



**INSTITUTE FOR DEVELOPMENT AND RESEARCH IN
BANKING TECHNOLOGY**
(Established by Reserve Bank of India)

CALL FOR TENDERS
FOR
CATERING SERVICES CONTRACT
(Part I – Technical Bid)

TENDER NOTICE FOR PROVIDING CATERING SERVICES**Purpose:**

IDRBT, the premier Institute of Banking Technology in the country, invites Sealed Tenders, in two bid / cover (Technical & Price) from reputed, Catering Service Providers having experience of at least 05 (five) years of providing Catering services in Central Government/ State Government Departments, Autonomous Bodies, Public or Private Sector Banks/Companies/ Undertaking, for providing **CATERING SERVICES** on contract basis to the “**Institute for Development and Research in Banking Technology, Hyderabad**” (hereinafter referred to as IDRBT/ Institute).

Invitation:

The bidders desirous of taking up the work of providing catering services for IDRBT are invited to submit their Technical and Price bid in the prescribed format in response to this invitation. The criteria and the actual process of evaluation and subsequent selection of the successful bidder will be entirely at the Institute’s discretion. We seek proposal from bidders who have the necessary experience, capability & expertise to provide Catering Services adhering to Institute requirement outlined in this Tender.

This Tender document is not an offer by IDRBT, but only an invitation to receive responses from the bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized official(s) of IDRBT with the successful bidder.

NOTICE INVITING TENDER. (NIT)		
Sl No	Details	Description
01	Name of the Work	PROVIDING CATERING SERVICES FOR IDRBT
02	Eligibility of the contractor	Registered Partnership Firm / Company Registered under Companies Act.
03	Earnest Money Deposit. (EMD)	Rs 1,00,000.00 (Rupees One lakh only). “Please note that incomplete tenders or tender with conditions will be rejected and the EMD will be forfeited”.
05	Payment terms	The amount will be paid on monthly basis after completion of the month and on production of bills, correct in all respects along with submission of other proof of statutory payments like (PF, ESI and Employee salary etc.)
06	Date of downloading tender documents from Institute’s web site.	From 10.00 hours of 05.06.2022
07	Clarifications if any	Any clarification in this regard may be sought from the Estate Department, IDRBT through email ID allestate@idrbt.ac.in / Phone no. 040-23294182 / or in person.
08	Last Date of submission of bids along with EMD.	On or Before 17.00 hours of 05.07.2022.
09	Bidder’s Contact Details	Name of Agency, Contact Person, Mailing address with Pin Code, Telephone number, Fax number, Mobile number and E-MAIL ID.

12	Total Security Deposit	Rs. 5,00,000 /- in favour of IDRBT, Hyderabad, in the Form of DD/ Bankers Cheque or Bank Guarantee valid for 3 months after expiry of the Contract.
13	Validity of the Bid	180 (One hundred and eighty) days from the last date of submission of the bid.
14	<u>The Institute reserves the right to accept / reject any / all tender/s without assigning any reason whatsoever.</u>	
15	<u>It is not mandatory on the part of the Institute to award the work on the lowest bidder. The Institute may use its discretion as it deems fit to award the work to any of the bidder without assigning any reason whatsoever. In the event of any bidder backing out, their EMD will be forfeited.</u>	
16	<u>The contract term shall be initially for a period of 6 months on probation and based on satisfactory performance, may be renewed, for a period of 3 (three) years subject to annual performance review on the quality of the services rendered, from the date of commencement of the contract. The contract is renewable thereafter solely at the discretion of the Institute on the mutually agreed terms and conditions for further period of 2 (Two) years.</u>	
17	<u>EMD shall be forfeited, in case the eligible bidder withdraws his bid or the details furnished in Annexures are found to be incorrect or false during the tender evaluation process or if the bidder gives conditional acceptance to IDRBT offer or if the bidder does not accept the contract awarded by the Institute.</u>	
The Institute shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. <u>The Institute does not recognize any employee- employer relationship with any of the workers of the contractor.</u>		
There will be a cooling period of three years for the existing contractor rendering the Catering Services in the Institute.		
<u>Governing Language:</u> All communication with respect to the Bid, clarifications, replies, contract documents etc. shall be in <u>English.</u>		

The tender documents can be downloaded from the websites <https://idrbt.ac.in/tenders.html> from 10.00 hours of 05.06.2022. Interested bidders have to download the bid documents from the above site and submit the tender physically in the prescribed pro-forma. Further, all the physical copies of supporting documents shall be submitted by the bidders along with the tender document downloaded from the website complete in all respects and dropped in the tender box available at Main Gate entrance, IDRBT Campus, Castle Hills, Road No.1, Masab Tank, Hyderabad-500057 by the deadline mentioned above.

IMPORTANT: It is mandatory that the bidder shall sign and certify with seal on each page of the tender documents including all supporting documents arranged as per the checklist available in the tender document (**sequentially numbered as a token of having read and understood the terms & conditions contained therein and submit the same along with the technical bid**). The bidder should fill up the information in Part I & II enclosed in clear and legible terms. Wherever, the prices are to be quoted, they shall be written in figures and in words as well. Annexures shall also have to be signed and certified with seal by the firm through its authorized signatory. No additions/ modifications/ deletions in the tender documents and other related supporting documents shall be entertained during the tender process.

1. PRE-QUALIFICATION ELIGIBILITY CRITERIA FOR TECHNICAL BID

- 1.1.** The Bidder hereinafter also called Caterer should be a Registered Partnership Firm/ 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 at least **Rs. 100 lakh (Rupees One Hundred Lakh only) in the last three years of F Y 2018-19,2019-20 & 2020-2021. Further, annual value of single largest contract at a unit should be not less than Rs. 40 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 financial net worth of the bidder shall not be negative during any of the previous three 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 requirements.
- 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. EMD shall be forfeited, in case the eligible bidder withdraws his bid or details furnished in the bid are found to be incorrect or false during tender evaluation process or the bidder gives conditional acceptance to the IDRBT offer or if the bidder does not accept the contract awarded by IDRBT
- 2.7. 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 /all the tender/s without assigning any reason whatsoever.
- 2.8. 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, proof of services rendered in other establishments / organizations etc. to establish their credentials and track record for fulfilling the experience, financial and ranking system requirements, alone will be considered.
- 2.9. The experience and financial criteria of the bidding entity only shall be taken into consideration for assessment and evaluation.
- 2.10. The bidder should not have been black-listed by any organization on any grounds.

- 2.11. 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.
- 2.12. 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.
- 2.13. 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.
- 2.14. 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.
- 2.15. Bidders are advised to understand the magnitude of the job involved before submitting the bids. They are advised to visit the Institute for the purpose and pre-bid site inspection, queries and discussion can be made any time during the working hours (9.00 am-5.30 pm) on any working day (Monday to Friday). No clarification will be entertained after receiving the bids.
- 2.16. 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.
- 2.17. Issuance of tender or submission of tender by itself shall not make the bidder eligible for selection.
- 2.18. IDRBT shall not be responsible for any costs or expenses incurred by the bidders in connection with the preparation of bid.
- 2.19. Canvassing in any form by the agency directly or by any other agency / person on their behalf may lead to disqualification of their bid.
- 2.20. Please note that falsification/suppression of information shall lead to the disqualification of the tenderer.
- 2.21. 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. The Tender documents need to be initialed /signed by the authorized representative along with the seal of the company.
- 2.22. 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.
- 2.23. 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 (Monday- Friday, excluding holidays). 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 (like Saturday), 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.
3.	Staff Lunch (Unlimited) (Note: The menu would not be repeated in the entire week)	Lunch Menu (Unlimited):- <ol style="list-style-type: none"> 1. Salad (Carrot / Tomato / Cucumber/ Beetroot / Raddish with Lemon, Aloo Chana Chat, Fruit Chat, Russian Salad, Kimchi, Green, Sprout etc.) 2. Poori / Roti / Naan/ Paratha / Tandoori Roti / Pav 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 etc. <p>Note:- The above lunch should also include Special item (different varieties of rice/or any special dish) at least once in a week.</p>

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 on specific request.
5.	Breakfast (single-item) Unlimited	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.
Note: Rate for Item No. 1 to 5 to be indicated in Part-II price bid.		

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 (Rate to be quoted in Part-II Price Bid.

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 (Unlimited) (Note: The menu for the participants would not be repeated except for Bread related items)	8.00 am to 9.15 am	Breakfast Menu (Unlimited) All varieties of North / South Indian Dishes (Any one variety) <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. AND • Boiled Egg / Omlette, Burji, fried, half-boiled, full-boiled, poached / scrambled egg, etc. AND • Toasted Bread with Butter & Jam, Ketchup, Sauce. AND <ul style="list-style-type: none"> • Corn or wheat flakes with hot /cold milk. AND • Tea / Coffee. AND • 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 (Unlimited)	1.00 pm to 2.00 pm	<p>Lunch Menu (Unlimited):-</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 etc. <p>Additionally, the above lunch should include special item (different varieties of rice/or any special dish) once in every programme in a week.</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.
7) Dinner (Vegetarian and Non-Vegetarian) Unlimited	8.00 PM to 10.00 PM	<p>Dinner Menu (Unlimited):-</p> <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 /re-arrange 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.

Present Location of Dining Hall is in EFC Ground & First Floor

At present, Buffet service is to be provided in the above places (may vary in future) 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 on all working days (Monday-Friday) and also on any other day including holidays .

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 /cooking gas or any other material required for preparation/cooking/ service/storage of food items. Please note that the caterer has to arrange various storage/utility items like Refrigerator/Mixer Grinder/Microwave Oven/Toaster, etc.
- 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 cooked & stored separately.
- 4.1.5 Tea/Coffee/Butter Milk/Lime Juice etc., need to be supplied at desk of designated employees. For all others, the same to be served at common serving areas indicated by the Institute.
- 4.1.6 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.
- 4.1.7 Caterer will have to supply the cleaning material and cooking materials, procure 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.
- 4.1.8 The Caterer would have to provide additional manpower for special events to be conducted by the Institute 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.
- 4.1.9 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.

- 4.1.10 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.
- 4.1.11 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.
- 4.1.12 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.
- 4.1.13 Cleaning of the plates and utensils should be done with hot water, soap water and all items should be cleaned and dried.
- 4.1.14 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”.
- 4.1.15 Penalty will be recovered directly from the bill of the Caterer and the Institute’s decision shall be final.
- 4.1.16 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.
- 4.1.17 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.
- 4.1.18 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 as per Government of Telangana** , 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 as per Government of Telangana 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 Government 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.5,00,000/- (Rupees Five 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 Scheduled Commercial Bank and the same should be valid after three months of expiry 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 any 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. All liabilities arising out of any accident resulting in temporary / permanent disability or death of catering staff while on duty/ off duty shall be borne by the Caterer. For the purpose, the caterer shall also cover his staff with adequate insurance policy and submit a copy of the Insurance taken to the Institute for records.

- 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-national, 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 Taxes, as per rules from time to time, 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 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 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. The first review, will however, take place on completion of 12 months.**
- 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.

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/Agency constituted? Whether it is Public / Pvt. Ltd Company? Indicate year of incorporation (enclose certificate of incorporation)	
5.2	Name of the Company/Agency: Address: Particulars of Chairman / Managing Director/ Head of the Agency: Particulars of Board of Directors/Partners, their occupation and address	
5.3	Is your Company/Agency 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 2018-19, 2019-20 and 2020-21	
5.7	Please provide the details of Permanent Account Number of the company issued by the Income Tax Authorities. (copy of PAN to be enclosed)	
5.8	Please provide your Company/Agency Banker's name and address	
5.9	No. of years of experience in the field of Catering Services by your Company/Agency? (Use extra sheet, if necessary)	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 company towards ESI	
5.13	Has your Company/Agency 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 been registered under GST If so, enclose copy of Registration	
5.16	Enclose copy of latest remittance made by your Agency as per GST	
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	Who are the major corporate clients of your Company / Agency to whom Catering Services are provided for the last 5 years? – Please attach work orders	

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

5.21	Any other information. Document which may help IDRBT in assessing your Company's / Agency's capabilities, may be enclosed.		
5.22	Copy of latest Three Audited Balance Sheets of the Firm (F Y 2018-19 to F Y 2020-21)		
5.23	Copy of Three latest Income Tax Returns (F Y 2018-19 to F Y 2020-21)		
5.24	Name and address of Bankers and types of facility enjoyed		
5.25	References (from two firms)		
5.26	Details of bank draft for Rs.1,00,000/- enclosed as EMD		

5.27 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: _____

Place: _____

Seal of the Company / Agency

Signature : _____

Name : _____

Designation : _____

Address : _____

PART – II - PRICE BID FOR CATERING CONTRACT

Sl. No	Service Rendered	Price (Rs.)
A.	Price for Programme Participants	
	description of items given in 3.2(a)	
	i) Bed Tea/Coffee	
	ii) Breakfast	
	iii) Forenoon Tea/Coffee with Biscuits	
	iv) Vegetarian Lunch	
	v) Afternoon Tea/Coffee with Biscuits	
	vi) Evening Snacks with Tea/Coffee	
	vii) Dinner (including one Non-Veg Curry)	
	Total (i to vii)	
B.	Individual Item Rates (for staff and guests)	
	i) Breakfast (full) as defined in para 3.2	
	ii) Breakfast (single-item) as defined in para 3.2	
	iii) Tea/Coffee/Lime Juice/Butter Milk (per cup/glass)	
	iv) Lunch / Dinner / Fruit Lunch	
	v) Snacks/starters (per plate)- Samosa/Veg Bullet/Spring Rolls /Pakoda Gold Coin, Veg Cutlet, Sandwich etc.	
	vi) Various types of Veg Soups – Tomato/Corn / Manchow etc.,	
	vii) Fresh Fruit Juice (seasonal)	
	viii) Water Bottle ½ Litre	
ix) Water Bottle 1 Litre		
C.	Extra Item Rates (Minimum 10 pax)	
	i) Extra Individual Item – Veg Curry	
	ii) Extra Individual Item – Non.Veg Curry	
	iii) Extra Individual Item – Non.Veg Curry (Bone-less)	
	iv) Extra Individual Item – Sea Food	
	v) Extra Individual Item – Dessert Item/sweet	
	vi) Extra Individual Special Rice Item	
	vii) Extra Fruits	
	viii) Dry Fruit Bowl (50 gms.) consisting of Cashew, Badam, Pista, Raisin etc.	
	ix) Chocolate Bowl (8 Pieces) of different varieties	
	Taxes rate to be indicated separately (for A to C)	

Note :

- 1) For arriving at L1, weightage will be given to the rates quoted under B (iii) and (iv).
- 2) The Caterer is required to provide the catering facility for different menus as per rates prescribed above.
- 3) The Caterer is required to procure certain items externally like special Biscuits/Cool Drinks, Ice-Creams, Coconut Water, Packaged Drinking Water, as per requirement of the Institute and the cost of the same not exceeding MRP will be reimbursed subject to submission of bills

Signature of Bidder with Seal