

# **NATIONAL INSURANCE ACADEMY**

25, Balewadi, Baner Road, NIA P.O., Pune 411 045

## **e-TENDER DOCUMENT**

### **FOR**

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

[Tender Period: 2026 to 2028]

Through Online Mode Only

NIA e-Procurement Website:

<https://www.tenderwizard.com/NIA>

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**Sr. No. 01 - TENDER NOTICE**

**NIA/CATERING-SERVICES/EXEC-HOSTEL-CAFETERIA-PGDM/04/2026 dated April 2026.**

National Insurance Academy, Pune—an autonomous Institution established by Life Insurance Corporation of India, General Insurance Corporation of India, The New India Assurance Co. Ltd., National Insurance Co. Ltd., The Oriental Insurance Co. Ltd., and United India Insurance Co. Ltd.—invites e-tenders through advertised tender enquiry for “**Catering Services at Executive Hostels, Cafeteria and PGDM Hostel**”, as per the Terms & Conditions in this e-Tender Document.

Bids are invited from reputed Individuals/Firms/Companies/Corporations/Associations/Societies with sound technical and financial capacity, fulfilling the Eligibility Criteria and uploading documentary evidence as required in the Technical Bid. Preference may be given to bidders operating in and around Pune.

NIA reserves the right to reject one or all tenders without assigning any reasons, extend tender dates, or cancel the tender, if required.

**DIRECTOR**  
**National Insurance Academy, Pune**

## I -TECHNICAL BID

### Sr. No.- 02: – ELIGIBILITY CRITERIA

1. Upload clear, legible scanned copies of the following documents online. Bids without supporting documents will be summarily rejected:

1. The Agency should have a minimum of five (5) years' experience as on 31/03/2025 in similar services; out of these, at least three (3) years with a PSU/Government Organization/Educational Institution like College, University, Institute and any similar educational body. The tenders of those tenderers who lacks this experience are liable to be rejected.
2. Minimum cumulative turnover of Rs. 8.00 crore from catering activity during FY 2022–23, 2023–24, and 2024–25; with a minimum of Rs. 2.50 crore each year.
3. The tenderer should have a valid license from Food Safety and Standards Authority of India (FSSAI).
4. Undertaking of not being debarred/blacklisted (Annexure F).
5. Tender Cost: Rs. 1,000/- + GST (non-refundable) and EMD: Rs. 7,00,000/-, to be paid via online e-Payment on the NIA e-Procurement portal. 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 should 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 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 / workplace / 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. Tenderer whose tender is accepted shall, within seven days from receiving the Letter of Acceptance, be required to deposit an amount of **Rs-18,00,000/- (Rs. Eighteen Lakh Only)** by NEFT / RTGS payment to National Insurance Academy, Pune and 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/- (Rs. Five Hundred only)**. If he / she / they decline or fail to remit the Security Deposit or to execute the contract agreement within the stipulated time, the entire amount of EMD of **Rs. 7,00,000/- (Rs. Seven Lakh only)** shall stand forfeited, without prejudice to ACADEMY's right to rescind the contract and other rights and remedies warranted by the law. **No interest will be paid on the Security Deposit as well as EMD amount by NIA**
12. It is mandatory for all prospective bidders to undertake a site visit before submitting their bids. The purpose of the site visit is to provide the bidders with a comprehensive understanding of the site requirements and the conditions that may affect the execution of the work. (Submit Form-III).
13. 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.
14. The **Security Deposit of Rs. 18,00,000/- (Rs. Eighteen 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.
15. 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.
  - 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 NIA which 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 NIA.
  - (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. 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, NIA.
- 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.

Note: Only bidders meeting the eligibility and technical requirements will be considered for Financial/Price Bid opening.

Canvassing in any form shall make the tender liable for rejection.

### **Sr. No. 03: E–TENDERING PROGRAMME / KEY DATES**

All activities are to be completed on the NIA e-Procurement Portal:

<https://www.tenderwizard.com/NIA>

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. 7,00,000/- (Rs. Seven 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:**

- a. 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).
- b. 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.
- c. 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, 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.

<b>Key Dates:</b>	<b>Date &amp; Time</b>
Publication of NIT	[19-April-2026]
Availability of Tender Documents on Portal	[20-April -2026] [11:00] Hrs
Period for Downloading Tender Documents	[From [20-April-2026] 11:00 Hrs to [10-May -2026] 14:00] Hrs
Pre-bid Meeting	[29-April-2026] @ [11:00] Hrs
Last date for Corrigendum (if any)	[04 <sup>th</sup> -May -2026] [15:00] Hrs
Last date & time for Online Bid Submission	[10-May-2026] [17:00] Hrs
Tender Cost	Rs. 1,000/- + GST (Non-refundable)
EMD	Rs. 7,00,000/-
Opening of Technical Bid (Online)	[11-may - -2026] [11:00] Hrs.
Opening of Financial/Commercial Bid	To be intimated to Technically Qualified Bidders

Note: Dates are subject to change via corrigendum on the e-Procurement Portal.

**Sr. No. 04 INFORMATION & INSTRUCTIONS FOR BIDDERS (ETS)**

Portal: <https://www.tenderwizard.com/NIA>

**04: 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. Bidders must register on the portal (Vendor Registration: Rs. 1,000 + 18% GST, Non-refundable). Digital Signature Certificate (Class II/III – Signing & Encryption) is mandatory. Follow the portal’s Vendor Manual and Help resources for system requirements, e-Payment, and DSC configuration.

Helpdesk (E-Tender): E-Tender Helpdesk, #24, Sudha Complex, 3rd Stage, 4th Block, Basaveshwaranagara, Bengaluru – 560079 | Tel: 080-40482000/121/133/140 | Mobile: 9686115304/9686115323 | Email: lokesh.hr@antaressystems.com; raghuprashanth@antaressystems.com

Regional Support: Mr. Sanjay K. Chandak (Pune & Mumbai) | sanjay.kc@antaressystems.com / sanjay.kc@etenderwizard.com | +91-96657 21619

Note: NIA/Tenderwizard will not be responsible for internet/power/network failures during bid submission. Bidders are solely responsible to complete all stages before deadlines.

## **Sr. No. 05 - SUBMISSION OF TECHNICAL BID – CHECKLIST**

- **Fill the online forms and upload legible, self-attested scans (PDF) of the following. Non-compliance may lead to rejection: All the documents (must be legible and readable) uploaded are to be self-attested by the authorized signatory.**

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. Name and registered address of Bidder.
  2. Proof of payment of Tender Cost (Rs. 1,000 + GST).
  3. Proof of payment of EMD (Rs. 7,00,000).
  4. Legal Status & Authorization (as applicable): Registered Partnership Deed / Certificate of Incorporation / Society Registration / Power of Attorney / Board Resolution; Affidavit for Sole Proprietor (Annexure A1);
  5. Constitution (Annexure A2).
  6. Primary Contact Person details (Name, Designation, Mobile, Email).
  7. Experience: Month & Year of commencement ( $\geq$  five years as on 31/03/2025).
  8. Statutory Registrations (copies): Shop & Establishment, Contract Labour (Central LIN), Labour Welfare (MLWF), Workmen Compensation Policy (latest), FSSAI License, PAN, GST, EPF, ESIC, any Quality Certifications, other Licenses (if any), Existing manpower proof.
  9. The Tenderer should ensure to submit the satisfactory Completion Certificate (Please refer Annexure B).
  10. 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).
  11. 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).
  12. Declaration (Annexure E).
  13. Undertaking – Not Debarred/Blacklisted (Annexure F).
  14. Banker Details (Bank, Branch, A/c No., Type, IFSC).
  15. Copy of Agreement in case of works carried out for private agencies should be enclosed.

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**

<b>Sr. No.</b>	<b>Required Information (QUERY)</b>	<b>ANSWER</b>
<b>1</b>	Name and registered address of the Individual/firm/company.	
<b>2</b>	Cost of Tender Document Deposited. Upload online payment receipt of Rs.1000/- + GST	
<b>3</b>	Earnest Money Deposit - Upload online payment receipt of Rs. 7,00,000/-.	
<b>4</b>	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. Upload Affidavit in case of Sole Proprietor as per <b>Annexure A1</b> Fill in and upload enclosed <b>Annexure A2</b>	
<b>5</b>	Name, designation, and telephone nos. of the contact person / persons. Mobile Nos. Fax No. E-mail id	
<b>6</b>	Month and Year of commencement of service business in present name. (Experience of Five years as on 31/03/2025)	

7	<p>Statutory details (Photocopies of following documents / Certificates to be Uploaded)</p> <ul style="list-style-type: none"> <li>• Registration number of the firm. (As per Shop and Establishment act.)</li> <li>• Registration number under the Contract Labour Act. Central (LIN) (Any One certificate of latest three previous years if available)</li> <li>• Registration number under Labour Welfare Act. (MLWF)</li> <li>• Workman’s Compensation Insurance Policy- Latest.</li> <li>• Food &amp; Drug License Nos</li> <li>• PAN No.</li> <li>• Goods and Service Tax No</li> <li>• Registration with EPF and Details</li> <li>• Registration with ESIC and Details</li> <li>• Any other Quality Certificate</li> <li>• Any other License, if yes License No. Copy to be uploaded.</li> <li>• Existing manpower with Documentary Evidence to be uploaded.</li> </ul>	
8	<p>Fill in and upload <b>Annexure – B</b> giving full particulars about Catering contracts/ Service contracts completed during last five years. 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 <b>Annexure C</b> with documentary evidence.</p>	

<b>10</b>	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 <b>Annexure D</b> . (The tenderer should have a cumulative turnover of Rs. 8.00 Crores (Rupees Seven Crores Only) during the last three years with a minimum turnover of Rs. 2.50 crore in each year.	<b>F.Y.</b>	<b>Annual Turn Over</b>
		<b>2022-2023</b>	
		<b>2023-2024</b>	
		<b>2024-2025</b>	
<b>11</b>	Declaration as per <b>Annexure E</b>		
<b>12</b>	Undertaking of Debarred / Blacklisted certificate <b>Annexure F</b>		
<b>13</b>	Name and complete postal address of bankers.		
	Name of Bank		
	Branch		
	Account No		
	Account Type		
	IFSC Code		

**Sr. No. 6: ANNEXURE A1 – AFFIDAVIT (SOLE PROPRIETOR) 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 Notarize**

**ANNEXURE A2 –**

**CONSTITUTION OF FIRM – SOLE**

**PROPRIETORSHIP/PARTNERSHIP/LTD.CO. /OTHER**

<b>S. No.</b>	<b>Name of sole partner or Director / other High Officials</b>	<b>Age</b>	<b>Share %</b>	<b>Technical Experience (Year–Year)</b>	<b>Role (e.g., Contractor)</b>	<b>PoA Holder (Y/N)</b>
1						
2						
3						
4						
5						

Signature of Tenderer

**Sr. No. 07: ANNEXURE B – F**

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

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

**SIGNATURE OF TENDERER**

**ANNEXURE C – ONGOING CATERING/SERVICE CONTRACTS**  
**WORK IN HAND / ONGOING CATERING CONTRACTS / SERVICE CONTRACTS**

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

**SIGNATURE OF TENDERER**

**ANNEXURE D – ANNUAL TURNOVER (Last Three Financial Years)**

S. No.	Financial Year	Total Contract Amount Received (Rs.)	IT Certificate (Y/N)	Audited Balance Sheet (Y/N)	Remarks
1	2022-23				
2	2023-24				
3	2024-25				

\* Attach CA Certificate with Registration Number, and supporting statements.

## ANNEXURE E – DECLARATION

### 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 (NOT DEBARRED/BLACKLISTED)**

To be submitted on Company/Firm Letterhead.

**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

**Sr. No. 08: INDEMNITY BOND (Rs. 500 Stamp Paper)**

FOR CATERING SERVICES FOR EXECUTIVE & PGDM HOSTELS AT NIA

This Deed of Indemnity executed at Pune on this \_\_\_\_ day of \_\_\_\_\_, 2026 between National Insurance Academy (NIA), 25, Balewadi, Baner Road, NIA PO, Pune 411045 ("First Party") and M/s \_\_\_\_\_ having office at \_\_\_\_\_ ("Second Party").

WHEREAS, the Parties have signed an agreement dated \_\_\_/\_\_\_/2026 for providing catering services; and the First Party requires an indemnity against claims under applicable laws by or in respect of any workman employed by the Second Party during execution of the \_\_\_\_\_ contract.

NOW, the Second Party agrees to indemnify and keep indemnified the First Party against all such claims, costs and expenses. The First Party may deduct any such amounts from sums due to the Second Party. This Indemnity remains in force from \_\_\_\_\_ to \_\_\_\_\_, including \_\_\_\_\_ any \_\_\_\_\_ extended \_\_\_\_\_ period.

For NIA, Pune (First Party)

For \_\_\_\_\_ (Second Party)

Witnesses: 1. \_\_\_\_\_ 2. \_\_\_\_\_

## II GENERAL CONDITIONS

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

#### A. GENERAL

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. Catering services are to be provided to participants/students/guests in designated spaces within NIA premises. No tenancy rights accrue to the Agency.
  1. 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.
  2. 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 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 annual rate revision may also be considered by Academy at the time of extension after two years of completion.**
  3. 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

1. 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 its 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.
2. 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.

3. 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.
4. The Agency shall keep the Academy indemnified against all loses, 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.
5. 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.
6. 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.
7. 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.

8. 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.
9. 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. All personnel employed by the Agency shall be above 18 years of age and below 52 years of age and shall be medically fit; however, supervisory staff possessing the necessary credentials may be employed up to the age of 65 years. All personnel engaged in handling food shall obtain a medical fitness certificate from a registered medical practitioner at the time of employment and thereafter at intervals of six months. The cost of such medical examination, if any, shall be borne by the Contractor, and copies of the medical fitness certificates of all such personnel shall be submitted by the Agency along with its bills.
  11. 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 or modification of the same.
  12. 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.
  13. 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 & RESPONSIBILITIES**

1. The Head of the Agency shall visit the establishment at least thrice a week, on days decided by mutual consent and contact the person authorised 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
2. 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

3. The NIA will provide the agency the following facilities:-
  - a) PNG Connection Monthly Consumption Charges has to paid by agency before the due date.
  - b) The PNG (Piped Natural Gas) connection will be provided by MNGL within the Academy premises.
  - c) **Other Utilities** -Water (Sub meter will be added for monitoring the usage monthly usage bill will be paid by Agency to NIA)
    - a. **Water** – Usage of water beyond permissible limit for Hotel & Restaurant as per government norms will be chargeable as per Municipal rates. Water meter is provided at the user end for measuring the daily water usage. The charges will be calculated on monthly basis as per the set criteria and as decided by competent authority.
    - b. **Electricity** – A sub-meter is installed in kitchen area so that electricity consumption is recorded and full amount to be paid by the agency.
    - c. The agency should 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, the Institute reserves the right/option to levy penalty on the agency, to be decided by NIA. Kitchen equipment such as walk in cooler, 4-door fridge, deep freezer, bain-marie, kitchen exhaust etc. However, repair and maintenance, including cost of maintenance, shall be borne by the agency.
    - d. Crockery, cutlery etc. Furniture & Fixtures – Agency shall be responsible for repair and replacement of any damage to furniture, electrical appliances, electric fixture, kitchen equipments, etc. and cost for the same shall be borne by the agency.
    - e. Agency to take care of all equipment/utensils; report repairs/maintenance; comply with authorized personnel. Damage beyond permissible limits recoverable from Agency.
    - f. 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
    - g. The annual breakage to the tune of 5% (5% 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 5% should be made good by the Agency. The stainless-steel items missing would be recovered from the Agency at actual cost.
    - h. Deep cleaning activity is to be carried out once in a every week, specifically on Sundays, covering the entire MDP and PGDM dining areas and once in a month

by expert external agencies including the cafeteria. This task should be undertaken by your canteen workers. Additionally, Canteen Supervisor/Contractor ensure that all toilets and washrooms in these areas are cleaned three times in a day, with special attention during peak hours. The responsibility for this cleaning lies with your canteen staff, and it must be maintained consistently.

- i. All food wastage should be properly disposed of in the designated dustbin Vermicompost area i.e., Wet garbage and located behind the canteen, near the PGDM Canteen area.
  - j. Please ensure that the waste is segregated and placed correctly in the dustbins. Additionally, the concerned staff is instructed to coordinate with the outside Pune/PCMC personnel to ensure that all types of disposals are collected three times a week without fail. All used oil should be disposed off every day through authorised reuse agencies.
  - k. Crockery, cutlery, furniture and utensils must be clean and hygienic. Premises to be open to inspection at all times by authorized NIA representatives.
  - l. A committee of users has been constituted which will interact with the Agency on various issues in the total framework that may be agreed.
  - m. 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.
  - n. 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.**
  - o. Used utensils and crockery to be immediately taken off from the canteen areas through trolleys.
  - p. 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.
14. The Agency hereby agrees and undertakes to return to the Academy all materials supplied by the Academy to them on the termination of the contract, for any reason whatsoever, fair wear and tear accepted on completion of the contract period or upon premature termination of the contract, the Agency shall discontinue use of the same and hand over peaceful possession of the Academy's premises together with fixtures and articles therein in good condition.
  15. 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.
  16. 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.
17. The Agency should purchase only the permissible brand of consumables as listed. **Sr. No. 11** Page no. 38
  18. **“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.
  19. 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).
  20. 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 PF,ESIC & 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.
  21. The Agency should co-operate with other Agencies at the Campus particularly at the hostels.
  22. 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.
  23. 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.

24. 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.
25. 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.
26. 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.
27. 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 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.
28. Every Saturday afternoon, there shall be training conducted for all employees engaged by the agency. A record of the same will be maintained and got signed from the catering supervisor appointed by NIA.
29. 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.

**Chefs/ Cooks/ Supervisors 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) 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.

- b) It should also be ensured that a responsible supervisor is present at all services (viz. breakfast, lunch, ETS, dinner, etc.). The Supervisor/Supervisors on rotation basis must be present during Breakfast/Lunch and Dinner.
30. 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.
31. The Academy shall permit a maximum of 20 employees of the Agency, including waiters and chefs, to stay within the kitchen premises for duties requiring early or late hours (e.g., fetching milk for the colony, serving late dinners, etc.). However, their presence must not cause any inconvenience or disturbance to the normal functioning of the Academy. The Academy may provide basic lodging facilities to such employees as a gesture of goodwill, but it shall not be considered a binding obligation.
32. It is the sole responsibility of the Agency to ensure that the accommodation premises, including dormitory areas, toilets, and bathrooms, are kept neat, clean, and hygienic at all times, in accordance with the hygiene standards of the National Insurance Academy.
33. Their accommodation premises including toilets and bathrooms including dormitory should be neat and clean every day on his own responsibility with maintaining proper hygiene in NIA. The NIA will not allow any employees of the agency to stay in the campus premises except authorized employees as agreed between contractor and NIA. Their presence, however, should not cause any nuisance to normal functioning of the NIA. No outsider or any guest or relative of employee is allowed to visit the campus.
- a) The Academy reserves the right to accept / reject any particular Manager, Supervisor and worker placed on duty at the Academy.
  - b) 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.
  - c) 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.
  - d) 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.

- e) 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.
34. 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 NIA premises. The contractors should provide insurance cover as per Workmen's Compensation Act for all its workers.
35. The workers / supervisors engaged by the agency shall be provided with identity cards. No child labour will be employed by the agency.
36. A complete list of workers / supervisors with the Mandatory Police Verification and with details like local address, photograph etc. should be submitted to the Institute before they are employed.

#### **D. QUALITY OF SERVICES**

- 1) 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
- 2) 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 of lack of hygiene.
- 3) Supply wholesome, hygienic meals/eatables as per agreed menu, weights and measures. Quarterly microbiological testing by authorized laboratory at Agency's cost; submit reports to NIA. 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.
- 4) If any item of food or provisions used is found to be of unsatisfactory quality, or if any foreign matter (such as cockroaches, pins, hair, glass pieces, etc.) is detected in the food served to the participants, faculty and staff, NIA reserves the right to levy a penalty on the Agency, which will be decided by the competent authority of NIA. The minimum penalty being Rs. 5000/- per incident.
- 5) The agency will arrange to get cooked food tested i.e micro-biological analysis conducted by any authorized laboratory quarterly; the expenses for the same will

be borne by the agency. The said reports shall be submitted to the Institute periodically.

- a. 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.
- b. 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.
- c. The Services in the Hostel dining hall shall be arranged as per the timings that shall be indicated from time to time.
- d. Vegetarian and Non-Vegetarian cooking shall be done in Separate kitchens. The utensils shall be colour coded and used specifically for veg and nonveg items.
- e. 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.
- f. 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.
- g. The agency should dispose off used Oil through authorized agencies.

## **E. RATES / QUOTATION**

- 1) 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 3 each to be kept in the rooms occupied by the participants along with biscuits, Additional sachets to be given on demand.
    - 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.

- 2) 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** yet to decide (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.
- 3) 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.
- 4) 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.
- 5) The Academy may ask for items/services not included in the package. Rates for such items/ services will be mutually decided.
- 6) On awarding of work, the Agency shall deposit with the Academy a Security Deposit of **Rs. 18,00,000/- (Rs. Eighteen 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.
- 7) The Agency shall submit bills fortnightly. All deductions due to the Academy shall be made from such bills.
- 8) 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).
- 9) 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

Submit bills with PF/ESIC challans and proof of salary disbursal (as per Minimum Wages) by 10th of every month. Payment by 15th, subject to deductions. Muster rolls and salary registers (acknowledged) to be attached.

#### **G. TERMINATION**

NIA may terminate with 90 days' notice for unsatisfactory performance; Agency may terminate with 90 days' notice. Post-termination statutory dues to employees are Agency's responsibility.

#### **H. DISPUTE RESOLUTION**

Disputes shall first be attempted to be resolved amicably with the Director, NIA. Failing which, disputes shall be referred to Sole Arbitrator appointed by Director, NIA, under the Arbitration and Conciliation Act, 1996. Seat: Pune; Language: English; Governing Law: Indian Law. Courts at Pune shall have exclusive jurisdiction.

## **ANNEXURE II (a) -CATERING SERVICES AT CAFETERIA**

General Conditions of Annexure I apply. The cafeteria shall operate 08:00–22:00 hrs daily, including Saturdays and Holidays. Room service may be required. No staff stay permitted in cafeteria premises. MRP sales of daily-use items (toothbrush, toothpaste, shaving cream, blades, biscuits, farsan, wafers, chocolates, etc.) to be maintained.

## **ANNEXURE IV – CAFETERIA: ITEMS & SERVICE**

Tea/Coffee service: Large cup (approx. 100 ml), with/without sugar. Choice: Green/Black/Lemon/Ginger Tea; Coffee; Buttermilk; Lime Juice, etc.

Breakfast & ETS (any one per service): Idli/Medu Vada/Batata Vada/Sabudana Vada/Pattice/Kachori/Dahi Vada/Cutlets/Samosa (2 pcs)/Bhajia (7 pcs)/Sada Dosa/Masala Dosa (single)/Onion Uttappa/Tomato Omelette (2 pcs)/Poha/Upma/Sabudana Kichdi/Semiya Upma/Sandwiches (Veg/Chutney/Jam/Cheese)/Bread Butter/Toast Butter - with Chutney & Sambar/Kurma/Curd & Pickle.

Staff Lunch (non-repetitive weekly menu): Chapati (3) or Pooi (5); Two Veg Curries (1 dry + 1 gravy); Dal/Sambar/Kadhi; White Rice or Pulav; Curd; Papad/Fryums; Pickle; Salad.

Egg Items: Single/Double Omelette; Single/Double Bhurji.

Beverages: Tea/Coffee/Nescafe (on demand)/Filtered Coffee/SoftDrinks/Buttermilk/Lime Juice/Mineral Water.

Office Tea: Thrice daily at 10:30, 14:30 and 17:00 hrs.

Note: No minimum guarantee; billing on actuals.

## **ANNEXURE II (b) CATERING SERVICES AT PGDM STUDENTS HOSTEL**

General Conditions of Annexure I apply. The Agency shall quote per-student per-day rates as a package with segment rates. The number of students varies; no minimum guarantee. The Agency shall raise mess bills directly to students and collect payments; NIA is not responsible for collections.

### Segments:

- • Morning Tea/Coffee – Only Chitale/Amul/Govardhan milk to be used.
- • Breakfast – One Indian snack, eggs, bread-butter/jam, tea/coffee, one fruit.
- • Evening Tea/Coffee with biscuits.
- • Lunch – Veg soup, one dry veg, one veg gravy, rice/chapati, dal, salad/kachumber, curd, papad, pickle, sweet. One non-veg Item.
- • Dinner – Veg soup, one dry veg, one veg gravy, rice/chapati, dal, salad/kachumber, curd, papad, pickle, sweet. Every Friday: special dinner (no extra cost) with one special veg gravy, one chaat, and two snack items (e.g., pav bhaji/dosa).
- • Jain food to be arranged on requirement.

**Skipping Meals:** Students may skip up to 10 meals per month on a pro-rata basis with prior day intimation in the skip-meal register.

## **ANNEXURE II (c) – CATERING SERVICE FOR EXECUTIVE HOSTELS**

- Room Amenities: Tea/Coffee, milk & sugar sachets (4 each) with 2 Marie biscuits per occupied room; replenish daily. Additional sachets should also be provided if sought by the occupier of the hostel room.
- Breakfast (Unlimited): Choice of 2–3 fresh/canned juices; cornflakes/porridge with milk; eggs to order; two Indian items (North/South/Continental); bread with butter (Amul/Britannia) & jam (Mapro/Kissan); tea/coffee; one seasonal fruit.
- Tea/Coffee Breaks: Forenoon & Afternoon with assorted biscuits (Chitale/Amul/Govardhan milk).
- Lunch (Unlimited): As per Annexure III (Veg & Non-Veg menus). Dry lunch/dinner packets to be equivalent to dine-in menu when required.
- Evening Tea/Coffee with Snacks (Unlimited): One item (sandwich/samosa/chivda/medu vada/bhaji/wafers) with chutney + tea/coffee.
- Dinner (Unlimited): As per Annexure III (Veg & Non-Veg menus).
- Weekly Special (no extra cost): In addition to regular dinner—Welcome drink, Non-Veg soup, and at least 3 special items (e.g., veg starter, dosas/uttappa, pani puri, pav bhaji, kacchi dabeli, bhajia/pakodas, pizza, dahi vada, samosa, kachori, etc.).
- Variety: Rotate cuisines—Chinese, Thai, Continental, South Indian, Maharashtrian, Punjabi, Gujarati, North Indian, Bengali, etc.; at least two varieties per meal by rotation.

### **ANNEXURE III – MENU (ILLUSTRATIVE & ROTATIONAL)**

Lunch/Dinner to include: Chapatis/Pooris/Parathas/Rolls/Bread slices; Dal (variety); Sambar; Basmati Rice; Rasam; Salad; Papad; Pickle; Pulav (in addition to plain rice); Plain Curd compulsory.

**NORTH INDIAN – Veg/Non-Veg (Illustrative):**

- Veg Soups/Shorba; Paneer variants (Mutter Paneer, Palak Paneer, Butter Masala, Tikka Masala, Korma, Makhnwala); Mixed Veg (Navratan Korma, Veg Jaipuri, Veg Bhuna); Dal (Makhni, Tadka); Chole/Rajma; Aloo variants; Kofta; Kadhis; Starters/Kebabs (Hariyali, Shammi with mint).
- Non-Veg: Butter/ Roast/ Kadai/ Saagwala/ Do-Pyaza Chicken; Mutton Korma/Palak/Kofta; Kheema; Bhuna Gosht; Biryani (Chicken/Mutton; Dum). BBQ once a month (as scheduled).

**SOUTH INDIAN – Veg/Non-Veg (Illustrative):**

- Veg: Rasam, Aviyal, Poriyal/Beans Toran, Pachadi, Kalan, Sambar Sadam, Bisi Bele Bath, Curd Rice, Appam with stew, Pachadi varieties, Usili, Errissery.
- Non-Veg: Regional Chicken/Fish (Hyderabadi, Malabari, Chettinad, Kundapura, Mangalore, Mollee); Pomfret fry/masala; Kheema Hyderabadi; Meen Pollichathu; Fish Kalia/Zhal (as regional specials).

**MAHARASHTRIAN / RAJASTHANI / GUJARATI / BENGALI – Veg/Non-Veg (Illustrative):**

- Sol Kadhi; Koshimbir; Kadhi Pakoda; Usal; Dal Malvani/Amti; Pithale Bhakri; Bharli Vangi/Baingan Bharta; Masalebhat; Puran Poli; Shrikhand/Amras; Rajasthani Dal-Baati-Churma; Gujarati Bhindi, Gawar Dhokli, Sev Tamatar; Bengali Luchi Aloo Dum, Litti Chokha, Gatte ki Sabzi, Radha Ballavi; Non-Veg: Chicken/Mutton Masala/Kolhapuri/Dry; Fish Koliwada/Fry/Curry; Prawns; Crab Masala; Fish Kalia/Zhal.

**CONTINENTAL / THAI – Veg/Non-Veg (Illustrative):**

- Salads (Caesar, Potato), Soups (Minestrone, Cream of Mushroom), Breads (Herb bread, Vienna rolls), Pastas (Penne in white sauce), Lasagna, Grilled/Baked Fish/Chicken, Sausages, Roast potatoes, Sautéed vegetables; Thai soups/curries (Green Curry), noodles (Pad Thai), puddings (Coconut rice).

**– Veg/Non-Veg (Illustrative):**

- Soups (Manchow, Hot & Sour, Clear, Sweet Corn); Starters (Spring Rolls, Chilli Mushroom/Paneer/Chicken, Manchurian, Crispy Veg/Chicken, Chicken 65, Salt & Pepper, Lollipop); Rice (Fried/Schezwan/Singaporean); Noodles (Hakka/Schezwan/Singaporean).

DESSERTS (One item per Lunch & Dinner + Fresh Cut Fruits):

- Gulab Jamun, Kheer, Rasmalai, Seasonal Fruits, Fruit Jelly Custard, Pineapple Soufflé, Jalebi, Shrikhand, Ice Cream, Laddus, Gajar/Dudhi/Moong Dal Halwa, Sandesh, Khandvi, Rasgulla, Chamcham, Payasam, Malpua, Basundi, Malai Kulfi, Baked Coconut Pudding, etc.

BREAKFAST / SNACKS (Illustrative – List II): Idli with Chutney & Sambar; Dosa (Plain/Masala/Mysore); Medu Vada/Batata Vada/Dahi Vada/Wada Pav/Dal Vada; Uttappa (Plain/Onion); Sabudana Vada; Pattice; Kachori; Cutlets (Veg/Non-Veg); Poha (Plain/Batata); Upma/Vermicelli Upma; Bhajia (assorted); Misal; Tomato Omelette; Boiled Eggs; Dhokla; Muthiya (Dudhi/Methi); Kothimbir Vadi; Undhiyu-Puri; Green Peas Kachori; Patra (Alu Vadi); Pongal; Kachi Dabeli; Parathas (Aloo/Methi/Gobi/Muli/Paneer).

**PERMISSIBLE BRANDS OF CONSUMABLES (Indicative Quality Benchmarks):**

Item	Brand (or Equivalent)
Salt	Iodized – Tata/Annapurna/Nature Fresh
Spices	MDH/MTR/Everest/Catch
Ketchup	Maggi/Kissan/Heinz
Oil	Refined – Sundrop/Nature Fresh/Godrej/Fortune/Saffola/Dhara/ Emami
Pickle	Mother's/Priya/Bedekar
Atta	Aashirvaad/Pillsbury/Nature Fresh/Fortune/Patanjali/ M P Wheat Desi Chakki Atta/Sharbati and Lokvan
Butter	Amul/Britannia/Mother Dairy
Bread	Harvest/Britannia/The Good Butter Bakery/ 7th Heaven Balewadi/ English oven/Harvest Gold/Modern foods/ Wibs / Hindustan Bakery, Oven Fresh
Jam	Kissan/Mapro/The Artisanal Baking Co./ Bhuira, and Orchard Lane.
Milk	Chitale/Amul/Govardhan
Paneer	Amul/Mother Dairy/Fresh
Tea	Brooke Bond/Lipton/Tata
Coffee	Nescafe/Bru
Biscuits	Britannia/Parle/Good Day/Marie Gold
Ice Cream/Lassi/Curd	Amul/Mother Dairy
Mixtures/Chips	Haldiram/Bikaner/Bikaji
Mineral Water	ISI – Kinley/Bisleri/Ganga
Besan/Dal	Rajdhani
Rice	Sona Masuri/Basmati
Cold Drinks	Pepsi/Coke (or equivalent)
Juices	Real/Tropicana/B Natural
Tea/Coffee/Milk/Sugar Sachets	Taj Mahal/Lipton/Tetley; Bru/Nescafe; Nestlé Everyday; Refined Sugar; Sugar-Free Natura; Green Tea – Tetley

Vegetables	Go for fresh IndiaMart/ Bulk order from online suppliers like amazon/ KisanKonnnect/ BigBasket/ MauleeHandai/Country delight/ Emami/ hyperloop
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### **13: ANNEXURE V – PGDM HOSTEL: ITEMS & SERVICE**

Refer Section III for detailed scope. Each Lunch/Dinner must include Plain Curd, Plain Rice and Sambar or Rasam. Jain meals to be arranged as required. Skipping meals policy as stated.

### **14: ANNEXURE VI – EXECUTIVE HOSTEL: ITEMS & SERVICE**

Refer Annexure II and Annexure III for detailed scope and menus. Each Lunch/Dinner must include Plain Curd, Plain Rice and Sambar or Rasam.

## 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	<b>Morning:</b> Tea/ Coffee, milk & sugar sachets, 4 each to be kept in the rooms occupied by the participants along with biscuits <b>(As per Annexure – II for Menu list Annexure III)</b>		
2	<b>Breakfast (hot) Unlimited:</b> 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) etc. Bread toasts with butter, jam as per brand list. Tea /coffee-milk, sugar separate. Seasonal fruit. <b>(As per Annexure – II for Menu list Annexure III)</b>		
3	<b>Tea / Coffee break:</b> Forenoon (Tea / Coffee with assorted biscuits and Chitale / Amul milk) <b>(As per Annexure – II for Menu list Annexure III)</b>		
4	<b>Lunch (hot) Unlimited:</b> Chapatis / Pooris / Parathas / Rolls Bread slices <b>Vegetarian-</b> 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. <b>Non-veg.</b> – one dish one made of chicken / mutton / eggs / fish. <b>Desserts</b> - Sweet item one and one bowl of fresh mix cut fruits. <b>Each Lunch and Dinner must have Plain Curd, Plain rice and Sambar or Rassam</b>		

	(As per Annexure – II for Menu list Annexure III)		
5	<b>Tea / Coffee break:</b> Afternoon (Tea / Coffee with assorted biscuits and Chitale / Amul milk) (As per Annexure – II for Menu list Annexure III)		
6	<b>Evening Tea / Coffee with Snacks (hot) Unlimited:</b> 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 – II for Menu list Annexure III)		
7	<b>Dinner (hot) Unlimited:</b> Chapatis / Pooris / Parathas / Rolls Bread slices <b>Vegetarian-</b> 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. <b>Non-veg. – Two dishes</b> made of chicken / mutton / eggs / fish. <b>Desserts-</b> Sweet item one and one bowl of fresh mix cut fruits. <b>Each Lunch and Dinner must have Plain Curd, Plain rice and Sambar or Rassam</b> <b>((As per Annexure – II for Menu list Annexure III)Weekly Special Dinner (hot) Unlimited :</b> <b>As per description given for dinner as above</b> 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, varities of Dosa, Uttappa, Pani Puri, Pav Bhaji, Kacchi Dabeli, Bhajia / Pakodas, Pizza etc. <b>at no extra cost will be served in additional to regular dinner menu ((As per Annexure – II for Menu list Annexure III)</b>		
8	<b>ADDITIONAL WEEKLY SPECIAL DINNER: (hot) Unlimited</b> 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.		

	<p>starter, varieties of Dosa, Uttappa, Pani Puri, Pav Bhaji, Kacchi Dabeli, Bhajia / Pakodas, Pizza etc. per person will be served in addition to regular dinner menu. <b>(As per Annexure – II for Menu list Annexure III)</b></p>		
9	<p><b>Hi-Tea</b> - (Foundation Day / Farewell / Flag hosting etc. events) Snacks 2 items, Waffers, Sweet one item, Tea &amp; Coffee <b>((As per Annexure – II for Menu list Annexure III)</b></p>		
10	<p><b>Gala Lunch / Dinner (hot) Unlimited:</b> <b>On the occasion of Lord Ganesh Festival, New Year Party etc.</b> Chapatis / Pooris / Parathas / Rolls Bread slices <b>Vegetarian-</b> 2 veg items (One dry and One gravy), Rice or Pulav, one Dal, one curd preparation (raita), Green Salad, Papad and Pickle. <b>One Non-veg. dish (made of chicken / mutton / eggs / fish) or One Special Vegetable with gravy</b> <b>Desserts-</b> One Sweet item and One Ice Cream any flavor. <b>Each Lunch / Dinner must have Plain Curd, Plain rice and Sambar or Rassam</b> <b>(As per Annexure – II for Menu list Annexure III)</b></p>		
11	<p><b>SPECIAL LUNCH / DINNER ON THE OCCASION OF SPECIAL EVENTS – SEMINAR ETC. / PGDM EVENTS I. E. MANTHAN, HR SUMMIT</b> Welcome drink any flavour, Vegetarian- one soup, one starter, Non-veg. – one soup, one starter Main course – Veg items two (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</p>		

	Sweet – Two items Ice cream / Kulfi – One item (Any flavor) Fresh mix cut fruits <b>(As per Annexure – II for Menu list Annexure III)</b>		
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**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.

<b>Sr. No.</b>	<b>CATERING ITEM</b>	<b>Rate/ Plate/ Cup (Inclusive of all Taxes &amp; service Charges)</b>	<b>Rate in Words</b>
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. <b>(As per Annexure IV for Menu List Annexure III)</b>		
2	<b>Meals (Fixed Qty.):</b> 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 <b>(As per Annexure IV for Menu List Annexure III)</b>		
3	<b>Egg Items:</b> Egg Omellete (single), Egg Omellete (double), Egg Bhurji (single), Egg Bhurji (double) <b>(As per Annexure IV for Menu List Annexure III)</b>		
4.	<b>Beverages:</b> Tea / Coffee (Room Service) Nescafe <b>(on demand)</b> Filtered coffee Butter Milk Lime Juice		

	Mineral Water 250 ml. / 500 ml. / 1 Ltr. (On actual) Soft Drink (on actual) <b>(As per Annexure IV for Menu List Annexure III)</b>		
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**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:

Procurement of Raw Material cost

1. Labour & other Costs
2. 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.

<b>Sr. No.</b>	<b>CATERING ITEM</b>	<b>Rate/ Plate/ Cup  (Inclusive of all Taxes &amp; service Charges)</b>	<b>Rate in Words</b>
1	<b>Morning Tea/Coffee</b> with Chitale / Amul /Govardhan Milk  <b>(As per Annexure V for Menu list- Annexure III)</b>		
2	<b>Breakfast (hot) Unlimited:</b> One Indian Snack, Egg, bread butter/jam, tea /coffee and one fruit. <b>(As per Annexure V for Menu list- Annexure III)</b>		
3	<b>Lunch (hot) Unlimited:</b>  <b>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.</b>  <b>One non-vegetarian item.</b>  <b>Each Lunch and Dinner must have Plain Curd, Plain rice and Sambar or Rassam</b>  <b>(As per Annexure V for Menu list- Annexure III)</b>		
4	<b>Evening Tea/Coffee with Biscuits</b> <b>(As per Annexure V for Menu list- Annexure III)</b>		

5	<p><b>Dinner (hot) Unlimited:</b></p> <p>Veg. soup one, one dry vegetable, one vegetable with gravy, rice / pulao, chapatti, dal, salad or kachumber, papad, pickle and one sweet.</p> <p><b>However</b> 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. <b>at no extra cost</b> will be served in addition to regular dinner menu.</p> <p><b>Each Lunch and Dinner must have Plain Curd, Plain rice and Sambar or Rassam</b></p> <p><b>(As per Annexure V for Menu list- Annexure III)</b></p>	
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**There is no guarantee for any minimum number.**

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

- i. Procurement of Raw Material cost
- ii. Labour & other Costs
- iii. Profitability

The deployment of maximum manpower for PGDM Hostels should be as under and their wages should be as per Minimum Wages declared by the appropriate 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.