

RFP for Appointment of a Licensee at Gandhinagar Capital Railway Station for the shop at Platform no. 1, 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.



Computer Center, iNDEXTb
Block No. 15, 1st floor
Gandhinagar, Gujarat 382017
Off. 079-232-56593/ 56594
Website: <https://www.garud.org.in/>
Email: garud.gandhinagar@gmail.com

(Seal and Sign of Bidder)

CRITICAL DATES

#	Particulars	Detail
1.	Date of publish of Tender document	21 Sep 2023
2.	Start download date of RFP/RFQ/Tender documents	21 Sep 2023
3.	Last download date of RFP/RFQ/Tender Document	05 Oct 2023
4.	Pre-bid meeting at 1 st Floor, Block No.15 iNDEXTb computer centre, Udhyog Bhavan, Gandhinagar.	26 Sep 2023 @12 pm
5.	Reply to the queries by GARUD	29 Sep 2023
6.	Last date for submission of bids at GARUD office	05 Oct 2023
7.	Technical Bid Opening date	06 Oct 2023
8.	Financial Bid Opening date	Will be informed to technically qualified bidders

(Seal and Sign of Bidder)

GANDHINAGAR CAPITAL RAILWAY STATION, GANDHINAGAR (GUJARAT)

**Affix passport
size photo**

Tender Details	
Work Details	Appointment of a Licensee at Gandhinagar Capital Railway Station for the shop at Platform no. 1 , 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.
Railway Station Details	Gandhinagar Capital Railway Station, Gandhinagar which has the following: <ul style="list-style-type: none"> • Departure Hall • Queuing Hall • Stage/Statue Area • Booking office • ELV Room • First aid Room • Shop (Platform no. 1 and 2) • Prayer Room • Baby Feeding Room • Water Room • Divyang Toilet • Male/ Female Toilet • Waiting/Multipurpose Hall
Tender Notice	GARUD/ GNC/Shop/GNC/
Shop area/ Size	11.95 sq.m.
Type of Construction of shop	Permanent (Shuttered) at Platform No. 1
Station Currently Managed by	Gandhinagar Railway & Urban Development Corporation Limited (GARUD) which is a Joint Venture Company of Government of Gujarat (equity contribution 74%) and Ministry of Railways/ IRSDC (equity contribution 26%)

The form below should be filled by bidder along-with all supporting documents as stipulated in the relevant rows. Failure to adhere to the format will lead to rejection of Bid.

(Seal and Sign of Bidder)

Mandatory Information for Eligibility of the bid (To be filled in by the Bidder)

#	Techno- Commercial Criteria	Details (To be filled in by the bidder)	Supporting Document kept at pg. no.
1.	Name of the bidder		
2.	Contact Person of the bidder designated for this bid along with Telephone, Fax number and email id		
3.	Full address of the bidder with Telephone & Fax Number(s)		
4.	Tender Fee Rs. 1,000/- (non-refundable) in the form of DD in favor of “Gandhinagar Railway & Urban Development Corporation Ltd.”		
5.	Rs. 15,000/- (refundable) in the form of DD in favor of “Gandhinagar Railway & Urban Development Corporation Ltd.”		
6.	Party should have minimum 3 years’ experience during the last five years in operating of business they choose to rent out the space.		
7.	Bank account Details		
8.	PAN Number of the bidder (Please enclose the self-attested photocopy of PAN Card issued by Income Tax Department)		
9.	GSTIN Number of the bidder (Please enclose the attested photocopy of GST Registration Certificate issued by relevant authorities)		
10.	FSSAI certificate (For any Food Business)		
11.	Aadhaar of the Licensee / authorized signatory		
12.	Profile of your Company		

Note:

- 1) The details as required in must be submitted with supporting documents for each criteria mentioned in each rows.
- 2) For F&B business, please specify your cuisine / items to be sold.
- 3) For Retail Please specify Category of retailing items.

(Seal and Sign of Bidder)

Checklist

1. For and on behalf of Gandhinagar Railway & Urban Development Corporation Ltd. (GARUD) sealed bid from various business conductors/operators/Service Providers for provision of various business spheres and services at Gandhinagar Capital Railway Station for the period of 3 years are being invited.

Size	Location	Minimum Reserved License Fee (MRLF) (to be quoted by the Bidder)	Security Deposit
11.95 sq.m.	Platform No.1 at Gandhinagar Capital Railway Station, Gandhinagar	Rs. 15,000 per month + applicable Taxes and Other Charges	3 months License fee

2. Offers below MRLF will not be considered for processing bid offer further.
3. Highest quote/ offer over and above MRLF shall be the sole parameter for selection of highest bidder.
4. Annual License Fee: Is the annual license fee payable for the space taken which may be payable to GARUD on monthly/quarterly /annual basis. This has to be quoted by the bidder.
5. Security Deposit: Which is equal to a minimum of 3 Months License Fee and is a refundable security deposit after the completion of the term of the agreement.
6. The Scope of Work and Terms of Reference is provided in Bid Document.
7. M/s GARUD reserves the right to accept/reject any or all Bids without assigning any reason thereof.
8. 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.
9. All payments to be remitted vide Cheque / Demand draft /RTGS in favor of Gandhinagar Railway & Urban Development Corporation Ltd. (GARUD)
10. Receipt of Bids: Sealed bids should be addressed to the Office of Managing Director, GARUD not later than 17:00 hrs on 05 October 2023.
11. Address for Communication: Senior Manager, Gandhinagar Railway & Urban Development Corporation Limited (GARUD)

(Seal and Sign of Bidder)

2. INSTRUCTIONS TO BIDDERS REGARDING RFP FORMS DOWNLOADED FROM INTERNET

1. Tender document is to be downloaded from the internet and printout is to be taken on A4 size paper and details are to be entered by the tenderer as required in the document.
2. The tender document (in full) downloaded along with the various documents required to be submitted as per the tender conditions should be put in a sealed cover duly super scribing with the name of the work, tender notice no. and date.
3. Tenderers are advised to download tender documents well in advance and submit the tender before the stipulated time.
4. Each page of the tender to be signed and stamped by respective bidders (authorized personnel). Which means the bidder agrees with terms and condition of the bid documents.

(Seal and Sign of Bidder)

SCOPE OF WORK

1. Main Objectives

Appointment of a Licensee at Gandhinagar Capital Railway Station at Platform No. 1 at the permanently constructed (shuttered) Stall, 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.

2. Explanation of Scope of Work

The major components of scope are indicated below:

- a) Licensees shall set up Modular Stalls/Kiosk/Outlets to maintain uniformity in design and color scheme as authorized and approved by Railway Authorities. The Licensee shall be responsible to display the “GARUD” logo prominently at Modular Stalls/Kiosk/Outlets. The Licensee will abide by the instructions of Railways and GARUD in this regard from time to time.
- b) Party should have minimum 3 years’ experience during the last five years in operating of business they choose to rent out the space. Proof for the same to be provided.
- c) The company who has been awarded the contract should display his name prominently. He should also display the management contract/franchisee contract if any in the same place.
- d) In case licensee is permitted for sale of packaged drinking water then, it is mandatory for the licensee to sell Rail Neer (Packaged Drinking Water – 1000 ml) chilled or in such quantities & rates prescribed by Railway from time to time. The licensee will be responsible for storing, cooling and distributing ‘Rail Neer’ to the passengers. In case of non-availability/inadequate supply of Rail Neer by Railway, the Licensee shall be permitted to sell only packaged drinking water of brands as approved by Railways.
- e) The Licensee may be encouraged to provide regional cuisines, dietary and infant foods, food for patients or ailing passengers, Jain food at tariff approved by Railway authority/GARUD.
- f) The licensee should provide service across the counter only. Platform vending permission will be subject to Railway Guidelines issued from time to time.
- g) Licensee shall be responsible for availability/provision of adequate number of garbage bins at appropriate places. Licensee shall also ensure to place bio-degradable bags in garbage bins for easy disposal and proper handling. These should be cleaned outside the production area. Licensee shall avoid use of metallic dustbins, which become rusted over a period of time. Segregation of waste should be done as bio-degradable and non-biodegradable. Licensee shall be responsible for disposing the garbage suitably as per the instructions framed by Railway authority/GARUD. All garbage bins must be labelled, cleaned and sanitized regularly. All instructions in regard to disposal of garbage issued from time to time are to be adhered to by licensee.

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- h) The Licensee shall be responsible for ensuring the quality and quantity, maintaining proper hygiene and cleanliness while handling raw materials, preparation, packaging, supply, service, etc. of food/meals/services/goods in accordance with the parameters specified.
- i) The Licensee shall further be responsible to make adequate arrangements in terms of all equipment and manpower, at its own cost, as per policy directives.
- j) The Licensee shall depute staff who will be required to manage the business operations and service to the passengers. The Licensee shall ensure that the staff deputed on the unit should maintain good conduct, etiquette, personal hygiene, politeness and courtesy, issue computerized bills to passengers etc. The licensee shall also ensure computerized billing for all the items sold in the unit and the licensee shall provide the facility for cashless transaction viz. POS/Swipe machine, BHIM, Mobile Wallets, Bharat QR code, any new schemes/tools/instruments introduced for promoting cashless transaction etc. compulsorily available in the unit. Further, the Licensee shall ensure that the staff should be well groomed, wear proper uniforms, badges displaying their names, carry photo identity cards, display at all times. The cost of all the above has to be borne by the licensee.
- k) In consideration of the award of the License to the Licensee, the Licensee shall be liable to pay Annual License Fee. The license fee will be enhanced by minimum 10% or as mutually agreed every year.
- l) The Annual License Fee shall be paid every year. For the first year, the licensee shall pay the annual license fee within 30 days on receipt of LOA, and for subsequent years, it shall be paid at least fifteen (15) days before the completion of each preceding year of License. In case of monthly / Quarterly license fees payments, advance post-dated cheques towards the same will have to be provide for at the time of acceptance/signing of the LOA.
- m) The Security deposit will (3 months license fee) have to be paid vide cheque of current date of acceptance/signing of LOA.
- n) The area for the said facility shall be as per area mentioned against each concessionaire facility.
- o) In case of any increase in the area more than above specified area, the license fee shall be enhanced on pro-rata basis
- p) The Licensee has to pay monthly electricity bill as per actual reading in dedicated unit meter, payment should done fortnightly positively, failing to which may lead in disconnection of meter.
- q) The licensee shall ensure availability of hand held fire extinguishers with the staff having knowledge of operation of the equipment.
- r) The licensee shall get conducted third party inspection periodically by an independent agency every six months along with regular in-house inspection.
- s) There shall not be any gas / chulha / kerosene / stove / burning item on the platform for cooking purpose. STRICTLY PROHIBITED.

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3. Tenure of License

1. The tenure of this License shall be for a period of three (3) years only from the date of commencement of the License. Further, it can be extended for further 2 years with same terms & conditions with mutual consent of both the parties.
2. If the licensee does not operate the license upto 50% of the contract period, then the party is liable to be debarred for next one year and the paid license fees & security deposit will not be refundable.

4. Complaints against Catering and Vending Services

1. Suitable instructions for the maintenance of complaint books by each catering and vending establishment and for regular inspection of such complaint books should be laid down. Non-production of complaint books on demand should be viewed seriously.
2. A record of complaints and action taken on them should be maintained and scrutinized, to ensure that no aspect is neglected.
3. The Licensee shall ensure the display of Railways Complainant Management Number / Twitter account in front.
4. The Licensee shall ensure the display of Rate List prominently on their business unit / kiosk.

ANNEXURE 1
SELF – DECLARATION

I/We _____ do hereby declare that the entries made in the above are true to the best of my/our knowledge and also that we shall be bound by the acts of my/our duly constituted attorney.

(Signature of the Bidder)

SEAL

Date:

Name:

Address:

(Seal and Sign of Bidder)

SPECIAL CONDITIONS OF CONTRACT - II**(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 is 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:

1. Purchase of Raw Material from reputed suppliers who are FSSAI compliant.
2. Storage of raw materials in store rooms free from any contamination and at appropriate temperatures
3. Identification and Segregation of “perishable” raw materials and labeling them with expiry date/time.
4. Temperature should be checked at the time of procurement especially for milk & milk Products.
5. 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.
6. Product should be placed 18 inches above the ground, in an area free from contamination.
7. The entire facility, including the floors, walls, ceilings, windows, screens, doors etc. must be cleaned at regular intervals to prevent any accumulation of rubbish.
8. All food/good contact surfaces should be cleaned and sanitized after every use.
9. The production area must be thoroughly cleaned at least twice in every 24 hours. The recommended cleaning procedure is a wet wash with detergent
10. Drains should not get clogged which leads to foul smelling organic matter.
11. Remove all waste material deposited on the grates and shelves. This will keep drains from clogging and emitting foul smell.
12. No smoking or pan or tobacco chewing should be allowed in the premises.

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13. No cobwebs or dust should gather on walls, windows, doors and skylights.
14. Maintain weekly schedule for thorough cleaning. Nominate a day for the purpose and display it prominently.
15. Leftover food items should be condemned.
16. 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.
17. Containers / bags used for the receipt, storage or distribution of goods will be kept scrupulously clean and dry.
18. Steps will be taken to ensure that cross-contamination does not occur during delivery, stock rotation and storage.
19. Correctly place and use refrigerators
20. Proper packing of food with packaging grade material.
21. 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.
22. Food preparation equipment, food etc. will not be stored under sinks.
23. Sinks will be cleaned thoroughly after every use.
24. Adequate hand washing facilities should be provided in readily accessible positions throughout food & goods handling areas.
25. Food preparation equipment and utensils should be cleaned immediately after use.
26. Cooking equipment and storage racks should be located so as to enable areas below and around to be easily cleaned.
27. Equipment used for raw meat or vegetable preparation should not be used for cooked or other high risk food preparation.
28. Supply of first aid equipment should be available for use.
29. Emergency numbers should be displayed prominently.
30. All staff handling food will wear suitable clean protective clothing / uniform
31. Protective headgear will be worn to ensure hair and dandruff do not contaminate food or surfaces.

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32. Annual medical examination of all staff has to be ensured and a fitness certificate issued.
33. 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.
34. 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.
35. Food should be touched by hand only when there is no alternative-and hand cleanliness is the basic rule of hygiene.
36. Nails must be kept short and scrupulously clean and not bitten. Nail varnish is not permitted.
37. Skin cleanliness is essential. Therefore a daily bath or shower is recommended.
38. Feet should be covered with suitable footwear.
39. Food or drink should not be consumed while working in food / goods handling areas.
40. Smoking at Stall is not permitted.
41. 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.
42. Pest control measures have to be adopted with schedule of pest control to be displayed. Regular AMC schedule should be followed.
43. Adequate space with separate provision for storage of raw material, cleaning and dressing, preparation of food, packaging and delivery.
44. Use adequate number of bins for garbage collection. Segregation of waste should be done as bio-degradable and bio non-degradable.
45. 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
46. 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.
47. A trained staff must undertake regular in-house inspection once-every week, and items recorded.
48. External inspection will be undertaken periodically by an independent agency/Railway, and items recorded for compliance.

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49. Refreshment Rooms will be allowed to cook.
50. 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.

SPECIAL CONDITIONS OF CONTRACT – III

(Penalties / Staff / Inspection / Jurisdiction)

1. PENALTIES

- i. For deficiency in any parameter, over charging, etc. Licensee will be suitably counselled for three times depending upon the nature of deficiency (i.e. major or minor as decided by Railways/ GARUD). In case the deficiencies persist and the GARUD determines that despite three counselling the Licensee does not take adequate steps to improve, one written warning shall be issued to the Licensee.
- ii. However, after the warning, if the performance of Licensee does not improve, the Licensee shall be imposed with a penalty (fine).
- iii. At the first instance, as determined by the GARUD, a token penalty of Rupees One Thousand (Rs.1000/-) shall be imposed by GARUD.
- iv. At the second instance, as determined by GARUD, a penalty of Rupees Two Thousand (Rs.2000/-) shall be imposed by GARUD.
- v. At the third instance, as determined by the GARUD, a penalty of Rupees Five Thousand (Rs.5,000/-) shall be imposed by GARUD.
- vi. At the fourth instance, as determined by GARUD, a penalty of Rupees Fifty Thousand (Rs.50,000/-) shall be imposed by GARUD.
- vii. In case of further occurrence of deficiency, GARUD may decide to serve a notice for termination of License Agreement.
- viii. Banning and suspension of business with the errant contractors shall be strictly enforced following due process.

2. Staff Uniform, Identity cards, etc.

- ii. The Licensee shall provide distinctive uniforms for catering staff with their identity cards.
- iii. The bidder shall provide the details of vending staff to Railway Station Authorities/GARUD for approval. The copy of such approval to be available in the stall at all points of time.
- iv. The Licensee shall ensure that the catering staff at all times display the nameplate.
- v. The Licensee shall ensure that the catering staff to be deployed at the Unit must be well groomed.

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3. Bonafide Staff of the Licensee

- i. The Licensee shall not permit anyone except the bonafide staff of the Licensee to man business unit and ensure that the staff shall not carry any article of any description other than those required for the fulfilment of the obligations contained herein.
- ii. The staff of the licensee will carry valid authority and medical fitness certificate to be issued by a Registered Medical Practitioner on the request of the Licensee to ensure the staff handling preparation and service of food are not suffering infectious diseases. The Licensee shall ensure that the identification card of the staff should be duly attested by Railway Authority/GARUD.
- iii. For deficiency in staff not found in uniform, Identity card, Invalid Medical license a penalty of Rupees One Thousand (Rs.1000/-) shall be imposed by the Railway Authority/GARUD for single instance.

4. Enquiry into the antecedents of the Licensee's employees

- i. The licensee shall not in any capacity employ any person of bad character or any person, whose antecedents have not been investigated / certified by the Police Authorities and shall issue an appointment certificate (signed by the Licensee) which shall contain a photograph of the employed with his or her left/right hand thumb impression affixed thereon in Printer's ink which he/she will carry with him/her while on duty.
- ii. The expenses for such verification are to be borne by the Licensee.

5. Provision of equipment

The Licensee will arrange his own equipment for satisfactory provisions of services.

6. Provision of first aid box

The Licensee shall provide and maintain First Aid box for rendering first aid to the catering staff in the stall and shall provide training to the concerned catering supervisory staff from the medical authorities. The Licensee shall ensure that requisite certificates in this regard should be available with the Unit Manager.

7. Maintenance of proper records, etc.

The Licensee shall maintain proper and full records viz., accounts, vouchers, bills, Sales Register, tax, etc. pertaining to the business unit and make it available for inspection by the Railway Authority/GARUD to ascertain the Gross Sales Turnover.

8. Damage to Railway / GARUD Property

The Licensee shall be responsible for any damage caused to Railway / GARUD's property provided, arising due to the acts of omission or commission of the staff of the Licensee.

9. Inspection & Survey

- i. GARUD being the service beneficiary under the Agreement shall have inspection rights upon the Licensee during the entire Term of this Agreement.

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- ii. GARUD shall have the right to conduct periodic inspection on the stall along with inspection of the facilities of the Licensee at regular intervals. Such inspection shall include the inspection of technical and performance records of the Licensee, which may be based on passenger feedback and other parameters set forth by Railway.
- iii. In addition to the inspection rights herein above, GARUD shall have the right to inspect particular performance records of the Licensee including payment records etc.
- iv. Authorized/prescribed independent third party inspection agencies will conduct inspection of the catering unit for which this license is issued and the kitchen/s where food / goods is/are prepared for the catering unit for effective quality control. In case of any discrepancy/deficiency reported in the inspection report, the Railway authority/GARUD will be entitled to initiate suitable action against the Licensee including termination of this Agreement.
- v. Licensee shall be responsible for acquiring requisite ISO certification and the cost related to it, if any.

9. Jurisdiction

This Agreement will be governed by and construed in accordance with the laws of the Republic of India and the Hon'ble Ahmedabad High Court shall have exclusive jurisdiction in all matters relating to this agreement.

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Format for price bid

To be submitted in separate cover along with the Bid Document

Name of Facility	Amount in Rs.
<p>Appointment of a Licensee at Gandhinagar Capital Railway Station for the shop at Platform no. 1, 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.</p> <p>Space 11.95 sq.m.</p> <p>Minimum Reserved License Fees (MRLF)/ Minimum Monthly Guarantee (MMG) Rs. 15,000 (Rupees Fifteen thousand Only) Per Month Plus (+) Applicable Taxes and Other Charges</p>	

Amount in words.....(Excluding GST)

(Seal and Sign of Bidder)