

**Request for Proposals (RFP)The provision of  
Canteen/Catering Services to the Gujarat Student Startup &  
Innovation Hub (i-Hub) for a period of 1 year**

**RFP No. GKS/RFP/01/2023-24**

Date of Issue	26 <sup>th</sup> October 2023	
Compulsory Site Inspection	9 <sup>th</sup> November 2023 • Time: 11:00 Hrs – 12:00 Hrs • Place: i-Hub, Pragna Puram, KCG Campus, Opp. PRL, Nr. LD College of Engineering, Navrangpura, Ahmedabad – 380015, • Venue: Conference Room	
Closing Date	19 <sup>th</sup> November 2023 up to 15.00 hrs	
Tender submission place	Registry Branch, Gujarat Knowledge Society, 3 <sup>rd</sup> Flooe, Karmayogi bhavan, Sector 10-A, Gandhinagar	
Enquiries	GKS Administration	ssipgujarat@gmail.com,
Working hours for catering/canteen	08:00 hrs to 20:00 hrs	
Category	Canteen/ Catering Services	

**The State PMU, SSIP 2.0  
Gujarat Knowledge Society  
3rd Floor, Block No. 2, Karmayogi Bhavan,  
Gandhinagar-382010, Gujarat, India**

## **Disclaimer**

1. The Request for Proposal (RFP) is issued by the State PMU, Gujarat Knowledge Society (GKS), a Government of Gujarat organization.
2. In taking up the said assignment, each interested bidder should make its own independent assessment and seek its own professional, technical, financial and legal advice.
3. Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither the State PMU, GKS, Gujarat Student Startup & Innovation Hub (i-Hub) nor Government of Gujarat (GoG), nor any of their officers or employees, nor any of their advisers nor consultants, accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed Assignment, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.
4. The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment. It does not, and does not purport to, contain all the information that a recipient may require. Neither the State PMU, GKS, i-Hub, nor GoG, nor any of their officers; employees nor any of its advisors nor consultants undertake to provide any recipient with access to any additional information or to update the information in this RFP or to correct any inaccuracies therein which may become apparent. Each recipient must conduct its own analysis of the information contained in this RFP or to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed Assignment, the legislative and regulatory regime which applies thereto and by and all matters pertinent to the proposed Assignment and to seek its own professional advice on the legal, financial, regulatory and taxation consequences of entering into any agreement or arrangement relating to the proposed Assignment.
5. This RFP may include certain statements, estimates, projections, designs, targets and forecasts with respect to the Assignment. Such statements, estimates, projections, targets and forecasts, designs reflect various assumptions made by the management, officers and employees of the State PMU, GKS, which assumptions (and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relief on as, a promise, representation or warranty.
6. The issue of this RFP does not imply that THE STATE PMU, GKS/i-Hub is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the Assignment and the THE STATE PMU, GKS/ i-Hub reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever. Mere submission of a responsive Bid does not ensure selection of the bidder.
7. The Bidder will bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by THE STATE PMU, GKS or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and GKS will not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process

Date:

Place: Gandhinagar

For & on behalf of GKS

## SECTION A – TECHNICAL INFORMATION

### 1 INTRODUCTION

In India, the dawn of a new technological era is often celebrated with great enthusiasm. Just as dreams are nurtured for a lifetime, the rapid advancements in technology offer boundless possibilities from the moment they emerge. We understand the importance of education in shaping an individual's future and realizing these dreams. However, the present-day education system is still a work in progress, struggling to align with the ever-evolving demands of the job market.

The gap between what our education system offers and what industries require is a significant challenge. Our system lacks the incorporation of industrial demands and relevant subjects needed to meet the job requirements of today. Furthermore, there is a deficiency in updating course modules and providing practical training to prepare individuals for the world of work. This gap has seriously eroded the confidence of educated youth and the unemployed.

To address this critical issue, the Government of Gujarat has introduced a ground-breaking solution to bridge the divide between the education system and industries. We have developed specially customized short-term courses that are easily accessible to the common man at a nominal cost. Our mission is to extend these tailored programs to every corner of the state of Gujarat through the Gujarat Knowledge Society.

At Gujarat Knowledge Society, our primary goal is to empower youth with the knowledge and skills needed to access better employment opportunities in today's knowledge-based economy. We believe that education should be a pathway to a brighter future, where dreams can be realized, and careers can flourish. Join us in this journey of transformation and growth as we prepare the youth of Gujarat for success in the dynamic world of work.

Gujarat Student Startup and Innovation Hub, Ahmedabad (now herein after referred to as the 'i-Hub') is registered under Section 8 of the companies Act 2013, is envisioned to be centre for all Startup stakeholders to develop an end-to-end innovation and entrepreneurial ecosystem in the State of Gujarat by creating pathways from "Mind-to-Market". i-Hub is a vibrant incubation setup established under SSIP by the Education Department, Government of Gujarat.

Uniquely designed, i-Hub is an amalgamation of modernistic cutting-edge infrastructure, agile, flexible and collaborative co-working spaces to spark real interaction and flow of ideas, focused mentoring, networking, customer connect, investment opportunities, support mechanisms and futuristic labs, all under one roof. It penetrates support to the remotest stakeholder and creates a decentralized facility for best possible pre-incubation, incubation and acceleration.

i-Hub, a catalyst in creating a stronger startup ecosystem across the state with its cohesive approach in inculcating entrepreneurial spirit in the youth. i-Hub undertakes strategic interventions to develop a benchmark incubation support system in the state by linking students, academia, industry and society at large.

## **Item Menu List with Maximum Selling Price (MSP):-**

The **Item Menu List as slated in Annexure-I** outlines the estimated meals / drinks / snacks that are currently sold. ~~These rates listed against each item are the Maximum Selling Price (MSP).~~ The bidders are required to offer their uniform percentage (%) discount for all the items quoted.

## **2 INVITATION FOR PROPOSAL**

Proposals are hereby invited from suitably qualified Service Providers for the provision and management of onsite sit-down and take-away staff cafeteria which provides meals and refreshments for staff working at the i-Hub Campus, Ahmedabad. This also includes catering services in various buildings as and when required by the organization.

## **3 PROPOSAL SPECIFICATION**

All proposals are to be submitted in a format specified in this RFP (as applicable). However, tenderers are welcome to submit additional / alternative proposals over and above the originally specified format.

## **4 SCOPE OF WORK**

This Scope of Work is subject to all conditions and requirements as stated in this section of this document as well as any other accompanying documents in this pack and shall be undertaken in the manner stated herein as well as the Service Level Agreement.

The Canteen/Catering service to be provided between business hours are from 08:00 hrs to 20:00 hrs, Monday to Sunday as per requirement and instructions from competent authorities time to time.

5.1.1 This is an all-inclusive canteen and catering service providing basic meals (breakfast and lunch, cooked and fast foods), non-alcoholic beverages, snacks and other items on a daily and on call basis to on-site personnel, visitors, staff, guests and officers.

5.1.2 This facility will be operated and managed on a full risk basis (no subsidy or management fee payable by the organization). Monthly Licence Fee @ Rs.9/- per sq.ft. will be payable by the Service Provider on the total chargeable area of the Canteen as specified in the Sketch Plan provided in Annexure-II. The total chargeable area for the purpose of running of Canteen Services will be around **2770 sq.ft. that** includes Cooking area, Washing area, Store, seating area and Serving area as indicated in the Sketch Plan provided in Annexure-II. The monthly licence fee shall be payable, in advance, on or before 10<sup>th</sup> of each calendar month for the month it becomes due, till the currency of the contract.

- 5.1.3 The contractor will make provision for:
- a) Canteen services
  - b) Catering Services
  - c) Maintenance of own equipment as well as the Client's owned equipment to be maintained by the Service Provider on a fair wear and tear basis.

**5.1 The canteen and catering services should offer the following:**

- 5.2.1. Breakfast in the morning (08:00 hrs to 10:00 hrs).
- 5.2.2. Typical Lunch (12:30 hrs to 14:30 hrs)-on call bases
- 5.2.3. Ensure availability of tea and coffee to the Client's staff in the earmarked Canteen Area (Main Auditorium Building (First Floor Dining and Kitchen area).
- 5.2.4. Provide items as per menu attached.
- 5.2.5. Provide a catering service for internal meetings and ad-hoc functions on request. However, this will not prohibit service receivers from making use of external service providers for catering services relating to internal meetings and ad-hoc functions, although such practice shall not be promoted.

**5.2 The Preferred Service Provider must:**

- 5.3.1 Provide catering services for meetings and functions in line with customer requirements which will be done on a pre-order only.
- 5.3.2 Be prepared to cater for all dietary preferences with valid certification from respective bodies where applicable;
- 5.3.3 Ensure that the quality of food prepared adheres to acceptable food industry standards and is prepared in a clean and hygienic manner in accordance with all health and safety regulations;
- 5.3.4 Ensure food grade cleaning materials are used.
- 5.3.5 Provide adequate catering equipment, cutlery and crockery as required;
- 5.3.6 Serve takeaway meals in packaging appropriate for a microwave. Separate nominal packing cost may be charged.
- 5.3.7 The price list should be exhibited in a prominent location and any changes will require the approval of the competent authority.
- 5.3.8 Maintain the services as per the Service Level Agreement to be executed on award of contract.
- 5.3.9 Contractor shall provide qualitative and nutritive meals comprising of following items. The meals shall be of high standard, hygienic and the products used shall be of reputed brands and certified by BIS/AGMARK/FPO/MFPO/MMPO.
- 5.3.10 The services provided by the bidder may also be used for the office premises of the Gujarat Student Startup and Innovation Hub at Pragya Puram campus, Ahmedabad as well as other sister organizations functioning at Ahmedabad

and/or Gandhinagar under the same terms and conditions as mentioned in the contract.

- 5.3.11 Order shall be place according to our events/functions for 20 to 60 persons or more.
- 5.3.12 Usually Training Program/Workshops/Seminars/Events/ Meetings/Mentoring Sessions/ Exhibitions etc. are conducted throughout the year, but the number of participants may vary from time to time and i-Hub does not guarantee any minimum number of participants.
- 5.3.13 The Successful bidder must set the fixed price of meal/ beverages/Sweets/Snacks and food must be provided according to the Quantity/ Number of People/ Order directed by i-Hub.
- 5.3.14 Order shall be place in accordance with our campus events and function.
- 5.3.15 Payment shall then be pay in accordance with that orders.
- 5.3.16 If there is any shortage in the food during Break Fast, Lunch the contractor has to arrange the foods on immediate basis.
- 5.3.17 The order should be completed within time limit as specified by i-Hub Authority at every event.
- 5.3.18 The tentative Quantity kept as 20. There may be increase and decrease in the order, as per i-Hub Requirement. The Payment shall made as per the actual usage by i-Hub.

### **5.3 Specific Terms and Conditions:**

#### **5.4.1 The Service Provider is required to:**

- 5.4.1.1. Appoint a key person who will be responsible for the implementation, management and coordination of the agreement between the Institutes and the service provider.
- 5.4.1.2. Conduct business in a courteous and professional manner.
- 5.4.1.3. Provide the necessary documentation as requested prior to the service contract being awarded (refer paragraph 7.2 - mandatory documents).
- 5.4.1.4. Comply with all relevant employment legislations, as well as Occupational Health and Safety Regulations Act and applicable standards and requirements.
- 5.4.1.5. Comply with the requirements of "Regulation 638" of the Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972 and obtain Certificate of Acceptability (CoA) prior to operations.
- 5.4.1.6. Ensure that all personnel working under this contract are in good health and pose no risk to any of Institutes' employees, visitors, contractors and tenants (documentary evidence of conformance –e.g. periodic medical surveillance

records etc. - to be availed as and when required by the Institutes or any other authority acting on its instruction).

- 5.4.1.7. Ensure operational risk assessment is conducted and appropriate mitigating actions are put in place prior to the commencement of operations.
- 5.4.1.8. Ensure that all personnel working under this contract are adequately trained prior to the commencement of operations (competency training, firefighting, and first aider training). Documentary evidence of competence to be availed as and when required by the Institutes or any other authority acting on its instruction.
- 5.4.1.9. Comply with the Institutes security and emergency policies, procedures and regulations (The staff shall be subjected to a security audit performed by Institutes).
- 5.4.1.10. Ensure that all work performed and all vehicles, plant and equipment brought onto or used on site will be in compliance with the Occupational Health and Safety Act of 85 of 1993 and any other applicable standards, bye-laws and regulations promulgated in terms of this Act and the standard instructions of the Institutes.
- 5.4.1.11. Maintain its equipment in good order so as to comply with the Institutes' occupational health and safety standards.
- 5.4.1.12. Provide all personnel working under this contract with uniforms, which state the name of the Service Provider and that can be clearly identified from other Service Providers, Institutes personnel, etc.
- 5.4.1.13. The organization reserves the right to order the immediate removal of a staff member of the Service Provider that does not adhere to organization regulations
- 5.4.1.14. Provide all personnel working under this contract with adequate and appropriate Personal Protective Equipment (PPE) and clothing and to ensure these items are in an acceptable condition for the type of environment being used in and worn at all times.
- 5.4.1.15. Ensure that the Institutes is informed of any removal and replacement of personnel. For security reasons, the Institutes reserves the right to vet all personnel working under this contract.
- 5.4.1.16. Take reasonable care of Institutes owned equipment and facilities.
- 5.4.1.17. Provide an on-site manager, available at all times.
- 5.4.1.18. Issue and circulate weekly and/or daily menus to employees.

#### 5.4.2 The Organization shall:

- 5.4.2.1. Conduct business in a courteous and professional manner with the Service Provider.
- 5.4.2.2. Provide appropriate information as and when required and only in situations where it is required by the Service Provider to fulfil their duties; by means of raising a Purchase Order (PO).
- 5.4.2.3. Not accept responsibility for any damages suffered by the Service Provider or their personnel for the duration of the contract.
- 5.4.2.4. Not accept any responsibility of accounts/expenses incurred by the Service Provider that was not agreed upon by the contracting parties.
- 5.4.2.5. Provide kitchen with inventory as per Annexure III.
- 5.4.2.6. Shall provide or make available the following:
  - a) Electricity on chargeable basis (will be separately metered)
  - b) Water points

### 5 BID EVALUATION CRITERIA

#### Pre-Qualification Criteria

<b>Sr. No.</b>	<b>Eligibility Criteria</b>	<b>Documentary Evidence to be Attached</b>
1	The bidder should not have been black listed/stop business by any State/ Central Department or PSU or Autonomous bodies - documentary evidence required with self-declaration for not having black listing history with Government, Semi-Government, Boards or Corporation and etc.	Documentary evidence required with self-declaration for not having black listing history with Government, Semi-Government, Boards or Corporation and etc.
2	The Bidder must have experience for one year of providing similar type of services to any Central State Govt. Organization//PSU/Public Listed Company/Private Listed Company.	Documentary Evidence to be submitted

3	To be eligible for award of contract, Bidder must possess following Certificates/Test Reports on the date of bid opening (to be uploaded with bid) <b>FSSAI Registration Certificate.</b>	Documentary Evidence to be submitted
4	Availability of Office Service Provider: An Office of the Service Provider must be located in the State of Consignee.	Documentary Evidence to be submitted

### 5.1 SCORE SHEET TO EVALUATE FUNCTIONALITY:

The evaluation of the functional / technical details of the proposal will be based on the following criteria:

<b>Criteria for evaluation of the technical bid/performance of tenderes for technical eligibility (70% weightage)</b>		
	<b>Attributes</b>	<b>Evaluation</b>
<b>1.</b>	Financial strength  (i) Annual (last three years) turnover  <b>75 lacs/year - 10 marks</b>  (ii) Solvency Certificate 35 lakh - 05 marks	<b>(15 marks)</b>  (i) 60% marks for minimum eligibility criteria  (ii) 80% marks for twice the minimum eligibility criteria  (iii) 100% marks for thrice the minimum eligibility criteria or more  In between in any of the three category – on pro-rata basis for similar works.
<b>2.</b>	Experience (last three years)  i. One similar works contract of 60 lakh or more or ii. Two similar works contract of 37.5 lakh or more or iii. Three similar works contract of 30 lakh or more	<b>(20 marks)</b>  i)(60% marks for minimum eligibility criteria of works  (ii) 100% marks for twice the minimum eligibility criteria or more  In between in any of the three category – on pro-rata basis for similar works.
<b>3.</b>	Digital payment, Paperless Automation System, App based payment system	<b>(5 marks)</b>  (based on inspection)

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)	<b>(55 marks)</b>
	(i) Excellent	55
	(ii) Very Good	45
	(ii) Good	35
	(iii) Fair	25
	(iv) Poor	0
5.	Statutory compliance FSSAI/ ESI/PF/Labor regulations	<b>(Max. 5 marks)</b> (based on the inspection)

5.2 Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of **70%** on any of the individual criteria will be eliminated from further evaluation.

### 5.3 FINANCIAL BID EVALUATION (30% weightage)

The financial proposal will be evaluated after the technical proposal. The lowest-priced financial proposal [i.e. the Percentage(%) discount offered for all the menu items on the MSP rates] will be awarded the full weighted score.

For example – If A is the lowest Outsourcing Agency who has bid Rs. X as Administrative Service Charges per worker per month quote and B and C are other 2 Outsourcing Agencies with corresponding quotes of Rs. Y and Rs. Z respectively, normalized score of A is taken as 30, B is taken as  $(30 \times X/Y)$  and C is taken as  $(30 \times X/Z)$ .

## 6 ELIMINATION CRITERIA

6.1 Proposals will be eliminated under the following conditions:

- Submission after the deadline;
- Proposals submitted at incorrect location;

6.2 Mandatory documentation required to be submitted in **PART-1** that will be considered:

7.2.1. Company profile or resume including history of operation.

7.2.2. Reference letters from previous clients (at least 3 letters from different clients).

Management/ Operational Plan

7.2.3. Financial Plan and Price Breakup (As mentioned in Annexure-III) (should be **attached only in PART-2**)

## SECTION B – TERMS AND CONDITIONS

### 7 VENUE FOR PROPOSAL SUBMISSION

All sealed proposals (in two Parts) must be submitted at:

- **Gujarat Knowledge Society Regiastry Branch** at the following address:
  - Gujarat Knowledge Society, 3rd Floor, Block No. 2, Karmayogi Bhavan, Sector 10-A, Gandhinagar - 382010
- Additionally, soft copies (only Part-1) may be submitted via e-mail to: [ssipgujarat@gmail.com](mailto:ssipgujarat@gmail.com) with RFP No: **RCB/RFP/01/2023-24** “Tender for Canteen/Catering Services at i-Hub Campus” as the subject

### 8 TENDER PROGRAMME

The tender program, as currently envisaged, incorporates the following key dates:

- Issue of tender documents : 26<sup>th</sup> October 2023
- Compulsory Site Inspection : 9<sup>th</sup> November 2023
- Time : 11:00 Hrs. – 12:00 Hrs.
- Place : i-Hub, Pragna Puram, KCG Campus, Opp. PRL, Nr. LD College of Engineering, Navrangpura, Ahmedabad-15.
- Venue : Conference Hall
- Closing / submission Date : 19<sup>th</sup> November 2023 upto 15.00 hrs.

### 9 SUBMISSION OF PROPOSALS

9.1 All proposals are to be sealed. No open proposals will be accepted.

9.2 All proposals are to be clearly marked with the RFP number and the name of the tenderer on the outside of the main package. Proposals must **consist of two parts**, each of which is placed in a separate sealed package clearly marked:

**PART-1:** Technical Proposal: bearing RFP No.: **RCB/RFP/01/2023-24**

**PART-2:** Pricing Proposal, Quality Credentials and other Mandatory Documentation: bearing RFP No.: **RCB/RFP/01/2023-24**

- 9.3 Proposals submitted by companies must be signed by a person or persons duly authorised.
- 9.4 The GKS will award the contract to qualified tenderer(s)' whose proposal is determined to be the most advantageous to the Institutes, taking into consideration the technical (functional) solution, price and Quality Credentials.

## 10 DEADLINE FOR SUBMISSION

Proposals shall be submitted at the address mentioned above no later than the closing date of **09<sup>th</sup> November 2023** up to 15.00 hrs. The Canteen/catering business hours are between 08:00 hrs to 20:00 hrs on call bases and as per the requirement and instructions from authorities time to time.

Where a proposal is not received by the GKS by the due date and stipulated place, it will be regarded as a late tender. Late tenders will not be considered.

## 11 AWARDING OF TENDERS

11.1 Awarding of tenders will be published on the tender portal of the organization's website. Noregret letters will be sent out.

## 12 PERIOD OF CONTRACT

The Contract will be initially for a period of one year extendable for a further period of two years. Further, after the expiry of the first twelve months, the i-Hub/GKS will evaluate the performance of services provided by the contractor. If the services are found satisfactory, the organization reserves the right to extend the contract for two more spells of twelve-monthly periods on the same terms & conditions. The organization also reserves the right to terminate the contract, at any time during the currency of contract by giving 30 days' notice to the Contractor.

## 13 EVALUATION PROCESS

### 13.1 Evaluation of proposals

All proposals will be evaluated by an evaluation team for functionality, price and quality. Based on the results of the evaluation process and upon successful negotiations, the Organization will approve the awarding of the contract to successful tenderers.

A two-phase evaluation process will be followed.

- The first phase includes evaluation of **elimination** and **functionality criteria**,
- The second phase includes the evaluation of **price** and **quality** status.

Pricing Proposals will only be considered after functionality phase has been adjudicated and accepted. Only proposals that achieved the specified minimum qualification scores for functionality will be evaluated further using the preference points system.

## **13.2 Preference points system**

The **70/30** preference point system will be used where **70** points will be dedicated to Technical and Quality aspects and **30** points to Price status.

## **14 PRICING PROPOSAL**

14.1 Pricing proposal must be cross-referenced to the sections in the Technical Proposal. Any options offered must be clearly labelled. Separate pricing must be provided for each option offered to ensure that pricing comparisons are clear and unambiguous.

14.2 Price needs to be provided in Indian Rupees (incl. GST), with details on price elements that are not subject to escalation as clearly indicated.

14.3 Price should include all cost elements.

14.4 Only firm prices will be accepted during the tender validity period. Non-firm prices will not be considered.

14.5 Payment will be according to the i-Hub/GKS Payment Terms and Conditions and majorly outlined as follows:

1. No advance payment is made by i-Hub for the services rendered by the agency.
2. All Bills, invoices along with relevant original supporting documents shall be handed over to i-Hub.
3. For the payment must require satisfactory work completion certificate duly signed & stamped from respective authority. The Service Provider must be submitting the invoice along with the same

## **15 VALIDITY PERIOD OF PROPOSAL**

Each **proposal** shall be valid for a minimum period of three (3) months calculated from the closing date.

## **16 APPOINTMENT OF SERVICE PROVIDER**

16.1 The contract will be awarded to the tenderer who scores the highest total number of points during the evaluation process, except where the law permits otherwise.

16.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to

reach such agreement Institutes reserves the right to appoint an alternative supplier. Awarding of contracts will be announced on the Institutes website and no regret letters will be sent to unsuccessful bidders.

## **17 ENQUIRIES AND CONTACT WITH THE GKS/i-Hub**

Any enquiry regarding this RFP shall be submitted in writing to RCB at [ssipgujarat@gmail.com](mailto:ssipgujarat@gmail.com) with “**RFP No RCB/RFP/01/2023-24 - The provision of Canteen/Catering Services to the i-Hub Campus**” as the subject.

Any other contact with organization personnel involved in this tender is not permitted during the RFP process other than as required through existing service arrangements or as requested by the GKS as part of the RFP process.

## **18 MEDIUM OF COMMUNICATION**

All documentation submitted in response to this RFP must be in English.

## **19 COST OF PROPOSAL**

Tenderers are expected to fully acquaint themselves with the conditions, requirements and specifications of this RFP before submitting proposals. Each tenderer assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. The organization is not responsible directly or indirectly for any costs incurred by tenderers.

## **20 CORRECTNESS OF RESPONSES**

20.1 The tenderer must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.

20.2 The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

## **21 VERIFICATION OF DOCUMENTS**

- 21.1 Tenderers should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by the Organization in regard to anything arising from the fact that pages are missing or duplicated.
- 21.2 *One hard copy and one electronic copy (CD or USB memory key)* of each proposal (only Part-1) must be submitted. In the event of a contradiction between the submitted copies, the hard copy shall take precedence.
- 21.3 Pricing schedule and Quality credentials should be submitted with the proposal, but as a separate document and no such information should be available in the technical proposal.
- 21.4 If a courier service company is being used for delivery of the proposal document, the RFP description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered to the tender box, by the stipulated due date.

## **22 NO SUB-CONTRACTING**

- 22.1 A tenderer will not be awarded points for Quality status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than **25%** of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an exempted micro enterprise that has the capability and ability to execute the sub-contract.
- 22.2 A tenderer awarded a contract shall not sub-contract to any other enterprise that does not have an equal or higher Quality status level than the person concerned, unless the contract is sub-contracted to an exempted micro enterprise that has the capability and ability to execute the sub-contract.

## **23 SPACE AND FURNITURE :**

The Contractor will be provided with the canteen premises and furniture as available in existing canteen. The maintenance and upkeep of premises, furniture and fixtures will be the sole responsibility of the contractor. License fee as per rules of Govt. of India/centre shall be payable by the contractor for providing the accommodation.

## **24 Special Conditions of Service:**

- a) The contractor should provide an automated billing service with facility of the swipe cards as well as cash payments.
- b) Headgear and gloves (at caterer's own cost) to be worn by all cooks and servers at all times while preparing and serving food.
- c) It is mandatory to wash hands with soap after use of the rest rooms & before cooking of food.
- d) Ensure no re-use of oil used once for deep-frying. Used oil shall be disposed-off appropriately, immediately after the usage. Storage of used oil will be viewed seriously and serious penalty as decided by the organization and mentioned in **Annexure-II** shall be invoked.
- e) 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.
- f) Items such as sandwiches, burgers, French fry which can be consumed outside the cafeteria premises shall be served in appropriate and convenient packing.
- g) Ensure all employees are free of any contagious diseases or ailments.
- h) Ensure all employees are well mannered and display courteous behavior.
- i) 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.
- j) Ensure doors to the canteen are self-closing to prevent entry of flies.
- k) Operation of canteen is subject to regular (every week) inspections by the management team appointed by GKS/i-Hub to ensure all points are adhered to. Further periodic checking/ performance audit by a professional catering monitoring agency (engaged by GKS/i-Hub) shall also be carried out to evaluate the performance of the caterer on international standards of hygiene, cleanliness and health.
- l) 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 centre and the same shall be **acceptable to the contractor**.

## **25 ADDITIONAL TERMS AND CONDITIONS**

25.1 A tenderer shall not assume that information and/or documents supplied to Institutes, at any time prior to this request, are still available to Institutes, and shall consequently not make any reference to such information document in its response to this request.

25.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.

25.3 In case of proposal from a joint venture, the following must be submitted together with the proposal:

- Joint venture Agreement including split of work signed by both parties;
- The Tax Clearance Certificate of each joint venture member;
- Proof of ownership/shareholder certificates/copies; and
- Company registration certificates.

25.4 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.

25.5 Failure to comply with any of the terms and conditions as set out in this document will invalidate the Proposal.

## **26 ORGANIZATION RESERVES THE RIGHT TO**

26.1 Extend the closing date;

26.2 Verify any information contained in a proposal;

26.3 Request documentary proof regarding any tendering issue;

26.4 Give preference to locally manufactured goods;

26.5 Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal);

26.6 Award this RFP as a whole or in part;

26.7 Cancel or withdraw this RFP as a whole or in part.

## **27 DISCLAIMER**

This RFP is a request for proposals only and not an offer document. Answers to this RFP must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFP. The Institutes makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the RFP, whether with regard to its accuracy, completeness or otherwise and the Institutes shall have no liability towards the tenderer or any other party in connection therewith.

**28 DECLARATION BY TENDERER**

**Only tenderers who completed the declaration below will be considered for evaluation.**

**RFP No: RCB/RFP/01/2023-24 .**

I hereby undertake to render services described in the attached tendering documents to Institutes in accordance with the requirements and task directives / proposal specifications stipulated in RFP No. **RCB/RFP/01/2023-24** at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the Institutes during the validity period indicated and calculated from the closing date of the proposal.

I confirm that I am satisfied with regards to the correctness and validity of my proposal; that the price(s) and rate(s) quoted cover all the services specified in the proposal documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this proposal as the principal liable for the due fulfilment of this proposal.

I declare that I have no participation in any collusive practices with any tenderer or any other person regarding this or any other proposal.

I accept that the Institutes may take appropriate actions, deemed necessary, should there be a conflict of interest or if this declaration proves to be false.

I confirm that I am duly authorised to sign this proposal.

NAME (PRINT) .....  
CAPACITY .....  
SIGNATURE .....  
NAME OF FIRM .....  
DATE:.....

WITNESSES	
1	.....
2	.....
DATE: .....	

Annexure-I

**A Menu for special Program/Event/Seminar:**

**It will include below items**

<b>SR. No.</b>	<b>Item</b>	<b>Tentative Quantity (Per Item)</b>
<b>BREAKFAST</b>		
<b>Cookies</b>	Jeera/Vennila/Coconut/Strawberry/Chocolate/Salted <b>(Mix of 3 different cookies)</b>	50gms.
<b>Tea/Coffee</b>	Tea/Coffee/Green Tea/Lemon Tea/Black Tea/Black Coffee <b>(Any One items as per order)</b>	100 ml
<b>Snacks</b>	Samosa/ Kachori/ Puri-Bhaji/ Cutlets/ Bread Butter Slice/Upma/IdliSambhar/Thepla/Sandwich/Dhokla/ Utthapam/Mendhu Vada/ Vegetable Sandwich/Poha; Cheese Sandwich/Vegetable Sandwich/Mayonnaise Sandwich/Veg. Mint Sandwich/Veg.Iceland/ Coleslaw and similar other as per instruction <b>(Any One items from the listed as per order)</b>	80gms.
<b>LUNCH/DINNER</b>		
<b>Soup</b>	Tomato Shorba/ Hot & Sour/ Cream of Veg./ Sweet Corn/Asian Green/ Lentils Shorba, Mexican Soup and similar other as per instruction	50 ml

	<b>(Any Two items as per order)</b>	
<b>Starter &amp; Farshan</b>	<p>Khaman,Bhajiya,Paneer Tikka,Hara Bhara Kabab,Idla,Dahi- Vada,Khandvi,Patra,Sev- Khamani,Chinese Samosa, Sev Roll, Cutletand similar other as per instruction</p> <p style="text-align: center;"><b>(Any One item as per order)</b></p>	100gms.
<b>Vegetable Sabji</b>	<p>Vegetable Kofta,Chana,Moong,Val, Chole Chana, Mili Juli Tarkari/Veg.Korma/Veg.Hyderabadi/ Veg. Handi/AlooGobhi/Achari Baingan/Sev Tameta/Kaju Karela/Fried Giloda and similar other as per instruction</p> <p style="text-align: center;"><b>(Any One items as per order)</b></p>	100gms
<b>Paneer Sabji</b>	<p>Paneer Pasanda/ Paneer Bemisal/ Navrtna Korma/ Paneer Butter Masala/ Kadhai Paneer/ Mutter Paneer</p> <p style="text-align: center;"><b>(Any One items as per order)</b></p>	100gms.
<b>Dal</b>	<p>Palak Paneer/Paneer Tika/Paneer Handi/Paneer Bhurji /Dal Tadka/ Hariyali Dal/ Dal Makhani/ Punjabi Dal/ Dal Palak/ Spl. Moong Dal/ /Gujarati Dal/Dal Fry/Kadii</p> <p style="text-align: center;"><b>(Any One items as per order )</b></p>	100gms.

<b>Rice/Biriyani</b>	Jeera Rice/ Plain Rice/ Lemon Rice/ Peas Pulao/ MehktaRice/ Veg. Pulao/Biriyani/Khichdi/Masala Khichdi <b>(Any One items as per order)</b>	80gms.
<b>Roti</b>	Fulka Roti/ Tandoori/ Lachcha Pratha/ Tawa Pratha/ Roti/Puri/ Thepla/Bhakri/ Kholcha/Rotla <b>(Any Two as per order)</b>	4 Piece
<b>Dessert/Sweet</b>	Mung Dal Halwa/ Keshari Kheer/ Mango Mattha/ Jalebi/Gulab Jamun// Nariyal Barfi/Ice Cream/Dudh Pak/Kala Jam/Fada Lapsi <b>(Any One items as per order)</b>	50gms.
<b>Papad</b>	Khichiya papad/Frymus <b>(Any Two items as per order)</b>	20 gms.
<b>Curd/Raita/Butter Milk</b>	Curd/Raita/Butter Milk <b>(Any Two items as per order)</b>	50 gms.
<b>Salad</b>	Green Salad/ Beans Salad/ Green Mango Salad/ Saute Salad/ Peanut Salad/Kachumber Mix <b>(Any Two items as per order)</b>	50 gms.
<b>Hi-TEA</b>		
<b>Tea/Coffee</b>	Tea/Coffee/Green Tea/Lemon Tea/Black Tea/Black Coffee <b>(Any One items as per order)</b>	100 ml

<p style="text-align: center;"><b>Snacks</b></p>	<p style="text-align: center;">Samosa/ Kachori/ Puri-Bhaji/ Cutlets/ Bread Butter Slice/Upma/IdliSambhar/Thepla/Sandw ich/Dhokla/ Utthapam/Mendhu Vada/ Vegetable Sandwich/Poha; Cheese Sandwich/Vegetable Sandwich/Mayonnaise Sandwich/Veg. Mint Sandwich/Veg.Iceland/ Coleslaw <b>(Any One items as per order)</b></p>	<p style="text-align: center;">80gms.</p>
<p style="text-align: center;"><b>Cookies</b></p>	<p style="text-align: center;">Jeera/Vennila/Coconut/Strawberry/Chocolate/ Salted <b>(Mix of 3 different cookies)</b></p>	<p style="text-align: center;">50gms.</p>

**Special Notes:**

The details of various relevant information of the Catering System have elaborated in the subsequent sections of this document.

During the contract period, the contractor shall be responsible for the following:

- The catering services shall normally be provide at the cafeteria adjacent to the main building of Gujarat Student Startup and Innovation Hub, Ahmedabad or at any other place as approved by i-Hub within the i-Hub's premises.
- The Contractor shall provide catering items at the rates quoted by them in the financial bid. Rates for any new items introduced will require prior approval of i-Hub.
- The Contractor shall have to use license gas cylinders only.
- The Contractor shall have to take all the license and certificate issued by the Government.
- The Contractor shall has follow all the labour law guideline issued by government.
- Care/safety has to be took to avoid any accident and if it happens then the entire responsibility will be of the contractor.
- Service Provider shall possess a valid license issued by Food Safety & Standard Authority of India (FSSAI), State Govt. / Central Govt., PAN, and copy of GST registrationcertificate from appropriate authority.

- All persons employed by the Service Provider shall be medically fit for handling food andThe food items supplied should be as per Government standards. If at any point of the time any penalty is imposed by the Government Authority i.e. by Food Inspector of Food Department, the same shall be borne by the Service Provider.
- The meal packets/ thalis/ buffet provided by the service provider should include the requirement of food and drink items as per the meal package mentioned in the servicescope.
- Breakfast in the morning, lunch in afternoon and High-tea in the evening shall be provided in the catering.
- For packets, the food items must be put in a paper box, for the thalis, the food items shall be packaged in an airtight food box, and for the buffet, the food items will be served in stainless steel crockery, unless otherwise stated in the order.
- The contractor shall prepare the major food items at his base kitchen and transport them to i-Hub's Cafeteria. Items like chapattis, Puri, Papad, Starter, Farsan etc., shall be prepared and served hot.
- If the food ordered by i-Hub increases; then those dishes are parceled to i-Hub, if required.
- The contractor shall run the cafeteria on all working days (that is, Monday to Friday) of the i-Hub and on such other days as may be required by the i-Hub.
- The Contractor must provide good quality of food and service is mandatory in each and every function of Gujarat Student Startup and Innovation Hub.
- The Dining tables, Chairs and the dining areas shall be neatly clean before the Service, during the service and after the services on an immediate basis.
- After each person has completed eating, the table shall be clean the jugs will be filled with water and empty water glasses will be kept/Providing water bottles then should clear the water bottles on the table. This is an essential requirement and breach of this service can attract penalty.
- The service includes Cooking, Serving, Cleaning and maintaining the Catering Hall, kitchen facilities and back yard neatly.
- The cafeteria shall be kept open during such timings as may be stipulated by the i-Hub from time to time. However, if required by the i-Hub, services will have to be provided beyond office hours.
- The Contractor shall have to serve Special Breakfast / lunches/ High Tea as and when required for which prior information shall be given by the i-Hub.

- Providing snacks /tea/ coffee/ juice services to the participants, office staff, and guests for the meetings/ events organized on special occasions by the i-Hub during office hours/ after office hours and on holidays, if so required. Apart from that, the Contractor may be asked to arrange / provide snacks, cakes, outside food items etc., as and when required by the i-Hub, reimbursement of which will be done by the i-Hub on the agreed terms on mutual consent.
- The Contractor shall supply and serve wholesome and hygienic meals and snacks in accordance with the menu as stated in Financial Bid and at the rates as agreed in the contract.
- Good quality and branded raw materials/oils should be used for cooking the items. The oil should be of branded companies like Saffola / Sundrop / Fortune etc. The rice to be served in the lunch should be of good quality. Recycling of cooking oil would not be permitted.
- The Caterer should also maintain the cleanliness of Kitchen and Dining hall.
- The wet waste generated from the breakfast, lunch, Tea and Evening Snacks would be disposed by the contractor outside i-Hub's Campus as per the municipal procedure and will not be allowed to litter in any area in the campus.
- The Contractor shall not use in cooking the undesirable items like baking soda, thickening agent, artificial color, oil-cakes, Agina-Moto etc.
- Paper plates, napkins, paper cups and disposal plates (Good Quality) will be supplied by the contractor at his own expense and is not reimbursable by i-Hub. The cost must be included in the price of the food products.
- The cleaning material will be supplied by the Contractor in consultation with the i-Hub. Handwash will be provided by liquid soap by the contractor at his own expense and is not reimbursable by i-Hub.
- The Contractor should ensure that the entire Catering premises kept hygienic and clean. A thorough master cleaning ought to take place every weekend for all Equipment, Fixtures, and Utensils by removing the grime, grease, stains, oil etc. wiped well by clean cloth and dried.
- The standard of cleanliness of kitchen utensils, crockery, glassware, cutlery etc.; shall be of very high order and any negligence in this regard will attract severe penalties of the amount to be determined by i-Hub. The Contractor shall be bound by the decisions of i-hub. It shall be the responsibility of the Contractor to store the

materials purchased by him in a neat, tidy and hygienic manner in the space provided by i-Hub. The security of such material shall be the sole responsibility of the Contractor.

- The specified premises for operation of mess services shall use only for the purpose of operation of catering services, namely breakfast, lunch, snacks for the staffs, guest lecturers, High Grade Authorities of i-Hub, and for no other purpose/business. The contract shall not reside and shall not permit anybody else in the mess/cafeteria premises.
- Staff for cooking, serving & cleaning purpose. The staff has to be polite, qualified and having an experience of serving VIP guests. All the personnel employed by the bidder have to be provided with an identity card and Uniform (Category wise)
- Health Checkup at a periodicity of every six months for all the personnel employed by the bidder for the said service and submitting the report to the designated officer of i-Hub
- Vessel for cooking as well as storage of the items required for cooking as well as cooked items.
- Cooking appliances including stoves, ovens, refrigerator, mixer, grinder etc. The maintenance cost of these items is to be borne by the bidder.
- Crockery and Cutlery material of standard brand required for serving the food  
Cleaning, maintenance and garbage disposal from the Dining area, store rooms and staff rest rooms as and when required.
- Provision for mineral water throughout the day in all the blocks of I-HUB premises
- The bidder should maintain cleanliness and good hygienic condition.
- The bidder is required to store the food in necessary and appropriate containers during various programs so that food should not be decomposed. No extra cost shall be provide for the storing of food containers. In case of food is not found proper or fresh food will be rejected.
- Some event would consist of VIPs/VVIPs/Professors/Guest Lecturers etc., so tablecloth, arrangement, and all other things has been arranged accordingly. Good Quality of service and food is mandatory for each and every event held at i-Hub.
- Table Service has to be provide by the contractor in the event of VIP Guests in

order to provide them with good quality of service and food is mandatory.

- In case of food poisoning affection to any person due to the food provided by the bidder, all the medical and other charges including insurance charge will be borne by the bidder.
- Bidders should provide the packed foods in a proper packing and must be hygiene sealed with the foil, which keeps food fresh.
- The contractor shall provide adequate number of competent and well- trained staff for cooking, dining and room services.
- .In addition to their clothing, employees in the service are required to wear an apron, gloves,hat, etc. No one who is ill shall be permit to serve meals.
- Drinking mineral water should provide by the bidder. No extra charges will paid for the same.
- In the event, any damage is cause to the movable or immovable property of i-Hub; i-Hub reserves the right to compute the damage in terms of money and to deduct the money fromthe bills of the Bidder.
- i-hub would not provide crockery, cutlery, table lines & frills, cooking utensils and other articles that are necessary and required for providing catering services. The Contractor hasto arrange all the required items and articles by his own.

## Annexure-II

### Penalty:

1. Penalties and fine can be imposed on either party in case they have caused loss to other party, loss can be financial as well as reputational. These losses may occur due to breach of contract/ agreement, faulty services, non/ delayed payment to the Service Provider for the services availed. Amount of penalties/ fine shall be settled/ recovered during next payments/final settlements of the service provider.

a. Penalties and fine are detailed below-

<b>Sr No</b>	<b>Nature of Default</b>	<b>1 Instance</b>	<b>2 Instance</b>	<b>3 Instance</b>
1	Deficiency in quality of food items prepared.	500/-	1000/-	Termination of Contract
2	Deficiency in cleanliness and maintenance of hygiene in Kitchen area	500/-	1000/-	Termination of Contract
3	Deficiency in cleanliness and maintenance of allotted area to Service provider	500/-	1000/-	Termination of Contract
4	Deficiency in cleanliness and maintenance of outside area including disposal of waste material	500/-	1000/-	5000/- or Termination of Contract

5	Misconduct of persons engaged by the licensee for the Services	500/-	1000/-	5000/- or Termination of Contract
6	Non-Adherence to approved rates/menu	500/-	1000/-	5000/- or Termination of Contract
7	Dress, Cap etc.	500/-	1000/-	2000/-

### Special Notes:

- Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a fine of 5% of the monthly payment for each instance of occurrence, if it goes beyond five times and above then the decision will be made by i-Hub Authorities.
- The contractor shall provide sufficient number of competent and well-trained staff for cooking including Cook, cleaning, dining hall(s) services as per the Staffing Pattern on Table. He shall provide substitute staff against such leave/absence of the scheduled staff. A fine of INR.500/- per day per person will be levied as penalty for not providing such substitute against/absenteeism.
- A penalty of 2 % of the monthly payment to the contractor will be levied on first occasion and subsequent occasions in a month, if catering services, are not being provided as per i-Hub's scope which also includes filling of water jugs during service period, providing drinking glasses during service period, cleaning of tables after each meal is eaten, etc.
- If the food shortage / no service/no individual item (in spite of sufficient prior notice) is for more than 5 persons during breakfast / lunch / evening snacks, a

penalty of 1 % of the monthly bill, for shall be imposed on the first occasion and on subsequent occasions, a penalty of 2 % of the monthly bill will be imposed for each further occasion of shortage.

- The Contractor shall ensure that none of his personnel is intoxicated state or consume drugs, prohibited substances, smoke, Pan Parag/ Gutka etc., while on duty, at i-Hub. Any violation of this norm shall attract a Penalty of INR. 5000/- for each case/incident and shall be levied on the Contractor.
- Any instance of mixing of Veg and Non-Veg food, either during preparation or serving or with respect to the utensils will attract a fine of INR. 5,000/-.
- The Contractor shall ensure that the food items supplied are as per the standards of fitness prescribed by the Government authorities and if at any time any fine is imposed by the Government authorities (for e.g. by the food inspectors/ food dept.), the same shall be borne by the contractor and i-Hub will not pay any fine or penalty that may arise/or that may be imposed on account of the fault of the Contractor. The Contractor shall be personally and solely responsible for any consequences and financial liability due to food poisoning. Besides refusal of the entire payment for the sessions, during which such food poisoning has occurred, i-Hub may initiate further severe action, as he may adhere of it.
- The Contract, supervisor or senior managers must be accessible to i-Hub at any time as required by the contract and must not be inaccessible in connection with matters of the Catering. Inaccessibility will attract a penalty of INR 5000/- per instance.
- Rating of the service should be maintained above 7.0, on a scale of (0-10) and the Contractor shall take sufficient steps to improve the services, in case food is rated below 7.0 out of 10.00, by the i-Hub's staff members, guests etc. The rating will be taken every month. In case of food rating is below 3.0, i-Hub shall levy penalty charges @ 5% of the monthly payment from the contractor.
- The standard of cleanliness of kitchen utensils, crockery, glassware, cutlery etc.; shall be of very high order and any negligence in this regard will attract severe penalties of the amount to be determined by i-Hub. The Contractor shall be bound

by the decisions of i-Hub.

- Use of disposables without prior permission of i-Hub would invite a fine of INR. 2000/- on the Contractor.
- Any failure/delay in remitting the monthly Infrastructural/Convenience Charges by the due date would attract penalty as decided by the i-Hub.
- Not maintaining records of regular customers (Guests, Guest Lectures, Staff, staff members etc.) would invite a fine of INR. 2000/-.
- Catering service for the Participants/ Guests shall be provided on the days decided by i-Hub during the Training Program/Workshops/Seminars/Events/ Meetings etc. Failure to provide the service shall attract penalty.
- For any rules stated in the agreement,
  - ❖ First violation of the rule implies fine as per the rule. However, in exceptional cases where the nature of violation is of serious nature, the i-Hub may propose higher fines than those indicated above.
  - ❖ Second and subsequent violations of the same rule within 30 days of previous fine will 50% added in the initial amount of fine on the Contractor.
  - ❖ If any of the above rules are violated 10 times within one quarter (taken as a total) the Contractor would be liable for automatic disqualification, and the contract may be terminated. However, this is not the only criteria for termination. The i-Hub reserves the right to terminate the contract at any time, considering the frequency and seriousness of the violations.
- I-Hub shall terminate the contract on evidence of persistent unsatisfactory performance in the services provided by the Bidder

## Annexure-III

### A Rate Card/Menue for Meeting/Session/Program/Event/Seminar:

It will include below items:

SR. No.	Item	Tentative Quantity (Per Item)	Price in Rs. For Following No. of Persons					
			50	100	200	300	400	500
<b>BREAKFAST</b>								
Cookies	Jeera/Vennila/Coconut/Strawberry/Chocolate/Salted (Mix of 3 different cookies)	50gms.						
Tea/Coffee	Tea/Coffee/Green Tea/Lemon Tea/Black Tea/Black Coffee (Any One items as per order)	100 ml						
Snacks	Samosa/ Kachori/ Puri-Bhaji/ Cutlets/ Bread Butter Slice/Upma/Idli/Sambhar/Thepla/Sandwich/Dhokla/ Urthapam/Mendhu Vada/ Vegetable Sandwich/Poha; Cheese Sandwich/Vegetable Sandwich/Mayonnaise Sandwich/Veg. Mint Sandwich/Veg.Iceland/ Coleslaw and similar other as per instruction (Any One items from the listed as per order)	80gms.						
<b>LUNCH/DINNER</b>								
Soup	Tomato Shorba/ Hot & Sour/ Cream of Veg./ Sweet Corn/ Asian Green/ Lentils Shorba, Mexican Soup and similar other as per instruction (Any Two items as per order)	50 ml						
Starter & Farshan	Khaman,Bhajiya,Paneer Tikka,Hara Bhara Kabab,Idla,Dahi- Vada,Khandvi,Patra,Sev- Khamani,Chinese Samosa, Sev Roll, Cutlet and similar other as per instruction (Any One item as per order)	100gms.						
A Rate Card/Menue for Meeting/Session/Progr am/Event/Seminar:	Mung Dal Halwa/ Keshari Kheer/ Mango Mattha/ Jalebi/ Gulab Jamm// Nariyal Barfi/Ice Cream/Dudh Paki/Kala Jam/Fada Lapsi (Any One items as per order)	50gms.						
Papad	Khichiya papad/Frymms (Any Two items as per order)	20 gms.						
Curd/Raita/Butter Milk	Curd/Raita/Butter Milk (Any Two items as per order)	50 gms.						
Salad	Green Salad/ Beans Salad/ Green Mango Salad/ Sauter Salad/ Peanut Salad/Kachumber Mix (Any Two items as per order)	50 gms.						
<b>HI-TEA</b>								
Tea/Coffee	Tea/Coffee/Green Tea/Lemon Tea/Black Tea/Black Coffee (Any One item as per order)	100 ml						
Snacks	Samosa/ Kachori/ Puri-Bhaji/ Cutlets/ Bread Butter Slice/Upma/Idli/Sambhar/Thepla/Sandwich/Dhokla/ Urthapam/Mendhu Vada/ Vegetable Sandwich/Poha; Cheese Sandwich/Vegetable Sandwich/Mayonnaise Sandwich/Veg. Mint Sandwich/Veg.Iceland/ Coleslaw (Any One items as per order)	80gms.						
Cookies	Jeera/Vennila/Coconut/Strawberry/Chocolate/Salted (Mix of 3 different cookies)	50gms.						