



# **BID DOCUMENT**

**(e - Procurement)**

**For**

**Running Canteens in the Institute of Medical Sciences and Sir Sunderlal Hospital,  
Banaras Hindu University, Varanasi.**



**Issued On:**

**09-04-2022**

**Sir Sunderlal Hospital  
BANARAS HINDU UNIVERSITY  
VARANASI-221005, INDIA**



**Checklist for Bid/Tender Submission**  
**(The following check-list must be filled in and submitted with the bid documents)**

**Pre- Qualification Bid**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Yes/No</b>
1.	Have you attached the techno commercial unpriced bid form duly filled in appropriately?	
2.	Have you attached a copy of the last audited balance sheet of your firm	
3.	Have you attached the details of the income tax clearance certificate, proof of manufacturing unit/ dealership letter/ general order suppliers and copy of Central / State sales tax registration certificate?	
4.	Have you attached the copies of relevant work orders from Govt. Depts. / PSUs and Central Autonomous Bodies?	
5.	Have you submitted the bids both techno commercial unpriced and priced bid separately for each tender?	
6.	Have you enclosed the statement of deviations from financial terms and conditions, if any?	
<b>Price Bid</b>		
1	Have you signed and attached the priced bid form?	
2	Have you attached the schedule of requirements duly priced?	



# **Part-1**

## **Bidding Procedures**



## Section I: Instructions for Online Bid Submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.

1. Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal are prerequisite for e-tendering.
2. Bidder should register for the enrollment in the e-Procurement site using the “[Online Bidder Enrollment](#)” option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide only valid and true information including valid email id. All the correspondence shall be made directly with the contractors/bidders through email id as registered.
3. Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
4. Then the Digital Signature Certificate (Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any other Certifying Authority recognized by Controller of Certifying Authorities (CCA) India on eToken/SmartCard, should be registered.
5. The registered DSC only should be used by the bidder in the transactions and should ensure safety of the same.
6. Contractor/Bidder may go through the tenders published on the site and download the tender documents/schedules for the tenders.
7. After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as required, otherwise bid will be rejected.
8. Any clarifications may be sought online through the tender site, through the contact details or during pre-bid meeting if any. Bidder should take into account the corrigendum if any published before submitting the bids online.
9. Bidder may log in to the site through the secured login by the user id/ password chosen during enrolment/registration and then by submitting the password of the e-Token/Smartcard to access DSC.
10. Bidder may select the tender in which he/she is interested in by using the search option and then move it to the ‘my tenders’ folder.
11. From my tender folder, he may select the tender to view all the details uploaded there.
12. It shall be deemed that the bidder has read and understood all the terms and conditions before submitting the offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the incomplete bid shall stand rejected.
13. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and ordinarily it shall be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, all may be clubbed together and provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip/rar and the same if permitted may be uploaded. The file size being less than 1 MB the transaction uploading time will be very fast.



14. The Bidders can update well in advance, the documents such as certificates, annual report details etc., under “My Space option” and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
15. The hard copy should be posted/couriered/given in person to the Tender Inviting Authority, within bid submission due date and time as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
16. While submitting the bids online, the bidder shall read the terms and conditions and may accept the same to proceed further to submit the bid packets.
17. The bidder has to digitally sign and upload the required bid documents one by one as indicated. Very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read, understood and agreed with all clauses of the bid document including General conditions of contract without any exception.
18. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid may be rejected.
19. If the price bid format is provided in a spread sheet file like BoQ\_XXXX.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template shall not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for the tender.
20. The bidders are advised to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission due date and time (as per Server System Clock). The TIA shall not be held responsible for any delay or the difficulties faced during the submission of bids online by the bidders.
21. After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the acknowledgement number indicated by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and also be used as entry pass to participate in the bid opening.
22. The time settings fixed in the server side and displayed at the top of the tender site, shall remain valid for all actions of requesting, bid submission, bid opening etc., in the e-Tender system. The bidders should follow such time during bid submission.
23. All the data being entered by the bidders would be encrypted using Public Key Infrastructure (PKI) encryption techniques to ensure the secrecy of the data. The data entered is not retrievable by unauthorized persons during the bid submission and until the time of bid opening by any person.
24. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers’ public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
25. The confidentiality of the bids is maintained with the use of Secured Socket Layer (SSL) 128 bit encryption technology. Data storage encryption of sensitive fields is done.
26. The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
27. For any queries regarding e-Tendering process, the bidders may contact at address as provided in the tender document. Parallely for any further queries, the bidders are advised to contact over phone: 0542 -2369033 or send an e-mail to ms.ssh.bhu@gmail.com



# **Part-2**

## **Instruction to bidder**



## List of Contents

S.N	Particular	Page No.
1.	Eligibility Criteria	9-10
2.	<b>GENERAL TERMS &amp; CONDITIONS</b>	11-22
3.	Technical Bid	23-24
4.	Undertaking for checklist <i>(To be submitted alongwith offer)</i>	25
5.	Certificate <i>(To be submitted alongwith offer)</i>	26
6.	Proforma for Authorization	27
7.	Notice Inviting Tender	31

Tender document containing detailed guidelines is enclosed. Vendors should read the Tender Document carefully before submitting their offers.



## SECTION-A

### 1. Eligibility Criteria:

- 11 The applicant should be in Canteen Service business for a minimum period of ten years from the date of issuance of this tender. Experience of having successfully run the cafeteria services for large educational institutions and reputed organizations will be preferred.
- 12 The bidder's annual financial gross turnover in cafeteria services in each of the last three financial years, i.e., 2018-2019, 2019-2020, 2020-21 duly audited by the CA should not be less than Rs.1cr. Moreover, the firm/company should not be a loss making company in two of the last three years.
- 13 Financial Solvency Certificate - The bidder should have a solvency of Rs. 100.00 lakh (Rupees One Hundred Lakhs only). A certificate to this effect may be enclosed from the banker.
- 14 Performance Certificates for each work undertaken in the last five years with good/very good and excellent only and it should be certified by the authorized person from the client.
- 15 Relationship of key managerial positions (owner/promoters/directors) of the contractor/bidder with key official/employee positions of BHU will debar the contractor/bidder(s) from tendering. A non-relationship certificate must be submitted along with bid.
- 16 The Contractor/bidder must have their in-house training facilities with sound infrastructure.
- 17 If any bidder/contractor(s) fails to meet any of the above eligibility criteria will be disqualified.

### 2. Evaluation Procedure

The Technical and Financial Bid Evaluation of those bidders who meet the above eligibility criteria will be done by a committee constituted by the Institute as per procedure described below.

- 21 The received bids will be scrutinized by the committee and marks will be awarded on a scale of 100 on the basis of submitted documents (i.e. the background of the organization/bidder (s), previous work during the last five years and past experience in carrying out similar work/services, feedback from the current/previous users including performance certificates, turnover of the organization for last three years etc.). The detailed marks for each criteria of technical bid prescribed in Annexure A
  - 22 On the basis of the technical bid accompanied by related documents, the committee will shortlist the bidder/contractor(s) who will comply with all the eligibility criteria and score a minimum of 80 aggregate marks for the criteria as described in point no. 2.1 (*Annexure A*).  
Upon short listing the bidder/contractor(s), the authorized Institute representative(s) will visit one or more current running site(s) of the shortlisted bidder(s) for evaluation of services.
  - 23 **Only those bidders will be considered as technically qualified bidder/contractor(s) whose aggregate scores equal or more than 80 marks and whose onsite situation of the services will found satisfactory by the committee. The bidder/contractor should secure the minimum 80 marks as described in Annexure A.**
  - 24 The committee will recommend the name of the technically qualified bidder(s)/contractor(s) for opening of financial offer and the list of these technically qualified bidder(s)/contractor (s) will be published on University's Website (i.e.) no separate intimation shall be sent to individual bidders.
  - 25 The final financial bidding will be applicable only after qualifying for the technical bidding and scoring minimum 80 marks as per annexure A.
  - 26 The committee reserves its right to select or reject any or all of the bids mentioned above without assigning any reasons.
- ### 3. Penalties for violation of rules, terms and conditions
- 3.1 **Penalty**  
As per *ANNEXURE-D*, attached





**32 Enquiry**

The Institute will be entitled for compensation against the vendor, in case a proper joint enquiry establishes that the theft or loss or damage has been caused due to negligence of the vendor or any of its employees. The said compensation shall be in addition to the findings and recommendations that the joint enquiry may propose. The joint enquiry committee shall be constituted by IMS BHU which will be inclusive of one person from the vendor and one from the Chief Proctor office deployed at BHU.

**4. Reward:**

Vendor with excellent services in quality of food shall be rewarded, as per the decision of the Institute.



## SECTION B

### **General Terms and Conditions for Services**

Online Tender is invited under two-bid system for running canteens in the **Institute of Medical Sciences and Sir Sunderlal Hospital**, Banaras Hindu University (as per *Annexure-B*) for a period of 3 years, extendable on yearly basis depending on satisfactory performance, subject to a maximum period of 5 years.

1. Exact area of the canteen has been calculated and annexed with the base line licence fee for each canteen, which will be charged accordingly. H1 will be decided in financial bid as per highest quoted amount above the base line fix fee.
2. Separate tender is required to be submitted for each canteen. The tenderer for any canteen that scores the highest shall be ***given the license of only one canteen in*** preference order. Similarly, the same process will be followed for the next canteens.
3. The firm/organization/individual that becomes H1 (offered maximum Licence Fee) shall be considered the successful tenderer and the license fee offered by him shall be considered as the license fee for per month for the Canteen, which shall be paid by the licensee firm/organization/individual in the first week of each month after the allotment. In addition, GST on the license fee payable per month or taxes levied by the government from time to time shall be paid by the licensee along with Licence fee. If any licensee does not pay the license fee along with the taxes and other dues for three months, action will be taken against him under “Banaras Hindu University Shops Regulations of Licence & Eviction Rules”, approved vide E.C.R. No.533 Item-45 dated August 13-14 & October 12-15, 1997 along with penalty clauses.
4. After the selection of the successful tenderer, he has to deposit twelve times of his offered tender amount within 7 days from the date of the opening up of the tender. The successful tenderer shall be given the license to run the Canteen only after he deposits the offered total amount of tender along with security money equivalent to 12 months license fee. If he fails to do so, it will be considered that the selected tenderer is not interested in running the Canteen and the next highest scorer for the particular canteen shall be taken for consideration.
5. **The University reserves the right to cancel any one or all tenders without any prior information or assigning any reason.**
6. Submitted tenders would be considered subject to acceptance of all the terms and conditions by the tenderers.
7. The amount offered in the tender should be legible and clear. The tender amount should be entered in both figures and words. In case there is any discrepancy in the amount mentioned in words and figures, the higher amount shall be accepted. In this regard the University decision will be final.
8. The successful tenderer who will be given the license to run the Canteen, will also take the responsibility to maintain the cleanliness of the Canteen and the quality of the items to be sold in the Canteen, which shall be inspected by the University authorities & more specifically by the Canteen Management Committee from time to time and any kind of deficiency or negligence if found in it, shall be sufficient ground to cancel the license as per penalty clause.

**The modalities of operation and management of the Canteens including items, rates, quality etc. will be decided by the Committee constituted by the Director, IMS, BHU which will include successful vendor or its representative.**

9. Interested tenderers are advised to participate in the tender process only after the perusal of the proposed places and area and items to be sold because thereafter on these basis, any request for relaxation in the tender rate shall not be accepted.
10. Gas cylinder, utensils, equipment and other paraphernalia for the Canteen shall be installed and managed by the licensee at his own cost. The payment of water and electricity bill for the Canteen shall be paid separately by the licensee on the basis of bill of Electric & Water Supply Services, BHU.;



11. Furniture, water cooler, water purifier etc. for the Canteen shall be brought and managed by the concerned organization or individual licensee.
12. The staff engaged in the Canteen shall be expected to have good conduct with the customers and it will be mandatory for them to be in clean uniform, the responsibility of which shall be taken by the licensee failing which penalty clause will be applied.
13. Before issuing the license to the successful tenderer, his antecedents shall be verified by the University and if found suitable only then the license shall be issued.
14. The selected tenderer shall provide residential details with Photographs/AadhaarCard of all staff engaged by him in the Canteen, so that their antecedents may be verified as per requirement.
15. Any staff engaged by the selected licensee for the Canteen, if found suffering from any infectious disease, the University reserve the right to direct the licensee to discharge the staff concerned from the services immediately.
16. The licensee shall not engage any child labour in any form for running the Canteen.
17. After initial three years, the University while reviewing the License fee, if found proper to extend the license period, an increment @ 5% in the fix fee will be done, on which the GST or taxes levied by the government from time to time shall be payable which shall be accepted by the licensee.
18. The Canteen shall be run at the given place for each proposed canteen which shall be furnished and constructed in modern way (without changing the basic structure) by the licensee himself.
- 19. Any employee serving or student studying in this University or their near relatives cannot apply for this tender.**
20. In case of the construction of the canteen by the licensee, the right to transfer/non-transfer of that canteen constructed by him shall be reserved with the University, and the licensee shall be bound to accept that.
21. It shall be mandatory for the tenderers interested in running the Canteen to enclose the registration certificate under the "Food Safety and Standards Act, 2006", without which the tender shall not be accepted.
- 22. The taxes as per the Government of India norms will also be applicable.**
23. All the tenderers will have to provide items as mentioned in the enclosed list of compulsory items.  
*(Annexure-C)*
24. In case of need, University reserves the right to shift the canteen area to any other places in the same premises. However, all the shifting cost shall be borne by the licensee.
25. The licensee shall install fire fighting equipment in the canteen area as per standard fire safety norms.
26. The successful tenderers shall neither create a sub-contract of any description with regard to this license nor shall any part thereof be assigned or transferred to any other firm/agency.
27. The licensee shall use the allotted space, only for the purpose indicated under the agreement and for no other purpose whatsoever.
28. Banaras Hindu University shall not be responsible in any way for loss or damage by any means caused to the licensee's property in the said canteen.
29. The rates of food items sold through canteen, (as per Annexure C) should be strictly adhered to and cannot be changed in any circumstances without prior approval of the competent authority/committee, Canteen Management Committee constituted by the Director, Institute of Medical Sciences.
30. The licensee shall be responsible for the maintenance of canteen in absolutely clean and hygienic condition with proper disposal of waste. They will be responsible for quality of food, catering facilities etc.
31. Selling of Carbonated/Aerated Drinks, Cigarettes, liquor and other related items made of tobacco/alcohol etc. in canteen is strictly prohibited.
32. The selected Licensee shall not store any hazardous goods in the premises of canteen/hospital.
33. The Licensee or worker of canteen shall not cause any nuisance, annoyance to the patients/attendants, doctors and staff coming in the canteen. In the event of any breach/violation or contravention of any terms and conditions contained in the tender, the contract will be terminated immediately and the said Security Money will be forfeited.



34. The Licensee shall not use or allow to be used the canteen premises or any part thereof for dwelling purpose and shall not allow any outsiders to loiter in and around the canteen building without valid authority.
35. The Licensee shall at his cost employ adequate number of catering staff such as supervisors, cooks, helpers, service boys, sweepers and other person for smooth and efficient running of the canteen.
36. The Licensee shall exclusively be liable and responsible for all statutory laws, rules and regulations as applicable to them.
37. The Licensee shall ensure that all canteen employees, during their working hours wear neat and tidy uniforms and use hygienic gloves supplied by the Licensee. No canteen employee shall be allowed to continue his duty without uniform.
38. Use of plastic bags etc. is prohibited in BHU campus as per the direction of government/BHU authorities.
39. The Licensee shall arrange to provide soap, cleaner, tissue paper, napkin etc. at the washbasins at his own cost around the clock-
40. All food handlers shall use appropriate head gears and gloves.
41. All food items shall be stored in clean, hygienic and safe place free from pests.
42. The periodic pest control in the canteen will be done by the Licensee. In case canteen kitchen requires special pest control treatment, it has to be arranged by the Licensee himself.
43. The Canteen Management Committee of the Institute of Medical Sciences will have the right to inspect the material brought by the Licensee at any time and also to reject any sub-standard items which will be replaced at the cost of the Licensee. Any registered complaint of hygiene failure, adulteration, fungus, spoiled ingredients or foreign objects in the food items would lead to a fine on the Licensee as per **Annexure-D**.
44. Only permissible brands for ingredients/raw material as per **Annexure-E** are recommended to be used. All the materials to be used in preparation of food should be of standard certified companies.
45. Clean, hygienic and purified water should be used for cooking and services purpose.
46. The personnel employed by the licensee should be polite, courteous and well behaved with the doctors/employees/students/patient/their attendants etc.
47. The licensee will maintain high quality of hygiene i.e. fly proof apparatus, machine, dustbins for used utensils etc.
48. The Licensee shall maintain complaint book/visitors book/suggestions box at a prominent places in the said canteen and in such a way that it is easily accessible to any person who wishes to record any complaint/suggestion and the details/books shall be open for inspection to the Canteen Management Committee as and when demanded.
49. Licensee must possess all required certificate issued by the Government of India for running/operating canteen.
50. In case either party desires to discontinue the contract before its expiry date, a three month notice will have to be given from either side.
51. The licensee will have to arrange adequate furniture, equipment, crockery, consumables etc. required for smooth functioning of the canteen.
52. The Licensee must have separate set of furniture, equipment, crockery, cutleries consumables etc. for doctors/Officers, Students/Staff and patients/their attendants.
53. All the bidders/vendors are advised to visit the area at three sectors of proposed canteen to access the requirement of providing furniture/fixture/counters/sinks/water points/ wash basins/electric points/drainage system/work benches/preparation tables/storage facilities/RO plants etc. required for establishing functional canteen. All such work including installation of sinks, water connection from nearest source to supply and drainage to the nearest disposal points, electrical points etc. will have to be done by the successful bidder/vendor without any extra cost. After completion of contract period the bidder will remove/take out all such fixture and shall make good the civil/electrical/other work to the original specifications.
54. On completion of contract period, the vendor is required to hand over the entire area as per original specification/standard. In case of any damage/deficiency the same shall be made good by the vendor.



55. Only cooking gas/Gas cylinder authorized by the gas agency will be allowed for cooking and all cooking gas to be arranged by the contractor at his own cost.
56. As per “Banaras Hindu University Shops Regulations of Licence & Eviction Rules”, approved vide E.C.R. No.533 Item-45 dated August 13-14 & October 12-15, 1997. the shop shall not be allotted to a person or persons:-
- (i) Who has been convicted by a Court of Law.
  - (ii) Who has already a shop in his name or his family member’s name allotted by the University.
  - (iii) Who has been blacklisted by the University.
  - (iv) Against whom any action was taken or is pending in the University.
  - (v) Who is a student or an employee of the University.
  - (vi) Who is an undischarged insolvent.
  - (vii) Who may jeopardise any interest of the University.
57. The Licensing of the Shop shall not be completed unless the prescribed agreement has been executed and signed by both the parties. The allotment of a shop made in the name of licensee shall not be transferred in the name of any person (s).
58. The Licensee shall pay security money equivalent to 12 months quoted license fee in advance at the time of signing of agreement. The advance licence fee will be returned to the licensee along with security money on the expiry/termination of the contract after ensuring clearance of all dues of the University.
59. The Licensee shall have to take prior permission from the EWSS through the Director, Institute of Medical Sciences, a list of any heavy duty electrical items which he intend to use in the canteen and get the prior approval of EWSS who will in turn satisfy themselves about the electrical safety aspect.
60. The successful tenderer will arrange at his own expense to get the Electric and Water Meter (duly approved by the EWSS, BHU) installed in the canteen area etc.
61. The items listed in **Annexure-C** shall be compulsorily prepared and sold in the canteen on pre-decided rates. However, addition of any other food item in the canteen can be done on prior approval/permission of the Canteen Management Committee of the Institute of the Medical Sciences, BHU.
62. The canteen premises shall not be used for any other purposes except for canteen. No worker or person will be allowed to stay/bath and wash of clothes etc.
63. The Licensee shall provide service to BHU, if needed , in functions, events, meetings, other get-together on the bill basis on agreed terms as per the event.
64. The Licensee should strictly follow the instructions and SOP(s) issued from time to time from Government/University for containment of COVID-19 pandemic.
65. In case of any dispute arising between the successful tenderer and the University, the matter shall be referred to the Vice-Chancellor, BHU for arbitration whose decision would be final and binding.
66. In the event of the date being declared as a holiday for the office, the due date for submission of hard copy of bids and opening of bids will be the next working day.
67. The tenderer/Bidders are required to upload the scanned documents as per check list like GST registration, PAN Card, valid document regarding registration of the firm along with the bid. The bidders should submit self attested copies of the Income Tax return for the last three financial year (i.e. 2018-2019, 2019-2020, 2020-21).
68. The tenderer/bidders should download the **BoQ.xls** from Central Procurement Portal and fill in the blank spaces provided for mentioning the name of bidder and rates. Bidders need not modify any other text or background shown in the BOQ template or replace it with any other copy of same **BOQ in.xls format**. The Central Public Procurement Portal ([www.eprocure.gov.in](http://www.eprocure.gov.in)) will accept the BOQ template only and hence the rate should not be quoted in any other place except BOQ template.
69. The firm has to give an Undertaking that there is no vigilance/CBI /FEMA case pending against the firm/supplier.
70. At any time prior to the date of submission of bid, Registrar, BHU, may, for any reason, whether at his own initiatives or in response to a clarification from a prospective bidder, modify the bidding documents by an amendment. All prospective bidders who have received the bidding document will be notified of the amendment in writing and the amendment shall be binding on them. In order to provide reasonable time



to take the amendment into account in preparing the bid, Registrar, BHU, may at his discretion, extend the date and time for submission of bids.

71. Eligibility criteria should be clearly spelt out such as the agency should have valid License/Certificate from the appropriate authority such as CPCB/UP State Pollution Board for the said work. The agency should have valid labour license and statutory registration with **EPF, ESIC** etc

**72. Laws governing the contract:**

- (i) This contract shall be governed by the laws of Central Government /Uttar Pradesh, India
- (ii) The Courts of Varanasi shall alone have jurisdiction to decide any dispute arising out of or in respect of the contract.
- (iii) Terms and expressions not herein defined shall have the meaning assigned to them, if any, in the Indian Sale of Goods Act, 1930 or the Indian Contract Act, 1872 or the General Clauses Act, 1897 as amended from time to time.
- (iv) In view of the notification issued by the Ministry of Health & Family Welfare, Government of India, Gazette Notification no. SO 1468 (E) dated 6.10.2005 and GSR 627 (E) dated 7.10.2005, it would be sole responsibility of the Rate contract holder to comply with the applicable rules and regulations from time to time.



## Annexure – A

Sr.	Criteria	Marks
1.	Past experience of running Cafeteria/ Canteen/ restaurant in Government Institutions/ facilities on outsourcing basis	20
2.	Turnover from operating in Government Institutions/ facilities on outsourcing basis	10
3.	Inventory of equipment in possession	10
4.	Satisfactory performance certificate from Government Institutions/ facilities	10
5.	Financial Strength exhibited by IT Return of past three years	10
6.	Possession of Certification from Food Safety , FSSAI, ISO etc.	5
7.	Expert Staff on roll	5
8.	Plan and drawings of furnishing of the tendered Canteen	10
9.	No. of Cook (cannot be changed post tender)	10
10.	No. of Waiter (cannot be changed post tender)	10
	Total Marks	100

- **Aggregate score should be 80 or more.**
- **Marks will be awarded by the committee on the basis of submitted valid & relevant documents for this tender.**



**Annexure-B**

**Details of Canteens for allotment by online Tender Process in the Institute of Medical Sciences and Sir Sunderlal Hospital, BHU, Varanasi.**

<b>Sl. No.</b>	<b>Place</b>	<b>Canteens</b>	<b>Approximate area (in Sq. Ft.)</b>	<b>Minimum Licence Fee P.M (Rs.)</b>	<b>Security Money deposited by the Tenderer at the time of final allotment (Rs.)</b>
1	<b>Institute of Medical Sciences</b>	Ground Floor of NLT Complex Building for <b>9 Hours</b>  <b>09:00 am - 06:00 pm</b>	2000	40000	Equivalent to 12 months Licence Fee
2	<b>Sir Sunderlal Hospital</b>	Canteen at ground floor of indoor building for <b>24 Hours</b>	4520	90000	Equivalent to 12 months Licence Fee





## Annexure -C

### List of items to be sold in the Canteens or as per requirement of the Hospital Administration

S.No.	Item	Quantity with weight etc.	Material per unit gram/ml.	Fix Rate (In Rs.)
1.	Hot Coffee	One Cup (125 ml)	Sugar 0.12 gm, Milk 50.00 ml, Coffee 0.50 gm (full cream)	8
2.	Tea	One Cup (125 ml)	Normal Spl. Tea Bag	6
3.	Bread and Butter	One set	2 Pcs. Slice (big). Thereon 25 gm butter	15
4.	Vegetable Sandwich	One set	2 Pcs. Slice (big). with fresh vegetables therein	15
5.	Rice with dal	One plate	100 gm. boiled rice with 50 gm dal	20
6.	Vegetable (Seasonal)	One plate	75 gm.	10
	Vegetables:			
	a. AluTamatar	One plate	150 gm.	15
	b. AluMatar	One plate	150 gm.	15
	c. Kadi	One plate	150 gm.	18
	d. Vegetable Kofta	One plate	150 gm.	18
	e. Rajma	One plate	150 gm.	18
	f. Dal	One plate	150 gm.	18
	g. Chana Dry	One plate	150 gm.	18
7.	Puri	Four Pcs.	Gross weight 100 gm.	15
8.	Kachauri	Two Pcs.	Gross weight 35 gm (Ghee 15.00 gm, Maida 15 gm, pithi 5 gm)	15
9.	Chapati	Four Pcs.	Gross weight 100 gm.	12
10.	Chholley	One Plate	Gram/pea 120 gm.	15
11.	Chholley-Bhatura	One Plate	Bhatura 2 Pcs. (each 40 gm.) Chholley (gram/pea 50 gm.)	30
12.	Full Lunch (Thali)	Four Puries/Chappatis, Rice, Vegetables, Raita, Dal, Sweet and Salad	Flour 75 gm, Rice 75 gm, Dal 25 gm, Onion 15 gm, Potato 40 gm, Vegetables 30 gm, Ghee 10 gm, Tomatoes 20 gm, Raita 40 gm.	50
13.	KhoyaBurfi	Each 30 gm	Khoya 20 gm, Sugar 10 gm.	12
14.	GulabJamun	Each 45 gm.	Khoya 10 gm, Panner 2.15 gm., Sugar 30 gm., Maida 02.05 gm.	12
15.	BaluShahi	30 gm.	Maida 10 gm, Sugar 10 gm, Ghee 10 gm.	10
16.	BesanBurfi	30 gm.	Besan 15 gm, Sugar 10 gm, Ghee 10 gm.	10
17.	BesanLaddu	30 gm.	Besan 10 gm, Sugar 10 gm, Ghee 10 gm.	10
18.	PaneerPakora	60 gm.	Paneer 40 gm, Besan 20 gm	15
19.	Vegetable Pakora	(50 gm with chutney)	Besan 15 gm, Potato 20 gm, Onion 5 gm, Palak 5 gm	10
20.	Samosa	Each 45 gm.	Maida 10 gm., Potato 30 gm.	5
21.	UrdVada	Each 35 gm.	Urd Dal 20 gm., Arhar Dal 10 gm.	5
22.	Bread Pakora	Each 40 gm.	One slice of bread (big), Besan 10 gm, Potato 10 gm.	5
23.	ChannaVada	Each 35 gm.	Channa 20 gm., Onion 10 gm.	6
24.	AlloBonda	Each 40 gm.	Potato 20 gm, Besan 7 gm, Onion 10 gm.	5
25.	Mathri	Each 20 gm.	Maida 15 gm.	3
26.	IdliSambhar	2 Pcs. Idli with Sambhar and Chutney	Idli 80 gm., Sambhar should contain Arhar Dal 15 gm, Vegetables 25 gm.	20
27.	Masala Dosa with Sambhar& Chutney	150 gm	Each Dosa Should contain Potato 100 gm, Onion 35 gm, Sambhar should contain Arhar Dal 10 gm, Vegetables 10 gm, Chana Dal 5 gm, Tomato 5 gm	30



28.	SadaDosa with Sambhar and Chutney	Net weight 150 gm		20
29.	Paper Dosa with Sambhar& Chutney	Net Weight 100 gm		20
30.	RawaDosa with Sambhar and Chutney	Net weight 150 gm		25
31.	uttapam	Net weight 150 gm		30
32.	Upma	Net weight 150 gm		20
33.	Vada with Sambhar and Chutney	One Plate (2 Pcs.)	Urd Dal 40 gm, Sambhar should contain Arhar Dal 10 gm., Vegetables 15 gm.	20
34.	DahiVada	Two Pcs. (70 gm.)		20
35.	Paratha with Vegetable	One Pcs.	200 gm.	15
36.	Stuff Paratha with Chutney/Tomato Souce	One Pcs.		15



## Annexure-D

### Penalties for violation of rules, terms and conditions

The Licensee is expected to adhere to the terms and conditions of the tender, however violations, if any, shall be fined as per the details as mentioned below. As and when a fine is imposed, the representative of the Licensee will be informed, and the fine amount is to be deposited within the stipulated time period. The Licensee shall be fined for not adhering to the tender terms as per the following rules. Further, GST, as applicable shall be levied on the fine amount.

1. Unavailability of complaint register at the counter or discouraging customers from registering complaints would lead to a fine of Rs.5,000/- on the Licensee on each occasion. However, a fine of Rs. 500/- will be imposed for the same complaint for Dry Canteen.

2. Any registered complaint of insects and/or foreign object cooked/served along with Food Outlet items or found in any food item/beverage would invite a fine (not less than Rs.2,000/-) on the Licensee.

3. Three registered complaints, within a two-week period, of insects and/or foreign object cooked /served/found in food items would invite an additional fine of Rs.5000/- on the Licensee. However, a fine of Rs. 500/- will be imposed for the same complaint for Dry Canteen.

4. Each instance of complaint of a foreign or spoiled object found in a food item that is deemed dangerous by the Canteen management Committee of the Institute would invite a fine of Rs.5000/- on the Licensee.

5. If Canteen management Committee of the Institute observes that certain food item was not cooked/ served properly then a fine of Rs. 1,000/- shall be imposed on the Licensee.

6. Any registered complaint of unclean utensils/equipment would lead to a fine of Rs.500/- on the Licensee.

7. Each instance of unprofessional behaviour (lack of personal hygiene of staff, misbehaviour by the Licensee's employees etc. as determined by the Canteen management Committee etc.) will lead to fine of Rs.5,000/- on the Licensee.

8. For any rules stated in the tender,

(a) First violation of the rule implies fine as per the rule.

(b) Second and subsequent violations of the same rule within 07 days of previous fine will invite 50% addition in the initial amount of fine on the Operator.

(c) If the above rules are violated 10 times (taken as a total violation of rules during the Agreement period) the Canteen management Committee etc. may recommend disqualification of the Licensee, and the Agreement may be terminated

(d) The Canteen Management Committee at its discretion may decide to waive fines and issue a warning letter instead of any or all first violations only. The second violation will attract the regular fine as per the rule and the third and subsequent violations will attract 50% additional fine as per para 9(b) above.

9. Using of brands/items, which are not mutually agreed, without prior permission and/ or adulteration shall invoke a hefty fine (not less than Rs.5,000/-) decided by the Canteen Management Committee of the Institute based on the seriousness of the offence

10. Hygiene failure shall be assessed and decided by the Canteen Management Committee and fined appropriately. In case of gross failure/ negligence, a severe penalty will be imposed as decided by the Canteen Management Committee.



11. Any failure/delay in remitting the monthly license charges/ electricity/ water charges by the due date would attract penalty as decided by the Canteen Management Committee.
12. Violating any of the clauses mentioned in the tender would invite a fine which will be finalized by the Canteen Management Committee based on the seriousness of the violation.



## Annexure-E

### Permissible brands for ingredients/ raw material

Item	Representative Brands*
Salt	Tata, Annapurna
Spices	MDH, Everest
Ketchup	Maggi, Kissan, Heinz
Oil	Sundrop, Saffola, Fortune
Pickle	Mother's recipe, Priya
Wheat Atta (100% wheat)	Aashirvaad, Pillsbury, Annapurna,
Papad	Lijjat
Butter	Amul, Britannia, Govardhan
Bread Modern	Pariwar, Britannia, Amul
Jam	Kissan or Maggi
Ghee	Amul, Govardhan, Britannia
Milk	Amul Shakti , Amul Gold , Parag, Mother Dairy
Paneer	Amul, Madhur, Mother Dairy
Tea	Brooke Bond, Lipton, Wagh-Bakri
Coffee	Nescafe, Sunrise
Rice	sources and variety proposed by Licensee and approved by Canteen Management Committee
Dal	sources proposed by vendor, approved by Canteen Management Committee
Ice-Cream	Amul, Mother Dairy, Havmor
Chocolate health Drink	Bournvita, Boost
Noodles / Pasta	Ching's/ Barilla

**\*1 Any brand change in Annexure A proposed by the Operator needs to be approved**

**by the Canteen Management Committee**

**\*2 Any other raw materials to be used which are not mentioned in Annexure D shall**

**be first approved by Canteen Management Committee**

The Licensee may use any other brands only if permitted by the Canteen Management Committee of the Institute of Medical Sciences, BHU in writing. Further, in special rare cases due to wholesale/retail market factors outside the control of the Operator, the operator may request to use alternate brands for one or two days on emergency make-shift basis to the designated officer/ chairman, Canteen Management Committee.

These brands may be used as approved on case-to-case basis for limited duration only.



## **PART '1' - TECHNICAL BID:**

Bidder has to upload the following documents in technical bid (Part 1).

I. The Checklist as per the format provided in the Tender documents (Annexure-I).

II. Self declaration by the bidder that the uploaded tender documents are true and correct as per (Annexure-II)

III. Acceptance of Terms and Conditions of tender documents (Annexure – III)

IV. Self attested documentary evidence to establish the status of the bidder. (Annexure – IV)

V. Technical compliance statement (Annexure –V)

VI. Non-conviction / No pending conviction certificate for preceding three years that the bidder has not been black listed in the past by any Government/Private Institution and there is no vigilance/CBI/case pending against the firm/supplier.

VII. Bidders shall have a minimum turnover of Rs. 1 Crores or more in each of the years. The proof of turnover should be certified by the Chartered accountant & supported by Self attested copies of audited balance sheet and Profit & Loss Account for Financial Year 2018-2019, 2019-2020, 2020-21

VIII. Self attested copy of Registration Certificate of the tenderer/bidder.

IX. Self attested copy of the PAN Card

X. Self attested copy of the Income tax returns (ITR) for the Financial Year 2018-2019, 2019-2020, 2020-21.

XI. Self attested copies of GST registration certificates.

XII. Conditional bids would not be entertained.

XIII. Each and every page or paper of the tender document which is uploaded should be serially numbered, signed & stamped by the authorized signatory of the bidder.

XIV. All other documents, as required in terms of the tender, to claim eligibility.

XV. Did Security Declaraton Form as per (Annexure-VI).

## **PART '2' – PRICE BID:**

I. Price bid in the prescribed format duly filled, Prices should be neatly typed and should be in figures and as well as in words.

### **Guidelines for the Price bid:**

I. Any plea for clerical / typographical error etc. would not be accepted. No correspondence will be entertained after opening of Price bid.

II. Conditional bid would not be entertained and will be summarily rejected.

III. Each and every page or paper of the tender document should be serially numbered, signed & stamped by the authorized signatory of the bidder.

IV. Tenderer should uphold good business practices.

### **Disqualification of the bid:**

I. Any deviation from the documents listed in the Tender Checklist of the Tender Documents would lead to disqualification of the bid.

II. Any action on the part of tenderer to influence any official will amount to rejection of his bid.

III. In case any document uploaded by the tenderer is found false, the tender shall be rejected and the tenderer may be blacklisted.

The bidders can't withdraw their bid within the minimum bid validity period of 180 days from the date of opening of technical bid for finalization of tender, & also after accepting the Letter of Intent / Notification of award or entering into agreement with University.



## Submission and Opening of Bids

For bid submission purposes, the address is **Medical Superintendent, Sir Sunderlal Hospital, Institute of Medical Sciences, BHU, Varanasi**

Attention : **Prof. Kailash Kumar**  
Street Address : **Medical Superintendent,  
Sir Sunderlal Hospital, IMS, BHU, Varanasi**  
ZIP/Postal Code : **221005**  
Country : **India**

The deadline for bid submission is:

Date : **06.05.2022**  
Time : **5:00 PM**

The electronic bidding opening procedures shall be as given in Section I-Instructions for Online Bid Submission.

The bid opening shall take place at: **Medical Superintendent Office, Sir Sunderlal Hospital, IMS, BHU, Varanasi**

Street Address : **Banaras Hindu University, Varanasi**  
Floor/ Room number : **Committee Room**  
City : **Varanasi**  
Country : **India**

Date : **09-05-2022**  
Time : **(03:00 PM)**

The electronic bidding opening procedures shall be as given in Section I-Instructions for Online Bid Submission.

For notices, the Purchaser's address shall be:

Attention : **Prof. Kailash Kumar**  
Street Address : **Medical Superintendent, Sir Sunderlal Hospital Institute of Medical Sciences,  
BHU,  
Varanasi**  
Floor/ Room number : **Medical Superintendent Office**  
City : **Varanasi**  
ZIP Code : **221005**  
Country : **India**  
Telephone : **0542-2369033**  
Electronic mail address : **[ms.ssh.bhu@gmail.com](mailto:ms.ssh.bhu@gmail.com)**



**UNDERTAKING FOR CHECK LIST**

**The following undertaking for checklist duly signed with seal and with required documents should be submitted along with offer:**

*We hereby declare that the following requirements have been fulfilled by us –*

- i.** Experience Certificate for running the Cafeteria/Canteen/Restaurant in large educational institution, reputed organizations, Govt. Institutions.
- ii.** The firm has to give an affidavit duly attested by the Notary Public (in original) on a non-judicial stamp paper of Rs. 10/= that the firm is not blacklisted from any Government/Private organization or any other institution.
- iii.** Performance Certificate for work undertaken in last 5 years certified by the authorized person from the client.
- iv.** Financial Solvency Certificate of Rs. 100.00 lakh issued by the bank.
- v.** A non relationship certificate (As per point no. 1.5 of Eligibility Criteria, Section-A)
- vi.** It shall be mandatory for the tenderers interested in running the Canteen to enclose the registration certificate under the “Food Safety and Standards Act, 2006”, without which the tender shall not be accepted.
- vii.** The enclosed certificates and proforma (s) duly filled in and signed.
- viii.** Registration Certificate of Central Excise, wherever applicable.
- ix.** Registration Certificate of C.S.T. /G.S.T. and other Taxes of State Govts.
- x.** **Copy of Income Tax Returns for last 3 years (2018-19, 2019-20, 2020-2021).**
- xi.** **Copy of Sales Tax / VAT/GST Assessment for last 3 years (2018-19, 2019-20, 2020-2021).**
- xii.** Undertaking for Quality Control System – Copy of Certificate pertaining to ISO, BIS etc.
- xiii.** **Every page of the tender documents and the enclosed copies of the certificates have been signed with seal.**

We hereby agree that in the absence of any of the above documents / information, the offer may be summarily rejected without making any further reference to us.

**Date:**

**Signature with seal**





**TO BE RETURNED  
ALONGWITH THE OFFER**

**CERTIFICATE**

***WE CERTIFY THAT :***

1. The goods / Stores / articles offered under the rate contract shall be of the best quality and workmanship and their supply be strictly in accordance with the technical specifications and particulars as detailed in the quotation and also certificate of quality control system attached.
2. The information furnished by us in the quotation are true and correct to the best of our knowledge and belief. If any information furnished by the undersigned is found to be incorrect, the bid may be rejected.
3. We have read and understood the rules, regulations, terms and conditions of rate contract as applicable from time to time and agree to abide by them.

***Authorized Signatory***  
(Seal)



## Tender Acceptance Letter

(To be given on Company Letter Head)

Date:

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**Sub: Acceptance of Terms & Conditions of Tender.**

**Tender Reference No.** \_\_\_\_\_

**Name of Tender/ Work: -**

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Dear Sir,

1. I/We have downloaded/ obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

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as per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like section(s), schedules(s) etc.), which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/ clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/ corrigendum(s) in its totality/entirety.

5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

**Yours Faithfully,**

**(Signature of the Bidder, with Official Seal)**



## Bidder Information Form

*[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]*

Date: / /

ADVT. No.: *[insert number of bidding process]*

Alternative No.: *[insert identification No if this is a Bid for an alternative]*

1. Bidder's Name <i>[insert Bidder's legal name]</i>
2. In case of JV, legal name of each member : <i>[insert legal name of each member in JV]</i>
3. Bidder's actual or intended country of registration: <i>[insert actual or intended country of registration]</i>
4. Bidder's year of registration: <i>[insert Bidder's year of registration]</i>
5. Bidder's Address in country of registration: <i>[insert Bidder's legal address in country of registration]</i>
6. Bidder's Authorized Representative Information Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>
7. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above. <input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement. <input type="checkbox"/> In case of Government-owned enterprise or institution, documents establishing: <ul style="list-style-type: none"><li>• Legal and financial autonomy</li><li>• Operation under commercial law</li><li>• Establishing that the Bidder is not dependent agency of the Purchaser</li></ul>
2. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.



**Technical compliance statement**

<b>ITEM</b>	<b>Requirement of the tender floating Organisation</b> <i>(as mentioned in the technical specification of the bid document)</i>	<b>Offer by the Bidder</b>	<b>Deviations <i>(if any)</i></b>



**FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMO (On Bidders Letter head)**

I / We, the authorized signatory of M/s ..... , participating in the subject tender No .  
..... for the item / job of ..... , do hereby declare :

- (i) That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.
- (ii) That in the event we withdraw / modify our bid during the period of validity Or I/we fail to execute formal contract agreement within the given timeline OR I/we fail to submit a Performance Security within the given timeline Or I/we commit any breach of Tender Conditions / Contract which attracts penal action of forfeiture of EMD and I/we will be suspended from being eligible for bidding / award of all future contract(s) of Banaras Hindu University, Varanasi for a period of one year from the date of committing such breach.

Signature and Seal of Authorised Signatory of bidder  
Name of Authorized Signatory .....  
Company Name .....



**INVITATION FOR BIDS**  
**NOTICE INVITING TENDER (NIT)**

BANARAS HINDU UNIVERSITY  
VARANASI-221005

**e-Procurement Notice**

**Ref: No: BHU/SSH/2022-23/ePro/**

**Dated: 09-04-2022**

Online tenders are hereby invited for **Running Canteens at various places in the Institute of Medical Sciences, Sir Sunderlal Hospital, Banaras Hindu University, Varanasi.**

Bidders can download complete set of bidding documents from e- procurement Platform <https://eprocure.gov.in/eprocure/app> from **09-04-2022** onwards. Bidders need to submit the bids online for the interested items by uploading all the required documents through <https://eprocure.gov.in/eprocure/app>.

**Last Date/Time for receipt of bids through e-procurement is: 06-05-2022 upto 05:00PM.** (Server time). Late bids shall not be accepted.

For further details regarding Tender Notification & Specifications please visit website: <https://eprocure.gov.in/eprocure/app> and [www.bhu.ac.in](http://www.bhu.ac.in).

**CRITICAL DATE SHEET**

<b>Published Date</b>	<b>09-04-2022 (05:00 PM)</b>
<b>Bid Document Download Start Date</b>	<b>09-04-2022 (05:00 PM)</b>
<b>Clarification Start Date</b>	<b>09-04-2022 (05:00 PM)</b>
<b>Clarification End Date</b>	<b>12-04-2022 (05:00 PM)</b>
<b>Pre bid meeting</b>	<b>NA</b>
<b>Bid Submission Start Date</b>	<b>13-04-2022 (05:00 PM)</b>
<b>Bid Document Download End Date</b>	<b>06-05-2022 (05:00 PM)</b>
<b>Bid Submission End Date</b>	<b>06-05-2022 (05:00 PM)</b>
<b>Bid Opening Date</b>	<b>09-05-2022 (03:00 PM)</b>

sd/-  
Registrar