

Tender – Catering Services

**TENDER DOCUMENT
FOR
CATERING SERVICES AT
NATIONAL INSTITUTE
FOR MICRO, SMALL AND
MEDIUM ENTERPRISES**

INDEX

CATERING SERVICES AT NATIONAL INSTITUTE FOR MICRO, SMALL AND MEDIUM ENTERPRISES, YOUSUFGUDA, HYDERABAD

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I. NOTICE INVITING TENDER

1. NI-MSME invites sealed tenders from experienced, competent and reputed contractors for providing catering services at National Institute for Micro, Small and Medium Enterprises, Yousufguda, Hyderabad-50045.
2. The tender documents can be downloaded from the website of ni-msme at www.nimsme.org. Each tender set comprises (i) Part A - Technical Bid and (ii) Part B - Commercial Bid.
3. Sealed tenders addressed to **“The Chief Administrative Officer, National Institute for Micro, Small and Medium Enterprises, Yousufguda, Hyderabad-500045”** may be submitted in the form of two bid system as per the procedure prescribed in the tender document by dropping in the tender box kept for the purpose in the CAO Chamber of the NI-MSME not later than 1530 hrs in afternoon on 21.05.2018.
4. The tenders shall be submitted in the following manner and shall contain details / documents as listed below:
 - a. One sealed envelope super-scribed as “Technical Bid (Part-A) - Tender for catering services at NI-MSME” shall contain the following:
 - b. Forwarding letter (as per proforma given in **Annexure-I** of PART A) on the letter head of the bidder.
 - c. Demand Draft Rs.25,000 (Rupees Twenty Five Thousand only) towards the EMD in the name of “Chief Administrative Officer, NIMSME”, payable at Hyderabad.
 - d. Demand Draft Rs.2,000 (Rupees Two Thousand only) towards the Cost of Tender Document in the name of “Chief Administrative Officer, NIMSME”, payable at Hyderabad. Tender Document can be downloaded from website.
 - e. Profile of the bidder (as per proforma given in **Annexure-II of PART A**) duly filled.
 - f. A complete set of tender document (Part A -Technical Bid) as issued in Annexure-I and II, duly filled and signed by the bidder.
 - g. Other related documents mentioned in Technical Bid (Part-A).
 - h. One sealed envelope superscribed “Commercial Bid (Part-B) – Tender for catering services at NI-MSME” shall contain the following:
 - i. A complete set of the tender document (Part B – Commercial Bid) as issued, duly filled and signed by the bidder.
 - i. Both the envelopes (technical bid as well as commercial bid) shall be submitted by the bidder in a single sealed envelope super scribing “Tender for in-house catering services at NI-MSME”.
 - j. The full name and postal address of the bidder shall be written on the bottom left hand corner of the sealed covers.
 - k. Bidder/authorized signatory shall sign on each page of the tender.
 - l. If the space in the proforma (Annexure-II) is insufficient for furnishing full details, such information may be supplemented on the separate sheets of paper, stating therein the part of the proforma and serial number. Separate sheets shall be used for each part.

5. In the first stage of evaluation process, only Technical Bid (Part-A) of the bids will be opened on May 22, 2018 at 3.30 pm at NI-MSME. The Technical Bids will be evaluated for credentials, experience, capability based on documents submitted in technical bid, physical inspection of their establishment, physical inspection of their clients' site at the discretion of the institute; obtain feedback on their past performance from their clients. Those bidders satisfying the technical requirements as determined by NI-MSME and accepting the terms and conditions of these documents shall be short-listed. The decision in this regard will be at the sole discretion of NI-MSME.
6. Under the second stage of evaluation process, only the Commercial Bid (Part-B) of only those bidders, who have been short-listed earlier in first stage, will be opened. The bidders who have been short-listed will be intimated and Commercial bid will be opened at 15:30 Hours on 24.05.2018 in chamber of CAO-NIMSME.
7. Before submitting the bid, the intending bidder shall visit the site and familiarize himself /herself thoroughly with the site conditions, scope of work, terms and conditions of the tender. Non-familiarity with the site conditions will not be considered a reason for not carrying out the work in strict conformity with specifications.
8. Tenders not submitted as per the guidelines stated above, are liable for rejection. NI-MSME's decision in this regard will be final.
9. Corrections, if any, in the quotation should be duly authenticated with full signature. In case of any difference between the figures and the wordings, the wordings will be taken as the correct one.
10. Tenders received after the prescribed time and date will not be considered.
11. No deviations / conditions will be stipulated by the contractor in both technical and commercial bids. Conditional tenders will not be accepted and will be summarily rejected.
12. Tenders submitted will be valid for 60days or till the date of finalization of tender, whichever is earlier.
13. Falsification/suppression of information shall lead to disqualification of the bidder / cancellation of contract even after award of work during the currency of the contract.
14. Bidder shall ensure submission of complete information / documents at the first instance itself. NI-MSME 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.
15. NI-MSME reserves the right to reject any or all of the tenders received without assigning any reason thereof.
16. For any clarifications please contact on 040-23608203/239/252 during working days

II. ELIGIBILITY CRITERIA

1. Bidder should be a professional with a minimum of 3 years experience in providing in-house catering services (i.e., Veg, Non-Veg, South Indian, North Indian, Chinese, Continental, etc.) to training institutions / PSU's / Autonomous Bodies / Central and State Government Organizations / Banks / Corporate sector, etc. The time period of 3 years shall be reckoned as on 01/04/2018.
2. The Bidder may be a proprietary firm, partnership firm, limited liability partnership, company incorporated under companies Act 1956/2013 and engaged in catering services, which should have required licenses issued by **Food Safety & Standard Authority of India (FSSAI)** or any other equivalent state or central government statutory authority.
3. Minimum annual turnover of bidder should be Rs. 50 lakhs during last three financial years (i.e. 2015-16, 2016-17 & 2017-18) supported by documentary proof/audited or CA certified statement of accounts.
4. Bidder should have successfully completed similar job/ services (in-house catering services) in training institutions, PSU's, Autonomous Bodies, Central and State Government Organizations, Banks, Corporate sector, etc during last 3 years ending on April 2018 and should have either of the following previous work order in hand.
 - a. Four similar completed jobs/ services costing not less than Rs.15 lakh each; or
 - b. Three similar completed jobs/ services costing not less than Rs. 20 lakh each; or
 - c. One similar completed jobs/ services costing not less than Rs. 50 lakh
5. Certificates from the clients regarding the quality and duration of service rendered during the last three years shall also be furnished in the prescribed format given in Annexure-II.
6. Track record of bidder should be clean and should not have any involvement in illegal activities or financial frauds. There should not be any case with the Police/Court/Regulatory authorities against the bidder.
7. Bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
8. Bidder must not have been suspended / delisted / blacklisted by any organization on any grounds.
9. The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/she had with his/her clients and furnish the status of arbitration, if any.

10. If the performance of the bidder is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including NI-MSME, then NI-MSME reserves the right to reject the bids submitted by such bidders.
11. The bidder should be based at Hyderabad or have a representative establishment at Hyderabad.
12. Bidder should have applicable registrations with statutory authorities such as Regional Labour Commissioner (Central), ESI, PF, PAN, TAN, GST, etc. The copies of certificates of registration should be enclosed.
13. The bidders shall submit documentary evidence in support of the above eligibility criteria.
14. Bidder should deposit Rs.25,000/- (Rupees Twenty Five Thousand Only) by means of a Demand Draft from scheduled bank drawn in favour of "Chief Administrative Officer, NIMSME" payable at Hyderabad as Earnest Money Deposit (EMD). Tenders without the EMD will not be considered.
15. The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be downloaded from www.nimsme.org

The documents can be downloaded by the parties from the website shall be valid for participation in the tender process. Those making use of the tender document downloaded from the website shall have to pay the requisite fee of Rs. 2000/- for the tender document, in the form of a demand draft in favour of "Chief Administrative Officer, NIMSME" payable at Hyderabad, in separate envelope along with the tender. Tenders received without the requisite fee shall be considered as invalid ab-initio.

III. TERMS AND CONDITIONS

1. Initially the tenure of the Contract will be for 2 years. if services are found satisfactory, the contract tenure will be extended by one more year but not exceeding three years total contract period.
2. NI-MSME will have option to terminate the contract if the contractor commits the breach of any of the conditions confined in this contract and fails to render the services to the satisfaction of NI-MSME after giving notice of one month expressing its intention to terminate the contract. However from Contractor end two months prior notice is mandatory.
3. Bidder shall deposit Rs.25,000/- (Rupees Twenty Five Thousand only) by means of a Demand Draft from scheduled bank drawn in favor of **“Chief Administrative Officer, NIMSME”** payable at Hyderabad as Earnest Money Deposit (EMD).
4. EMD of the unsuccessful bidder will be returned after finalization of the tender. The EMD of successful bidder shall be converted into security deposit. The EMD shall not bear any interest. Apart from EMD amount of L1 bidder, balance Rs. 75000/- to be paid by successful bidder along with letter of confirmation of interest in response to our letter of award.
5. The offer of contract issued to the successful bidder would need to be accepted within 7 days from the date of issue of the offer. Failure to accept the offer within this period will result in forfeiture of the EMD.
6. The total security deposit of Rs.1,00,000/- shall be refundable after expiry/termination at the time of final settlement. Security deposit shall not bear any interest.
7. On payment of the security deposit, the contracting firm will be required to enter into an Agreement/Contract on stamp paper of appropriate value in the form to be approved by NI-MSME containing inter-alia all the terms and conditions of the contract.
8. If the successful bidder fails, in course of the contract period, to comply with the terms and conditions of the Agreement/contract, the security deposit (Rs.1,00,000/-) may be forfeited in full or in part as decided by the Competent Authority.
9. The contractor shall provide Catering services as specified in “Scope of work and specific conditions for catering”.
10. The Catering services for the participants/guest faculty shall be provided on all days during the contract period (Participants means whoever attending the training programmes, Guest faculty means who are invited externally to handle the sessions). Tea, Snacks and lunch services shall also be provided to the members of the staff/ guest of the institute on daily basis. (Staff means who are employed at NI-MSME either as Faculty / Admin staff). In addition, breakfast / dinner and snacks also shall be provided to staff, if required. Failure to provide the service shall attract penalty. The amount of penalty would be decided by NI-MSME on each occasion and shall be final.
11. The contractor shall provide adequate number of competent and well-trained staff for cooking, cleaning, dining and room services.
12. Minimum number of staff including expert Chefs (two members), shall be maintained at any point of time sufficient to manage the activities of the training centre at all times. The contractor should have full control of such employees and shall give necessary guidance and direction to carry out the jobs assigned to them by the contractor. The catering staff is to be identified separately and not allotted sundry duties elsewhere in the premises.

- a. The Agency shall deploy chef and adequate catering staff, trained and well experienced to ensure timely, efficient and prompt services. The Agency shall provide trained manpower services in the Institute (class rooms, conference rooms, VIP Lounge, Dining halls and Auditorium). However, sufficient manpower shall be deployed depending upon the number of programmes /events in progress on a day to day basis.
- b. Serving of potable drinking water from the source to the dispensers and water coolers placed at all locations in NIMSME shall be the responsibility of the Agency.
13. No escalation in rates on any account will be permitted during the contract period. Also, no subsidy will be given over the quoted rates.
14. No advance shall be paid. Bills for catering services may be raised by the contractor on a monthly basis and the same shall be settled within one week from the date of submission of the bills, provided the same are in order.
15. Applicable taxes will be deducted at source at the time of settlement of each bill.
16. The contractor shall comply with the relevant regulations relating to preparation, sale and serving of food stuffs, beverages and refreshment and shall obtain the necessary licenses and permits at his/her own cost.
17. In case of any labour problems related to the workmen staff of the Contractor, the same will be settled at the contractor's end only.
18. The contractor should maintain the registers for his employee's viz., Muster Roll, Register of Wages, Register of Fines, Register of Deductions for Damage or Loss, Register of Overtime, Wage Slips etc. as required by Labour Laws.
19. It will be the contractor's responsibility to ensure that the obligations under the terms of this contract are duly performed and observed.
20. Residential accommodation shall not be provided by NI-MSME to the workmen of the contractor. However, NI-MSME will allow a few workmen of the contractor to stay in the kitchen premises for early hour duties such as fetching milk, serving of bed tea/coffee etc. Their presence, however, should not cause any disturbance to normal functioning of the NI-MSME.
21. The contractor or his staff shall not use the premises, properties, fixtures, fittings, etc., of NI-MSME for any purpose other than those expressly provided in the contract. It shall be open to officials of NI-MSME to inspect the hostel and kitchen.
22. The contractor or his authorized representative has to attend review meeting every month or as and when required, for discussion, evaluation of performance of the contract, and compliance to statutory issues, etc.
23. Contractor shall pay applicable minimum wages to staff deployed at NIMSME under this contract.
24. In the event, any damage is caused to the movable or immovable property of the NI-MSME or its client or to the property of the employees of NI-MSME, the NI-MSME reserves the right to compute the damage in terms of money and to deduct the money from the bill of the contractor or from the amount payable to the contractor by the institute and the remaining amount, if any, by way of civil damages.
25. The contractor agrees not to use the Trademark and or trade name of NI-MSME or letterhead of NI-MSME nor will the contractor hold himself as an agent of NI-MSME, the relationship between the contractor and NI-MSME being a principal-to-principal basis.
26. The contractor shall not use the NI-MSME's address on his letterhead/stationery for purposes of Registration with any Government/Local Body or any other organization or person and no tenancy shall be created by the presence of his workmen/employee on NI-MSME's premises.

27. To ensure effective implementation of this contract, the Director / CAO or an authorized official of NI-MSME shall issue instructions, either orally or in writing to the contractor and such instructions shall be deemed to be a part and parcel of this contract and shall be binding on the contractor. In all matters relating to or incidental to this contract, if there arises any doubt or dispute or disagreement the decision of the Director, NI-MSME shall be final and binding on the contractor.

28. Contractor's Employees

- a. The employees engaged by the contractor shall be of trained and experienced people having good health, character, well behaved; obedient and skilful in their tasks. They should be conversant with English and Hindi.
- b. The contractor shall furnish list of his/her employees to be deployed along with qualifications, experience, address, photos, etc.
- c. The Contractor shall ensure that they observe cleanliness and are properly dressed in clean uniform with identity cards during their hours of service.
- d. The Contractor should take all precautionary measures to ensure the safety of the workmen employed by the contractor and NI-MSME shall not be responsible in case of any eventuality.
- e. The contractor shall take prior permission from the authorized official before deploying the employee at NI-MSME. However, NI-MSME reserves the right to reject any particular workmen/staff placed/employed by Contractor under the contract with NI-MSME without assigning any reason.
- f. The Contractor shall furnish a detailed duty chart of the employees employed by him at the beginning of every month and keep informed NI-MSME of any changes made in them from time to time. The duty chart for the month should give the specific names of the employees and respective duties they are required to attend to. Also, Contractor should submit the list of employees with the changes effected if any on first day of every month.
- g. The Contractor shall remove any employee who in the opinion of NI-MSME is guilty of misconduct, or is in any manner unfit or unsuitable for service. The Contractor shall at all times indemnify NI-MSME against all claims which may be made under the Workmen's Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The Contractor shall be solely responsible for the remuneration and other dues of its employees as also for omissions / commissions done by them.
- h. The workmen/employees engaged by the Contractor shall not have any right/claim over the facilities enjoyed by NI-MSME staff, participant's, etc.
- i. NI-MSME shall arrange for medical check-up of the canteen personnel if considered necessary by NI-MSME and the Contractor shall withdraw any person who is found medically not fit for the job and arrange for an appropriate substitute. The cost if any incurred by NI-MSME in this regard would need to be borne by the Contractor.
- j. It is clearly understood that the contractor's employees shall not have any employee-employer or master-servant relationship with NI-MSME.
- k. The Contractor shall ensure that none of his personnel on duty is inebriated state or consume drugs, prohibited substances, smoke, etc., while on duty/NI-MSME premises.

- I. In case of theft of any material/cash takes place from the occupants room on account of the negligence on the part of the employees employed by the Contractor, the Contractor would be liable for such lapse and the amount, if any, would be recovered from the Contractor while settling the bill.
29. Failure to Exercise NI-MSME's rights
Any omission on the part of NI-MSME at any time to exercise any of its rights under the terms of the catering arrangements shall in no way impair or affect the validity of the terms and the rights of NI-MSME to enforce its rights at any time subsequently.
30. Tenancy Rights
Nothing herein contained shall be construed to create any tenancy in Contractor's favour of the Canteen block and premises and NI-MSME may of its mere motion effect the termination of this catering arrangement, re-enter and retake and absolutely retain possession of the canteen block.
31. Licences and Registrations
 - a. The Contractor should obtain the requisite license under Contract Labour Act (Regulation and Abolition Act 1970) and amended from time to time issued by the concerned Labour Department for running the establishment. NI-MSME shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments by the Contractor.
 - b. The Contractor shall register with the Registrar of concerned State Body and shall abide by State Labour/Government of India (ministry of Labour) rules and regulations and all other Statutory Acts/Regulations and rules relevant to this contract including Works Contract Act, Minimum Wages Act 1950 and amended from time to time, Payment of Wages Act 1935 and amended from time to time Provident Fund Act, ESI Act, etc. and such other Statutory Enactment, Rules and Regulations laid by the Government and local body in force, coming into force which may apply to this agreement. The Contractor shall indemnify the principal employer (NI-MSME) against risks and damages arising out of the default on the part of Contractor due to negligence or non-compliance of any of the aforesaid rules, regulations etc. laid down by the Government and other statutory authorities from time to time.
 - c. The Contractor shall comply with all requirements of law with regard to the provision of labour and ensure that an appropriate licence from concerned labour department is obtained. It shall be the responsibility of the Contractor for furnishing necessary statutory information / documents in proof of the above whenever called for by NI-MSME.
32. In case of any labour problems related to the workmen staff of the Contractor, the same will be settled at the Contractor's end only.
33. Disputes Resolution

All questions, disputes and / or difference arising under or in connection with this agreement or in any way touching or relating to or concerning the construction, meaning or effect or the terms herein, shall be referred to the sole arbitration of NI-MSME or to the sole arbitration of the Officer who for the time being is entrusted whether or not in addition to other functions, with the functions of NI-MSME by whatever designation shall offer may be

called hereinafter referred to as the said Officer and if NI-MSME or the said Officer is unable or unwilling to act, the sole arbitration of some other person appointed by NI-MSME or the said Officer and willing to act as such arbitrator. The Contractor has no objection to any such appointment to the effect that the arbitrator so appointed is NI-MSME's own Officer or that he was a part to the contract or that he had to deal with matters which relate to this arrangement or that in the course of this duties as such Officer he had expressed views on all or any of the matters in dispute or difference. The award of the arbitrator so appointed shall be final and binding.

I/We have read the above terms and conditions and are acceptable to me/us.

Signature of the authorized person:.....

Name of the signatory (.....)

(in block capital letters) :

Status of the signatory i.e. proprietor/partner :

Date:

IV. CATERING - SCOPE OF WORK AND SPECIFIC CONDITIONS

1. Scope of Work

During the contract period, the contractor shall be responsible for the following:

- i.
- ii. Complete catering services to the national participants and guest faculty of NI-MSME as per Annexure – A.
- iii. Complete catering services to the international participants and guest faculty of NI-MSME as per Annexure – B.
- iv. Catering services to NI-MSME employees as per Annexure – C
- v. Providing water and tea/coffee services to the participants, office staff, guests and guest faculty during office hours at all times and outside office hours and on holidays, if so required.
- vi. Providing special catering services within the premises / campus of NI-MSME on special occasions as per the rates agreed upon or any rates agreed upon after mutual discussions.
- vii. NI-MSME may decide to have additional vegetarian / non-vegetarian buffet lunch, or dinner or high tea during the Programmed days, the additional charges leviable by the Contractor for such special buffet (either lunch or dinner or high tea) will be agreed to by mutual discussions / agreed rates / quoted rates in the contract.
- viii. The charges for catering services shall be on per head per day basis for the participants/guests staying for an entire day. Where participants/guest stays for only a part of the day or only avails catering services, the catering charges shall be on per head per meal basis.

For the above purpose the Contractor will be permitted to use and occupy as under: The Canteen Block consists of main dining hall, kitchen, the store rooms attached to the kitchen, dormitory, the receiving area, etc.

2. Gas

NI-MSME shall not provide commercial LPG gas connection and the Contractor shall arrange for regular supply of commercial LPG gas refills at his own cost and pay directly to the gas dealer. The Contractor must ensure prompt and uninterrupted supply of gas by placing order with the dealer sufficiently in advance and arrange for alternative sources when there is any short supply of gas.

3. Electrical Lights and Fans

The Canteen Block is fitted with various types of kitchen equipments, lights, fans, exhaust system, geysers and air-conditioners etc. These electrical fittings and equipments should be handled in a proper manner and should be cleaned regularly by the contractor.

4. Furniture and Fixtures

All furniture, fixtures, equipment and articles bought or made available by NI-MSME in or to the kitchen and dining block shall remain to be the exclusive property of Institute and shall on termination/expiry of this contract be handed over by the Contractor to NI-MSME in the same order and condition in which they are at the beginning of the contract, except reasonable wear and tear.

5. Damage to other articles in the premises

The Contractor shall be responsible for any damage to the canteen block of the building under the Contractor's occupation and to the fittings, fixtures, furniture, equipment entrusted to the contractor when such damage is in the opinion of NI-MSME, caused due to negligence or carelessness or any fault on Contractor's part or that of its Manager or Workmen or Agent and the Contractor shall be liable to pay to NI-MSME such amount in respect of such damage as may be assessed by NI-MSME officials.

6. Crockery, Cutlery and Cooking utensils and Kitchen Equipment etc.

- i) Crockery, Cutlery and Cooking Utensils and Kitchen Equipment is scope of the contractor

7. Electricity

The charges for electricity consumed for lights, fans and other electrical appliances in the Hostel Block will be borne by NI-MSME but proper steps shall be taken by Contractor to ensure that the fans, lights and other electrical appliances are used with due economy and are switched off when not required or are used only to minimum extent necessary so as to avoid wasteful consumption of electricity. NI-MSME reserves the right/option to levy penalty on the contractor in case of wastage of electricity.

8. Water Supply

The water required for running the Canteen and maintaining the Canteen Block shall be supplied by NI-MSME. The Contractor shall ensure utmost economy in the consumption of water and shall ensure that there is no wastage of water in the canteen. Leaking taps shall be brought to the notice of NI-MSME well in time to repair the same. In case of water shortage/ no supply from the water board, the Contractor shall co-operate with NI-MSME for regulated supply by NI-MSME. The Contractor shall abide by such instructions, as may be imposed or as may be issued by the appropriate Government, Civic authorities and officials of NI-MSME or any other person authorised by NI-MSME in consumption of water. NI-MSME reserves the right/option to levy penalty on the contractor in case of wastage of water.

9. Maintenance of Canteen Block

The Contractor shall keep the Canteen Block and Dining Halls as well as the adjoining space around the canteen block in a clean and tidy condition and use branded detergent to clean and mop the canteen block. The dining tables and the service tables have to be maintained in a clean and neat manner. The Contractor shall not permit the canteen block or any portion thereof to be used for residential purposes by any of its employees. It shall be open to any official of NI-MSME authorized in this behalf to inspect the canteen block or any portion thereof at any time.

10. Personal Supervision

It will be the Contractor's responsibility to ensure that the obligations under the terms of this agreement are duly performed and observed and a competent and qualified person shall be appointed as Manager whose name should be informed to NI-MSME and who shall

remain in person on the campus to manage and supervise the catering services properly. The Manager should be conversant with Hindi, English and Telugu.

11. Standard of Catering

- a. The quality of articles of food and provisions should be of good standard s specified in Annexure-IV. NI-MSME's officials will have authority to inspect such articles of food and provisions and will have full powers to order discontinuance of use of such articles of food and provision, which are found to be of unsatisfactory standard and on grounds of hygiene.
- b. A high standard of catering shall be maintained at all times with due regard to quantity, quality and purity of foodstuffs. High standard of cleanliness in preparation and handling of food items, cooked and cut food servings should be maintained. The workmen handling the cooking and cutting directly should maintain a high level of personal hygiene and cleanliness. Courtesy should be observed while servicing the guests, guest faculty, participants and staff members. Rating of the service should be maintained at very good and above at all times. The Contractor shall take adequate steps to improve the service in case food served is rated by 50% of the participants as below very good.
- c. In case the food served by the contractor rated below "Good" by 60% of the participants, NI-MSME shall levy penalty charges from the contractor. The amount of penalty would be 2% of the food bill of the programme on each occasion and shall be final and binding on the contractor.
- d. The Contractor shall ensure that the food items supplied are as per the standards of fitness prescribed by the Government authorities and if at any time any fine is imposed by the Government authorities (for Eg. by the food inspectors/ food dept.) the same shall be borne by the contractor and NI-MSME will not pay any fine or penalty that may arise/or that may be imposed on account of the fault of the Contractor. The Contractor shall be personally and 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, NI-MSME may initiate further stringent action, as he may deem fit.
- e. The standard of cleanliness of kitchen utensils, crockery, glassware, cutlery; linen etc. shall be of very high order and any laxity in this regard will attract severe penalties of the amount to be determined by NI-MSME. The Contractor shall be bound by the decision of NI-MSME.
- f. Utensils, cups, saucers, flasks, crockery, etc. should be scrubbed and cleaned thoroughly with soap water and hot water.
- g. The Caterer should ensure that the entire catering premises are kept hygienic and clean. A thorough master cleaning ought to take place every weekend for all equipments, fixtures, utensils by removing the grime, grease, stains, oil etc. wiped well by clean cloth and dried.
- h. The Agency shall be equipped to undertake Hygiene audit as per Annex IV on daily basis and report submitted to **ni-msme**. Also **ni-msme** will undertake independent hygiene and quality audits as and when deemed necessary.
- i.

12. Provisions, fruits and vegetables etc.

- a. The Contractor shall be solely and wholly responsible for the procurement of all articles of food and provisions at his own cost. The Contractor shall bear complete financial responsibility for all purchases and financial commitments he may enter into for fulfilling the contract.
- b. It shall be the responsibility of the Contractor to store the materials purchased by him in a neat, tidy and hygienic manner in the space provided by NI-MSME. The security of such material shall be the sole responsibility of the Contractor
- c. The quality of food and provisions shall be of good standard as specified in Annexure-IV. NI-MSME shall have authority to inspect such articles of food and provisions and shall have full powers to order discontinuance of use of such articles of food and provision which are found to be not meeting the standard set out in the contract and on grounds of hygiene. Suitable refrigerator shall be provided by NI-MSME for storing of perishables. It shall be the responsibility of the Contractor to store the material in an appropriate and hygienic manner.
- d. Raw food stuffs such as vegetable, milk, fish, mutton, chicken, eggs, fruit etc. shall be fresh and of good quality as per NI-MSME's approval and if found not to be fresh, it shall be rejected and the Contractor shall replace the same with fresh products from the source approved by NI-MSME
- e. There shall be no re-chauffing i.e. left over food of one meal shall not be served at the next meal.
- f. Reuse of burnt oil is strictly prohibited. Oil, once used will not be reused.

13. Complaints and improvements

- a. The Contractor shall carry out such improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the participants, guest faculty and staff either directly to him or through its Manager.

14. Utensils for cooking Non-vegetarian food

- a. The Contractor shall ensure that cooking vessels and other utensils used for preparing non-vegetarian dishes are not used for cooking and serving vegetarian food. A separate cooking arrangement and use of separate utensils etc. shall be ensured for Vegetarian and Non Vegetarian dishes.

15. Service Timings

The timings for serving the Participants / Staff / Guest Faculty / guest shall be as under:

S.No.	Particulars	Timings
1.	Bed Tea / Coffee	06:00 am to 07:30 am
2.	Breakfast	08:00 am to 09:00 am
3.	Mid Session Tea /Coffee	10.30 am to 11.00 am
4.	Lunch	01:00 pm to 02:00 pm
5.	Midsession Tea /Coffee	03:30 pm to 04:00 pm
6.	Evening Tea and Snacks	05:30 pm to 06:00 pm
7.	Dinner	08:00 pm to 09:00 pm

- b) The Agency, however, shall be required to adjust/change the above timing as and when required depending upon the progress of the training programme(s). It shall be ensured that tea/coffee is served steaming hot.
- c) The Catering shall remain open all days when any programme is scheduled or Guests are staying in the hostel rooms.
- d) The Agency should be prepared to serve for parties in the Hostel, or other location for which he may be required to have other arrangements like fans, candle bumers/gas burners, table ware and thermo ware etc.
- e) Normally the service is a buffet service, however at times on instructions service as per specifications are to be provided i.e. sit-down service, banquet or any other form. The Service of all food items should be "UNLIMITED" as per the requirement of the participants/guests from the spread available.

16. Preparation of the Menu

The menu for each day's breakfast, lunch, evening snacks and dinner shall be drawn up with due regard to the seasonal requirements, needs and varying tastes of the participants coming to NI-MSME from different parts of the country on a weekly basis in advance by the Contractor or its Manager and approved by the authorized official designated by NI-MSME for this purpose. The duly signed menu shall be enclosed with the bills at the time of submitting the same for payment.

17. Participants leaving during a programme

If during the progress of a programme any participant does not take any of the services for whole day, no charge will be levied by Contractor for the service, provided one full day's (24 hrs.) notice of not availing of the services is given to the Contractor by the authorised official of NI-MSME.

18. Programme and the day following the end of Programme

On the day previous to the day of commencement of a Programme and on the day following the last day of Programme even though such days, fall within the period of the gap intervening between two Programmes, Contractor shall at the prior instruction from NI-MSME, keep the canteen open and arrange for catering service to such of the participants as are expected to be present in the hostel on such days and for such items as partaken of by them and the charges shall be calculated at the rates specified for each of the item As per contract.

19. Sick Participants

If a participant falls ill or is indisposed, they shall be provided with special diet up to the cost of the normal menu, as and so long as, needed by him, without any extra charge in lieu of the normal food supplied in the Canteen. The same shall be served in the room of such participants if so required, also without any extra charge.

20. Miscellaneous

- a. Food should be cooked only in the kitchen of the canteen. Contractor should not bring or serve any food prepared or cooked outside. No outsider should be permitted inside hostel and canteen block. Food should not be served to any outsider, either on payment or free of cost.
- b. The Contractor shall not be allowed to carry away any material/item out of the campus. Accommodation shall not be provided by NI-MSME to the staff of the Contractor. However, NI-MSME shall allow a few workmen of the Contractor to stay in the kitchen premises for early hour duties such as fetching milk, serving of bed tea/coffee etc. Their presence, however, shall not cause any disturbance to normal functioning of NI-MSME.
- c. The Contractor shall co-operate with the other Contractors working in the campus.
- d. The disposal of leftover foods and other garbage will have to be done on a daily basis by dumping the same in the main garbage bin earmarked by NI-MSME for the purpose. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside NI-MSME campus area on daily basis. Leftover food should not be sold or sent out of the campus.
- e. The authorized representatives of NI-MSME shall check the quality and quantity of the items supplied and served.
- f. For rendering efficient services to the participant, guest faculty and staff at the time of breakfast, lunch, evening snack and dinner, the Contractor shall always keep and make available sufficient number of staff, which shall also include Chef, Assistant Chefs, Waiters, Dining Hall Helpers, Kitchen Helpers, etc.
- g. In addition, the Contractor shall keep and make available workmen for providing water and tea to the participants, faculty, guests and office staff during office hours at all times and outside office hours and on holidays, if so, required.
- h. Persons working in the canteen shall be provided with apron, gloves, headgear, etc., besides uniform.
- i. Disposable paper napkins (of approved quality)/Cloth napkins shall be placed along with each plate for breakfast, lunch and dinner for dining purpose as well as small ones while serving soup, tea coffee, etc.
- j. The contractor shall prepare and serve the breakfast/lunch/dinner as per Menu, in a pleasing and presentable manner. White clothes and coloured frill clothes required for covering the serving table and dining tables shall be provided by NI-MSME. However, the contractor shall arrange for washing and cleaning of these clothes at least once in a month.
- k. The contractor shall deploy adequate staff having relevant experience for the catering to ensure consistent quality of service. Such staff shall include Chef, Assistant Chefs, Kitchen Helpers, Waiters, Dining Hall helpers, Kitchen/dining cleaning/utensil/crockery washers, etc. The contractor shall provide additional manpower whenever necessary.
- l. One of the Cook should be available from breakfast till completion of the dinner. Allocation of duties/shifts etc. shall be the responsibility of the Contractor.

ANNEXURE – A

1. The service of all food items /beverages is on "**UNLIMITED**" basis.
2. Mix of menu by rotation with seasonal vegetables/fruits will be decided in advance on weekly basis by the authorized officer and intimated to the caterer for service accordingly.
3. Scheduled menu of food items /beverages to be served in different time w.e.f. the award of contract is as follows:

SCHEDULE OF ITEM TO BE SERVED TO NATIONAL PARTICIPANTS

Bed Tea and Breakfast

Sl. No.	Time	Items	Minimum Quantity per Person
1.	06:00 am to 07:30 am	Bed Tea / Coffee : (Standard size 100 ML)	One Cup
2.	08:00 am to 09:00 am	Breakfast :	
		Tea/Coffee/Milk	100 ml
		Tea should compulsorily be having option of Sugar-less Tea, Black tea, with small sachet of SUGAR FREE and / or Sugar Cube	
		Seasonal Fruits [Banana/Papaya/Water Melon Raw/ Fresh juice of alternate items	100 gms
		Bread	4 pieces minimum
		Butter	20 gms
		Jam	25 gms
		Eggs (Omelet / Boiled eggs/Bhurji)	2 nos.
		For Vegetarian	
		Sandwich/Veg-Toast/ AlooBonda, / Milk with cornflakes. This is applicable with all options above..	80 gms. each
		(OR)	
		Tea/Coffee/Milk	100 ml
		Seasonal Fruits [Banana/Papaya / Water Melon Raw/ Fresh juice of alternate items	100 gms
		Paratha (each of 150 gms.) Rotation option with Puri (Green/Hing/AjwainCachouri)	3 nos.
		Stuff Paratha (Muli/Alu/Gobi/Paneer)	
		Curry (Sabji)	1 Bowl
		(OR)	
		Tea/Coffee/Milk	100 ml
		Seasonal Fruits [Banana/Papaya / Water Melon Raw/ Fresh juice of alternate items	100gms
		Masala Dosa/ Plain Dosa/ Shed Dosa/ Onion Dosa	1 no
		Chutney	20 gm
		Sambhar	1 bowl
		(OR)	
		Tea/Coffee/Milk Tea/Coffee/Milk	100 ml

Sl. No.	Time	Items	Minimum Quantity per Person
		Seasonal Fruits [Banana/Papaya /Water Melon Raw/ Fresh juice of alternate items	100 gms
		Idli / Upma/Pongal (With Internal choice on rotation)	4 nos.
		Vada	2 nos.
		Chutney	40 gms
		Sambhar	1 bowl.

Class Room Tea

Sl. No.	Time	Items	Minimum Quantity per Person
.1	10:30 am to 11:00 am	Class room tea with 2 pieces snacks/salted biscuits /good quality biscuits	1 cup daily (100 ml)

Lunch

Sl. No.	Time	Items	Minimum Quantity per Person
	01:00 pm to 02:00pm	Rice (Aijong best Quality)	200 gms
		Chapati (Standard Size) Chakkiatta or reputed brand	2 nos
		Stuff Parata (Gobi/Alu/Mull) on Rotation	1 piece
		Dal (two types)	
		(IF possible) Live Thava - Gobi Fry / Bendi Fry/Alu Fry	50 gms
		Rajma	75 gms
		Lobia /Mixed dal / Dal Tadka / Dal Makni	75 gms
		Vegetable (Mixed)	100 gms
		Vegetable fried pieces	100 gms
		Pickle good quality	10 gms
		Salad (mixed minimum three items)	50 gms
		Papad (full) / Frayames	1 piece/ 25 gms
		Curd (Plain) / Dhai/Vada	100 gms / 1 Piece
		Sweet/Custard/Fruit salad /pudding/Caramel Custard/ Kheer / Double kamitha	1 piece /100 gms
		Non-Veg :-	
	Any one	Chicken —Chinese/ Curry Roast Grilled & Masala or Chicken ginger, butter masala, chicken biryani	100 gms
		Mutton (Curry/Masala/Khurma/Fry) or	100 gms
		Fish-Chinese/Curry /Masala /Tikka/Kalia	100 gms
		Above non-veg on rotation	
		FOR VEG :	
		Paneer (Sabji/spl.) /green veg. Sabjispl./sabji/ Kofta/ Cutlet/ Paneer Butter	100 gms

Sl. No.	Time	Items	Minimum Quantity per Person
		Masala/MatarPoneer/PalakPaneer/ShahiPaneer. Fruits.	

Class Room Tea

Sl. No.	Time	Items	Minimum Quantity per Person
5.	03:30 pm	Class room coffee 1 Cup	100 ml. with 2 pieces snacks
6.	05:30 pm to 06:30 pm	Evening Tea 1 cup daily	100 ml. with salty snax or mixer Bikaniar or cakes snacks

Dinner

Sl. No.	Time	Items	Minimum Quantity per Person
	8:00 pm to 9:00 pm	Rice / Fried Rice	200 gms.
		Dal (One type)	75 gms
		Masoor /Moong or	75 Gms
		Rahar/ Chana or	75 gms
		Mati Dal or	75 gms
		Rajma	75 gms
		Vegetable gravy type (mixed or single)	100 gms
		Salad (Minimum three item mixed)	50 gms
		Pickle (standard quality)	10 gms
		Chapati (standard size)/Nan Roti /Butter Nan Roti	2 pieces
		Papad (full) / Frayames	1 piece / 25 gms
		Fried Veg.	100 gms
	Any One	Non Veg : Chicken/Mutton/ Fish/Egg (Chinese/Curry/Masala/Roast/Grilled)	100 gms
		Veg : Special Vegetable , Capsicum /French beans	200 gms
		Curd (Plain) / DhaiVada	100 gms / 1 Piece

Note: Mouth freshner and tooth picks of good quality to be supplied after breakfast, lunch and dinner.

- Tea should compulsorily be served with option of Sugar-less, Black tea, with small sachet of SUGAR FREE.
- Special instruction might be given by Programme coordinator in consultation with Collaborative Agency etc..

ANNEXURE - B
SCHEDULE OF ITEM TO BE SERVED TO INTERNATIONAL PARTICIPANTS

Sl. No.	Time	Items	Minimum Quantity per Person
Bed Tea			
1.	5:30 to 6:30 am	Bed Tea	One Cup
Breakfast			
2.	8:00 to 8:30 am	Breakfast :	
		Tea/Coffee/ Milk	100 ml
		Seasonal Fruits [Banana, (Malbhog)/ Jahaji or Apple (Kashmir) or Mango]	100 gms
		Fruit juice (with two internal options) eg: Watermelon/ Mausambi etc	100 ml
		Oats	100 gms
		Bread Sandwiches)	4 pieces minimum
		Bread lightly roasted with following	
		Butter/ Jam/ Mayonnaise	20 gm
		Eggs (Omelet / Boiled eggs/ Scrambled eggs)	2 nos.
		Cornflakes with Milk	80 gms. Each

Pre noon Class room Tea (During study hours)			
Sl. No.	Time	Items	Minimum Quantity per Person
3	11:00 to 11:30 am	Class room tea to be served in the tea lounge situated on each floor near classrooms. Black Tea/ with options of Lemon/ teabags with 2/3 pieces salted biscuits of at least of good quality	1 cup daily
Lunch			
4	1:00 to 2:00pm	Lunch (choice on rotation basis) must be as per recommendations / suggestions of Food Committee consisting of a few selected participants and staff of the institute	
		Soup (One / Two variety every day as internal choice) Cream of Corn Soup/Mix sour chicken Soup/ Leek & Potato Soup/ Minestrone soup/ Sweet Corn Chicken	Full Cup

		Soup	
		Rice (International standard)	200 gms
		NAN/ kulcha (Standard Size)	2/3nos
		Pasta/ Noodles(on rotation)	
		Pizza/ Momo/	
		Chicken / MuttanBiryani (Atleast once a week)	250 gms
	Any two	Chicken/ Mutton/ Fish/Egg Curry (Two items combination) with changes on rotation	100 gms
		Dal (less spice)	75 gms
		Vegetable (Mixed)	100 gms
		Vegetable fried pieces	100 gms
		Salad/ fruit Salad (on Rotation)	50 gms
		Yoghurt	100 gms
		Curd	100 gms
		Sweet/Custard /Fruit salad /pudding /Caramel Custard/ Kheer	1 piece /100 gms
		Vegetable (Mixed) (At least one variety for Vegetarian)	100 gms
Evening Class room Tea (During study hours)			
5	3:30 pm	Class room tea to be served in the tea lounge situated on each floor near classrooms. Black Tea/ with options of Lemon/ teabags with FRIES/ PAKODES/ FINGER CHIPS (with internal options on rotation)	100 ml. with 2 pieces snacks

Dinner			
6	7:30 pm to 9:00pm	Dinner (choice on rotation basis) as per recommendations of the food committee	
		Soup (One / Two variety every day as internal choice) Lemon Coriander soup/ Cream of Corn Soup/Mix sour chicken Soup/ Leek & Potato Soup/ Sweet Corn Chicken Soup	Full Cup
		Rice (International standard) Option of SECHWAN FRIED RICE/MUSHROOM FRIED RICE etc.	200 gms
		NAN/ kulcha (Standard Size)	2/3 nos
		Pasta/ Noodles(on rotation)	250 gms
		Pizza (With options of Toppings or non-toppings) Momo	One quarter
		Chicken / Muttan Biryani (Atleast once a week)	250 gms

	Any Two	Chicken/ Mutton/ Fish/Egg Curry (Two items combination) with different varieties on rotation	100 grams
		Dal (less spice)	75 gms
		Vegetable (Mixed) (At least one variety for Vegetarian)	100 gms

ANNEXURE - C

SCHEDULE OF ITEM TO BE SERVED FOR EMPLOYEES AS WORKING LUNCH

Office Tea

Sl. No.	Time	Items	Minimum Quantity per Person
.1	10:30 am to 11:00 am	Tea	1 cup daily (100 ml)

Lunch

Sl. No.	Time	Items	Minimum Quantity per Person
	01:00 pm to 02:00pm	Rice (Aijong best Quality)	200 gms
	Any One	Chapati (Standard Size) Chakkiatta of reputed brand	2 nos
		Stuff Parata (Gobi/Allu/Mulli) on Rotation	1 piece
		Dal	50 gms
		(Sambar/ Rasam)	50 gms
		Vegetable Curry	100 gms
		Pickle good quality	10 gms
		Papad (full) / Frayames	1 piece/ 25 gms
		Curd (Plain)	100 gms

Note : The Contractor should at all time ensure that he uses the specified brand only and having the latest validity.

ANNEXURE - D

SCHEDULE OF ITEM TO BE SERVED ON SPECIAL OCCASIONS

B) SPECIAL OCCASIONS MENU:

I. HIGH TEA:

Sl. No.	Items	Minimum Quantity per Person
1	Pastry/ Plum Cake Standard Size	1 Piece
2	Pokoda / Samosa / Patties / Sweet dry	1 Piece
3	Biscuits /Fruit Biscuits or Salted Biscuits or Cream Biscuits	2 Piece
4	Coffee / Tea / Milk	150 ml
5	Cashew nut fried	10 gms
OR		
1	Pastry—Chocolate/Pineapple/Plum Cake	1piece
2	Cashew Nut (Fried)	10 gins
3	Fruits (seasonal)	150 gins
4	Salted Biscuits /Good Quality Biscuits	2 nos
5	Tea/ Coffee/ Milk	150 ml

N.B.The supply and item time will be intimated.

II. SPECIAL LUNCH/ VIP LUNCH/LUNCH FOR FAREWELL/ IMPORTANT MEETINGS AND GUESTS ETC

SI No	Item	Minimum Quantity per Person
1	Veg. / Non Veg. Soup, Veg. Soap with cream	
2	Fried Rice (Basmati)	100 gms
3	Plain rice	As per requirement
4	Fruit Juice /Soft drink (Pineapple, Orange , Mango,	150ml
5	Apple/ Pepsi/Mirinda /Thumsup /Fruity Pouch/ Cocacola	
6	Veg. / Non Veg. Soup, Veg. Soap with cream	150m1
7	Ice Cream/ Double KaMitha/ Kheer	100m1
8	One Veg / Non Veg items (As per instruction)	200gm
9	Tanduri /Nan/Butter Nan	As per requirement
10	Potato Finger Chips	10 gm

III. Special Tea

Sl. No.	Time	Items	Minimum Quantity per
1.	Special Tea to be served especially on inauguration days	Special Tea with Internal option (Morning/Evening) If it is Morning time, could be Cake/ High quality biscuit. While in Evening, should be Pakora/Samosa/Bhajji	One Person

TECHNICAL BID-PART-A

Forwarding Letter

(To be submitted on bidder's letterhead)

No.: Date:

To

The Chief Administrative Officer (CAO)

National Institute for Micro, Small and Medium Enterprises

Yousufguda,

Hyderabad-500045

Dear Sir,

Sub: Tender for Catering Services

1. This has reference to your tender notice dated ----- for catering services at NI-MSME. We have examined the tender document and thoroughly understood its nature/scope of work and terms & conditions.
2. I/ we undertake to offer my/our services in conformity with scope/nature of work and the terms and conditions set out in the tender document. I/We confirm that the tender submitted is conforming to all the terms and conditions mentioned in the tender document.
3. I/ We are enclosing application along with required documents in the prescribed proforma as mentioned in tender document.
4. I/ We are enclosing following Demand Draft for Rs.25,000/- (Rupees Twenty Five Thousand only) in favour of "NI-MSME" payable at Hyderabad towards EMD.
5. I/We agree for the security deposit of Rs.1,00,000/-
6. I/We agree that our tender remain valid for acceptance by NI-MSME for a period of 60 days from the date of opening of Part-A of the tender or till the date of finalization of tender, whichever is earlier.
7. I / We do hereby declare that there is no case with the Police/Court/Regulatory authorities against me/us. Also I/We have not been suspended / delisted / blacklisted by any organization for any reason. I/We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.
8. I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to NI-MSME verifying any or all the information furnished in this document with the concerned authorities, if necessary.
9. I/We understand that NI-MSME reserves the right to accept or reject any or all the tenders in full or in part without assigning any reason there for.

Yours faithfully,

(Signature and Name of the authorized person of the firm/bidder with office seal) Name:

TECHNICAL BID-PART-A

Profile of the bidder (Part-I) – Basic Information

Particulars To be filled by the bidder

S.No.	Description	Details
1.	Name of the bidder / firm / organization / company	
2.	Type of firm/organization (Proprietorship/ Partnership/ Private Ltd etc.) (Furnish copies of partnership / memorandum of articles of association etc.)	
3.	Name of the proprietor / partners / directors of the firm/Company	
4.	Year of Incorporation / registration	
5.	Registered address of the firm/Company	
6.	Name, designation, telephone nos., email of the contact person / authorized signatory	
7.	License for providing catering and housekeeping services (Registration under shops & Estt. Act) obtained (Yes / No)	
8.	Whether the firm has been in business of catering for at least 3 years (Yes / No)	
9.	Annual turnover of the firm for last 3 years(in Rs. lakh). Furnish copies of audited balance sheets and profit & loss account statements) a) FY 2014-15 b) FY 2015-16 c) FY 2016-17	
10.	Details of Registration (Firm, Company etc) a. Registering Authority b. Date c. Regn No.	
11.	Registration Nos. under various Statutory Acts viz. GST, EPF, ESIC, Labour License (copy of registration certificate to be enclosed)	
	PF	
	ESIC	
	Labour License	

S.No.	Description	Details
	Professional Tax	
	PAN	
	GSTIN	
	(Copies of income-tax returns for last 3 years to be enclosed)	
12.	Whether registered / empanelled with any of the State Govt., Semi Govt., Central Govt. Undertaking, Public Sectors etc. As approved vendors and if so, furnish details.	
13.	Whether involved in any litigation earlier with any organization? If so, please submit the details.	
14.	Any civil suits pending in any of the works executed? If so, furnish details	
15.	Power of Attorney/authorization for signing the bid documents	
16.	Please submit an undertaking that no case is pending with the police against the proprietor/ firm/partner or the Company (agency), Indicate any convictions in the past against the Company / firm / Partner.	
17.	Details of any legal, statutory compliance, business related litigation with the clients and Government Agencies	
18.	Details of the DD of Rs. 25,000/-towards EMD.	
19.	Any other information which the bidder feels relevant.	

(Signature and Name of the authorized person of the firm/bidder with office seal)

Name:

TECHNICAL BID-PART-A

Profile of the bidder (Part-II) – Experience

A) List of similar works being executed presently by the Bidder

S.No.	Name & Address of the organization for whom the work was executed Along with contact persons and their telephone nos.	Nature / Type of the work	maximum no. of persons catered on single day	Value of the work executed (Rs)	Duration of the Contract with commencement and expected date of completion
1					
2					
3					
4					

Note: Copies of the work orders should be enclosed
Signature and Name of the authorized person
of the firm/bidder with office seal)

Name:

B) List of similar works already executed/completed by the Bidder during the last 5 years

S.No.	Name & Address of the organization for whom the work was executed Along with contact persons and their telephone nos.	Nature / Type of Job	maximum no. of persons catered on single day	Value of the work executed (Rs)	Duration of the Contract with commencement and expected date of completion
1					
2					
3					
4					

Note: Copies of the work orders and performance certificate should be enclosed
(Signature and Name of the authorized person of the firm/bidder with office seal)

Name:

COMMERCIAL BID (PART – B)

Tender for Catering Services

The contractor shall arrange for cooking & servicing of food on daily basis for any number of participants depending upon the attendance/occasion as decided by NI-MSME from time to time.

Usually the training programmes are conducted throughout the year, but the number of participants may vary from time to time and NI-MSME does not guarantee any minimum number of participants. The contractor's catering Services shall be available throughout the year without any break.

The bidder shall quote the rates for each item separately as under. Details of items are given in Annexure-A, Annexure-B and Annexure-C of Technical Bid.

COMMERCIAL BID-PART-B

SCHEDULE OF RATE TO BE QUOTED FOR CATERING SERVICES FOR EMPLOYEE,
NATIONAL AND INTERNATIONAL MENU, SPECIAL OCCASIONS AND FOR TEA & SNACKS

S.No.	Particulars	Rate in Figures	Rate in Words
I	National Participants (Annexure-A)		
1)	Bed Tea/Coffee		
2)	Breakfast		
3)	Class room Tea with Snacks/ Biscuits		
4)	Lunch		
5)	Class room Coffee		
6)	Evening Tea/ Coffee		
7)	Dinner		
II	International Participants (Annexure-B)		
1)	Bed Tea/Coffee		
2)	Breakfast		
3)	Class room Tea with Snacks/ Biscuits		
4)	Lunch		
5)	Class room Coffee		
6)	Evening Tea/Coffee		
7)	Dinner		
III	Employees (Annexure-C)		
1)	Morning Tea		
2)	Lunch		
3)	Evening Tea		
	Special Occasions (Annexure-D)		
IV	High tea (Inaugural / farewell / Special occasion)		
V	SPECIAL LUNCH/ VIP LUNCH/LUNCH FOR FAREWELL/ IMPORTANT MEETINGS AND GUESTS ETC		
VII	Special Tea		

Note: Applicable Taxes, if any for the above may please be indicated separately.

I/We accept to all the Terms & Conditions, Specifications, and Guidelines as indicated in the Tender Document including the penalty clause.

Annex IV

PROFORMA FOR HYGIENE AUDIT

	Quality testing at receiving point (where the raw food/consumable is received/procured)		
1	FIFO principle is applied (first in-first out)		
Food Preparation			
2	Food indexing-the menus are being decided to ensure food variety		
Food Safety			
3	Is the food prepared properly under hygienic conditions		
4	Are the prepared items covered properly		
5	Proper cleaning of the utensils		
Kitchen /Pantry Hygiene			
6.	Floors are hygienically clean		
7.	Walls are dust/damp free		
8.	Furniture is regularly cleaned		
9.	Washing area provides hygienic environment		
10	Cooking counter is adequately clean		
Condition of equipment in Food preparation			
11	Work worthy		
12	Clean		
13	Safe to handle		
Food Handler's health			
14	Health check up done or not		
15	Nail are cut clean and healthy		
16	Head gears/caps are worn		
17	Gloves are worn		
18	Smoking, eating or chewing of tobacco, zarda, gutka etc. spitting are strictly prohibited-Prohibition observed or not		
Hygiene of eating Place			
19	Floor is hygienically clean		
20	Walls are dust/damp free		
21	Furniture is regularly cleaned		
Food quality			
22	Palatability is tasted by the Company's representative		
General			
23	Exhaust System is working		
24	Garbage disposal is done regularly		
25	Drainages system is functioning		
26	Washing area provides hygienic environment		
27	Service counter (s) are adequately clean		

Remarks: Satisfactory/Not satisfactory

General Hygienic and Sanitary practices to be followed by Contractors (Caterers)

The place where food is manufactured, processed or handled shall comply with the following requirements:

1. The premises shall be located in a sanitary place and free from filthy surroundings and shall maintain overall hygienic environment. All new units shall set up away from environmentally polluted areas.
2. The premises to conduct food business for manufacturing should have adequate space for manufacturing and storage to maintain overall hygienic environment.
3. The premises shall be clean, adequately lighted and ventilated and sufficient free space for movement.
4. Floors, Ceilings and walls must be maintained in a sound condition. They should be smooth and easy to clean with no flaking paint or plaster.
5. The floor and skirted walls shall be washed as per requirement with an effective disinfectant the premises shall be kept free from all insects. No spraying shall be done during the conduct of business, but instead fly swats/ flaps should be used to kill spray flies getting into the premises. Windows, doors and other openings shall be fitted with net or screen, as appropriate to make the premise insect free The water used in the manufacturing shall be potable and if required chemical and bacteriological examination of the water shall be done at regular intervals at any recognized laboratory.
6. Continuous supply of potable water shall be ensured in the premises. In case of intermittent water supply, adequate storage arrangement for water used in food or washing shall be made.
7. Equipment and machinery when employed shall be of such design which will permit easy cleaning. Arrangements for cleaning of containers, tables, working parts of machinery, etc. shall be provided.
8. No vessel, container or other equipment, the use of which is likely to cause metallic contamination injurious to health shall be employed in the preparation, packing or storage of food. (Copper or brass vessels shall have proper lining).

9. All equipments shall be kept clean, washed, dried and stacked at the close of business to ensure freedom from growth of mould/ fungi and infestation.
10. All equipments shall be placed well away from the walls to allow proper inspection.
11. There should be efficient drainage system and there shall be adequate provisions for disposal of refuse.
12. The workers working in processing and preparation shall use clean aprons, hand gloves, and head wears.
13. Persons suffering from infectious diseases shall not be permitted to work. Any cuts or wounds shall remain covered at all time and the person should not be allowed to come in direct contact with food.
14. All food handlers shall keep their finger nails trimmed, clean and wash their hands with soap, or detergent and water before commencing work and every time after using toilet. Scratching of body parts, hair shall be avoided during food handling processes.
15. All food handlers should avoid wearing, false nails or other items or loose jewellery that might fall into food and also avoid touching their face or hair.
16. Eating, chewing, smoking, spitting and nose blowing shall be prohibited within the premises especially while handling food.
17. All articles that are stored or are intended for sale shall be fit for consumption and have proper cover to avoid contamination.
18. The vehicles used to transport foods must be maintained in good repair and kept clean.
19. Foods while in transport in packaged form or in containers shall maintain the required temperature.
20. Insecticides / disinfectants shall be kept and stored separately and away from food manufacturing / storing/ handling areas.

Name and Signature of Agency

(To be made on Rs.100.00 Non Judicial Stamp Paper)

DRAFT AGREEMENT

BY

AND

BETWEEN

WHEREAS NIMSME is desirous to engage the Agency for providing Catering Services on the terms and conditions stated below:

1. The Agency shall be solely responsible for compliance to provisions to provisions of various labour, Industrial and any other laws applicable and all statutory obligations, such as , wages , allowances, compensations, EPF, Bonus, Gratuity, ESI, Insurance etc relating to Catering Services personnel deployed in NIMSME. The Institute shall have no liability in this regard.
2. The Agency shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it at NIMSME. The Institute shall have no liability in this regard.
3. Any violation of instruction /agreement or suppression of facts will attract cancellation of agreement without any reference or any notice .
4. The contract can be terminated by giving one months notice on either side.
5. In case of non —compliance with the contract, the Institute reserves its right to:
 - a) Cancel/revoke the contract; and/or
 - b) Impose penalty upto 10% of the total monthly bill in case repeated complaints are received about quality of Food or Behavior.
6. The total security deposit of Rs.1,00,000/- shall be refundable after expiry/termination contract and released at the time of final settlement. Security deposit shall not bear any interest.
7. The Agency shall be fully responsible for timely monthly payment of wages and any other dues to their personnel deployed in NIMSME.
8. The Catering Services personnel deployed by the Agency will not claim to become the employees of NIMSME and there will be no employee and employer relationship between the personnel engaged by the Agency in NIMSME.

9. There would be no increase in rates payable to the Agency during the contract period except that of minimum wages.

(a) The Agency agrees to comply with annexed Terms and Conditions and amendments thereto from time to time.

(b) In case of any dispute between the Agency and **ni-msme**, **ni-msme** shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Hyderabad, Telangana State.

THIS AGREEMENT will take effect from.....day of 2018. And shall be valid for one year.

IN WITNESS WHEREOF both the parties have set and subscribed their respective hands with their Seal in Hyderabad in the presence of the witness:

NATIONAL INSTITUTE FOR MICRO, SMALL AND MEDIUM ENTERPRISES

Witness: 1.

2.

AGENCY

Witness: 1.

2.