

**TENDER NOTICE**

**FOR**

**CATERING SERVICES AT  
RESTAURANTS & FOOD  
KIOSKS**

**IN**

**PUSHPA GUJRAL SCIENCE CITY  
KAPURTHALA (PUNJAB)**

**TN/PGSC/2018-19/Catering Services + Food Kiosks**

*Pushpa Gujral Science City*  
Jalandhar – Kapurthala Road,  
Kapurthala, Punjab  
Telephone: 01822-501963 / 64

**Tender Advertisement**  
**PUSHPA GUJRAL SCIENCE CITY**

Jalandhar-Kapurthala Road,  
Kapurthala  
Telephone: 01822 501963 / 64

**SEALED TENDER FOR CONTRACT FOR CATERING SERVICES**

Sealed offers are invited from reputed Caterers / Vendors / Contractors / Hoteliers for providing food services through restaurants and Kiosks on lease basis at Science City as follows:

**Tender Fee:** Rs. 1000/- (Rs. One Thousand Only)  
**Earnest Money:** Rs. 1,00,000/- (Rs. One lakh only)  
**Lease Period:** 3 years  
**Pre-Bid Meeting:** **28/01/2019** (1100 Hrs) at PGSC, Kapurthala  
**Last Date for Submission of Tender:** **01/02/2019** (1430 Hrs) at PGSC, Kapurthala

Tender Document consisting of detailed scope of work and terms & conditions may be purchased from the office of PGSC, Kapurthala on any working day against non-refundable cash payment or demand draft of Rs. 1,000/- as Tender Document Fee in favour of "Pushpa Gujral Science City" payable at "Kapurthala". OR Tender Document can also be downloaded from PGSC website [www.pgsciencecity.org](http://www.pgsciencecity.org) without any fee.

Note:

- PGSC reserves the right to accept or reject any application and to annul the process at any time, without any liability and / or assigning any reason thereof.

# Pushpa Gujral Science City

Jalandhar – Kapurthala Road, Kapurthala

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## **COVERING LETTER**

From,

(Full name and address of the Tenderer)

M/S.....  
.....

To,

**The Director,  
Pushpa Gujral Science City,  
Kapurthala.**

**Subject: Contract for Catering Services at Restaurants and  
Food Kiosks**

Sir,

We hereby submit our offer in full compliance with terms & conditions of the attached tender. The tender is submitted in three separate and sealed envelopes marked Part-I (EMD), Part-II (Technical Bid & Part-III (Financial Bid).

**Dated:**

**(Signature of Tenderer)  
With seal**

## Particulars

### **Contract for Catering Services at Restaurants and Food Kiosks**

- Date for Pre-Bid Meeting : **28/01/2019 (1100 Hours)**
- Place for Pre-Bid Meeting : Committee Room, Administrative Block,  
Pushpa Gujral Science City (PGSC),  
Jalandhar-Kapurthala Road,  
Kapurthala
- Last Date for submission of Offer : **01/02/2019 (1430 Hours)**
- Place for submission of Offer : Administrative Officer  
Administrative Block,  
Pushpa Gujral Science City (PGSC),  
Kapurthala
- Validity of the Offer : 6 (Six) Months from the last date for  
submission of Tender
- Lease Period : Three years
- Earnest Money Deposit : Rs.1,00,000/- (Rs. One Lac Only)  
Through Demand Draft in favor of  
"Pushpa Gujral Science City", payable at  
"Kapurthala" **or through RTGS/NEFT to**  
Pushpa Gujral Science City account no.  
20850898685, Allahabad Bank, Kapurthala,  
IFSC code:ALLA0210169
- Cost of Tender Document : Rs.1,000/- (Rs. One Thousand Only)  
Through Demand Draft in favor of "Pushpa  
Gujral Science City", payable at "Kapurthala"  
or through RTGS/NEFT to Pushpa Gujral  
Science City, Kapurthala A/c No.  
20850898685 IFSC ALLA0210169.  
  
In case Tender Document has been  
downloaded then no Fee is to be given.
- Contact Person at PGSC : Dr. Munish Soin,  
Manager Estate  
Tel: 01822-501961- 65
- Particulars of Tenderer : Tenderer is requested to fill their particulars  
as per **Annexure: I attached**

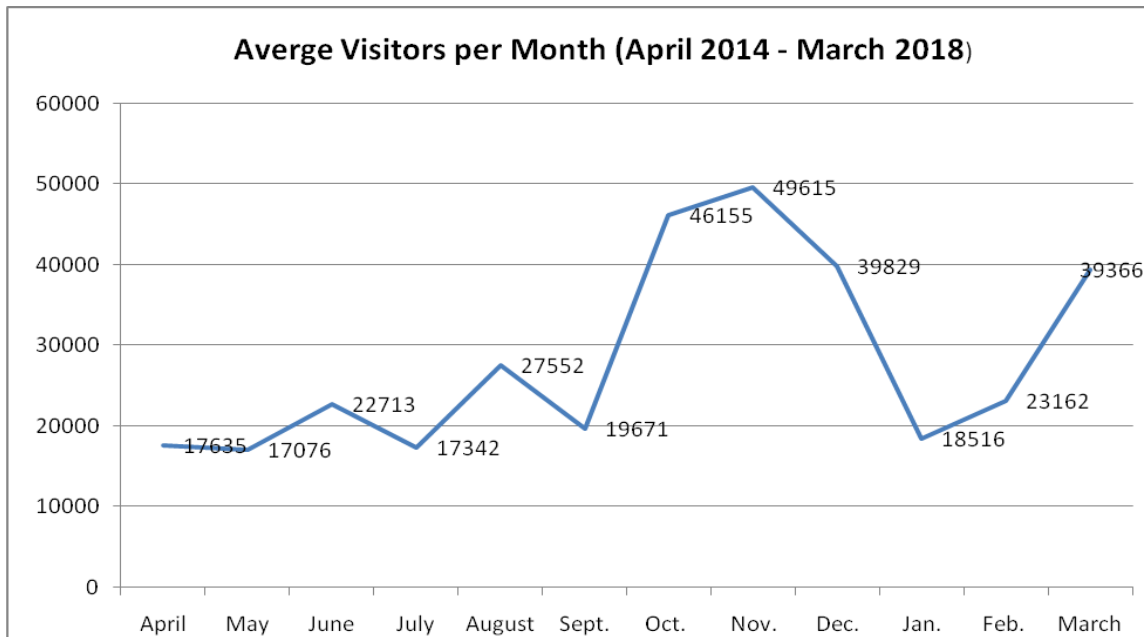
## **Catering Services for RESTAURANT and Food Kiosks**

Tenders are invited from reputed Caterers / Vendors / Contractors / Hoteliers for providing catering Services at restaurants and running of food Kiosks at the Pushpa Gujral Science City (PGSC), Jalandhar-Kapurthala Road, Kapurthala.

More than 3.4 Lacs visitors visit the Science City annually. The visitor profile month wise based on average of last 4 financial years (2014-2018) is as follows:

### **Average Visitors per Month (April 2014-March 2018):**

<b>Month</b>	<b>Average Visitors</b>	<b>Month</b>	<b>Average Visitors</b>
April	17,635	October	46,155
May	17,076	November	49,615
June	22,713	December	39,829
July	17,342	January	18,516
August	27,552	February	23,162
September	19,671	March	39,366



- Visitor at the Science City spends around 6 to 7 hours and is likely to take at least one meal (lunch) + cold drinks / tea/ coffee + some snack / chips/ ice cream etc.
- PGSC is open all the 365 days 9.00 AM to 7.00 PM for visitors.
- PGSC also organize special events like conducting various Seminars, Meetings, Flower Shows and Dog Shows during the year.
- Food Coupon worth Rs. 20/- shall be available with all types of tickets of visitors except tickets issued under Govt. sponsored schemes for schools / Institutes.

# **INSTRUCTIONS**

## **Contract for Catering Services at RESTAURANTS and Food Kiosks**

### **1. PRE-BID MEETING**

- 1.1 A pre-bid meeting shall be held for clarifying any issue raised by the prospective bidders. The prospective bidders may send their queries in advance preferably.
- 1.2 The minutes of the pre-bid meeting shall be posted on the website of PGSC next working day. A hard copy of minutes shall be sent to bidders by post who attended the pre-bid meeting.
- 1.3 Decisions taken in the pre-bid meeting shall have overriding effects on the provisions mentioned in scope, term and conditions of the Tender Document.

### **2. The offer should be submitted in three separate envelopes.**

Part - I (Envelope - I): containing Earnest Money Deposit of Rs. 1,00,000/- plus Rs. 1000/- (No fee for tender document, if downloaded from the website) or PGSC receipt of Rs. 1000/- against the purchase of Tender Document

Part - II (Envelope - II): containing Technical Bid

Part - III (Envelope - III): containing Financial Bid

### **3. The procedure for submitting the tender shall be as under: -**

**ENVELOPE – I:** superscribed “**EARNEST MONEY DEPOSIT**” should contain

- Earnest Money Deposit in the form of Demand Draft for Rs. 1,00,000/-
- No Cost of Tender Document of Rs. 1000/-, if downloaded by the bidder.
- PGSC Receipt cost of tender document, if Tender Document purchased through cash from PGSC.
- Tender submitted without the Earnest Money will be summarily rejected.
- The earnest money deposited with PGSC will be refunded to the unsuccessful tenderer after commissioning of Restaurants & Food Kiosks as per terms & conditions of the contract.
- In case of successful Tenderer, the Earnest Money will be retained as the Security Deposit/ Retention Money for satisfactory execution of the contract.

- In case the Tenderer does not return the signed copy of the Agreement within 15 days of the issue of the intent letter, the earnest money shall be forfeited by the PGSC.
- No interest will be payable on the EMD/Security Deposit.

**ENVELOPE - II:** superscribed "**TECHNICAL BID**" should contain

- Company / Contractor Profile
- Postal Address  
E-mail address  
mTelephone No. / Mobile No.  
Fax No.
- Name and designation of the representative of the Agency to whom all references shall be made  
Mobile No.  
E-mail address
- Status of Organisation (Whether Private / Public Sector Undertaking / Sole Proprietor / Partnership / Cooperative Society etc. (Attach documentary proof)
- Please also refer **Annexure I** technical qualification criteria.

**ENVELOPE III:** superscribed "**FINANCIAL BID**" should contain only the price bid.

All the envelopes mentioned above should be submitted in a larger envelope double-sealed cover, super-scribing the Tender for "**TENDER Catering Services for Restaurants and Food Kiosks**" TO **PUSHPA GUJRAL SCIENCE CITY, KAPURTHALA, PUNJAB.**" within due date.

#### **4. PROCEDURE**

The procedure of opening the tender shall be as follows:

**Envelope – I** shall be opened in the first instance. Bids without proper Earnest Money shall be out rightly rejected and Envelope – II and III shall not be opened.



**Envelope – II** shall only be opened with Earnest Money in Envelope–I as required.

➤ The Technical Bid will be evaluated by Technical Evaluation Committee.

**Envelope - III** (Financial Bid) of only those bidder(s) shall be opened who have been qualified by the Technical Evaluation Committee.

*Conditional bids will be out rightly rejected.*

## **5. CLARIFICATION OF BIDS**

To assist in the examination, evaluation and comparison of bids, PGSC may, if necessary, ask bidders individually for clarification of their bids w.r.t. documents etc.

## **6. SELECTION CRITERIA**

The Financial Bids of only those tenderers will be opened who will be recommended by the Technical Evaluation Committee.

Offers less than the reserve price may be outrightly rejected.

Highest bidding company will be awarded the work.

## **7. Other Instructions**

7.1 PGSC will process the tender as per PGSC norms & procedures and PGSC would not be under any obligation to give any clarification to the agencies whose bids are rejected.

7.2 Tenderers are advised to understand the magnitude of the work and visit Science City and acquaint themselves with the site and location of Restaurants and kiosks during office hours on any working day

7.3 PGSC reserves the right to reject / cancel any or all or part of the tender of the bidder without assigning any reasons and shall also not be bound to accept highest bidder. The decision of the PGSC shall be final and binding.

7.4 Omission, neglect or failure on the part of bidder to obtain requisite reliable and full information or any matter affecting his / her tender, shall not relieve the bidder, from any liability in respect of the contract.

# **SCOPE OF WORK, TERMS & CONDITIONS**

- 1. Scope of Work:** Catering Services for following:
  - 1.1. Family Restaurant (Air Conditioned Cafeteria type).**
    - 1.1.1. Seating capacity: 150 persons (approximately).
    - 1.1.2. Location of Restaurant: Gate Complex in the Science City
  - 1.2. Group Restaurant (Mess type)**
    - 1.2.1. Seating capacity: 275 persons (approximately).
    - 1.2.2. Location of Restaurant: Energy Park in the Science City
  - 1.3. Food Kiosk**
    - 1.3.1. Kiosks
    - 1.3.2. Location: Gate Complex, Science Voyage Hall and Energy Park
- 2. Period of Contract**
  - 2.1. The contract shall be for a period of three (03) years from the date of award of the contract, which shall be indicated in the award letter.
- 3. Extension of Contract Period**
  - 3.1. If PGSC finds the work of contractor satisfactory and Contractor also desires to continue operations of food services at Science City then on mutually agreed term and conditions contract can be extended on yearly basis.
  - 3.2. The Security Deposit will be withheld for the extended period and no interest will be payable.
- 4. Reserve Lease Amount:**
  - 4.1. The Reserve lease amount for the Restaurants and Food Kiosks: **Rs. 25 Lakhs** + taxes as applicable.
  - 4.2. The tender may be rejected if the amount quoted is less than the Reserve Lease Amount.
- 5. Security and Payments**
  - 5.1. Security**
    - 5.1.1. The Bidders shall deposit EMD of Rs. 1,00,000/- at the time of deposit of tender. EMD of the successful bidder will be kept as Security Amount for the duration of the lease period. It will be returned only after the completion of the lease period.
    - 5.1.2. Successful Bidder will deposit additional Rs. 2,00,000/- or Bank Guarantee of equivalent amount with PGSC as a part of Security Deposit at the time of award of contract.
    - 5.1.3. No interest will be payable on Security Deposit.

5.1.4. The Security deposit is liable to be forfeited wholly or partially if:

- 5.1.4.1. The standard of quality & quantity of food and services deteriorates during the tenure of contract.
- 5.1.4.2. Persistent Misbehavior of contractor or his employees.
- 5.1.4.3. Any damage is caused to the building, equipment and other things belonging to PGSC
- 5.1.4.4. The tenderer declines to render services at the item wise and their rates agreed upon, due to escalation of raw material cost or for any other reason.
- 5.1.4.5. Tenderer fails to fulfill any terms & Conditions of the agreement.
- 5.1.4.6. As per the termination clause.

## 5.2. **Payments**

5.2.1. The Lease amount will be payable in 4 equal quarterly (3 months) installments at the beginning of each quarter, by 10<sup>th</sup> of the first month of each quarter.

5.2.2. The quarterly installment of the Lease Amount has to be paid as per the schedule failing which the contractor shall be liable to pay an interest of 12% per annum of the Lease amount value of the relevant period.

**5.2.3.....At the end of every year, Lease Amount will be increased by 5% of the last lease amount.**

5.2.4. Electricity bill to be totally paid by the contractor. A separate sub meter shall be installed in the restaurants and the kiosks. The rate of electricity shall be the same, which PGSC will pay to Punjab State Power Corporation Ltd. (PSPCL).

5.2.5. Water Charges of Rs 1000 per month to be paid to PGSC.

5.2.6. Mode / Schedule of Payments will be as follows:

	<b>Item</b>	<b>Amount</b>	<b>Time for Deposit of Money</b>
A	EMD	Rs 1,00,000/-	Along with Tender Document, which will be retained as part of Security Deposit in case of successful bidder.
B	Security Deposit	Rs. 2,00,000/-	Successful Bidder will deposit additional amount of Rs. 2,00,000/- or Bank Guarantee of equivalent

			amount on award of contract.
C	Lease Money	Each Installment equivalent to 3 months quoted Lease Money	1 <sup>st</sup> Installment to be paid before the commencement of the Lease Period.  Balance installments by 10 <sup>th</sup> of the first month of each quarter.  At the end of four quarters (one year), lease amount will be increased by 5%
D	Water Charges	Rs. 1000/-	At the beginning of each month before 10 <sup>th</sup> day of first English calendar month
E	Electricity Charges	As per PSPCL Charges on Sub Meter Reading	At the end of each month, to be payable by 10 <sup>th</sup> day of next English calendar month

## 6. CONTRACTORS RESPONSIBILITIES

- 6.1. **Contractor to follow and comply with Requirements / MRP Acts / Rules / Notifications by Government and Guidelines provided by Food Safety and Standards Authority of India (FSSAI)**
- 6.1.1. Contractor will get all the required Leases and Registrations done for operating the restaurant / Kiosks as per requirements of Punjab Government.
- 6.1.2. Display of License / Notice / Certificate prominently.
- 6.1.3. Strictly follow Guidelines for food Safety (Medium to Small Eating Establishments), provided by FSSAI
- 6.1.4. Comply with rules and notifications of Ministry of Labour, Government of Punjab.
- 6.1.5. Indemnity to PGSC against any such violation of rules / requirements / food adulterations / poisoning etc found by authorized Agencies during inspections or otherwise or any issue due to food such as procurement , storage, preparation, cooking, serving, consuming, billing etc.
- 6.1.6. The contractor will not sell any item in plastic cover, wrappers etc. because the complete Science City is plastic free zone. The contractor will follow all guidelines of FSSAI while operating contractor in the PGSC.

## 6.2. **Establishment of Restaurants**

- 6.2.1. Commission and make functional (at least partially) the restaurant within 15 days of award of contract. Full functionality will be achieved within 3 months or within the period extended, if required with approval of PGSC.
- 6.2.2. Ambience: high standards of cleanliness, presentation and service.
- 6.2.3. Family Restaurant: Ambience and furniture should be as for cafeteria (family Restaurant) for the capacity of 150 persons. The option of allowing the successful bidder to open restaurant to outsiders (other than Science City visitors) would be provided through separate entry and exit ensuring that the entry to Science City facilities is segregated.
- 6.2.4. Group Restaurant:  
Furniture should be as for group dining area (majority would be students) for the capacity of 275 persons.
- 6.2.5. PGSC is having hotline service of electricity. However if there is any breakdown or electricity cut in non-working hours, Contractor has to arrange its own backup through stand by generator.
- 6.2.6. Kitchen
  - 6.2.6.1. Kitchen Equipment such as Cooking Equipment / preparation and storage equipment
  - 6.2.6.2. Gas Cylinders
  - 6.2.6.3. Sufficient Service ware and Crockery & Cutlery to cater. Crockery shall be as per approval of the PGSC.
  - 6.2.6.4. Waste Disposal
  - 6.2.6.5. Cleaning & Sanitizing
  - 6.2.6.6. Pest Control

## 6.3. **Restaurant Menu**

- 6.3.1. The menu for thali / buffet / special items for breakfast, lunch and dinner with quantities and quality as mutually decided by contractor and PGSC.
- 6.3.2. Combo ticket including PGSC ticket and Food Coupon **worth Rs. 20/-** shall be available with all types of tickets except tickets issued under Govt. sponsored scheme for Institutes / Institutions.
- 6.3.3. List of suggested Food items to be available in the restaurants will be as per **Annexure: II**
- 6.3.4. A separate cooking arrangement and use of separate utensils etc. shall be ensured for vegetarian and non-vegetarian dishes. Non-vegetarian and vegetarian items would be stored separately. Similarly, separate serving counter for sale of vegetable and non vegetable food items would be ensured by the contractor.

6.3.5. A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. All the materials used in preparation for food item should be of standard brands. All food items wherever possible should be ISI certified and branded.

#### 6.4. **Catering for Special Events**

6.4.1. Contractor will arrange for catering for workshops / Conferences, meetings, programs hosted by outsiders agencies in convention hall etc whenever asked by PGSC as per agreed rates.

6.4.2. The caterer shall provide special breakfast / lunch / dinner / high tea in buffet style whenever required in the restaurant or in the lawn or any other place as indicated by PGSC in the Science City premises. The menu for the same shall be prepared in consultation with the PGSC. Apart from the items indicated in the menu, the caterer has to supply on demand additional items for special lunch /dinner or snacks at the rates mutually agreed.

6.4.3. The caterer would have to provide additional manpower for special events as required and the Caterer would also have to provide substitutes, if their regular staff proceeds on leave, etc.

6.4.4. The caterer is required to arrange additional crockery/ cutlery material, etc. at his own cost as required for the special events of the PGSC, in consultation with the institute officials.

#### 6.5. **Establishment of Food Kiosks**

6.5.1. Kiosks

6.5.2. Tentative Locations: Gate Complex, Science Voyage Hall and Energy Park

6.5.3. To be made partially operational within 15 days of award of contract.

6.5.4. Seating Capacity: If required. To be made operational within 15 days of award of contract.

6.5.5. Service: Self / Take away items

6.5.6. Food type: Vegetarian / Non Vegetarian

6.5.7. Kitchen equipment: Storing (Freezer etc.), Heating (Microwave Oven etc.), Mixers, Vending Machines, Juicers etc.

6.5.8. Display Racks

6.5.9. Crockery and cutlery

6.5.10. All the cooking has to be done in the kitchen provided at the restaurant and not in the kiosk. Only reheating can be done with electric gadgets.

6.5.11. Dustbins

6.5.12. Waste disposal

6.5.13. Pest control

- 6.5.14. Hygiene and Sanitization
- 6.5.15. Maintenance of Kiosks
- 6.5.16. PGSC is having hotline service of electricity. However if there is any breakdown or electricity cut in non-working hours, Contractor has to arrange its own backup through stand by generator.
- 6.5.17. The number of kiosks can be decreased or increased as per requirement after mutual decision by PGSC management / contractor. For additional kiosks, lease amount for these kiosks will be subsequently mutually decided by PGSC and contractor.
- 6.5.18. PGSC will retain the right to open / award new fixed or movable kiosks / restaurant to other suitable agencies, if required at cost, terms and conditions which may vary from the present contract and the contractor will have no right to object.
- 6.5.19. PGSC reserves the right to hire services of other food vendors for exhibitions/workshops/events on temporary basis.

#### 6.6. **Food Kiosk Items**

- 6.6.1. List of suggested items is enclosed at **Annexure: III**
- 6.6.2. These are suggested items and can be added / subtracted depending upon the demand.

#### 6.7. **Menu Rates**

- 6.7.1. Rates of Non-MRP items for thalis / buffet or any other specific food item will be fixed for the lease period with mutual consent of PGSC and Contractor. The same shall be considered and decided by the 4 member Committee headed by the Director, PGSC or any other person authorized by the Director General, PGSC. The food items can be added and / or deleted with the permission of PGSC.
- 6.7.2. No MRP item to be sold more than the MRP in any case.
- 6.7.3. If any increase in the rates of food items is desired by the contractor, the same shall be considered and decided by the 4 member Committee headed by the Director, PGSC or any other person authorized by the Director General, PGSC. Increase shall only be considered after one year of satisfactory running of the catering services

#### 6.8. **Staff**

- 6.8.1. The Contractor would employ optimum number of Manager, Supervisor, Cashier, Cooks, Waiters, Helpers, Sweepers and other staff required for efficient running of the restaurants and Kiosks.
- 6.8.2. The contractor must employ skilled chefs for cooking of various kinds of items viz South Indian, Italian, Continental, Chinese, bakery etc.
- 6.8.3. There should be minimum response time in attending the visitors.
- 6.8.4. The service should be one of the USPs.
- 6.8.5. In the event of increase in the scope of work (including during rush months), additional manpower would be provided by the caterer.

- 6.8.6. The contractor is required to nominate his representative to interact with the PGSC's official regularly for ensuring the satisfactory and smooth functioning of the services.
- 6.8.7. The catering Supervisor(s) provided by the caterer should be available throughout the production and service period at the PGSC and ensure that the staff / guests are served by well-trained servers / waiters.

#### 6.9. **Hygiene in Establishment**

- 6.9.1. No animals & birds shall be kept or allowed in any room in which food is prepared, served and stored.
- 6.9.2. There shall be no cob-webs in any part of establishment.
- 6.9.3. All openings in floors, walls, ceiling, pipes, cables or conduits shall be properly sealed with fitting collars to prevent rodents and pests.
- 6.9.4. Propagation of rats and invasion infestation by rodents shall be prevented.
- 6.9.5. When Pesticides are being used, care shall be exercised to prevent contamination. Equipments to be washed properly by warm water before use.
- 6.9.6. Pesticide shall not be used when food is being prepared or served.
- 6.9.7. Sinks and tubs for washing food or utensils shall not be used for washing of hands.
- 6.9.8. Spitting, nose cleaning or the use of tobacco in the area where food is prepared, served and stored is prohibited.
- 6.9.9. The drainage system shall function smoothly so as to cause no stagnation at the maximum discharge rate. If required, the contractor will install pulpers in sinks.
- 6.9.10. The contractor shall provide sufficient number of Dust Bins (Yellow-Bins and Red-Bins) inside the Restaurants and near the kiosks.

#### 6.10. **Storage and Handling Equipments**

- 6.10.1. All raw materials and edible articles shall be stored on shelves and not on the ground. All containers and utensils shall be stored at approx. height of 430mm above the floor in a clean dry place protected from flies, splash dust, over head leakage and other contamination.
- 6.10.2. All containers and utensils shall be kept covered.
- 6.10.3. Drain boards, trays and shelves shall have impervious surface, which is not readily corrodible.
- 6.10.4. Paper cups, plates, straws, cleaning clothes and napkins shall be kept / stored in dry and clean place.
- 6.10.5. Containers of stainless steel shall be used for storage of water for cooking purpose. The containers shall be kept always covered and on a platform.

#### 6.11. **Hygienic Cooking**

- 6.11.1. Filtered and adequate safe drinking water shall be ensured.



- 6.11.2. Ensure thorough cleaning of Flour doughing machine before doughing.
- 6.11.3. All cooking vessels and utensils shall be cleaned by boiling water or sterilized by steam.
- 6.11.4. Before cooking, raw material like rice etc. shall be visually examined and cleaned for any contamination.
- 6.11.5. Fresh and running water shall only be used for cooking.
- 6.11.6. Cooking foodstuffs shall be always covered with lids.
- 6.11.7. There shall be no contact with clothes of the cook with the cooked food during pouring in trays and or dishes.
- 6.11.8. The vessels containing cooked material shall not be kept on the floor.
- 6.11.9. While cooking all exhaust systems should be on.
- 6.11.10. Only refined edible oil and standard raw material shall be used.
- 6.11.11. In case the contractor wishes to provide solar cooked food, he /she will be allowed to cook the same in designated enclosed area with approval of PGSC.
- 6.11.12. There shall not be any spillage of cooked material/ waste over the shelves, floor, which shall be kept clean all the times.
- 6.11.13. All the trays, thalis / dishes shall be collected near dish washing machine and properly cleaned.
- 6.11.14. Ensure sufficient strength of cleaning powder for efficient cleaning to remove oil and sticky material and thoroughly flush with fresh running water for remnant alkaline removal on the dishes, plates etc.
- 6.11.15. Washed utensils shall be sterilized by steam pressure, if so required.
- 6.11.16. Clean and fresh duster / cloth shall be issued to cooks on daily basis.
- 6.11.17. Authorized PGSC officials will have the right to enter and inspect kitchens and food preparation procedure at any or all times. In addition an Inspection Committee comprising two representatives of PGSC and two representatives from the contractors company will be constituted to look into the health and hygiene aspects of the restaurant.

## 6.12. **Waste Management**

- 6.12.1. Care shall be taken to use minimum amount of water required for cleaning and sterilizing for avoiding the water wastage.
- 6.12.2. The garbage and waste disposal from the kitchen, Restaurants and kiosks shall be the responsibility of the contractor. All the transportation charges regarding waste and garbage disposal shall be borne by the contractor.
- 6.12.3. The solid waste shall be collected in drums / collecting Bins to be kept at identified places.
  - 6.12.3.1. Yellow Bins: - For collection of organic / Bio-degradable wastes or cooked food waste.

- 6.12.3.2. Red Bins: - For collection and other re-cycleable waste.
- 6.12.4. The solid waste collected shall be transported to waste dumping yard land. While transporting the waste from identified place to waste yard, care shall be taken to ensure that waste does not spill over during transit and the containers are properly emptied and cleaned. The transportation charges for the same will be borne by the contractor.
- 6.12.5. The contractor will observe all environmental laws of central Govt. / Punjab state govt. on any other statutory authority for disposing of waste.

**6.13. Safety requirements**

- 6.13.1. The contractor should ensure that there are no loose electrical connections and temporary fitting to avoid short-circuiting and incidents of fire.
- 6.13.2. The regulating valves of LPG supplied to the kitchen shall be inspected quarterly to ensure on/off system in order to avoid accident.
- 6.13.3. First Aid box containing bandages, Spirit, Ointments, Anti-septic creams, lotions and immediate relief tablets shall be available at pertinent location and known to all staff. First Aid facility will also be prominently displayed.
- 6.13.4. Fire Extinguishers as per regulations for Fire Safety.

**6.14. Noise Control**

- 6.14.1. Maximum efforts shall be done to reduce noise arising out of stacking of vessels, utensils, transporting and cleaning operations.
- 6.14.2. All individuals shall be advised to make minimum noise.

**6.15. Conservation of Energy**

- 6.15.1. Fans, tube-lights and other electrical appliances shall be switched off when not required.
- 6.15.2. Use optimum quantity of water at dish washing machine while flushing/ cleaning the utensils and vessels.
- 6.15.3. Save LPG Gas consumption by keeping the vessels flat bottom and properly covered while cooking. The contractor will use only commercial LPG Gas.

**6.16. Terms & Conditions about employees of the contractor**

- 6.16.1. The contractor shall certify that the age of workers deployed is more than 18 years and shall comply with all the statutory requirements.
- 6.16.2. The contractor shall pay the minimum wages as prescribed by the Ministry of Labour, Government of Punjab to the persons engaged by him / her and abide by other Labour Laws like ID Act, Shops & Establishments, Employees Insurance, Factory Act etc.

- 6.16.3. The Contractor will furnish a list of his employees with their names, father's name, correspondence address as well as permanent address, date of birth and photographs to the PGSC for record.
- 6.16.4. Every year the contractor shall submit a medical certificate from the Registered Medical Practitioner in respect of all his employees, which certify that the employee is free from all the communicable diseases and is medically fit for working in the Restaurants and Kiosks.
- 6.16.5. The contractor shall provide identity cards and uniforms to all his staff at his cost and ensure that all the catering staff wears clean uniforms, as prescribed. The head gear and gloves for cooking and service staff in the catering area are also to be provided by the caterer. Strict personal hygiene has to be observed. Separate uniforms need to be provided for different categories of staff viz. cleaners, servers, supervisors and cooks.
- 6.16.6. Employees (Service bearers) shall have adequate experience in serving with proper etiquettes and courtesy.
- 6.16.7. All the employees in Restaurants and Kiosks shall be vaccinated against entire group of diseases.
- 6.16.8. The employees shall keep their fingernails short and clean and wear gloves and appropriate head gear.
- 6.16.9. The contractor will be responsible for observing all the legal requirement / obligations regarding working conditions of his employees under various labour, service, ESI, PF and other laws which may be in force.
- 6.16.10. Neither contractor nor any of his employees will perform the duty in drunken condition and if the contractor or any of his employees is found in such state, it may result in a fine of Rs. 2000/- for the first time and Rs. 5000/- for each subsequent offence(s). The penalty will be imposed on the contractor.
- 6.16.11. Any lapse on the part of contractor or his employees as to unhygienic food preparation and service, less serving than authorized quantity of food, over charging than authorized, misbehavior with visitors, complaints of the victors etc. ( all such lapses which are mentioned herein or not in connection with efficient running of restaurant) will be penalized and it may result in a fine of Rs. 2000/- for the first time and Rs. 5000/- for each subsequent offence(s). The penalty will be imposed on the contractor.
- 6.16.12. In case any legal action is brought about by any of the employees of the contractor for any grievance in regard to his service conditions, benefits or any other loss or injury suffered during performance of his duties etc. the entire responsibility shall be of the contractor, who shall indemnify PGSC against any such claim.
- 6.16.13. The behavior of the contractor and his employees with the visitors and the staff of the PGSC shall be polite and courteous. The employee of the contractor, who will be dealing with the public shall be at least matriculate, smart, well mannered and of co-operative

attitude. No person other than those mentioned in the list shall be placed on duty. Further they shall be in proper uniform and have nameplate on their left chest side as prescribed by the PGSC. Any employee of the contractor shall be liable to pay an amount of Rs 2000/- as penalty to the PGSC in case of default of above. If such violation continues 3 times, the contractor would be required to terminate that employee. Further if any dispute occurs with any visitor, the matter shall be immediately referred to the nominee of the Director General of the PGSC, whose decision in the matter shall be final and binding. A note to this effect shall be notified on the Notice Board at the Entrance of PGSC at the prominent places.

- 6.16.14. In case the contractor or his employees are found guilty of moral turpitude or any anti-social activity, the agreement may be cancelled by the PGSC. Besides, PGSC will be at liberty to take criminal / civil action as per provision of law against such person.
- 6.16.15. PGSC will not be responsible for payment of any type, on account of any loss occurring due to employees of the contractor for which the contractor shall be exclusively liable.
- 6.16.16. In case of any mishap due to food poisonings or digestive disorder or sickness after food or other eatables / drinks taken or any incident or any accident in the contract space, the contractor shall be solely responsible for civil damages and criminal action. Also it will be the responsibility of the contractor to shift the person / persons falling ill on this account to a suitable medical facility at his cost and meeting his/her medical expenses, if so required.

#### 6.17. **Premises**

- 6.17.1. The contractor will not transfer or sublet the contract.
- 6.17.2. The contractor will not make any kind of excavation or construction including alteration or modification in the premises without the permission of PGSC in writing and further, he shall have no right to use PGSC property for his/her employee's personal purpose.
- 6.17.3. The contractor will not alter or damage PGSC's property including electrical appliances, sanitary fittings and other fitting/ equipments as well the plantation work provided in the premises. In fact he shall be responsible for its care and safety, failing which he will be liable to pay its cost as decided by the PGSC. PGSC has the authority to inspect the leased space any time without giving any notice to the contractor.
- 6.17.4. The contractor will keep the premises in good, clean and hygienic order and maintain it in its proper shape. Cleanliness of kitchen and the toilet is of utmost importance on which no compromise shall be tolerated.
- 6.17.5. The contractor will not use or permit others to use the premises for the publicity purpose in any shape or form.

- 6.17.6. The contractor will not encroach upon the rights of other contractors, running their business in the PGSC premises.
- 6.17.7. Maintenance of the premises will be the responsibility of the Contractor during the Lease period.
- 6.17.8. On termination of contract, the contractor will hand over the site(s) to PGSC in the condition / manner it was received, else PGSC will have the right to deduct cleaning / repair / white washing cost from the Security (EMD) or other dues payable or charge the contractor for the same.

**6.18. Penal Rent**

- 6.18.1. If the contractor fails to vacate the premises after the expiry of the contract period owing to any reason, whatsoever, the contractor shall pay the penal rent of Rs.10000/- per day for such period the premises remains in his possession after expiry of Contract or the extended period, as the case may be.

**6.19. Expenses for Execution Agreement**

- 6.19.1. The expenses for preparation and execution of Agreement for this contract shall be borne by the contractor
- 6.19.2. The copy of the draft Agreement is enclosed at Annexure: IV.

**6.20. Maintenance**

- 6.20.1. Maintenance of all equipment, machinery, furniture, air-conditioners, electrical, civil, plumbing work etc whether provided by PGSC or arranged by the contractor, to be done by the contractor.
- 6.20.2. In the event of theft, pilferage or damage to the PGSC's property, and if proved that the contract / his staff are responsible; the agency should make good all the losses and remove the concerned person identified as responsible from the services.

**6.21. Operations:**

- 6.21.1. Presently PGSC is open 365 days (on all Saturdays, Sundays and Holidays) from 9:00 AM to 7 PM. Therefore food facilities should be available all the time. Holiday, if any shall be notified in advance.
- 6.21.2. PGSC has facilities for night stay of approx. 150 persons. In case guests are staying on the premises for the night, the contractor shall make arrangements to provide dinner (upto 9.00 PM) and morning tea (after 6.30 am) in case order is placed atleast 4 hours in advance. The contractor will depute suitable staff accordingly.
- 6.21.3. If opening and closing times are changed by the PGSC, the contractor will accordingly change the timings for food services
- 6.21.4. No downtime in services will be allowed

## **6.22. Other Important Conditions**

- 6.22.1. Hard drinks, cigarettes, drugs etc are STRICTLY PROHIBITED in PGSC.
- 6.22.2. No marriage party or other parties for the people at Science City, shall be allowed in the PGSC, except for those with the permission of PGSC.
- 6.22.3. PGSC Staff and PGSC guests will be provided discount of 30% on the menu prices in the Restaurants or other premises of the contractor located anywhere in and outside PGSC on food, beverages and room tariff excluding MRP items on the production of Identity Card by the Staff or authorized letter from PGSC Director /Administrative officer/ Manager (Estate).
- 6.22.4. Contractor will be responsible for having cordial relations with tour operators / travel agents.
- 6.22.5. The Contractor will arrange to collect payment on agreed rates against items served to visitors or employees of PGSC on his / her own. Any credit facility extended by contractor will be at his / her cost and risk. The PGSC will not take any responsibility on this account.
- 6.22.6. All the statutory requirements regarding Lease and payment to the workers of the Restaurants and kiosks shall be exclusive liability of the contractor.
- 6.22.7. The entire cooking, frying etc shall be done in the kitchen only. No food item/snack shall be prepared in the kiosk or in open space. The kiosks shall be used only for selling the retail outlet for selling readymade items.
- 6.22.8. All the Taxes as applicable by CG/PB Govt. / any statutory authority from time to time shall be the responsibility of the contractor.
- 6.22.9. Bidders are advised to visit the site and inspect the facilities available at the PGSC. For any clarification, Director / Manager (Estate) may be contacted.

## **7. Obligations of the Pushpa Gujral Science City**

- 7.1. PGSC will provide Kitchen space and building for the restaurants.
- 7.2. Gas Bank and gas pipe installation with its accessibility from the respective wall.
- 7.3. Water Source will be provided in the Restaurant.
- 7.4. Electricity supply will be provided by the PGSC in restaurants / kiosks. However if any extra illumination or any extra electrical equipment is needed by the contractor, in that case the contractor will arrange the same at his / her own cost for its proper use and maintenance. If there is any breakdown or electricity cut in non-working hours, Contractor has to arrange its own backup through stand by generator.
- 7.5. Basic Kiosk structures or area with water and electricity power source will be provided by PGSC at the designated areas

## **8. Any Disputes in Day to Day Operations**

- 8.1. For removing difficulties and for operating the contract on day to day basis and resolving mutual problems in an amicable manner, a standing committee consisting of two representatives of PGSC and two representatives of the contractor shall be constituted, which will be headed by the Director, PGSC or any other person assigned by the Director General, PGSC. The decision / settlement arrived at there in shall be binding.

## **9. Termination of Contract**

- 9.1. If it is so required, the contract can be terminated by PGSC after giving one month notice to the contractor without assigning any reason whatsoever.
- 9.2. Without prejudice to other provisions herein, the contract can be terminated by PGSC immediately, if on violation of conditions of contract or on the grounds of default in quality of food items, proper service, proper hygiene, misbehavior by contractor or his / her employee and deposit of payments by the contractor.
- 9.3. In case of termination of the contract during the contract period, in the violation of clause 9.2 of the agreement, security Deposit will be forfeited.
- 9.4. The contract can also be terminated by contractor giving 6 months prior notice. In case of termination of the contract by the contractor, during the contract period, Contractor shall not remove his / her any equipment from the PGSC site without the permission of the PGSC, before full and final adjustment of accounts.
- 9.5. In case of termination of contract for convenience of both the parties i.e. PGSC and contractor who mutually agree to terminate the contract, the contractor will keep running the catering services as per the terms and conditions of the contract until PGSC appoints new contractor or for 6 months, whichever is earlier. Proportionate Lease amount will be paid for the same period by the contractor.

## **10. Arbitration**

- 10.1. All disputes between the PGSC and the contractor arising out of this agreement entered into , shall be referred to the Sole Arbitrator who will be appointed for the purpose by the Director General/PGSC. The decision of the Sole Arbitrator shall be final and shall be binding on both the parties subject to the provisions of the Indian Reconciliation and Arbitration Act of 1996 and any statutory modifications or re-enactment made thereof, as on date.
- 10.2. Venue of the arbitration proceedings shall be at Kapurthala, Punjab.

## **11. Legal Jurisdiction**

- 11.1. District Courts at Kapurthala, Punjab

## **FINANCIAL BID**

### **Catering Services for the Restaurants and Kiosks for the lease period at PUSHPA GUJRAL SCIENCE CITY, KAPURTHALA**

Amount in Indian Rs.

<b>Item of work</b>	<b>Amount in Figures</b>	<b>Amount in Words</b>
<b>Lease Amount for one year</b>		

**The above quoted rates will be NET PAYABLE to PGSC as per the terms and Conditions. Any taxes payable will be extra as applicable.**

**Name, Signature & Seal of Tenderer**

**Date:**

**Place:**

*Note: In case there is any discrepancy in the amount mentioned in words and figures, that mentioned in words shall prevail.*



## Technical Qualification Criteria

S.No	Items	Filled by Contractor	Yes/ No												
1	Name of Agency														
2	Postal Address ➤ E-mail address ➤ Telephone No. / Mobile No. ➤ Fax No														
3	Name and designation of the representative of the Agency to whom all references shall be made ➤ Mobile No. ➤ E-mail address														
4	Status of Organization (Whether Private/ Public Sector Undertaking / Sole Proprietor / Partnership/Cooperative Society etc. (Attach documentary proof)														
5	GST No.: PAN No.: Attach Self Attested copy of last 2 years Income Tax Returns.														
6	Has the tenderer executed similar nature of work? (attach copies of work orders & references) <b>Or</b> own Hospitality / Catering work then details of it. FINANCIAL STATUS: Combined Turnover for the last 03 financial years as starting from: 2015- 16, onwards must be more than Rs. 30 lakhs (Attach documentary proof)	<table border="1"> <thead> <tr> <th>Fin. Yr</th> <th>Name of Firm or own work</th> <th>Amount (in Rs.)</th> </tr> </thead> <tbody> <tr> <td>2015-16</td> <td></td> <td></td> </tr> <tr> <td>2016-17</td> <td></td> <td></td> </tr> <tr> <td>2017-18</td> <td></td> <td></td> </tr> </tbody> </table>	Fin. Yr	Name of Firm or own work	Amount (in Rs.)	2015-16			2016-17			2017-18			
Fin. Yr	Name of Firm or own work	Amount (in Rs.)													
2015-16															
2016-17															
2017-18															
7	All the pages of Tender Document to be signed / stamped along with sheet														
8	Solvency Certificate from Bank for the amount of Rs. 5 lakhs														
9	Self Declaration to be provided that contractor/firm has been never debarred / black listed by any Government Department / Undertaking or any other Agency?														

10	References (from two business firms with GST no.)		
11	Details of bank draft for Rs. _____ enclosed as EMD or RTGS/NEFT <b>through RTGS/NEFT to</b> Pushpa Gujral Science City account no. 20850898685, Allahabad Bank, Kapurthala, IFSC code:ALLA0210169 (Attach documentary proof)		
12	Details of bank draft / PGSC receipt or RTGS NEFT for Rs. _____ enclosed as Tender Document Fee, if purchased from PGSC office (Attach documentary proof)		
13	Any Other Information		

**(Name & Signature of Agency)  
With Seal**

**Date:**

**PUSHPA GUJRAL SCIENCE CITY**  
**Restaurant**  
**Suggested FOOD ITEMS**

The following suggested food items will be served in the restaurant:

- Punjabi Food: roti / paranthas, dal/ rajma/channa / kadhi, vegetables, rice, curd etc
- Italian Food: Pizzas, Pastas, Lasagna
- South Indian: Dosa, Utpam, idli, vada, sambhar, Upma, Poha etc.
- Chinese Food: Noodles, Momos, Manchurian etc
- Continental
- Salads
- Pav Bhaji
- Tikki / Samosas
- Chats
- Bhel Puri
- Burgers
- Tandoori Snacks
- Bread Omelette
- Butter / Jam & Toast
- Sandwiches / Grilled Sandwiches
- Cutlets / Pakodas / Veggies / French Fries
- Bakery products: Cakes / Pastries / Patties / Breads
- Sweets
- Ice cream of reputed brands only
- Beverages: Tea / Coffee / Cold Drinks / Juices / Lassi etc.

In addition food items mentioned for Food Kiosks at Annexure-III should be also available in the Restaurant.

**Non-veg Items:**

To be decided mutually later on by Contractor and PGSC.

**Note:**

- The above food items mentioned are suggestive and more items can be added with the consent of PGSC.
- In no case alcohol / alcohol in any form will be served in the Restaurants / Food Kiosks

**PUSHPA GUJRAL SCIENCE CITY  
SUGGESTED ITEMS FOR FOOD KIOSK**

**BRANDED ITEMS AT MRP (Available on the shelves)**

▪ Chips	MRP
▪ Namkeens	MRP
▪ Biscuits / cookies	MRP
▪ Chocolates / Coffee / candies	MRP
▪ Cold Drinks	MRP
▪ Juices	MRP
▪ Milk / Lassi Bottles other milk products	MRP
▪ Ice creams	MRP
▪ Mineral Water (in small & large bottles)	MRP

**ITEMS WITH NO MRP (Available With Semi Cooking / Heating)**

- Popcorns
- Cotton Candy
- Burgers (Veg / Non-Veg)
- Patties / Puffs (Veg / Non-Veg)
- Hotdogs (Veg / Non-Veg)
- Frankie (Veg / Non-Veg)
- Bread Rolls (Veg / Non-Veg)
- Samosas
- Kathi Rolls (Veg / Non-Veg)
- Sandwich (Veg / Non-Veg)
- Mini Pizzas (Veg / Non-Veg)
- Soups (Veg / Non-Veg)
- Steamed Corns
- Momos (Veg / Non-Veg)
- Spring Rolls
- Noodles (Veg / Non-Veg)
- Coffee / Tea
- Pastries / Pan Cakes
- Fresh Juices
- Fountain Cold drinks
- Shakes

**Note:**

- Above are the suggested items, more items can be added with the consent of PGSC
- All the cooking has to be done in the kitchen provided at the Restaurants
- In any case, No MRP item to be sold more than the MRP
- Rates for non-MRP items will be mutually fixed for the lease period.