

**HIMACHAL PRADESH
PUBLIC WORKS DEPARTMENT (HPPWD)**

Office of the Engineer-in-Chief,
HPPWD, Nirman Bhawan, Nigam Vihar,
Shimla-171002, Himachal Pradesh

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Phone No. 01772621401

No.: PW/SP/Canteen(Vo-III)/2022- - 576

Dated: /0-7-2026

REQUEST FOR PROPOSAL (RFP) / TENDER DOCUMENT

Purpose: Outsource Operations and Management of Departmental Canteen Services in Nirman Bhawan Shimla-2.

SECTION I: NOTICE INVITING TENDER (NIT)

1. Scope of Agreement

The Store Purchase Officer, HPPWD, Shimla, invites sealed tenders under the **Two-Bid System** from licensed, financially sound, and experienced catering firms. The selected operator shall manage, operate, and provide comprehensive corporate lunch, snack, and beverage services to approximately 350 staff members and officers working at Nirman Bhawan.

2. Schedule of Critical Dates & Data

- **Tender Document Availability:** From **14/07/2026** to **15/08/2026** between 15:00 hrs and 16:00 hrs daily at the office of the issuing authority, or via direct download from hppwd.gov.in.
- **Bid Submission Deadline:** **11:00 AM on 17/08/2026.**
- **Technical Bid Opening:** **11:30 AM on 17/08/2026** in the Chamber of the Store Purchase Officer, Nirman Bhawan, Shimla.
- **Contract Validity Tenure:** Two (2) Years from the date of official contract execution. Extensions on a year-to-year basis may be granted subject to mutual written consent and satisfactory performance evaluations.

3. Financial Deposits & Guarantees

- **Earnest Money Deposit (EMD):** Bidders must submit a refundable EMD of **₹7,000/- (Rupees Seven Thousand Only)** in the form of a Demand Draft drawn in favour of *Store Purchase Officer, HPPWD, Nigam Vihar, Shimla-2*. Bids submitted without an EMD will be rejected immediately.
- **Performance Security Deposit:** The successful L-1 bidder must deposit **₹50,000/- (Rupees Fifty Thousand Only)** as a Fixed Deposit Receipt (FDR) or Bank Guarantee issued by a scheduled bank payable at Shimla in favour of the *Store Purchase Officer, HPPWD*. This security must remain valid and will be returned within 60 days following the successful completion of all contractual obligations.

R. Singh

SECTION II: INSTRUCTIONS TO BIDDERS & OPERATION RULES

1. Dual-Envelope Packaging Protocol

Bidders must submit their proposals across two distinct, independently sealed inner envelopes enclosed within a single outer master envelope :

- **Envelope No. 1 ("Technical Bid"):** Must contain the complete tender document signed on every page, valid EMD instruments, and all required eligibility documentation .
- **Envelope No. 2 ("Financial Bid"):** Must contain the itemized price schedule as specified in Section VII, fully filled out in figures and words.
- **Master Envelope:** Both inner envelopes must be placed inside a tape-sealed master envelope super-scribed with: *"Tender for Provision of Lunch, Snacks, Tea to staff working in office building of Nirman Bhawan, Nigam Vihar Shimla-2 for the year 2026-27"*. The bidder's official corporate name, telephone number, email, and address must be clearly visible on the bottom left corner.

2. Standard Service Timings & Extension Rules

- **Operational Availability:** The canteen must operate six (6) days a week (Monday through Saturday) from **09:30 AM to 06:00 PM**. It will remain closed on Sundays and gazetted holidays unless specific advance notification is issued by HPPWD.
 - **Mandatory Room Service Circulation:** The contractor must ensure uninterrupted room service desk delivery of tea or coffee across the entire office complex twice daily:
 - **Morning Cycle:** 11:00 AM to 12:00 Noon.
 - **Afternoon Cycle:** 03:00 PM to 04:00 PM.
 - **Assembly / Special Session Extensions:** Canteen operational hours will be extended from 06:30 PM until midnight during legislative assembly sessions, official conferences, or seminars upon written direction from authorized HPPWD officers.
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SECTION III: MINIMUM ELIGIBILITY CRITERIA

Bidders must fulfill and submit documentary proof for all of the following requirements within the Technical Bid envelope to be eligible for financial evaluation.

- **Legal Entity Verification:** The bidder must be an individual proprietor, registered partnership firm, or corporate entity. Provide copies of the proprietorship proof, registered partnership deed, or Memorandum and Articles of Association.
 - **Statutory Identification & Licensing:** Provide clear copies of the applicant's **Aadhaar Card**, **PAN Card**, and a valid **FSSAI License** from a competent authority for food preparation and sales.
 - **Core Corporate Experience:** A minimum of **three (3) years** of experience operating a commercial restaurant or institutional canteen serving at least 50 persons daily is required.
 - **Specific Track Record:** The bidder must have successfully run a catering facility for a minimum cumulative period of **two (2) years within the last five (5) years** preceding the current financial year within a Government department, Semi-Government body, PSU, or recognized corporate institution. Authentic performance certificates with full physical addresses must be enclosed.
 - **Verified Financial Capacity:** The bidder must hold a minimum liquid financial capacity of **₹3.00 Lakhs**. Provide verified copies of active Fixed Deposit Receipts (FDRs) or official saving/current bank statements showing a closing balance of no less than ₹3.00 Lakhs as of the tender submission month.
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B. Saini

SECTION IV: TECHNICAL BID EVALUATION MATRIX

The technical selection framework assigns a maximum score of 100 marks. **Bidders must secure a minimum qualifying score of 70% to be eligible for financial bid evaluation.**

S.No.	Technical Criteria	Evaluation Parameters	Capacity / Assigned Marks
1	Financial Capacity of the Bidder (Verified via FDR / Bank Statements)	₹3.00 Lakhs to ₹5.00 Lakhs	35 Marks
		Above ₹5.00 Lakhs up to ₹10.00 Lakhs	37.5 Marks
		₹10.00 Lakhs and above	40 Marks
2	Institutional Catering Experience (Govt / Semi-Govt / PSU Canteens/ Commercial restaurants)	Experience of (3) Years	30 Marks
		Experience of (4) Years	35 Marks
		Experience of (5) Years	40 Marks
3	No. of worker deployed	Minimum 5 required	One mark per person. (Total 5 Marks)
	Cook/Chef	Minimum One required.	10 Marks
	Cook Helper	Minimum two required	2.5 marks per person. (Total 5 Marks)

Note: The technical evaluation committee reserves the right to perform physical site visits and verify the quality of services and cleanliness of the bidder's active operations. The committee retains absolute discretion to disqualify any bidder whose field verification reveals poor service standard or unhygienic practices.

B. Saini

SECTION V: FINANCIAL TERMS, INFRASTRUCTURE, & UTILITIES

- **Department Provided Infrastructure:** HPPWD will provide the canteen premises, an equipped kitchen space, a service counter, and a dining hall with tables and chairs. The contractor is responsible for maintaining all furniture in good condition. Upon termination or expiration of the contract, all infrastructures must be handed back to the office caretaker in its original condition.
 - **Contractor Capital Infrastructure:** The selected contractor must arrange, maintain, and bear all costs for equipment, including commercial refrigerators, ovens, microwave ovens, commercial cooking gas cylinders, and food-grade white crockery/cutlery .
 - **Fixed Utility Fees & Rent:** The contractor shall pay fixed utility fees to HPPWD by the first week of every calendar month:
 - **Canteen Space Rent:** ₹3,000.00 per month.
 - **Electricity & Water Consumption Charges:** ₹4,000.00 per month
 - **Energy Restrictions:** The preparation of meals must be carried out using commercial gas connections. **The use of commercial electrical appliances or induction/heaters for bulk food preparation is strictly prohibited.**
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SECTION VI: GENERAL TERMS & CONDITIONS

1. The rates will remain valid for a period of two years from the date of acceptance of bid which can be further extended by the competent authority if mutually agreed. The hike in rates shall be on the basis of percentage hike in the rates approved by district administration (i.e. the percentage increase in the rates of different items fixed by District Administration on the date of opening of tenders and rates of those items at the time of sought increase). The tender, instructions to Tenderers, General Terms & Conditions, amount quoted in the Tender, Letter of intent awarding the work and Agreement shall form part of the contract. The rates of each item have been mentioned in Annexure 'A'.
2. The Tenderer shall be bound to perform the assigned catering jobs as mentioned. He/she shall also be bound to perform any other assigned catering jobs even though the same may not have been included in the description of services. The charges for these extra services shall be settled mutually between the said Tenderer and HPPWD.
3. HPPWD reserves the right to recover/adjust any amount which may be due from the tenderer from their earnest money, security deposit and against any payment due to them from HPPWD. Any sum of money due and payable to the caterer (including Security deposit) under this contract may be appropriated by HPPWD and set off the same against any claim of HPPWD for payment of a sum of money arising out of any contract made by caterer with HPPWD.
4. The Tenderer (hereinafter also called caterer) shall not appoint sub-catering contractor to carry out any obligations under the contract.
5. The tenderer shall ensure uninterrupted supplies of service as agreed herein.
6. The sale of snacks/sweets/lunch to staff will be on cash and on daily basis. The amount shall be collected from the staff by the caterer directly. Credit sales to employees, if any, affected by the Caterer shall be at his own risk and HPPWD shall not be responsible for recovery of any such arrears.
7. The Caterer shall also ensure effective supervision of the catering services for efficient service in the offices with the premises of Nirman Bhawan.
8. The Caterer shall engage only such persons who are disciplined, have good character and medically fit and are above 18 years and below the age of 58 years. If any discrepancy with regard to above comes to the notice of HPPWD and on written instruction from HPPWD, the Caterer shall have to immediately replace such persons.
9. The successful tenderer will arrange his/her own commercial gas connection and shall not use electricity for preparation of food in the campus.
10. Intoxication and smoking is strictly prohibited in office premises.
11. HPPWD may terminate the contract due to any breach of terms and conditions at the risk and cost of the bidder.
12. The quantity and quality of raw material and finished product shall be checked by a committee formed by the HPPWD. If the quality/quantity is below standard then it shall be rejected forthwith at the cost of contractor.
13. The caterer shall ensure payment of all statutory taxes etc. and shall be wholly responsible for any default.

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14. Tea should be supplied/served in flasks/kettles
15. The tenderer shall employ well trained cooking staff and waiters. Number of canteen employees: Two persons for office/room service and at least 2 persons in the canteen hall over and above the trained cooks etc.
16. Professional cook for preparing eatables and beverages should be employed.
17. Utensils/crockery for preparing food must be of food grade quality. All utensils may be kept neat & clean.
18. The staff employed should be in proper and clean uniform which may be decided by bidder in consultation with HPPWD.
19. Weekly menu and rate list should be displayed in the canteen (weekly menu) proposed as Annexure VIII.
20. The Caterer shall be responsive for proper cleanliness in the canteen premises and in kitchen. He/She also responsible for maintenance and protection of all fitting, furniture and other articles.
21. The Caterer shall keep the premises in most clean and hygienic condition and shall comply with the Municipal and other regulation, rules and by laws relating to the preparation and sale of food stuffs, cold drinks, refreshment and if required/necessary shall obtain necessary food licenses and permit in its own name and at its own expense. The premises as well as the portion made available to the catering agency by HPPWD at its respective building would be kept it neat and clean.
22. The caterer shall indemnify HPPWD and shall solely be responsible for the due compliance of the provisions of all the laws, rules, regulation, with regard to running the business of Catering and supply of beverage & eatables, including labour/Industrial and taxation laws etc.
23. While using of gas & electric appliances due precautions to ensure safety of the building against fire breaks may be taken. In the eventuality of any laxity caterer will be solely responsible on this account, the amount of loss shall be recoverable from the caterer.
24. Provision of complaint/suggestion book in the canteen should be made which will be examined by committee by monthly and action will be taken accordingly.
25. A canteen committee shall be constituted by the competent authority under the control of Store Purchase Officer to check the quality/service of canteen regularly.
26. The caterer shall be responsible to deposit EPF, ESI and service tax, sales tax etc that are applicable to run the canteen and shall abide by all labour laws.

R. Saini

SECTION VII: PERFORMANCE-BASED PENALTY FRAMEWORK

Financial penalties will be enforced by the Store Purchase Officer based on findings from surprise inspections or entries in the mandatory complaint and suggestion book:

1. **Unauthorized Canteen Closure:** A penalty of ₹500/- per day will be imposed if the canteen is closed on any official working day.
2. **Food Quality or Quantity Deficiencies:** Valid complaints regarding under-weight portions or poor quality will result in a penalty of ₹100/- per occasion, capped at a maximum of ₹150/- per day.
3. **Hygiene & Sanitation Lapses:** Failure to maintain the kitchen, pantry, and dining area in a clean state will result in a penalty of ₹250/- per occasion.
4. **Waste Management Failures:** Failure to clear, bag, and properly dispose of all kitchen waste and refuse daily will attract a penalty of ₹100/- per occasion.
5. **Neglected Hallway Crockery:** If used plates, cups, or flasks are left uncollected in the office building corridors or hallways, a penalty of ₹100/- per occasion will be applied.

Note: Repeated violations will result in the immediate termination of the contract and the forfeiture of the performance security deposit. The decision of the Store Purchase Officer regarding penalties shall be final and binding.

B. Saif

SECTION VIII: REQUIRED ANNEXURE FORMATS

FORM A: FORM OF TENDER (To be submitted on the Bidder's Official Letterhead)

To:

The Store Purchase Officer,
HPPWD, Nirman Bhawan, Nigam Vihar,
Shimla - 171002

Subject: Tender Submission for Canteen Services at Nirman Bhawan (2026-27)

Sir/Madam,

Having carefully examined the HPPWD Tender Documents, instructions, eligibility criteria, and operational terms for the work mentioned above, I/we hereby submit our official offer to execute the contract in absolute conformity with all specified clauses .

If our bid is successful, we undertake to commence operations within the designated department timeline. We agree to remain bound by the terms, conditions, and strict penalty frameworks throughout the entire operational period of the agreement.

Authorized Signature: _____

Name of Signatory: _____

Name of Firm/Company: _____

Full Postal Address: _____

Contact Number & Email: _____

Company Seal/Stamp: _____

Date: _____

B. Singh

FORM B: NON-RELATIONSHIP CERTIFICATE (To be submitted on the Bidder's Official Letterhead)

I, _____ Son/Daughter/Wife of Shri _____
Resident of _____ hereby certify
that none of my relatives is/are employed in the office of the Engineer-in-Chief,
HPPWD, Nirman Bhawan, Shimla.

In the event that any information provided in this certificate is discovered to be false,
incorrect, or misleading at any stage of the contract, the Himachal Pradesh Public
Works Department shall hold the absolute right to terminate the contract
immediately and take any legal or administrative action it deems fit without prior
intimation or liability.

Authorized Signature: _____

Name of Signatory: _____

Designation: _____

Date: _____

B. Sai

SECTION IX: MANDATORY WEEKLY MENU SCHEDULE

- **Monday:** Moong Daal + Seasonal Sabzi + Roti/Rice
- **Tuesday:** Curry + Seasonal Sabzi + Roti/Rice
- **Wednesday:** White Chana + Bhatura/Roti/Poori
- **Thursday:** Yellow Dal/Arhar + Seasonal Sabzi + Roti/Rice
- **Friday:** Rajmah + Seasonal Sabzi + Roti/Rice
- **Saturday:** Black Chane + Seasonal Sabzi + Roti/Rice

Note :

- **"Sabzi"** denotes fresh, high-quality, seasonal vegetables. The exact same vegetable item must not be served more than twice in a single week, nor on consecutive days.
 - Raw staples like flour, spices, gram flour, fine flour, and sugar must originate from premium branded companies.
 - This core menu may be updated or adjusted dynamically following written clearance from the Canteen Committee.
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B. Saif

SECTION X: FINANCIAL BID

I _____ Proprietor / Partner / Manager has given the rates of the items quoted in **Annexure-'A'** of this document _____

(In words) _____

(In figures) on account of running canteen in the O/o Engineer-in-Chief, HPPWD Nirman Bhawan Shimla.

Signature _____

Name/Firm: _____

Address: _____

Seal/Stamp: _____

Date:- _____

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FINANCIAL BID FORM (ITEM RATE SCHEDULE)

Bidders must enter their individual unit rates in column (A). The grand total of Column (C) will determine the overall L-1 bidder. Items marked "Not to be evaluated" must be priced, but their extensions will not influence the primary L-1 matrix.

Formula for L-1 Determination: Grand Total = Sum of all items evaluated under Column C, where $C = (A \times B)$

Sr No	Item Name & Description	Specified Quality Benchmark	Unit Quantity	Quoted Unit Price (INR) (A)	Estimated Qty / Year (B)	Total Calculated Rate (C) = (A × B)
1	Standard Tea/Milk	Tata / Brooke Bond / Taj Mahal	130 ml total (100ml Water + 30ml Milk)		1,00,000 Units	
	Milk Patti / Dip Tea	Standard Brand	150 ml Milk	(Not Evaluated)	—	—
	Half Set Tea (Thermos)	Separate sugar/milk, white crockery	300 ml	(Not Evaluated)	—	—
	Full Set Tea (Thermos)	Separate sugar/milk, white crockery	400 ml	(Not Evaluated)	—	—
2	Coffee	Nescafe Premium	150 ml		2,000 Units	
3	Cold Drinks	Branded Carbonated/Juices	As per packaging	(Not Evaluated)	—	—
4	Snacks & Savouries					
	Matthi	Freshly Prepared	30 grams per piece		1,00,000 Pieces	
	Samosa with Sauce	Potato & Pea Stuffing	80 grams per piece		15,000 Pieces	
	Mutter Namkeen	Branded/Freshly Fried	Per Kilogram		300 Kg	
	Veg Pakora with Sauce	Cooked in pure Mustard Oil	Per Kilogram		500 Kg	
	Bread Pakora with Sauce	Stuffed, Freshly Fried	50 grams per piece		1,00,000 Pieces	
	Packaged Biscuits	Sunfeast / Britannia / Parle / Monaco	Per standard pack	(Not Evaluated)	—	—
	Patties	Baked Standard size	Per Piece	(Not Evaluated)	—	—
5	Sweets					
	Besan Barfi	Pure Ghee/Standard Fat	Per Kilogram		500 kg	
	Balushahi	Freshly Prepared	Per Piece	(Not Evaluated)	—	—
6	Breakfast					
	Stuffed Seasonal Parantha	Potato/Onion/Gobhi with pickle	70 grams per piece		20,000 Pieces	
7	Lunch Provisions					
	Ordinary Lunch Thali	3 Roti + Rice + Dal + 1 Sabzi + Salad	Roti (3x30g) + Rice (100g) + Dal (100g) + Sabzi (75g)		10,000 Thalies	
	Rice Plate (Half)	Rice + Dal or Karhi	Rice (100g) + Dal/Karhi (70g)		15,000 Plates	
	Rice Plate (Full)	Rice + Dal or Karhi	Rice (200g) + Dal/Karhi		5,000 Plates	

			(100g)			
	Extra Chapatti	Freshly baked wheat roti	Per Piece		500 Pieces	
	Extra Katori Sabzi	Seasonal Fresh Vegetable	100 grams	(Not Evaluated)	—	—
	Extra Katori Dal	Standard Cooked Lentils	100 grams	(Not Evaluated)	—	—
	Packaged Dahi	Verka / Amul	100ml / 200ml	(At Print MRP)	—	—
	GRAND TOTAL EVALUATION					₹

Grand Total Quote (In Figures): ₹ _____

Grand Total Quote (In Words): Rupees _____

Bidder's Agreement Signature & Seal: _____

Rajiv