

**NATIONAL INSURANCE ACADEMY
BALEWADI, PUNE 411 045.**



TENDER DOCUMENT

FOR

- 1. CATERING SERVICES FOR EXECUTIVE HOSTELS**
- 2. CATERING SERVICES FOR CAFETERIA**
- 3. CATERING SERVICES FOR PGDM HOSTEL**

2023-2025

**Through Online Mode Only
NIA E-Procurement Website is – <https://www.tenderwizard.com/NIA>**

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**NATIONAL INSURANCE ACADEMY, 25, BALEWADI,
BANER ROAD, N.I.A. POST OFFICE
PUNE 411 045,**

TENDER NOTICE

No. NIA/ CATERING-SER.EXE, CAFÉ & PGDM HOSTELS/10/2023 dated 16/10/2023.

National Insurance Academy, Pune, an autonomous Institution (established by the Life Insurance Corporation of India, General Insurance Corporation of India, The New India Assurance Co Ltd., The National Insurance Co Ltd., The Oriental Insurance Co Ltd. and The United India Insurance Co Ltd.) having its office at 25, Balewadi, Baner Road, NIA P.O., Pune 411045 invites e-tender through advertised tender enquiry for the **“Catering Services at Executive Hostels, Cafeteria and PGDM Hostel.”** as per the details given in the **“Terms and Conditions for service contract of Catering Services”** of the Tender Document from reputed Individuals / Firms / Companies / Corporation / Association / Society having sound technical and financial capacity who fulfills the eligibility criteria and submits documentary evidence as per Technical Bid to Tender Document and preferably operating their business in and around Pune City.

The National Insurance Academy reserves its right to reject one or all tenders without assigning any reasons and also to extend the date of tender or cancel the tender if required.

**DIRECTOR
NIA, PUNE**

TECHNICAL BID

ELIGIBILITY CRITERIA

SCANNED COPIES OF REQUIRED DOCUMENTS TO BE UPLOADED ONLINE

- 1) The Agency should have the minimum experience of **five years as on 31/12/2022** in the similar type of services, out of which, three years experience should have been with any Public Sector Undertaking (PSU), Govt. Organization, Educational Institutions like College, University, Institute and any similar educational body. The tenders of those tenderers who lacks this experience are liable to be rejected.
- 2) The tenderer must have a minimum cumulative turnover from Catering activity of Rs. 7.50 crore for the last three financial years i. e. 2019-20, 2020-21 and 2021-22, with a minimum turnover of Rs. 2.00 crore each year.
- 3) The tenderer should have a valid license from Food & Safety Authority of India.
- 4) The tenderer should not have been debarred/blacklisted. Undertaking should be enclosed. (as per annexure G)
- 5) The tenderer shall pay the Tender cost of **Rs. 1000/- (Rs. One Thousand only) + GST** and the EMD of **Rs. 5,00,000/- (Rs. Five Lakh only)** through online e-Payment mode on NIA e-Procurement Website. The e-Payment Gateway is available on NIA e-Procurement Site. Any tender without the tender cost and the EMD will be summarily rejected. No exemption will be granted.
- 6) Only those Tenderers who fulfill the eligibility criteria and the Technical Bid requirement shall participate in the e-tendering process. The Tender Document consists of Technical Bid and Commercial Bid. The Tenderer shall go through the conditions of the Technical Bid before submitting the Tender.
- 7) The Tenderer/s shall keep his / their offer valid for a period of at least 3 months (90 days) from the date of opening of the tender. If any Tenderer withdraws or amends impairs or derogates from the tender conditions in any respect within the period of validity of his offer, the EMD is liable to be forfeited.
- 8) The Tenderer shall clearly specify whether the tender is submitted on his own behalf or on behalf of partnership / company or society etc. In case the tender is submitted on behalf of a partnership firm / company / corporation / society, then he should submit the certified true copy of the **Registered Partnership Deed, Certificate of Incorporation, Power of Attorney and Registration Certificate etc. whichever is applicable** along with the tender documents. If these documents are not submitted or if any such documents are found to be not in order or not valid, the tender of such Tenderer shall be treated as invalid or liable for rejection.
- 9) If the Tenderer whether an Individual / Sole Proprietor, a Partnership Firm or a Limited / Private Limited Company or Corporation or Society, wants to act through their agent / authorized representative or individual / Partner he / they should submit along with the tender, a **Power of Attorney** duly stamped and authenticated by a Notary Public or by a Magistrate in favour of the specific person whether he / they be individual / partner and in case of the Company / Society, a **resolution of the company** / society duly authorizing such representative to submit the tender, sign

agreements and to receive money and manage the contract etc. The tender documents shall be signed by such authorized representative of the Tenderer duly indicating their full name and status below the signature along with official stamp of the Proprietorship / Partnership firm / company / society etc. Those tenders which do not accompany such Power of Attorney, Resolution etc. shall become invalid or liable for rejection.

- 10) The ACADEMY may, at any time after opening of the tender, depute a team of its officials to the site / work place / office of the Tenderer to get the credentials of the information furnished by the Tenderer verified by collecting the spot information as to the status, workmanship & quality of the services rendered by them. If any information furnished by the Tenderer is found to be incorrect, the tender of such Tenderer shall be liable for rejection.
- 11) The successful Tenderer whose tender is accepted shall, within seven days from issuing / receiving the Letter of Acceptance, be required to deposit an amount of Rs 20,00,000 (Rupees Twenty Lakhs Only) by NEFT / RTGS payment or Demand Draft in the Name of National Insurance Academy. However, Bank Guarantee for the even amount may be submitted by the Bidder for the minimum period of two years of the Contract. Under such circumstance, the Bidder must ensure that: The Bank Guarantee submitted should be from the Nationalised Bank only, (It should remain valid for a period of sixty days beyond the date of completion of the contract). The tenderer has to execute the Contract Agreement with the ACADEMY as per the General Conditions / Special conditions enumerated in the tender documents, on a Non-Judicial Stamp Paper of Rs.500/-. If he / she / they decline/s or fail/s to remit the Security Deposit or to execute the contract agreement within the stipulated time, the entire amount of EMD of **Rs. 5,00,000/- (Rupees Five Lakh only)** shall stand forfeited, without prejudice to ACADEMY's right to rescind the contract and other rights and remedies warranted by law. No interest is payable on EMD as well as Security deposit by National Insurance Academy.
- 12) In the event of refusal to carry out work by the successful Agency on any grounds during the contract tenure, it's EMD / security deposit shall be forfeited.
- 13) The **Security Deposit of Rs. 20,00,000/- (Rs. Twenty Lakh Only)** shall be refunded to the Tenderer within 60 days of completion / termination of the contract subject to satisfactory performance of the Tenderer's obligations under the contract and subject to such deductions as may be necessary for making up Academy's claims against the Tenderer.
- 14) The Tenderer shall note that the non-compliance of the following instructions shall render the tender liable for rejection.
 - a. Online submission of the Technical Bid along with supporting documents, receipts of EMD and Tender cost is uploaded.
 - b. The Tenderer shall ensure that the tender is received before the due date and time specified in the Key Dates of online tender.
 - c. The Tenderer shall fill in all the relevant information in the prescribed templates/forms and put his Digital signature on the relevant places as required in the e-tendering System.

- d. The schedule of Quantities should be filled in as per the format given in the online e-Tender.
- e. The Tenderer should note that he is to quote RATES only in the BOQ on online portal.
- f. No liability whatsoever shall be admitted nor claim allowed in respect of errors in the submitted tender due to missing / duplicate uploaded documents.
- g. The selected Tenderer will be required to sign an agreement With National Insurance Academy which will incorporate all the terms and conditions stated in this Tender. While the agreement shall be deemed to have come into existence on issue of letter of acceptance to the successful tenderer, the formal agreement shall be signed thereafter with the successful tenderer on non-judicial stamp paper of requisite value.
- h. The Earnest Money accompanying the tender will be accepted only through online e-Payment mode which is the e-Payment Facility available on NIA e-Procurement Website and not in favour of any other Authority or location. Any tender, which is not accompanied by Earnest Money Deposit, shall be summarily rejected. No interest will be paid for the period during which the earnest money lies in deposit with the National Insurance Academy.
 - (i) The tender shall be accompanied by a certified true copy of the Power of Attorney in favour of the signatory to the tender documents wherever applicable. If the tender is submitted on behalf of a firm, it must be signed either by all the partners or a person holding a valid power of attorney from all partners constituting the firm. The person signing the tender on behalf of another partner(s) or on behalf of a firm on Company shall attach with the Tender a proper Power of Attorney duly executed in his favour by such other person(s) or by all the partners in accordance with the Constitution of the Company / Articles of Association, stating that he has the authority to sign on behalf of such other person(s) of the firm or the Company as the case may be, in all matters pertaining to the contract including the Arbitration Clause.
 - (ii) The tenderers can submit the scanned copy of the same on the online portal.
- i. The Tenderers are warned that Cash, or Encashable Cheque, or Bank or Insurance Guarantee, or Fixed Deposit receipt in lieu of the aforementioned form of Earnest Money remittance will not be accepted.
- j. The tenders containing errors are liable to be considered non-bonafide at the discretion of the Director, National Insurance Academy.
- k. The Tenderer should note that the tender should remain valid for consideration for a minimum period of THREE MONTHS from the date fixed for submission of THE BID DOCUMENT.
- l. The National Insurance Academy reserves the right to accept any tender or to accept tenders in part; to reject any or all tenders without assigning reasons thereof.
- m. Canvassing in any form shall make the tender liable for rejection.

TECHNICAL BID

E -TENDERING PROGRAMME SYSTEM

The Tenderer has to submit the Tender as under:

I. Technical Bid:

The Tenderer shall fill in the form and upload the supporting documents / attachments (**Must be legible and readable**). The scanned copy of the Online paid transaction details / receipts of Tender cost and EMD shall be uploaded in Technical Bid.

The Tender cost of **Rs. 1000/- (Rs. One Thousand only)** + GST (non-refundable) and EMD of **Rs. 5,00,000/- (Rs. Five Lakh only)** through online e-Payment mode on NIA e-Procurement Website. The e-Payment Facility is available on NIA e-Procurement Site. (No Physical Demand Draft will be accepted).

II. Commercial Bid:

The Commercial Bid consists of documents and schedule of quantities. The Tenderer shall download the documents, fill in the relevant information, sign and stamp the documents and upload in the portal. The item rate in words and figures shall be quoted in each item of work in the schedule provided. No other document/conditions shall be uploaded along with the documents of commercial bids.

Note:

- Any Tenderer applying and fulfilling the eligibility criteria may not be considered for enlistment if unsatisfactory performance report(s) is / are received for the completed Catering Service contracts from their previous Employer (s).
- The Director, NIA reserves the right not to open commercial bid of the Tender or any / all bids at his sole discretion without assigning any reason whatsoever.
- If the documents filed by the Tenderer are found false / forged or fabricated during verification / evaluation process and / or after opening of the commercial bid, or at any time subsequently not only the Earnest Money Deposit will be forfeited in totality but also they will be debarred by NIA from participating in future tendering process for a period of 3 years and such information will also be shared with other organizations.

IMPORTANT INFORMATION FOR TENDERS:	
KEY DATES	
Publication of NIT	17.10.2023
Date of uploading of tender document on online e-tendering portal: https://www.tenderwizard.com/NIA	17.10.2023
Period of Downloading of tender document	From 10.00 Hrs on 17.10.2023 up to 12.00 Hrs noon on 06.11.2023
Pre-bid Meeting Venue – NIA Campus	On 23.10.2023 @ 11.30 Hrs.
Date of corrigendum, amendments if any.	Up to 17.30 Hrs. on 27.10.2023
Last Date, Time for online submission of Tender forms and documents.	Up to 17.00 Hrs. on 06.11.2023
Tender cost	Rs.1000.00 + GST
EMD	Rs.5,00,000/- (EMD will not carry any interest)
Date & Time of Opening of Technical Bid Online	07.11.2023 - 11.00 A.M.
Date & Time of Opening of Commercial Bid Online	Shall be intimated at a later date to the Tenderers, who qualify in the Technical Evaluation.

III. Information & instructions to the bidders:

FOR USING ONLINE ELECTRONIC TENDERING SYSTEM (ETS).

The Special Conditions & instructions for using online Electronic Tendering System (eTS) through portal (website) <http://www.tenderwizard.com/NIA> adopted by National Insurance Academy, Pune as given in the subsequent pages will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

The Tenderers are required to enrol for Vendor Registration on the NIA e-Procurement Tender wizard Portal (URL: <https://www.tenderwizard.com/NIA>) by clicking on the link “**Registration**” on the home page of e- Portal, which is chargeable. (Rs. 1000/- + GST 18%, Non-Refundable) to be paid online through e-payment gateway) & Tender Processing Fees are applicable (Non- Refundable).

Note: The e-Payment Gateway is available on e-Procurement Portal for making the Online Vendor Registration Payment.

Note: Information about e-Procurement Portal.

More useful information for submitting online bids on the NIA e-Procurement Tender wizard Portal may be obtained at: <https://www.tenderwizard.com/NIA>.

The Tenderers are requested to refer to the Vendor’s manual by downloading the Vendor’s Manual on the home page of <https://www.tenderwizard.com/NIA> and following KEY INSTRUCTIONS for TENDERERS by clicking on “**Latest Circulars/Formats/Help Manuals/FAQs**”. The complete **Step by Step Vendors Help Manual For e-Procurement / e-Tendering Process, Vendors Registration Process, System Settings Requirements & JAVA Settings Manuals, e-Payment Guidelines & Digital Signature Certificate Process** are available on e-Auction Website regarding the e-Auction.

Online Support / Web Support / E-Mail Support / Phone Support are also available for Bidders as well as Dept. Officials. Online support will be provided through “Team viewer” or “Ammy Admin” Remote software only.

For Downloading this software, the downloading software links are available on the home page of e-Auction Website.

- **Registration of the Vendors / Bidders:** All the bidders intending to participate in the tenders floated online using Electronic Tendering System (ETS) are required to get registered on the e-Tender Portal (website) <http://www.tenderwizard.com/NIA>. After successful Registration on the above-mentioned portal, bidders will get a User ID and Password to access the website.

- **Viewing of Online Tenders:** The vendors/bidders can view the tenders floated on online Electronic Tendering System (ETS) hereinafter referred to as “e-Tendering System” through portal (website) at <http://www.tenderwizard.com/NIA>. They can view the details like Tender Notice, Terms and Conditions, drawing (if any) and any other information. To download the tender, they need to login on the above portal and can download the tender documents.

- **Key Dates:** The vendors/bidders can view the Online Scheduled dates of e-tendering System (time schedule) hereinafter referred to as “**Key Dates**” for all the tenders floated using the online electronic tendering system on above mentioned portal (Website) <http://www.tenderwizard.com/NIA>.

The bidders are strictly advised to follow the dates and the time as mentioned in “Key Dates” of a particular tender. The date and the time will be binding on all the bidders. The bidders are required to complete the stages within the stipulated time as per the schedule (Key Dates) to continue their participation in the tender. All online activities are time tracked and the system enforces time locks that ensures no activity or transactions can take place outside the start and end dates and time of the stage as defined. The bidder should ensure that the status at a particular stage should be shown as “Completed” before the expiry date and time of that particular stage and they should possess a copy of the receipt of completion of each stage to be performed from their end which should match with the status with their offer on online portal. It will be the sole responsibility of the bidder if the status of a particular stage is “Pending” till the expiry date and time of that stage and he will not be able to proceed further in the e-Tendering process. The Key dates are subject to change in case of any amendment in schedule due to any reason stated by the Department.

- **Obtaining a Digital Certificate and its Usage:** On e-Tendering System the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The Digital Signature Certificate (DSC) has two keys i.e. Public Key and Private Key. The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption means conversion of normal text into coded language whereas decryption means conversion of coded language into normal text.

Note: Digital Signature Certificates: Class II or Class III Signing + Encryption Digital Signature Certificate is required for e-Tendering. (DSCs) are issued by an approved Certifying Authority, by the Controller of Certifying Authorities (CCA India), Government of India.

- The contractors may obtain Class II/III digital certificate from any Certifying Authority or Sub certifying Authority authorized by the Controller of Certifying Authorities on the portal <http://cca.gov.in>. or may obtain information and application format and documents required for issue of digital certificate from our Service Provider for Electronic submission.

E-Tendering System (ETS):

E-Tender helpdesk
#24, Sudha Complex,
03rd Stage, 04th Block,
Basaveshwaranagara,
Bangalore - 560079
dscprocessingunit@yahoo.com
Help Desk Contact Details:
Tel: 080-40482000/121/133/140
Mobile: 9686115304/9686115323
E-mail: lokesh.hr@antaressystes.com
raghuprashanth@antaressystems.com

- The Bid (Online Offer) for a particular e-Tender may be submitted only using the Digital Signature Certificate (DSC), which is used to Encrypt (codify) the data and sign

the Hash (Impression of your data) during the stage of Bid Preparation and Hash submission. In case, during the process of a particular e-Tender, the user loses his Digital Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.

- In case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it will be considered equivalent to a no objection certificate/power of attorney to that User. The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per Indian Information Technology Act 2000 and its amendments from time to time. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of Agency for NIA Office Pune, as per Information Technology Act 2000 and its amendments from time to time. The Digital Signature of this authorized user will be binding on the firm. It shall be the responsibility of management / partners of the registered firms to inform the certifying authority or Sub Certifying Authority; in case of change of authorized user and that a fresh digital certificate is procured and issued an "Authorization Certificate" for the new user. The procedure for application of a Digital Certificate will remain the same for the new user.

- The same procedure holds true for the authorized users in a Private/Public limited company. In this case, the authorization certificate shall have to be signed by the directors of the company.

- The Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Tendering Portal (website) through <http://www.tenderwizard.com/NIA>.

NOTE:-

THE NIA AND TENDERWIZARD will not entertain any reasons/claims of Tenderer on account of Net Connection Failure/Power Connection Failure and any issues during the submission of tender online. The Tenderer shall be solely responsible for all those facts and failure of Net Connectivity, Electricity Current Connectivity etc.

For Registration and for further details on e-tendering, please visit website above mentioned portal (website) or below mentioned address: -

E-Procurement Helpdesk Officials details.

Office Address: E-Tender helpdesk, # 24, Sudha Complex, 03rd Stage, 04th block, Basaveshwaranagara, Bangalore-560079

Help Desk Contact Details: -

- 1) **Mr. Sanjay K. Chandak, (Pune & Mumbai Maharashtra) (E-mail : sanjay.kc@antaressystems.com) Or sanjay.kc@etenderwizard.com Ph: 9665721619.**
- 2) **Mr. Lokesh, (E-mail: lokesh.hr@antaressystems.com) Ph: 09686115304 & 080-40482140**
- 3) **Mr. Raghu Prashant, (E-mail:raghuprashanth@antaressystems.com) Ph: 09686115323**
- 4) **Mr. Vinay B P (E mail: vinaybp@antaressystems.com)**

IV SUBMISSION OF TECHNICAL BID

The Enrolment Form along with the Annexures A1, A2 and B to F shall be completely filled in all respects along with the instructions for filling and uploading of Enrolment Form.

- The Tenderers are to note that all particulars required as per the form and the Annexures shall be strictly filled in completely as per the format.
- The forms not submitted as per the above instructions within the stipulated time are liable to be rejected.
- The Technical Bids as per eligibility criteria shall be evaluated. Please note that no enquiries or correspondence regarding the selection of tenders shall be entertained.
- The Tenderers are advised to follow the instructions given below:
 1. The Technical Bid Form shall be filled online in the e-tendering portal in capital letters.
 2. The Full address of the site of work, owner or authority under whom the works have been carried out should be given (Please refer Annexure C).
 3. The Tenderer should ensure to submit the satisfactory Completion Certificate (Please refer Annexure B).
 4. The annual turnover should be based on latest Income Tax Clearance/Assessment Certificate duly cleared by Income Tax Department or audited balance sheet, copy of which should be enclosed. (Please refer Annexure D).
 5. Copy of Agreement in case of works carried out for private agencies should be enclosed.
 6. All the documents (**must be legible and readable**) uploaded are to be self-attested by the authorized signatory.
 7. Please note that the submission of TECHNICAL BID DOCUMENTS does not confer any right to claim for selection for further tendering process.

TECHNICAL BID

The following information and documents are mandatory and need to be submitted / uploaded online.

Bids without documents in support of the eligibility criteria and without the requirements given below shall be summarily rejected

Sr. No.	Required Information (QUERY)	ANSWER
1	Name and registered address of the Individual/firm/company.	
2	Cost of Tender Document Deposited. Upload online payment receipt of Rs.1000/- + GST	
3	Earnest Money Deposit - Upload online payment receipt of Rs. 5,00,000/-.	
4	<p>Legal Status In case the tenderer is an Individual proprietor, Partnership Firm, Limited Company, Corporation, Co. Op. Society, then the certified true copy of the Registered Partnership Deed, Power of Attorney in favour of partner authorizing for signing tender document, Board or Committee resolution authorizing the person for signing the tender document, Certificate of Incorporation, or a copy of the Memorandum and articles of association of the Company or / and Registration Certificate and any certificate issued by any statutory authority in case of Proprietor.) Whichever is applicable is to be uploaded.</p> <p>Upload Affidavit in case of Sole Proprietor as per Annexure A1</p> <p>Fill in and upload enclosed Annexure A2</p>	
5	Name, designation, and telephone nos. of the contact person / persons. Mobile Nos. Fax No. E-mail id	
6	Month and Year of commencement of service business in present name. (Experience of Five years as on 31/12/2022)	
7	<p>Statutory details (Photocopies of following documents / Certificates to be Uploaded)</p> <ul style="list-style-type: none"> • Registration number of the firm. (As per Shop and Establishment act.) 	

	<ul style="list-style-type: none"> Registration number under the Contract Labour Act. Central (LIN) (Any One certificate of latest three previous years if available) 		
	<ul style="list-style-type: none"> Registration number under Labour Welfare Act. (MLWF) 		
	<ul style="list-style-type: none"> Workman's Compensation Insurance Policy- Latest. 		
	<ul style="list-style-type: none"> Food & Drug License Nos 		
	<ul style="list-style-type: none"> PAN No. 		
	<ul style="list-style-type: none"> Goods and Service Tax No 		
	<ul style="list-style-type: none"> Registration with EPF and Details 		
	<ul style="list-style-type: none"> Registration with ESIC and Details 		
	<ul style="list-style-type: none"> Any other Quality Certificate 		
	<ul style="list-style-type: none"> Any other License, if yes License No. Copy to be uploaded. 		
	<ul style="list-style-type: none"> Existing manpower with Documentary Evidence to be uploaded. 		
8	<p>Fill in and upload Annexure – B giving full particulars about Catering contracts/ Service contracts completed during last five years.</p> <p>Note: List of only those works which are carried out by firm participating in this Tender is to be given. Work Completion / Experience Certificates must be uploaded with address and contact numbers of issuing authority.</p>		
9	<p>Fill in and upload a List giving full particulars about ongoing / current Catering contracts /Service contracts as per Annexure C with documentary evidence.</p>		
10	<p>Annual Turn Over for last three years. (Upload self-attested statements of last three consecutive years duly certified by Chartered Accountant with Registration Number, as Annexure D. (The tenderer should have a cumulative turnover of Rs. 7.00 Crores (Rupees Seven Crores Only) during the last three years with a minimum turnover of Rs. 2.00 crore in each year.</p>	F.Y.	Annual Turn Over
		2019-2020	
		2020-2021	
		2021-2022	
11	<p>Declaration as per Annexure E</p>		
12	<p>Undertaking of Debarred / Blacklisted certificate Annexure F</p>		
13	<p>Name and complete postal address of bankers.</p>		
	<p>Name of Bank</p>		
	<p>Branch</p>		

	Account No	
	Account Type	
	IFSC Code	

ANNEXURE – A1

Note: Scanned copy of the below Affidavit should be uploaded online.

A F F I D A V I T

(On Non-Judicial Stamp paper of Rs.100 /- in case the individual who is the sole proprietor of the firm)

I

.....

s/o

..... age years, occupation business

r/o

..... do hereby state on oath as under:

That I am residing in locality of District..... since last years.

That I am the sole proprietor of a proprietary concern name and style as “.....” having its office at.....

..... District dealing in business of catering contracts and ancillary works attached, thereto.

Hence this affidavit.

Deponent

Note: This Affidavit should be notarized.

ANNEXURE - A2

**CONSTITUTION OF FIRM – SOLE
PROPRIETORSHIP/PARTNERSHIP/LTD.CO. /OTHER**

S.N	Name of sole partner or Director / other High Officials	Age	Share	Technical Experience		Whether power of attorney Holder
				Year to Year	As contractor	
1	2	3	4	5	6	7

SIGNATURE OF TENDERER

ANNEXURE – B

LIST OF CATERING CONTRACTS COMPLETED DURING THE LAST FIVE YEARS PRIOR TO THE DATE OF PUBLICATION OF E-TENDER NOTICE

S.N.	Name of the organization with complete postal address mentioning Private Sector/ Govt. Body / PSU / Training Institute.	Name and designation of the contact person with Tel. / Mobile No (s)	Period for which the contract was awarded	No. of persons deployed by your firm / company / co-operative society.	Nature of Work.
1					
2					
3					
4					
5					

SIGNATURE OF TENDERER

ANNEXURE – C

WORK IN HAND / ONGOING CATERING CONTRACTS / SERVICE CONTRACTS

S.N.	Name of the organization with complete postal address mentioning Private Sector/ Govt. Body / PSU / Training Institute.	Name and designation of the contact person with Tel. / Mobile No (s)	Period for which the contract was awarded	No. of persons deployed by your firm / company / co-operative society.	Nature of Work.
1					
2					
3					
4					
5					

SIGNATURE OF TENDERER

ANNEXURE- D

ANNUAL TURNOVER DURING THE LAST THREE YEARS.

S. No.	Financial Year	Total Contract amount received	IT certificate enclosed Yes/ No	Audited balance sheet copy enclosed. Yes/ No	Remarks
(1)	(2)	(3)	(4)	(5)	(6)
1	2019-20				
2	2020-21				
3	2021-22				

SIGNATURE OF TENDERER

ANNEXURE-E

DECLARATION

With respect to the tender published by NIA, I / We hereby submit my / our tender in the required format.

I / We have adhered to the requirements prescribed by NIA Pune. I / We have carefully gone through the guidelines / terms and conditions, and I / We accept the same without any alternations / modifications.

I/We agree to notify the NIA of any changes in the foregoing particulars as and when they occur and to verify and confirm. I/We understand and agree that the Director, National Insurance Academy has the right as he may decide, not to open Financial Bid tender in any particular case and also to suspend, remove or blacklist my/our name from NIA's list of contractors in the event of my/our furnishing false particulars in the Technical Bid form or submitting non-bonafide tenders or for technical or other delinquency with regard to which the decision of Director, NIA shall be final and conclusive.

I/We certify that the particulars furnished in the Technical bid forms are correct and that should it be found that I/We have made a false stated or that if I/We fail to notify the fact of my/our subsequent amalgamation with another contractor or firm, the National Insurance Academy may disqualify my/our name from the opening Financial bid.

I/We understand that the selection of the tenderer is based on the submissions made in the Technical bid, and should it be found that I/We have made any false submission, the Earned Money Deposit will be forfeited and I/We will be debarred in participating in any tendering process of NIA for a period of three years, and such information will also be shared with other organisations. We also understand that the submissions in the Technical bid will form the basis of the Contract the Academy will be entering with the selected Tenderer.

PLACE:

DATE:

SIGNATURE OF TENDERER

ANNEXURE-F

**UNDERTAKING TO WHOMSOEVER IT MAY CONCERN
(On Company/Firm Letterhead)**

I / We have solemnly declare that M/s -----

Address-----has not been debarred/blacklisted by any Govt. Organization/PSU/Private Corporate Organization in the past and also there no criminal cases Pending in Court of law against us.

PLACE:

DATE:

SIGNATURE OF TENDERER WITH STAMP

INDEMNITY BOND

(On Rs. 500/- Stamp Paper)

FOR CATERING SERVICES FOR EXECUTIVE & PGDM HOSTELS AT NIA

This deed of indemnity executed at Pune at this ----- day of the month on -----
----- the year 2023. Between National Insurance Academy registered under the
Public Trust Act having its office at the chief place of business at 25, Balewadi, Baner Road,
NIA PO, Pune 411 045. (herein after called as the "First Party") represented by Mr. -----

AND

M/s. -----, having its office and place of business at -----
----- (herein after called as the
"Second Party") represented by Mr.-----.

WHEREAS THE FIRST PARTY AND THE SECOND.PARTY have signed an agreement
on ----- 2023 for providing catering services at NIA to the First
party by the Second Party

AND WHEREAS the First Party wanted the second party to execute an indemnity bond in
order to indemnify the First party against all claims for compensation under the provision of
any law for the time being in force brought into force by or in respect of any workmen
employed by the Second Party while carrying out the contract and against all costs and
expenditure incurred out the contract and against all costs and expenditure incurred by the
First Party in the said connection.

NOW THIS DEED OF INDEMNITY WITNESSED THAT, the Second Party hereby agrees
and undertakes to indemnify and keep indemnified the First Party / against all the claims for
compensation under the provision of any law for the time being in force brought into force by
or in respect of any of the workman employed by the Second Party in connection with
execution of the contract and against all costs and expenses incurred by the First Party in
connection therewith. The First Party Shall intimate in writing immediately any such damage,
loss or costs incurred by it to the Second Party stating the quantum thereof along with the
detailed particulars or as to how and in what circumstances the said costs, damage of loss was
incurred. The First Party shall further be entitled to deduct any loss due from the Second
Party from all the money paid or payable by way of

Compensation as aforesaid and costs or expenses in connection therewith.

This indemnity bond shall be in force from _____ to
_____ **or till the end of extended period as mutually agreed by
both the parties.**

IN WITNESS THEREOF THE PARTIES HAVE SIGNED THE INDEMNITY BOND ON THIS ----- DAY OF _____MONTH OF _____ YEAR.

For National Insurance Academy, Pune

For

FIRST PARTY

SECOND PARTY

WITNESS: -

WITNESS: -

1. _____ 1. _____

2. _____ 2. _____

ANNEXURE I

CATERING SERVICES

I - CATERING SERVICES FOR THE EXECUTIVE HOSTELS, CAFETERIA AND PGDM HOSTEL

A. GENERAL CONDITIONS:

1. The contracting party whether it be a Proprietor/ Individual, Partnership firm, Company / Corporation, Society shall for the purpose of this contract, be known as “the Agency” and the National Insurance Academy shall be known as “Academy”.
2. The catering facilities are required to be offered to participants of the different programmes at the Academy.
3. The Agency shall be required to offer catering services in the space allotted for the purpose in the premises of the Academy. The Agency will use the space so provided only for catering services and will have no tenancy right over the space so provided.
4. The contract will be for a period of two years. However, the Contract may be extended for a further period of up to one year on the same terms and conditions subject to satisfactory performance of the Agency during the original term of the contract without any levy of penalty on account of any breach or unsatisfactory performance. The Director of the Academy will alone have absolute discretion in this regard and the Agency shall have no vested right to seek extension of the contract. The Academy reserves the right to terminate the said contract at any time on the ground of poor quality of food served or inefficient services rendered by the Agency. The Academy will be the sole judge to determine these facts.

B. STATUTORY COMPLIANCE BY THE AGENCY:

01. The Agency should obtain the requisite license for running the establishment from authorities such as Municipality, Sanitation and Fire, Local Authority, State/Central Government Department, Labour Laws Department and Rationing Department Registration under Prevention of Food Adulteration Act 1954, at it's own cost. The Academy shall not be responsible in any way for any breach of these rules and regulations by the Agency. The Agency shall produce copy of these licenses (valid as on date) as and when demanded by the Academy.
02. The Agency shall comply with all the statutory requirements in respect of engaging the personnel, their service conditions, Rules and Regulations and all liabilities arising under various labour laws other statutory obligations like PF, ESIC, Bonus, Workman's Compensation, Gratuity, Minimum Wages Act, Payment of Wages Act etc. and the Academy shall in no way be responsible or liable in case of any dispute, prosecution or awards made by Court of Law or other Authorities. The satisfactory proof of having complied with these statutory obligations must be produced to the Academy along with the monthly bill.
The Agency shall obtain separate code for the deposit of PF dues, if applicable, with the concerned PF Authority directly.
03. The Agency shall obtain necessary/valid labour license from the Licensing Authority under the Labour Contract (R&A) Act 1970 and the Rules framed there under from time to time and produce the same to the Academy before commencement of services under the contract and take step for getting the agreement registered under the Act. He shall also indemnify the Academy from and against any claim under the Act and the Rules and shall continue to have the valid license until the completion of the contract period or any extended period. Any failure to fulfill this requirement shall attract the

penal provisions of the contract arising out of resultant non-performance of the work.
A copy of the said license will form a part of the agreement.

04. The Agency shall keep the Academy indemnified against all losses, damages or liabilities arising out of or imposed in pursuance of any violation by the Agency under Labour Laws and Rules there under or any prosecution or award made by court of law or other authorities specifically under the Industrial Dispute Act, 1947.
05. The Academy shall be indemnified from all the liabilities, whatsoever created under The Workmen Compensation Act/ ESI Act in respect of any injury suffered by the worker employed by the Agency or resulting in death/fatal accident etc.
06. The Agency has to strictly follow the provisions of Payment of Wages Act, 1936 and the rules made there under, and further the Agency shall strictly adhere to the provisions of The Minimum Wages Act, 1948 and the rules made there under from time to time revising the wages payable to the workmen.
07. All labour and/or personnel employed by the Agency shall be engaged by him/them as his/their own employees in all respects implied or expressed. The responsibilities whatsoever, incidental or direct, arising out of or for compliance with or enforcement of the provisions of various labour laws of the country shall be that of the Agency and the Academy shall, in no way, be responsible or liable for their wages, salaries, bonus, gratuity or any other allowances, leave salary, wages for holidays or any compensation, notice pay etc. The Agency shall specifically ensure compliance to the provisions of following labour laws/acts and their enactment /amendments.
 - a) The Payment of Wages Act, 1936
 - b) The Payment of Minimum Wages Act, 1948
 - c) The Factories Act, 1948
 - d) The Employee's Compensation Act, 1923
 - e) The Employee's State Provident Fund Act, 1952
 - f) The Contract Labour (Regulation & Abolition) Act, 1970
 - g) The Payment of Bonus Act, 1965
 - h) The Payment of Gratuity Act, 1976
 - i) The Equal Remuneration Act, 1976
 - j) The EMPLOYEE State Insurance Act, 1948
 - k) The Industrial Disputes Act, 1947
 - l) The Shop & Establishment Act, 1948
 - m) Employment of Children Act XXVI, 1936
 - n) Food Safety and Standards Act, 2006

The Agency shall pay to the labour employed by him / them wages as per provision of the aforesaid Acts and the Rules, whenever applicable.

08. The Agency shall fully indemnify the Academy against all the payments, claims and liabilities whatsoever, incidental or direct, arising out of or for compliance with or enforcement of the provision of any of the labour laws to the extent they are applicable to the establishment /work at NIA premises.
09. In every case in which, by virtue of the provision of the aforesaid Acts or the Rules, the Academy is obliged to pay the amount of wages to the personnel employed by the Agency in execution of the work or to incur the expenditure in providing welfare, health and safety amenities required to be provided under the aforesaid Acts and Rules or to incur the expenditure on account of contingent liability of the Academy due to the Agency's failure to fulfill his statutory obligation under the aforesaid Acts or the Rules, the Academy shall be at liberty to withhold from the bills of the Agency the amount of the wages as paid or the amount of expenditure so incurred , and without prejudice to the rights of the Academy under the aforesaid Acts, the Academy shall be at liberty to recover such amount or part thereof by deducting it from the Security Deposit and / or from any sum payable by the Academy to the Agency. The decision of the Academy regarding the amount actually

recoverable from the Agency as stated above shall be final and binding on the Agency.

10. The Agency shall not employ any person below the age of 18 years. The Agency shall indemnify the Academy from and against all claims and penalties which may be suffered by the Academy by reason of any default on the part of the Agency to observe and /or in the performance of the provisions of Employment of Children Act XXVI of 1936 OR any re-enactment of modification of the same.
11. The Agency shall, at all times indemnify the Academy against all claims which may be made under the Employees Compensation Act 1923 or any statutory modification thereof or otherwise for or in respect of any damages or compensation payable in consequences of any accident, injury sustained by any labour/servant or person in his employment and engaged in the performance of the contract. If any such accident occurs which may involve any such liability under the Act, the Academy shall be at liberty to withhold such amount from the bills of the Agency and also deposit the same with the Commissioner under the W. C. Act.
12. The Agency shall be responsible for the compliance to the provisions of the hours of employment regulation in respect of the staff employed by him in the manner decided by the appropriate authority.

C DUTIES AND RESPONSIBILITIES OF THE AGENCY:

13. The Head of the Agency shall visit the establishment at least thrice a week, on days decided by mutual consent and contact the person authorized by the Academy to look into catering matters. Any deficiencies in the services of the Agency should be rectified immediately on being pointed out by such authorized person.
14. The Academy will provide the Agency the following facilities:-
 - a) Water
 - b) Electricity
 - c) Kitchen equipments
 - d) Crockery-cutlery etc.
 - e) Furniture
 - f) Cooking gas/fuel connection to be provided by Academy (actual cost LPG / Kerosene to be borne by the Agency)
15. The contractor shall be responsible for taking good care of all equipments, utensils etc. It should bring to the notice of the Academy the repair and maintenance works that are required to be undertaken from time to time. The NIA will enter into a Service Contract for the major maintenance of kitchen equipment, gas supply lines etc. with the authorized representatives or manufacturers / any other local party. However, any repairs required outside the scope of service contract will be paid for by the contractor.
16. The agencies shall ensure that the staff engaged by him/them shall at all time take reasonable care in the usage of water and electricity and keep the usage of the water and electricity to a reasonable level. If it is found that water and electricity are not used properly and involves a lot of wastage due to carelessness of the staff of the Agency, the Academy reserves the right/option to levy penalty on the Agency which may be in the range of Rs. 500 to Rs. 1000 on every such lapse
17. The annual breakage to the tune of 10% (10% of crockery/glassware items opening stock plus purchase during the year) is permissible in case of crockery supplied to the Agency. The breakage over and above 10% should be made good by the Agency. ***The stainless-steel items missing would be recovered from the Agency at actual cost.***
18. The Agency shall be responsible for maintaining the entire premises (Kitchen, Store, Office, Dining Hall, Service area etc.) spotlessly clean at all times. The crockery, cutlery, furniture and utensils used in the preparation and service of food shall always be in clean and hygienic condition. The kitchen shall be open at all times for

- inspection to the duly authorized representative of the Academy. Academy will arrange for periodical disinfestations treatment.
19. A committee of users has been constituted which will interact with the Agency on various issues in the total framework that may be agreed.
 20. The members of the committee constituted for this purpose or any authorized representative shall check the quality and quantity of the items supplied and served and in case of any discrepancy the decision of such persons will be final and the Academy has a right to impose a penalty ranging between Rs. 1,000/- (Rs. One Thousand only) to Rs. 5,000/- (Rs. Five Thousand only) for each deficiency, depending on the nature of deficiency. If the quality of food is sub-standard on the basis of feedback received from the participants, Academy representatives or visitors, **the Academy reserves right to impose a penalty which will be Rs. 1,000/- (Rs. One Thousand only) to Rs. 5,000/- (Rs. Five Thousand only) if the lowest rating in feedback for any programme exceeds 10% of total feedback for which decision of the Academy will be final.**
 21. It will be the responsibility of the Agency to store the materials purchased by it in a neat, tidy and hygienic manner in the space provided by the Academy. The security of such material will be the sole responsibility of the Agency.
 22. The Agency hereby agrees and undertakes to return to the Academy all materials supplied by the Academy to them on termination of the contract, for any reason whatsoever, fair wear and tear accepted as per condition (17) above.
 23. On completion of the contract period or upon premature termination of the contract, the Agency shall discontinue use of and hand over peaceful possession of the Academy's premises together with fixtures and articles therein in good condition.
 24. The Agency shall not transfer or assign to or share benefit of this agreement with anyone else without the consent in writing of the Academy.
 25. The Agency shall at all times keep the Academy effectually indemnified against all sanctions, suits, proceedings, losses, costs, damages, charges, claims and demands in any way arising out of or by reason of anything done or omitted to be done by the Agency.
 26. **“STATUTORY COMPLIANCE BY AGENCY”** : The Agency shall ensure that it fully complies with all the provisions of the labour laws and rules and regulations, laid down there under, from time to time which are applicable to the present contract and more particularly notified under “STATUTORY COMPLIANCE” which include obtaining requisite/ valid license from the appropriate authorities of Central/ state Governments or Local Body and keep the same in force till the completion of the contract. In case of any default or failure to comply with such requirements, the contract shall automatically stand terminated. In the event of such a termination, the Agency shall not be entitled to make a claim for any compensation or damage against the Academy and the Academy shall not be liable to pay any such compensation or damage to the Agency.
 27. The status of the staff / labour / workman employed by the Agency shall always be that of the employees of the Agency for all purposes under the labour and service laws and the Academy shall, in no way, be responsible or liable for their wages, salaries, bonus, gratuity, or any other allowances, leave salary, wages for holidays or any compensation, notice pay etc and the employees of the Agency shall have no right to claim any benefit under the establishment of the Academy. The status of the staff/labour/workman employed by the Agency should be covered under Personal Accident Policy and Group Medical Policy (Fire / Medical).
 28. The Agency shall regularly make payment to the Provident Fund, Family Pension, Employees State Insurance Contribution, Deposit Linked Insurance Scheme and all other statutory dues that may become due or payable by the Agency for the labour employed by it and maintain all such records as may be statutorily required and

present the same to the officers of the Academy every month. The Agency will be required to give declaration as under every month:

- a) Rates payable are as per agreement.
 - b) All contract employees till last month have been paid all dues including P.F.ESI & wages bonus etc and gratuity as applicable to left employees have been paid.
 - c) The attendance register as stated in the enclosed bills have been checked and verified.
 - d) The provision of labor Act have been complied with by the contractor.
 - e) All other conditions of the agreement have been complied with.
29. The Agency should co-operate with other Agencies at the Campus particularly at the hostels.
 30. The quality of work at all stage should be as per the standards laid down and explained to the Agency by the Academy. It is made clear that there cannot be any compromise in the work and it shall be the responsibility of the Agency to ensure that the standards laid down from time to time are strictly maintained.
 31. The Agency shall ensure that it fully complies with and observes all the provisions of the Contract Labour Act (Regulation and Abolition) 1970, Under Minimum Wages Act 1948, Schedule Employment Canteen & Club, Payment of Wages Act 1936, Employees Provident Fund and Miscellaneous Provisions Act 1952, Registration under Prevention of Food Adulteration Act 1954, Gratuity Act 1976, the E.S.I. Act, and such other statutory enactments / rules and regulations laid down by the Govt. or local body in force/ coming into force which may apply to this agreement and any liability on account of non-compliance or violation thereof shall be the Agency's responsibility.
 32. The Agency shall ensure that it obtains an appropriate license under the Contract Labour (Regulation & Abolition) Act, 1970 from the Assistant Labour Commissioner, Government of Maharashtra, Pune and file regular returns as required under the Act. In the event the Agency failing to obtain a license or failing to renew the license on its expiry, then, this agreement shall automatically stand terminated. In the event of such a termination, the Academy shall not be liable to pay any compensation whatsoever, to the Agency.
 33. In the event the Agency is provided with any material or equipment belonging to the Academy, the Agency undertakes to return the same in good condition, failing which the Agency shall be responsible for the cost of the same.
 34. The Agency shall employ sufficient supervisory personnel and workmen for rendering satisfactory services. The employees engaged by the Agency should observe discipline and should see that decency and decorum are maintained during the course of their employment. They shall abide by the disciplinary procedures, rules, regulations, guidelines; standing orders laid down by the Academy and shall strictly follow the instructions given by the authorized representative or officer-in charge of the Academy. They must maintain proper Hygiene.
 35. All personnel employed by the Agency shall be below 55 years of **age and not less than 18 years of age** shall be medically fit for handling food and certified for fitness at the time of employment and every six months. Thereafter, they should undergo medical test after every six months by the Medical practitioner named by the Academy. The medical fee, if any, shall be borne by the Academy.
 36. The Agency shall ensure that their employees are supplied with proper uniforms with the logo of the Agency inscribed on it, shoes and identity cards **including headgear and gloves** by the Agency at its cost. The Agency should ensure that their personnel wear the uniform duly pressed and clean and carry at all times, the identity cards. If any personnel of the Agency is found to be improperly dressed and / or not carrying identity card he/ she will be asked to leave the premises and Agency shall provide

- immediate replacement in lieu of them or otherwise, appropriate penalty will be imposed by deduction of proportionate payment from the monthly bill of the Agency.
37. Every Saturday afternoon, the Agency should conduct training for all Canteen Supervisors and Canteen boys. The Agency should ensure that all supervisors and canteen boys attend this session on regular basis in order that proper standards of service are maintained.
 38. None of the employees of the Agency shall have any right to various facilities offered by the Academy to its staff and participants. It is made clear that by reason of deployment during the period of contract, the personnel/ workman of the Agency shall not have any right to claim any absorption in the establishment of the Academy. In order to give effect to this, the Agency shall incorporate suitable clause in the appointment orders to be issued to its workers/staff. This will be ensured by the responsible person of the Academy by due verification.
 39. **Chefs/ Cooks shall have a minimum of 5 years experience in the field and Assistant Cooks shall have a minimum 3 years experience in the field.** A Catering qualified in-charge should be a Hotel Management Degree / Diploma holder appointed to oversee all the affairs regarding catering at dining hall, cafeteria and students hostel. This person should have full authority and resources for efficient running of the catering services in all the three contracts. It should also be ensured that a responsible supervisor is present at all services (viz. breakfast, lunch, ETS, dinner, etc.).
 40. In the case of lapses on the part of its employees, suitable disciplinary action should be taken against the defaulters by the Agency. In case the Agency fails to take any action against the defaulters, the Academy reserves the right to take any action against the Agency.
 41. **The Academy shall allow a maximum of 12 employees including waiter and chefs** of the Agency to stay in the kitchen premises for early / late hour duties such as fetching milk to the colony, late dinner etc. Their presence, however, should not cause any nuisance to normal functioning of the Academy. The Academy shall provide basic lodging facilities to such employees as a gratis. However, it will not be binding on the Academy.
 42. The Academy shall accept no claim in the event of any of the Agency's employees sustaining any injury, damage or loss to either person or property either inside or outside the Academy premises. The Contractors should provide insurance cover as per Workmen's Compensation Act for all its workers.
 43. A complete list of Managers, Supervisors and workers together with detailed bio-data, photographs etc. should be submitted to the Academy before they are employed.
 44. The Academy reserves the right to accept / reject any particular Manager, Supervisor and worker placed on duty at the Academy.
 45. In case the workers engaged by the Agency have any grievance, they shall take it up with the Agency without any disturbance on the campus. If the Agency's workers are to resort to agitation resulting in damage to NIA property or hindrance to its work, the Agency would be liable to pay damages to NIA. Further, such action by the Agency's workforce would result in termination of the contract.
 46. The Agency shall at all times indemnify the Academy against all claims for compensation under the provisions of any law for the time being in force/brought into force, by or in respect of any workmen employed by the Agency in carrying out the contract and against all costs and expenditures incurred by the Academy in connection therewith, the Academy shall be entitled to deduct any amount due, from the Agency, from the money paid or payable by way of compensation as aforesaid and costs or expenses in connection with any claim thereto.
 47. If in the course of the execution of this contract by the Agency, any minor or major damage is caused by the Agency or his workmen to the persons or property of the Academy, thereafter a joint investigation by the Academy and the Agency, any claims

arising there from shall be recovered, settled and dealt with directly by the Agency and Agency shall render all assistance and cooperation to the Academy if any enquiry is held thereon.

48. In the event of the contract being terminated or upon its expiry, the Agency shall relocate his employees to any other site, which he may have. In the event the Agency terminates the services of the employees on account of non renewal of this contract or on account of termination of this contract for any reason whatsoever, then it shall be the responsibility of the Agency to terminate the services of his employees in a legal manner by paying them notice salary and retrenchment compensation along with other legal dues. Any liability on account of non-payment of the aforementioned dues would rest exclusively upon the Agency and the Academy shall not be liable for consequences arising there from.
49. FIRST AID BOX should be available at the reception counter, with contents given below (Indicative but not exhaustive). Cost of medicines etc, replacement of medicines etc on expiry for the first aid box will be borne by the contractor. The Contractor / Manager shall also help in summoning a Doctor/Ambulance in case of an emergency or take the participant to the Doctor's clinic, if required. It will be the responsibility of the contractor to communicate immediately any complaint of serious illness, mishap, accidents etc to the Warden / Authorized Official(s).

Sl.	No	Item(s)	Quantity
1		Sterilised Cotton Roll	200 gm
2		Sterilised Bandages(6 inch)	2 roll
3		Dettol/ Savlon (liquid)	100 ml
4		Betadine Ointment	1 tube
5		Burnol	1 tube
6		Band-aids (waterproof)	10 pcs
7		Thermometer (digital)	1
8		Paracetamol (Crocin)	10 tablets
9		Disprin	10 tablets
10		Brufen 400 mg	10 tablets
11		Volini / Moov / Relispray	1 tube
12		Saridon	10 tablets
13		Lomotil	10 tablets
14		Avomine	10 tablets
15		Cetirizine	10 tablets
16		Sinarest	10 tablets
17		Scissors	1
18		Sorbitrate 5 gm	10 tablets
19		Electrol	2 pcs
20		Digene Fizz/ Eno	5 pcs
21		Adhesive Tape (½ inch)	2 pcs

50. The contractor shall comply with the instructions provided by NIA from time to time relating to the Performance of the services, duties and obligations under this agreement. The Services rendered by the Contractor shall be subject to regular review by NIA, and its decisions as to the quality thereof shall be final and absolute.

51. The Contractor shall abide by the rules, guidelines, policies and procedures applicable to NIA at all times during the performance of the services and the regulations issued by the various Government Authorities under whose jurisdiction this agreement will fall, from time to time.
52. The Contractor shall raise the invoice/bill fortnightly/monthly preferably within 1 week, but latest within 15 days of the close of the respective Fortnight/month, and NIA shall agree to pay such invoices/ bills on fortnightly/monthly basis, latest within 15 working days of receipt and acceptance of the invoice/ bill, as per terms and conditions of the Tender/ Contract. All payments to the Contractor shall be made by ECS/ NEFT/ RTGS, subject to deductions, withholding of all applicable, taxes and charges from time to time in force.
53. The Contractor represents and undertakes that:
- (i) He has full power and authority to enter into the agreement with NIA and perform the services and it has the necessary expertise to duly perform the services under this Agreement.
- (ii) He shall render the services and perform its obligations and duties as per the Contract accurately, efficiently, effectively, and in accordance with the instructions, specifications, procedures, standards, guidelines, time frame, as mentioned in this Agreement, or as issued from time to time by NIA for the standard of the services to the satisfaction of NIA.
- (iii) He shall be responsible for its corporate and personal taxes if any, and shall indemnify and hold NIA harmless for any liability in this connection.
54. **NIA shall have the right to deduct from the amount due to the Contractor, any sum required or estimated to be required, for making good the loss suffered by any worker, by reason of non- fulfillment of the conditions of the contract for the benefit of the workers, non-payment of wages or of deduction made from their wages which are not justified by their terms of the Contract or non-observance of the Regulations.**
55. The Contractor & the workers deployed by him at the NIA Premises shall maintain confidentiality of any information in their possession during their working at NIA & thereafter.
56. The Contractor shall allow NIA, its Management, Auditors, Regulators and/or any person(s) authorized by Director, NIA PUNE the opportunity of inspecting, examining, auditing and/or taking copies of the records available with the Contractor.
57. The penalties towards lapses on the part of the Contractor or his workers on account of inadequate manpower, non-compliance of statutory requirements, non-performance and unsatisfactory services including quality of food, non-wearing of uniform, non-display of identity card, misuse of any place including NIA Campus, entry of unauthorized person, non-compliance to calls from NIA representative(s), pilferage/damage/loss to NIA property in any manner **etc.** shall be imposed by the NIA which shall be final and binding on the Contractor.
58. The Contractor shall maintain proper records about the attendance of workers deployed by him in the prescribed format as given in the Contract Labour (Regulation and Abolition) Act, 1970 along with Contract Labour (Regulation and Abolition) Rules, 1971 and would ensure that adequate manpower is maintained. If due to any exigency, any worker is absent the Contractor should take immediate steps to provide

his substitute subject to the compliance of relevant Rules & Regulations/Laws/ Statute.

59. Challan of the previous month showing the individual amount of deposit of contribution of Provident Fund and ESI of employees' and employers' share, with the appropriate Authority. However, No reimbursement in lieu of PF, ESI, Bonus and gratuity etc. shall be made by NIA Pune
60. The Contractor will deduct ESI contribution and Provident Fund contribution of the employees from the wages of the workers at the rate as applicable from time to time and deposit the same with the appropriate authorities along with Employer's contribution of ESI and PF as per the rates applicable from time to time. The Employer's contribution of ESI and PF shall also be borne by the Contractor, which he should consider while quoting the rates.
61. The Contractor will be liable to get the Provident fund refunded from the Provident Fund Commissioner if a worker is terminated or dies or leaves the job for onward transmission to worker/legal heir.
62. The contractor shall ensure that all his on-site workers at NIA PUNE shall follow all precautions and rules relating to COVID-19, i.e., thermal scanning and wearing face masks etc. at all times inside the campus and also follow the norms of social distancing. Any violations or non-adherence will be viewed very seriously including imposition of appropriate penalty as decided by the Competent Authority or the official so authorized by him/her. The Canteen/Dining halls should be sanitized once in a week.

SCOPE OF WORK

63. **The caterers should have a knowledge and experience of doing International crucial of various dishes.**
64. During the period of the Agreement, the Contractor shall be fully responsible for the entire catering arrangement for the trainees and other officials of the NIA. The Contractor will be permitted to use the kitchen, the adjacent store room and the dining hall in the Hostel Block to carry out catering arrangements being entrusted to him. The Contractor will bear the material cost and provide services as specified **in** the Tender.
65. The Contractor is entitled to use the infrastructural facilities, equipment,s furniture, fixtures and fittings in the Dining Hall premises of the NIAand he shall **ensure that the above are always properly maintained.**
66. A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. The Contractor shall pay for all food stuff and articles used for catering and shall always have on hand, good and sufficient supply of all articles, food stuff and provisions necessary for providing Catering Services and he shall ensure that these items are kept in a proper hygienic condition, in suitable containers. Raw food stuffs such as vegetables, milk, fish, meat, fruits shall be of fresh supply.
67. The Food Committee members and/or authorized officials may enter the dining hall Premises any time to make inspection of the following :

- o Catering Arrangements.
 - o Raw materials being used.
 - o Quality and quantity of eatables and articles of food and drinks served.
 - o Conditions of the fittings, fixtures and furniture, cutlery, towels, handtowels etc.
 - o Sanitary arrangements and general cleanliness.
 - o Upkeep of the Canteen premises.
 - o Hygiene of the workers in the Canteen and Kitchen.
- The deficiencies pointed out by the Food Committee members and/ or authorized officials shall be remedied immediately.

68. In particular, penalties will be imposed in case of the following deficiencies:

- o Stale food / Tasteless food
- o Unhygienic food serving / Not properly cooked food
- o Inadequate food and drinking water (Breakfast/lunch/snacks/dinner)
- o Failure to serve within prescribed hours.
- o Unhygienic condition of Kitchen /Dining Hall including fixtures, furniture, fittings cutlery and linen.
- o Unspecified Brand of Food items
- o Gross and unauthorized deviation from the prescribed Menu.
- o Too spicy/ very oily food.
- o Any other service deficiency pointed out by the Trainees and Catering Committee members **and/or authorized official.**

We have only three parameters Excellent, Good and Fair. Evaluation shall be based on the feedback received from each session of Trainees. If more than 25% give Fair ratings, then the food bill attracts penalties as per tender clause 68 and 69.

69. In case the service provider uses provisions/ oil/ vegetables etc. of unbranded or other than the Brand mentioned in the tender or in case of deficiencies such as

- o stale food
- o unhygienic food
- o inadequate food
- o failure to serve within prescribed hours
- o gross and unauthorized deviation from menu
- o too spicy/ very oily food.
- o not wearing proper uniform while cooking/serving,
- o or the quality of Catering Services is found to be below standard,

If deficiency is found in any of the running session, about the above-mentioned criteria then deduction of 10% will be charged from the food bill for each such running session. In case of any ambiguity or dispute, the decision of the Competent Authority, NIA will be final,

70. Penalty may be imposed for Service Deficiencies as per feedback of participants, Admin, and Faculty, at the discretion of the Competent Authority:

Penalty will be charged on entire catering bill if the feedback of participants is adverse as 'Fair' ratings with regard to quality and quantity of food served to them,

- a) deduction of up to 5% is attracted on food bill of a session for each item of deficiency noticed when 25% of the participants of that session give such fair

rating subject to the condition that total number of participants in a session should be 10 or more.

b) Deduction is on the total bill for each session from the contractor's catering bills, put together, subject to suitable comments by Admin and recommendation by the Catering Committee, placed before the Director/ Competent Authority.

71. If a trainee falls ill or indisposed, special diet, for so long as needed by him shall be provided by the Contractor without any extra charges in lieu of the normal food supplied in the mess and shall be served in the trainee's room.
72. The kitchen and the dining hall should be maintained in a spic and span manner round the clock by using good quality disinfectants. The Contractor should dispose of kitchen garbage/ wastes and leftover food without causing any environmental hazards. The Contractor's men should have proof of identity in the form of identity cards, uniform, etc. The Contractor shall provide different uniform to his Managers and the other workers engaged by him. Those working in the canteen shall also be provided with uniform, apron, hand gloves, head cap, Face mask, etc. All the workers deployed by the Contractor shall wear their respective uniforms throughout the time they remain in the NIA Campus.
73. Separate cooking arrangement and use of separate utensils/ plates/ bowls/ cooking ladles/ cutlery, etc. shall be strictly ensured for VEGETARIAN AND NON-VEGETARIAN ITEMS. Only those cooking oils shall be used which are mentioned in the tender. Use of artificial colors is strictly prohibited. Reuse of burnt oil is strictly prohibited. Oil, once used should not be reused. Adulteration or use of sub-standard items will be penalized and the items will be confiscated. All items, cooked or uncooked, must be handled with utmost hygiene using hand gloves and proper kitchen apparel. Stewards must wear gloves to cut salads and to serve items. The grinders must be cleaned spotlessly in hot water before and after use. All salads and fruits should be washed first and then cut.
74. All personnel employed by the Contractor shall be medically fit for handling food & also certified for fitness before employment at NIA.
75. Timings prescribed by the DIRECTOR, NIA or an official authorized by him/her for each service given in Annexure-VII shall be strictly adhered to by the Contractor and the NIA is free to change the timings from time to time or prescribe different timings for different groups of trainees. Those working in the kitchen should be present till the dinner hours are over. The menu shall be drawn up MONTHLY/WEEKLY in full detail for each day and approved by the FOOD COMMITTEE or any official authorized by him/her. The menu once approved shall be strictly adhered to. The approved menu should be displayed prominently on a board in the Dining Hall of the NIA.
76. The Contractor shall provide Special Lunch/Dinner on mutually agreed terms between the Director and Contractor.
77. Tea/coffee/milk should be supplied with or without sugar as per the requirement. Paper Napkins, Roasted, Saump, Misri and tooth picks of good quality shall be provided by the Contractor after breakfast, lunch and dinner.

78. The rates payable to the Contractor per participant/Guest Faculty shall be as per the bifurcated rates agreed upon for the following. The Contractor has to maintain a record of arrival and departure of the participants to facilitate billing as per actual attendance and bifurcated rates:-
- o Bed Tea/ Coffee/ Milk.
 - o Breakfast.
 - o Mid-morning Tea/ Coffee/ Milk.
 - o Lunch.
 - o Afternoon Tea/ Coffee/ Milk.
 - o Evening Tea/ Coffee/ Milk with Snacks.
 - o Dinner.

D. QUALITY OF SERVICES :

79. The Agency shall be solely and wholly responsible for the procurement at its expenses of all articles of food and provisions. The Agency shall bear complete financial responsibility for all purchase it effects or financial commitments it may enter into for fulfilling the contract.
80. The quality of food and provisions should be acceptable and be of high standard. The Academy or its authorized representative shall have the authority to inspect such articles of food and provision and shall have full powers to order discontinuance of use of certain articles of food and provisions which are found to be of unsatisfactory standard and on grounds or lack of hygiene.
81. The Agency shall supply and serve wholesome and hygienic meals and eatables in accordance with the weights, units, price as may be mutually agreed between the two parties.
82. The Agency is solely responsible for the quality and standard of food being served. The Agency shall ensure that all safety standards are maintained. The Agency shall ensure that the food served is hygienic and without any contamination. The Agency shall take extreme care to ensure that at all stages of production, from procurement, storage, cooking, storing and serving the food, no error is committed. The Agency shall ensure that it follows a zero-tolerance policy when it comes to preparation and serving of food and shall ensure that no mistake that could compromise the safety and health of those who consume the food shall ever occur. It shall be the responsibility of the Agency to ensure that the food served causes no harm to those who consume them, either in the short term, or long term. The Agency shall be responsible for any injury or death to any person consuming the food prepared or served by them which is attributable to their act of omission or commission. The Agency shall indemnify the Academy for any loss the Academy could suffer or any liability the Academy could incur arising out of any act of omission or commission relating to the preparation or serving of food at the Academy.
83. A menu for all the services to be offered every day will be prepared for a period of one week and will be submitted to the authorized officials of the Academy sufficiently in advance. The Academy shall have free right to change / amend any of these menus.
84. The Services in the Hostel dining hall shall be arranged as per the timings that shall be indicated from time to time.
85. Vegetarian and Non-Vegetarian cooking shall be done in Separate kitchens. The utensils shall be colour coded and used specifically for veg and non veg items.
86. In case of sickness of the participant and students, caterer shall supply suitable food to the sick participant/ students, up to the cost of normal menu.

87. Proper disposal of leftover food and other garbage shall be done by the Agency, in a very hygienic manner. Leftover food shall not be served again in any manner.

E. RATES / QUOTATION :

58. The Agency should quote per person per day rates as per the package of catering services at the dining hall comprising the following segments:-
- Tea/ Coffee, milk & sugar sachets, 3 each to be kept in the rooms occupied by the participants along with biscuits,
 - Breakfast as per annexure V and VI ,
 - Evening Tea/ Coffee with snacks,
 - Lunch as per annexure V and VI,
 - Dinner as per the Annexure V and VI,
 - Mid morning tea/ coffee with variety of biscuits
 - Mid afternoon tea/ coffee with variety of biscuits
- Separate rates for each segment, the total not exceeding the package rate should also be given.
59. The number of persons to be offered catering as per the above-referred package will change from time to time. The daily average number shall be around 50, however during lean period it may be around 25 (April, Diwali month and New Year). However, there is no guarantee of any minimum number and the bill will be paid only on actual basis. For the purpose of calculation, each segment of the package will be counted separately.
60. The rate should be same both for vegetarian/ non-vegetarian package. However, rates for each segment of the package also be quoted which if added up should be the same as the package rate.
61. While submitting quotation, the Agency should explicitly state the emoluments and other facilities payable to its workers at all levels (pay + special pay, medical facilities, P.F., Gratuity, Bonus, Leave etc.) and the method of making such payments and making such facilities available. It would be preferable if the salary and benefits payable to workers/supervisors are arranged through the Bank of Maharashtra, Balewadi.
62. The Academy may ask for items/services not included in the package. Rates for such items/ services will be mutually decided.
63. On awarding of work, the Agency shall deposit with the Academy a Security Deposit of **Rs. 20,00,000/- (Rs. Twenty Lakh only)** which shall bear no interest. This deposit shall be paid by NEFT / RTGS. The Academy shall have the right to deduct out of the above deposit any amount which the Agency may become liable hereunder and shall refund only the balance amount, if any, to the Agency after 60 days from the date of completion/termination of the contract.
64. The Agency shall submit bills fortnightly. All deductions due to the Academy shall be made from such bills.
65. The Agency has to enclose certified copy of Tax, PAN Card No. Income tax as applicable from time to time will be deducted while making every payment. VAT, Excise, Service Tax or any other tax will be the responsibility of the Agency. Bill should be tax invoice. The Agency has to comply with KYC (Know your Customer).
66. The amounts specified herein above are inclusive of all costs, expenses, wages and other expenses including ex-gratia payment to workmen or payment of their legal dues that may be incurred by the Agency and the Agency shall not be entitled to make any other demands monetary or otherwise from the Academy during the term of this contract.

F. PAYMENTS:

67. The Agency shall submit bills fortnightly for Executive hostel and once a month for cafeteria, along-with all supporting documents such as ESI/ PF Challans and proofs of disbursement of salary to the staff deployed as per the provisions of Minimum Wages Act and other allowances by 5th every month.
68. The Agency has to enclose certified copy of Income Tax, PAN Card No. Income tax as applicable from time to time will be deducted while making every payment. GST, Excise, Service Tax or any other tax will be the responsibility of the Agency. Bill should be tax invoice. Agency has to comply with KYC (Know your Customer Document).
69. The Agency shall be paid their Bill on or before 15th of the month, after making all necessary deductions of dues & penalties as contemplated under the contract. The Certificate of the Chief Administrator as to the bill amount payable to the Agency after all deductions shall be final and binding on the Agency.
70. Apart from submission of certified copies of PF/ ESIC challans along with the monthly bills, the Agency shall submit self attested copy of muster roll along with the copy of Salary Register showing the receipt of payment of salary by the concerned employees duly certifying on the bottom of it by the Agency that the payments are made as per the provisions of the Minimum Payment of Wages Act and it being a condition precedent for releasing the payment, the payment against the monthly bills of the Agency shall be released to the Agency only upon complying with this condition. The Agency shall have no claim by way of interest or compensation for the reason of late releasing of the payment to them on this account.

G. TERMINATION OF THE AGREEMENT:

71. During the currency of this agreement, the Academy shall have the right to terminate this agreement if it is not satisfied with the performance of the Agency by giving it minimum 30 days' notice in writing. For this purpose, the Academy shall be the sole Judge to decide whether the performance of the Agency is satisfactory or not and such decision of the Academy shall be final, conclusive and binding on the Agency and the Agency shall not be entitled to any compensation in that regard. Furthermore, if on account of non-renewal of the contract and/or termination of this contract, the Agency has to terminate its employees, then it shall be the responsibility of the Agency to pay the legal dues to its employees. In the event of non-compliance of legal requirements Agency itself shall be liable for all the costs and consequences. The Agency can also terminate the contract by giving minimum 90 days' notice in writing.

H. MISCELLANEOUS :

72. Any dispute arising out of this contract including any clarification as to the intent or interpretation of any of the provisions of these terms and conditions, the same shall be first referred to /sought from the Director, NIA, whose decision in the matters shall be final and binding on the Agency. Any other matter relevant to but not covered in the contract shall also be decided by making reference to the Director, NIA whose decision shall be final and binding on the Agency.
- 73.1 If any dispute or difference arises between the Agency and relating to or concerning the interpretation of the Contract or any alleged breach thereof or any matter relating to the Contract , it shall be settled by the parties as far possible by mutual discussion and consultation between themselves, whether the same has arisen during the subsistence of the Contract or thereafter.
- 73.2 In the event of any dispute or difference arising in connection with the Contract whether during the subsistence of the Contract or thereafter not being settled in the aforesaid manner, the same shall be referred for Arbitration to be presided by a Sole Arbitrator appointed by the Director of NIA. The proceedings before the arbitrator

would be governed by the provisions of the Arbitration And Conciliation Act, 1996. The Applicable Law shall be the Indian Law. The language of Arbitration shall be English. The seat of Arbitration shall be Pune.

- 73.3 The courts of Pune shall have exclusive jurisdiction in all matters arising out of this Agreement.

II - CATERING SERVICES AT CAFETERIA

In addition to Catering Services for the residents in the Hostels, the Agency shall have to run the Cafeteria of the campus, the specific details of which are as follows:

74. The General Conditions, Conditions relating to Employment of Supervisors/workers and Type and style of services, Termination of the Contract and Miscellaneous Conditions as per clauses G and H of Part I (Annexure I) will be the same as Part I.
75. Annexure IV gives a description of items of snacks, beverages, etc. which will be required to be served. Rates are to be quoted for each item.
76. The cafeteria shall be run from 8.00 am to 07.00 pm everyday and should offer full package of services.
77. The Agency may be required to serve food items in the office rooms also.
78. The cafeteria shall have to be kept open on all days including Saturdays & Holidays.
79. None of the employees shall be permitted to stay in the premises.
80. The Agency will be required to stock and sell items of everyday use such as Tooth Brush, Toothpaste, Shaving Cream, Blades, Biscuits, Farsan, Wafers and Chocolates etc. at MRP.

III - CATERING SERVICES AT PGDM STUDENTS HOSTEL

81. The General Conditions, Conditions relating to Employment of Supervisors/workers and Type and style of services. Termination of the Contract and Miscellaneous Conditions as per clause G and H of Part I (Annexure I) will be the same as Part I.
82. Annexure V gives a description of items of snacks, beverages, etc. which will be required to be served. Rates are to be quoted for each item.
83. The Agency should quote per student per day rates as per the package of catering services at the dining hall comprising the following segments:
- a) Tea/Coffee: Only Chitale / Amul milk is to be used for bed tea/coffee and evening tea / coffee that is served to the students at the hostel. It is to be ensured that there is no lapse in this regard.
 - b) Breakfast: one Indian snack, eggs, bread butter / jam, tea/coffee, one fruit.
 - c) Evening: Tea/Coffee, Biscuits.
 - d) Lunch: Lunch shall consist of Veg. soup, one dry vegetable, one vegetable with gravy, rice chapatti, dal, salad or kachumber, curd, papad, pickle, sweet.
 - e) Dinner: Dinner shall consist of Veg. soup, one dry vegetable, one vegetable with gravy, one non-vegetarian item, rice, chapatti, dal, salad or kachumber, curd, papad, pickle and sweet.
 - f) On every Friday, special dinner with one special vegetable with gravy, one chat item and two snacks item such as pav bhaji or dosa etc. at no extra cost shall be served in addition to be regular dinner menu.
84. The number of students to be offered catering as per the above-referred package will change from time to time. The Agency shall directly raise the mess bill to the individual student and collect the amount. The Academy shall not be responsible for any collections. For the purpose of calculation, each segment of the package will be counted separately. There is no guarantee for any minimum number.

85. The Academy will provide the Agency the following facilities:-
- a) Water
 - b) Electricity
 - c) Kitchen equipment's
 - d) Crockery-cutlery etc.
 - e) Furniture
 - f) Cooking gas/fuel connection to be provided by Academy (actual cost LPG / Kerosene to be borne by the Agency)

ANNEXURE – II

I - CATERING SERVICE FOR THE EXECUTIVE HOSTELS

(Approx. ratio of Non-Veg: Veg 60: 40)

1. Tea/ Coffee, milk & sugar sachet to be kept in the rooms occupied by the participants 3 each along with biscuits (2 Marie) to be replaced every day.
2. Breakfast (hot) (unlimited)
 - i. Choice of at least 2/3 fresh fruit juices or Tropicana canned juice /Real / B Natural / only to be served.
 - ii. Cornflakes/porridge (100 gm packet) with milk or equivalent.
 - iii. Eggs to order - Boiled, half fry or omelette.
 - iv. Two Indian item served (a) North Indian; (b) South Indian and (c) Continental Menu in sufficient quantity (Annexure III – List II)
 - v. Bread with Butter (Amul/ Britannia), Jam ((Mapro/ Kissan).
 - vi. Tea /Coffee-milk, sugar separate
 - vii. One seasonal fruit

These items have been given by way of illustration and to indicate the coverage.
3. Tea / Coffee break: Forenoon, afternoon (Tea / Coffee with biscuits and Chitale / Amul Milk)
4. Lunch (hot): (unlimited)

Vegetarian: As per specimen and menu attached (Annexure III)

Non-vegetarian: As per specimen menu attached (Annexure III)

Dry Lunch /dinner packet (as and when required): The lunch /Dinner packet should contain eatables equivalent to the menu of lunch/dinner vide Annexure III.
5. Evening Tea / Coffee with Snacks: Sandwiches or Samosa or Chivda or Medu Vada or Bhaji or Wafers (unlimited) (one item only) with chutney and tea or coffee in tray / thermo flask as specified in advances. (Annexure III – List II)
6. Dinner (hot) (unlimited)

Vegetarian: As per specimen menu attached (Annexure III)

Non-vegetarian: As per specimen menu attached (Annexure III)

NOTE:

1. Normally dinner will have to be served at prescribed hours. However, Participants arriving at the commencement of programmes will have to be served dinner.
2. Late dinner to be kept in the Dining Hall after 10.30 pm.
3. Timings will be according to the actual requirements as directed by the Academy.
4. Once in a week special lunch / dinner should be served at no extra cost. Details of the menu to be decided between the Agency and Academy. The special dinner shall include in addition to the normal package of dinner which should include welcome drink, non-veg soup and at least 3 special items such as veg. starter, varieties of Dosas / Uttappa, Pani Puri, Pav Bhaji, Kacchi Dabeli, Bhajia/Pakodas, varieties of Pizza, Pattice, ,Dahi-wada, Samosa, Kachori, etc. This will be at the same rate as per the package. If the Academy require additional special dinner, the Agency shall quote for additional price for only additional items per person.

5. Items listed above for breakfast and for evening tea are by way of illustration and to indicate type of coverage.
6. Since the participants will be from various parts of the country as well as from abroad, variety in menus shall be required e.g. – Chinese, Thai, Continental, South Indian, Maharashtrian, Punjabi, Gujarati, North Indian, Bengali etc. At least two varieties of food should be served for each meal by rotation.

ANNEXURE – III

MENU

Note: **Lunch and dinner** shall consist of items from given menu. Apart from these, both lunch and dinner will have fully baked Chapattis/ Poories/ Parathas/ Rolls Bread Slices, Dals (variety to be changed), Sambar, Basmati Rice, Rasam, Salad, Papad, Pickle, **Pulav in addition to Plain Rice. Each Lunch/ Dinner must have plain curds / plain rice / Sambar.**

NORTH INDIAN MENU		SOUTH INDIAN MENU	
Veg	Non-veg	Veg	Non-veg
Tomato / Cream of Tomato Soup	Butter Chicken	Rassam	Chicken/ Mutton Hydrabadi
Palak Soup	Roast Chicken	Raw Banana dry	Fish Hydrabadi Style
Tomato Shorba	Chicken Kadai	Veg Hydrabadi	Chicken Malbary
Mutter Paneer	Chicken Do Pyaza	Carrot beat toran	Chicken Chetinad
Palak Paneer	Chicken Saagwala	Aviyal	Chicken Masala
Navratan Korma	Mutton Korma	Poriyal	Kundapura Chicken
Kadhi Pakoda	Kheema Mutton	Paruppu (dal) usili	Kundapura Fish
Malai Kofta	Barbeque (once a month)	Beans Toran	Mangalore Style Fish
Veg Korma	Bhuna Gosht	Veg Pachdi	Mangalore style chicken
Veg Jaipuri	Mutton Palak	Veg Kalan	Fish Molley
Chole Masala	Mutton Kofta Curry	Bisybelabhat	Chicken Molley
Veg Bhuna			
Paneer Butter Masala	Shammi Kabab & Mint Chutney	Errussery	Kheema Hyderabadi
Paneer Kurma	Chicken Tikka Masala	Appam with stew	Meen Pollichath
Veg Makahnwala	Chicken tangdi / seekh/ reshmi/ pahadi/ alishan kabab	Sambar Sadam	Pomphret fry
Paneer Tikka Masala	Chicken/ Mutton Biryani	Mirchi ka Salan	Pomphret Masala
Nargisi Kofta	Chicken/ Mutton Dum Biryani	Curd rice	
Aloo Gobi	Golden Fried Chicken	Sweet Pongal	
Rajma	Chicken/ Mutton Cutlet		
Jeera Alu		Plain curd	
Methi Malai Mutter		Boondi Raita	
Alu Mutter		Mix veg Raita	
Mutter Paneer		Tomato Onion Raita	
		Sambar	
		Kootu	

NORTH INDIAN MENU		SOUTH INDIAN MENU	
Veg	Non-veg	Veg	Non-veg
Chole Bhature			
Palak Mutter			
Hariyali kabab			
Dal Makhni			
Dal fry/ Tadka			
Veg Pulav/ Biryani			

MAHARASHTRIAN MENU		RAJASTHANI/GUJARATI / BENGALI MENU	
Veg	Non-veg	Veg	Non-veg
Sol kadhi	Chicken/ Mutton Masala	Dal Bati Churma	Fish Kalia
Koshimbir – Kakdi, Beatroot, Gajar	Chicken/ Mutton Kolhapuri	Masala Bhindi	Fish Zhal
Kadhi Pakoda	Dry Chicken/ Mutton	Guwar Dhokli Sabji	
Usal - all types	Fish Koliwada	Sev Tamatar	
Dal Malwani	Fish Fry	Luchi Alo Dum	
Amti	Fish Curry	Mutter Kachori	
Pithale Bhakri	Crab Masala	Radha ballavi	
Baingan bharta	Prawns fry/ Masala	Gatte Ki Sabji	
Bharli Vangi / Bhendi	Prawns Pulao	Litti Chokha	
Yellow potato sabji			
Kadhi Khichdi			
Masalebhat			
Puran poli			
Shrikhand			
Amras			
Karela Masala			
Beans Foogath			
Padval Toran			
Dahi Wada			
Sprout Salad			
Green Salad			

CONTINENTAL MENU		THAI MENU	
Veg	Non-veg	Veg	Non-veg
Ceaser Salad	Pomfret meuniere	Thai pumpkin soup	Thai style steamed fish
Potao salad	Chicken escalope	Noodle soup	Minced chicken salad
Cream of mushroom soup	Pomfret orly	Burnt garlic noodles	Soy chicken with cashew nuts

CONTINENTAL MENU		THAI MENU	
Veg	Non-veg	Veg	Non-veg
Minestrone Herb bread	Roast chicken	Vegetables in schezwan sauce	Crunchy Thai fried bananas
Vienna rolls	Baked fish	Pad Thai Noodles	Chicken and mushroom broth
Penne in white sauce	Fish only	Thai vegetable green curry	Thai prawn ginger and spring onion stir fry
Bataille potatoes	Grilled Fish	Coconut and rice pudding	Thai Green Chicken Curry
Glazed carrots	Grilled Chicken	Thai noodles with spicy peanut sauce	Cilantro chicken noodles
Buttered broccoli	Chicken sausages	Crunchy Thai fried bananas	
Vegetable lasagna	Chicken cutlet	Coconut and Rice pudding	
Roast potatoes		Bananas in coconut cream	
Duchesse potato			
Sautéed mushrooms			
Parsley potato			
Sauteed mushrooms			
Cheese balls			
Potato balls			
Baked veg. Princesses			
Veg cutlet			

CHINESE MENU	
Veg	Non-veg
Veg Manchow Soup	Chicken Manchow Soup
Veg Hot & Sour Soup	Chicken Hot & Sour Soup
Veg Clear Soup	Chicken Clear Soup
Veg Noodle Soup	Chicken Noodle Soup
Veg Sweet Corn Soup	Chicken Sweet Corn Soup
Mushroom Clear Soup	Chicken Lung Fung Soup
Mashroom Manchow Soup	Cream of Chicken soup
Veg Spring Roll	Chicken chilly dry/ gravy
Veg chilly dry	Chicken Manchurian dry/ gravy
Veg / Gobi Manchurian dry/ Gravy	Chicken spring roll
Mushroom Chilly Dry/ Gravy	Chicken crispy
Paneer Chilly Dry/ Gravy	Chicken 65 dry/ gravy
Paneer Manchurian Dry/ Gravy	Chicken schezwan dry/ gravy
Paneer Schezwan Dry / Gravy	Chicken salt N Pepper
Paneer/ veg 65 Dry/ Gravy	Chicken lollypop

CHINESE MENU	
Veg	Non-veg
Veg Lollypop	Chicken lollypop schezwan dry/ gravy
Veg crispy	Chicken Chinese bhel
Veg Chinese bhel	Shredded Lamb
Mushroom manchurian dry/ gravy	
Fried / Schezwan / Singapori Rice	
Schezwan / Singapori / Hakka Noodles	

LIST – I

DESSERT (seasonal fruits & any one of the items for Lunch and also for Dinner)

Gulab Jamun	Baked Coconut Pudding
Kheer	Basundi
Rasmalai	Malai Kulfi
Seasonal fruit	Fruit Jelly Custard
Pineapple Souffle	Malpua
Jalebi	Khajoor Pal
Shrikhand	Ice cream (all types)
Fruit salad	Laddu different types
Gajar Halwa	Kesari Shira
Moong Dal Halwa	Sandesh
Dudhi Halwa	Khandwi
Rasgulla	Chamcham
Semiya Payasam	Gulab Jamun
Churma Ladoo	Or any other equivalent

LIST II

BREAKFAST / SNACK ITEMS

Idli Chutney & Sambar	Idiy Appam
Dosa – Sada, Masala, Mysore - Chutney & Sambar	All types of Paratha (Aloo, Methi, Gobi, Muli, Paneer etc.)
Medu Wada, Batata Wada, Dahi wada, Wada Pav, Dal Wada	Chana Bhatura
Uttappa – Sada, Onion	Kachi Dabeli
Sabudana Wada	Tomato Omelette
Pattice	Upma, Vermicil Upma
Kachori	Bhajia – different types
Cutlets – Different types - Veg & Non-Veg	Poha – Sada, Batata
Samosa	Misal
Potato/Cheese Balls	Boiled egg
Dhokla	Dudhi/ Methi Muthiya
Kothimbir Vadi	Undhiya Puri Green Peas Kachori
Patra (Alu Vadi)	Pongal

* All the above-referred items are indicative of type of coverage.

Permissible Brands of Consumables

ITEM	BRAND
Salt	Iodised salt such as Tata, Annapurna, Nature Fresh
Spices	MDH, MTR or equivalent quality brands
Ketchup	Maggi, Kissan, Heinz
Oil	Refined oil Groundnuts/ Sunflower such as Sundrop, Nature Fresh, Godrej, Fortune, Saffola, Dammni, Patanjali
Pickle	Mother's, Priya
Atta	Aashirvaad, Pillsbury, Nature Fresh, Annapurna, Shaktibhoj, Silvercoin and Patanjali
Butter	Amul, Britannia, Mother Dairy
Bread	Harvest/Britannia make
Jam	Kissan, Mapro
Milk	Chitale / Amul
Paneer	Amul/Mother Dairy or Fresh paneer
Tea	Brook Bond, Lipton, Tata, Taj Mahal
Coffee	Nescafe, Bru
Biscuits	Britannia, Parle, Good Day, Marie Gold
Ice Cream, Lassi, Curd	Mother Dairy, Amul
Mixtures/Chips	Haldiram/Bikaner
Mineral Water	ISI marked Kinley/Bisleri/Ganga
Besan, Dal	Rajdhani, Shaktibhoj, Silvercoin and Patanjali
Rice	Sona Masuri, Basmati Lal Quilla, Kohinoor, Dawat India Gate, Patanjali
Cold Drinks	Pepsi, Coke etc.
Juices	Real, Tropicana, B natural
Sachet	
Tea	Taj Mahal / Lipton / Tetley/Goodricke
Coffee	Bru / Nescafe
Milk	Nestle Everyday
Sugar	MB Refind sugar
Sugar free	Natura
Green Tea	Tetly
Cornflex	Mohanmeakin, Kellogg's

- **Note: The above brands are only indicative for maintaining quality standards.**

ANNEXURE IV

LIST OF ITEMS REQUIRED TO BE SERVED IN THE CAFETERIA

Sl. No.	Service	Description of the items
1.	Tea / Coffee service Tea (Green Tea / Black Tea / Lemon Tea /Ginger Tea/ Coffee/ Butter Milk /Lime Juice etc.)	1 Large cup / glass per head (100 ml) (with or without sugar / sugar cubes) as per the choice of the staff.
2.	Breakfast and E. T. S. (one item) (anyone in the morning upto 12.00 noon and evening 5.30 to 7.00 p.m.)	Idly / Medu Wada / Batata wada / Sabudana Wada / Pattice/ Kachori/ Dahi Wada / Cutlets / Samosa (Big size 2 pieces) / Bhajia (7 pieces) / Sada Dosa / Masala Dosa (Single) / Onion Uttappa / Tomato Omellete (2 pieces), Poha / Upma / Sabudana Khichadi / Semiya Upma (Per Plate) / Sandwiches - Veg, Chatni, jam, Cheese / Bread Butter/ Toast Butter (2 pieces) to be served with Chatni & Sambar / Kurma/ Curd & Pickle, etc.
3.	Staff Lunch (Note: The menu would not be repeated in the entire week)	Lunch Menu (Sample):- 1. Chapati (3 Nos.) / Poori (5 Nos.) etc. 2. Two Veg. Curries (one dry and one gravy) 3. Sambar / Dal Items / Fried Dal / Mixed Dal / Sambar / Kadi, etc.) 4. White Rice or Pulav 5. Curd 6. Papad / Fryms / Vadiyams / Gold Fingers, etc. 7. Pickle 8. Salad
4.	Egg Items	Egg Omellete (Single)/ Egg Omellete (Double)/ Egg Bhurji (Single)/ Egg Bhurji (Double)
5.	Beverages	Tea / Coffee / Nescafe (on demand) / Filtered Coffee / Soft Drink / Butter Milk / Lime Juice / Mineral Water/Lassi/Fruit Juice
6.	Office tea	Thrice (3 times) daily tea / coffee to be served to all in the office at 10.30 a.m., 2.30 p.m. and 5.00 p.m.

There is no guarantee for any minimum number.

Poha 1 Plate 180gm

Meduwada 1 Plate 2 Piece 140gm

Idli 1 Plate 2 Piece 140gm

Aloo Paratha 1 Plate 1 Piece 126gm

Upma 1 Plate 180gm

ANNEXURE V

LIST OF ITEMS REQUIRED TO BE SERVED IN THE PGDM HOSTEL

Sr. No.	CATERING ITEM	Description of Item
1	Morning Tea/Coffee	Only Chitale / Amul milk to be used for bed tea / coffee and evening tea / coffee that is served to the students at the hostel. It must be ensured that there is no lapse in this regard.
2	Breakfast	One Indian Snack, Egg, bread butter/ jam/ tea/coffee and one fruit. (Annexure III – List II)
3	Lunch	Lunch consists of one Veg. soup, one dry vegetable, one vegetable with gravy, rice / pulav, chapatti, dal / sambal, salad or kachumber, curd, papad, pickle, sweet. (Steam rice compulsory) (Annexure III)
4	Evening Tea / Coffee	Tea / coffee with Biscuit
5	Dinner	Dinner consists of one Veg. soup, one dry vegetable, one vegetable with gravy, one non-vegetarian item, rice / pulav, chapatti, dal / sambar, salad or kachumber, curd, papad, pickle, sweet. (Steam rice compulsory) However, on every Friday, special dinner with one special vegetable with gravy, one chat item and two snacks item such as pav bhaji or dosa etc. at no extra cost will be served in addition to regular dinner menu. (Annexure III)

As per requirement, arrangements should be made for Jain food for every meal.

ANNEXURE VI

LIST OF ITEMS REQUIRED TO BE SERVED IN THE EXECUTIVE HOSTEL

Sr. No.	CATERING ITEM	Description of Item
1	Morning Tea / Coffee	Tea/ Coffee, milk & sugar sachets, 3 each to be kept in the rooms occupied by the participants along with biscuits
2	Breakfast	Fresh Juice, Cornflake / porridge, Two Indian items, Egg, bread toast with butter, jam, tea/coffee and one fruit. (Annexure III – List II)
3	Tea / Coffee break: Forenoon	Tea / Coffee (Chitale / Amul milk) with assorted biscuits.
4	Lunch	Lunch consists of Chapatis / Pooris / Parathas / Rolls Bread slices, one veg. soup, 2 veg items (One dry and One gravy), one seasonal vegetable on site, Rice or Pulav, one Dal, one curd preparation (raita), Green Salad, Papad and Pickle. Non-veg. – one dish one made of chicken / mutton / eggs / fish. Desserts - Sweet item one and one bowl of fresh mix cut fruits. (Menu as per Annexure III)

5	Tea / Coffee break : Afternoon	Tea / Coffee (Chitale / Amul milk) with assorted biscuits.
6	Evening Tea / Coffee with Snacks	One Indian Snack and tea/coffee. (Annexure III – List II)
7	Dinner	Dinner consists of Chapatis / Pooris / Parathas / Rolls Bread slices, one veg. soup, 2 veg items (One dry and One gravy), one seasonal vegetable on site, Rice or Pulav, one Dal , one curd preparation (raita), Green Salad, Papad and Pickle. Non-veg. – Two dishes made of chicken / mutton / eggs / fish. Desserts- Sweet item one and one bowl of fresh mix cut fruits. <u>Weekly Special Dinner (hot) Unlimited:</u> As per description given for dinner as above There will be one weekly special Dinner & shall include in addition to the normal package of dinner, which should include - Welcome Drink, Non-Veg Soup & at least 3 special items such as veg. starter, varieties of Dosa, Uttappa, Pani Puri, Pav Bhaji, Kacchi Dabeli, Bhajia / Pakodas, Pizza etc. at no extra cost will be served in additional to regular dinner menu (Menu As per Annexure III)
8	Additional Weekly Special Dinner (If required)	If NIA requires additional weekly special dinner you should served additional item i.e. Welcome drink, Non Veg Soup and at least 3 special items in additional to regular dinner menu.

Each Lunch and Dinner must have Plain Curd, Plain rice and Sambar or Rassam.

There is no guarantee for any minimum number.

CATERING SERVICES (PART A2)

FINANCIAL / PRICE BID

I. CHARGES TOWARDS CATERING SERVICE FOR THE EXECUTIVE HOSTELS

Consolidated rates for the following items at Sr.No.1 to 11 should be quoted on a complete items package basis including Labour and all other costs.

S.N.	CATERING ITEM	Rate/Plate/ Cup (Inclusive of all Taxes & service Charges)	Rate in Words
1	Morning : Tea/ Coffee, milk & sugar sachets, 3 each to be kept in the rooms occupied by the participants along with biscuits (As per Item 1 – Annexure - II)		
2	Breakfast (hot) Unlimited : Fresh Juice – Choice of 2 / 3 fresh juices. Cornflakes / porridge (100 gm packet) with milk or equivalent. Eggs to order - Boiled, Half fry or Omellete. Two Indian item – North Indian or South Indian or Continental Menu (masala dosa or paratha (stuffed) or Puri Bhaji or Uttapam or Seera or Idlis or Upma or Poha (Sufficient Quantity) Chole Puri, Cheela, Pav Bhaji, Misal etc. Bread toasts with butter, jam as per brand list. Tea /coffee-milk, sugar separate. Seasonal fruit. (As per item 2 – Annexure - II) As per Annexure III		
3	Tea / Coffee break : Forenoon (Tea / Coffee with assorted biscuits and Chitale / Amul milk) (As per item 3 – Annexure - II)		
4	Lunch (hot) Unlimited: Chapatis / Pooris / Parathas / Rolls Bread slices Vegetarian- one soup, 2 veg items (One dry and One gravy), one seasonal vegetable on site, Rice or Pulav, one Dal, one curd preparation (raita), Green Salad (onion/tomato/cucumber/radish/carrot/beet root sprouts) Papad and Pickle. Non-veg. – one dish one made of chicken / mutton / eggs / fish. Desserts - Sweet item one and one bowl of fresh mix cut fruits. Each Lunch and Dinner must have Plain Curd, Plain rice and Sambar or Rassam (As per Annexure -III) As per Annexure II -Note Sr. No. 4)		

5	Tea / Coffee break : Afternoon (Tea / Coffee with assorted biscuits and Chitale / Amul milk) (As per item 3 – Annexure - II)		
6	Evening Tea / Coffee with Snacks (hot) Unlimited: Sandwiche or Samosa or Chivada or Medu Vada or Bhaji or Wafers etc. (One item only) with chutney and tea and coffee. (As per Annexure -III) (As per Item 5- Annexure -II)		
7	Dinner (hot) Unlimited: Chapatis / Pooris / Parathas / Rolls Bread slices Vegetarian- one soup, 2 veg items (One dry and One gravy), one seasonal vegetable on site, Rice or Pulav, one Dal , one curd preparation (raita), Green Salad, Papad and Pickle. Non-veg. – Two dishes made of chicken / mutton / eggs / fish. Desserts- Sweet item one and one bowl of fresh mix cut fruits. Each Lunch and Dinner must have Plain Curd, Plain rice and Sambar or Rassam (Menu As per Annexure -III) As per Annexure II - Sr. No. 6) Weekly Special Dinner (hot) Unlimited : As per description given for dinner as above There will be one weekly special Dinner & shall include in addition to the normal package of dinner, which should include - Welcome Drink, Non-Veg Soup & at least 3 special items such as veg. starter, varieties of Dosa, Uttappa, Pani Puri, Pav Bhaji, Kacchi Dabeli, Bhajia / Pakodas, Pizza etc. at no extra cost will be served in additional to regular dinner menu (As per Annexure III)		
8	ADDITIONAL WEEKLY SPECIAL DINNER : (hot) Unlimited If NIA requires additional weekly special Dinner you have to quote additional price for only additional items i.e. Welcome Drink, Non-Veg Soup & at least 3 special items such as veg. starter, varieties of Dosa, Uttappa, Pani Puri, Pav Bhaji, Kacchi Dabeli, Bhajia / Pakodas, Pizza etc. per person will be served in additional to regular dinner menu.		
9	Hi-Tea - (Foundation Day / Farewell / Flag hosting etc. events) Snacks 2 items, Waffers, Sweet one item, Tea & Coffee (Annexure III – List II)		
10	Gala Lunch / Dinner (hot) Unlimited: On the occasion of Lord Ganesh Festival, New Year Party etc. Chapatis / Pooris / Parathas / Rolls Bread slices Vegetarian- 2 veg items (One dry and One		

	<p>gravy), Rice or Pulav, one Dal, one curd preparation (raita), Green Salad, Papad and Pickle.</p> <p>One Non-veg. dish (made of chicken / mutton / eggs / fish) or One Special Vegetable with gravy</p> <p>Desserts- One Sweet item and One Ice Cream any flavor.</p> <p>Each Lunch / Dinner must have Plain Curd, Plain rice and Sambar or Rassam (As per Annexure -III)</p>		
11	<p>SPECIAL LUNCH / DINNER ON THE OCCASION OF SPECIAL EVENTS – SEMINAR ETC. / PGDM EVENTS I. E. MANTHAN, HR SUMMIT</p> <p>Welcome drink any flavour, Vegetarian- one soup, one starter, Non-veg. – one soup, one starter Main course – Veg items four (one veg. on site) Main course – Non veg items two (made of chicken / mutton / eggs / fish) Rice / Pulav one item (steam rice compulsory) Dal - One type, Sambar or Rassam Assorted Roti – Chapatti / Butter Roti / Butter Nan / Phulka / Paratha / Puri (at least serve three items) Raita two (curd preparation), Plain curd compulsory, Assorted Salad Other items – Pickle, Assorted Papad, Assorted Chatani Sweet – Two items Ice cream / Kulfi – One item (Any flavor) Fresh mix cut fruits (Menu - As per Annexure III)</p>		

There is no minimum guarantee and the bill will be paid only on actual basis.

Tenderer has to give satisfactory projected calculations supporting to his quotation / price by considering the following factors:

1. Procurement of Raw Material cost
2. Labour & other Costs
3. Profitability

The deployment of maximum manpower for Executive Hostels should be as under and their wages should be as per Minimum Wages declared by the Government from time to time for State or Central Govt. schedule of employment whichever is higher.

S.N.	Area	Catering Manager/ Supervisor	Waiter	Cook	Cleaners
1	Executive Hostels	2	8	5	7

CATERING SERVICES (PART A2)

FINANCIAL / PRICE BID

II. CHARGES TOWARDS CATERING SERVICES AT CAFETERIA

Consolidated rates for the following items at Sr.No.1 to 4 should be quoted on a complete items package basis including Labour and all other costs.

Sr. No.	CATERING ITEM	Rate/ Plate/ Cup (Inclusive of all Taxes & service Charges)	Rate in Words
1	Snacks : - (Breakfast) (Fixed Qty) Snacks : - (E. T. S) (Fixed Qty) Idly / Medu Wada / Batata wada/ Sabudana Wada/ Pattice/ Kachori/ Dahi Wada/ Cutlets/ Samosa (Big size 2 pieces) / Bhajia (7 pieces) / Sada Dosa / Masala Dosa (Single) / Onion Uttappa / Tomato Omellete (2 pieces), Poha / Upma / Sabudana Khichadi / Semiya Upma (Per Plate) / Sandwiches - Veg, Chatni, jam, Cheese / Bread Butter/ Toast Butter (2 pieces) to be served with Chatni & Sambar / Kurma/ Curd & Pickle, etc. (As per Annexure IV)		
2	Meals (Fixed Qty.): Rice or Pulav, Dal (any type) or Kadi, Two veg. Bhaji (one dry and one with gravy), Chapati (3 Nos.) or Puri (5 Nos.), Pickle / Chutney, Papad, Salad and Curd (As per Annexure IV)		
3	Egg Items: Egg Omellete (single), Egg Omellete (double), Egg Bhurji (single), Egg Bhurji (double) (As per Annexure IV)		
4.	Beverages: Tea / Coffee (Room Service) Nescafe (on demand) Filtered coffee Butter Milk Lime Juice Mineral Water 250 ml. / 500 ml. / 1 Ltr. (On actual) Soft Drink (on actual) Lassi Fruit Juice (As per Annexure IV)		
5	Tea/Coffee with Cookies (4 Cookies in each plate)		

There is no minimum guarantee and the bill will be paid only on actual basis.

Tenderer has to give satisfactory projected calculations supporting to his quotation/price by considering the following factors:

1. Procurement of Raw Material cost
2. Labour & other Costs
3. Profitability

The deployment of maximum manpower for Cafeteria should be as under and their wages should be as per Minimum Wages declared by the Government from time to time for State or Central Govt. scheduled of employment whichever is higher.

S. N.	Area	Catering Supervisor	Waiter	Cleaners
1	Cafeteria	1	2	1

CATERING SERVICES (PART A2)

FINANCIAL / PRICE BID

III. CHARGES TOWARDS CATERING SERVICES FOR THE PGDM HOSTEL

Consolidated rates for the following items at Sr. No. 1 to 5 should be quoted on a complete package basis including Labour and all other costs.

Sr. No.	CATERING ITEM	Rate/ Plate/ Cup (Inclusive of all Taxes & service Charges)	Rate in Words
1	Morning Tea/Coffee with Chitale / Amul Milk (As per Annexure V)		
2	Breakfast (hot) Unlimited: One Indian Snack, Egg, bread butter/jam, tea /coffee and one fruit. (As per Annexure V)		
3	Lunch (hot) Unlimited: Lunch consists of one veg. soup, one dry vegetable, one vegetable with gravy, rice / pulav, chapatti, dal, salad or kachumber, papad, pickle and one sweet. Each Lunch and Dinner must have Plain Curd, Plain rice and Sambar or Rassam (As per Annexure V)		
4	Evening Tea/Coffee with Biscuits (As per Annexure V)		
5	Dinner (hot) Unlimited: Veg. soup one, one dry vegetable, one vegetable with gravy, rice / pulav, chapatti, dal, salad or kachumber, papad, pickle and one sweet. One non-vegetarian item. However on every Friday, special dinner with one special vegetable with gravy, one chat item and Two snacks item such as Pav bhaji or dosa etc. at no extra cost will be served in addition to regular dinner menu. Each Lunch and Dinner must have Plain Curd, Plain rice and Sambar or Rassam (As per Annexure V)		

There is no guarantee for any minimum number.

The deployment of maximum manpower for PGDM Hostels should be as under and their wages should be as per Minimum Wages declared by the Government from time to time for State or Central Govt. scheduled of employment whichever is higher.

S.N.	Area	Catering Supervisor	Waiter	Cook	Cleaners	Assistant
1	PGDM Hostels	1	2	2	2	2

Any increase or decrease in deployment manpower will be with the permission of the Academy Authorities.