

ANNEXURE-I

**REQUEST FOR PROPOSAL (RFP) FOR OPERATING
NALANDA OPEN UNIVERSITY CANTEEN**

(To be kept separately in a sealed cover super scribing 'Technical Bid' on the top)

FORMAT

1. Name of the Bidder/Firm/Company
2. Address
3. Name of the Authorized Representative (if attending the bid meeting)
4. Designation/Capacity (Proprietor/Director/Official)
5. Contact Number
6. Email
7. Details of the Application fee paid (DD No. Date/Drawee Bank)
8. Details of EMD paid (DD no. Date/Drawee Bank)
9. Details of Statutory Licenses Obtained (if any)
10. Details of PAN/GSTIN/Registration No.
11. Details of the organization served/presently being served (certificates to be attached)

Period Details of the Organization Served

From To

(a)

(b)

(c)

Date :

Place :

Signature & Seal of the Bidder

Name :

Designation :

Address :



NALANDA OPEN UNIVERSITY, NALANDA

(A STATE UNIVERSITY ESTABLISHED BY AN ACT OF BIHAR GOVERNMENT)
BARGAON, NALANDA

TENDER DOCUMENT FOR UNIVERSITY CANTEEN

Sealed item rates Quotations/Tender are invited from the contractor of Government Offices/Colleges/Universities/Educational Institutions, etc. for running the canteen in the University premises so as to reach the undersigned latest by Saturday, 28th October, 2023 (upto 5.00 p.m.).

Prescribed quotation form containing terms and conditions can be taken from University Counter on payment of Rs. 1000/- and/or can also be downloaded from the University website www.nou.ac.in and in case of downloaded form a bank draft for Rs. 1000/- must be enclosed along with tender in favour of "The Registrar, Nalanda Open University, 3rd Floor, Biscomaun Bhawan, Patna-800001. Along with tender, bidder must attach all experience certificate and a copy of the PAN Card etc.

Earnest Money/Security Deposit	:	Rs. 15,000/- (refundable)
Cost of Tender Form	:	Rs. 1000/- (non-refundable)
Last Date & Time	:	28.10.2023 (upto 5.00 p.m.) through Registered Post.
Opening of Tender	:	30.10.2023 at 01:00 p.m. in Nalanda Open University, Patna

The Earnest Money/Security Deposit will have to be paid through Bank Draft, drawn in favour of NALANDA OPEN UNIVERSITY, PATNA. The tenderer has to quote for all items given in Annexure-IV else it will be treated as incomplete bid and is liable to be rejected. The overall/total rates (cumulative total for rates quoted for each item) will be considered for awarding the contract. Signature of bidder on all pages of tender, price list and supporting documents is compulsory. Incomplete tender in any form will be rejected.

Incomplete tender will be rejected.

(Dr. Habibur Rahman)
Registrar

TENDER NOTICE FOR THE AWARD OF CANTEEN CONTRACT

Sealed tenders are invited from the contractors for operating/running the canteen in the University premises on the yearly basis. The prescribed tender form containing terms and conditions can be downloaded from the University website www.nou.ac.in. The tender (in two bid system, i.e. Technical bid and Financial bid) should reach the Registrar, Nalanda Open University, 3rd Floor, Biscomaun Bhawan, Patna-800001, latest by 28.10.2023 on or before 5:00 PM along with a tender fee of Rs. 1000/- The tender application in a sealed envelope should be marked **“TENDER APPLICATION FOR RUNNING NALANDA OPEN UNIVERSITY CANTEEN”**.

Sl.No.	Activity	Date & Time
1.	Start Date & Time for downloading of tender document	20.10.2023.
2.	Last Date & Time for receiving sealed tender at Nalanda Open University, Patna through Registered Post is	28.10.2023 (05:00 p.m.).
3.	Opening of Technical Bids in the presence of bidders at Nalanda Open University, Patna.	30.10.2023 at 1:00 p.m.
4.	Financial Bids of eligible bidders will be opened on	01.11.2023 at 2:00 p.m.

Nalanda Open University reserves the right to accept or reject any or all the tenders without assigning any reason.

Terms & Conditions :

1. FSSAI Certificate
2. Minimum Turnover Rs. 10 lakhs per annum.
3. Previous experience of Canteen Service in Government Departments/Corporate/Society/Institution of minimum 2 years.

Registrar
Nalanda Open University
(Stamp)

ANNEXURE-II

UNDERTAKING

The Registrar
Nalanda Open University
Bargaon, Nalanda.

Sir,

I/We, the undersigned, certify that I/We have gone through the terms and conditions along with the price list of the items to be supplied in the canteen mentioned in the tender documents and hereby undertake to agree and comply with them entirely.

I/We understand that in case of breach of any of the terms and conditions committed on my/our part, the contract for operating and running NALANDA OPEN UNIVERSITY canteen will be liable to be terminated.

Date :

Place :

Signature & Seal of the Bidder

Name :

Designation :

Address :

ANNEXURE-III

TECHNICAL DATA SHEET

University has fixed the minimum base bid of Rs. 10,000/- per month for License fee of University canteen and fixed the rate of items to be served in canteen and Buffet plate system to be served during the University functions.

Bidders are required to be bid **ONLY** on License fee to be paid for the University Canteen.

RATE FOR THE ITEMS TO BE SERVED IN UNIVERSITY CANTEEN

Sl. No.	Items	Weight/Measure	Approved Rate (Rs. Including GST)
1.	Hot Coffee	Per cup (150 ML)	
2.	Tea	Per cup (100 ML)	
		Half Set (70 ML) each 3	
		Full Set (70 ML) each 6	
3.	Cold Drink	As per University tie up	
4.	Standard Cold Drink	As per University tie up	
5.	Mineral Water (Standard) 250 ml/500 ml/1 litre	Per Bottle	
6.	Samosa/Kachori	Per Piece (100 gm)	
7.	Pastry	Per Piece (100 gm)	
8.	Burger	Per Piece (125 gm)	
9.	Bread Roll	Per Piece (100 gm)	
10.	Bread Pakoda	Per Piece (100 gm)	
11.	Paneer Pakoda	Per Piece (75 gm)	
12.	Pakora : Palak/Aloo/Pyaj	Per Plate (150 gm)	
13.	Masala Dosa with Sambhar and Coconut Chutni	Per Piece (250 gm)	
14.	Plain Dosa with Sambhar and Coconut Chutni	Per Piece (250 gm)	
15.	Idli (2 piece) with Sambhar and Coconut Chutni	Per Plate (250 gm)	
16.	Veg. Cutlet (2piece)	Per Plate (150 gm)	
17.	Aloo Puri 4 Pc.	Per Plate (200 gm)	
18.	Aloo Paratha	Per Piece (150 gm)	
19.	Gulab Jamun	Per Piece (50 gm)	
20.	Rasgulla	Per Piece (50 gm)	
21.	Chhole Bhature	Per Plate (250 gm)	
22.	Veg. Sandwich	Per Piece (150 gm)	
23.	Toast with Butter (Brown Bread) 4 Pc.	Per Plate	
24.	Toast with Butter (White Bread) 4 Pc.	Per Plate	
25.	Bread Slice + Butter/Jam 4 Pc.	Per Plate	
26.	Veg. Chowmin (Full)	Per Plate (300 gm)	
27.	Veg. Chowmin (Half)	Per Plate (200 gm)	
28.	Paav Bhajee 2 Paav	Per Plate (150 gm)	
29.	Puri (5 Pc.) + Sabzi + Jilebi (2 Pc.) + Achar	Per Plate (350 gm)	
Lunch (1:00 pm to 2:30 pm)			
1.	Rice + Kadi/Dal/Rajma + Chapati (2 Pc.) + One Sabzi + Bhujia + Papad + Salad	Per Plate	
2.	Rice Plain	Per Plate (150 gm)	
3.	Rice Pulav	Per Plate (150 gm)	
4.	Dal/Dal Fry	Per Plate (150 gm)	

5.	5 Puris/4 Chapaties + Chhole/ Kadi/Dal/Rajma	Per Plate (400 gm)	
6.	Naan/Lachha Prantha	Per Piece	
7.	Tawa Roti	Per Piece	
8.	2 Prantha Plain + Subji	Per Plate (200 gm)	
9.	Fried Rice + Manchurian 45.00	Per Plate (200 gm)	
10.	Thali (2 Paratha/1Naan+Rice+Seasonal veg.+Dal + Salad + pickles) + Raita/Dahi	Per Plate	
11.	Thali (Rice, Dal, Sabzi, 2 Roti (Tandoori)	Per Plate	
12.	Thali (Rice, Dal, Sabzi, 4 Roti (Tawa)	Per Plate	
13.	2 Stuffed Parantha with Pickle	Per Plate (200 gm)	
14.	Poha	Per Plate (150 gm)	
15.	Vada Pav	Per Piece (100 gm)	
16.	Dahi Vada (2 Pc.)	Per Plate	
17.	Noodles	Per Plate (200 gm)	
18.	Stuffed Kachori/ Pyaz Kachori	Per Piece	
19.	Bread Omlette	2 Eggs with 2 Breads	
20.	Jalebi	Per Plate (100 gm)	
21.	Butter Chicken (2 Pc.)	Per Plate (250 gm)	
22.	Chicken Kadahi (2 Pc.)	Per Plate (250 gm)	
23.	Chicken Curry (2 Pc.)	Per Plate (250 gm)	
24.	Alive Fish Curry (2 Pc.)	Per Plate (200 gm)	
25.	Mutton Curry (2 Pc.)	Per Plate (250 gm)	

Note : All prices are inclusive of GST.

BUFFET PLATE SYSTEM

Sl. No.	Items	upto 150 plates	151-500 plates	501-800 plates	801 or above plates
1.	Seasonal Veg.+ Dal/Chole/Rajma + Paneer + Assorted Bread + puri + Rice/Pulao + Sweets + Salad + Papad + Dahi Bada				
2.	Puri/Tawa Roti + Seasonal Veg. + Rice + Pulao/Biryani + Dal/Chole/Rajma + Chicken Kadahi/Mutton Curry + Boneless Fish Fry + Salad + One Sweet + Papad + Dahi Bada + Starter (Tea/Coffee + Welcome Drink) + Ice Cream (Optional)				
3.	<u>Economy Lunch</u> Seasonal Veg.+ Dal/Chole/Rajma + Assorted Bread + Rice + Sweets + Salad				
4.	<u>Lunch</u> Dal/Rajma/Chole + Rice/puri + Salad				
5.	<u>Working Lunch</u> (Aloo Sabji + Puri)/Matar Kulcha + Sweets + Salad + Pickles + Raita				
6.	<u>Economy Lunch</u> Dosa/Uttpam + Idli + Sambher + Coconut Chutney				
7.	<u>High Tea</u> (Sandwitch + Bakery Biscuits + Waffers + Snaks + Pakoda (3 Type) + One Sweet + Tea/Coffee				

All the crockery (Bone china/Ceramise) will be provided by the contractor.

Note : All prices are exclusive of GST in Buffet System.

INSTRUCTIONS

1. The bidders shall at its own cost, if required, take necessary insurance cover in respect of the aforesaid services rendered to University and shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act, Workman's Compensation Act, 1923, payment of Wages Act, 1936, The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act, 1965. The Minimum Wages Act, 1948, Employment of children Act, 1938 and/or any other Rules/regulations and/or statutes that may be applicable to them and shall further keep the University indemnified from all acts of omission, fault, breaches and/or any demand; loss; injury/damage/theft/fire and expense arising out from the non-compliance of the aforesaid statutory provision.
2. **Panel Validity** : University will prepare panel for highest three bidders for Canteen Services In case of unsatisfactory service, canteen contract will be award to next bidder. The panel will be valid for two years for award any part of contract. In case of tie between two or more bidders, then decision of Vice Chancellor will be final on recommendations of canteen committee after recording reasons in writing.
3. **Period** : Initially, Canteen contract will be awarded for two months. Agreement will be signed for one year that may be extended further on satisfactory performance report of committee and consequent approval of Vice Chancellor.
4. **Penalty** : In case of non-compliances of any terms & conditions mentioned in tender documents, penalty may be imposed from 20% to 100% of monthly bill.
5. **Extended** : The agreement may be extend upto five years by University after satisfactory service report by canteen committee on same terms and condition.
6. **Revision of Rate** : University reserves the right to revise the rates of items considering the market rate/inflation subject to maximum of 10% of finalized rate increase per year on written request of the contractor after completion of one year of contract, in case of extension.
7. **Other Terms and Conditions for submitting the tenders for providing Canteen Services**
 - (a) The Contractor's firm must not have been blacklisted ever in the past and must not have been penalized for not meeting the provisions of Food Adulteration Act, 1954. A self-certification is required to be submitted by the contractor on letter head.
 - (b) The contractor shall abide by all the prevailing laws for running of canteen/cafeteria and shall do all the necessary formalities of obtaining licenses / permission etc. on his own. University shall not take any responsibility for any legal provisions not met by the contractor & on account of this the contractor shall solely be responsible.
 - (c) The contractor shall ensure that applicable labour laws and minimum wages act are complied with.
 - (d) The contractor shall have to execute an appropriate agreement with the University on a non-judicial Stamp of Rs.1000/- accepting all terms and conditions.
 - (e) The kitchen of the canteen shall be maintained with best of hygiene standard.
 - (f) The contractor shall take all precautions to maintain quality of food. In no case he shall sell stale/old stuff/preparations.
 - (g) The contractor must not use/store any hazardous chemical/dangerous element/ banned or expired products in the canteen which may pose threat to the health and safety of the people.
 - (h) The contractor shall use the good quality branded for cooking oil & masala (all material should be FSSAI approved) **(Sarso Oil [Engine/Patangali] & Desi Ghee [Eggmark + FSSAI product])** and should ensure that only standard material/ ingredients for cooking and serving are used. No local/sub-standard material/ ingredients shall be allowed.
 - (i) The contractor shall provide the list of the workers alongwith their identification & residential proof, who are working in the canteen.
 - (j) A list of staff working in canteen shall be forwarded to the police station concerned.
 - (k) The contractor shall ensure to keep all his belongings under lock and key. The contractor shall be solely responsible for any loss, damage; theft etc. occurring in canteen and no compensation of any kind shall be made by the University.

- (l) The contractor shall have to ensure that the canteen staff employed by him wears full dress with proper gloves, head cover, apron etc. The contractor shall have to take all the measures to maintain good hygiene during the preparations and serving.
- (m) The contractor shall display the rates of items, as approved upon by the University at prominent places of canteen & staff room.
- (n) The contractor shall have to make his own arrangements to remove / dispose-off garbage and shall not use University premises for dumping of the garbage. The contractor has to ensure that the garbage is not scattered here and there and shall have to arrange proper covered dustbins. The garbage of these dustbins shall be properly disposed-off by the contractor outside the University.
- (o) The contractor shall have to provide "Complaint and Suggestion Book" and the same shall be made available to anyone who desires to record any complaint or suggestion. The same shall be submitted to the Registrar office for inspection every month.
- (p) The contractor shall not close the canteen without prior permission from the University. The canteen shall remain open on Saturdays/Sundays/Vacations/ Holidays as per the requirement of the University.
- (q) The contract may be terminated by giving one month's notice from either side. However, if it has been found/reported that there has been a gross misconduct, negligence, non-compliance of orders requiring immediate action, the Vice Chancellor shall have the rights to revoke the contract immediately without any notice.
- (r) The contractor shall have to ensure that the agreement made by the University with any other party shall be enforceable upon him also. The contractor shall have to ensure that no competitive product is being sold in the canteen for which the University has undertaken separate & exclusive tie up.
- (s) The contractor shall maintain best quality of products served in the canteen and during the function of the University.
- (t) Any loss to the property of the University caused by the contractor shall be borne by the contractor.
- (u) In case of any dispute, the matter shall be resolved amicably. However, if the matter still remain.
- (v) Unresolved, the same shall be resolved by an arbitrator appointed by the Governing Body of the University, the decision of which shall be final & binding to both the parties.
- (w) The contractor shall not use the Canteen/University premises for residential purposes for them self or his staff.
- (x) The contractor shall not sublet the contract to any vendor further. Similarly, no part of the menu/items agreed upon shall be sublet to any other party. Subletting in any form shall not be allowed.
- (y) After the termination/expiry of the contract, all the belongings of the University should be handed over to the University, including those items for which the University has undergone a separate agreement.
- (z) The contractor should ensure all safety measures while running and operating the Nalanda Open University Canteen. This includes necessary precautions against fire hazards. The contractor will have to arrange and periodically refill at least five numbers of fire-extinguishers.
- (aa) Nalanda Open University will not undertake any responsibility for credit sales to students, visitors, staff members, or any losses caused to the contractor due to pilferage.
- (bb) The contractor shall not engage the service of any sub-contractor or transfer the contract to any other person.
- (cc) The canteen is meant exclusively used of the students & the staff of the University. It shall be responsibility of the contractor not entertain any outsider without the permission of the Vice Chancellor.
- (dd) Canteen contractor shall not allow to sell tobacco products, cigarette, liquor, ill lawful material .