

# **SHIVSHAHI PUNARVASAN PRAKALP LTD.**

(GOVERNMENT OF MAHARASHTRA COMPANY)

CIN: 70200MH1998SGC116664

5<sup>th</sup> Floor, Grihanirman Bhavan, Kalanagar, Bandra (East), Mumbai – 400 051

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No. Admin/Canteen/C.R. 11/2017

Date: - 8<sup>th</sup> August, 2017

**Subject: - Tender for providing Canteen Services at SPPL office.**

<b>BID DETAILS</b>		
1	Date of commencement of Bid Documents	08 /08/2017
2	Last date and time for receipt of Bid Documents	22/08/2017 17.00 hrs
3	Date and Time of opening of Technical Bids	23/08/2017 12.30 hrs.
4	Date & time of opening of Financial Bids	Will be intimated later to bidders which qualify technically
5	Place of opening of Bids	In the office of SPPL.

Note :- Technical bids will be opened in the presence of bidders who choose to attend.

## **1. REQUIREMENT DETAILS**

Offers are invited from Catering Agencies Canteen Contractor of repute and experience to provide tea/coffee etc. to staff & guests of SPPL in the office of Shivshahi Punarvasan Prakalp Ltd. 5<sup>th</sup> Floor, Grihanirman Bhavan, Kalanagar, Bandra (East), Mumbai- 400 051.

The Contract shall initially be for a period of one Year which would be renewable maximum up to 2 years on same terms & conditions at the discretion of SPPL. However, continuance of contract will be subject to Performance Review done by appropriate authority/committee, during the contract period Half Yearly.

- The Agency/Contractor will have to prepare the tea/coffee in the kitchen in the SPPL necessarily, except in the circumstances approved by SPPL.
- The Agency/Contractor will have to provide tea/coffee with or without ginger to officers besides the Agency/Contractor will be required to serve snacks etc. in the meetings of the SPPL. They will also have to make arrangement for snacks/refreshments at the time of meetings as per requirements of the SPPL office at the rates mutually agreed upon. Agency/Contractor will also be required to serve Lunch or Snacks made available from outside as per requirement of Managers & higher officers.

## **2. ELIGIBILITY CRITERIA**

- 1) Bidder should have necessary License from Municipal Corporation of Greater Mumbai Food & Drugs Administration, Government of Maharashtra and other allied Acts. etc. to run Canteen/Restaurant/ Catering service and
- 2) The Agency/ Contractor should have a experience to run Canteen/Restaurant/Catering Service business for last five years Or on Service Contract with any organization. The bidder shall produce along with "Technical Bid" a documentary proof.
- 3) The Agency/Contractor will have to obtain the valid licenses in terms of provisions in Contract Labour (Regulation & Abolition) Act. 1970 & Rules there under from the appropriate Authority.

- 4) Bidder should be located within the limit of area of Municipal Corporation of Greater Mumbai, Thane or New Mumbai.

**3. TERMS & CONDITIONS for providing Daily Canteen Services in the SPPL Premises**

**i) Period Contract**

Tenure of the contract shall be for two years and is extendable for further one year subject to satisfactory performance of the service provider. The performance review of the service provider will be made on half yearly basis.

**ii) Rates**

The bidders have to quote the rates for one complete year (Inclusive of all taxes) All the payments shall be subject to TDS as applicable at the time of payment. No request for upward revision in the rates/subsidy will be considered during the validity period of the contract.

**iii) Venue**

Pantry is located on 5<sup>th</sup> Floor, where the contractor needs to prepare afresh tea/coffee manually.

**iv) Tea/Coffee Timings & deployment of personnel**

Officers/Staff would generally be served twice a day manually prepared Tea /Coffee at their seat in office. The services are to be from 10.00 A.M. upto 8.00 P.M. or as prescribed by the SPPL from time to time. Agency will deploy 02 service boys for making and supplying manually produced Tea/Coffee.

**v) Quality of Raw Material**

Agency/Contractor will use Brooke Bond Tea powder, High Quality Coffee such as Nescafe and Good quality milk and sugar or as specified by SPPL from time to time for preparation of Tea & Coffee. It is specifically being clarified that Tea powder once used should not be used again for preparation of Tea. No foods & snacks will be prepared or cooked in the pantry, of SPPL.

Note: - The Authorized representative(s) of the SPPL shall check the quality and quantity of the items served. Complaints received from the staff on quality of food will be viewed seriously and penalty will be levied in such cases.

**vi) Other Items :**

Besides supplying tea and Coffee the Agency/Contractor also have to make arrangement for biscuits/cookies and from outside other snacks items (Potato wada, Samosa, Bhajia, Misal, Cutlet etc.) as and when required giving order at least one day in advance. For snacks items, payment on actual basis, will be made by the concerned employees.

**Infrastructure to be provided by the SPPL**

- a. Pantry along with Hot Plate & Refrigerator.
- b. Electricity connections/points as well as water connection for Infrastructure is provided by the SPPL for Hot Plate, Micro-oven & Refrigerator.

- vii)** The Agency/Contractor will observe that any type of cooking Gas OR Gas cylinder will not be used or kept in SPPL Pantry or in office. Similarly, will also ensure that hazardous or inflammable items or any other intoxicating materials are not stored in the SPPL Pantry / canteen premises.

- viii)** SPPL will not be responsible in any way for any loss or damage that may occur to the stores or articles kept in canteen.

**ix) Kitchen –Cleanliness & Hygiene**

The Agency/ Contractor shall ensure that the tea/coffee is prepared in the Panty itself. Highest standard of hygiene is to be maintained and Good quality of raw materials is to be used for the preparation of tea/coffee etc. The Agency/Contractor will be responsible for cleanliness of crockery cutlery etc. SPPL will not provide any cleaning material etc. nor any extra payment will be made on this account.

Officer of SPPL will check the cleanliness and Hygiene in the Panty from time to time.

**x) Canteen Staff**

Two boys for making & supplying shall be employed/enaged by the Agency/Contractor; and SPPL shall not in any way be responsible for their terms of employment/engagement or violation of any labour law. The Agency/Contractor shall have the record of the service boy and inform the service staff so employed/engaged. The Agency/Contractor will have to observe the statutory obligations imposed under all applicable Laws including the Minimum Wages Act., 1948. The Agency/Contractor Licensee will be directly responsible for administration of those employees as regards their wages, uniforms, general discipline and courteous behaviours The staff shall be properly dressed in neat and tidy uniform besides being courteous, well- mannered and attentive. They should be conversant with the basics of the trade. Canteen Staff should be present in the office during the service hours on all working days and as per requirement of the SPPL on weekends/public holidays.

**The Agency/Contractor shall not engage minors for Canteen /Catering service.**

**xi)** The Agency/Contractor shall keep the SPPL indemnified from all acts of omissions defaults/breaches and /or any claim damages, loss or injury and expenses to which SPPL may be put to or involved as a result of Licensee's failure to fulfill any of the obligations hereunder and /or under statues and /or any rules or by-laws framed thereunder or any of them.

**xii)** In case of accident arising out of and in course of this Contract, SPPL will not be responsible for payment of any compensation under any law. It will be the sole responsibility of the Agency/Contractor Licensee for payment towards loss or compensations whatsoever.

**xiii) Notice for Termination of Contract**

The agreement can be terminated by either party by giving TWO months notice.

**xiv) Upkeeps and Maintenance of Pantry/dining areas.**

The Agency /Contractor shall not sub-let contract. If it is violated the SPPL reserves the right to terminate the contract without any notice.

**xv)** The agreement should not be construed to interpret as having got employment for the SPPL or claim on SPPL Property. On completion of the contract or whenever the SPPL decides the Agency/Contractor and his staff will immediately vacate the premises and handover the crockery items/all items earlier given to them by the SPPL.

**xvi)** Any other incidental service required by the SPPL and not covered in the terms and conditions will be negotiated separately each time

**xvii)** Agency/Contractor to ensure that his Staff supplies tea/coffee & water to the visitors both in the visitors lounge and also in the officer's cabin.

#### 4. PENALTY CLAUSE

It is the duty of the pantry service staff –

- a. To serve tea and coffee twice a day at the desk of the officer & staff in the morning and in the afternoon.
- b. To use the good quality of materials/brands for preparation /supplying of food/beverages. Vendor shall use branded items.
- c. To maintain hygienic condition in the kitchen and to keep food/beverage preparation/dishwashing area free from insects/rodents.

If Administration receives complaints from its officers or employees on non-compliance with above mentioned duties by pantry service staff will attract penalty as follows.

- a. If number of complaints received is more than 2 but less than 5, then SPPL will impose a penalty of Rs. 1,000/-
- b. If number of complaints received is 5 and above SPPL will impose a penalty of Rs. 1,500/- on each such complaint.

#### 5. PAYMENT TERMS

- i) Monthly Bills to be raised by the vendor on SPPL and the payment would be made on monthly basis after deduction of applicable taxes in accordance with the provision of income tax act/rules on the subject.

#### 6. Tender Procedure

6.1 The tender bids (Technical and Financial Bid) is to be sent in two separate sealed cover envelopes having caption "TECHNICAL BID FOR CANTEEN SERVICES" ON 1<sup>ST</sup> Cover and "FINANCIAL BID FOR CANTEEN SERVICES" on 2<sup>nd</sup> Cover. Put these two envelope in Master envelope super-scribing "Quotation for Engagement of Agency/Contractor for Canteen Services"

6.2 TECHNICAL BID shall not contain any pricing or Financial Bid or quote.

Bid shall be signed by the bidder or a person duly authorized by him. Any corrections in Bid shall be initialed by the person(s) signing the Bid.

6.3 Tender bids shall be addressed to

The Manager (Administration)  
Shivshahi Punarvсан Prakalp Ltd.  
Grihanirman Bhavan, 5<sup>th</sup> Floor,  
Kalanagar, Bandra (East), Mumbai- 400 051.

6.4 The 'TECHNICAL BID' will be opened at 12.30 PM next day of closing of Bid and for opening the 'FINANCIAL BID' of those bidders who technically qualify, date & time will be intimated. The representatives of bidders can remain present at time of Tender opening process.

#### 7. INSTRUCTION TO BIDDERS

Interested Agency/Contractor may visit the SPPL for inspection the Pantry and other infrastructure facilities provided in the SPPL. Thereafter, if they are interested they can download the 'Application Form' from SPPL website ([www.sppl.biz](http://www.sppl.biz)) or make available from SPPL office having all details from the Administration section of SPPL at address stated above from 11.00 a.m. to 17.00 p.m. The Bidder is expected to examine all instruction, forms, terms and specifications in the bidding documents. Failure to furnish all information

required by the Bidding documents may result in rejection of its bid and will be at the bidder's own risk.

7.1 No binding legal relationship will exist between any of the Bidder and SPPL until execution of a contractual agreement.

7.2 Each Bidder acknowledges and accepts that SPPL may in its absolute discretion apply selection criteria specified in the documents for selecting the eligible Agency/Contractor.

7.3 Bidders are required to direct all communications related to this tender process through the Authorized Contact persons.

7.4 Bidders should provide details of their contact person, telephone, fax, email and full address (s) to ensure that replies to tender could be conveyed promptly.

7.5 The bids qualifying the Minimum Eligibility Criteria will be eligible for further evaluation and subsequently the bids which qualify both minimum Eligibility Criteria and Technical Evaluation Criteria will be eligible for financial Evaluation.

7.6 The bidder should submit a price bid as per the format specified by SPPL. The price bid may be disqualified if it is not submitted as per the format specified by SPPL.

7.7 Bidding Document

The bidder is expected to examine all instructions, terms and conditions and technical specification in the Bidding Documents, submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

**7.8 Period of Validity**

Bids shall remain valid for two months from the date of its opening SPPL.

**7.9 Submission of Bids**

The bidders shall duly seal each envelope and place both the envelopes in a third envelope, which shall also be only sealed.

The bid should be address to The Manager (Admin), SPPL at the above stated address up to the time and date mentioned in this document.

7.10 Any bid received by the SPPL after the due date of submission of bids will be rejected and /or returned unopened to the Bidder, if so desired by him

**7.11 Modification and /or Withdrawal of Bids**

- Bids once submitted will be treated as final and no further correspondence will be entertained on this.
- No bid will be modified after the due date of submission of bids.
- No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

**Content of Documents to be submitted.**

Documents required in TECHNICAL BID Envelope (Sealed Cover)

- i) Self-Attested copy of Proof of Residence or Office of Agency/Contractor located in within the area of Mumbai, now Mumbai or Thane Municipal Corporation.
- ii) Self Attested copy of necessary Licenses from Municipal Corporation of Greater Mumbai OR Foods & Drugs Administration, Government of Maharashtra to run Canteen/ Restaurant/Catering service.
- iii) Self Attested copy of PAN
- iv) Self –Attested copy of services Tax /GST Registration (if applicable)

v) Self-Attested copies of proof of having 5 years experience to run Canteen/Restaurant/Catering Services Business or on services Contract with any organization.

vi) Cross cheque of Rs. 5000/- drawn on any Nationalized Bank in favour of Shivshahi Punarvasan Prakaalp Ltd. As Earnest Money Deposit.

ECS Mandate Format - E

#### **8. Earnest Money Deposit**

Bidder has to submit earnest money deposit of Rs. 5,000/- (Rs. Five Thousand only) by way of cross cheque drawn on any Nationalized Bank in favour of Shivshahi Punarvasan Prakaalp Ltd. (The EMD of unsuccessful bidder shall be refunded after completion of tendering process and the EMD of the selected Agency/Contractor shall remain with SPPL as security deposit during the period of execution of contract for which no interest will be paid on the EMD. The security deposit shall be released only after successful completion/satisfactory execution of the contract).

The EMD security may be forfeited:

- If a Bidder withdraws its bids during the period of bid validity
- If a Bidder Makes any statement or encloses any documents /information form which turns out to be false /incorrect at any time prior to signing of the contract.
- In case of successful Bidder, if the Bidder fails to Sign the contract.

#### **9. BIDDING PROCESS (TWO STAGES)**

Two stages bidding process will be followed. The response to this Tender Documents will be submitted in two 'TECHNICAL BID' and 'FINANCIAL BID'

10. The SPPL will open the technical bids, in the presence of Bidders representative who choose to attend, at the time, date and place as mentioned in this bid document.

The bidder or their representatives who will be present shall sign register as an evidence of their presence. In the event of the specified date of bid opening being declared a holiday for SPPL office; the bids shall be opened at the appointed time and place on next working day. In this first stage, only 'TECHNICAL BID' will be opened and evaluated. Bidder satisfying the technical requirements as determined by the SPPL and accepting the terms and conditions of this document shall be short-listed. In the second stage, the 'FINANCIAL BID' of short-listed bidder will be opened. SPPL reserve right to accept or reject any technical bid without assigning any reason thereof. Decision of the SPPL in this regard shall be final and binding on the bidders.

Financial bids of those bidders whose technical bids are found suitable by the SPPL shall only be opened.

#### **11. CLARIFICATION on bids**

To assist in the examination, evaluation and comparison of bids the SPPL may, at its discretion, ask the bidder for clarification and response shall be in writing and no changes in the price or substance of the bid shall be sought, offered or permitted.

#### **12. PRELIMINARY EXAMINATION**

The SPPL will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as required by bid document, whether the documents have been properly signed, and whether bids are generally in order.

The bid determined as not in order as per the specification will be rejected by the SPPL.

**13. SELECTION CRITERIA**

Selection of Financial Bid will be done on the basis of Minimum Quotation in Table - "A" & Table "D" taken together i.e. Fixed Amount quoted for 1800 cups of Tea & 200 cups of Coffee and table of Monthly Remuneration of 2 Service Boys.

**14. SPPL's RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS**

The SPPL reserves the right to accept or reject any bid or all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or bidders or any obligation to inform the affected bidders of the ground for the SPPL's action.

SPPL reserves the right to select more than one bidder keeping in view its requirement.

**15. SIGNING OF CONTRACT**

The successful bidder(s) to be called as Agency/Contractor shall be required to enter into a Service Legal Agreement (SLA) with the SPPL, within 7 days of the award of the tender or within such extended period as may be specified by the SPPL.

Yours faithfully,

Manager (Adm)

Shivshahi Punarvasan Prakaalp Ltd.

## THE FORMAT FOR TECHNICAL BID

From

.....  
 .....  
 .....  
 .....

Affix self- attested P.P. size ,  
 recent photograph of the  
 bidder

To,

The Manager (Administration),  
 Shivshahi Punarvasan Praklp Ltd. ,  
 5<sup>th</sup> Floor, Grihanirman Bhavan,  
 Bandra (East), Mumbai- 400 051

Sub. :- "TECHNICAL BID" for providing Canteen Services at SPPL office.

Sr. No.	Particulars	Details to be filled in by the Agency /Contractor
1	Name of the Agency/Contractor	
2	Address of the Regd. Office/Business Agency Contractor (in Mumbai) and telephone numbers (Self-Attested copy required to be submitted)	
3	Date of Incorporation/Constitution	
4	PAN/TAN Nos. of the Agency/Contractor (Self-Attested copy of PAN required to be submitted )	
5	Service Tax/GST Registration No. If any (Self Attested copy of required to be submitted.)	
6	a) Experience (Self Attested copy required to be submitted)	
	b) Canteen Service catering Business Turn overs in the last 5 years (if available) (year wise)	2012-13 Rs. 2013-14 Rs. 2014-15 Rs. 2015-16 Rs. 2016-17 Rs.
7	Bank Account Number, name of Bank, Branch & IFSC Code	

SPPL Reserves right to decide the cut off duration of Experience.

SPPL reserves right to call for proof/ do verification.

We submit our Bid Documents herewith. Bid not accompanied by any one of the above documents or satisfactory explanation thereof will be liable for rejection forth with.

If our Bid for the above job is accepted we undertake to enter into and execute at our cost, when called upon by the SPPL to do so, a contract in the prescribed form. Unless and until a formal



contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We understand that SPPL is not bound to accept the lowest or any bid received by SPPL and may reject all or any bid; you may accept or entrust the entire work to one Agency/Contractor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

We hereby undertake and agree to abide by all the terms and conditions stipulated by the SPPL in this Tender Documents including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids.)

Dated..... day of August 2017

Yours faithfully,

.....  
.....  
.....

(Signature of the authorized person of the bidders)

.....  
.....  
.....

(Name and address of the bidders)

Seal of the bidders

## FINANCIAL BID – FORMAT

To,

Manager,  
Shivshahi Punarvasan Prakalp Ltd.  
5<sup>th</sup> Floor, Grihanirman Bhavan,  
Bandra (East), Mumbai- 400 051

### Sub:- Financial Bid for providing Canteen Services at SPPL office

Sir,

I / we have read the terms and conditions carefully. I/We submit the Financial Bid for providing Canteen services in SPPL office as stated below:-

<b>Table - A</b>		
Fixed /monthly Quotation for the number of Tea & Coffee cups required for SPPL office stated below in Table- "A"		
Item	Number of Tea & Coffee Cups	Agency's/ Contractor's quotation should include all other incidental expenditure including Taxes/Charges etc. payable by Canteen Agency/Contractor.
i) Tea prepared manually (with or without ginger/ lemon)	Fixed number of tea cups 1800 1) For Brooke Bond Red Label Natural Care (carton)	Rs. .... /- (In words Rupees.....) .....) (inclusive of all expenditure, charges & taxes)
ii) Coffee	Fixed number of coffee cups 200	Rs. .... /- (In words Rupees.....) .....) (inclusive of all expenditure, charges & taxes)
<b>Total</b>		Rs...../-(In words Rupees.....)

<b>Table - B</b>		
Agency's/Contractor's Quotation for Additional cups of Tea/Coffee required for SPPL office above the number stated in Table 'A' above.		
Item	For per additional cup of Tea/Coffee for SPPL office	Agency's /Contractor's Quotation for per additional cup
i)Tea	Per additional one cup of Tea	Rs...../-(In words Rupees.....) .....)
ii) Coffee	Per additional one cup of coffee	Rs...../-(In words Rupees.....) .....)

<b>Table - C</b>			
Item	Item	Item	Agency/Contractor's Quotation
1	Biscuits	1)Parle/ 2)Sunfeast/ 3)Britannia (Small pack, medium pack & standard)	Will be paid Maximum Retail Price (MRP) mentioned on the packets of these items.
2	Cookies	Fresh bakery product of good quality	
3	Moongdal	Haldiram/Bikaneri	
4	Potato Chips	Lays /Balaji etc.	

Items not prepared in SPPL Pantry.		
5	Potato wada	Rs. .... per plate
6	Samosa	Rs. .... per plate
7	Bhajia (Mix)	Rs. .... per plate
8	Misal	Rs. .... Per plate
9	Cutlet	Rs. .... Per plate
10	Bhel	Rs..... Per plate
11	Buttermilk	Rs..... Per glass
12	(other item if any)	
13	(other item if any)	

Table – D		
Expenditure for 2 Service Boys including their Monthly Remuneration which should not be less than the Minimum Wages fixed by the office of Labour Commissioner of Governments of Maharashtra	1) Rs.	/- Per month
	2) Rs.	/- Per month

**I am /we are aware that:-**

1. Selection of Financial Bid will be done on the basis of Minimum Quotation in Table - "A" & Table "D" taken together i.e. Fixed Amount quoted for 1800 cups of Tea & 200 cups of Coffee and table of Monthly Remuneration of 2 Service Boys.
2. Good quality milk and sugar shall be used for preparation of Tea/Coffee.
3. For supplying any other snacks/beverages items (excluding those items which are mention in the above table) Agency/Contractor shall take prior permission from the Administration.
4. The above rates of item in Table- 'A', 'B' & 'C' above should be inclusive of expenditure on 2 Canteen Boys & Service charge of Canteen Agency/Contractor & all incidental taxes, if any. However, expenditure of two Canteen boys are to be shown in the table - 'D' above for information of SPPL. Applicable taxes which would be levied at the applicable rates.
5. We are aware that all the payments shall be subject to TDS as applicable at the time of payment.

I/ we agree to abide by the terms and conditions stipulated by the SPPL and mentioned in the Tender at the rate quoted above.

Signature

Name and Seal of  
Agency/Contractor.

Date

(The format shall be sent in separate sealed cover "FINANCIAL BID FOR CANTEEN SERVICES")