

RFP for Appointment of a Licensee at Gandhinagar Capital Railway Station for Two Number Shops at Platform, ensuring provision of hygienic, good quality affordable meals/food/services/good to the traveling passengers as per laid down guidelines and policy directives issued by Railways and any other statutory regulations.



Block No.3, 3rd Floor,
E-1 Wing, Karmayogi Bhavan,
Sector -10A, Gandhinagar,
Gujarat 382010
Off. 079-29916002
Website: <https://www.garud.org.in/>
Email: garud.gandhinagar@gmail.com

1. Notice Inviting Tender and Tender Data Sheet

Gandhinagar Railway & Urban Development Corporation Limited (GARUD) invites sealed bids from eligible firms, proprietorships, partnerships, companies and other legally recognized entities for operation of both existing shuttered commercial shops on a composite license basis at Gandhinagar Capital Railway Station, Gandhinagar, Gujarat. The license confers limited permission to occupy and operate the identified spaces for the authorized purpose and does not create a tenancy, leasehold estate or proprietary interest.

Item	Particulars
Tender number	GARUD/GNC/Shops/2026/936
Authority	Gandhinagar Railway & Urban Development Corporation Limited (GARUD)
Address	Block No. 3, 3rd Floor, E-1 Wing, Karmayogi Bhavan, Sector 10A, Gandhinagar – 382010, Gujarat
Tender publication	garud.gandhinagar.org.in
Site visit / pre-bid meeting	05/11/2026 @ 3pm
Deadline for written queries	06/11/2026
Reply / corrigendum date	07/11/2026
Last bid submission	16/11/2026 @ 1600 Hrs
Technical bid opening	16/11/2026 @ 1700 Hrs
Financial bid opening	To be notified to technically qualified bidders
Tender processing fee	Rs. 1000/-
Earnest Money Deposit (EMD)	Rs. 50,000/-
Bid validity	120 days from last date of submission, unless amended by corrigendum
License security deposit	Three months of accepted monthly license fee, subject to Clause 16
Contact	079-29916002

1.1. Key Details:

- M/s GARUD reserves the right to accept/reject any or all Bids without assigning any reason thereof.
- M/s GARUD reserves the right to change/modify/amend any or all of the provisions of this Bid Document at any stage. Such changes shall be notified to all bidders who have bought the tender document.
- All payments to be remitted vide Cheque / Demand draft /RTGS in Favor of Gandhinagar Railway & Urban Development Corporation Ltd. (GARUD)
- Tender fee (non-refundable) shall be Rs. 1000/- in form of DD in Favor of “Gandhinagar Railway & Urban Development Corporation Ltd.

- Earnest Money Deposit (EMD)
- The bidder shall submit an Earnest Money Deposit (EMD) of ₹50,000/- (Rupees Fifty Thousand Only) in the form of a Demand Draft (DD) drawn in favour of Gandhinagar Railway & Urban Development Corporation Limited (GARUD), payable at Gandhinagar, along with the Technical Bid. Bids submitted without the prescribed EMD shall be liable for rejection. The EMD of unsuccessful bidders shall be refunded without any interest after finalisation of the tender and award of the licence. The EMD of the successful bidder shall be refunded without any interest only after submission of the prescribed Security Deposit in accordance with the terms and conditions of the tender. In the event that the successful bidder fails to accept the award, execute the licence agreement or submit the prescribed Security Deposit within the stipulated period, GARUD reserves the right to forfeit the EMD, subject to the provisions of the tender.

2. Definitions and Interpretation

Authority / GARUD: Gandhinagar Railway & Urban Development Corporation Limited and its duly authorized representatives.

Bidder: An entity submitting a proposal in response to this RFP.

Licensee: The successful bidder to whom a Letter of Award is issued and with whom the license agreement is executed.

Premises: Both identified shops together, including only the approved area recorded in the possession memorandum.

MRLF: The minimum monthly fee below which a financial bid is non-responsive.

Monthly License Fee: The successful bidder's accepted monthly financial offer, exclusive of taxes and utilities.

Commencement Date: The date specified in the signed agreement / joint possession memorandum.

Railway Authority: Indian Railways or its competent local authorities, as applicable.

Applicable Law: Central, State and local laws, statutory orders and lawful railway directions applicable to the activity.

Headings are for convenience only. Singular includes plural where context permits. References to days mean calendar days unless expressly stated otherwise. In a conflict, written corrigenda prevail over this RFP; the executed license agreement prevails for the post-award relationship, subject to applicable law and the tender's mandatory requirements.

3. Property Description and Composite Nature

Shop	Location	Existing stated area	Nature
Shop 1	Platform No. 1	11.95 sq. m	Existing permanent shuttered shop
Shop 2	Platform No. 2	9.00 sq. m	Existing permanent shuttered shop
TOTAL	Both platforms	20.95 sq. m	One composite commercial license

The spaces shall be licensed strictly on an “as-is-where-is” and “as-is-what-is” basis, subject to the joint inspection record. Areas are indicative tender descriptions; bidders shall inspect actual access, utility points, dimensions, condition, passenger flow and railway restrictions before quoting. No reduction in fee shall arise merely from a difference noticed after bidding unless GARUD expressly approves a written adjustment.

Bids for only one shop, separate bids for each shop, or conditional allocations of the quoted fee shall be rejected. The Licensee shall keep both shops operational as approved; unilateral closure of one shop shall not reduce the combined fee.

4. Permitted Business and Restrictions

The selected licensee may sell or provide only the categories approved by GARUD/Railways. It is the sole responsibility of the bidder to obtain and review the list of permitted categories as per Indian Railways policies. No bidder acquires a right to introduce any category solely because it is mentioned in its bid.

- 4.1 Only counter sales within the designated shop boundary are permitted unless separate written platform-vending permission is obtained.
- 4.2 No alcohol, tobacco, narcotics, prohibited or hazardous goods, gambling or other unlawful activity shall be allowed.
- 4.3 No open-flame cooking, LPG, kerosene, stove, chulha or other burning equipment on the platform. Electrically operated equipment, if any, requires prior written approval and statutory compliance.
- 4.4 Rail Neer shall be sold wherever mandated by prevailing railway policy; alternative approved brands only when permissible.
- 4.5 All prices, weights, MRP, billing and displayed rate lists shall comply with railway directions, consumer laws and applicable approvals.
- 4.6 No encroachment upon corridors, passenger circulation areas, fire exits, platform edges, railway installations or common facilities.

5. Contract Term, Commencement and Extension

The initial term shall be Two (2) years from the Commencement Date entered in the license agreement and joint possession memorandum. GARUD may prescribe a fit-out period of Fifteen (15) days, or any other date as deemed fit if approved in writing; unless otherwise specified, license fees commence on the Commencement Date and not on the date of actual commercial opening.

An extension of up to One (1) additional year may be considered only by mutual written consent, subject to GARUD approvals, satisfactory performance, revised fee as agreed and execution of a written addendum before expiry. No automatic renewal, holding over, implied permission or preferential right is created.

6. Bidder Eligibility and Minimum Qualification

- 6.1 The bidder must be legally constituted and authorized to contract; submit incorporation / registration / partnership / proprietorship documentation and authorized signatory proof.
- 6.2 Minimum Five (5) years of continuous "similar" operating experience during the preceding Ten (10) years in the proposed business category, supported by dated licenses, work orders, or client certificates.
- 6.3 "Similar" experience shall mean experience in operating, managing or maintaining commercial retail shops, kiosks, convenience stores, food and beverage outlets, restaurants, cafeterias or other similar

commercial establishments at railway stations, airports, metro stations, bus terminals, shopping malls or commercial complexes, either on an ownership, lease, license, franchise or contractual basis.

6.4 Valid PAN, GST registration where legally required, bank details and address proof.

6.5 For any food activity, valid FSSAI registration / license appropriate to the activity and premises, and compliance with all food safety requirements before opening.

6.6 Submit a self-declaration of no current debarment / blacklisting by any government department, railway body or public sector organization, and disclosure of material litigation.

6.7 Submit an undertaking of no conflict of interest, no collusive bidding, no unauthorized subcontracting and acceptance of all tender conditions.

6.8 The bidder shall have a minimum average annual financial turnover of ₹15,00,000/- (Rupees Fifteen Lakhs Only) during the last three (3) completed financial years preceding the date of publication of the tender. The average annual turnover shall be calculated by dividing the aggregate turnover of the said three financial years by three. The bidder shall submit a certificate issued and duly signed by a practicing Chartered Accountant (CA), certifying the annual turnover for each of the three financial years and the average annual turnover, along with the CA's membership number and Unique Document Identification Number (UDIN). Bidders failing to meet the prescribed minimum average annual turnover or failing to submit the requisite CA certificate shall be considered technically non-responsive and shall not be eligible for further evaluation.

GARUD may seek clarifications of existing submitted evidence without permitting post-deadline changes to the financial offer or material substitution of the bidder. False or misleading documents are grounds for rejection, forfeiture as permitted under the tender, or termination after award.

7. Site Visit and Due Diligence

Bidders are strongly advised to inspect both shops and the relevant passenger movement areas, subject to railway access protocols. Inspection shall cover electricity meter feasibility, fire-safety arrangements, drainage, water, storage, waste collection, signage, accessibility, shutter condition, security arrangements and statutory constraints. No assurance is made of passenger footfall, sales volume, revenue or exclusivity.

8. Bid Preparation, Two-Cover System and Submission

8.1 Cover A – Technical and Eligibility Bid

8.1.1. Signed tender document and all corrigenda, with authorized signatory seal on each page.

Completed Annexure A (bidder particulars), Annexure B (eligibility checklist) and Annexure C (declarations).

8.1.2 Tender fee and EMD payment proof, as applicable.

8.1.3 Constitution documents, PAN, GST, experience evidence, FSSAI where applicable, authorization / power of attorney.

8.1.4 Proposed merchandise / service categories, basic operating plan, manpower plan and waste-management approach.

8.1.5 No price, offered fee or financial bid information shall appear in Cover A.

8.2 Cover B – Financial Bid

Cover B shall contain only the duly signed financial bid in Annexure D. The offer must state one single monthly license fee for both shops combined in figures and words, excluding GST and utilities. The offer

shall not be below INR 50,000 per month. Any split-price, conditional, percentage-of-turnover alternative or qualified offer is non-responsive unless specifically requested by GARUD.

8.3 Delivery, Opening and Clarification

The two separately sealed covers shall be placed inside a larger sealed envelope superscribed with the **tender number, subject, name of the bidder and submission deadline**, and delivered to the specified GARUD office before the deadline. Late, incomplete, unsigned or improperly sealed bids may be rejected. GARUD may issue written corrigenda, extend dates, cancel the tender or reject bids in accordance with applicable law and procurement requirements. No oral clarification shall amend the RFP.

9. Evaluation and Award Methodology

Stage 1: administrative completeness and responsiveness.

Stage 2: verification of eligibility and technical compliance.

Stage 3: opening of financial bids of technically qualified bidders only. Among responsive bids, the highest quoted monthly license fee (H1) shall be recommended, subject to verification and approval by competent authority. A bid below the MRLF is rejected.

In the event that two or more bidders quote identical highest License Fees (H1), GARUD reserves the right to invite the concerned bidders to submit their revised financial offers in separate sealed envelopes within a stipulated period, as communicated by GARUD. The revised offers shall not be lower than the original quoted License Fee. The bidder quoting the highest revised License Fee shall be declared H1.

In case the revised financial offers are also identical, GARUD reserves the right to conduct a further round of sealed financial bidding among the tied bidders or adopt a transparent tie-breaking procedure, as deemed appropriate by the Competent Authority, in accordance with applicable procurement rules. The entire process shall be duly documented and recorded by GARUD.

The Letter of Award does not itself confer physical possession. The selected bidder must accept the LOA, deposit security, submit required insurances and permissions, execute the license agreement and take formal possession within Seven (7) days specified in the LOA. Failure may result in cancellation and other tender remedies.

10. Financial Conditions and License Fee

10.1 Minimum fee

The combined MRLF is INR 50,000 per month plus GST and other applicable statutory levies; it applies to both shops together.

10.2 Payment cycle

License fee shall be payable in advance, in quarterly installments; GST shall be paid as invoiced.

10.3 Annual enhancement

The monthly license fee shall increase by a minimum of ten percent (10%) at the beginning of each completed license year, or by such different rate as may be expressly mutually agreed in writing and approved by GARUD. For bid comparability, the initial financial quote is for Year 1.

10.4 Electricity and utilities

The Licensee shall arrange / maintain a separate electricity meter, where technically feasible, in consultation with railway authorities and bear installation, consumption, fixed charges, taxes, testing and disconnection/reconnection charges. No electricity is included in the license fee.

10.5 Taxes and withholding

GST and applicable levies are additional to the accepted fee. Statutory deductions / TDS, if legally required, shall be evidenced by certificates and do not waive any gross contractual payment obligation.

10.6 Default interest

Delayed payments shall attract interest at 12% per annum calculated on overdue sums, without prejudice to termination and other remedies. No rate is effective until GARUD approves it in the final tender.

10.7 No set-off

The Licensee shall not withhold or set off payments for alleged business losses, low footfall, disruption or claims, except to the extent mandated by law or expressly agreed in writing.

11. Security Deposit and EMD

A refundable interest-free security deposit equal to three (3) months of the accepted initial monthly license fee shall be paid within the period stated in the LOA. GARUD may require a top-up following fee enhancement, subject to the executed agreement. The deposit secures all dues, damages, restoration costs and other enforceable obligations. It shall be reconciled and refunded without interest after lawful vacation, joint inspection and settlement of accounts, within Thirty (30) days subject to GARUD approval.

The EMD amount, mode, validity, exemptions and forfeiture triggers must be published in the final Tender Data Sheet. EMD of unsuccessful bidders shall be released as provided in the final bid conditions. The EMD of the successful bidder may be adjusted towards security only if GARUD expressly permits.

12. Fit-out, Signage and Maintenance

12.1 All furniture, non-structural fit-out, shelving, counters, equipment and display work shall be at Licensee's cost and require prior written design and safety approval.

12.2 No drilling, structural alteration, cutting, coring, roof fixing, changes to electrical distribution or plumbing modifications without written consent and relevant railway permits.

12.3 Maintain GARUD identification / branding and the Licensee's trade name as directed; all signage must comply with approved dimensions and railway visual standards.

12.4 The Licensee shall keep both premises, shutters, finishes, fixtures and adjacent designated areas clean and in good repair at its own cost, including routine housekeeping and pest control.

12.5 The Licensee is liable for damage to GARUD / railway property caused by its personnel, equipment, customers or operations, fair wear and tear excepted where applicable.

12.6 Fixed furniture and fixtures forming part of the premises or permanently affixed with GARUD approval shall not be removed on expiry, subject to the signed asset register.

13. Staff, Conduct and Passenger Service

- 13.1 Deploy sufficient fit, trained, courteous and disciplined staff for the approved hours of operation; GARUD may require replacement of any person for misconduct or safety reasons.
- 13.2 Staff shall wear clean uniforms, visible name badges and valid identification; maintain medical fitness and background verification where required by railway policy.
- 13.3 Display approved product price list, complaint channels and statutory registrations prominently. Issue proper computerized invoices / bills and offer approved cashless payment options.
- 13.4 No hawking, aggressive solicitation, obstruction, touting, harassment, unauthorized vending or operation beyond the licensed boundaries.
- 13.5 The Licensee shall comply with all labor, wage, social security, working-hours and workplace safety requirements and shall be solely responsible for its employees.

14. Hygiene, Food Safety and Quality Management

Where food or beverage activity is permitted, the following are minimum operating standards in addition to FSSAI and railway requirements. For non-food businesses, the relevant cleanliness, storage, sanitation and staff conduct requirements continue to apply.

14.1 Procurement, Storage and Handling

- 14.1.1 Purchase ingredients and packaged products only from legitimate, traceable and appropriately licensed suppliers.
- 14.1.2 Maintain stock registers, batch / expiry details, first-expiry-first-out rotation and recall traceability.
- 14.1.3 Store raw, cooked, ready-to-eat, vegetarian and non-vegetarian items separately as required to prevent cross- contamination.
- 14.1.4 Check receipt temperature of temperature-sensitive foods, particularly milk and dairy products, and maintain cold-chain records.
- 14.1.5 Reject stock showing contamination, damage, pest activity, expired labels or abnormal odor.
- 14.1.6 Store goods above floor level, protected from dust, water, pests, chemicals and railway contaminants.
- 14.1.7 Use food-grade packaging and food-contact equipment; keep utensils and service surfaces sanitized.
- 14.1.8 Do not store food or utensils beneath sinks or in areas exposed to waste or drainage.

14.2 Cleaning, Water and Waste

- 14.2.1 Clean floors, walls, ceilings, shutters, shelves, counters and other surfaces regularly; maintain a signed cleaning schedule.
- 14.2.2 Clean and sanitize high-contact surfaces after use and production/service areas at least twice in 24 hours where applicable.
- 14.2.3 Keep drains unobstructed and free from foul odor; do not discharge grease, oil or solid waste into railway drainage.

- 14.2.4 Use potable water only; provide filtration / UV treatment where required by authority and maintain testing records.
- 14.2.5 Provide accessible handwashing facilities, soap and hygienic drying methods wherever food is handled.
- 14.2.6 Use covered, labelled, segregated waste bins with suitable liners; remove waste to designated collection points at approved times.
- 14.2.7 Maintain documented pest-control arrangements and prohibit smoking, spitting, pan or tobacco consumption inside shops.
- 14.2.8 Dispose of spoiled, leftover or expired food safely; no resale, relabeling or unauthorized reuse.

14.3 Staff Hygiene and Equipment

- 14.3.1 Staff handling food shall have required medical fitness certification, clean uniforms and protective headgear where appropriate.
- 14.3.2 Exclude personnel with infectious symptoms, open lesions or conditions posing food contamination risk until medically fit.
- 14.3.3 Maintain short, clean nails, proper footwear and handwashing practices; prohibit jewelry or accessories that contaminate food.
- 14.3.4 Provide appropriate first-aid kit and prominently display emergency contact numbers.
- 14.3.5 Maintain separate food preparation equipment for raw and ready-to-eat products where relevant.
- 14.3.6 Keep refrigerators, freezers and temperature-sensitive equipment serviceable and monitor operating temperatures.
- 14.3.7 Train all staff at induction and at least annually on hygiene, food safety, passenger service and emergency response.
- 14.3.8 Maintain inspection records and corrective action logs; arrange independent third-party hygiene checks every six months where required.

14.4 Inspection and Corrective Action

GARUD / Railway Authorities may inspect at reasonable times or immediately for safety concerns, inspect records and take samples where lawfully authorized. Deficiencies shall be recorded with severity, rectification deadline and evidence of closure. Imminent health or safety risks may require immediate suspension of the affected activity, without relieving the Licensee of accrued obligations.

15. Fire Safety, Electrical Safety and Emergency Response

- 15.1 Provide appropriate and serviced portable fire extinguishers, train personnel and maintain inspection tags and emergency instructions.
- 15.2 No open flames, prohibited fuels, unsafe extension wiring, overloading, exposed conductors or unapproved heating/cooking equipment.
- 15.3 Obtain required electrical load approval; use qualified electricians and approved materials; no tampering with railway electrical systems.
- 15.4 Maintain clear access to fire exits, emergency equipment, evacuation routes and railway operational areas.
- 15.5 Immediately report fire, injury, food poisoning, suspicious articles, security events or service interruptions to railway control and GARUD.
- 15.6 Cooperate with drills, evacuation orders, security checks and temporary access restrictions issued for public safety.

16. Insurance, Liability and Indemnity

The successful bidder/licensee shall be solely responsible, at its own cost, for obtaining, renewing and maintaining all necessary licenses, registrations, permissions, statutory approvals and insurance policies as required under applicable laws, rules and regulations for operating the licensed premises. The bidder/licensee shall ensure compliance with all applicable statutory requirements throughout the license period and shall indemnify and keep GARUD, its officers, employees and representatives indemnified against all claims, losses, damages, liabilities, penalties, legal proceedings and expenses arising out of any statutory non-compliance, accident, injury, loss, damage, negligence or any act or omission attributable to the bidder/licensee, its employees, agents or representatives.

17. Records, Audit and Compliance

Maintain and produce on demand licenses, invoices, sales records, tax documents, staff rosters, medical certificates, pest-control records, cleaning logs, electricity bills, equipment maintenance logs, insurance certificates, incident reports and complaints register. GARUD may inspect the premises, financial payment records and service quality; records shall be preserved for One (1) years after license expiry, or longer if required by law.

18. Performance Standards and Penalties

GARUD shall ordinarily apply progressive enforcement proportionate to the deficiency, without prejudice to immediate action for serious safety, security or statutory violations. The legacy penalty schedule is adopted as a proposed contractual schedule below, subject to GARUD's final approval.

Repeated deficiency stage	Proposed action
Initial deficiencies	Counselling / rectification instructions (up to three occasions, depending on severity)
After continued non-compliance	Written warning
First penal occurrence	INR 1,000
Second penal occurrence	INR 2,000
Third penal occurrence	INR 5,000
Fourth penal occurrence	INR 50,000
Further occurrence / serious breach	Termination proceedings and/or other action after due process, except immediate safety directions

Staff without required uniform, identification or medical documentation may attract INR 1,000 per recorded instance, subject to applicable law and no double recovery for the same breach. The Authority shall communicate the recorded breach and permit representation within Three [3] days, except where urgent safety measures are required.

19. Suspension, Default and Termination

Events of default include non-payment after written demand; unauthorized subletting / transfer; closure or abandonment; repeated poor performance; false documents; illegal or prohibited sales; unauthorized construction; serious food, fire or security breaches; insolvency affecting performance; or material violation of tender / agreement conditions.

Except for breaches requiring immediate protective action, GARUD may issue a written notice specifying the default and allowing Seven [7] days or an appropriate time in writing to cure. If not cured, GARUD may terminate the license, recover dues, adjust the security deposit and take possession through lawful procedure. Serious threats to passenger safety or railway operations may justify immediate suspension pending hearing and appropriate action.

If the Licensee discontinues operations before completing 50% of the license period, the earlier tender contemplated debarment for Three (3) years and non-refund of fees / security. Any such sanction in the new tender shall be applied only after due process, proportionality review and confirmation of legal permissibility; this provision shall not operate as an automatic penalty without competent approval.

20. Expiry, Vacation and Handover

On expiry or lawful earlier termination, the Licensee shall stop business, settle dues, remove permitted movable stock and equipment, restore unauthorized alterations, retain fixed furniture and fixtures, clean the premises and surrender keys, access cards and peaceful vacant possession on or before the specified date. A joint inspection and asset-condition memorandum shall record electricity readings, defects, outstanding payments and inventory. Remaining articles may be dealt with after written notice in accordance with applicable law and railway security requirements.

Continued occupation after expiry without written extension is unauthorized. Any use-and-occupation charges / damages for overstay shall be determined by GARUD and shall be binding on the Licensee; acceptance of any payment shall not by itself renew the license.

21. No Assignment, Subletting or Change of Control

The license is personal to the successful bidder. Assignment, transfer, franchise substitution, subletting, licensing of counter space, creation of third-party rights or material change of control affecting the licensed business requires GARUD's prior written approval; approval may be withheld subject to applicable law and railway policy.

22. Force Majeure and Railway Operational Priority

Neither party shall be liable for failure directly caused by an extraordinary event beyond reasonable control, excluding lack of funds, normal market fluctuation or poor sales. The affected party shall promptly notify the other with evidence and mitigate loss. Railway operational and passenger safety directions take precedence; temporary restrictions do not automatically entitle the Licensee to fee relief. Any equitable relief shall require a reasoned written determination by GARUD in accordance with law and the executed agreement.

23. Anti-Corruption, Ethics and Conflict of Interest

Bidders shall not offer inducements, collude, submit sham bids, conceal conflicts or improperly influence GARUD or railway personnel. GARUD may reject bids, cancel awards and pursue remedies for proven violations after applicable process. Bidder disclosures shall include related-party interests and any conflict with officials involved in procurement.

24. Notices, Disputes and Governing Law

Formal notices shall be sent by registered post / speed post / email to the addresses recorded in the agreement. Parties shall first seek amicable resolution through authorized officers within 30 days of a

written dispute notice. The agreement is governed by Indian law. Courts having jurisdiction at Gandhinagar, Gujarat, shall have jurisdiction to the extent legally permissible.

25. General Contractual Provisions

- 25.1 Entire agreement: LOA, accepted bid, signed agreement, tender, corrigendum and schedules constitute the contractual record in their specified order of precedence.
- 25.2 Severability: invalidity of one provision does not invalidate the remainder, where lawful.
- 25.3 Waiver: delay or failure to enforce a right does not constitute waiver.
- 25.4 Amendments: only written instruments signed by authorized representatives are binding.
- 25.5 Relationship: no partnership, employment, agency or tenancy is created.
- 25.6 Confidentiality and personal data: protect passenger and employee information, comply with applicable privacy law and do not install surveillance devices without written approval.
- 25.7 Publicity: no use of railway / GARUD logos in advertising except as specifically authorized.
- 25.8 Statutory compliance: the Licensee bears the burden of all registrations, licenses, renewals and operating approvals.

26. Special Conditions of the Tender

(Hygiene and Quality Parameters for Handling Raw materials, Food, Goods, Packaging at Station)

HYGIENE AND QUALITY PARAMETERS FOR KITCHEN, FOOD HANDLING, CLEANLINESS, PACKAGING

The manual on quality for product / services and personal hygiene will define good hygiene practices to be followed in business unit, retails, kiosk, base kitchens, refreshment rooms, food plazas, food handling in Mobiles and catering services at stations. All personnel should be aware of their goods and personal hygiene responsibilities, and must have adequate training to maintain the highest standards of goods / foods and personal hygiene. Hazard Analysis Critical Control Point, HACCP, is a food handling and operation approach which promotes food safety by identifying food hazards and applying and monitoring necessary control measures at points critical to safety. The HACCP approach is being actively encouraged for ensuring food hygiene. It is necessary to maintain high level of cleanliness within the premises (where the goods / food are stored, prepared and processed) and to ensure that prepared and raw food is kept separate. The Licensee is expected to follow the above-mentioned approaches. In particular, Licensee has to ensure full care for the following:

- i. Purchase of Raw Material from reputed suppliers who are FSSAI compliant.
- ii. Storage of raw materials in store rooms free from any contamination and at appropriate temperatures
- iii. Identification and Segregation of “perishable” raw materials and labelling them with expiry date/time.
- iv. Temperature should be checked at the time of procurement especially for milk & milk Products.
- v. Observe presence of dust and foreign material like stones, hairs, nuts, bolts, wires, staples, feathers, rat droppings, papers, cigarette ends, earrings, fingernails, buttons, pen tops etc. and discarded such batches / lots.
- vi. Product should be placed 18 inches above the ground, in an area free from contamination.
- vii. The entire facility, including the floors, walls, ceilings, windows, screens, doors etc. must be cleaned at regular intervals to prevent any accumulation of rubbish.
- viii. All food/good contact surfaces should be cleaned and sanitized after every use.

- ix. The production area must be thoroughly cleaned at least twice in every 24 hours. The recommended cleaning procedure is a wet wash with detergent
- x. Drains should not get clogged which leads to foul smelling organic matter.
- xi. Remove all waste material deposited on the grates and shelves. This will keep drains from clogging and emitting foul smell.
- xii. No smoking or pan or tobacco chewing should be allowed in the premises.
- xiii. No cobwebs or dust should gather on walls, windows, doors and skylights.
- xiv. Maintain weekly schedule for thorough cleaning. Nominate a day for the purpose and display it prominently.
- xv. Leftover food items should be condemned.
- xvi. Scales will be thoroughly cleaned between the weighing of different goods, especially raw products. Separate scales will be provided for raw meat and high-risk foods, each clearly marked for intended use.
- xvii. Containers / bags used for the receipt, storage or distribution of goods will be kept scrupulously clean and dry.
- xviii. Steps will be taken to ensure that cross-contamination does not occur during delivery, stock rotation and storage.
- xix. Correctly place and use refrigerators
- xx. Proper packing of food with packaging grade material.
- xxi. Only potable water should be used for drinking, food preparation, drink dispensers and ice making. Wherever necessary water will be filtered and treated on-site to ensure all water for these uses is potable. UV water purifier should be provided for supply of potable water.
- xxii. Food preparation equipment, food etc. will not be stored under sinks.
- xxiii. Sinks will be cleaned thoroughly after every use.
- xxiv. Adequate hand-washing facilities should be provided in readily accessible positions throughout food & goods handling areas.
- xxv. Food preparation equipment and utensils should be cleaned immediately after use.
- xxvi. Cooking equipment and storage racks should be located so as to enable areas below and around to be easily cleaned.
- xxvii. Equipment used for raw meat or vegetable preparation should not be used for cooked or other high risk food preparation.
- xxviii. Supply of first aid equipment should be available for use.
- xxix. Emergency numbers should be displayed prominently.
- xxx. All staff handling food will wear suitable clean protective clothing / uniform
- xxxi. Protective headgear will be worn to ensure hair and dandruff do not contaminate food or surfaces.
- xxxii. Annual medical examination of all staff has to be ensured and a fitness certificate issued.
- xxxiii. Skin lesions, boils, rashes cuts and discharge from any site are hazardous and can contaminate food with food poisoning bacteria. Such staff members should be excused from food handling till cured.
- xxxiv. Scrupulous personal cleanliness is essential to clean food handling and the highest standard must be achieved and maintained at all times by those responsible for food storage, preparation, cooking and service.
- xxxv. Food should be touched by hand only when there is no alternative-and hand cleanliness is the basic rule of hygiene.
- xxxvi. Nails must be kept short and scrupulously clean and not bitten. Nail varnish is not permitted.
- xxxvii. Skin cleanliness is essential. Therefore, a daily bath or shower is recommended.

- xxxviii. Feet should be covered with suitable footwear.
- xxxix. Food or drink should not be consumed while working in food / goods handling areas.
 - xl. Smoking at Stall is not permitted.
 - xli. All staff must receive appropriate food and personal hygiene training to ensure that they are able to comply with the hygiene requirements. Initial training should be given on induction and refresher training undertaken on annual basis.
 - xlii. Pest control measures have to be adopted with schedule of pest control to be displayed. Regular AMC schedule should be followed.
 - xliii. Adequate space with separate provision for storage of raw material, cleaning and dressing, preparation of food, packaging and delivery.
 - xliv. Use adequate number of bins for garbage collection. Segregation of waste should be done as bio-degradable and bio non-degradable.
 - xlvi. Place bio-degradable bags in garbage bins for easy disposal and proper handling. These should be cleaned outside the production area. Avoid use of metallic dustbins, which become rusted over a period of time
 - xlvi. All garbage bins must be labelled and cleaned and sanitized regularly. Garbage must be disposed off suitably at the designated location outside the station/maintenance area.
 - xlvi. A trained staff must undertake regular in-house inspection once-every week, and items recorded.
 - xlvi. External inspection will be undertaken periodically by an independent agency/Railway, and items recorded for compliance.
 - xlvi. Refreshment Rooms will be allowed to cook.
 - l. There should be no cooking on platforms at suburban stations and for other stations except for items which could be prepared through electrically operated equipment's only.

27. Schedule of Annexures

Annexure	Purpose
A	Bidder profile and contact particulars
B	Technical eligibility and document checklist
C	Work Experience Details
D	Self-declaration and undertakings
E	Financial bid (single composite quote)
F	Letter of bid and tender acceptance
G	Power of Attorney
H	Site Visit Declaration
I	Joint Possession and Asset Inventory

ANNEXURE A – BIDDER PROFILE AND CONTACT DETAILS

To be submitted in Technical Bid Envelope A. Complete all particulars and attach evidence. Inconsistencies with statutory registrations shall be explained.

Particular	Bidder response
Full legal name	
Constitution (proprietor / partnership / LLP / company / other)	
Registration / incorporation number and date	
Registered office address with PIN	
Principal place of business	
Correspondence address	
Authorized representative, designation	
Mobile number and alternate number	
Official email for notices	
PAN / GSTIN / FSSAI (where applicable)	
Bank name, branch, account, IFSC	
Years of relevant operating experience	
Platform 1 proposed goods/services	
Platform 2 proposed goods/services	
Tender fee payment details	
EMD instrument / transaction reference	

Name of bidder: _____ Authorized signatory: _____

Designation: _____ Date / Place: _____

Signature and seal: _____

ANNEXURE B – TECHNICAL ELIGIBILITY COMPLIANCE MATRIX

The bidder shall tick Yes/No/Not Applicable, insert documentary evidence and mark the exact page number of each enclosure. An unsupported Yes may be treated as non-compliance.

Sl.	Eligibility requirement / document	Y/N/NA	Page
1	Signed tender document and every corrigendum		
2	Legal constitution certificate / trade registration		
3	PAN and applicable GST registration		
4	Authorization / board resolution / power of attorney		
5	Evidence of three years relevant experience in preceding five years		
6	Copies of relevant licenses / client completion or work certificates		
7	FSSAI license/registration for food activity		
8	Self-declaration of no debarment and accuracy of information		
9	Tender fee and EMD proof or accepted exemption		
10	Operational and staffing plan		
11	Proposed products / services list for both shops		
12	Financial capability evidence, if expressly required by tender data sheet		
13	Signed bid acceptance letter		
14	Conflict-of-interest and litigation disclosure		
15	Site inspection declaration		

Any additional evidence requested through a written clarification must be submitted by the deadline communicated by GARUD.

Name of bidder: _____ Authorized signatory: _____

Designation: _____ Date / Place: _____

Signature and seal: _____

ANNEXURE C – EXPERIENCE CREDENTIALS

Provide separate entries for each qualifying assignment or operating establishment. Enclose documentary proof that identifies the bidder, business category, operating period and location.

#	Client / shop / establishment	Activity and location	From-To	Evidence / page
1				
2				
3				
4				
5				

Aggregate relevant operating experience claimed: ____ years ____ months.

Documentary evidence attached: trade licenses / contracts / invoices / tax returns / certificates (specify): _____

Name of bidder: _____ Authorized signatory: _____

Designation: _____ Date / Place: _____

Signature and seal: _____

ANNEXURE D – BIDDER DECLARATION AND UNDERTAKING

To be executed on bidder letterhead and signed by the authorized signatory.

- ☐ We have examined the full tender, schedules and corrigenda and accept their terms without reservation except deviations expressly permitted by GARUD.
- ☐ All information and copies submitted are true, current and verifiable; we understand that material misrepresentation may lead to rejection or cancellation after applicable process.
- ☐ We have inspected or had adequate opportunity to inspect both shops and understand their combined nature, area, access restrictions and operational requirements.
- ☐ We are not presently debarred or blacklisted by an authority in a manner that prohibits our participation; any relevant order is disclosed in an attachment.
- ☐ We shall not collude, bribe, improperly influence any official, or create an undisclosed conflict of interest.
- ☐ We shall secure all registrations, permissions, insurances and staff clearances required for the approved activity before operations.
- ☐ We understand that acceptance of our bid does not create tenancy rights, and that an LOA does not itself authorize occupation.

Exceptions / disclosures (attach schedule if necessary):

Name of bidder: _____ Authorized signatory: _____

Designation: _____ Date / Place: _____

Signature and seal: _____

ANNEXURE E – FINANCIAL BID (SEALED ENVELOPE B ONLY)

IMPORTANT: Do not enclose this form or any financial offer in Envelope A. Quote one combined monthly license fee for BOTH shops; no shop-wise or conditional bids will be considered.

Description	Amount / response
Platform 1 shop area	11.95 sq. m
Platform 2 shop area	9.00 sq. m
Total licensed area	20.95 sq. m
Minimum Reserved License Fee for both shops	₹50,000 per month (excluding GST and utilities)
Our offered COMBINED monthly license fee (figures)	₹ _____
Our offered COMBINED monthly license fee (words)	Rupees _____
GST	Extra at applicable rate
Electricity, other statutory charges	Extra, as applicable

We confirm that our quoted fee is unconditional, not less than ₹50,000 per month and remains valid for the stipulated bid validity. In the event of discrepancy between words and figures, the rule stated in the final tender data sheet shall apply.

Name of bidder: _____ Authorized signatory: _____

Designation: _____ Date / Place: _____

Signature and seal: _____

ANNEXURE F – LETTER OF BID AND ACCEPTANCE

On the bidder's letterhead.

To:

The Managing Director,
Gandhinagar Railway and Urban Development Authority
Gandhinagar, Gujarat.

Subject: Technical bid for grant of one composite commercial license for two platform shops at Gandhinagar Capital Railway Station.

Respected Sir,

I/We having examined the tender and all corrigenda, submit our Technical Bid in Envelope A and our Financial Bid separately in Envelope B. We accept the composite nature of the opportunity and agree to operate both approved premises in accordance with the Tender Conditions/license and railway policies/instructions. We agree to keep our offer valid for the period prescribed, furnish security, execute the agreement and take possession only after completing the award formalities. We understand that GARUD may reject a non-responsive bid and is not bound to accept a particular offer except as required by applicable procurement rules.

Tender reference _____

Bidder legal name _____

Bid validity ending date _____

Attachments / enclosure count _____

Name of bidder: _____ Authorized signatory: _____

Designation: _____ Date / Place: _____

Signature and seal: _____

ANNEXURE G – POWER OF ATTORNEY / SIGNATORY AUTHORISATION

(To be submitted on Rs. 100 Stamp Paper for Authorization of Signatory for Submission of Tender)

Tender Name: Licensing of Two Commercial Shops at Gandhinagar Capital Railway Station, Gandhinagar, Gujarat

Tender Reference No.: _____

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS THAT we, M/s _____, a company/partnership firm/proprietorship concern having its registered office/principal place of business at _____ (hereinafter referred to as the “Bidder”), do hereby nominate, constitute and appoint:

Mr./Ms. _____, Son/Daughter of _____, aged _____ years, residing at _____, presently holding the designation of _____ in our organization, as our true and lawful Attorney and Authorized Signatory for and on behalf of the Bidder in connection with the tender invited by Gandhinagar Railway & Urban Development Corporation Limited (GARUD) for licensing of two commercial shops at Gandhinagar Capital Railway Station, Gandhinagar, Gujarat.

We hereby authorize our said Attorney to undertake the following acts, deeds and things on our behalf:

1. To prepare, sign, execute and submit the Technical Bid, Financial Bid, declarations, undertakings, affidavits, annexures and all other documents required under the tender.
2. To represent the Bidder before GARUD and attend pre-bid meetings, bid openings, negotiations or discussions, clarifications and other proceedings relating to the tender.
3. To furnish information, submit clarifications, respond to queries and provide additional documents as may be required by GARUD in connection with the tender.
4. To sign and submit revised financial offers, wherever invited by GARUD in accordance with the tender conditions.
5. To receive communications, notices, letters and other correspondence issued by GARUD in relation to the tender.
6. To undertake all such other lawful acts, deeds and things as may be necessary or incidental for the submission, processing and finalization of the tender on behalf of the Bidder.

We hereby agree to ratify and confirm all lawful acts, deeds and things done by our said Attorney pursuant to the powers conferred under this Power of Attorney, which shall be deemed to have been done by us.

This Power of Attorney shall remain valid until completion of the tender process or until revoked by us through written communication to GARUD, whichever is earlier. Any such revocation shall not affect actions lawfully undertaken prior to receipt of the revocation by GARUD.

IN WITNESS WHEREOF, we have executed this Power of Attorney on this _____ day of _____, 20.

For and on behalf of the Bidder (Principal)

Name of Firm/Company: _____

Name of Executant: _____

Designation: _____

Signature: _____

Company/Firm Seal: _____

Acceptance by the Attorney

I, Mr./Ms. _____, hereby accept the appointment and authorization conferred upon me under this Power of Attorney.

Signature of Attorney: _____

Name: _____

Designation: _____

Witnesses

Witness 1

Name: _____

Address: _____

Signature: _____

Witness 2

Name: _____

Address: _____

Signature: _____

ANNEXURE H – SITE VISIT DECLARATION

(To be submitted by the Bidder along with the Technical Bid on the Bidder's Letterhead)

To,

The Managing Director

Gandhinagar Railway & Urban Development Corporation Limited (GARUD)

Gandhinagar, Gujarat.

Subject: Declaration regarding Site Visit and Inspection of Premises at Gandhinagar Capital Railway Station, Gandhinagar

Tender Reference No.: _____

Dear Sir/Madam,

I/We, M/s _____, having our registered office at _____, hereby declare and confirm that I/we, either personally or through our duly authorized representative, have visited and physically inspected the premises comprising two commercial shops situated at Gandhinagar Capital Railway Station, Gandhinagar, Gujarat, proposed to be licensed under the above-referred tender.

I/We further declare and confirm that:

1. I/We have inspected the location, physical condition, dimensions, accessibility, available utilities, existing infrastructure and surrounding environment of the premises and have satisfied ourselves regarding their suitability for the proposed commercial activities.
2. I/We have familiarized ourselves with the site conditions, operational restrictions, security requirements, passenger movement, statutory obligations and other factors that may affect the operation and management of the licensed premises.
3. I/We have carefully examined and understood the tender documents, scope of work, terms and conditions, financial obligations and responsibilities associated with the proposed license.
4. I/We confirm that our financial offer has been submitted after taking into consideration the existing site conditions and all associated costs, risks and obligations. I/We shall not raise any claim for additional compensation, reduction in license fees or extension of time on account of any site condition or circumstance that could reasonably have been ascertained during the site inspection.
5. I/We acknowledge that the premises shall be handed over in accordance with the terms and conditions stipulated in the tender and the license agreement.

I/We hereby undertake to abide by all the terms and conditions of the tender and confirm that this declaration is true and correct to the best of our knowledge and belief.

Name of Bidder / Firm

Date of Site Visit

For and on behalf of the Bidder

Signature: _____

Name: _____

Designation: _____

Date: _____

Seal / Stamp of Bidder

ANNEXURE I – JOINT POSSESSION AND ASSET INVENTORY

To be completed jointly at initial handover and again at exit. Attach date-stamped photographs and a signed inventory of all fixed furniture and fixtures.

Inspection parameter	Platform 1	Platform 2
Date and time		
Shop condition and cleanliness		
Keys / shutters / locks		
Electricity meter number		
Initial / final meter reading		
Existing light fixtures / wiring		
Fixed counters, shelves, furniture		
Walls, flooring, ceiling, glazing		
Water / drainage points if present		
Defects / outstanding rectification		
Photo / drawing references		

Joint observations / reservations: _____

GARUD representative: _____ Licensee representative: _____

Witness / railway representative (if required): _____ Date: _____