

EXPRESSION OF INTEREST (EOI) DOCUMENT FOR
Operation of Police Food Canteen Cyberabad at Gachibowli
IMPORTANT DATES

Cyberabad Police Commissionerate at Gachibowli invites Expression of Interest (EOI) from experienced, interested and eligible firms/ individual /proprietor /agencies for “running a food canteen in the premises of O/o. Commissioner of Police, Cyberabad”.

Schedule opening date	26.11.2024
Schedule closing date	28.11.2024
Opening Pre-Technical Bid	29.11.2024 & 30.11.2024
Bid Submission closing date & time	
Submission of Bid Documents (location)	Out ward, Commissioner of Police, Cyberabad
Opening of Price/Financial Bid	

IMPORTANT INSTRUCTIONS FOR SUBMISSION OF EXPRESSION OF INTEREST.

Financial criteria

The following pre-qualification documents are to be submitted along with the EOI.

The applicant must be resident of India and any of the following 2 (two) documents mentioned shall be submitted residence & identity namely:-

- (i) Ration Card
- (ii) Voter Identity Card
- (iii) Aadhaar Card

A) Self-attested photo copy of Ownership Document of the existing Firm/Establishment/Restaurant.

- B) Certified Documentary Proof/Experience Certificate/Work Order that the applicant is operating cafeteria/catering services in other educational Institutions or establishment of repute.(if any)
- C) A Self-declaration to the effect that the firm/individual is not blacklisted by any Govt. Organization and that no criminal case or any economic offence is pending under any Court of Law / Registered with Police (ANNEXURE -I)
- D) Certified copy of FSSAI License.
- E) Certified copy of GST Registration.
- F) Certified copy of Bank Account Details of the firm/individual.
- G) **Documents in support of 3 years of catering Experience or Certified copy of Establishment Registration/Document/Proof that the applicant has a minimum of one similar outlet/restaurant/business with total 3 years' experience.**

Note: Interested firms are informed that area for Kitchen and canteen along with Water and Electricity are provided at free of cost.

Follow the terms and conditions below:

1. He has to get his own workers and Kitchen essentials (utensils etc.)
2. Clean maintenance of the canteen.
3. Provide fresh and hygiene food.
4. Proper uniform to the workers for working in the canteen.
5. They are strictly instructed to use only FSSAI Approved food products (Masalas, Oils, Rice etc.) for preparation of food.
6. The Lessee will be required to prepare approved items in hygienic conditions and supply them to the staff and officers working in the CPO Cyberabad at the approved rates. The rates could be changed only with the prior approval of the Lessor. The Lessee may also introduce new items with prior approval.

7. The Lessee will display the names of the items /quantity and rate per item in the canteen in such a manner that every person visiting the canteen can see those details clearly.
8. The Lessee may be required to prepare and serve items as ordered on special occasions like conferences.
9. The Lessee will be required to ensure neat upkeep of the furniture, utensils, appliances and premises.
10. The Lessee will see that no un-authorized items are sold in the canteen (Cigarette, Gutkha, etc.)
11. The Lessee will procure and use the raw materials of approved standards and well before their expiry date for preparation of various eatables and hot/cold drinks.
12. The Lessee shall use refined Sunflower oil only. Members of the Canteen Management Committee may carry out random checks to ensure that the agreement terms are followed, in totality.
13. The Lessee will give advance notice of two months in case he wishes to terminate the lease. The Lessor may cancel the lease without any advance notice, if the lessee violates any of the lease conditions.
14. The terms and conditions of EOI Bid may be changed at the discretion of the under-signed. The lease agreement signed for lease will supersede these terms and conditions.
15. The Lessee shall keep the Canteen open from 7.00 am to 7.00 pm The Lessee will display the names of the items.
16. The lessee shall not use steam rice and soda for cooking rice.
17. The lessee is allowed to take the orders from outsiders and can provide catering Services.
18. The period of lease shall be One year. The Lessee shall commence business from the date on which the premises of the canteen is handed over to the Lessee. If both the parties agree, the canteen contract may be extended for one more year after completion of one year contract period on the same terms and conditions.

19. Conduct comprehensive training sessions for canteen staff emphasizing the importance of providing service to all visitors, especially the officers, and maintaining a professional attitude at all times.
20. Establish clear protocols and guidelines for serving all customers, ensuring that every individual is treated respectfully and receives prompt service.
21. Regularly monitor staff behavior and service provision to address any Deviations immediately.
22. Set up a feedback mechanism where customers, including officers, can provide comments and complaints about service quality. Act promptly on received feedback to address concerns and improve service.
23. Clearly communicate the consequences of not adhering to service standards. If necessary, take appropriate disciplinary action against staff members who consistently fail to provide service to customers.
24. Conduct periodic assessments of service provision to ensure continuous improvement and adherence to the established guidelines.
25. The Lessee should be Fixed deposit an amount of Rs. 1,00,000 (Rupees One Lakh Only) as a performance of guarantee and same would be refundable after satisfactory completion of Contract service.

Note: The details, terms and conditions regarding EOI Bid can be downloaded from website: Cyberabadpolice.gov.in and Mobile No: 9493630371 & 9603585021

MENU LIST

S.No.	Name of the Item	Weight	Quantity	Price[Rs.]	Remarks
1	Idly	120 gms	02		
2	Idly Kaaram	120 gms	02		
3	Idly Ghee	120 gms	02		
4	Idly Sambar	120 gms	02		
5	Idly Ragi	120 gms	02		
6	Poha	120 gms	Plate		
7	Dosa		01		
8	Kaaram Dosa		01		
9	Ghee Kaaram Dosa		01		
10	Masala Dosa		01		
11	Onion Dosa		01		
12	Paneer Dosa		01		
13	Egg Dosa		01		
14	Uttappa		02		
15	Paneer Uttappa		02		
16	Pesarattu		01		
17	Wada(medium)		04		
18	Boild Egg		01		
Lunch					

19	Biryani(Veg & Non veg) (Standard Bowl)		01		
20	Meals Un-limited		Full		
21	Meals limited (Rice Bowl & All curries)		Half		
22	Egg Fried rice (Paneer, Tomato,Zeera, Lemon, Curd, Gongura, Sambar, Coconut& Chapathi Rice)	300/250 gms			
23	Chicken Curry	150 gms			
24	Chapathi		02		
25	Pulka(small)		04		
26	Parota		02		
Snacks					
27	Chitti Gaare (Small)		04		
28	Mirchi Bajji		04		
29	Punugulu(medium)		08		
30	Samosa(Big and small)		01&02		
31	Mysore Bajji		04		
Sweets					
32	Gulab Jamun		02		
33	Double ka Meeta	100 gms			
34	Jilebi	100 gms			
35	Junnu	100 gms			
36	Badusha		2 PCs		
Beverages					
37	Tea (Irani/Lemon/other tea)	90 ml			

38	Coffee	90 ml			
39	Sweet Lassi	200 ml			
40	Straw berry	200 ml			
41	Mango	200 ml			
42	Green Apple	200 ml			
43	Milk shake	200 ml			
44	Badam shake	200ml			
45	Fruit shake	200ml			
46	Water melon	200 ml			
47	Papaya	200 ml			
48	Pine apple	200 ml			
49	Musk melon	200 ml			
50	Mosambi	200 ml			
51	Orange	200 ml			
52	Mango	200 ml			
53	Fruit salad		Bowl		
54	Cool Drinks		All types		
55	Water Bottle		All types		
Bakery Items					
56	Sandwich(Veg & Onions		01		
57	Ice Creams(Cups)		All types		
58	Veg Grill		01		
59	Puffs (Veg, Paneer & Chicken)		01		
60	Cakes (plum)		01		

61	Veg Rolls		01		
62	Pastries		01		
63	Pizza		01		
64	Burger		01		
65	Chips	100 gms			
66	Biscuits		Any		

ANNEXURE-I

PROFORMA FOR SELF-DECLARATION

I,

S/o. Shri/Smt

R/o Police

Station.....

District State

Director/Contractor/Partner/Sole Proprietor (Strike out the word which is not applicable) of (firm/Contractor/Company)

do hereby declare and solemnly affirm that:

- (i) I am/my firm/company is not blacklisted by Union or any State Govt./ Organisation.
- (ii) No individual/firm/companies blacklisted by the Union or State Government or any partner or shareholder thereof, have any connection directly or indirectly with or has any subsisting interest in business of my firm.
- (iii) I am or my partner are not involved/convicted in any criminal case/economic offence and no criminal case/economic offence is pending against me or my partner in any court of Law/Registered with police.
- (iv) No individual who is dismissed / terminated from IIM Shillong or any Govt. body is employed in my shop / firm company.

Dated:

Deponent.....