

# **Mahatma Gandhi Institute of Medical Sciences**

Sevagram, Wardha 442102, Maharashtra, India



## **TENDER ENQUIRY DOCUMENT**

Advertised Tender Enquiry No.: **eTender/2026-27/KHS/001**

Brief Description of Services: **Running Canteens on KHS Premises**

**SECTION - I**

**Mahatma Gandhi Institute of Medical Sciences**

Sevagram, Wardha 442102, Maharashtra, India

**NOTICE INVITING TENDERS (NIT)**

Advertised Tender Enquiry No: **eTender/2026-27/KHS/001**

On behalf of **Secretary, Kasturba Health Society**, online bids are invited in two bid system (Techno-Commercial Bid and Financial Bid) from reputed, eligible and qualified vendors for running Cafeteria/ Canteens at the designated areas in the premises of Kasturba Health Society, Sevagram.

The Institute intends to give the premises on license, to the willing party having experience of and operating such outlet(s) under its ownership/proprietorship, to cater to the campus community.

<b>S. No.</b>	<b>Brief Description of Services</b>	<b>Quantity</b>	<b>Amount of Bid Security / EMD (in INR)</b>
1.	Running Canteens on KHS Premises	2 (Hospital, Library)	20,000/-

## CRITICAL DATE SHEET

Published Date & Time	19 May 2026 09:00 AM
Bid Document Download/Sale Start Date	19 May 2026 09:00 AM
Seek Clarification Start Date	19 May 2026 09:00 AM
Seek Clarification End Date	29 May 2026 09:00 AM
Pre Bid Meeting Date	Not Applicable
Pre Bid Meeting Venue	Not Applicable
Bid Submission Start Date & Time	19 May 2026 09:00 AM
Bid Submission End Date & Time	09 June 2026 05:00 PM
Bid Opening Date & Time	11 June 2026 10:00 AM

## SECTION - II INSTRUCTIONS

1. All the bids will only be accepted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>
2. The Tender Enquiry Document can be downloaded directly from the website <https://eprocure.gov.in/eprocure/app> by the bidders. They should not tamper/modify it including downloaded Price Bid template in any manner. In case it is found that there is tampering/ modification of any kind, Tender/Bid will be rejected and EMD would be forfeited.
3. The complete bidding process is online. Bidders should possess a valid Digital Signature Certificate (DSC) of class III for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
4. Bidders are advised to visit this website regularly to keep themselves updated, for any changes/ modifications in the Tender Enquiry Document and any corrigendum, till closing date of submission of bid.
5. The EMD/Bid Security shall be deposited through RTGS/NEFT (bank details mentioned below). The receipt of the transfer of the Earnest Money/Bid Security must be uploaded along with Technical bid. Any bid which is not accompanied by the earnest money deposit shall be summarily rejected.
6. If you are registered firm under Micro, Small Enterprises (MSMEs and exempted from paying Earnest Money Deposit (EMD) fee, please submit necessary documents related to the same. After proper verification, payment of EMD fees may be exempted).
7. The earnest money of the successful tenderer will be liable to be forfeited as liquidated damages in the event of any evasion, refusal or delay on his part in signing the agreement. The earnest money of the tenderer who withdraws the tender in breach of conditions of contract and who evades or refuses to sign the contract bond after acceptance of its tender within the period of its validity, will also be liable to forfeiture.
  - a. The EMD of unsuccessful bidders shall be refundable to them after completion of the bidding process.
  - b. The EMD of the bidder whose bid is finally accepted, shall be returned on deposit of the due security deposit as stipulated in the Terms & Conditions in Appendix B.
8. Technical bid and Price bid should be uploaded separately
9. The technical bid must contain the following documents (duly attested) along with Check List:
  - a. List of outlets presently being run by the bidder.
  - b. Firm or Company registration certificate
  - c. Food Safety and Standard Authority of India (FSSAI) Certificate from Food and Drug Administration, Maharashtra.
  - d. EPF registration certificate/Code No
  - e. Other statutory Registrations/Licenses if any
  - f. Bank solvency certificate
  - g. ITR & Audited balance sheets and profit and loss account along with gross turnover with profit for the last 3 financial years.
  - h. GST Registration Certificate and PAN Card copy.
  - i. Authority/Resolution in favor of the person signing the bid on behalf of the firm submitting the tender.
  - j. EMD receipt /MSME Regn.
  - k. Documents showing previous experience

#### 10. Eligibility Criteria:

- a. The bidder participating in the tender process must have license to operate as caterer as per Food and Safety Act, 2006, Rules & Regulations 2011 also has paid License Fees Rs. 2000/- per year or in its multiples.
- b. The bidder who has an experience of minimum 3 years of running such a cafeteria/canteen in Government departments, public undertakings and/or renowned educational institutions or are running cafeteria and canteens and restaurants elsewhere, may apply along-with sufficient proof of its experience/ability of running such canteen.
- c. The bidder must have a PAN (Permanent Account Number) and GST/GSTIN number. The bidder whom the contract is finally awarded shall have a GST number for the canteen in question as well, if the related law so requires.
- d. The bidder must have its code numbers under Employees Provident Fund Act from the Nagpur offices of the concerned departments, if related law so requires.

#### 11. Acceptance/Non-acceptance of bids:

- a. The tenders that do not fulfill any of the above conditions or are incomplete in any respect, are liable to be rejected.
- b. The Secretary, KHS reserves the right to accept or withheld or reject anyone or all tenders without assigning any reasons thereof and the bidder shall have no right, whatsoever, to challenge the same.

#### **Account Details for depositing EMD**

Name of the Account - Kasturba Health Society  
Name of the Bank - Axis Bank Ltd., Wardha  
Bank Address - Indira Market Road, Wardha 442001  
Account Number - 917010025302943  
IFSC Code - UTIB0000808  
Branch Code - 808  
Swift Code - AXISINBB048  
MICR Code – 442211002

### SECTION - III

#### LIST OF REQUIREMENTS

##### Introduction

The canteens or cafeterias are proposed to be located in the premises of Kasturba Health Society (KHS), Sevagram. Beginning 1969, KHS has been running a medical college, Mahatma Gandhi Institute of Medical Sciences (MGIMS) on its campus, located in Sevagram. MGIMS admits 100 undergraduate students and 60 post-graduate every year, Kasturba Hospital attached to the MGIMS is a 974 bedded hospital that admits 125 patients to the hospital and cares for close to 2000 outpatients every day. The institute is not-for-profit and the hospital serves chiefly rural and underprivileged patients from its catchment area in Wardha district.

##### Expected Footfall

Sr. No.	Canteen Name	Staff and Students	Total Number of Footfalls per day
1	Hospital Canteen	3000	2000
2	Digital Library Canteen	800	200

## SECTION - IV

### SPECIFICATIONS AND GENERAL POINTS

#### 1. Location of the Canteens:

- a. The Hospital Canteen shall be located in an open area behind New Medicine Building/ 4-wheeler Parking Stand of the hospital and shall mainly cater to the patients, caregivers and resident doctors. Close to 2000 outpatients and about 600 patients admitted to the wards and their caregivers might visit this canteen every day. This canteen shall provide beverages, breakfasts, snacks and meals. Timings: 7 am to 10 pm.
- b. The Library Canteen is located on the first floor of the old hospital within the newly designed digital library. This air-conditioned canteen (15 feet by 80 feet) has built before few years, and is beautifully tiled, glassed and furnished with chairs and tables. The library has bar-coded access: medical students and teachers visiting the library shall have access to this canteen. It is not open for patients. We would like the caterer to serve packed beverages and snacks in this canteen. Timings: 9 am to 10 pm.

2. The contract comprises the necessary arrangement of all raw input materials required for the preparation and supply of snacks besides the beverages, sweets, lunch, preparation of items mentioned in the menu, and serving the prepared articles to the customers, including provision of all materials, equipment, furniture, tools for preparation and serving of the articles. This will also include transportation, cost of materials and labour. The contractor shall make his/her own arrangement for safe storage of materials and accommodation for its staff etc.

3. **Code of Conduct:** We strictly prohibit non-vegetarian food, alcohol, tobacco and tobacco products to be sold or served on campus. Any vendor found to break this rule shall have contract immediately terminated,

4. **Duration of the contract:** The duration of contract will be for **1 year** from the date of signing the contract, first three months being the trial period and on satisfactory completion of the probation period, the contract will automatically be extended for rest of the year i.e. nine months. The contract shall be extendable for two more years on yearly basis subject to satisfactory performance. No further extension of the contract, beyond three years, will take place under any circumstances.

#### 5. License Fee, Electricity Charges & Other Provisions for Licensed premises:

- a. The contractor shall be liable to pay the license fee regularly every month, for the canteen space (inclusive of water charges) which however, shall be decided from time to time at the discretion of the Institute.
- b. If the contractor fails to pay the license fee within the stipulated time as aforesaid, the contractor shall be liable to pay a sum of **Rs. 5000/-** per month over and above the License Fee on cumulative basis towards delay charges.
- c. Besides, the contractor shall also be liable to pay the electricity charges on actual consumption basis to the Kasturba Health Society at the then prevailing rates along with the payment of monthly License fee. For the purpose, there shall be a meter installed in the canteen by the Institute. The electricity charges shall however, be subject to revision/change from time to time which shall be payable by the contractor as aforesaid at the then prevailing rates. Electricity will be provided by the KHS which shall not be used for cooking purposes.

The contractor would use power consumption only for refrigerator, hot-case, grinding of dal etc.

- d. In case of non-payment of electricity charges in time, the contractor shall be bound to pay a penalty towards **belated payment @ 10% per month** of actual dues (to be rounded off) over and above the bill.
- e. If the contractor fails to maintain cleanliness, KHS would penalize the contractor by **the charges @ Rs. 1000/- per act of violation**.
- f. Non-payment of License fee, and the electricity charges within time shall be deemed a serious breach of the contract and may lead to termination of the contract at the discretion of the Institute.
- g. The contractor shall use the premises ONLY for which it has been given by the Institute under the contract. The use of the premises for other purposes will lead to the immediate suspension/termination of the contract.
- h. The contractor shall not use the premises for residential purposes or for any other purposes (including vending of any item other than those for which permission has been given) without prior written permission of the Secretary, Kasturba Health Society.

**Assignment & Subletting:** The contractor shall not assign the contract or any part thereof or any benefit or interest thereon or there-under without written consent of the Institute. The whole of the charge included in the contract shall be executed by the Contractor or his authorized competent representative(s). The contractor shall be responsible for the acts, defaults and neglects of its workmen, fully being deemed as those of the contractor itself.

- i. If at any time, it is detected that the canteen has been subletted or assigned to any other entity by the contractor, the Institute would be at liberty to terminate the contract forthwith without giving any time to the contractor and further to take over the possession of the given premises and/or to hand over the same to any other party at its sole discretion.
- j. The entire business of the canteen shall be carried out in the name and at the behest of the contractor.
- k. The contractor or his authorized/competent representative whose intimation would be provided in writing in advance to the Estate Office, shall at all times be available in the canteen and the business of the canteen shall not be carried out by any other person/ entity under any circumstances.
- l. In normal course, the contractor or his authorized competent person should be available in the canteen. However if for any reason, the contractor is not in a position to be available in the canteen consecutively for more than 3 days, a prior permission will have to be obtained from the Office of Kasturba Health Society, failing which, it will be deemed that the contractor has violated an essential condition of the contract and the contractor may be dealt with in an appropriate manner for this default which may include adequate penalty at the discretion of the Institute.

## **6. Canteen Timing, Menu, Prices, Facilities and Services etc.**

- a. The canteen shall operate from 07:00 AM to 10:00 PM. Running the canteen beyond 10:00 PM shall be carried out only with the prior permission of the Secretary, Kasturba Health Society.
- b. The Canteen shall operate on all seven days of the week and there shall be no holiday under any circumstances, save with the prior instructions/approval of the Secretary, Kasturba Health Society.
- c. The contractor must ensure that all items mentioned in Annexure-2 are available during the canteen working hours. However, the Institute may add or delete any number of items to the menu/Annexure-2 either *suo-moto* or on recommendation of the faculty, students, health professionals, staff, or end users. All the orders in this behalf shall be issued by the Secretary, Kasturba Health Society.
- d. The prices in Annexure-2 are supposed to remain static during the entire contract period and the contractor shall not be entitled to any compensation due to the fluctuation in the market rates of materials and labour. However, the Secretary, Kasturba Health Society may at its discretion and in consultation with the contractor and the management and administrative staff modify the prices of items on annual basis in proportion to the overall change in price index as notified. The price index shall not be applicable to third party items. However, all modification in prices shall be in INR multiples.
- e. For the canteen in the digital library, all necessary furniture and infrastructure shall be provided by the Institute.
- f. Facility of digital payment by credit, debit and ATM cards or UPI is mandatory and should be made available, failing which we shall not permit the contractor to run the canteen. The contractor shall further display its VPA (virtual payment address) or Q-Code on the display board to enable the consumers make the payments via UPI App (BHIM, PayTM or equivalent).
- g. Installation of a telephone should be made by the contractor adopting appropriate procedure within 10 days from the signing of contract. The charges for the installation and rental shall be borne by the contractor. The contractor should additionally have own mobile number(s) as well as its canteen personnel for contact by the Institute Authorities. The contractor shall display its campus telephone no. at one top end of the notice board displaying prices of the items.
- h. Safety standards should be maintained. Fire extinguishers (2 Kg and 4.5 Kg dry type), sand buckets, should be installed in accessible places and should be in working conditions. List of emergency number should be displayed in a prominent place. First aid measures should also be available for emergencies.
- i. Small set of services/items for sale along with the price list should be prominently displayed in legible font. Printed price menu should also be available on tables. All items in price list should be made available to the customer.
- j. Any loss to the Campus residents with regard to the services provided by the contractor shall be the responsibility of contractor. The Institute shall be indemnified in this regard and shall not be a part of any legal proceedings thereto.
- k. All the items prescribed as per the tender agreement should be made available at all times. Permission for any alteration, addition or deletion should be obtained from

office of the Kasturba Health Society along with the prices of respective items.

- l. The Contractor shall procure and use all fresh and of standard/good quality raw material, eatables, fuels etc. necessary for running for the canteen at his own costs. The quality of food shall be maintained in consultation with the management and the decision of the management in respect of quantity and quality of food shall be final.
- m. The contractor shall not tamper with the trees, plants, shrubs hedges, lawns and flowers standing or maintained on or around the said canteen or in other places of the campus.
- n. The contractor shall not make any addition or alteration to the building of the said shop/premises or tamper with the fittings or electrical installations therein, nor make any unauthorized constructions or extension to the electricity or water supply lines, without the specific written permission of the Licensor in this behalf.

#### **7. Liability of GST and Other Taxes**

- a. The contractor shall be absolutely liable for payment of Goods and Service Tax (GST) to the respective department on items sold in the canteen. The Institute shall have no liability, whatsoever, in this regard and shall be deemed to be immune and indemnified in all respects.
- b. The contractor shall further be liable to pay to the Institute GST at the rate applicable from time to time on the License fee payable by it. The GST shall be payable over and above the License Fee and the Office concerned shall for accounting purposes issue a Tax invoice/receipt with GSTIN to the vendor in confirmation thereof.
- c. The contractor shall also be liable to pay all other taxes, levies and other legal payables that may be applied by the Government, local authorities and other competent forums from time to time.

#### **d. Quality, Hygiene and Cleanliness:**

- i. The contractor shall maintain the quality in preparation of articles, constant supply of cold drinking water & availability of fresh items. There shall be no compromise in regard to the quality of items to be sold in the Canteen premises.
- ii. The contractor shall maintain full hygienic conditions in the Canteen, in storage, preparation and servicing of eatables and in keeping the floor, furniture, utensils, crockery, cutlery neat and clean, so as to maintain the standards and aesthetic values in the Canteen. The contractor shall also have to make his own arrangements for safe storage of materials including the food items.
- iii. The contractor shall be responsible for keeping the canteen spic and span and adhere to the highest standards of hygiene and sanitation. The contractor shall also keep the 100 meter area on all sides of the canteen clean and uncluttered and should hire enough manpower to keep the surroundings clean. Use of proper bins to segregate, store and dispose food wastes according to the rules and regulations is must. No water-logging is allowed. The contractor must ensure that food waste does not attract flies, insects and mosquitoes and must strive to maintain the hygiene of the place. The

contractor shall always use the premises in a prudent and careful manner as if it were his own. Garbage and waste disposal shall be done as per the institute norms. Pest/rodent control should be done regularly every six months.

- iv. The premises should be kept well ventilated and well lit. No display/encroachment is allowed outside the premises.
- v. Old/stale and expired items (i.e. beyond expiry date) should not be kept in the canteen.
- vi. Usage of plastic bags is a strict NO and the same shall not be used any under circumstances, whatsoever. Instead use of Paper bags/cups/platesetc. is encouraged. Cloth bags may be made available for users (at nominal charges).

## **8. Directives of KHS**

- a. The contractor shall carry out the work in accordance with this contract and the directives of and to the satisfaction of the Secretary, Kasturba Health Society through the Canteen Committee. The canteen Management Committee will be nominated by KHS to inspect and oversee functioning of Canteen with a view to ensure hygiene and sufficient service in the canteen. In case there are repeated failures or lacuna noticed by the committee due to failure of contractor, the Secretary, KHS can impose a fine up to Rs. 5000/- each time which shall have to be paid by the contractor within seven days failing which his license may be cancelled. The Canteen Committee may, from time to time, issue further instructions, detailed directions and explanations in regard to:
  - i. The variation or modification in the menu of eatables including additions/omission or substitution.
  - ii. The removal from the site of any material thereon by the contractor and the substitution of any other materials thereon.
  - iii. The removal from the work of any person employed thereupon in terms of the provision provided hereafter.
  - iv. Inspection of raw materials, other equipment and utensils.
  - v. Maintenance of proper hygienic conditions, cleanliness and neatness pertaining to all aesthetic values.
  - vi. Prohibition for preparing and selling of fried/packed food items

## **9. Fuel for Cooking:**

- a. The Contractor may use the PNG/Induction for cooking.
- b. Commercial LPG cylinders may also be used. The use of LPG cylinders in the library canteen is strictly prohibited.
- c. Contractor shall ensure that hazardous or inflammable or any intoxicating material is not stored in the canteen premises.

## **10. Deployment of Workmen**

- a. The contractor shall employ in running the canteen only such persons as are careful, skilled, experienced in their trades, dutiful, sober, well behaved and rules compliant.

The contractor and the workers hired by the contractor are expected to deal with the clients with courtesy and respect. Unruly behavior and callous attitude shall evoke strong disciplinary action.

- b. The contractor will get all his workers medically examined from the Kasturba Hospital, Sevagram to be free from communicable diseases. All persons hired by the contractor shall have been vaccinated for typhoid fever. The institute shall not bear the cost of vaccination or medical screening.
- c. In case of any food poisoning/contamination the contractor will be held fully responsible and he will bear all the expenses caused due to food poisoning/Contamination.
- d. Worker(s) in the canteen shall be deployed after his/her deployment is cleared by the KHS Office and for this purpose, the contractor shall provide the details of them in the given format.
- e. The contractor shall neither employ any child labour nor any worker who is below 18 years of age.
- f. No female employee shall be allowed to work in the canteen during night i.e. 8:00 pm to 6.00 am.
- g. All the workers shall invariably carry their ID Cards (to be provided by the contractor at its own costs) and shall be produced to the security personnel and other Institutes authorities, whenever asked for.
- h. The bearers for servicing in Canteen will have to be provided uniforms by the contractor during the working hours at its own cost and they will be unfailingly required to wear in neat and tidy manner the uniforms during working hours.
- i. The Contractor shall be absolutely responsible for strict adherence of discipline and good conduct by its workers.
- j. The contractor shall be bound to remove any such worker and disallow him/her from entering into the Institute premises whom the Institute does not deem appropriate to continue within the Institute premises for administrative or any other reasons.
- k. The contractor shall have absolute authority in regard to the engagement, disengagement, suspension, termination, retrenchment, dismissal and discharge etc. of its workmen and for all disciplinary actions against them. The contractor shall be responsible of master and servant relationship with its workmen and the Institute shall have no concern, whatsoever, with all the above-mentioned matters.
- l. The contractor shall be absolutely liable in regard to any dispute or other matters concerning its workmen which are initiated in any forum or court of law and shall further be liable to meet and discharge all the liabilities that may arise on account of its relationship with its worker from the decisions of any court including all liabilities as are thrust upon by virtue of the provisions of any labour law being in force at the time besides other statutory liabilities.
- m. The contractor shall further be liable to make good the loss to the property of the Institute, if any that may be caused on account of any non-responsible action on the part of its workers, whether deliberate or otherwise.
- n. The Contractor will be responsible for cleanliness of crockery, cooking utensils, furniture, fixtures and fittings, etc. in the kitchen as well as the canteen hall. The organization will not provide any cleaning materials/dusters, etc. for the same

## **11. Compliance of Statutory Obligations, Codes of Conduct and Other Provisions**

- a. It is understood that a number of enactments and laws would apply to the contractor, which are supposed to be complied by the contractor in letter and spirit and in particular to laws relating to EPF, Food and Drug Administration, minimum wages to worker, employees compensation and Goods and Service Tax etc.
- b. The licensee shall ensure that no product shall be sold from the premises which is prohibited to be sold within the premises of an educational institute, as per the provisions of the Cigarette and Other Tobacco Products (Prohibition of Advertisement and Regulation of Trade and Commerce, Production, Supply and Distribution) Act, 2003.
- c. The contractor shall ensure that non-vegetarian food, alcohol, alcoholic beverages and tobacco and tobacco products are neither brought, nor sold, nor consumed in the canteen or premises of Kasturba health Society.
- d. The contractor shall be liable to ensure compliance of all enactments, rules, regulations and of other authorities besides the instructions of the Institute that may be in force from time to time including all the labour laws, employees compensation and the minimum wages, as well as Weights and Measures and Prevention of Food Adulteration etc.
- e. On award of contract, the vendor shall mandatorily apply for the License within one week and shall get the license before the end of the probation period. The copy of the same should be submitted to the Office of Kasturba Health Society.
- f. The Contractor shall be liable to make good the losses in financial terms that it may be subjected from time to time on account of any lapse on its part or arising out of statutory liabilities including the dues towards the workers in regard to wages, court awards, compensation which are caused to be paid/borne by the Institute due to the contractor's failure, as well as the Institute's license fee, electricity charges and other dues etc. The contractor shall pay all such dues to the Institute within fifteen days from the receipt of letter issued by the Institute in this behalf failing which; the same would be recovered/realized from the contractor's security deposit.
- g. The Institute shall be absolutely immune and deemed indemnified in all matters, claims, liabilities and legal consequences which relates to compliance of statutory provisions, rules and regulations, orders and directions of Govt. authorities/ municipal corporation/courts/forum etc. as well as the provisions of this contract agreement. In case, the Institute is put to bear any liability for lapses on the part of the contractor or for its illegal actions, the Institute would have the right to realize from the contractor all dues if those are in financial terms, and on other matters, in appropriate manner as it deems appropriate including adopting legal recourse.
- h. The contractor would comply with all guidelines/instructions issued by the Secretary, Kasturba Health Society besides following other Institute Orders/instructions of Medical Superintendent of the hospital and security authorities concerning the security/safety issues and Institute discipline.
- i. The Contractor shall ensure that it and its employees' do not adversely affect the peaceful and congenial atmosphere of the Institute's premises.

## **12. Security Deposit**

- a. The contractor shall have to deposit a security of **equal to 3 months rent** for each outlet by Cheque in favor of "The Secretary, Kasturba Health Society, Sevagram" payable at Sevagram drawn on any scheduled nationalized bank before taking possession of Canteen.
- b. If at any time, due to any reasons as mentioned in the foregoing clauses or otherwise, any short fall is caused to the security deposit money, the contractor shall be liable to make good such short fall within fifteen days of the receipt of notice in this behalf, through another FDR deposit as aforesaid.
- c. In case under no clause(s) of this contract, the contractor shall have rendered himself liable to pay compensation amounting to the whole of his Security Deposit, the Secretary, KHS shall have the power to adopt the following course as may be deemed by him best suited to the institute. To rescind the contract (of which decision, notice in writing to the contractor by him through competent authority, shall be conclusive evidence) in which case, the security deposit of the contractor shall stand forfeited and be absolutely at the disposal of the institute. Besides, for the recovery of any amount in excess of the security money, the Institute shall be at liberty to adopt such legal recourse, as it may deem appropriate at the time.
- d. If the contractor breaches any terms and conditions of the agreement which is deemed to be serious by the Institute, its security deposit may be forfeited either in part or in full as the Institute may deem appropriate, at its discretion.

## **13. Complaint Mechanism**

- a. The contractor shall maintain a complaint book in the canteen wherein the consumers may register their complaints. The complaint book shall be produced every month on the first working day before the Office of Kasturba Health Society for necessary action.
- b. The complaints shall be removed or dealt with by the contractor on priority basis on issues that concern the contractor and a compliance report thereon, shall be submitted to the Office of Kasturba Health Society along with the production of complaint book.
- c. The contractor shall be liable to be penalized or fined in cases of defaults and negligence on its part or for complaints in the manner provided hereafter at the discretion of the Institute and/or at behest of the Office of Kasturba Health Society. Such penalty or fines shall be imposed through the Office of Kasturba Health Society according to the nature of the complaints. The first penalty in such case would be to the tune of Rs. 1000/-, Rs. 2000/-, the second time and Rs.5000/-, the third time.
- d. However if the complaints of identical nature still persist, the Institute would be at liberty to terminate the contract forthwith without giving any more notices.

## **14. Termination of contract:**

- a. Contractor may terminate the contract by giving 90 days notice to KHS without assigning any reasons whereas KHS can terminate the contract as per its discretion.
- b. The contract may be terminated in terms of any provisions stipulated elsewhere in the contract.

- c. In case, the contract is terminated or it comes to an end by efflux of time, the contractor shall handover the vacant possession of the licensed premises within 07 days of contract coming to an end. Failure to handover the vacant possession of the premises as aforesaid, would render the contract to pay a penal rent to the Institute @ **Rs.175 per Sq. Meter** or at such higher rate as the Institute may deem appropriate at its absolute discretion. The penal rent under no circumstances shall be subject to question and it is the specific term of this contract.
- d. The Institute shall further be within its absolute rights to enter the premises and assume absolute possession of the premises licensed under this contract from the contractor and the same shall not be subject to challenge. All the goods belonging to the contractor in such circumstances shall be deemed forfeited there-from and may be sold or put to auction at the discretion of the Institute. The Institute may, if it so desires, proceed against the contractor in terms of provisions of Public Premises (Eviction of Unauthorized Occupants) Act, 1971 since the entire premises is governed by the provisions of the said Act in case of non-handing over its possession to the Institute as aforesaid.

**15. Contract Documents and their interpretations**

- a. The original agreement shall remain with the Institute while a photocopy thereof may be had by the contractor, if it so wishes.
- b. The several documents forming the contract are to be taken mutually explanatory to one another and in case of any ambiguities or discrepancies, the interpretations of the same shall be communicated in writing by the Institute through its competent authority to the contractor along-with the directions, if any, and the same shall be deemed to be final and binding and shall not be open to question in court.

**16. Jurisdiction**

- a. All matters and disputes under this contract shall be subject to the jurisdiction of Wardha District Courts only.

**SECTION - V**  
**TECHNICAL SPECIFICATION AND GENERAL POINTS**

**Hiring a Proper Bidder**

**1. Introduction:**

MGIMS is seeking proposals from experienced bidders to can provide best services to the customers. The objective of this tender is to identify a bidder giving cost-effective services to the customers.

Methodology for Evaluation Under CQCCBS System

The bids confirming to the technical specifications, terms and conditions stipulated in the bidding document and considered to be responsive after subjecting to Bid Rejection Criterion for further evaluation as given below.

KHS shall select the bidder based on the Combined Quality-cum-Cost-Based Selection (CQCCBS) method, with the Technical Score and Financial Score assigned equal weightage of 50% each.

\*\*\*The maximum qualifying Score (50) will be given to Technical Specification as follows:

(A)

Sr. No.	Criteria	Max Score	Documentary Evidence
1	The bidder who has an experience of minimum 3 years of running such a cafeteria/canteen in Government departments, public undertakings and/or renowned educational institutions or are running cafeteria and canteens and restaurants elsewhere, may apply along-with sufficient proof of its experience/ability of running such canteen.	<ul style="list-style-type: none"> <li>• <b>5 marks</b> for the <b>initial 3 years</b> of experience</li> <li>• <b>2 marks</b> for <b>every additional 1 year</b> of experience</li> <li>• <b>Maximum marks = 20</b></li> </ul>	List of Organizations along with experience Certificate
2	<p>Marks shall be awarded based on the average annual turnover of the bidder during the last three financial years.</p> <p>The bidder having the highest turnover shall be awarded full <b>20 marks</b>. Other bidders shall be awarded marks proportionately using the following formula:</p> <p>Marks Obtained= <math>\frac{\text{Bidders Turnover}}{\text{Highest Turnover Among Qualified Bidders/Bidder's Turnover}} \times 20</math></p>	Highest Score 20	Documentary evidence duly certified by a Chartered Accountant shall be submitted.
3	<p><b>Submission of Profit &amp; Loss Accounts (Last 3 Financial Years)</b></p> <p>Bidders submitting audited Profit &amp; Loss Accounts for the last three financial years shall be awarded <b>10 marks</b>.</p>	<b>Maximum Score 10</b>	Bidders submitting audited Profit & Loss Accounts for the last three financial years shall be awarded <b>10 marks Score</b> .

**Bidder shall obtain a minimum score of 20 in the technical bid to qualify for financial bid evaluation.**

(B1) \*\*\* **Food & Beverage Price Evaluation Maximum 50 Marks:**

Sr. No.	Criteria	Max Score	Formula
1	Food & Beverage Price Evaluation.	50	Evaluation shall be carried out based on the proposed food and beverage items and the rates quoted by the bidder. Lower quoted prices shall attract higher scores.  $\text{B1} = \frac{\text{Lowest Weighted Score}}{\text{Bidder's Weighted Score}} \times 50$  Maximum score will be limited to <b>50 marks</b> .

(B2) \*\*\*The maximum qualifying Score (50) will be given to Financial Specification as follows:

Sr. No.	Criteria (C)	Max Score	Formula
1	<ul style="list-style-type: none"><li>The bidder quoting the <b>highest license fee</b> gets the <b>maximum financial score of 50</b>.</li><li>Other bidders receive scores proportionately based on their quoted license fee.</li></ul>	50	$\text{B2} = \frac{\text{Bidder's Quoted License Fee}}{\text{Highest Quoted License fee}} \times 50$

**2. Evaluation Criteria:**

MGIMS will follow the Quality and Cost Based Selection (QCBS). The overall evaluation shall carry weightage to both Quality score and Financial Bid. It is a two-part-bid e-tender constituting of:

**B1** - Weighted Score of price quoted for food items to be supplied **(50 Marks)**

**B2** - License Fee **(50 Marks)**

**Evaluation Criteria for Bid Evaluation:**

The tender would be judged by the Technical Committee upon successfully meeting the eligibility criteria (as mentioned in Point No. 2 of Section IV) producing the relevant documents (refer point No. 9 of Section II).

**Note:**

- Bidders are the participants in the tender. The Bidder's proposal shall be appropriately reviewed and scored.
- Financial bid proposal shall contain rate sheet in PDF format with all the points filled
- For the purpose of technical evaluation, MGIMS reserves the right to verify information submitted and/or inspect the facilities at party's work, and request the Bidder to submit additional documents/information/clarifications as and when required. MGIMS also reserves the right to independently assess the capability and capacity of the Bidder for the execution of the project.
- MGIMS decision on any matter regarding the evaluation of the Bidders shall be final.

### **3. Financial Bid Evaluation:**

The price bid of only those bidders who have qualified the Technical evaluation shall be opened. The highest financial score bidder amongst the bidders who have qualified for the Financial Bid shall be identified as the successful bidder as per the composite score of **B1 & B2**.

#### **NOTE:**

1. Rates should be quoted in INR and strictly as per the BOQ and in no other manner.

## SECTION - V

CHECKLIST (to be submitted with Technical Bid)

**The vendor should upload following documents (duly attested) with Technical Bid**  
(Please give Annexure No. for submitted Documents as mentioned below)

Name of Company: \_\_\_\_\_

Name of Contact Person: \_\_\_\_\_

Mobile No: \_\_\_\_\_ e-mail ID: \_\_\_\_\_

Sr No	Name of Document	Document Submitted (Yes/No)	Annexure No.	Reason for not submitting documents
1	Detailed specifications along with proposed items and their price schedule as per Section - VI		I	
2	Location of the place where the vendor is running the canteens. Details of business Year of establishment, Number of customers per day.		II	
3	Last 3 years Audited Balance Sheets, Profit and Loss account statements, Tax Assessment (ITR) and Gross Turn Over Certificates		III	
4	GST Registration Certificate if required as per law		IV	
5	PAN Card		V	
6	Food Safety and Standards Authority of India (FSSAI Certificate)		VI	
7	Earnest Money Deposit (EMD) receipt/ MSME Registration Certificate (if applicable)		VII	
8	License to operate as caterer as per Food & Safety Act, 2006		VIII	

Signature with Company Seal

**SECTION – VI****Proposed Items and their Price Schedule**

(The prices to be quoted by bidder should be inclusive of GST)

**Canteen A: Hospital Canteen (Near Mother and Child Hospital)**

Sr No	Name of items	Unit	Quoted Rates (INR)		Calculated Price
			Price	Weight Factor	(To be filled by the tender committee)
<b>Drinks and Beverages</b>					
1	Tea	100 ml		2	
2	Black tea	100 ml		2	
3	Lemon tea	100 ml		2	
4	Coffee	100 ml		2	
5	Black coffee	100 ml		2	
6	Plain milk	200 ml		2	
7	Green Tea	100 ml		2	
8	Lassi	200 ml		2	
9	Ice tea	100 ml		2	
10	Jaljeera	200 ml		2	
11	Cold bournvita	200 ml		2	
12	Cold Coffee	200 ml		2	
13	Cold Coffee with Ice Cream	200 ml		2	
14	Lemonade	200 ml		2	
15	Buttermilk	200 ml			
16	Masala Cold Drink	200 ml		3	
17	Banana shake	200 ml		2	
18	Mango Shake	200 ml		3	
19	Badam shake	200 ml		2	
20	Pineapple Shake				

21	Fresh Lime Soda	200 ml		2	
22	NimbuPani	200 ml		2	
23	Pineapple Juice				
24	Mosambi Juice				
25	Apple Juice				
26	Anar Juice				
27	Chiku Shake				
<b>Sandwiches of four slices (4 Breads)</b>					
28	Tomato Cheese Sandwich	Per Plate		3	
29	Sweet corn cheese sandwich	Per Plate		3	
30	Bombay sandwich	Per Plate		3	
31	Paneer sandwich	Per Plate		3	
32	Cheese sandwich	Per Plate		3	
33	Butter Toast	Per Plate		3	
<b>Meals and Snacks</b>					
34	Thali Veg (Mention contents)	Per Thali			
35	Special Thali containing 2 type of vegetables, rice, salad, dal, 4 chapati & sweet dish (mention sweet dish name and quantity)	Per Thali		2	
36	Working Lunch for Institute official meetings and examinations	Phulka/Paratha, Vegetables (2), Daal, Rice, Curd, Papad, Sweet and Salad.			
37	Poha/ Chana/ Moth	Per Plate			
38	Upama	150 gm Per Plate			

39	Puri Bhaji	Per Plate			
40	Sambhar Vada	Per Plate			
41	Idli Sambhar	Per Plate			
42	Pasta	120 gram		3	
43	Paneer Pasta	120 gram		3	
44	Red Sauce Pasta	120 gram		3	
45	White Cream Pasta	120 gram		3	
46	Macaroni	120 gram		3	
47	Cheese Macaroni	120 gram		3	
48	Veg Momos	4 pieces		3	
49	Paneer Momos	4 pieces		3	
50	Veg roll	Per piece		5	
51	Paneer roll	Per piece		5	
52	Masala Dosa with Sambar and Chutney	Each		5	
53	Plain Dosa with Sambar and Chutney	Each		3	
54	Paneer Dosa with Sambar and Chutney	Each		3	
55	Cheese Dosa with Sambar and Chutney	Each		3	
56	Plain Uttapam	150 gm		5	
57	Pyaz tomato Uttapam	150 gm		5	
58	Roti	Per piece		2	
59	Tandoori roti	Per piece		2	
60	Missi Roti	Per piece		2	
61	Rumali Roti	Per piece		2	
62	Lachha Paratha	Per piece		5	
63	Plain paratha	Per piece		5	

64	Aloo paratha	Per piece		5	
65	Paneer paratha	Per piece		5	
66	Cheese paratha	Per piece		2	
<b>Soup</b>					
67	Tomato	200 ml		2	
68	Veg	200 ml		2	
69	Sweet Corn	200 ml		2	
70	Sweet and Sour	200 ml		2	
71	Dahi	120 gram		3	

**Proposed Items and their Price Schedule**  
(The prices to be quoted by bidder should be inclusive of GST)

**Canteen B: Dr. APJ Abdul Kalam Library**

Sr No	Name of items	Unit	Quoted Rates (INR)		Calculated Price
			Price	Weight Factor	(To be filled by the tender committee)
<b>Drinks and Beverages</b>					
1	Tea	100 ml		2	
2	Tea Half				
3	Black tea	100 ml		2	
4	Lemon tea	100 ml		2	
5	Coffee	100 ml		2	
6	Nescafe Coffee				
7	Black coffee	100 ml		2	
8	Plain milk	200 ml		2	
9	Green Tea	100 ml		2	
10	Lassi	200 ml		2	
11	Ice tea	100 ml		2	
12	Jaljeera	200 ml		2	
13	Bournvita Full				
14	Cold bournvita	200 ml		2	
15	Cold Coffee	200 ml		2	
16	Cold Coffee with Ice Cream	200 ml		2	
17	Lemonade	200 ml		2	
18	Buttermilk	200 ml			
19	Masala Cold Drink	200 ml		3	

20	Banana shake	200 ml		2	
21	Mango Shake	200 ml		3	
22	Badam shake	200 ml		2	
23	Pineapple Shake				
24	Fresh Lime Soda	200 ml		2	
25	Nimbu Pani	200 ml		2	
26	Pineapple Juice				
27	Mosambi Juice				
28	Apple Juice				
29	Anar Juice				
30	Chiku Shake				
<b>Sandwiches of four slices (4 Breads)</b>					
31	Tomato Cheese Sandwich	Per Plate		3	
32	Veg Sandwich				
33	Sweet corn cheese sandwich	Per Plate		3	
34	Bombay sandwich	Per Plate		3	
35	Paneer sandwich	Per Plate		3	
36	Cheese sandwich	Per Plate		3	
37	Bread & Butter				
38	Butter Toast	Per Plate		3	
39	French Toast				
40	Bread & Jam				
41	Poha/ Chana/ Moth	Per Plate			

42	Sambhar Vada	Per Plate			
43	Idli Sambhar	Per Plate			
44	Uttapama				
45	Dahi vada				