



**National Institute for Micro, Small and Medium Enterprises
(ni-msme)**

an organization of Ministry of MSME, Govt. of India
and ISO 9001-2015 certified
Yousufguda, Hyderabad – 500 045. Telangana, India

No. ni-msme/catering services/0048/2024

Date: 31.05.2024

E-TENDER NOTICE

Online e-tenders i.e. two bid system (Technical and Financial) are invited through the e-procurement portal <https://eprocure.gov.in/eprocure/app> by the Director General, National Institute for Micro, Small and Medium Enterprises, from experienced, competent and reputed contractors for providing **Quality Catering Services** to **ni-msme**, Yousufguda, Hyderabad.

The last date of bid submission is **13.06.2024**

For more details log on to <http://eprocure.gov.in/eprocure/app> or www.nimsme.org

Sd/-
Director General



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CRITICAL DATE SHEET

Milestones	Start Date	Start Time	Last Date	Last Time
Tender Publishing	31.05.2024	15.00 HRS		
Tender Download	31.05.2024	15.00 HRS	13.06.2024	17:00 HRS
Bid Submission	01.06.2024	10:00 HRS	13.06.2024	17:00 HRS
Technical Bid Opening	15.06.2024	11:00 HRS		

Sd/-
Director General

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

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Yousufguda, Hyderabad – 500 045. Telangana, India

INVITATION FOR ONLINE BIDS

ni-msme invites online tenders through **CPP Portal only** from experienced, competent and reputed contractors for providing **Quality Catering Services** at National Institute for Micro, Small and Medium Enterprises (ni-msme), Yousufguda, Hyderabad-50045. The institute holds Training Programmes for professionals, International Executives and Officer Trainees of Central & State Governments. Hence, the quality of services should not be less than the **4 Star Graded Contractors/ Service Providers**. At any subsequent point of time the bidder should understand that if the quality suffers by way of any reason or including supply of contaminated food shall be the sole responsibility of Service Provider and liable for such compensation as deemed to be imposed by the Competent Authority of institute for such lapse.

I. BID CONDITIONS

- 1. Manual bids shall not be accepted.**
2. The Bidders may also download the Bidding Documents from the web site www.nimsme.org & CPP Portal of Govt. of India i.e. <http://eprocure.gov.in/eprocure/app>. Bidders shall ensure that their Bids, complete in all respects should be uploaded online before the closing date and time as indicated in the critical date sheet above on CPP Portal <http://eprocure.gov.in/eprocure/app>.
3. Bids shall be submitted **online only** at CPPP website: <http://eprocure.gov.in/eprocure/app>. Tenderers/Bidders are advised to follow the instructions provided in the 'Instructions to the Bidders/Tenderers for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <http://eprocure.gov.in/eprocure/app>.
4. Bidders who have downloaded the tenders from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> and our website **www.nimsme.org** shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is

found to be tampered/ modified in any manner, tender will be summarily rejected and Bid Security (EMD) would be forfeited and tenderer is liable to be banned from doing business with ni-msme.

5. Intending Bidders are advised to once again visit CPPP website <https://eprocure.gov.in/eprocure/app> and our website www.nimsme.org prior to closing date of submission of Bid for any corrigendum / addendum/ amendment in this regard.
6. The tender documents comprises (i) Part A - Technical Bid and (ii) Part B – Commercial Bid.
7. The tenders shall be submitted in the following manner and shall contain details/ documents as listed below:
8. Forwarding letter (as per proforma given in Annexure-I of PART A) on the letter head of the bidder.
- 9. Demand Draft ₹25,000/- (Rupees Twenty Five Thousand only) towards the EMD in favour of "ni-msme", payable at Hyderabad.**
- 10. Demand Draft ₹2,000/- (Rupees Two Thousand only) towards the Cost of Tender Document in favour of "ni-msme", payable at Hyderabad. Tender Document can be downloaded from website / CPPP.**
11. Profile of the bidder (as per proforma given in Annexure-II of PART A) duly filled.
12. Bidder/authorized signatory shall sign on each page of the tender.
13. 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.
14. In the first stage of evaluation process, only Technical Bid (Part-A) of the bids will be opened. 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.

15. 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 as a reason for not carrying out the work in strict conformity with specifications.
16. Tenders not submitted as per the guidelines stated above are liable for rejection. **ni-msme**'s decision in this regard shall be final.
17. Tenders received after the prescribed time and date will not be considered.
18. 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.
19. Tenders submitted will be valid for 90 days or till the date of finalization of tender, whichever is earlier.
20. 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.
21. 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.
22. **ni-msme** reserves the right to reject any or all of the tenders received without assigning any reasons thereof.
23. For any clarifications, the bidders may contact the designated officer on 040-23608206/213/270 during office hours on all working days.

II. ELIGIBILITY CRITERIA

1. Bidder should be a professional with a **minimum of 5 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.
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 & Central Government statutory authority**.
3. Minimum annual turnover of bidder should be Rs. 50 lakhs during last three financial years (i.e. 2020-21, 2021-22 & 2022-23) 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 2023 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 expected to be of A-1 quality of services either through the material used for cooking, single use oil for preparing the food** 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, Ministry of Labour, Govt. of India, ESI, PF, PAN, TAN, GST, etc. The copies of certificates of registration should be enclosed to the bid.
13. The bidders shall submit documentary evidence in support of the above eligibility criteria.
14. The tender document containing eligibility criteria, scope of work, terms & conditions and draft agreement can be downloaded from www.nimsme.org

The documents downloaded from the website shall only 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 ₹ 2,000/- for the tender document, in the form of **a demand draft drawn in favour of "ni-msme" payable at Hyderabad**, in separate envelope along with the tender. Tenders received without the tender document fee shall be considered invalid.

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 stipulated in this contract and fails to render the **quality services** to the satisfaction of **ni-msme** after giving notice of one month expressing its intention to terminate the contract. However from Contractors end two months prior notice is mandatory for withdrawal of catering services.
3. **Bidder shall deposit ₹25,000/- (Rupees Twenty Five Thousand only) by means of a Demand Draft from any scheduled bank drawn in favor of "ni-msme" 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. 75,000/- 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 ₹1,00,000/- shall be refundable to the contractor/L-1 bidder after expiry/termination of the contract 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 non-judicial 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, during the course of the contract period, to comply with the terms and conditions of the Agreement/Contract, the security deposit (Rs.1,00,000/-) shall be forfeited in full or in part as decided by the Director General, **ni-msme**.
9. The contractor shall provide **Quality 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/others engaged in **ni-msme**). 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 experienced and well-trained staff for cooking, cleaning, dining and room services and maintain high level of hygiene & sanitization at all times in these areas.
12. Minimum number of staff including expert Chefs (two members), shall be maintained at any point of time to manage the activities of the canteen 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 day to day basis.
- b. Serving of potable drinking water from the source to the dispensers and water coolers placed at all locations in ni-msme 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 /canteen and kitchen at any time.
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 **ni-msme** on his own 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 bills 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. No child labour to be employed by the contractor.

27. Contractor should be able to cater good quality items for International participants as per requirement.
28. The contractor shall not use the address of **ni-msme**'s 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.
29. To ensure effective implementation of this contract, the Director General or an authorized official of **ni-msme** viz. Rector 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 General, **ni-msme** shall be final and binding on the contractor.

30. 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 skillful in their tasks. They should be conversant with Telugu, English and Hindi.
- b. The contractor shall furnish list of his/her employees to be deployed along with qualifications, experience, address, photos, etc. to **ni-msme**.
- 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 his employees 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 of any changes made in them to **ni-msme** 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, participants 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 in inebriated state or consume drugs, prohibited substances, smoke, etc., while on duty and in **ni-msme** premises.
- l. In case of theft of any material/cash takes place from the occupants/participants rooms 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.
- m. Coonks/chefs to always be neat and clean with apron, headgear, nails cut and clean shave with decent haircut.

31. 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 quality 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.

32. 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.

33. Licenses and Registrations

- a. The Contractor should obtain the requisite license under Contract Labour Act (Regulation and Abolition Act 1970) as amended from time to time 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 as amended from time to time, Payment of Wages Act 1935 as 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, **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 laws with regard to the provision of labour and ensure that an appropriate license 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**.

34. 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.

35. Disputes Resolution

All questions, disputes and / or differences 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 his 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 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. Complete catering services to the national/collaborative participants and guest faculty of **ni-msme** as per Annexure – A.
- ii. Complete catering services to the International participants and guest faculty of **ni-msme** as per Annexure – B.
- iii. Catering services to **ni-msme** employees/others as per Annexure – C
- iv. Catering services on special occasions as per Annexure – D
- 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, any important events, seminars etc. 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 before such event/seminar is conducted.
- viii. The charges for catering services shall be on per head per day basis for the participants/guests staying for the 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.
- ix. To cater for catering for other Govt. agencies conducting their programmes at ni-msme.

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 the 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.

Crockery, Cutlery, Cooking Utensils and Kitchen Equipment shall have to be arranged by the contractor and should be of good quality and standard.

7. Rental charges for providing premises together with furniture.

The rental charges towards the providing of Canteen premises and furniture shall be payable to the Tendering Authority @ ₹10,000/- per month (incl. GST).

8. Electricity

The charges of electricity consumed for lights, fans and other electrical appliances in the canteen premises shall be borne by the contractor. A sub-meter shall fixed by **ni-msme** for measuring monthly units consumed.

9. Water Supply

The charges of water consumed by the contractor in the canteen premises shall be borne by the contractor. A sub-meter shall fixed by **ni-msme** for measuring monthly units consumed.

10. 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. Proper garbage disposed to be done by the contractor daily and maintain hygiene and cleanliness.

11. 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 Telugu, Hindi, and English.

Standard of Catering

- a. The quality of articles of food and provisions should be of good standard as 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 provisions, 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 quality, quantity 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 (by the food inspectors/ food dept. etc.) 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 period such food poisoning has occurred, **ni-msme** may initiate further stringent action, as it 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 penalty of 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 is 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 properly.
- h. The Agency shall be equipped to undertake Hygiene audit as per Annex IV on daily basis and submit report to **ni-msme**. Also **ni-msme** will undertake independent hygiene and quality audits as and when deemed necessary.

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 of standard quality. 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 safety and 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 provisions which are found to be not meeting the standard set out in the contract and on the 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 vegetables, milk, fish, mutton, chicken, eggs, fruits 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-chaffing i.e. leftover food of one meal shall not be served at the next meal.
- f. Reuse of burnt oil is strictly prohibited. Oil, once used shall 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.	Class Room Tea /Coffee with Biscuits (Morning)	10:30 am to 11:00 am
4.	Lunch	01:00 pm to 02:00 pm
5.	Class Room Tea /Coffee with Biscuits (Evening)	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

- a. 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.
- b. The Catering shall remain open all days when any programme is scheduled or Guests are staying in the hostel rooms.
- c. 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 burners/gas burners, table ware and thermos ware etc.
- d. 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 done on 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 by the contractor. 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 participants, 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 and servant should be available from breakfast till completion of the dinner. Allocation of duties/shifts etc. shall be the responsibility of the Contractor.
- m. Minimum two (2) members of the Food Committee will investigate at any time to taste the food, quality/standard, quantity etc. and the same is provided by the contractor at free of cost.

SCHEDULE OF ITEMS TO BE SERVED TO NATIONAL / COLLABORATIVE PARTICIPANTS

Bed Tea:

Sl. No.	Type	Items
1	Tea	Bed Tea / Coffee

Breakfast:

Sl. No.	Type	Items
1	Dish (either South or North Indian)	Idly / Wada / Pesarettu / Dosa / Puri / Aloo Paratha
		Upma / Pongal / Tomata Bath
		Chutney
		Sambhar
2	Bread	Bread
		Butter & Jam
3	Egg	Omelet / Boiled eggs / Bhurji
4	Tea	Tea / Coffee / Milk

Tea / Coffee with Biscuits (Morning):

Sl. No.	Type	Items
1	Tea	Class Room Tea / Coffee with salted biscuits / non-salted biscuits (Good quality biscuits)

Lunch:

Sl. No.	Type	Items
1	Salad	Salad (mixed minimum three items)
2	Chapatti	Chapatti / Pulka (Chakki Atta or reputed brand)
3	Dry Curry	Aloo Zeera / Bendi Dho Pyaz / Carrot Beans / Beatroot / Kadhu / Donda
4	Wet Curry	Mix Veg Kurma / Bagara Baigan / Chole Masala / Kadai Veg / Rajma Masala / Aloo Kurma / Ghobi / Capsicum
5	Flavored Rice	Tomato / Lemon / Zeera / Polihora / Palak / Veg Pullav / Bagara / Veg. Fried / Schezwen Fried etc.
6	Steamed Rice	Plain Rice
7	Dal	Palak / Tomato / Thotakura / Dosakai / Gongura / Mango
8	Sambar	Sambar / Rasam
9	Curd	Curd (Plain) / Dhahi Vada
10	Papad	Fryums / Papad (full)
11	Chutney	Chutney / Pickle (Good quality)
12	Fruit / Sweet	Banana / Fruit salad / Cut Fruit / Custard / Kheer / Kesar

Tea / Coffee with Biscuits (Evening):

Sl. No.	Type	Items
1	Tea	Class Room Tea / Coffee with salted biscuits / non-salted biscuits (Good quality biscuits)

Dinner:

Sl. No.	Type	Items
1	Salad	Salad (mixed minimum three items)
2	Chapatti	Chapatti / Pulka (Chakki Atta or reputed brand)
3	Fry	Allu / Bendi / Dhondi / Cabbage / Ghobi
4	Wet Curry	Mix Veg Kurma / Bagara Baigan / Chole Masala / Kadai Veg / Rajma Masala / Aloo Kurma
5	Flavored Rice	Tomato / Lemon / Zeera / Polihora / Palak / Veg Pulav / Bagara / Veg. Fried / Schezwen Fried etc.
6	Steamed Rice	Plain Rice
7	Dal	Palak / Tomato / Thotakura / Dosakai / Gongura
8	Sambar	Sambar / Rasam
9	Curd	Curd (Plain) / Dhahi Vada
10	Papad	Fryums / Papad (full)
11	Chutney	Chutney / Pickle (Good quality)
12	Fruit / Sweet	Banana / Fruit salad / Cut Fruit / Custard / Kheer / Kesar
13	Non Veg	Chicken / Fish / Egg (Chinese / Curry / Masala / Roast / Grilled)

Note: Mouth freshener 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 instructions might be given by Programme Co-ordinator in consultation with Collaborative Agency etc.

ANNEXURE – B**SCHEDULE OF ITEM TO BE SERVED TO INTERNATIONAL PARTICIPANTS****Bed Tea:**

Sl. No.	Type	Items
1.	Tea	Bed Tea / Coffee

Breakfast:

Sl. No.	Type	Items
1	Juice	Watermelon / Grapes / Banana / Muskmelon / Mix Fruit / Tetra Pack Juice (with two internal options)
2	Oats	Corn Flakes / Oats with milk
3	Bread	Bread Butter & Jam
4	Egg	Omelet / Boiled eggs / Bhurji
5	Tea	Tea / Coffee / Milk

Tea / Coffee with Biscuits (Morning):

Sl. No.	Type	Items
1	Tea	Class Room Tea / Coffee with salted biscuits / non-salted biscuits (Good quality biscuits)

Lunch:

Sl. No.	Type	Items
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		
1	Salad	Salad (mixed minimum three items)
2	Soup	Cream of Corn / Leek & Potato / Minestrone / Tomato / Lemon Coriander / Vet. Hot & Sour / Mushroom
3	Chapatti	NAN / Kulcha (Standard Size) / palak pulka / aloo paratha
4	Rice	Rice (International standard) Chicken Biryani (at least once a week)
5	Fry	Vegetable fried pieces (French / Boiled Veg. smashed Potato/ Crispy Corn / Butter Vegetable / Baked Gobi
6	Chinese	Egg noodles / Egg fried rice (on rotation)
7	Dal	Palak / Tomato / Thotakura / Dosakai / Gongura (Less spice)
8	Yoghurt	Yoghurt
9	Curd	Curd (Plain) / Dhahi Vada
10	Fruit / Sweet	Banana / Fruit salad / Cut Fruit / Custard / Kheer / Kesar
11	Non Veg.	Any one - Chicken / Fish Curry on rotation basis

Tea / Coffee with Biscuits (Evening):

Sl. No.	Type	Items
1	Tea	Class Room Tea / Coffee with 2 pieces salted biscuits / non-salted biscuits (Good quality biscuits)

Dinner:

Sl. No.	Type	Items
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		
1	Salad	Salad (mixed minimum three items)
2	Soup	Cream of Corn / Leek & Potato / Minestrone / Tomato / Lemon Coriander / Vet. Hot & Sour / Mushroom
3	Chapatti	NAN / Kulcha (Standard Size) / palak pulka / aloo paratha
4	Rice	Rice (International standard) Chicken Biryani (at least once a week)
5	Fry	Vegetable fried pieces (French / Boiled Veg. smashed Potato/ Crispy Corn / Butter Vegetable / Baked Gobi
6	Chinese	Egg noodles / egg fried rice (on rotation)
7	Dal	Palak / Tomato / Thotakura / Dosakai / Gongura (Less spice)
8	Yoghurt	Yoghurt
9	Curd	Curd (Plain) / Dhai Vada
10	Fruit / Sweet	Banana / Fruit salad / Cut Fruit / Custard / Kheer / Kesar
11	Non Veg.	Any one - Chicken / Fish Curry on rotation basis

SCHEDULE OF ITEM TO BE SERVED FOR ni-msme EMPLOYEES

Office Tea (Morning & Evening):

Sl. No.	Type	Items
1	Tea	Staff Tea (10:30 am to 11:00 am and 03:30 pm to 04:00 pm)

Staff Lunch:

Sl. No.	Type	Items
1	Chapatti	Chapatti / Pulka (Chakki Atta or reputed brand)
2	Wet Curry	Mix Veg. Kurma / Bagara Baigan / Chole Masala / Kadai Veg / Rajma Masala / Aloo Kurma
3	Rice	Plain Rice (once a week flavored rice)
4	Dal	Palak / Tomato / Thotakura / Dosakai / Gongura
5	Sambar	Sambar / Rasam
6	Curd	Curd /Bundi Raita
7	Papad	Fryums / Papad (full)
8	Chutney	Chutney / Pickle (Good quality)

- Note:** i) The Contractor should at all time ensure that he uses the specified brand only and having the latest validity.
ii) Different vegetable curry to be served on alternate days.
iii) On request of the staff Breakfast to be provided with payment.
(Information to be provided to the Service Provider one day prior)
iv) On request of the staff any non-veg (limited one bowl) curry to be provided with nominal rate.

Important Note: All food items to be served with sufficient quantity.

SCHEDULE OF ITEM TO BE SERVED ON SPECIAL OCCASIONS

A) SPECIAL LUNCH / VIP LUNCH / IMPORTANT MEETINGS AND GUESTS ETC

i. Special Veg Lunch:

Sl. No.	Type	Items
1	Salad	Salad (mixed minimum three items)
2	Soup	Cream of Corn / Leek & Potato / Minestrone / Tomato / Lemon Coriander / Vet. Hot & Sour / Mushroom
3	Puri	Puri / Tanduri / NAN / Butter NAN Kulcha (Standard Size)
4	Flavored Rice	Bagara Rice (Basmati)
5	Rice	Plain Rice
6	Fry	Aloo / Bendi / Dhondi / Cabbage / Ghobi
7	Dry Curry	Aloo Zeera / Bendi Dho Pyaz / Carrot Beans / Beatroot / Kadhu / Dhonda
8	Premium Curry	Panner Butter Masala / Palak Panner / Veg Kofta
9	Dal	Palak / Tomato / Thotakura / Dosakai / Gongura
10	Sambar	Sambar / Rasam
11	Curd	Raitha / Curd (Plain) / Dhai Vada
12	Papad	Fryums / Papad (full)
13	Chutney	Chutney / Pickle (Good quality)
14	Fruit / Sweet	Banana / Fruit salad / Cut Fruit / Custard / Kheer / Kesar
15	Ice Cream	Ice Cream - Butterscotch / Vanilla / Strawberry etc.

ii. Special Lunch (1 non-veg):

Sl. No.	Type	Items
1	Salad	Salad (mixed minimum three items)
2	Soup	Cream of Corn / Leek & Potato / Minestrone / Tomato / Lemon Coriander / Vet. Hot & Sour / Mushroom
3	Puri	Puri / Tanduri / NAN / Butter NAN Kulcha (Standard Size)
4	Flavored Rice	Bagara Rice (Basmati)
5	Rice	Plain Rice
6	Fry	Aloo / Bendi / Dhondi / Cabbage / Ghobi
7	Dry Curry	Aloo Zeera / Bendi Dho Pyaz / Carrot Beans / Beatroot / Kadhu / Donda
8	Premium Curry	Panner Butter Masala / Palak Panner / Veg Kofta
9	Single Non Veg	Chicken Curry / Fish Curry / Chicken Biryani
10	Dal	Palak / Tomato / Thotakura / Dosakai / Gongura
11	Sambar	Sambar / Rasam
12	Curd	Raitha / Curd (Plain) / Dhai Vada
13	Papad	Fryums / Papad (full)
14	Chutney	Chutney / Pickle (Good quality)
15	Fruit / Sweet	Banana / Fruit salad / Cut Fruit / Custard / Kheer / Kesar
16	Ice Cream	Ice Cream - Butterscotch / Vanilla / Strawberry etc.

iii. Special Lunch (2 non-veg):

Sl. No.	Type	Items
1	Salad	Salad (mixed minimum three items)
2	Soup	Cream of Corn / Leek & Potato / Minestrone / Tomato / Lemon Coriander / Vet. Hot & Sour / Mushroom
3	Puri	Puri / Tanduri / NAN / Butter NAN Kulcha (Standard Size)
4	Flavored Rice	Bagara Rice (Basmati)
5	Rice	Plain Rice
6	Fry	Aloo / Bendi / Dhondi / Cabbage / Ghobi
7	Dry Curry	Aloo Zeera / Bendi Dho Pyaz / Carrot Beans / Beatroot / Kadhu / Dhonda
8	Premium Curry	Panner Butter Masala / Palak Panner / Veg Kofta
9	Double Non-Veg	Mutton Curry / Mutton Biryani & Chicken Curry / Chicken Biryani
10	Dal	Palak / Tomato / Thotakura / Dosakai / Gongura (Less spice)
11	Sambar	Sambar / Rasam
12	Curd	Raitha / Curd (Plain) / Dhai Vada
13	Papad	Fryums / Papad (full)
14	Chutney	Chutney / Pickle (Good quality)
15	Fruit / Sweet	Banana / Fruit salad / Cut Fruit / Custard / Kheer / Kesar
16	Ice Cream	Ice Cream - Butterscotch / Vanilla / Strawberry etc.

B) SPECIAL MENU:**i. Tea & Snacks:**

Sl. No.	Type	Items
1	Tea	Coffee / Tea / Milk
2	Snacks	Pokoda / Samosa / Bajji / Kachori / Patties / Sandwich

ii. Special Tea & Snacks:

Sl. No.	Type	Items
1	Tea	Coffee / Tea / Milk
2	Snacks	Pokoda / Samosa / Bajji / Kachori / Patties / Sandwich
3.	Biscuits	Fruit Biscuits & Osmania Biscuits

iii. Hi-Tea:

Sl. No.	Type	Items
1	Tea	Coffee / Tea / Milk
2	Snacks	Pastry / Plum Cake
3	Biscuits	Fruit Biscuits & Osmania Biscuits

iv. Special Hi-Tea:

Sl. No.	Type	Items
1	Tea	Coffee / Tea / Milk
2	Snack 1	Pastry - Chocolate / Pineapple
3	Snack 2	Pista / Cashew nuts (fried)
4	Biscuits	Fruit Biscuits & Osmania Biscuits

v. Extra Items:

Sl. No.	Type	Items
1	Beverages	Butter Milk
2		Lassi
3		Lemon Water
4		Coconut Water
5		Cool Drink (Thumps up / Sprite / Maaza)
6		Fruit Juice (Watermelon / Apple / Banana / Mosambi / Sapota / Pineapple / Mango / Pomegranate etc.)
7		Black Tea with Milk + Sugar + Lemon (separate)
8		Green Tea
9	Snacks	Pastry
10		Plum Cake
11		Fruit Biscuits
12		Osmania Biscuits
13	Water Bottles	250 ml
14		500 ml
15		1 litre
17	Sweet	Double ka Mitta
18		Gulab Jamun
19		Laddu
20		Jalebi
21		Kaja (Kakinada)
22	Non-Veg.	Mutton Curry
23		Mutton Biryani
24		Chicken Curry
25		Chicken Biryani
26		Apollo fish
27		Prawns
28	Veg.	Paneer Butter Masala / Palak Paneer/ Veg. Kofta

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

TECHNICAL BID – PART-A

Forwarding Letter
(To be submitted on bidder's letterhead)

No.:

Date:

To
The Director General
National Institute for Micro, Small and Medium Enterprises,
Govt. of India, M/o MSME
Yousufguda,
Hyderabad-500045

Dear Sir,

Sub: Submission of 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 thoroughly and 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 confirming 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 ₹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 ₹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 2020-21 b) FY 2021-22 c) FY 2022-23	
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
	FSSAI License	
	Professional Tax	
	PAN	
	GSTIN	
	(Copies of income-tax returns for last 3 years to be enclosed)	
12.	Whether registered / empaneled 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 per year (Rs.)	Duration of the Existing on hand 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 Biscuits (Morning)		
4)	Lunch		
5)	Class Room Tea with Biscuits (Evening)		
6)	Dinner		
II	International Participants (Annexure-B)		
1)	Bed Tea/Coffee		
2)	Breakfast		
3)	Class Room Tea with Biscuits (Morning)		
4)	Lunch		
5)	Class Room Tea with Biscuits (Evening)		
6)	Dinner		
III	Employees (Annexure-C)		
1)	Morning Tea		
2)	Lunch		
3)	Evening Tea		
	Special Occasions (Annexure-D)		
1)	Special veg. lunch		
2)	Single non-veg. lunch		
3)	Double non-veg. lunch		
4)	Tea & Snacks		
5)	Hi-Tea		
6)	Special Hi-Tea		
7)	Cool Drink/Lassi/Butter Milk		
8)	Lemon Water/Coconut Water		
9)	250 ml. water bottle		
10)	500 ml. water bottle		
11)	1 ltr. water bottle		

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.

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	Nails 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 premises 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 times 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 process.
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 food must be maintained in good condition 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 executed on Rs.100.00 Non Judicial Stamp Paper)

DRAFT AGREEMENT

BY

AND

BETWEEN

WHEREAS **ni-msme** 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 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 **ni-msme**. 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 **ni-msme**. The Institute shall have no liability in this regard.
3. Any violation of instructions /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 month 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 ₹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 **ni-msme**.
8. The Catering Services personnel deployed by the Agency will not claim to become the employees of **ni-msme** and there will be no employee and employer relationship between the personnel engaged by the Agency in **ni-msme**.
9. There would be no increase in rates payable to the Agency during the contract period.

10. **ni-msme** shall pay only food charges and shall not pay any wages to the workmen engaged in the canteen by the contractor under any circumstances.

(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
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:

Ni-msme

Agency

Hyderabad

NATIONAL INSTITUTE FOR MICRO, SMALL AND MEDIUM ENTERPRISES

Witness: 1.

2.

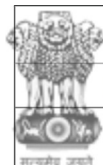
AGENCY

Witness: 1.

2.

SWAPNA
VANAMA
LA

Digitally signed
by SWAPNA
VANAMALA
Date: 2024.05.31
16:09:48 +05'30'



**Government
eProcurement
System**

eProcurement System Government of India

Tender Details

Date : 31-May-2024 04:58 PM

Print

Basic Details

Organisation Chain	National Institute for Micro Small and Medium Enterprises		
Tender Reference Number	nimsme/catering services/0048/2024		
Tender ID	2024_NIMSM_809542_1	Withdrawal Allowed	Yes
Tender Type	Open Tender	Form of contract	Works
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

Payment Instruments

Offline	S.No	Instrument Type
	1	Demand Draft

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual /Technical	.pdf	technical document attached
2	Finance	.xls	BOQ attached

Tender Fee Details, [Total Fee in ₹ * - 2,000]

Tender Fee in ₹	2,000		
Fee Payable To	NIMSME	Fee Payable At	HYDERABAD
Tender Fee Exemption Allowed	Yes		

EMD Fee Details

EMD Amount in ₹	25,000	EMD Exemption Allowed	Yes
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	NIMSME	EMD Payable At	HYDERABAD

[Click to view modification history](#)

Work / Item(s)

Title	Quality Catering Services to nimsme				
Work Description	Quality Catering Services to nimsme				
Pre Qualification Details	Please refer Tender documents.				
Independent External Monitor/Remarks	NA				
Show Tender Value in Public Domain	No				
Tender Value in ₹	0.00	Product Category	Hotel/ Catering	Sub category	catering services
Contract Type	Rate Contract	Bid Validity(Days)	90	Period Of Work(Days)	15
Location	nimsme,hyderabad	Pincode	500045	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	NIMSME
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	31-May-2024 05:10 PM	Bid Opening Date	15-Jun-2024 11:00 AM
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Document Download / Sale Start Date	31-May-2024 05:10 PM	Document Download / Sale End Date	13-Jun-2024 05:00 PM
Clarification Start Date	01-Jun-2024 09:00 AM	Clarification End Date	12-Jun-2024 04:00 PM
Bid Submission Start Date	01-Jun-2024 10:00 AM	Bid Submission End Date	13-Jun-2024 05:00 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	technical document attached	951.47

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	BOQ	BOQ_850780.xls	BOQ attached	299.00

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	sriverma@gmail.com	ANUMOLA SRINIVAS VARMA	ANUMOLA SRINIVAS VARMA
2.	evijaya@nimsme.org	E Vijaya	VIJAYA
3.	swapnaipfc@nimsme.org	SWAPNA VANAMALA	SWAPNA VANAMALA

GeMARPTS Details

Reason for non availability of GeMARPTS ID	Urgent nature of Procurement
Remarks	document attached
Document Name	canteen.pdf
Document Size (in KB)	109.34

Tender Properties

Auto Tendering Process allowed	No	Show Technical bid status	Yes
Show Finance bid status	Yes	Stage to disclose Bid Details in Public Domain	Technical Bid Opening
BoQ Comparative Chart model	Normal	BoQ Compartive chart decimal places	2
BoQ Comparative Chart Rank Type	L	Form Based BoQ	No

TIA Undertaking

S.No	Undertaking to Order	Tender complying with Order	Reason for non compliance of Order
1	PPP-MII Order 2017	Not Applicable	because of catering services
2	MSEs Order 2012	Not Applicable	because of catering services

Tender Inviting Authority

Name	DIRECTOR GENERAL
Address	nimsme yousufguda hyderabad

Tender Creator Details

Created By	SWAPNA VANAMALA
Designation	Associate Faculty Member
Created Date	31-May-2024 04:32 PM