



CENTRAL WAQF COUNCIL

(Ministry of Minority Affairs, Government of India)

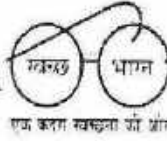
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Central Waqf Bhawan
P-13 & 14 Pushp Vihar,
Sector -6, Saket,
Opposite Family Court,
New Delhi – 110 017

F. No. 14(1)/2022 – CWC

Dated: 21st June, 2022

Requirement of Contractor for Staff Canteen at
Central Waqf Bhawan,
Office of the Central Waqf Council (CWC), Saket, New Delhi

Pre-Qualification Criteria / Technical Requirements

1. Offers are invited from reputed and experienced catering agencies and/or restaurant chains for awarding contract to provide canteen facilities to staff members of CWC, Saket, New Delhi.
2. The Tender consists of two phases: **Part I- Technical Bid, Part II- Financial Bid**. The caterers will have to submit applications in sealed cover with the required data in **Part-I** along with Performance Certificate as prescribed at **Annexure-1** and submit **Part-II Financial bid** in a separate sealed cover for the menu proposed (both enclosed in sealed envelopes).
3. Financial bids (Part- II) will be considered only from those parties who fulfil the Pre Qualification and eligibility criteria as per the assessment of technical requirements in Technical Bids (Part- I) (including quality checks and visit to the business premises of the parties).
4. The contract shall initially be for a period of one year, which would be renewable for a further period of two years, one year at a time, at the discretion of the office of the CWC and subject to satisfactory services.
5. The catering agency should have achieved a minimum annual sales turnover of ₹15-20 lakh from food catering business each year in the last 3 years i.e. FY 2019-20, 2020- 21, 2021-22.
6. Security deposit for the period of the contract of ₹50,000/- (Rupees fifty thousand only) should be paid by the successful bidder in the form of Bank Guarantee after the award of contract.
7. The bidders are required to submit performance certificates from past and present clients (minimum 3 certificates required) as per **Annexure-1** for each work completed during last three years, ending March 31, 2022.

8. Caterer should have applicable tax registrations (PAN, TIN, GST, etc.).
9. Caterer should have the requisite valid License / Certificate by the Government to carry out the business including all the clearances from the statutory bodies.
10. Firms having ISO: 22000:2005 certification and/or possessing SQF (Safe Quality Food) Certificate for quality of its products shall be given preference in the evaluation process criteria in Part-I of Technical Bid.
11. The Caterers should ensure that they fulfil the pre-qualification criteria before submitting the tender. The tender submitted by Caterers who do not fulfil the prequalification criteria specified by the CWC will be summarily rejected.
12. Prescribed Application forms and Qualification Criteria could be downloaded from the website of the CWC, i.e. www.centralwaqfcouncil.gov.in
13. Interested parties/organizations may submit their applications on or before **July 15, 2022** furnishing full details of experience and other related information (filled in Part I) and quotations (filled in Part-II) in the prescribed format in separate sealed envelope super scribing thereon "APPLICATION FOR CATERING CONTRACT TO RUN STAFF CANTEEN AT CENTRAL WAQF BHAWAN, NEW DELHI" addressed to "**Secretary, Central Waqf Council, P-13 & 14, Pushp Vihar, Sector 6, Saket, Opposite Family Court, New Delhi - 110017**".
14. No tender will be received after 17:30 hours **July 15, 2022** under any circumstances whatsoever.
15. Tenders not submitted as per the guidelines stated above are liable for rejection. Decision of the office of CWC in this regard shall be final.
16. The office of CWC is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The CWC also reserves the right to reject all the tenders without assigning any reason thereof.
17. Bidder(s) whose catering contract was terminated by the CWC on account of unsatisfactory performance or, refused to enter into agreement after award of contract are not eligible to apply.
18. Settlement of Disputes – All disputes arising shall be subject to the exclusive jurisdiction of competent court at Delhi only.
19. There will be no guarantee on minimum turnover in the food consumed in the staff canteen.
20. **Notice for Termination of Contract:**
 - i. CWC reserves the right to terminate the contract at any time during the currency of the contract period, by giving one month's prior notice in writing, without assigning any reason therefor. However, the caterer shall not be liable for any compensation for premature termination.
 - ii. Also, the caterer may terminate the contract by giving two months' prior notice in writing, in case it decides to stop the services.
 - iii. In case of failure to provide the services for minimum period of the contract, the CWC has the right to forfeit the EMD deposited by the successful bidder

21. Selection/Evaluation of Vendor:

Selection of final successful vendor shall be done based on the recommendations of the Committee appointed by the office of CWC. **The technical proposals of only those bidders who meet the pre-qualification criteria will be evaluated. Similarly, the lowest average of the rates quoted by technically qualified bidders for various 15 items shall be considered for determining the lowest bidder (L 1).**

The successful vendor shall execute an agreement on stamp paper (stamp duty shall be borne by the vendor). If the selected vendor fails to sign the formal agreement immediately on award of contract or fails to undertake the work on the due date (to be conveyed later) the letter of intent can be cancelled.

22. Schedule of Opening tenders:

Part I - Technical Bid of the tender will be opened at 11:00 A.M. on July 16, 2022 in presence of the authorized representatives of the tenderers who choose to be present.

Part II- Financial bid of only those tenderers which are found eligible after scrutiny of their Part I, will be opened. The date of opening of Part II of the tender will be intimated to all the eligible tenderers separately, through valid e-mail ids confirmed by them.



(Abdul Rashid Mir)
Assistant Administrative Officer

**GENERAL INSTRUCTIONS FOR TENDERER FOR CATERING IN
STAFF CANTEEN AT OFFICE OF CENTRAL WAQF COUNCIL**

1. The Caterer will manage and run the Canteen of Central Waqf Council situated at 2nd Floor of its building at Central Waqf Bhawan, New Delhi hereinafter referred to as “the said Premises”.
2. The agency should have achieved a minimum annual sales turnover of Rs. 15-20 lakh from food catering business in each of the last 3 years. (Documentary proof supported by audited Profit/loss statement – Balance sheet statement or CA certified statement of accounts/ Income Tax returns copies required).
3. The Catering Agency should have an office in Delhi. Preference will be given to those who are already successfully running canteen/food plaza in Government/ public-sector organizations.
4. The contract shall initially be for a period of one year, which would be renewable for a period of another two years (One year at a time) at the discretion of the office of CWC and subject to satisfactory services.
5. The said canteen shall be for the exclusive use of the employees of the Central Waqf Council & NAWADCO and the persons authorized to enter the premises.
6. The Catering organization must have experience in preparing and serving all types of dishes, i.e. South Indian, North Indian, Chinese, Continental etc.
7. The caterer must use only permissible brand of consumables as specified at **Annexure-2**. The caterer may use other equivalent brand after obtaining prior approval from the office of CWC.
8. The firm would be required to use only ISI / Agmark / Food grade products and as per FSSAI norms.
9. The firm will ensure that raw material used for cooking are of very good quality, safe for human consumption and conform to the standards laid down by the Government of India in this regard from time to time. In the event of any food poisoning/contamination, the firm will be held fully responsible and liable to other penal actions under the law. The firm will ensure proper sanitation/hygienic conditions in the premises and deploy person free from infectious diseases.
10. Food served in the Canteen should be of high quality. Breakfast should preferably be served between 09.00 am to 11.30 am, Lunch should be made available between 12.30 pm and 2.30 pm, Snacks should be made available between 3.30 pm and 4.30 pm, Tea / Coffee to be made available throughout the day.

11. The firm may also supply those food/eatable items which are not under the contract in case of demand from employees. The cost of such food/items should not be more than MRP rates.
12. The approved price of the eatables should be prominently displayed at the counter in the Canteen.
13. The rates quoted in the financial bid (Part-II) shall be final. Any revision in the rates will be considered only at the time of renewal of the annual contract by mutual agreement taking into consideration the inflation rates.
14. The CWC shall not give any subsidy to the caterers.
15. The Caterer will have to cook in the kitchen attached to the canteen.
16. The Canteen will be required to be run on all working days of the CWC and other days, if required by the CWC.
17. The Caterer will be provided space, water and use of existing canteen infrastructure free of charge.
18. The Caterer shall use only commercial LPG cylinders in the staff Canteen. Use of Kerosene and other flammable items is strictly prohibited.
19. The Caterer shall at all times, maintain and keep the canteen, kitchen, washing area in the said premises, in a clean and hygienic condition to the satisfaction of the CWC.
20. The Caterer shall provide proper receptacles (dustbins) for throwing refuse from the kitchen, canteen area, and shall arrange at his own cost, for prompt removal of such refuse, from the canteen every day.
21. The firm shall keep the canteen and its surrounding areas clean and sanitation shall be maintained every day. The cleaning includes of utensils, kitchen, canteen, floor, counters, tables, chairs etc. The firm shall maintain a very high level of hygiene, purity, cleanliness and shall ensure that the image of the cafeteria does not get adversely affected by the poor upkeep, smell or untidy looks of canteen staff, facilities, utensils or food quality.
22. The Caterer shall provide cutlery items and shall also ensure that the cutlery, crockery, utensils, etc., in which food and beverages are served, are properly and hygienically cleaned.
23. Cost of food & beverages must be competitive and reasonable. There shall be a complete ban on use of single use plastic in all operations of canteen.
24. The firm shall ensure that all the canteen employees, during their working hours wear neat and tidy uniform, cooking head caps and use hygienic gloves supplied by the firm. No canteen employee shall be allowed to perform his/her duty without proper uniform/attire.

25. The CWC has the right to levy penalty and even terminate the contract if there is deterioration in any kind of services, quality of food stuff, material, hygiene, etc. In case of any dispute in this regard, the decision of the office of CWC will be final and binding.
26. Compliance to various statutes/rules/regulations vis-à-vis all labour laws in force, particularly the Contract / Labour (Regulation & Abolition) Act, 1970, the Minimum Wages Act 1948, Bonus Act, the Workmen Compensation Act, Employee State Insurance Act, the Payment of Gratuity Act 1972, Provident Funds and Miscellaneous Provisions Act, the Payment of Wages Act 1936, the Minimum Wages (Central) Rules 1950) shall be whole & sole responsibility of the Agency. .
27. It shall be the sole responsibility of the firm to obtain and keep ready necessary license/permissions from various government bodies for running catering services.
28. The firm shall be responsible for compliance of the applicable labour laws in respect of personnel employed by them. The firm shall be the employer for its workers and the CWC will not be held responsible fully or partially for any dispute that may arise between the firm and its workers.
29. The Contractor shall ensure proper conduct of its personnel in office premises and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
30. The firm shall be personally responsible for conduct and behaviour of its staff. If it is found that the conduct or performance of any person employed by the firm is unsatisfactory, the firm shall remove the person concerned and engage a new person within 48 hours of intimation by the CWC. The decision of the CWC's designated officer in this regard shall be final and binding on the firm.
31. The Catering Contractor shall not engage any agent or enter into sub-contract with any other caterer/s for running the said services.
32. The Catering Contractor shall not carry on in the said premises, any business other than running the said Canteen. He shall not make any changes, additions or alternations in the said premises without permission of the CWC.
33. The CWC shall not in any way, be responsible, for any loss of crockery or any other goods or articles, kept in the said premises by the Caterer.
34. The Caterer shall be responsible for the loss or damage, etc. caused to the articles of Dead Stock and other kitchen equipment, made available/to be made available, subsequently, to the Caterer and the CWC shall have the right to recover the cost of repairs / replacements / damages etc.

35. The Caterer must undertake that it shall make it clear to the staff employed by it, that they are its' employees and it is its' responsibility to pay salary and other allowances to the staff employed by it under Minimum Wages Act and other applicable laws and also to supervise them to comply with the obligations under this agreement and the staff employed by it shall have no claims against the CWC.
36. The Contractor should have personnel with relevant experience preferably with professional qualification.
37. Liability/responsibility in case of any accident causing injury/death to canteen worker or any of their staff shall be of the firm. The CWC shall not be responsible by any means in such cases.
38. The caterer is required to maintain details of all its employees/workers and a list of such employees along with their details such as names, residential address, age, etc., along with recent photograph of its workers to be deployed by it in the premises of the CWC should be provided to the CWC.
39. The Caterer shall furnish a Bank Guarantee equal to a sum of Rs.50,000 (Rupees fifty thousand only) towards security deposit for the period of the contract. No interest shall be paid on the security deposit submitted by the vendor.
40. There will be no guarantee on minimum turnover in the food consumed in the staff canteen.

Note:

1. If all the particulars are not duly filled in or if requisite documents are not submitted, the application will be rejected. The office of the CWC's decision in this regard shall be final and no further correspondence in this connection shall be entertained.
2. Failure to keep Part I (Technical Bid) and II (Financial Bid) of the tender documents separately shall lead to disqualification of the tender.



21.6.2022

(Abdul Rashid Mir)
Assistant Administrative Officer

Declaration

I/We hereby declare that I/We have read/understood the above instructions/conditions for the guidance of the contractors.

Signature with Official seal:

Name & Address of the Applicant:

Date:

Place:

TENDER FOR CATERING IN STAFF CANTEEN

Central Waqf Bhawan, New Delhi

PART - I - TECHNICAL BID- Application form

(This format shall be sent in separate sealed cover super scribing- Part-I- TECHNICAL BID: "APPLICATION FOR CATERING CONTRACT TO RUN STAFF CANTEEN AT CWC, NEW DELHI" and dropped in the Box kept on the Ground Floor of the CENTRAL WAQF BHAWAN).

S. No.	Particulars	Details to be filled
1.	Name and Address of the Applicant Firm/Company/Proprietary Concern/SHG (relevant documents to be produced)	
2.	Whether Individual/Firm/Company/ Proprietary Concern/ SHG: (Applicable documents such as Certificate of Incorporation, Memorandum and Articles of Association, Registration Certificate, Partnership Deed etc. to be produced)	
3.	Name & Address of the Proprietor/ Person-in-Charge/ Partners/ Director, as the case may be	
4.	Registered office address and telephone number & email address	
5.	Office address through which the work will be handled (together with vendor's E-mail Id, Telephone No. and Mobile No. of the person to be contacted)	
6.	PAN No. Please enclose documentary evidences	
7.	Registration No. with ESIC	
8.	Labour License No.	
9.	GST Regn. No.	
10.	Food License No.	
11.	Bank Details (including type of account and IFSC Code)	a) Name in a/c : b) A/c No. : c) A/c type: d) Name of the Bank :

		e) Name of the Branch :												
		f) IFS Code of the Branch :												
12.	Turnover from catering / canteen business done per annum during each of the last three years (Last Three Years' Audited Balance Sheet -Copies of IT Returns and audited financial accounts of the business duly certified by a Chartered Accountant to be submitted)	2019-20	2020-21	2021-22										
13.	Details of Work Experience as per requirement in the Eligibility Criteria and Terms and Conditions supported by performance certificates, work orders, documents etc.													
14.	<table border="1"> <thead> <tr> <th>S. No</th> <th>Establishment/s for which the caterer/agency has provided/ been providing canteen services (including full contact details of client and person to be contacted in that Office)</th> <th>No. of years of experience with that Establishment/s</th> <th>Value of Work</th> <th>No. of Staff catered to that Establishment/s</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	S. No	Establishment/s for which the caterer/agency has provided/ been providing canteen services (including full contact details of client and person to be contacted in that Office)	No. of years of experience with that Establishment/s	Value of Work	No. of Staff catered to that Establishment/s								
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15.	Whether the Contractor/ Agency has personnel with relevant professional qualifications (viz. Degree/Diploma in Catering Technology/ Hotel Management etc) at the Supervisory level? If Yes, documentary proof required.													
16.	Certificate of ISO: 22000:200S and/or SQF Certificate (Copy to be attached, if any)													
17.	Performance certificates from clients during last 3 years, (minimum 3 required) as per <u>Annexure- 1</u>													

DECLARATION

I / We hereby declare that the information furnished above is true to the best of my/our knowledge. I/We have enclosed necessary documentary evidence in support of the same. I/ We have not been banned and de-listed by any Government Department/ Financial Institution / have not been convicted by any Court of Law. I/We understand that the office of the CWC reserves the right to accept or reject any or all the tender either in full or in part without assigning any reason thereof.

Signature with Official Seal:

Name and Address of the Applicant:

Place:

Date:

TENDER FOR CATERING IN STAFF CANTEEN

Central Waqf Bhawan, New Delhi

PART - II - FINANCIAL BID- Application form

(This format shall be sent in separate sealed cover super scribing- Part-I- TECHNICAL BID: "APPLICATION FOR CATERING CONTRACT TO RUN STAFF CANTEEN AT CWC, NEW DELHI" and dropped in the Box kept on the Ground Floor of the CENTRAL WAQF BHAWAN).

(Rate quote for all items below may be mentioned after inclusion of all taxes wherever applicable)

S. No.	Item Name	Rate (Inclusive of all taxes) (in Rupees)
1.	Tea (150 ml)	
2.	Coffee (150 ml)	
3.	Samosa (1 pc)	
4.	Dhokla	
5.	Sandwich	
6.	Sweets	
7.	Paneer Pakoda	
8.	Basic Lunch (Veg) Rice/ Roti (4pc.), Dal, one vegetable (seasonal), Papad, Pickle, salad	
9.	Basic Lunch (Non-Veg) Rice/ Roti (4pc.), Dal, one Non veg (Fish, Chicken or Mutton), Papad, Pickle	
10.	Egg Curry (2 Eggs)	
11.	Roti (Chapati)	
12.	10 Aloo/ Sattu/ Any Filling Paratha (2 pcs.) with curd	
13.	Litti Chokha (2 pcs)	
14.	Omlette (2 eggs)	
15.	Idly (02pcs) with sambhar + 01 piece vada	

SIGNATURE OF CONTRACTORS:

NAME OF CONTRACTORS:

ADDRESS:

DATE:

PLACE:

FORMAT FOR PERFORMANCE CERTIFICATION REFERRED

(This certificate format is to be mandatorily enclosed along with Part-I: Technical Bid; Furnish this information for each individual work from the employer for whom the work was executed during last three years ending 31.03.2022)

1. Name and address of the Client
2. Name of the work executed with brief particulars
3. Agreement No. and date
4. Scope of Contract
5. Contract Cost
6. Date of commencement of contract
7. Date of expiry of contract
8. Duration of relationship with Agency
9. Amount of compensation levied, if any
10. Compliance of all statutory requirements - Yes/ No

Date:

(Signature of the authorized representative)

(Seal of the Organization)

PERMISSIBLE BRANDS OF CONSUMABLES

ITEMS	BRAND
Salt	Iodised salt such as Tata, Annapurna, Nature Fresh etc
Spices	Everest, Catch, MDH, MTR or equivalent quality brands
Ketchup	Maggi, Kissan, Heinz
Oil	Mustard oil, Groundnut oil, Sunflower oil, Rice bran oil, Olive oil (Sundrop, Nature fresh, Dhara, Godrej, Patanjali)
Atta	Aashirvad, Pillbury, Fortune, Nature Fresh
Butter	Mother Dairy, Amul, Britannia
Milk	Mother Dairy, Amul, Britannia
Paneer	Mother Dairy, Amul, Britannia
Tea	Brook Bond, Lipton, Tata
Coffee	Nescafe, Bru
Rice	Sona Masoori/Kolam/Basmati (India Gate, Patanjali, Fortune, Lal Quila)

The Contractor may use other equivalent brand after obtaining prior approval from the CWC.

SIGNATURE OF CONTRACTORS:

NAME OF CONTRACTORS:

ADDRESS:

DATE:

PLACE: