

MAHARSHI DAYANAND UNIVERSITY, ROHTAK

(A State University established under Haryana Act No.XXV of 1975)

NAAC ACCREDITED 'A+' GRADE

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STANDARD BIDDING DOCUMENT FOR EMPANELMENT OF CATERING AGENCIES

Name of Work: Empanelment of catering agencies for providing Food and Catering Services for Breakfast, Lunch, Dinner, High-Tea, Snacks and Refreshment etc. for about 20,000 participants attending the events being organized by the University during the year 2024-25.

PRESS NOTICE

MAHARSHI DAYANAND UNIVERSITY, ROHTAK Notice Inviting Short Term E-Tender	
Name of Work	Empanelment of catering agencies for providing Food and Catering Services for Breakfast, Lunch, Dinner, High-Tea, Snacks and Refreshment etc for about 20,000 participants attending the events being organized by the University during the year 2024-25
Estimated Cost	Rs.50,00,000/-
Earnest Money	Rs.1,00,000/-
Time limit	21 Days
E-Tenders to be uploaded upto 14.11.2024 at 03.00 P.M. and Technical bid will be opened on or after 19.11.2024 03:00 P.M.	

(This document is meant for exclusive purposes of submitting the proposal against this document and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued).

- i) The tenders will be received only through e-tendering. For further details visit website <https://www.etenders.hry.nic.in> and www.mdurohtak.ac.in
- ii) Cost of Bid Document is Rs.10,000/- (non-refundable) which will be deposited through online mode from <https://etenders.hry.nic.in>
- iii) Earnest Money (as mentioned above) will be deposited through online mode from <http://etenders.ry.nic.in>
- iv) Willing bidders shall have to pay Rs.1180/- as the e-service/Processing Fee through online mode from <https://etenders.hry.nic.in>
- v) The interested parties/bidders should visit the University website (<https://www.mdu.ac.in>) or <https://etenders.hry.nic.in> regularly for corrigendum(s) which may be issued regarding extension of data, modification of eligibility or amendments in other terms & conditions etc. as corrigendum(s) will not be published in newspapers.
- vi) The Bidder who is registered as MSME or Haryana State only for the same work are exempted from payment of EMD but Bidder will have to submit an affidavit to this effect as per Annexure-I available on the website of Department of Industries & Commerce, Govt. of Haryana.

REGISTRAR
M.D. University, Rohtak

Minimum Eligibility - Terms and Conditions

	Eligibility Criteria	Documents required and necessary for Technical Bid
1.	The Firm Should have an average annual turnover of at least Rs.15.00 Lakh for last three financial years ending on 31.03.2024	Turnover of the firm for the last three financial year duly certified by chartered accountants ending on 31.03.2024.
2.	(a) The Firm should have necessary experience of catering at least two events per year in Govt. Org./Private Org./ Corporate Org./ Educational Inst./ NGO/ Govt./Private Universities in each last three years ending 31-03-2024. (b) The Firm should have necessary experience of catering at least two events with at least 500 persons in Govt. Org./Private Org./ Corporate Org./ Educational Inst./ NGO/ Govt./Private Universities for at least two consecutive days in last three years ending on 31-03-2024.	Supporting documents of the work order/ completion confirming execution of similar work
3.	The firm should be able to provide high quality crockery, cutlery, buffet & round tables and staff in uniform.	Necessary support documents/ Catalogue.
4.	The firm will deposit money towards the cost of tender document.	a) Cost tender document Rs.10,000/- through online. b) In addition, each bidder shall have to pay mandatory e-service of Rs.1180/- (one thousand Eighty only) c) EMD of Rupees One Lakh through online.
5.	The firm should use quality raw materials for Preparation of Food as mentioned in the tender.	Supporting document and declaration.
6.	The firm should use the quality service materials and equipments. The firm should possess FSSAI license in providing food services and should have applicable certifications and licenses. <ul style="list-style-type: none"> • Copy of PAN Card/GSTIN/TAN number is compulsory. • The GSTIN of the firm is at least 3 years old. 	Supporting Documents
7.	The firm should provide the quality services only with professionally trained service staff to serve the food	Supporting Document.

AWARD OF WORK

- i) The Bidder with the Lowest quoted rates in Financial Proposals shall be awarded the work.
- ii) Even if only a single proposal is received (and technically qualified) or a single Proposal amongst several is technically qualified, Authority retains the right to open this Financial Proposal and award the Project, given the time bound event.

OTHER TERMS & CONDITIONS

1. All the documents should be submitted for technical Bid and Financial Bid separately online. Failure to do so might result in the rejection of the tender.
2. Poor service or sub standard food would warrant imposition of penalty as will be decided by competent authority. The competent authority reserves the right for minor change in the menu. Food must be prepared in absolutely hygienic condition. This would be monitored by designated officials.
3. Number of events and number of participants varies, however, during the last year 15 to 20 events were organized and 18,000 to 20,000 participants have participated. The number of participants shall be informed at least one day before the date of event. The payment shall be on actual meal basis i.e actually served Breakfast, Lunch, Dinner, High-Tea, Snacks and Refreshment etc. The coupons for the participants will be issued by the concerned office, if necessary.
4. The firm should quote the prices separately for Breakfast, Lunch, Dinner, High-Tea, Snacks and Refreshment etc. However, the bid will be decided on the basis of total price quoted per head.
5. The caterer shall provide sufficient number of counters with the full menu as per even requirement. In addition to this, there will be a separate provision for: i) Officials, ii) VIP's. It will be the responsibility of the tenderer to provide quality round tables for sit-in for VIP's.
6. If required, there would be a provision of packaged meal for participants with delivery facility at venue during the event. It should be hygienically packed with lamination for all meals and drinking water with disposable spoon & tissue papers. The space for preparation of food and serving will be provided by the University for cooking.
7. The catering contractor shall procure all the provisions, other items of required quantity and prepare food at the specified location at site including necessary gas, fuel etc., with all necessary tools, machinery, vessels for cooking, storing, conveyance of cooked food to the buffet stalls with all necessary men, materials etc., completely including establishing serving stalls, serving the food with necessary serving plates, glasses, vessels, serving men, and safety equipments etc.
8. The catering contractor shall bring his own tools, cookers, hot boxes, steam boxes, trolleys, equipment, buffet dishes, serving bowls, utensils, plates, jugs etc., in sufficient quantity as needed to ensure the catering services. The catering contractor shall prepare the food and convey to the dining area with required men and trolleys from kitchen.
9. The catering Contractor shall use only branded raw material for preparation of items. The permitted brands of various items are given in Annexure-I. Suggestive menu for the University event is given at Annexure-II. The menu proposed shall be followed without any deviation.
10. The catering contractor shall make necessary arrangement to supply safe and packaged drinking water (ISI standards of Kinley, Bisleri or Aquafina only) in dining areas.
11. The catering contractor shall use only safe and purified drinking water for cooking purposes.
12. The hand wash facility alongwith liquid soap and paper napkins will be provided by the caterer free of cost.
13. Electricity required for cooking food and kitchen shall either be arranged by the catering contractor himself or may be provided by the University on payment basis. However water for cooking only at one point will be provided by the University at free of cost.

14. The catering contractor is required to provide sufficient number of dustbins/ toad boxes two dust bins of good size in each counter for collection and disposal of used plates/garbage at frequent intervals. It shall be the responsibility of the caterer to maintain the hygiene and cleanliness of the venue and disposal of the garbage.
15. All other miscellaneous and contingency works, which are required for satisfactory food supply/ servicing are inclusive and will not be paid extra.
16. The employees of the Contractor should possess good health and should be free from any diseases, especially contagious and frequently recurring diseases.
17. All works shall be carried out under the overall supervision of the monitoring committee. The orders of the concerned authority shall be strictly observed.
18. The Catering Contractor shall install his electronic fly - killers / insect repellent equipment, gas and fuel supply and necessary fire fighting equipments at his own cost.
19. The Catering Contractor shall ensure that either he/she himself/herself or his/ her representative is available all the time for proper administration and supervision at the works to the entire satisfaction of the department.
20. The Catering contractor shall dismantle all the temporary structures/ shelters/ ovens etc., after completion of the event and clear the debris from the premises within three days.
21. The Catering contractor shall use best quality materials (food grains, vegetables, disposals etc). He shall take all precautions while cutting/ processing of raw materials, cooking, storing the cooked food, conveyance of food to stalls and in during serving so as to avoid food contamination in any manner. Necessary lids/covers shall be used to cover where ever necessary. The Caterer shall be solely responsible for any consequences due to food contamination, whatsoever. Besides refusal of the entire payment for the sessions, during which such food poisoning has occurred, the University may initiate further stringent action, as it may deem fit.
22. The Catering Contractor shall ensure proper discipline among his/her workers and further ensure that they do not indulge in any unlawful activity.
23. In the event of violation of any contractual or statutory obligations by the Contractor, he/she shall be responsible and liable for the same. Further, in the event of any action, claim, damages, suit initiated against the University by any individual, agency or government authority due to acts of the Contractor, the Contractor shall be liable to make good/compensate such claims or damages to the University. As a result of the acts of the Contractor, if the University is required to pay any damages to any individual, agency or government authority, the Contractor would be required to reimburse such amount to the University or the University reserves the right to recover such amount from the payment(s) due to the Contractor while settling his/her bills or from the amount of Security Deposit of the Contractor lying with the University.
24. The Catering Contractor shall be personally responsible for conduct and behaviour of his staff and any loss or damage to the University moveable or immovable property due to the conduct of the Contractor's staff shall be made good by the contractor. If it is found that the conduct or efficiency of any person employed by the Contractor is unsatisfactory, the Contractor shall have to remove the concerned person. The decision of the University designated officer in this regard shall be final and binding on the Contractor.
25. The Catering Contractor shall not appoint any sub-contractor to carry out his obligations under the contract. The University reserves the right to appoint officers/officials to inspect the quality of raw material, food and other items prepared and served. Any deficiency pointed out by such officers/officials during their visits shall be properly attended to by the contractor and if not complied with suitable penalty will be imposed and recovered from his bills.

26. Storing/supply/sale and consumption of drugs, alcoholic drinks, cigarettes, Non-Veg. including eggs or any other items of intoxication are strictly prohibited in the campus, including food court. Any breach of such restrictions by the Catering Contractor will attract deterrent action against the Catering Contractor. He/she is advised to maintain the highest quality of food at the Catering services.
27. The performance security @ 5% of contract value, will be in the form of Bank guarantee/ demand draft in the name of the Finance Officer MDU Rohtak shall be submitted by the successful bidder within 30 days after the empanelment of the firm which will be maintained for the purpose of recovery/recoupment during the contract period.
28. Risk – Purchase Clause: If the service provider, after submission of tender and the acceptance of the same, fails to abide by the Terms and Conditions of the tender document or fails to complete the work within the specified time or at any time repudiates the contract, the authority will have the right to:
 - (a) Forfeit the EMD and performance security
 - (b) Debar the agency from participation in further tenders, can initiate action to recover the liquidated damage and consider black-listing of firm.
 - (c) In case the authority gets the incomplete job completed through alternative sources and if price of completing the work is higher, the service provider shall pay the balance amount incurred by the authority for completing the work, to the authority.
 - (d) For all purposes, the work order accepted by the bidder and issued by the authority will be considered as the formal contract.
29. In event of any dispute or difference between the authority and the Agency, such disputes or differences shall be resolved amicably by mutual consultation. If such resolution is not possible, then the unresolved dispute or difference shall be referred to the Vice-Chancellor and the decision of the Vice-Chancellor shall be final. However, if the dispute is not settled, the arbitrator may be appointed as per arbitration rule. The legal jurisdiction shall be Rohtak only.
30. University reserves the right to accept/reject of any qualified/unqualified agency due to urgency of job.
31. The designated committee, if any, of the concerned Department/Office holding the event will be the controlling officer for the job.
32. Force Majeure: Neither party will be liable in respect of failure to fulfill its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, epidemics or disturbances in the country. If there is a delay in performance or other failures by the service provider to perform its obligation under its contract due to event of a Force Majeure, the service provider shall not be held responsible for such delays / failures. If a Force Majeure situation arises, the service provider shall promptly notify the authority in writing of such conditions and the cause thereof providing sufficient and satisfactory evidence immediately on occurrence of such event. Unless otherwise directed by the authority in writing, the service provider shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
33. The caterer / firm should abide by the terms & conditions as stated above unconditionally as well as mentioned in the document.
34. The work will be allotted for one year w.e.f. the date of allotment.

ANNEXURE-I

Item	Brand
Iodized Salt	TATA, Annapurna, ITC
Spices	MDH, CATCH, Goldye, TATA
Cooking Oil	Hafed/ Markfed/ Safla/ Vital/ Dhara/ Sohana/ Sundrop/ Fortune (but no cotton seed oil of these brands)
Ghee	Dalda/ Rath/ Gagan/ Gopal/ Sohna
Aatta/Maida/Besan	Shakti Bhog/ Rajdhani/ Anpurna/ Ashirwad, Pillsbury/ Reliance/ Nature Fresh
Butter	Amul, Vita, Gopalji, Ananda
Tea	TATA, Lipton, Brook Bond
Tea Leaves	Lipton Green Label/ Brooke BondRed Label/ Brooke Bond Taj/ TATA Taaza
Tea Bags	Taj Mahal/ Tata Tetly/ Nestle/ Twinning
Milk, Curd & Paneer	Amul, Mother Dairy, Vita, Gopaljee
Pasteurized Milk	Vita/ Verka/ Mother Dairy/ NDRI/ Amul/ Gopalji/ Lakshay
Flavoured Milk	Verka/ Vita/ Britannia/ Nestle/ Amul/ NDRI/ Lakshay
Condensed Milk	Nestle
Milk Powder	Vita/ Verka/ Mother Dairy/ NDRI/ Amul/ Gopalji
Butter	Vita/ Verka/ Mother Dairy/ NDRI/ Amul/ Gopalji/Ananda/ Lakshay
Pure Ghee	Vita/ Verka/ Mother Dairy/ NDRI/ Amul/ Gopalji
Processed Cheese	Vita/ Verka/ Mother Dairy/ NDRI/ Amul/ Gopalji/ Britannia
Cheese Single	Vita/ Verka/ Mother Dairy/ NDRI/ Amul/ Gopalji/ Britannia/ Lakshay
Coffee	Nescafe/ TATA/ Lipton/ Nestle/ Bru
Packaged Drinking Water above 200 ml packing	Subject to BIS approval Kinley/ Bisleri/ Kingfisher/Aquafina
Rice	Hafed/ Markfed/ ITC/ Dawat/ Lal Kila/ India Gate
Ketchups/ Sauces/ Sachet	Markfed/ Maggie/ Nestle/ Crosswell/ Kisan/ Dippy's/ Cremica
Daals	TATA, Organic India, Reliance
Dehydrated Peas	Markfed/ PAN
Frozen Peas	Safal/ Mother Dairy
Jam/ Marmalade	Nafed/ Kisan/ Kaytis/ SIL/ Maggie/ Druk
Biscuits	Britania/ Bakeman/ Cremica/ Dalmia/ Nestle/ Parle/ Kellogge
Bread	Britania/ Amul/ Harvest Gold/ English Oven
Pickle	Pachranga/ International Pachranga/ Mother's Recipe
Namkeen	Lehar/ Haldiram/ Bikano
Vinegar	Mohan Meakin/ Markfed
Salad Oil	TOP/ Solar/ Jyoti
Ice-Cream	Kwality Walls/ Vadilal/ Amul/ Verka/ Mother Dairy/ Have More/ Cream Bell/ Baskin Robbins

ANNEXURE – II

Breakfast Menu (Normal/Special)

Items	Normal	Items	Special
Tea/ Coffee	Any One	Tea/ Coffee	Any One
Cookies	Mandatory	Cookies	Mandatory
Dalia cooked in Milk/Poori with Sabzi/ Chole with Bhature/ Dhosa with Sambhar/ Idli with Sambhar/ Vada with Sambhar/ Upma with Sambhar/ Pranthas with Curd/ Burger Veg./ Sandwich Veg. (Nariyal Chutni Mandatory with South India Dishes)	Any One	Dalia cooked in Milk/Poori with Sabzi/ Chole with Bhature/ Dhosa with Sambhar/ Idli with Sambhar/ Vada with Sambhar/ Upma with Sambhar/ Pranthas with Curd/ Burger Veg./ Sandwich Veg. (Nariyal Chutni Mandatory with South India Dishes)	Any Two
Butter/Jam and Pickle	Mandatory	Butter/Jam and Pickle	Mandatory

Lunch / Dinner Menu (Normal/Special)

Items	Normal	Items	Special
Welcome Drink: Water/ Assorted Soft Drink/ Mineral Water	Any One	Welcome Drink: Water/ Assorted Soft Drink/ Mineral Water	Any Two
Navrattan Rice/ Peas Pulao/ Jeera Pulao/ Vegetable Dum Biryani/ Steamed Rice/ Kashmiri Pulao	Any One	Navrattan Rice/ Peas Pulao/ Jeera Pulao/ Vegetable Dum Biryani/ Steamed Rice/ Kashmiri Pulao	Any One
Dal Makhni/ Dal Tadka/ Dal Panchratni/ Rajma	Any One	Dal Makhni/ Dal Tadka/ Dal Panchratni/ Rajma	Any One
Tawa Roti/ Naan/ Tandoori Roti	Mandatory	Naan/ Missi Roti/ Lachcha Prantha/ Stuffed Naan/ Tandoori Roti	Any Two
Chhole	Mandatory	Amritsari Chhole/ Pindi Chhole	Any One
-	-	Kadi Pakoda/ Malai Kofta/ Dum Aloo Kashmiri/ Mutter Mushroom/ Navrattan Korma	Any One
Mix Veg (Seasonal)/ Ghiya Kofta/ Veg. Kofta	Mandatory	Paneer Achari/ Shahi Paneer/ Palak Paneer/ Paneer Lababdar/ Mutter Paneer/ Cheese Tomato	Any One
Dahi/ Raita	Any One	Dahi/ Raita	Any One
Sweet	Mandatory	Gulab Jamun/ Maalpua Rabdi/ Gajar Halwa/ Moong Dall Halwa/ Badam Kesar Kheer/ Jalebi Rabdi/ Imarti Rabdi/ Fruit Castard/ Ras Malai/ Tilla Kulfi/ Ice Cream	Any Two
Papad	Mandatory	Papad	Mandatory
Pickle	Mandatory	Pickle	Mandatory
Green Salad	Mandatory	Green Salad	Mandatory
-	-	Soup: Tomato Soup/ Veg. Soup/ Hot & Sour Soup/ Sweet Corn Soup/ Veg. Man Chow	Any One

Stalls Menu (Normal/Special)

	Items	Normal	Special
South Indian Dishes	Idli with Sambhar, Dosa with Sambhar, Vada with Sambhar, Utpam with Sambhar, Chilla with Chautni (Nariyal Chutni Mandatory with each item)	Any One	Any Two
North Indian Dishes	Paav Bhaji, Bhalla-Papdi Chaat, Gol-Gappe, Aloo Tikki Chaat	Any One	Any Two
Chinese Dishes	Chilli Paneer, Chilli Mushroom, Veg Spring Roll, Crispy Honey Chili Potato, Veg Manchurian, Fried Momos, Steamed Momos, Noodles, Veg Fried Rice	Any One	Any Two

Annexure-II (contd.)
High-Tea Menu (Normal/Special)

Items	Normal	Special
Welcome Drinks/ Water/ Assorted Soft Drinks/ Mineral Water/Nariyal Pani	Any One	Any Two
Samosa/ Kachori/ Veg. Pakora/ Veg. Sandwiches/ French Fries/ Poha/ Veg. Kabab/ Dhokla, Veg Cutlets	Any One	Any Two
Biscuit & Namkeen	Any One	Any Two
Sweet	Any One	Any Two
Paneer Pakora/Cheese Finger/Cheese Balls/Cheese Cutlets	Any One	Any Two

Refreshment Menu (Normal/Special)
(Packed in good quality paper box)

Items	Normal	Special
Packaged water bottle (250 ml)	Mandatory	Mandatory
Tetra pack Juices/ Soft Drinks (200 ml)	Any one	Any one
Biscuits/ Namkeen (MRP Rs.10/-)	Any one	Any one
Samosa/ Daal Kachori/ Bread Pakoda with potato filling (with sauce sachet)	-	Any one
Season Fruits (one apple/ two bananas)	-	Any one
Tissue Paper	Mandatory	Mandatory

ANNEXURE-III

TECHNICAL BID FOR CATERING

Sr. No	Particulars	Bidder Response (Yes/No)
1.	Average Annual turnover in last three years : Rs.15 lakh	
2.	Experience of catering 500 or more persons two events every year in last three years (Satisfactory completion certificate)	
3.	Professional /qualified catering crew/staff	
4.	Resourcefulness (cash credit limit) and flexibility (outdoor catering equipment logistic)	
5.	Undertaking of knowledge/awareness of health and safety procedure in the kitchen	
6.	Plan of action and presentation for catering, dining and cooking.	
7.	FSSAI Certificate	
8.	GST Number	
9.	PAN	
10.	The bidder must submit an Affidavit on non-judicial stamp paper duly attested by 1 st Class Magistrate/ Notary to the effect that they have not been debarred/ black-listed by any State Government/ Central Government/ PSU Department in India/ Public or Private Institute/ Organization as Annexure-IV.	

ANNEXURE – IV
Undertaking (on Non-Judicial Stamp Paper)

This is to certify that M/s. _____

Address _____ has not ever been
debarred/ blacklisted from any/ by any School/ Board/ University/ Organization/ Government
Agency, etc. for any reason at any point of time and no legal case/ proceedings is pending against
the Agency as on date

(Signature of the Tenderer
with full name and Address
with seal & stamp

Place _____

Date _____

ANNEXURE – V

FINANCIAL BID FORMAT

Particulars	Price quoted per head	
	Normal Menu	Special Menu
Break Fast		
Lunch		
Dinner		
Stalls		
High-Tea		
Refreshment		

- The rates should be inclusive of all beverages and including all taxes applicable in the State/ Centre Govt. except GST which will be paid on final bill as per actual and as per Govt. Rules for each event.
- The timings will be intimated at the time of placement of the order.
- Only vegetarian items will be served and there shall be no service of tobacco and alcohol items.

The bid will be decided on the basis of total price quoted per head per day.