



Date: 01.12.2022

RE-TENDER NOTICE FOR PANTRY SERVICE IN K-DISC HQ ,Trivandrum

Sealed Tenders in **two bid system** are invited for Pantry Service in K-DISC HQ at India Heights Building, Vazhuthacaud, Trivandrum. Tender documents to be downloaded from the website <https://kdisc.kerala.gov.in/>. Tenderer to submit tender fee amounting to Rs.1000/- along with **Technical bid documents in the form of DD drawn from a nationalized bank payable at Trivandrum in favour of “K-DISC”**.

The tenders should be superscribed ‘Tender for Pantry services’ and addressed to the The Member Secretary, K-DISC, India Heights Building, Opposite to Govt. Womens College, Vazhuthacaud, Trivandrum so as to reach the office before **3:00 PM on 07.12.2022**. Late tenders will not be accepted. The tenders (**technical bid**) will be opened at **4:00 PM on 08.12.2022** in the presence of such tenderers or their authorized representatives who may be present at K-DISC office at that time. The price bid shall be opened at **3:00 PM on 12.12.2022** in presence of such tenderers or their authorized representatives who may be present at K-DISC office at that time . The price bid will only be opened for those bidders who are technically qualified.

Clarifications, if any with regard to tender documents may be communicated/sought well in advance with K-DISC office before the closing date of the tender. K-DISC reserves the right to accept or reject all or any tender at its sole discretion without assigning any reason.

Preparation and submission of tender

The tender should be submitted in two parts i.e. Technical Bid and Commercial Bid. The Technical Bid and the Commercial Bid should be sealed by the bidder in two separate covers "Technical Bid of Tender for Pantry services" and "Commercial Bid of Tender for Pantry services". The tenderer shall mandatorily furnish an Earnest Money Deposit amounting to Rs.10,000 in the form of DD drawn from a nationalized bank payable at Trivandrum in favour of “K-DISC”. EMD shall be returned to the unsuccessful tenderers after finalization of the selection of agency. The EMD of the successful tenderer shall be converted into interest free security deposit and the same amount will be returned to the tenderer upon completion of contract. Both Sealed Envelopes should be kept in a main/ bigger envelope super-scribed as “Tender for Pantry Services in K-DISC ”. The sentence

“NOT TO BE OPENED” before (due date and time of tender opening) is also to be printed on these envelopes. Bidder shall submit a copy of the tender document and addenda thereto, if any, with each page of this document should be signed and stamped to confirm the acceptance of the entire terms & conditions as mentioned in the tender enquiry document. Tenders with unsealed financial bids are liable to be rejected.

Summary of Documents to be submitted in **hard copy** are as follows:-

- i) Following documents to be submitted as part of Technical Bid, to be enclosed in **separate sealed Technical Bid Envelope** super scribing "**Technical Bid of Tender for Pantry services**"
 - a) Tender fee amounting to Rs.1,000 in the form of DD from a nationalized bank payable at Trivandrum in favour of “K-DISC”
 - b) EMD amounting to Rs.10,000 in the form of DD from a nationalized bank payable at Trivandrum in favour of “K-DISC”
 - c) Each page of the tender document (Pages 1 to 20) to be signed and stamped by the bidder
 - d) Technical Bid - Annexure I, Annexure II and Annexure III formats: **duly filled in, signed and stamped along with required documentary proof attachments**
- ii) Following documents to be submitted as part of **Financial Bid**, to be enclosed in **separate sealed Financial Bid Envelope** superscribing "**Commercial Bid of Tender for Pantry services**".
 - a) Duly filled in signed and stamped, document of Financial Bid Annexure - I
- iii) **Technical Bid documents Envelope** (Item i mentioned above) and **Financial Bid documents Envelope** (Item ii mentioned above) to be kept together in a separate sealed bigger envelope super-scribed as "**Tender for Pantry Services in K-DISC** " and shall be addressed to The Member Secretary, K-DISC, India Heights Building, Opposite to Govt. Womens College, Vazhuthacaud, Trivandrum - 695014.

Website Link: <https://kdisc.kerala.gov.in>

(Sd/)

Member Secretary

TENDER CONDITIONS FOR RUNNING PANTRY OF K-DISC FOR A PERIOD OF ONE YEAR

1. The contract will be for a period of three years from the date of commencement subject to satisfactory performance review of the agency at the end of each year.
2. K-DISC will provide a space of 200 sq. ft in the terrace floor, to the awarded agency for running the pantry for K-DISC staff.
3. The agency will engage his/her own staff for supervision. Agency will engage sufficiently experienced staff. The staff will always be clean and tidy, and their behavior must be polite and should have pleasing manners. **Personal hygiene should be maintained by all the staff working in the Pantry space.**
4. The agency must give a list of his/her employees with their designation, age and address within one week of starting the contract. All employees must be of age greater than 18 years.
5. It is the responsibility of the agency to submit the biodata, police clearance and a copy of Aadhaar card of all the workers prior to employing them in the Pantry. In addition, the agency should get all the workers of the Pantry medically examined before employing them to serve in the pantry. The medical examination will be arranged by the K-DISC. While on work, if any worker is suffering from any infectious illness his/ her services should not be used on those days.
6. The Pantry agency and the supervisor must report to the Pantry Committee and attend the meetings as and when required and failure to do so will be viewed seriously. In the absence of the supervisor on a particular day, the responsibility should be given to another person and the matter is to be informed to the Committee Chairman/Convener.
7. Agency will provide mid-day tea/coffee & snacks, lunch, evening tea/coffee & snacks during the prescribed hours. The timings notified must be strictly followed (The timings for the meals and the snacks are provided in Annexure II). The Pantry has to provide food on all days of the week including Saturday, Sundays and any other holidays. Items provided must be fresh and of good quality, tasty and well prepared. The staff Pantry is expected to provide lunch to minimum 20 - 25 people per day on working days. The staff pantry is expected to provide snacks to minimum 30 - 40 people per day on working days. There will be an additional requirement of minimum 100 number meals and 200 number tea / snacks per month to be provided by the agency during the training/ workshops conducted at K-DISC office. The number of people who avail Pantry services may increase in future.

8. Mid-day and evening tea & snacks for staff has to be provided by the agency (details in annexure II) as instructed by the committee. Tea, lunch, snacks etc. required for seminars, meetings etc. must be provided based on requests through the committee. Agency shall ensure adequate manpower on its side for meeting the supply requirements in different departments on time. This manpower requirement should be considered while submitting the price bid for the food items.
9. Tea / Coffee and other items for V.I.P.'s, conferences, delegates, interview of candidates, committee members (on meeting) etc. should be served only in porcelain cup / cup and saucer. Telephonic order should be confirmed in writing. Tea must be arranged at correct time specified. Requests for the tea etc. for seminars and meetings with more than 50 members and conferences should be through the pantry committee. Plates and Utensils to be provided by the agency.
10. Maintaining the **QUALITY AND QUANTITY** of food during the contract period is a must and is very important.
 - (a) Vegetable, meat etc. of best quality available in the market should be served. For meals (boiled rice), par boiled, stone less rice in sealed bags of reputed brands must be used.
 - (b) Only good quality fish, meat, vegetables etc. should be used for cooking. Fish and meat should be procured daily from the market and not served in any form after 24 hours of procuring them from the market. All items should be supplied rotationally as per menu (attached) and vegetarian and non-vegetarian items should be provided in standard quality and quantities. The Pantry Management Committee reserves the right to modify the list of menu-items as and when required. Decayed vegetables, fruits, meat etc. and old food should not be used or kept in the kitchen.
 - (c) Fresh and filtered coconut oil or double refined sunflower oil (carrying ISI / AG Mark) should be used in the food products. For using any other oil, written permission must be obtained from the Pantry Management committee. Use of any other oil without permission is not allowed. **Palmolene, other vegetable oils etc. are not permitted to be used.** Re-use of oil is strictly prohibited.
 - (d) Milk and milk products should be from MILMA. For using any other brands, written permission must be obtained from the Pantry Management committee
 - (e) Required equipment arrangements shall be done by the Agency in the pantry, to maintain the required hot and cold temperature for the applicable foods, tea / coffee, beverages, and snacks at free of cost. Requirement of storage/ processing equipment shall be considered by the agency in their price bid.

11. A list of items (menu) to be supplied regularly is attached (Annexure II) which should be followed strictly. Additional items, if needed, will be recommended by the Pantry Committee and the Pantry Agency is expected to oblige to such recommendations. **The rates of food items should be displayed prominently in the pantry by the agency.**
12. Every snack provided in the pantry (mid-day/evening) should have the options of one fried and one boiled item.
13. **Cleanliness** is very important.
 - (a) Cleanliness is to be maintained, while handling food items, utensils etc. Hand should not be put inside a clean tumbler or plate.
 - (b) Waste lines from the pantry must also be kept clean by removing large particles, which may cause block in the pantry area
 - (c) Washing soap and towels must always be kept clean near the washbasins.
 - (d) Regular cleaning of pantry food storage area has to be performed by the agency. Required materials to be arranged by the agency.**
 - (e) K-DISC will provide only space, electricity and water to the agency.
14. In view of the COVID-19 pandemic, the following measures must be followed in the work area in the kitchen and dining hall
 - A. All the staff in the dining area should use precautionary measures like wearing face mask and gloves. **These items have to be provided by the agency.**
 - B. The staff must regularly sanitize their hands, especially, those handling the billing section and cash.
 - C. All the staff must maintain social distancing among themselves and employees of the office.
15. Staff Pantry is for the staff only. Outsiders are not permitted. Guests coming occasionally with the employees are also permitted to avail the facility of pantry. Accepted rates are applicable to all such people.
16. Realizing higher price from anybody is objectionable. Contract is liable to be terminated, at short notice, if higher price is realized from anyone, including guests.
17. Complaints and suggestions book must be maintained by the agency in the pantry, and it should be made available to the users for writing and to the committee members for inspection.
18. No liquor, cigarette or any other intoxicating items should be used by the staff employed nor will such items be sold.
19. Proper care shall be taken in the segregation of waste as per the K-DISC guidelines.
20. The waste generated in the pantry shall be removed from the K-DISC premises everyday

by the agency through the firm engaged by K-DISC. Any improper disposal of waste or delay in the removal of the food waste/kitchen waste shall be penalised with a sum not less than Rs.2000/-. Pantry committee of K-DISC shall have the power to impose this penalty after getting the approval of the Member Secretary.

21. **LPG facility is not available in the Pantry space. Induction cooker could be utilized by the agency. Other food / snacks that are made available to the Pantry must be strictly prepared at a dedicated food preparing facility of the agency and must be served fresh to the Pantry for K-DISC Staff. The Pantry committee is entitled to make daily visit to the agency food preparing facility center to review the cleanliness and quality of the centre and materials used for preparing the food. The agency shall furnish the details of its food preparing facility centre immediately upon award of the contract.**
22. Electrical, plumbing, and cold room complaints must be brought to the notice of the Pantry Committee promptly in writing.
23. Any untoward incident in the pantry must be reported to the committee.
24. Agency is liable to carry out the instructions given by the Pantry Management Committee. Failure to adhere to the instructions of the Committee will be viewed seriously and in that case contract can be terminated with one month's notice. In such cases, agency is liable to pay losses, if any, incurred to K-DISC.
25. K-DISC may refuse entry into the campus or order eviction of any person/worker of the pantry/agency falling into any of the following categories: -
 - (a) Is found reportedly indulging in activities prejudicial to the interests of K-DISC.
and / or
 - (b) Is afflicted / suspected to be afflicted with any contagious or communicable diseases.
26. **The agency must quote the rates of the items as per the format in Annexure I of Financial bid. All rates should be inclusive of GST. The rate for each item must be rounded to the nearest rupee. The quoted rates will be taken as the final rate and any change in it will not be permitted later.**
27. Rates must be quoted for all items without any modifications, failing which the quotation is liable to be rejected. Rates quoted should take into consideration, the possible price hike for vegetables, provision, milk, ration, meat, egg, oil etc. during the next one year contract period and considering the cost of giving high quality food during the entire period, benefit to K-DISC for providing Pantry Space in its office building. Salary increase and bonus for the workers must also be taken into consideration.

Agency is free to quote reasonable rates in the tender and price will not be the only criteria for selection of an agency.

28. While quoting the rates, expenses incurred for maintaining the conditions of the contract may be taken into consideration. Any failure in following the contract conditions may warrant premature termination of the contract at short notice. The committee may also propose punishments to the agency, and this may include imposing a fine not exceeding Rs.5000 at a time or termination of contract with the approval of competent authority.
29. The agency must read and be aware of all the conditions, menu, specifications, and list of food items and visit the pantry space allocated, before quoting the rates. They can contact the Chairman / Convener of the Pantry Management Committee on any working day between 2.30 P.M and 3.30 P.M. The bidder can inspect the K-DISC pantry space before submitting the quotation to get fully acquainted with the scope of work, as no claim whatsoever will be entertained for any alleged ignorance thereof. The inspection can be done on any working day between 3 p.m. and 5 p.m. Prior approval for inspection should be obtained from the Pantry Management Committee.
30. If any new item is to be supplied in the pantry, for which rate is not available in the quotation, prior approval has to be sought from the pantry management committee. The rates of such newly approved items shall be displayed in the pantry by the agency. Additional items suggested by the committee must also be served, after fixing a rate in consultation with the committee.
31. The Bidder should have a minimum of Five years' experience in running Pantry/canteen of similar departments /Corporate Organizations / PSU / Government body. If the prescribed experience is not met, the tender will be rejected.
32. The bidder should have a minimum annual turnover of Rs. 10 lacs during the 2021-22 FY or during any one of the last five years
33. The pantry agency should obtain the license for running the pantry/canteen as per applicable rules
34. Selection of the agency will be made after assessment of the agency based on information given by him / her with the tender or by contacting concerned persons. The committee may also visit the pantry/canteen run by the agency and collect opinion from other related persons. **The bidder shall have a dedicated food preparation facility in Trivandrum.** K-DISC reserves the right to select any agency, who is found suitable, according to him, without assigning any reason.
35. The tender evaluation will be based on QCBS. The evaluation criteria and selection basis will be followed as per the enclosed Annexure A.

36. In the case of decisions on items / areas for which clear guidelines are not available, the K-DISC decision will be final. The selection of the agency will be done by the K-DISC based on the recommendation of the Pantry Committee.
37. While awarding the contract, the Agency will have to execute an agreement in Rs. 200/- Kerala Stamp Paper. The quotation and the terms & conditions attached to it will form part of the agreement to be executed.
38. Upon satisfactory performance as assessed by the pantry committee the period of contract mentioned in this tender can be extended by K-DISC on mutual consent for one more year.
39. **Contract can be terminated by either party on one month's clear notice.** K-DISC will be at liberty to terminate the contract, if any of the conditions of the contract is violated. In any case one month's notice will be served on either side.
40. **Immediately on termination of the agreement, for whatsoever reason,** the agency shall peacefully vacate the premises and handover to K-DISC all articles, equipments, fixtures etc., in a good and working condition. Failure to do so will result in forfeiture of the security deposit and further penal action as may be deemed fit. Agency should also remove all its stores and effects, on termination of the contract. In case of failure to remove the stores and effects by the agency, K-DISC is entitled to enter into and take possession of pantry or any area which was given to the agency and deal with the situation, as may be deemed fit.
41. **For all disputes arising out of this contract, the legal jurisdiction will be** Thiruvananthapuram, Kerala.

Annexure-A

TECHNICAL BID and its Evaluation Criteria

Technical bids received as per Annexure-I will be evaluated as under:

(A) TECHNICAL BID EVALUATION: STAGE I

Sl. No.	EVALUATION CRITERIA	Marks Breakup
1.	Total years of experience of work (as on the date of publish of tender) in the field of Canteen/Pantry service from reference	
	a. 5 - 7 years	2
	b. 8 - 12 years	5
	c. More than 12 years	10
	Maximum Marks	10
2.	Annual turnover for any one of the previous financial years between 2017-18 to 2021-22 based on bank statement	
	a. Rs. 10.05 lacs - Rs. 20 lacs	5
	b. Rs. 20 lacs - Rs. 40 lacs	10
	c. More than Rs. 40 lacs	15
	Maximum Marks	15
3.	Bidder to have dedicated food preparation facility in Trivandrum	10
	Maximum Marks	10
4.	Certification/ License of service provider for catering/pantry/ canteen services	10
	Maximum Marks	10
	TOTAL MARKS (Stage 1)	45

For qualification for Stage II, minimum 23 marks or more is required. The bidder who will qualify in Stage I will be eligible for Stage II

*At no stage marks will be disclosed by K-DISC before the opening of financial bid.

TECHNICAL BID EVALUATION: STAGE II

PRESENTATION

(Site visit: Food preparation facility)

Following criteria will be considered for presentation:

Name of the Bidder: _____ (not to be filled as of now)

S.NO.	EVALUATION CRITERIA (THIS IS NOT AN EXHAUSTIVE LIST)	Marks breakup
1.	Cleanliness and Hygiene of Food preparation facility and the workers (site visit)	15
2.	Taste and quality of Food checked in random at food preparation facility (site visit)	15
3.	Quality maintenance: a. Equipments (Storage, Temperature control of food , beverages, vending machine etc.) and manpower that will be offered for K-DISC in the pantry area b. Responsiveness towards scope of work, Adaptability towards various dishes Bidder to make short presentation of their profile and facilities offered to K-DISC	25
	TOTAL MARKS (Stage 2)	55

- Decision of K-DISC shall be final in this regard.
- For qualification at stage II, minimum 25 marks out of 55 are required.
- Marks of stage I plus stage II will be utilized for QCBS evaluation
- K-DISC shall disclose the marks of Stage I and Stage II -technical bid evaluation only after submission of financial bid by the bidder.
- The bids will further be opened and QCBS Criteria will be put up.

(B) FINANCIAL BID: - The Financial Bid shall be opened in the presence to representatives of technical qualified bidders who may like to present. K-DISC date, time, and place for opening of

financial bids are already mentioned above.

(C) **Evaluation and comparison of bids:** 70% weightage shall be given to technical evaluation and 30% to financial evaluation. The technical score shall be **assigned to total technical (TS) score out of maximum 100 points**

(D) The bidder who scores the highest score in Quality-cum-Cost Based (QCBS) parameter shall be awarded the bid.

The formula for evaluation will be as follows:

The individual bidder's financial bid scores will be normalized as per the formula below:

Fn. = Fmin. / Fb * 100% (rounded off to 2 decimal places) where,

Fn. = Normalized commercial Score for the bidder under consideration.

Fb. = Absolute Financial quote for the bidder under consideration.

Fmin. = Minimum absolute financial quote

Fb will be calculated on the basis of weightage given to each type of Items as follows:-

Hot Beverages, Weightage 10 %

Cold Beverage, Weightage 5 %

Snacks, Weightage 13 %

Salads, Weightage 5%

Sandwiches, Weightage 7 %

Meals, Weightage 60 %

Composite Score (S) = TS * 0.7 + Fn. * 0.3 (For 70 Technical: 30 Financial)

The bidder with the highest composite score(S) would be awarded the contract.

PART 1
TECHNICAL BID

Technical bid - Annexure 1

Details to be submitted

Sl.No	Particulars	Details
1	Name and address of the agency (In block letters)	
2	Telephone/Contact number(s)	
3	E-mail id	
4	GST Number (Copy of GST registration certificate to be attached)	
5	Permanent Account Number (PAN) (Copy to be attached)	
6	Total years of experience of work (as on the date of publish of tender) in the field of Canteen/Pantry service from reference (Documentary proof to be attached)	
7	Annual turnover for any one of the previous financial years between 2017-18 to 2021-22 based on bank statement (Documentary proof to be attached)	
8	Certification/ License of service provider for catering/pantry/ canteen services (Documentary proof to be attached)	
9	Address - Details of Food preparation facility in Trivandrum	

Date:.....

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Place:.....

Signature:.....

Name of agency and stamp

Technical bid - Annexure 2

Account details (Copy of passbook/cancelled cheque to be attached)

<u>Sl.No</u>	<u>Particulars</u>	
1	<u>Account number</u>	
2	<u>Bank name</u>	
3	<u>Bank address</u>	
4	<u>IFSC Code</u>	

Date:.....

Signature:.....

Place:.....

Name of agency and stamp

Technical bid -Annexure 3

DECLARATION

I/we, have carefully gone through and understood the tender requirements along with the terms and conditions. I / We shall abide by all the terms and conditions mentioned as part of the tender.

Date:.....

Signature:.....

Place:.....

Name of agency and stamp

PART 2
FINANCIAL BID

Financial bid - Annexure I (Rates inclusive of GST to be filled by the bidder)

Sl No.	ITEM	Quantity	Unit	Rate in INR (inclusive of GST)
I. Hot Beverages				
1	Tea	250 ml	1 cup	
2	Coffee (freshly ground beans)	250 ml	1 cup	
3	Instant Coffee	250 ml	1 cup	
4	Black Coffee	250 ml	1 cup	
5	Chocolate Drink	250 ml	1 cup	
6	Lime Tea	250 ml	1 cup	
7	Green Tea	250 ml	1 cup	
II. Cold Beverages				
1	Blended Juices	250 ml	1 cup	
2	Pure Juices	250 ml	1 cup	
3	Butter Milk	250 ml	1 cup	
4	Bottled Water	1 ltr		
5	Bottled Water	2 ltr		

6	Iced Tea	250 ml	1 cup	
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III. Snacks				
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1	Banana Fritters	50 gm	1 no	
2	Mulaku / Kai/ Egg Baji	50 gm	1 no	
3	Vada	50 gm	1 no	
4	Ela Ada	50 gm	1 no	
5	Cutlets	50 gm	1 no	

IV. Salads				
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1	Fruit Nibbles	300 gm	1 plate	
2	Garden Salad / Special Salad	300 gm	1 plate	
3	Chicken Quinoa Salad	300gm	1 plate	

V. Sandwiches				
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1	Paneer / Veg Sandwich	200 gm	1 plate	
2	Egg Sandwich	200 gm	1 plate	

3	Fish / Chicken Sandwich	200 gm	1 plate	
VI. Meals				
1	Meals - Veg*	400 gm	1 plate	
2	Fish Meals*	500 gm	1 plate	
3	Biryani- Chicken	400gm	1 plate	
4	Fried Rice / Chilly Chicken	400 gm	1 plate	
5	Cassava Fish Curry Combo	300 gm	1 plate	

* Meals includes the following items:

- a. Rice (chemba / white) 300 gm
- b. Curry preparation (sambar / parippu / similar curry)
- c. Semi-solid preparation (Avial / Theeyal/Channa curry
Erissery/similar items)
- d. Thoran / mezhukkuvaratti/similar items
- e. Fish (Fish fry and Fish curry) 100 gm -
Both should be available every day [For Non
veg meals]

**Bidders shall strictly quote the rates for all
the items specified above.

Date:.....

Signature:.....

Place:.....

Name of agency and stamp

Annexure II - For information

Timing of the various meals and snacks to be served and the menu

Lunch -12.30 pm to 2.30 pm			
Mandatory items			
Sunday	Veg Meals and Non Veg Meals to be provided on all days		
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			

Tea and snacks - 10 am to 12 PM, 3 to 6 pm		
Mandatory items (both items are required)		
Sunday	Fried item	Steamed item
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		