

GAP/DSIR/FC/03/297/2025-26

Tender Document

Operation and Maintenance of Food Court for
GAP GROUP, at Plot # 297 Inside Activation
Zone of Dholera-SIR

**General Instructions and
Eligibility Criteria**

GAP GROUP

1103, Palak Prime, opp. DoubleTree Hotel,

Iscon-Ambli Road, Ahmedabad-380058

Gujarat, Bharat

CINCIN: U45200GJ2014PTC080632

FOR SERVICE AND MAINTENANCE OF FOOD COURT

TENDER NO.: GAP/DSIR/FC/03/297/2025-26

ISSUED BY: GAP ASSOCIATES PVT LTD

ISSUE DATE: 15.04.2025

PROJECT LOCATION: Plot No. 297, Activation Zone, Dholera- SIR

TENDER SUBMISSION DEADLINE: 15.04.2025

GENERAL INSTRUCTIONS

1. Interested bidders must read and comply with the instructions and the terms and conditions contained in the tender document.
2. The Bids shall be filled in by the Applicant clearly, neatly and accurately. Any alteration, erasures or over-writing would be liable to make the tender invalid unless the same is neatly carried out and attested over the full signature of Applicant. The decision of GAP Group to interpret the information and rates filled in by the applicant shall be final and binding on the applicant.
3. The Applicants are requested to make themselves fully conversant with the site of work and the tender document at the time of submitting their bids. The Applicant is deemed to have examined and understood the tender document, obtained his own information in all matters whatsoever that might affect carrying out the works expressly mentioned or works which may have to be carried out to fulfil the contractual obligation within the scheduled rates and to have satisfied himself to the sufficiency for his offer.
4. The Applicants are required to fill in complete and accurate details as required under the tender documents. Failure to furnish all the information as required under the bid documents or submission of a bid containing deviations from the tender document provisions and /or requirements shall be treated and rejected as being non-responsive.
5. The Applicants are expected to carefully examine the provisions in the Bid documents and to fully inform themselves as to all the conditions and matters which may affect the subject matter of the work/tender or the cost thereof. If any errors, discrepancies, or omissions are found in the documents or any applicant is in doubt as to the true meaning or interpretation of any part, he shall seek necessary

clarifications. However, no claim of any nature on account of any errors found in the tender documents shall be entertained.

6. Conditional offers shall be summarily rejected.

7. A particular Applicant shall be allowed to make and submit only one Bid document. An Applicant shall not submit multiple bids, either in a sole entity or through any joint venture.

8. GAP Group reserves the right to amend and modify the bidding documents at any time before the deadline for submission of bids, either at its discretion or in response to a clarification requested by a prospective applicant. In such cases, the GAP Group may, in its discretion, extend the deadline for submission of bids in order to facilitate the prospective applicants in incorporating the effect of the amendment in their bids.

9. The Applicant shall bear all costs and expenses associated with and incidental to the preparation and submission of their respective bids, to attend meetings or conferences, if any, including any pre award discussion with the successful Applicant, technical and other presentations, etc. and GAP Group shall not be liable in any manner for the same.

10. The Applicant shall be disqualified if any untrue/ false statement or misrepresentation is made in the bid forms, attachments and other supporting documents submitted by the Applicant.

11. GAP Group reserves the right to qualify/disqualify any applicant without assigning any reason.

SCOPE OF WORK

The scope includes, but is not limited to:

A. Food Court Service

- **Food and Beverage Services:** Provision of a variety of food and beverage options, ensuring high quality, nutrition, and hygiene standards.
- **Vendor Management:** Selection and management of food vendors offering diverse international cuisines to meet customer demands.
- **Hygiene and Sanitation:** Regular cleaning, waste disposal, and adherence to food safety regulations.
- **Customer Service:** Implementation of efficient service processes, digital ordering options, and customer grievance redressal mechanisms.
- **Waste Management:** Setting up eco-friendly disposal and recycling systems to minimize environmental impact.
- **Health & Safety Compliance:** Ensuring compliance with health and food safety regulations, including necessary certifications.
- **Sustainability Practices:** Adoption of sustainable food sourcing, packaging, and energy-efficient operations.
- **Marketing & Promotions:** Strategies to attract footfall, including promotional events and loyalty programs.
- **Technology Integration:** Use of digital payment solutions, self-service kiosks, and automated queue management systems.

B. Maintenance Services

- **Facility Upkeep:** Regular cleaning and sanitization of dining areas, stalls, kitchens, and common spaces.
- **Equipment Maintenance:** Routine servicing and repairs of kitchen appliances, electrical fittings, and other essential equipment.
- **Plumbing and Drainage:** Ensuring proper functioning of plumbing systems, drainage, and water supply.
- **HVAC and Ventilation Maintenance:** Regular servicing of air conditioning, ventilation systems, and exhaust systems.
- **Pest Control:** Regular pest control measures to maintain hygiene standards.
- **Waste Disposal Management:** Proper collection, segregation, and disposal of waste, including food waste and recyclables.
- **Security and Safety Measures:** Implementation of fire safety protocols, security surveillance, and emergency response measures.

ELIGIBILITY CRITERIA

The bidder must:

- Be a registered entity with legal authorization to operate food services and facility maintenance businesses.
- Have at least 7 years of experience in food court service and facility maintenance.
- Hold a valid food license, FSSAI certification, and all other necessary regulatory approvals.
- Demonstrate financial stability with audited financial statements for the last 5 years.
- Provide references and testimonials from previous clients in similar projects.
- Possess a team of qualified and trained personnel for food service, hygiene maintenance, and facility upkeep.
- Comply with all labor laws, safety regulations, and environmental sustainability requirements.
- Have a proven track record in implementing innovative technology solutions for food service and facility maintenance.

DESIGN AND OPERATION REQUIREMENTS

- **Hygiene & Sanitation Measures:** Implementation of high standards of cleanliness, including regular disinfection of food stalls, dining areas, and kitchens.
- **Diverse Food Offerings:** Inclusion of multiple food vendors serving a variety of cuisines to cater to different tastes and dietary needs.
- **Efficient Waste Management:** Establishment of proper waste collection, segregation, and recycling processes to ensure sustainability.
- **Safety & Security Infrastructure:** Deployment of CCTV surveillance, fire extinguishers, emergency exits, and trained security personnel for customer safety.
- **Technology Integration:** Use of digital menu displays, self-ordering kiosks, and contactless payment solutions to enhance customer experience.
- **Maintenance Strategy:** A scheduled maintenance plan for all essential systems, including kitchen equipment, air conditioning, plumbing, and electrical infrastructure, to ensure smooth operations.

EVALUATION CRITERIA

- **Compliance with Eligibility Criteria:** Ensuring that the bidder meets all the stated requirements.
- **Food Quality and Variety:** Assessment of the menu, food safety measures, and diversity of offerings.
- **Maintenance Plan Effectiveness:** Review of the proposed maintenance schedule, cleaning protocols, and equipment servicing plans.
- **Financial Proposal:** Competitiveness and transparency of the financial bid, including cost-effectiveness.
- **Experience and Reputation:** Past performance in similar projects, client references, and industry reputation.

- **Sustainability Measures:** Implementation of eco-friendly practices such as waste management, energy efficiency, and sustainable sourcing.
- **Technology Integration:** Use of digital solutions for ordering, payment, and customer engagement.
- **Safety and Security Standards:** Adherence to fire safety, security measures, and emergency response protocols.

CONTRACT TERMS AND CONDITIONS

- The contract duration will be for 5 years, renewable based on performance.
- The service provider shall ensure staff has proper health and hygiene certifications.
- All ingredients used should be fresh and sourced from reliable vendors.
- The service provider will bear responsibility for maintaining cleanliness and sanitation.
- Regular maintenance inspections are to be conducted and documented.
- The provider must comply with all relevant local, state, and national food safety laws and regulations.
- Any breach of contract terms may lead to termination at any stage without prior notice or obligation to the client.
- The service provider shall maintain insurance coverage, including liability insurance and workers' compensation.
- The provider is responsible for all operational costs, including staffing, utilities, and maintenance.
- A penalty clause for non-compliance with hygiene, safety, and operational standards will be enforced.
- Any disputes shall be resolved through arbitration by the Ahmedabad jurisdiction and the applicable laws.

List of Tie-up companies:

Sr No	Company Name	Services Offered	Services Timeline

BID SUBMISSION

- 1) The Applicant shall have to submit the self-attested copies of the following documents in the Bid, but not limited to:
 - i. Annexure-1 Details of works of similar nature carried out in any Government. Department
/ Public Sector Undertaking / any reputed Academy / Private Companies/ Financial Institutions/ Listed Companies in during last 5 years
 - ii. Annexure-2 Undertaking by the Applicant
 - iii. Annexure-3 Undertaking for Insolvency & Bankruptcy Code
 - iv. Annexure-4 Details of Manpower
- 2) Company Profile & Past Project Details
- 3) Financial Statements (Last 3 years)
- 4) Technical Proposal (Work Plan, Methodology)
- 5) Price Bid (BOQ) with Rate Analysis to be submitted in a separate sealed envelope

Schedule of Tender Process:

Issue of Tender	: 15.04.2025
Application Due Date (Online)	: 15.04.2025 17:00 Hrs.

Premises/ Site Location:

1. SR No 297, Activation Zone, Dholera-SIR

POLICIES AND GENERAL REQUIREMENTS:

- Workmen Compensation Policy
- FSSAI License
- Provident Fund (PF) Policy
- Fire & Safety practices during the work
- Health & Safety Compliance Certifications.
- Health Department Approval
- Trade License
- Employee Health & Safety Compliance Certifications.
- All other Government compliances are applicable

Annexure-1

Details of Assignments

S. No.	Name of Employer	Category#	Name of Assignment	Work Order Date	Work Order Value	Nos. of Manpower Deployed	Date of Completion of Service	Amount Paid w.r.t. Work Order Value on completion of service

#Category means Govt. Department / Public Sector Undertaking / any reputed Academy / Private Companies/ Financial Institutions/ Listed Companies.

The Applicant is required to provide the Work Order copies, Completion Certificates for the assignments mentioned in the above table to substantiate the details.

Annexure-2

Undertaking by the Applicant

(To be executed on RS. 300/- Non-Judicial stamp paper duly notarized)

Being duly authorized to represent and act on behalf of (Applicant Name & Address) and having reviewed and fully understood all the eligibility requirements and information provided, the undersigned hereby declares that: i. the statement made and information provided in the bid application are full, true, correct and complete in every detail. ii. this application is made in the full understanding that: (a) bids by Applicants will be subject to verification of all information submitted at the time of bidding & GAP Group is hereby authorized to conduct any inquiries or investigations to verify the statements, documents and information submitted in connection with the application and to seek clarification from our bankers, clients regarding any financial & technical aspects. (b) if the information/document submitted is found to be false or misleading, this bid application will be disqualified. iii. GAP Group reserves the right to: (a) modify the scope of work, including methodology of services, and the Tenderer/s will have no claim on this account. (b) reject or accept any application, cancel the tender process, and reject all applications without assigning any reason thereof.

Place:

Authorized Signature

Date:

Annexure-3

Undertaking for Insolvency & Bankruptcy Code

(To be executed on RS. 300/- Non-Judicial stamp paper duly notarized)

Being duly authorized to represent and act on behalf of M/s (Bidder's Name) with registered office at (Bidder's address), the undersigned hereby declare undertake that M/s (Bidder's Name) has not been referred to NCLT under Insolvency & Bankruptcy Code (IRP has been appointed or Liquidation proceedings have been initiated under IBC) within one year from last date of Bid Submission.

Place:

Authorized Signature

Date:

Annexure-4

Details of Manpower

(To be executed on RS. 300/- Non-Judicial stamp paper duly notarized)

Sr. No.	Name of Employee	Position	Educational Qualification	Total Experience in years	Details of Experience providing AMC Activities
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
.....					
100.					

The list of Employees should be countersigned by the Statutory Auditor of the Company. This list of management and trained employees shall be declared by the Bidders on non-judicial stamp paper worth INR 300/- and notarized.

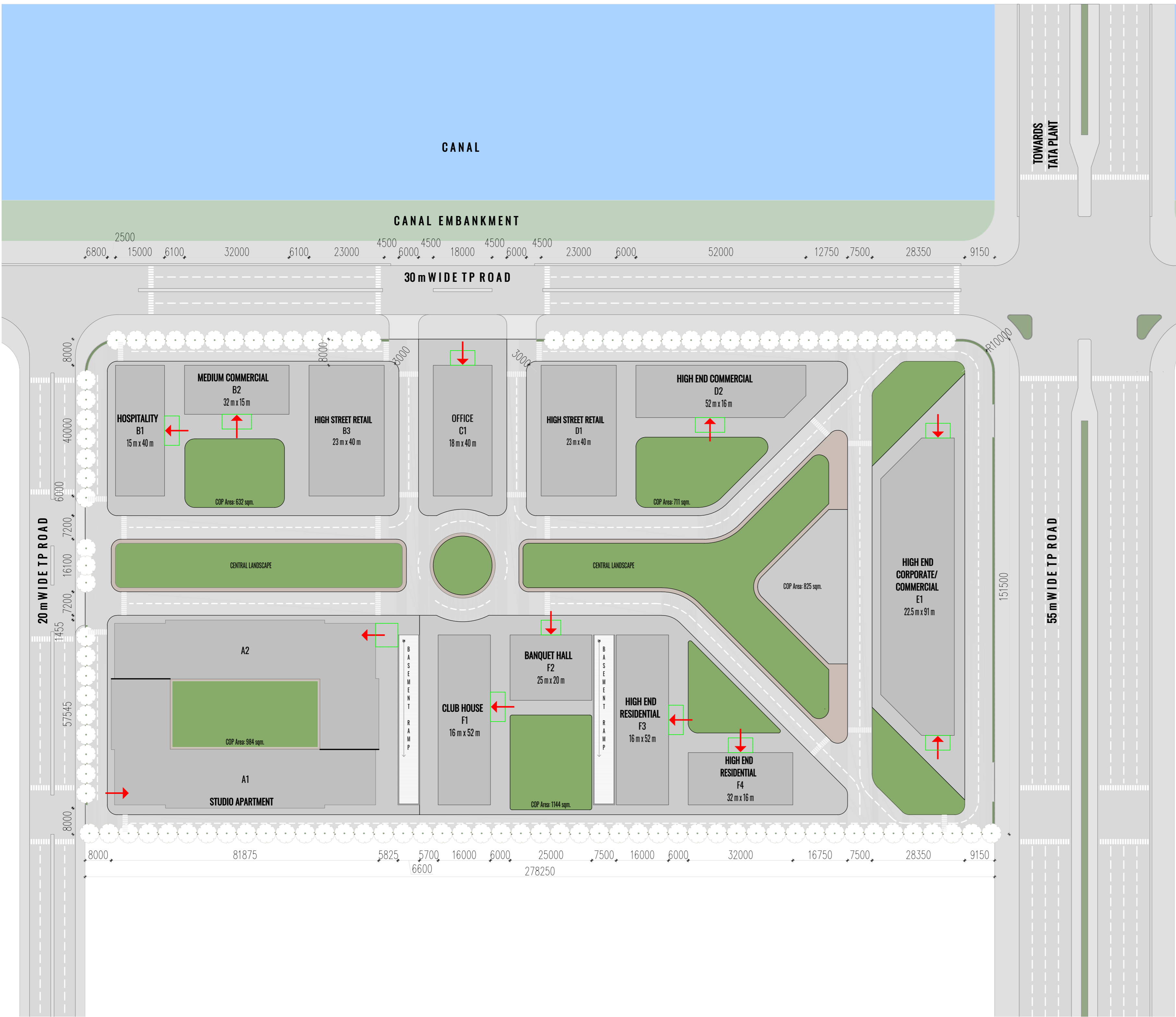
Price Bid

Bill of Quantity (BOQ)

*The following BOQ stands for the Service and Maintenance of Food Court for GAP GROUP,
Inside Activation Zone of Dholera-SIR*

<i>Sr No</i>	<i>Item Description</i>	<i>Unit</i>	<i>Quantity</i>	<i>Rate (INR)</i>	<i>In words (INR)</i>	<i>Total Amount (INR)</i>	<i>In words (INR)</i>
1	Operation and maintenance of the food court as described in the tender document(10" x 40"), Container Shops with a sitting area	nos	15				
<i>Total Cost</i>							

Note: The revenue sharing will apply to each container for 5 years.



NOTES:

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In case there is any discrepancy between architectural drawings and other drawings, architectural drawings to be followed. The discrepancy to be brought to the notice of the architect before commencement of the work.

All dimensions are to be read and not measured. All dimensions are in mm. Refer detail drawings wherever relevant.

AREA STATEMENT

Total Plot Area:	42,110 sqm	
Total Sub-Plot Area:	25,520 sqm	
Central Landscape Area:	5,475 sqm	13.00%
Total Ground Coverage:	12,610 sqm	29.94%
Total Landscape Area:	9,770 sqm	23.20%
Total Internal Road:	11,130 sqm	26.43%
Circulation:	8,600 sqm	20.43%

	Ground Coverage	No. Floor	T. Built Up Area	Basement Area	No.	% GC w.r.t Site
A	3,593 sqm	22	79,045	4,577 sqm	2	8.53%
B 1	600 sqm	14	8,400	2,445 sqm	2	1.42%
B 2	480 sqm	14	6,720			1.14%
B 3	920 sqm	2	1,840	-	-	2.18%
C 1	720 sqm	14	10,080	1,175 sqm	2	1.71%
D 1	920 sqm	2	1,840	-	-	2.18%
D 2	810 sqm	22	17,820	1,975 sqm	2	1.92%
E 1	1,891 sqm	30	56,730	2,890 sqm	2	4.50%
F 1	832 sqm	12	9,985	5,390 sqm	2	1.97%
F 2	500 sqm	4	2,000			1.18%
F 3	832 sqm	22	18,305			1.97%
F 4	514 sqm	22	11,310			1.22%
	12,610 sqm		2,24,075	36,900 sqm		29.94%

For Co-ordination



04-03-2025



ARCHITECT:		
DATE:	REVISION	DESCRIPTION
04-03-2025	RO	FOR CO-ORDINATION

PROJECT NAME :
P-297, Master Planning

CLIENT :
GAP

AT : Dholera, Gujarat PROJECT NO. : 0019

SITE
BLOCK FOOTPRINT
DRG NO : DLMPG-002
SCALE: 1:750
DATE: 06-03-2025

C = CO-ORDINATION, CI = CONSULTANT INPUT, T = TENDER, E = EXECUTION, R = RECORDS

DRAWN BY :	RAK	PROJECT ARCHITECT :	Ar. Rishit Kakkad
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