



**EMPLOYEES' PROVIDENT FUND ORGANIZATION  
MINISTRY OF LABOUR & EMPLOYMENT  
GOVERNMENT OF INDIA**

**Tender Reference No. \_01/2024\_**

**Tender for Selection of Catering Agencies for Providing Canteen Facility at  
Employees Provident Fund Organisation, Regional Office Delhi (North),  
28, Community Centre, Wazirpur Industrial Area, Delhi - 110052**

### **GENERAL INFORMATION**

1. EPFO RO Delhi (North) invites applications from experienced and reputed catering agencies to run the Staff Canteen at its Office.
2. Suppliers having minimum five years of experience in similar undertakings are eligible to apply.
3. For details, please visit our website ([www.epfindia.gov.in](http://www.epfindia.gov.in))

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**Important dates of events related to the tender are as under:**

| <b>Sl. No.</b> | <b>Particulars</b>                                               | <b>Date</b> | <b>Time</b> |
|----------------|------------------------------------------------------------------|-------------|-------------|
| 1.             | Date of online publication of Tender                             | 14.03.2024  | 17:00 hours |
| 2.             | Start date - download of Tender Document                         | 15.03.2024  | 17:00 hours |
| 3.             | Start date - submission of bid                                   | 15.03.2024  | 17:00 hours |
| 4.             | Closing date - submission of bid                                 | 08.04.2024  | 17:00 hours |
| 5.             | Closing date & time for submission of original EMD and Affidavit | 09.04.2024  | 17:00 hours |
| 6.             | Opening date of Technical Bid                                    | 10.04.2024  | 15:00 hours |

## **NOTICE INVITING TENDER**

Online tenders are invited under two bid system from established and reputed catering agencies (with sufficient experience of running canteens) to run the Staff Canteen at EPFO, RO Delhi (North), 28, Community Centre, Wazirpur Industrial Area, Delhi - 110052. Interested companies / firms having good reputation may download the tender forms from the Organisation's website [www.epfindia.gov.in](http://www.epfindia.gov.in).

### **2. Validity of Tender**

The tender shall remain valid for a period not less than 180 days after the deadline specified for submission of bids.

### **3 Process of bidding**

Bid offers prepared in accordance with the procedures in annexure 1, 2 and 3 should be submitted for Invitation to Bid. The bidders/Contractors are advised to follow the instructions provided in the Instructions to the bidders/Contractors to avoid Rejection of Bids.

Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will also be rejected.

### **4 Evaluation of tender:**

- A. The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during evaluation of bids. The financial bids of only those successful bidders who obtain minimum 70% points i.e. 70/100 in Technical evaluation will be opened for further evaluation.
- B. The work will be awarded to the bidder whose bid has been determined to be technically qualified in terms of Para 'A' above and who has offered the lowest financial bid.

6. Bids are required to be submitted in the format prescribed for Technical Bid & Financial Bid. Financial Bids of only those bidders, who have been declared technically qualified, will be opened.
7. Demand Draft of Rs. 25,000/- (Rupees Twenty Five Thousand Only) as Earnest Money drawn in favour of RPFC Delhi (North), sealed in an envelope super-scribed with "Tender for CANTEEN and CATERING SERVICES in EPFO, RO Delhi (North), 28, Community Centre, Wazirpur Industrial Area, Delhi – 110052 should be sent in the name of RPFC-II (Admin-III), RO Delhi (North), 28, Community Centre, Wazirpur Industrial Area, Delhi - 110052 before the closing date. EMD of all bidders will be returned without interest after the completion of tender process and award of contract.
8. The Bidders can visit this office on any working day during working hours to see the space and facilities available for running canteen or send their queries if any, by e-mail only at email id: [ro.delhi.north@epfindia.gov.in](mailto:ro.delhi.north@epfindia.gov.in) before 08.04.2024.

**Regional PF Commissioner-I**  
**EPFO, RO Delhi (North).**



### **General Terms & conditions for providing canteen and Catering services:**

1. The contractors should have valid Trade License and valid Food License for operation/running of the canteen and Catering. The contractor should have at least 5 years' experience in the catering business, out of which at least 3 years' experience should be in running the canteen of a reputed Govt. organization, PSU and Private Organizations.
2. (a) Space: Accommodation will be provided by the EPFO for running the canteen and Catering.  
(b) Electricity: Electricity will be provided free of cost for the use of power consumption only for refrigerator, hot-case, etc.  
(c) Water shall be supplied to the contractor free of cost.
3. The Contract will be initially for a period of one year and further extendable for a period up to two years. After the expiry of the first twelve months, the EPFO will evaluate the performance of services provided by the contractor. If the services are found satisfactory, the EPFO reserves the right to extend the contract for period up to two years on the same terms & conditions. EPFO also reserves the right to terminate the contract, at any time during the currency of contract by giving 30 days' notice to the Contractor.
4. The contractor has to ensure that canteen premises is used only for the purpose of running the canteen and catering services for the EPFO RO Delhi (North) and not for any other purpose in any manner. The Contractor himself and/or his worker should not use the premises for any other business purpose. The Contractor shall not be authorized for any kind of sub-letting the premises in any manner.
5. The Contractor will be provided with the canteen premises and furniture as available in the EPFO office. The maintenance and upkeep of premises, furniture and fixtures will be the sole responsibility of the contractor. In case any damage is caused to any of the item which is provided due to mis-handling, the item of the same quality shall be replaced by the contractor.

6. The Contractor shall be responsible for running the canteen as per the rules applicable and ensure the compliance of the provisions of Employees' Provident Fund Act and ESI Act and rules framed there under and other relevant statutes including Municipal Rules and Regulations, relating to the canteen in force from time to time, during the subsistence of the Contract (where applicable). The contractor shall obtain necessary license to run the canteen from FSSAI.
7. The Contractor shall employ his own canteen staff, provide them clean uniform at his own cost and shall be responsible for timely payment of their wages/salary directly in their bank accounts. The contractor will also be responsible to deduct and pay EPF as per rules and also extend medical facilities etc. as per statutory rules in force from time to time. EPFO Head Office shall not be responsible in any manner (where applicable).
8. The Contractor shall procure and use all fresh and standard/good quality food material, eatables, etc. necessary for running the canteen at his own costs. The quality of food shall be maintained in consultation with the EPFO and the decision of the EPFO in respect of quality of food shall be final.
9. The Contractor shall also undertake and ensure that all the raw material including milk etc. shall be available during the course of the working hours of the EPFO and he shall also arrange to supply the food items tea, coffee, lunch, dinner etc. even beyond the working hours and/or on holiday, if required by the EPFO, at the same rate.
10. The contractor shall provide the canteen/catering services normally on five days a week and will also provide the said services on holidays or late hours in the office. The EPFO will give requirement of services on holidays/late hour 12 hours in advance.
11. The successful bidder shall have to deposit Rs. 25000.00 (Rupees Twenty five thousand only) as Security Deposit/Performance Guarantee at the time of award of contract which shall remain valid for the entire period of the engagement and no interest shall be paid upon the same. If the contractor withdraws his services and/or fails to discharge his services up to the satisfaction of the management the said security shall be forfeited.
12. EMD of all bidders will be returned without interest after the completion of tender process and award of contract.
13. The Contractor or his manager who should be qualified and professionally experienced must be available in the canteen at all times to attend the complaint, if any.

14. The oil/ghee and other ingredients to be used shall be from amongst the brands as suggested by the committee set up by EPFO for this proposal. If no suggestions are made, it should have FPO/AGMARK marking and shall be opened to inspection of the authorized committee of the EPFO.
15. The contractor will be responsible for maintaining cleanliness inside and around the canteen.
16. The selected vendor should also provide food products on MRP basis. The rate for per cup tea/coffee shall be quoted in financial bid by the vendor.
17. The tentative list of items to be provided is at Financial bid Format. However, EPFO may change the list as per mutual discussion with the selected vendor any time.
18. The selected vendor will not cook any food in the premises of the EPFO RO Delhi (North) except Tea and Coffee. Only warming up of precooked food will be allowed in the EPFO premises.
19. All books of accounts, registers and any other documents used in connection with running of the canteen shall be maintained by contractor at his own cost and the same shall be produced for inspection either on demand by the MCI/ESIC/ Provident Fund Authorities/Municipal Authorities or any other official Agency/ officer authorized by the Competent Authority in this connection (where applicable).
20. The contractor will settle and pay all Municipal and other statutory taxes, if any, to the concerned authorities.
21. It will be obligatory on the part of the contractor to sign the offer and other documents for all the component's & parts. After the work is awarded, the Contractor has to enter into an agreement for work awarded on a non-judicial stamp paper of required value at his own cost within ten working days from the date of receipt of acceptance order or before the work is undertaken.
22. The contractor should verify the character and antecedents of all the persons employed, through local police and shall submit a certificate to this effect.



23. Due to any unforeseen reason, if the canteen is closed for some times, it shall be the responsibility of the contractor to provide food to the employees on the same cost as has been agreed in the tender terms.

24. If in the opinion of the Committee the works is delayed by:

- a. Force majeure.
- b. Reasons of civil commotion, combination of workers on strike or lock-out affecting any of the building trades.
- c. In consequence of the Agency for not having received in due time necessary instructions from the Committee for which he shall have specifically applied in writing.
- d. Reasons of Committee instruction

The Committee shall make a fair and reasonable extension of time for completion of the contract works. Upon the happenings of any such event causing delay, the Agency shall immediately give notice thereof in writing to RPFC-II (Admin-III) but shall nevertheless use constantly his best endeavors to prevent or make good the delay and shall do all that may be reasonably required to the satisfaction of the Committee to proceed with the works.

25. All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the arbitrator to be appointed by the EPFO. The award of the sole arbitrator shall be final and binding on both the parties under provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications on re-enactment thereof as in force. Place of such arbitration proceedings shall be at Delhi.

26. **Payment:**

(a) No advance/ part payment will be made. Payment will be made by the individual consumer in the EPFO.

(b) EPFO will make payment in respect of those items for which work order is issued by the authorized officer.

27. EPFO will form a committee for the monitoring and smooth functioning of canteen and catering services.

28. EPFO Head Office reserves right to get outside Caterers for specific occasions.

29. Quantity mentioned in the financial bid is tentative and the EPFO may increase or decrease the quantity as per actual requirements.

**Special Conditions of Service:**

- a) The Contractor will ensure that its servicing and cooking staff washes hands with soap after use of the rest rooms & before cooking/serving of food.
- b) The Contractor should ensure no re-use of leftover foods from the previous day. Left-over food should be disposed-off appropriately, within one hour from the completion of the relevant service hours.
- c) Items such as sandwiches, burgers, french fries which can be consumed outside the cafeteria premises shall be served in appropriate and convenient packing.
- d) Ensure all employees are free of any contagious diseases or ailments.
- e) Ensure all employees are well mannered and display courteous behaviour.
- f) Ensure pest control administration periodically (rats/ mice/ flying insects. Crawling insects), but not with aerosol based anti-pest sprays that could get in the food.
- g) Operation of canteen is subject to regular (every week) inspections by the committee appointed by the EPFO to ensure all points are adhered to. Periodic checking/ performance audit by a monitoring committee shall also be carried out to evaluate the performance of the caterer on standards of hygiene, cleanliness and health.
- h) Any violation to the terms and conditions of the contract shall attract penalty on the contractor which shall be decided by the management of the EPFO and the same shall be acceptable to the contractor.

**CRITERIA FOR ELIGIBILITY**

- 1. Bidder should have minimum 3 years experience, on the date of submitting the tender, in providing catering services for full day meals for at least 100 persons to the Academic institutions of repute /a training centre/ Canteens/ Hostel Mess in central govt. department/ State govt. Department/ Public Sector undertaking including public sector banks.
- 2. Turnover of the applicant from catering Services (as mentioned in 1 above) during each of the last three years should not be less than Rs. 10 lakhs per year.

3. Bidder should be involved in catering assignments with total annual billing of at least Rs. 20 lakhs in various assignment during each last three financial years.
4. Proprietor/ One of the partners/ one of the Directors of the applicant firm should possess a degree/ diploma in Hotel Management, Catering and Nutrition from a reputed institute in India. Attested copy of degree/ diploma should be enclosed.
5. Bidder should have valid GST No. and PAN No. (where applicable).
6. Should have ESIC and EPF Registration No.(where applicable).
7. Should have a license of FSSAI and should be registered with Shops and Establishments Act.
8. Bidder should have well-established office in Delhi/New Delhi/Noida/Faridabad/ Gurgaon.

### **CRITERIA FOR EVALUATION OF THE BID**

- A. The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during evaluation of bids. The financial bids of only those successful bidders who obtain minimum 70% points i.e. 70/100 in Technical evaluation will be opened for further evaluation.
- B. The work will be awarded to the bidder whose bid has been determined to be technically qualified in terms of Para 'A' above and who has offered the lowest financial bid.
- C. (i) Criteria for evaluation of the technical bid/performance of contractors for pre-eligibility

| Sr. No. | Attributes                                                                                                                                                                                                                                                                                                              | Evaluation                                                                                        |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 1       | Financial Strength<br>(i) Annual (last three years) turnover 20 lacs/ year                                                                                                                                                                                                                                              | (15 Marks)                                                                                        |
| 2       | Experience (last three years)<br>(i) Similar works contract of total value 15 Lakh or more                                                                                                                                                                                                                              | (15 Marks) 5 marks for each contract.                                                             |
| 3       | Performance certificates from existing clients similar jobs of Rs. 15 lakh or more.                                                                                                                                                                                                                                     | (30 marks) 10 marks for each contract upto maximum of 3 contracts                                 |
| 4       | Performance of works (Quality) based on report /assessment by the visiting committee / presentation (Quality of food, Hygiene, cleanliness feedback from the client, service quality, efficiency in handling cash transactions)<br>(i) Excellent 30<br>(ii) Very Good 25<br>(iii) Good 20<br>(iv) Fair 10<br>(v) Poor 0 | (30 marks)                                                                                        |
| 5       | Personnel and Establishment (list of personnel actually deployed as various site with their EPF no.<br>(i) Skilled<br>(ii) Semiskilled<br>(iii) Unskilled                                                                                                                                                               | (Max. 10 marks)<br>Employees less than 10 — (5 marks)<br>Employees equal or above 10 — (10 marks) |



**(II) Financial bid evaluation:-**

- A. The financial bids of only those successful bidders will be opened who obtain minimum 70% points i.e. 70/100 in Technical evaluation.
- B. The work will be awarded to the bidder whose bid has been determined to be technically qualified in terms of Para 'A' above and who has offered the lowest total cost. The total cost will be calculated on per day basis.

**A. Proposed items for Canteen and Catering Services (Breakfast & lunch)  
Financial Bid Format (To be presented in .xls Format)**

| Sr No. | Description(Tentative requirement                                                                           | Approx. Qty   | Unit rates | Total Cost |
|--------|-------------------------------------------------------------------------------------------------------------|---------------|------------|------------|
| 1      | Lunch per Head (1 Salad, Raita, 1 Paneer,vegetable, Rice, Dal, Assorted Breads                              | Veg 70        |            |            |
| 2      | Tea per Cup (125 ml)                                                                                        | 250           |            |            |
| 3      | Coffee per Cup (125ml)                                                                                      | 50            |            |            |
| 4      | Samosa / Bread Pakoda / Dal Kachori / Pyaz Kachori (100 gm piece)                                           | 100           |            |            |
| 5      | Poha/ Upma (100 gm)                                                                                         | 25            |            |            |
| 6      | Veg Sandwich                                                                                                | 25            |            |            |
| 7      | High Tea—2 Snacks + Cookies +1 Dessert + Tea, Coffee + Soft drinks                                          | 20 per week   |            |            |
| 8      | Seminar Lunch/ Dinner- 1 Soup, 2 Salads, Raita, 1 Paneer,3 vegetables,Rice, Dal, Assorted Breads, 2 Dessert | On need basis |            |            |
| 9      | Tea/Snacks in Seminar-1 Veg Snack, Cookies, Tea, Coffee                                                     | On need basis |            |            |
| 10     | Mineral water— 1 Ltr.                                                                                       | On need basis |            |            |
| 11     | Tea Through Vending Machine                                                                                 | On need basis |            |            |
| 12     | Coffee Through Vending Machine                                                                              | On need basis |            |            |

**All Taxes must be Included in the unit rates.**