



CATERING SERVICES CONTRACT

**NOTICE INVITING TENDERS
&
TERMS AND CONDITIONS**



**Institute for Development and Research in Banking Technology
(Established by Reserve Bank of India)
Castle Hills, Road No. 1, Masab Tank, Hyderabad – 500 057**

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Dear Sir/ Madam,

Invitation of Tenders for providing Catering Services at IDRBT, Hyderabad

IDRBT is a premier Research & Training Institute for the Banking & Financial Sector with its campus located at Masab Tank, Hyderabad. IDRBT invites tenders for providing catering services. The details of which are as under:-

Sealed Tenders are invited in two parts (separately for Technical Bid and Price Bid as per the attached formats) for providing Catering Services at IDRBT (Institute).

1. The tender forms can be downloaded from our Website www.idrbt.ac.in
2. Tenders with all information and supporting documents should be submitted in the two-bid system viz. 1. separate sealed cover super-scribed as 'Technical Bid' in Annexure – I and another separate sealed cover super-scribed as 'Price Bid' in Annexure – II. These two individual separately sealed covers are to be kept in a single big sealed cover super-scribed as "Tender for Catering Services Contract" and addressed to: The DGM – Administration, IDRBT, Castle Hills, Road No. 1, Masab Tank, Hyderabad – 500 057 so as to reach the Institute on or before 10.00 hours on **June 10, 2012**. The Tenders are to be dropped in the Tender Box available at the Security Enclosure of IDRBT latest by the specified time and date. The Tenders received after the time and date specified would be rejected. No other mode of submission of tender will be accepted.
3. The sealed bids should be accompanied with a refundable EMD (Earnest Money Deposit) of Rs. 50,000/- (Rupees Fifty Thousand only) in the form of DD (Bank Demand Draft) drawn in favour of "IDRBT" payable at Hyderabad, without which the Bid will not be considered. The DD should be enclosed with the Technical Bid Document (Part I) itself. This amount will be returned without any interest to the unsuccessful bidders within one month after the award of the contract or after four months from the closing date of the tender, whichever is earlier.
4. The terms and conditions governing the tender are given herewith. The tender for Catering Services contains 22 pages (from 1 to 22) numbered serially. The term "Caterer/Bidder/Tenderer/Contractor/Firm/Company" refers to the interested parties bidding for the catering tender process and are interchangeable and the term "IDRBT/Institute" would be interchangeable. All pages of the tender forms will have to be signed by the tenderer (with signature, date, name, title of the person and rubber stamp indicating the name of the person and name of the firm) as proof of acceptance.

5. The schedule for processing of tender is as under:-
- A) Availability of tender forms in website: From **May 10, 2012 to June 10, 2012**
 - B) Last Date for submission of Tender Forms : **June 10, 2012**
 - C) Opening of Technical Bid - 1500 hrs. on next working day after expiry of tender date i.e. **11/06/2012**
 - D) Opening of Price Bid – would be informed later

1. PRE-QUALIFICATION ELIGIBILITY CRITERIA FOR TECHNICAL BID

- 1.1 The firm / organisation should be a Company registered under Companies Act 1956 with a minimum of five years experience in providing in-house Catering Services to Training Establishments / Organizations and should have experience in preparing and serving all types of dishes, i.e. Vegetarian, Non-Vegetarian, South Indian, North Indian, Chinese, Continental, etc.
- 1.2 **The annual turnover of the bidder should be atleast Rs.75 lakh (Rupees Seventy Lakh only)** and an annual value of single largest contract at a unit should be not less than Rs.35 lakhs per annum.
- 1.3 For the purpose of the value of work, the value of operating an Industrial/Academic Organization/Establishment Canteen alone will be considered.
- 1.4 The time period of five years shall be reckoned as on April 01, 2011.
- 1.5 The financial networth of the bidder shall not be negative during any of the previous five financial years.

2. INSTRUCTIONS TO BIDDERS

- 2.1 Bidders are requested to study the terms and conditions of the tender carefully and then submit tenders accordingly. They may, if necessary, visit the Institute to study the layouts.
- 2.2 The Institute reserves the right to reject any or all of the tenders received without assigning any reason.
- 2.3 The essence of the contract is timely supply of sufficient quantity and quality food and maintenance of hygiene and healthy sanitary conditions.
- 2.4 The Tender Document must be signed by the authorized signatory or by a person holding a Power of Attorney authorizing him/her to do so and such Power of Attorney must be submitted along with the Part I of the Tender.
- 2.5 Omission, neglect or failure on the part of the bidder to obtain requisite reliable and full information on any matter affecting his tender, shall not relieve the bidder, from any liability in respect of the contract.
- 2.6 The Institute is under no obligation to accept the lowest or any tender received in response to this tender notice and is entitled to reject any tender without assigning any reason whatsoever.

- 2.7 The bidders shall submit documentary evidence in support of the above pre-qualification criteria. Bids with all information and supporting documents by way of copies of work orders and audited Balance Sheets, including Profit & Loss Statement, Annual Turnover Statement, latest Income Tax Certificate, etc. to establish their credentials and track record for fulfilling the experience, financial and ranking system requirements, alone will be considered.
- 2.8 The experience and financial criteria of the bidding entity only shall be taken into consideration for assessment and evaluation.
- 2.9 The bidder should not have been black-listed by any organization on any grounds.
- 2.10 IDRBT reserves the right to use in-house information for assessment of capability of bidders. The decision of IDRBT regarding the tender will be final and binding.
- 2.11 If the performance of the bidder is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including IDRBT, then IDRBT reserves the right to reject the bids submitted by such bidders.
- 2.12 The firm / organisation should have registration with all Central and State Statutory authorities such as ESI, PF, Labour, Welfare Department, Food and Health Department, etc. The copies of the certificates of registration should be enclosed with Part I.
- 2.13 Please note that the Part I would be opened first to analyze the credentials, experience and capability of the firm/organization to provide Catering Services to IDRBT. The price bids of only such bidders, who are found eligible, as per the specifications in Part I, would be opened for further consideration.
- 2.14 Bidders are advised to understand the magnitude of the job involved before submitting the bids. They may even visit the Institute for the purpose and pre-bid site inspection, queries and discussion can be made any time during the working hours (9 am-5.30 pm) on any working day (Monday to Friday). No clarification will be entertained after receiving the bids.
- 2.15 Bidder shall ensure submission of complete information / documents at the first instance itself. IDRBT reserves the right to complete the evaluation based on the details furnished by the bidders without seeking any subsequent additional information. Bids not in compliance with tender conditions or with incomplete information / documents are liable for rejection.
- 2.16 Issuance of tender or submission of tender by itself shall not make the bidder eligible for selection.
- 2.17 IDRBT shall not be responsible for any costs or expenses incurred by the bidders in connection with the preparation of bid.

- 2.18 Canvassing in any form by the agency directly or by any other agency / person on their behalf may lead to disqualification of their bid.
- 2.19 Please note that falsification/suppression of information shall lead to the disqualification of the tenderer.
- 2.20 Tenders should be complete in all respects and incomplete tenders and tenders not complying with the terms and conditions of the tender document will be summarily rejected without any notice.
- 2.21 Details of employees of IDRBT related to the Tenderer, and his/her association with the IDRBT, if any, should be stated explicitly and furnished in a separate sheet along with Part I.
- 2.22 The Caterer shall bear all costs and expenses in respect of all charges, stamp duty etc., in respect of the agreement to be entered into.

3. SCOPE OF WORK

The catering services need to be provided in the Institute for its various categories of staff, programme participants, students, research scholars, guests/visitors, etc. The catering services are categorized into the following two sections:

3.1. Staff Catering

Under the contract, the Caterer shall prepare food/other items and service of full lunch / fruit lunch, tea/coffee/lime juice/butter milk to a minimum number of 60 employees/ guests on all working days of the Institute. Whereas, the lunch would generally be served in the catering areas specified by the Institute, from time to time, the Cafeteria services may have to be served on the work place of the staff and any other place specified by the Institute, from time to time. On non-working days, the caterer would have to provide services as per the requirement of the Institute. The details of staff catering are as under: -

Sl. No.	Service	Description of the items
1.	*Staff / Students: Tea (Green Tea / Black Tea / Lemon Tea / Ginger Tea/Coffee/Butter Milk/Lime Juice etc.)	1 Large cup/glass per head (with or without sugar/sugar cubes) as per the choice of the staff.
2.	*Other Service Staff - Tea/Coffee	1 Large cup per head (with or without sugar/sugar cubes) as per the choice of the staff.

***the periodicity of serving would be informed by the Institute (minimum twice a day)**

3.	Staff Lunch (Note: The menu would not be repeated in the entire week)	Lunch Menu (Sample):- 1. Salad (Carrot / Tomato / Cucumber/ Beetroot / Raddish with Lemon, Chana Chat, Fruit Chat, etc.) 2. Poori / Roti / Nan/ Paratha/ Tandoori Roti, etc. 3. Pickle / Chutney 4. Two Veg.Curries (one gravy and one dry) 5. Sambar / Dal Items (Fried Dal, Mixed Dal with vegetables, Rajma / Chole / Sambar / Kadi, etc.) 6. Rasam 7. White Rice 8. Curd 9. Papad / Fryms / Vadiyams / Gold Fingers, etc. 10. Dessert Item - Sweet Dish / Ice Cream / Fruit Salad / Cut Fruits Note:- <i>The above lunch should also include Special item (different varieties of rice/or any special dish) at least once in a week.</i>
4.	Fruit Lunch	Fruit lunch should consist of at least four varieties of fresh seasonal fruits with butter milk/plain milk/fruit juice. The quantity of fruits should be adequate and its cost should be equivalent to that of normal lunch. The fruit lunch will be provided in lieu of the regular lunch. The request for fruit lunch is to be considered based on the adequate notice by the staff to the caterer.
5.	Special Lunch	Regular lunch + Soup + one special item (different varieties of rice such as Jeera Rice, Veg. Biryani, Veg. Fried Rice, Coconut Rice, Pulihora etc. with Raitha or any special dish)
6.	VIP Lunch (Veg.)	Regular lunch (with special rice item) + Soup + Breakfast (single-item) + Cut Fruits + Veg. Bullets / Spring Rolls / Veg. Manchuria + Sweet Pan The VIP lunch may also include the following optional items:- 1.Curd Rice 2.Breakfast (single-item)
7.	VIP Lunch (Non.Veg.)	Regular lunch (with special rice item) + Soup + Veg. Bullets / Spring Rolls / Veg. Manchuria + Two Non.Veg. Curries + Cut Fruits + Sweet Pan The VIP lunch may also include the following optional items:- 1.Curd Rice 2.Breakfast (single-item)
8.	Breakfast (single-item)	Idly / Wada / Parata / Puri / Puri-Bhaji / Masala Dosa / /Pesarattu / Uttappam / Tomato Bath / Rava Upma / Semiya Upma / Pongal etc. with Chatni & Sambar/Kurma/Curd & Pickle, etc.

3.2. Programme & Others

In addition, catering services need to be provided to the Programme Participants (the number of participants would be informed before the course of programme), during conducting of Training Programmes/Seminars/ Conferences/Meetings. Further, catering services may also have to be provided to the Institute's guests staying in Transit / Guest Houses and Hostel rooms, as per the following schedule and menu:-

(a) Participants Schedule

Description	Time of service	Service
1) Bed Tea/Coffee to be supplied in respective Hostel Rooms and Guest House	6.00 am to 7.00 am	1 Large cup per head (with or without sugar cubes) as per the choice indicated by the guest and to be supplied in flask.
2) Breakfast (full) (Note: The menu for the participants would not be repeated except for Bread related items)	8.00 am to 9.15 am	Breakfast Menu (Sample) All varieties of North / South Indian Dishes <ul style="list-style-type: none">• Idly, Vada, Parata, Puri, Puri-Bhaji, Masala Dosa, Pesarattu, Uttappam, Rava Upma, Semiya Upma, Pongal etc. with chatni & sambar/kurma/curd & pickle, etc.• Boiled Egg / Omlette, Burji, fried, half-boiled, full-boiled, poached / scrambled egg, etc.• Toasted Bread with Butter & Jam, Ketchup, Sauce• Corn or wheat flakes with hot /cold milk.• Tea / Coffee.• Fruit Juice / Cut Fruits.
3) Forenoon Tea/Coffee	11.00 am to 11.30 am	1 Cup per head with at least 4 biscuits of different varieties to be served

4) Vegetarian lunch	1.00 pm to 2.00 pm	<p><u>Lunch Menu (Sample):-</u></p> <ol style="list-style-type: none"> 1. Salad (Carrot / Tomato / Cucumber, Beetroot / Raddish with Lemon, Chana Chat, Fruit Chat, etc.) 2. Poori / Roti / Nan/ Paratha / Tandoori Roti, etc. 3. Pickle / Chutney 4. Two Veg.Curries (one gravy and one dry) 5. Sambar / Dal Items (Fried Dal, Mixed Dal with vegetables, Rajma / Chole / Sambar / Kadi, etc.) 6. Rasam 7. White Rice 8. Curd 9. Papad / Fryms / Vadiyams / Gold Fingers, etc. 10. Dessert Item - Sweet Dish / Ice Cream / Fruit Salad / Cut Fruits <p><i>Additionally, the above lunch should include special item (different varieties of rice/or any special dish) once in every programme in a week.</i></p>
5) Afternoon Tea/Coffee	3.30 pm to 4.00 pm	1 Cup per head with at least 4 biscuits of different varieties to be served.
6) Evening snacks with Tea/Coffee	5.30 pm	1 Cup per head with 2 Numbers of any cooked snacks like Samosa, Patties, Cutlets, Sandwich, Cakes, Pastry, Bondas, Mysore Bajji, Bread roles, Curry puff, Masala Wada, Pakoda, Dokla, Manchuria, Spring rolls, Bullets, Pizza, Burger, etc.

8) Dinner (Vegetarian and Non-Vegetarian)	8.00 PM to 10.00 PM	Dinner Menu (Sample):- <ol style="list-style-type: none"> 1. Soup (Vegetable, Sweet Corn, etc.) 2. Salad (Carrot / Tomato / Cucumber, Beetroot / Raddish with Lemon, Chana Chat, Fruit Chat, etc.) 3. Poori / Roti / Nan/ Paratha / Tandoori Roti, etc. 4. Pickle / Chutney 5. One Non-Veg. Curry 6. Two Veg. Curries (one gravy and one dry) 7. Sambar / Dal Items (Fried Dal, Mixed Dal with vegetables, Rajma / Chole / Sambar / Kadi, etc.) 8. Rasam 9. White Rice 10. Curd 11. Papad / Fryms / Vadiyams / Gold Fingers, etc. 12. Dessert Item - Sweet Dish / Ice Cream / Fruit Salad / Cut Fruits
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Note: All Timings and Services are subject to change at the discretion of the Institute. The serving areas would be indicated by the Institute. The bidder may also note that the Institute may, in future, consolidate all Catering Services (Staff, Participants, Guests, etc) at a single place.

3.3. Catering Service Areas

Kitchen:

This is situated in the Ground Floor of the Executive Facilities Centre (EFC) and is fully equipped to cater to participants, employees and guests of the Institute and for preparing the morning tea, breakfast, lunch, evening tea and dinner as per the prescribed menu.

Dining Hall / Ground Floor of Academic Block / First & Third Floor of EFC:

Buffet service is to be provided in these three places for all catering services. Hot food is to be served from all buffet counters. In case of VIP guests, food has to be served on table.

It is the responsibility of the caterer to keep the tables and chairs ready for service, to clear the plates kept by the clientele in the plate-rack in the dining halls, wash and store the same. Food served on buffet would be unlimited. However, soup, desert items, fruit juices, fruits, etc would be limited.

The serving and cleaning personnel deployed in dining / kitchen area should be separate personnel with different dress / uniform code.

A minimum number of 60 employees and guests have to be served lunch in these places and Tea/Coffee/Lime Juice/Butter Milk is to be served at the respective seats of employees during the working hours every day.

Executive Lounge (VIP Service):

In the first floor of the EFC, there is an Executive Lounge, which has a capacity to serve up to 15 Executives. The Caterer will be informed in advance about the type and time of service to be rendered for which the food items are to be prepared in the kitchen in the ground floor. The Caterer should provide the services of polite, qualified and experienced service boys and waiters for the occasion. The Caterer should note that servicing in the EFC Lounge should in no way affect the service in the ground floor Dining Hall and where necessary, extra service staff is to be engaged. The menu and the prices for this service will be mutually decided but would be based on the item rates already quoted in this tender. Proper table service is to be given. The service personnel should have proper knowledge, qualification and experience to handle VIP catering service. Food would be unlimited including fruit juice/desert items.

Guest House: Intimation would be given about guests staying in the Guest House and service orders would be given to the Caterer and the Caterer has to provide the service as and when required. The Guests shall pay the caterer for the services utilized directly.

4. TERMS AND CONDITIONS

4.1 Conditions related to Catering:-

- 4.1.1 The Caterer should arrange for his own staff for cooking, service and cleaning work. The caterer must employ skilled chefs for cooking all kinds of items - vegetarian, non-vegetarian, Tandoor items, bakery, etc.
- 4.1.2 The caterer is required to make his own arrangements for cooking material, crockery / cutlery material or any other material required for preparation/cooking/ service/storage of food items. Initially, he may use the existing material available with the Institute. However, damages, if any, to the existing material provided by the Institute would be recovered from the Caterer. Please note that any repairs/maintenance charges incurred for various items such as Refrigerator/Mixer Grinder/Microwave Oven, etc. needs to be carried out by the Caterer at his own cost.
- 4.1.3 The caterer is required to provide packaged drinking mineral water or any other packaged food material procured outside (including soft drinks) or any other items, at the rate not exceeding the MRP of such items, during programmes / events, as per the requirement of the Institute.

- 4.1.4 A separate cooking arrangement and use of separate utensils etc., shall be ensured for Vegetarian and Non-Vegetarian dishes. Non-Vegetarian and Vegetarian items should be stored separately.
- 4.1.5 A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. All the materials used in preparation for food items should be of standard brands. Double refined first quality sunflower oil should be used for cooking. All food items should be ISI certified and branded.
- 4.1.6 Caterer will have to supply the cleaning material and cooking materials, get the gas refilled at his cost, maintain the gas supply bank and also pay for the electricity utilised in the kitchen and dining area or any other area exclusively used by Caterer.
- 4.1.7 The Caterer would have to provide additional manpower for special events as required and the Caterer would also have to provide substitutes, if their regular staff proceeds on leave, etc. The Caterer is required to arrange additional crockery / cutlery material, etc. at his own cost as required for the special events of the institute, in consultation with the Institute officials.
- 4.1.8 The Caterer shall provide special lunch / dinner in buffet style whenever required as per the dates indicated in the canteen or in the lawn or any other place as indicated by IDRBT. The menu for the same shall be prepared in consultation with the Institute. Apart from the items indicated in the menu, the caterer has to supply on demand additional items for special lunch / dinner or snacks at the rates mutually agreed (wherever no rate is quoted). The Institute will carry out periodical inspections of the catering services.
- 4.1.9 The Caterer should arrange for cleaning of the Dining Hall, the kitchen area, toilets and washing area and any other area under his control regularly and also immediately after any service is rendered. The Caterer should provide clean napkins along with liquid wash provision near wash basin area.
- 4.1.10 The Caterer should ensure that the entire catering premises are kept hygienic and clean. Preventive pest control measures will have to be done by the Caterer. Cleanliness, Maintenance, garbage disposal of the service areas/production areas and the staff rest rooms shall be the responsibility of the Caterer.
- 4.1.11 The Caterer should provide identity cards and uniforms to all his staff at his cost and ensure that all the catering staff wear clean uniforms, as prescribed. The head gear for cooking and service staff in the catering area are also to be provided by the Caterer. Strict personal hygiene has to be observed. Separate uniforms need to be provided for different categories of staff viz. cleaners, servers, supervisors, etc.

- 4.1.12 Cleaning of the plates and utensils should be done with hot water, soap water and all items should be cleaned and dried.
- 4.1.13 Penalty as decided by the Institute, will be imposed on the caterer:-
- If there is any dereliction / irregularity in service or delay in service;
 - If the food supplied by the caterer is substandard / non-quality or insufficient quantity;
 - If more than 50% of the total participants / staff / guests rate the services provided by the Caterer as either “average” or “poor”.
- 4.1.14 Penalty will be recovered directly from the bill of the Caterer and the Institute’s decision shall be final.
- 4.1.15 The Caterer shall be solely responsible for any consequences due to food poisoning. Besides refusal of the entire payment for the sessions, during which such food poisoning has occurred, the Institute may initiate further stringent action, as it may deem fit.
- 4.1.16 If it is found that there is laxity on the part of the contractor on maintenance of proper hygiene in canteen operations at the kitchen / dining halls in various service points / transport vehicles / personnel handling the food items / surroundings, leaving or storing the crockery / cutleries in places other than the proper locations, stains found due to improper cleaning of plates, utensils, water jugs, water glasses, serving platforms etc, penalty may be levied for each of such violations. The decision of the Institute is final and binding on the contractor.
- 4.1.17 Any staff of the Caterer, whose service is not satisfactory, would be replaced by the Caterer, in consultation with the Institute.

4.2 Conditions related to Statutory Compliance:-

- 4.2.1 The firm/organisation should have a valid registration with all statutory authorities such as ESI, PF, Labour Welfare Department, etc. The copies of the certificates of registration should be enclosed with Part I.
- 4.2.2 The firm/organisation must comply and implement all the statutory provisions of the State & Central Acts relating to the employment of labour, i.e, various Acts relating to payment of Minimum Wages, ESI, PF, Bonus, etc., and all other statutory benefits, as amended from time to time. All the relevant documents/registers need to be kept at Institute’s premises. In the event of non-compliance, the contractor will be solely responsible for any penalty/fine imposed by the statutory bodies. Further, in the event of any loss incurred to the Institute due to non-compliance, the contractor shall indemnify the same to the Institute.

- 4.2.3 All the payments to the staff of the Caterer have to be as per the prevailing minimum wages act stipulated from time to time and must cover benefits such as ESI, PF, etc. All the rules related to the labour laws and applicable acts should be strictly followed and in case of any dispute the Institute will not be a party. The bidder has to satisfy the Institute by providing adequate recorded proof that the minimum wages, ESI, contribution to provident fund as applicable under the Statutory Act are being paid to the staff before the 1st week of the month taking care about the paid leaves, etc, as required under the Contract Labour Regulation Act and Minimum Wages Act as notified by the Government from time to time.
- 4.2.4 The contractor shall obtain adequate insurance policy in respect of his staff to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.
- 4.2.5 The Caterer shall bear taxes, rates, charges, levies or claims whatsoever as may be imposed by the State / Central Govt's or any local body or authority from time to time.
- 4.2.6 The firm/contractor shall pay the statutory payments such as PF, ESI, for the staff employed to provide the services to the Institute, through a separate challan and it should be submitted along with the monthly bill.
- 4.2.7 The Institute shall make payment on a monthly basis. While the bill of the first month shall be paid after submission of bills for the month, the payment from second month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as PF, ESI, Bonus, etc., for the previous month.
- 4.2.8 The firm/contractor shall be solely and fully responsible for lapses, violation and non-compliance, if any of all the statutory dues and the Institute shall in no way be a party to it.

4.3 General Conditions:-

- 4.3.1 The bidder, whose tender is accepted, has to execute an agreement with the Institute within 15 working days but his/her liability under the contract shall commence from the date of the written order of the Institute. **An amount of Rs.1,00,000/- (Rupees One Lakh only) is to be deposited by the successful bidder as Security Deposit** for the due performance of the contract. This amount can also be furnished in the form of a Bank Guarantee from any Public Sector Bank and the same should be valid till the term of the contract. This deposit/guarantee would be refunded after three months from the date of expiry of contract subject to the condition that no losses are incurred to the institute due to damage of materials like articles, crockery, cutlery, cooking utensils, etc. supplied by the Institute and that all the dues to the Institute are settled by the Caterer.
- 4.3.2 The contract either in full or in part shall not be sublet or assigned by the bidder to others under any circumstances.
- 4.3.3 The bidder, whose tender is accepted, should indemnify the Institute against any claim due to non-compliance of any of the terms and conditions of the tender. In the event of the Institute having to pay any individual, statutory body, or any agency for reasons directly or indirectly attributable to this contract, the firm/organization should pay such claim/damages and even if the Institute is called upon to pay such damages, the firm/organization must reimburse the same immediately.
- 4.3.4 At least one supervisor, with three years diploma in Hotel Management and proven experience preferably in the institutional catering, well versed in computer environment, should be appointed by the Caterer to head the catering team at IDRBT in consultation with the Institute.
- 4.3.5 Chefs / Cooks shall have a minimum of 3 years experience in the field and Asst. Cooks shall have a minimum of 1 to 2 years experience in the field.
- 4.3.6 In the event of increase in the scope of work, additional manpower needs to be provided by the Caterer.
- 4.3.7 The Caterer is required to nominate an official, to interact with the Institute's representative regularly for ensuring the satisfactory and smooth functioning of the services.
- 4.3.8 The Catering Supervisor(s) provided by the Caterer should be available throughout the production and service period at the Institute and ensure that the staff / guests are served by well-trained servers/waiters.

- 4.3.9 The staff deployed by the caterer should be of good conduct and behaviour. They should be free from contagious disease. The medical check-up of all the catering staff should be carried by a registered medical practitioner every year and the relative medical reports be submitted to the Institute. Staff failing the medical check-up should be removed immediately and the same is to be reported to the Institute.
- 4.3.10 In case, any of the caterer's staff suffer any injury or damage or meet with an accident while discharging their duty, the entire cost of compensation should be borne by the caterer. For this purpose, the caterer shall cover his staff with adequate insurance policy.
- 4.3.11 The Institute is maintaining a hostel for its participants, guest houses for visitors. The catering services need to be provided on 24/7 basis.
- 4.3.12 The Caterer or his employees shall not use the premises allotted to him / her for any purpose other than the purposes defined and shall not act in any manner as to cause any nuisance or annoyance to the Institute or the participants at the Institute
- 4.3.13 The caterer or his employees shall not aid or participate or support any anti-institutional activity under any circumstances and shall strictly restrict to the work awarded under the contract.
- 4.3.14 The Caterer shall be deemed for all legal and contractual purposes, as the employer of the staff employed by him/her for carrying out the contract, and such persons will not have any claim for employment in the Institute now or at a future date. The number of such persons employed will be determined by the parties to this contract, by exchange of letters from time to time. But in any case the Caterer shall have to engage the services of sufficient number of persons as stipulated by the Institute
- 4.3.15 In the event of theft, pilferage or damage to the Institute's property, and if proved that the contractor /his staff are responsible; the agency should make good all the losses and remove the concerned person identified as responsible from the services.
- 4.3.16 Income-tax and other taxes will be deducted at source from every bill by the Institute at the rate notified by the Government from time to time.
- 4.3.17 The Caterer shall at all times during the continuance of the agreement and shall follow all directions and instructions given by the Institute and all authorized officials concerning every aspect of service and maintenance. The decision of the Institute would be final in all matters.

- 4.3.18 The rates quoted shall be valid and binding for 3 years. However, a review of the Contract including the rates will be undertaken every year based on the performance of the Caterer, inflation rate, hike in the applicable statutory payments such as PF / ESI / Minimum Wages, rate of taxes, etc.**
- 4.3.19 The contract may be terminated at one month's notice by the Institute if any one of the stipulated conditions agreed upon by the Caterer are not met to the satisfaction of the Institute or even without assigning any reason thereof by the Institute. The arrangement can also be terminated by giving a minimum of six months notice to the Institute by the Caterer.
- 4.3.20 For all disputes arising out of non-adherence of any terms stipulated above, the DGM -- Admn & Accounts of the Institute is the appellant authority and his decision would be final. However, the legal jurisdiction for all matters would be Hyderabad.

5. PART - I - PRE-QUALIFICATION DOCUMENT

PROFILE OF THE COMPANY/AGENCY		
5.1	How is your Company constituted? Whether it is Public / Pvt. Ltd Company? Indicate year of incorporation (enclose certificate of incorporation)	
5.2	Indicate Name of the Company: Address: Particulars of Chairman / Managing Director: Particulars of Board of Directors, their occupation and address	
5.3	Is your Company carrying out any other trade/business in addition to Catering Services? Furnish particulars of the other trade / business carried out.	
5.4	If registered under Shops & Establishment, enclose copy of Registration with latest renewals?	
5.5	Location of the Registered / Main Office	
5.6	What is the annual Turnover of the Agency from Catering Services for the years 2006-07, 2007-08, 2008-09, 2009-10 and 2010-11?	
5.7	Please provide the details of Permanent Account Number of the company issued by the Income Tax Authorities. (copy of PAN card to be enclosed)	
5.8	Please provide your Company's Banker's name and address	
5.9	No. of years of experience in the field of Catering Services by your Agency? (<i>Use extra sheet, if necessary</i>)	Please enclose certified copies of experience
5.10	Details of employees of IDRBT related to the Tenderer, if any, be furnished in a separate sheet.	

STATUTORY REQUIREMENTS		
5.11	Have you registered under ESI Act? If so, enclose copy of registration.	
5.12	Enclose copy of latest remittance made by your	
5.13	Have you registered under Employees Provident Fund and Miscellaneous Provision Act? If so, enclose copy of Registration.	
5.14	Enclose copy of latest remittance made by your agency towards EPF	
5.15	Have you registered under Section 69 of the Indian Finance Act 1994 and Service Tax Rules 1994? If so, enclose copy of Registration	
5.16	Enclose copy of latest remittance made by your Agency under service tax rules	
5.17	Have you registered with State/Central Labour Authorities. If so, enclose copy of registration	
5.18	Specify whether there are any issues / disputes against your Agency before Commissioner Provident Fund, Commissioner, ESI, Income Tax authorities, Labour Tribunal Authorities, etc.	
GENERAL DETAILS		
5.19	Address and Mobile phones allotted to staff working in your office who can be contacted on emergency	
5.20	Do you pay bonus? If so, what is the criterion? Enclose proof of latest disbursement.	
5.21	Who are the major corporate clients of your Company / Agency to whom Catering Services are provided for the last 5 years?	

Period of Contract		Name of the Firm/ Organisation with whom worked	Type of Contract undertaken	Value of Contract & Other details	Reasons discontinuing Service	Remarks
From	To					

5.22	Any other information. Document which may help IDRBT in assessing your Company's / Agency's capabilities, may be enclosed.			
5.23	Copy of Five latest Audited Balance Sheets of the Firm			
5.24	Copy of five latest Income Tax Returns			
5.25	Name and address of Bankers and types of facility enjoyed			
5.26	References (from two firms)			
5.27	Details of bank draft for Rs. 50,000/- enclosed as EMD			

5.28 The No. of workers to be deployed by the bidder along with their qualifications and experience may please be furnished as hereunder:

Sl.	Type of worker	Minimum salary proposed to	No. of	Qualifications

I certify that all the information furnished above is true to my knowledge. I have no objection to IDRBT verifying any or all the information furnished in this document with the concerned authorities, if necessary. I also certify that I have understood all the terms and conditions indicated in the Tender document and in agreeing for the same, I am signing this document as an authorized signatory in the capacity of _____.

Date: _____ Signature : _____
 Place: _____ Name : _____
 Designation : _____
 Seal of the Company / Agency Address : _____

6. PART – II - PRICE BID FOR CATERING CONTRACT

Sl. No	Service Rendered	Price quoted	
		Rs.	Ps.
6.1	Everything inclusive Rate (per day) (Morning Tea / Coffee, Breakfast, Lunch, Afternoon Tea, Evening Tea and Snacks and Dinner)		
6.2	Item rates		
	Breakfast (full)		
	Breakfast (single-item)		
	Tea/Coffee/Lime Juice/Butter Milk (per cup/glass)		
	Lunch / Fruit Lunch		
	Dinner		
	Special Lunch		
	VIP Lunch (Veg.)		
	VIP Lunch (Non.Veg)		
	Snacks (per plate)		
	Fruit Juice		
6.3	Individual Item – Veg Curry		
6.4	Individual Item – Non.Veg Curry		
6.5	Individual Item – Non.Veg Curry (Bone-less)		
6.6	Individual Item – Dessert Item		
6.7	Biscuit Plate each (4 nos. of fruit biscuits & 4 nos. of salt biscuits and kaju, badam, pista – 10 nos. each)		
6.8	Chocolate Bowl (each) (9 varieties of different chocolates)		

Signature of Bidder with Seal

Name & Address