



E-TENDER NOTICE

**TATA INSTITUTE OF SOCIAL SCIENCE ,
V.N.Purav Marg, Deonar , Mumbai-400 088.
Telephone :91-22-25525000**

**E-Mail :infomumbai@tiss.edu , Website : www.tiss.edu .
(Only Through Online e-Procurement Mode)**

TISS E-Procurement Website : <https://www.tenderwizard.com/TISS>

E-Tender Ref No.: TISSMSCANTEEN 19-20

Date:23/10/2019

E-Tender Name of Work: e-Tender “ **Quotation for Canteen Contract (Outsourcing Canteen Services)”**

E-NIT Cum Tender Document (Two Bid System) for the following Services :

e-Tender No.: TISSMSCANTEEN19-20

ESTIMATED COST/LICENCE FEE : Minimum Rs. 12000/- (Rupees Twelve Thousand Per Month)

**Tender Cost Fees , EMD &
E-Tender Processing Fees:**

(EMD: NIL) . The e-Payment Gateway are available on TISS e-Procurement Portal for making the Tender Form /Cost Fees & EMD payment. through online payment method by the payment gateway in e-Tender portal i.e. <https://www.tenderwizard.com/TISS> . E-Tender Processing Fees are applicable (Non-Refundable)

Type of e-Tender: Both Technical Bid and Financial Bid
Last Date of Submission of 6th November, 2019 16:30 p.m.
Tender through Online:
Date of Opening of Bids: 7th November, 2019 at 11.30 a.m

1. Both Technical Bid and Financial Bid to be submitted online within the due date.
2. Tenders should be submitted only through e-Tender portal and obtain the Tender Acknowledgement copy as a proof of successful submission.
3. All prospective bidders are requested to visit our TISS E-PROCUREMENT WEBISTE regularly for any such updates / corrigendum.
4. Please see attached e-Tender Documents ...
5. **Please note that the highest bidder will be given preference based on technical bid.**

Standard e-Tender Terms & Conditions For TISS e-Procurement .
TISS e-Procurement Website are : <https://www.tenderwizard.com/TISS>

1. The details of tender notification can be downloaded from www.tenderwizard.com/TISS under "Tender of TISS" link in the homepage.
 2. Vendors should obtain the USER ID and PASSWORD from www.tenderwizard.com/TISS by clicking on "Enrolment" link in the homepage.
 3. The Vendor registration fees has to be paid to ITI Ltd for Rs. 2360/-. Using the e-Payment link provided at the time of registration, and the mode of payments are Credit Card, Debit Card and Internet Banking. Vendor Registration is Valid for 1year.
 4. For further details on e-Tender participation, please contact ITI Help desk on :
 - Telephone: 080-49352000 (Bangalore) & Sanjay KC – Mumbai & Maharashtra (09665721619)
Email : sanjay.kc@etenderwizard.com
 - Email: harishkumar.kb@etenderwizard.com, ambasa@etenderwizard.com.
 5. Tenders should be submitted only through e-Tender portal and obtain the Tender Acknowledgement copy as a proof of successful submission.
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INFORMATION & INSTRUCTIONS TO THE BIDDERS
FOR USING ONLINE ELECTRONIC TENDERING SYSTEM (eTS).

Special Conditions & instructions for using online Electronic Tendering System through portal (website) <http://www.tenderwizard.com/TISS> adopted by Tata Institute Of Social Sciences , Mumbai .Vendor Registration Fees Rs.2,000/-+ 18%(GST) through e-Payment Gateway on TISS e-Procurement Portal i.e., <https://www.tenderwizard.com/TISS>

Note : The e-Payment Gateway are available on e-Procurement Portal for making the Online Vendor Registration Payment.

Bidders are required to Enrol for Vendor Registration on the TISS e-Procurement Tender wizard Portal (URL: <https://www.tenderwizard.com/TISS>) by clicking on the link " Enrolment " on the home page of e- Portal which is chargeable. (Rs.2000/- + GST(18%)(Non-Refundable) to be paid online by e-payment gateway).

The bidders are required to submit soft copies of their bids electronically on the TISS Tender Wizard e-Procurement Portal, using valid Class III Digital Signature Certificates. The step by step instructions about e-Tender Process are given in "Vendor Help Manual " .

Class III Digital Signature Certificate are mandatory for e-Tender /e-Procurement .

Note : Information about e-Procurement Portal.

More information useful for submitting online bids on the NIA e-Procurement Tenderwizard Portal may be obtained at: <https://www.tenderwizard.com/TISS> . **N.B:** Bidders can download the Vendor's manual by visiting on home page of TISS e-Procurement Website :

<https://www.tenderwizard.com/TISS> . KEY INSTRUCTIONS for BIDDERS by clicking on **“Latest Circulars/Formats/Help Manuals/Faq”**. The complete Step by Step **“Vendors Help Manual For e-Procurement / e-Tendering Process , Vendors Registration Process , System Settings Requirements & JAVA Settings Manuals , e-Payment Guidelines” & “Digital Signature Certificate Process”** this details are available on TISS e-Procurement Website for e-Tenders.

Note: Online Support / Web Support / E-Mail Support / Phone Support are also available for Bidders as well as Department Officials . Online support through “Team viewer” , “Ammy Admin “ Or “Any Desk” Remote software only. For Downloading this software , the downloading software links are available on home page of TISS e-Procurement Website.

Dining Hall

ONLINE NOTICE INVITING QUOTATION FOR CANTEEN CONTRACT

Online quotations are invited for operating canteen at TISS, Naorji Campus (New Campus), Deonar, Mumbai-400 088. The intending bidders shall submit their quotes through online e-Tender mode only on TISS e-Procurement Website. We shall expect the following terms and conditions: (**Required Technical Documents Scan Copies Should be uploaded online**).

- 1) The canteen will serve tea, coffee, breakfast, snacks, lunch and dinner 7 days a week to students, staff, faculty and visitors. The operational timings would be 6.00am to 10.00pm.
- 2) The area of kitchen is approximately 200 sq feet and dining area is of approximately 600 sq feet.
- 3) The contractor shall all the time comply with FSSAI standards and shall possess appropriate food licence for food preparation and service.
- 4) The food shall be prepared daily and fresh. Leftover food shall be discarded immediately and wastage shall be handled appropriately. Stale food shall not be served under any circumstances.
- 5) The contractor shall provide adequate number of trained/semi-trained staff for providing good canteen facilities.
- 6) The contractor shall ensure that all the staff working at the above canteen in TISS, Mumbai location are in a good health and are free from contagious and other recurring forms of diseases. In case of any staff suffers from any kind of illness, it is the contractor's responsibility to arrange for replacement to provide timely services to TISS. All personnel employed by the contractor shall be checked by a recognized medical professional and declared fit for handling food and certified for fitness at the time of employment and annually thereafter in case of contract extension.
- 7) The contractor shall ensure good discipline among its workers and further ensure that they shall not indulge in any unlawful activity.
- 8) The contractor shall at all time ensure cleanliness and hygiene of the canteen

and its surroundings. The staff shall wear neat & clean uniform, cut nails and hair short, wear disposable head caps while working, follow appropriate hand-wash techniques, maintain hygiene at all the stages of food preparation and food service.

- 9) The contractor shall use all the raw materials for making food items are of good quality and are branded and licenced by FSSAI.
- 10) No aerated drinks are permitted for sale on campus. The contractor is free to keep any other items like cold-drinks (other than aerated drinks), biscuits, farsaan, confectionery, ice-cream etc. (except junk foods) and sell them according to the prescribed rates as permitted by Institute's committee. Selling of cigarettes, liquor, beedis, paan and any other banned substances is strictly not permitted.
- 11) The contractor shall arrange for all the kitchen equipments, crockery, cutlery and utensils required to provide canteen facility at TISS, Mumbai. And the contractor shall be responsible for the maintainance of all thoses items.
- 12) TISS shall provide water supply, electricity and power connections, pipeline for supply of cooking gas, intercom Facility, dining furniture (table, chairs) and exhaust fans in the kitchen for smooth functioning of Canteen Services. The contractor has to pay water usage charges, electricity bill, mahanagar gas bill etc timely to TISS.
- 13) The contractor shall be responsible for proper handling and safe custody of the furnitures, fittings and space provided by TISS.
- 14) Repair and maintenance shall be carried out by the Institute only after written communications from the contractor and if permitted by TISS authorities depending upon the cost and severity of the repair.
- 15) The workers employed by the contractor shall directly be under its supervision, control and employment and they shall have no connection what-so-ever with TISS.
- 16) The food waste and garbage generated from the canteen will be removed by the contractor as per the Institute and BMC norms and the surroundings must be kept neat and clean, by the contractor at all times. Emphasis will be on using bio-degradable material and no plastic and thermocol materials should be used. Use of plastic and thermocol will result in penal provision as per law in force.
- 17) The contractor ensures that its representative will be available for proper administration and supervision at the works to the entire satisfaction of the TISS at all times.
- 18) The contract duration for canteen services shall be from 1st November, 2019 till 31st October, 2020. Depending upon the services offered by the contractor, the contract will be terminated with 1 month notice period or may be extended for period as decided by the TISS authorities.

- 19) The contractor shall display printed rates (as in the Annexure attached herewith) and quantities of food items on the board in a legible manner.
- 20) The selling of food shall be managed by on the spot sale of coupons of appropriate values/denominations.
- 21) The contractor shall ensure that all the security arrangements in Canteen premises of TISS are fulfilled by them at all the times. For this purpose, TISS Security Department's help may be availed.
- 22) The contractor shall have to issue a cheque of rupees 25,000/- towards security deposit and no interest will be paid on it. The contractor bidding highest licence fees and fulfilling all the necessary terms and conditions will be selected for running the canteen.
- 23) All disputes, differences whatsoever nature whether existing or which shall anytime arise between the party here to touching/concerning, contract shall be referred for adjudication to sole arbitrator to be appointed by TISS under the jurisdiction of Mumbai. The contract shall be governed by and constructed according to the law in force in India.
- 24) The Institute will not bear any liability of labour owned by the contractor.

Following Documents Scan Copies Should be uploaded online also :

1. BMC Licence
2. Food & Drugs Administration Cert
3. Copy of the Agreements with similar organisations i.e. Govt & Semi-Govt/Public Undertakings
4. Employees/Staff Strengths
5. Insurance (Group, General & Medical) - Details of the current staff
6. PF Details of the Staff
7. Client's Lists with individual turn-over (Rate Card Solicited)
8. Period of the contract will be two years instead of one year.

Note: The Contract Will be for 2 Years . Licence Fees will be calculated per month basis. The 10% will be extra on licence fees per year per month.

Please find the “Annexure: Selling rates of food items” for the expected weights and serving quantities of each item and rates to be charged per serving.

ANNEXURE: SELLING RATES OF FOOD ITEMS

Sr No	Food items	Weight specification	Cup/ quantity specification	Rate per serving (rupees)
1	Tea	100ml		7
2	Coffee	100ml		9
3	Cow Milk	150ml	Specify brand of milk	16
4	Tea without sugar	100ml		8
5	Coffee without sugar	100ml		10
6	Lemon tea	100ml		7
7	Lemon juice	150ml		10
8	Buttermilk, fresh prepared	150ml		8
9	Buttermilk, tetra packed	150ml		as per MRP
10	Curd	100g	Packed, branded	as per MRP
11	Kokam sarbat	150ml		10
12	Kairi panha- seasonal	150ml		12
13	Bread jam	20g each slice 20g Jam	4 slices bread	11
14	Bread butter	20g each slice 10g Butter	2 slices bread	11
15	Bread omelette	20g each slice 1 Egg omelette	2 slices bread 1 no Egg	16
16	Omelette	80g	1 no	12
17	Boiled Egg	-	1 no	8
18	Egg bhurji + Chapati	100g bhurji + 30g each, 2 Chapati	1/2 cup bhurji + 2 chapati	23
19	Egg curry + Chapati/ rice	2 Eggs + 3 Chapati/ 200g cooked rice	3/4 cup egg curry + 3 Chapati/ 1 cup cooked rice	38
20	Dal + Rice	150g dal + 200g	3/4 cup dal + 1 cup cooked rice	32
21	Bhaji + Chapati	150g bhaji + 3 Chapati, 30g each	3/4 cup bhaji + 3 Chapati	38
22	Veg pulav + Veg raita	200g pulav + 100g Raita	1 cup Pulav + 1/4 cup raita	38
23	Egg biryani + Veg raita	200g	1 cup	50
24	Chicken biryani + Veg raita	230g	1.25 cup	70
25	Chicken curry + Chapati/ Rice	200g chicken curry + 3 Chapati/ 200g cooked rice	1 Cup chicken curry (4 medium pcs chicken) + 3 Chapati/ 1 cup cooked rice	50
26	Whole wheat chapati with oil on top	30g	1no	4
27	Mix salad	100g	3/4 medium katori	12

ANNEXURE: SELLING RATES OF FOOD ITEMS

Sr No	Food items	Weight specification	Cup/ quantity specification	Rate per serving (rupees)
28	Mix fruit- watermelon, muskmelon, papaya	150g	1 plate	20
29	Poha (Aloo/ singdana/ sprout/ veg)	200g	1 Cup	15
30	Rawa Upma (Singdana/ Veg) with coconut chutney	150g	1/ 2 cup	16
31	Sevai upma with coconut chutney	150g	1/ 2 cup	16
32	Idli with sambar	40g each, 2 Idli + 100g sambar	2 Idlis 1/ 2 cup Sambar	22
33	Masala dosa with coconut chutney	45g Dosa + 70g masala + 50g chutney	1 Dosa 1/ 4 cup Chutney	38
34	Meduwada with sambar	45g per Meduwada + 100g sambar	2 Meduwada 1/ 2 cup Sambar	32
35	Veg paratha with plain curd	50g Paratha + 50g Curd	1 Paratha 1/ 4 cup curd	16
36	Aloo paratha with plain curd	100g Paratha + 50g Curd	1 Paratha 1/ 4 cup curd	23
37	Paneer paratha with mint chutney	80g Paratha	1 Paratha	30
38	Samosa	80g	1 samosa	14
39	Wadapav	60g batatawada	1 batatawada + 1 ladi pav	13
40	Chhole puri/ bhatura	120g chhole masala + 20g per Puri/ 40g 1 bhatura	1/ 2 cup chhole 4 Puri/ 2 bhatura	38
41	Puri bhaji	120g batata bhaji + 20g per Puri	1/ 2 cup batata bhaji 4 Puri	38
42	Dahi wada	30g each, 2 wada + 100g sweet curd	2 wadas 1/ 2 cup sweet curd	32
43	Veg cutlet	80g per cutlet	2 cutlets	32
44	Grilled veg sandwich	60g Bread + 100g veg + chutney & butter	2 bread slices + vegetables	32
45	Ragda pattice with khatti meethi chutney	35g each, 2 Pattice + 120g Ragda	2 Pattice 1/ 2 cup ragda	23
46	Sabudana wada+ curd	35g each, 2 wada + 50g Ragda	2 wada + 1/ 4 cup curd	32
47	Sevpuri	7g per puri + other ingredients	5 puri per plate	22
48	Pavbhaji	150g Pavbhaji + 20g each, 2 Pav	3/ 4 cup pavbhaji + 2no ladi pav with butter	38
49	Hakka noodles with manchurian gravy	200g noodles + 20g each manchurian	1 Cup noodles 4 manchurian	50
50	Dhokla with chutney	200g	3 pcs	32
51	Onion bhajjiya	150g	6 pcs	23

Financial Bid Form : Below Financial Bid Form are for reference purpose only .
Vendors should have to download the EXCEL (.xls) file from TISS e-Tendering website
and same should be filled and upload on online mode only . The below Financial bid
form are available on e-Tender Website .



TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar, Mumbai 400 088
(A Deemed University under Section 3 of the UGC Act, 1956)



Name of Work: e-Tender For “ Quotation for Canteen Contract”

Tender No :-TISSMSCANTEEN 19-20

BOQ

Name Of The Bidder (Mandatory):

Sr.No.	Discriptions	Unit	Rate (In Rs.) (Per Month)	Amount (Rs.)
1	License Fees	Lump Sum		0.00
	Add : GST (Applicable GST Amount Should be Quote)			0.00
	Grand Total			0.00

Note: The Contract Will be for 2 Years . Licence Fees will be calculated per month basis. The 10% will be extra on licence fees per year per month.

Instructions To Bidders : The above BOQ sheet allow only enter the "Rate In Figures" in above "Coloured Blue Cells" only .The bidders can quote and allow only in above "Blue Cells" .

"This Is Electronic Spread Sheet Signaure Is Not Required"

