Experience in running canteen in Central/State Government Departments/PSUs/Schools/Colleges/Universities etc.	$> 1$ years and $\leq 3$ years	5	15
		$> 3$ years and $\leq 5$ years	10	
		$> 5$ years	15	
3	Number of Canteen running in Central/State Government Departments/PSUs/Schools/Colleges/Universities etc.	1	5	15
		$> 1$ and $\leq 3$	10	
		$> 3$	15	
4	Number of personnel engaged	$\leq 25$	5	10
		$> 25$ and $\leq 30$	7	
		$> 30$	10	
5	ESI Registration			5
6	EPF Registration			5
7	FSSAI registration			10
<b>TOTAL POINTS</b>				<b>70</b>

*Note: In case of Consortium/Joint Venture, consolidated parameters will be taken into account while evaluating the technical bid.*

**ANNEXURE-IV**

**Undertaking regarding blacklisting/non-debarment**

(To be printed on the letter head of the bidder)

To

Deputy Accountant General (Administration)  
O/o the Principal Accountant General (A&E) Haryana  
Plot No. 4 & 5, Sector-33B,  
Chandigarh-160 020.

Respected Madam,

We hereby confirm and declare that we, M/s \_\_\_\_\_, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services in past.

There are no complaints against us regarding delayed supply and refusal of supply for which supply order granted by the client or Govt. department.

For -----

Authorized Signatory

Date: