

TENDER DOCUMENT

FOR

CATERING SERVICES

AT

Institute of Public Enterprise (IPE)

Shameerpet (V&M), Medchal District, Telangana

Hyderabad-500 101

Important Instructions

1. This Tender Document contains 28 (twenty eight only) pages
2. Read the tender documents carefully before filling
3. Sign each page with seal
4. Part – ‘I’ should contain
 - a. letter (Annexure I)
 - b. Profile,(Annexure II) with all relevant signed documents as mentioned in terms and Conditions (General & Special) .
 - c. EMD
 - d. Schedule of items to be served for Hostellers (Annexure-V)
 - e. Detailed Daily Menu (Annexure-VI)
 - f. Check List (Annexure-VII)

Seal the Cover with Superscription “ **Technical Bid (Part-I) - Tender for Catering Services at IPE Shamirpet**”

5. Part-‘II’ should contain only Commercial Bid with Annexures III & IV only.

Seal the cover with superscription “**Commercial Bid (Part-II)- Tender for Catering Services at IPE Shamirpet**”

6. Both (separate Part-I and Part-II) sealed covers are placed in outer cover addressed to the Director, IPE with superscription as Catering Services and send it to Finance and Administrative Officer, Institute of Public Enterprise IPE), Shamirpet so as to reach on or before the last date i.e. **3.00 pm on 22-09-2022**.
7. Tender forms can be downloaded and also available at free of cost from Office.
8. IPE Website : **www.ipeindia.org**
9. Late and Delayed or incomplete tenders will not be entertained and will be summarily rejected. The decision of the Director, IPE is final & binding in this regard.
10. The technical bid will be opened on **23-09-2022 at 3.00 pm** at IPE Shameerpet, Academic Block.
11. Only Shortlisted technical bids after evaluation will be considered for opening of their commercial bid on **23-09-2022 at 3.30 pm**.

Finance Administrative Officer

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CATERING SERVICES AT IPE SHAMEERPET, Hyderabad

Technical Bid

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PART – I – TECHNICAL BID

I. NOTICE OF INVITING TENDER

1. IPE invites sealed tenders from experienced, competent, regular and reputed contractors for providing catering services at Institute of Public Enterprise(IPE), Shameerpet (V & M), Hyderabad – 500 101.
2. The tender documents can be downloaded from the website of Institute of Public Enterprise (IPE) at www.ipeindia.org. Each tender set comprises (i) **Part-I** Technical Bid and (ii) **Part II** Commercial Bid.
3. Sealed Tenders addressed to The Director, Institute of Public Enterprise, Shameerpet (V&M), MedchalDistrict, Hyderabad – 500101 may be submitted in the form of two bid system as per the procedure prescribed in the tender document and send to the Finance and Administrative Officer, Room No.320, 3rd floor, Academic Block IPE, Shameerpet , Hyderabad-500 101 to reach by 3.00 pm on **22-09-2022**.
4. The tenders shall be submitted in the following manner and shall contain details/ documents as listed below:
 - a. One sealed envelope super scribed “**Technical Bid (Part-I) - Tender for catering services at IPE**” shall contain the following:
 - i. Forwarding letter (as per proforma given in Annexure-I) on the letter head of the bidder.
 - ii. Crossed Demand Draft of Rs.20,000/- (Rupees Twenty thousand only) towards the EMD in the name of Director, IPE, payable at Hyderabad.
 - iii. Profile of the Tenderer / bidder (as per proforma given in Annexure-II) duly filled.
 - iv. A complete set of tender document (**Part I -Technical Bid**), duly filled and signed by the bidder.
 - v. Other related documents(Annexures V to VII) mentioned in **Technical Bid (Part-I)**.
 - b. One sealed envelope super scribed “**Commercial Bid (Part-II - Tender for catering services at IPE)**” shall contain the following:

Complete set of the tender document (**Part II – Commercial Bid**) duly filled and signed by the bidder. (Annexures III&IV)
 - c. Both the envelopes (technical bid as well as commercial bid) shall be placed by the bidder in an outer **sealed envelope** super scribing “**Tender for catering services at IPE**”.
 - d. The full name and postal address of the bidder shall be written on the bottom left hand corner of the sealed covers.
 - e. Bidder/authorized signatory shall sign on each page of the tender.

- f. If the space in the proforma (Annexure-II) is insufficient for furnishing full details, such information may be supplemented on the separate sheets of paper, stating therein the part of the proforma and serial number. Separate sheets shall be used for each part.
5. In the first stage of evaluation process, only **Technical Bid (Part-I)** of the bids will be opened on **Friday, the 23rd September, 2022 at 3.00 pm at IPE, Shameerpet**. The Technical Bids will be evaluated for credentials, experience, capability based on documents submitted in technical bid, physical inspection of their establishment, physical inspection of their clients' site, obtain feedback on their past performance from their clients. Those bidders satisfying the technical requirements as determined by IPE and accepting the terms and conditions of these documents shall be short-listed. The decision in this regard will be at the sole discretion of IPE.
6. Under the second stage of evaluation process, the **Commercial Bid (Part-II)** of only those bidders, who have been short-listed earlier in first stage will be opened on **23rd September, 2022 at 3.30 pm**. The bidders who have been short-listed will be intimated and if they so desire can attend the meeting of opening of the commercial bid.
7. Before submitting the bid, the intending bidder shall visit the site and familiarize himself /herself thoroughly with the site conditions, scope of work, terms and conditions of the tender. They may contact Ms. Y V Sujana, Administrative Officer, Mobile No.9154254038. Non-familiarity with the site conditions will not be considered a reason for not carrying out the work in strict conformity with specifications.
8. Tenders not submitted as per the guidelines stated above, are liable for rejection. IPE's decision in this regard will be final.
9. Corrections, if any, in the quotation should be duly authenticated with full signature. In case of any difference between the figures and the wordings, the wordings will be taken as the correct one.
10. Tenders received after the prescribed time and date will not be considered.
11. No deviations / conditions will be stipulated by the contractor in both technical and commercial bids. **Conditional tenders will not be accepted and will be summarily rejected.**
12. Tender would remain open for acceptance for 30 days from the date of opening of Technical Bid (Part-I) of the tender.
13. Falsification/suppression of information shall lead to disqualification of the Bidder / cancellation of contract even after award of work during the currency of the contract.

14. Bidder shall ensure submission of complete information / documents at the first instance itself. IPE reserves the right to complete the evaluation based on the details furnished by the bidders without seeking any subsequent additional information. Bids not in compliance with tender conditions or with incomplete information / documents/ conditional tenders.
15. IPE reserves the right to reject any or all of the tenders received without assigning any reason thereof.
16. For any clarifications please contact Mr. M.Phani, Finance and Administrative Officer on Mobile: 9246176535 or Direct no. 040-23490945

II. ELIGIBILITY CRITERIA

1. Bidder should be a reputed professional and registered organization/firm/individual with a minimum of 3 years' experience in providing in-house catering (i.e., Veg, Non-Veg, South Indian, North Indian etc.) to educational institutions, banks, corporate sector offices, etc. The time period of 3 years shall be reckoned as on 01/04//2022.
2. Annual turnover of bidder should be Rs.1 Crore each during last three financial years (i.e. 2019-20, 2020-21, 2021-22) supported by documentary proof/audited or CA certified statement of accounts.
3. Bidder should have successfully completed similar job/ services (in-house catering services) in educational institutions, banks, financial institutions, corporate sector in public/private sector, guests houses, hotels during last 3 years ending on 1st April, 2022 and should satisfy one of the following:
 - i. Three similar completed jobs/ services costing not less than Rs.16.50 lakh each
 - or
 - ii. Two similar completed jobs/ services costing not less than Rs. 25 lakh each
 - or
 - iii. One similar completed jobs/services costing not less than Rs.50 lakh
4. Bidder should have among its clients, educational institutions, IT Sectors or corporate in public/private sector, for whom they have been providing both catering services of similar nature. Names and address of such clients along with details regarding nature, amount and period of the contracts should be furnished along with Technical Bid (Part-I). Certificates from the clients regarding the quality and duration of service rendered during the last three years shall also be furnished in the prescribed format given in **Annexure-II**.
5. Track record of bidder should be clean and should not have any involvement in illegal activities or financial frauds. There should not be any case with the Police/Court/Regulatory authorities against the bidder.

6. Bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
7. Bidder must not have been suspended / delisted / blacklisted by any organization on any grounds.
8. The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/she had with his/her clients and furnish the status of arbitration, if any.
9. If the performance of the bidder is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including IPE, then IPE reserves the right to reject the bids submitted by such bidders.
10. The bidder should be based at Hyderabad or have a representative establishment at Hyderabad.
11. Bidder should have applicable registrations with statutory authorities such as Regional Labour Commissioner (Central), ESI, PF, PAN, TIN, VAT, CST, Service Tax, etc. The copies of certificates of registration should be enclosed.
12. The bidders shall submit documentary evidence in support of the above Eligibility criteria.
13. Bidder should deposit **Rs. 20,000/-** by means of a Demand Draft obtained from scheduled/nationalized bank drawn in favour of Institute of Public Enterprise (IPE), payable at Hyderabad as Earnest Money Deposit (EMD). **Tenders received without the EMD prescribed will not be considered and treated as invalid ab-initio.**
14. Complete tender document is also available free on IPE's website, address given below:

<http://www.ipeindia.org>

III. GENERAL TERMS AND CONDITIONS

1. The tenure of the Contract will be two years. However, initially, the contract will be awarded for one academic year (2022-23) ending on 31-05-2023 and if services are found satisfactory, the contract may be continued for the next year on the same terms & conditions.
2. IPE will have option to terminate the contract if the contractor commits the breach of any of the conditions confined in this contract and fails to render the services to the satisfaction of IPE after giving notice of one month expressing its intention to terminate the contract.
3. Bidder shall deposit **Rs.20,000/-** (Rupees Twenty thousand only) by means of a crossed Demand Draft from scheduled/nationalized bank drawn in favour of **"Institute of Public Enterprise (IPE)"** payable at Hyderabad as Earnest Money Deposit (EMD).

4. EMD of the unsuccessful bidder will be returned within 15 days after finalization of the tender. The EMD of successful bidder shall be retained and adjusted towards security deposit. The EMD shall not bear any interest.
5. The offer of contract issued to the successful bidder would need to be accepted within 7 days from the date of issue of the offer. Failure to accept the offer within this period will result in forfeiture of the EMD.
6. The successful bidder will be required to deposit a further sum of **Rs.4,80,000/-** within 7 days from the date of acceptance of offer towards security deposit for due performance of the contract. The total security deposit of **Rs.5,00,000/-** shall be refundable after expiry/termination of the contract. The contract order shall automatically become null & void and EMD will stand forfeited on the contracting firm failing to deposit the amount as above. However, IPE reserves the right to revive the contract order, if circumstances warrant. The security deposit shall not bear any interest.
7. On payment of the security deposit, the contracting firm will be required to enter into an Agreement/Contract on stamp paper of appropriate value in the form to be approved by IPE containing inter-alia all the terms and conditions of the contract, within 7 days of issue of the Work Order. The contractor should mobilize the resources including manpower for commencing catering services within 7 working days of awarding the contract.
8. If the successful bidder fails, in course of the contract period, to comply with the terms and conditions of the Agreement/contract, the security deposit may be forfeited in full or in part as decided by the Competent Authority.

IV. SCOPE OF WORK FOR CATERING SERVICES

1. During the contract period, the contractor shall be responsible for the following:
 - i. Complete catering services for about 450 hostellers, which includes tea, coffee, breakfast, lunch, evening snacks and dinner as per **Annexure – V** on all days.
 - ii. Catering of Breakfast and lunch prepared for Hostellers (refer 1. above) IPE about 100 IPE employees, 150 day scholars, guests on all working days.
 - iii. Providing snacks and tea/coffee/cool drinks etc. Services to the MDP Participants, Dignitaries, guests and guest faculty during office hours at all times and outside office hours and on holidays, if so required.
 - iv. Providing special catering services within the premises / campus of IPE on special occasions as per the rates agreed upon or any rates agreed upon after mutual discussions.
 - v. A single rate shall be quoted for catering services on per head per day basis for Hostel students. Where participants/guests stays for only a part of the day avails catering services, the catering charges shall be on per head per meal

basis.

- vi. *The numbers may vary 10-20% on daily basis. On holidays and weekends (Saturday and Sunday) the number may be decreased by 20-25%. IPE will make payment for the actual number of Hostel students who dine in Food Court. For this purpose the contractor should arrange separate food serving counters to Hostel students (by giving coupons/biometric system) for correct account of number of students served the food. The Wardens and Facility Manager of IPE shall oversee the arrangements/functioning of the food court on daily basis and devise a suitable mechanism for collection of data about the actual number of hostellers dined in the Food Court. Based on their certification, the hostel monthly food bill will be arranged by the administration to the contractor. Failure to serve any of the above will attract Penalty to be decided by IPE.*
2. a. The rates for the hostel students should quoted as a daily rate per hosteller covering breakfast, lunch, evening snacks and dinner.
b. The rates for others should be quoted item-wise.
c. The rates for special lunch/dinner on important occasions should also be quoted separately.
3. The payment of food charges for day scholars, faculty and staff shall be made by themselves at the cash counter before availing the service. The contractor should make arrangements for collection of money and issuing the coupons for serving the food through a separate counter.
4. The Hostels will function for 10 months in an academic and there would be gap of two months for commencement of next academic year.
5. IPE does not guarantee any minimum number of students. During holidays most of the students leave to their native places. Notwithstanding this, the contractor's minimum catering services shall be available throughout the year without any break for the Faculty and Staff of the Institute of Public Enterprise.
6. The contractor shall provide adequate number of competent and well-trained staff for cooking, cleaning, dining and room services.
7. Minimum number of staff including expert Chef, shall be maintained at any point of time sufficient to manage the activities of the Food Court at all times. The contractor should have full control of such employees and shall give necessary guidance and direction to carry out the jobs assigned to them by the contractor. The catering staff is to be identified separately and not allotted sundry duties elsewhere in the premises.
8. No escalation in rates on any account will be permitted during the contract period. Also, no subsidy will be given over the quoted rates.
9. The Food court consists of main dining hall, kitchen, the store rooms attached to the kitchen, dormitory, the receiving area, etc. (except GYM & Indoor game area). It is the responsibility of the contractor for keeping the premises clean, hygiene and neat at his cost.

V. UTILITIES

a. Gas

IPE shall provide CNG gas connection and the Contractor shall arrange for regular supply of CNG gas at his own cost. IPE will pay the charges and recover the same from the monthly bill of the contractor.

b. Electricity

The charges for electricity consumed for lights, fans and other electrical appliances in the Food Court will be borne by the Contractor.. IPE reserves the right/option to levy penalty on the contractor in case of wastage of electricity. The charges to the electrical consumption in the Food Court cooking area, dining area except GYM & Indoor rooms will be recovered on actual consumption basis. A separate meter will be provided.

c. Water Supply

The water required for running the Canteen and maintaining the Canteen Block (except cooking and drinking) shall be supplied by IPE. The Contractor shall ensure utmost economy in the consumption of water and shall ensure that there is no wastage of water in the canteen. Leaking taps shall be brought to the notice of IPE well in time to repair the same. The water charges of Rs.12,000/- per month will be recovered from the contractors monthly bill.

d. Water for Cooking & Drinking

The contractor is required to provide potable water for drinking and cooking at his cost.

e. Premises Usage

The contractor is required to pay a monthly usage charge of Rs.15,000/- + GST towards space in the Food Court (except the dining area, GYM and recreation).

f. House keeping

An amount of Rs.35,000/- (Rupees Thirty five thousand only) + GST will be recovered from monthly bill of the contractor towards Housekeeping services of Food Court area occupied by the contractor.

VI. SPECIFIC TERMS AND CONDITIONS

1. No advance shall be paid. HOSTEL MONTHLY FOOD Bills for catering services may be raised by the contractor on a monthly basis and the same shall be settled within 10 days from the date of submission of the bills, provided the same are in order.
2. Applicable taxes will be deducted at source at the time of settlement of bills.

3. The contractor shall comply with the municipal and other regulations relating to preparation and sale of food stuffs, beverages and refreshment and shall obtain the necessary licenses and permits at his/her own cost.
4. In case of any labor problems related to the workmen staff of the Contractor, the same will be settled at the contractor's end at his cost only.
5. The contractor should maintain all the statutory registers for his employees viz., Muster Roll, Register of Wages, Register of Fines, Register of Deductions for Damage or Loss, Register of Overtime, Wage Slips etc. as required by Labour Laws or any other statute.
6. It will be the contractor's responsibility to ensure that the obligations under the terms of this contract are duly performed and observed.
7. The contractor or his staff shall not use the premises, properties, fixtures, fittings, etc., of IPE for any purpose other than those expressly provided in the contract. It shall be open to officials of IPE to inspect the kitchen/Food Court premises without any prior notice.
8. The contractor shall be responsible for taking adequate care of all equipment, utensils, including safety aspects from fire etc. He should bring to the notice of IPE, the repairs and maintenance work that are required to be undertaken from time to time. If any repairs of the equipment are to be made on account of mishandling/negligence of the workmen, except normal wear and tear, the said items will be repaired by the contractor at his/her cost.
9. The contractor or his authorized representative has to attend review meeting every month or as and when required, for discussion, evaluation of performance of the contract, and compliance with statutory issues, etc.
10. In the event, any damage is caused to the movable or immovable property of the IPE or its client or to the property of the employees of IPE, the IPE reserves the right to compute the damage in terms of money and to deduct the money from the bill of the contractor or from the Security Deposit refund.
11. The contractor shall not use the IPE's address on his letterhead/stationery for purposes of Registration with any Government/Local Body or any other organization or person and no tenancy shall be created by the presence of his workmen/employee on IPE's premises.
12. To ensure effective implementation of this contract, the Director or Warden/Administrative Officer/Facility Manager or an authorized official of IPE shall issue instructions, either orally or in writing to the contractor and such instructions shall be deemed to be a part and parcel of this contract and shall be binding on the contractor. In all matters relating to or incidental to this contract, if there arises any doubt or dispute or disagreement the decision of the Director, IPE shall be final and binding on the contractor.

13. Penalty Clause

- a. Failure to provide the service shall attract penalty
- b. Work not done satisfactorily would be recorded and rejected for payment. Reasons for rejection would also be recorded. A committee consisting of Hostel wardens (one each from Boys and Girls Hostels), Facility Manager, Administrative Officer as appointed by the Director, IPE will evaluate the performance of the contractor.
- c. The cost of execution of the work at the risk and cost as well as the penalty shall be recovered in the next bill that falls due and if the amount of recovery exceeds the bill amount, recoveries shall be made from the Security Deposit. .

14. Contractor's Employees

- a. The employees engaged by the contractor shall be of trained and experienced people having good health, character, well behaved; obedient and skilful in their tasks.
- b. The contractor shall furnish list of his/her employees to be deployed along with qualifications, experience, address, photos, etc. to security of IPE. The identity of such personnel will be checked daily by the IPE Security at gate while entering and leaving.
- c. The Contractor shall ensure that they observe cleanliness and are properly dressed in clean uniform with identity cards during their hours of service.
- d. The Contractor should take all precautionary measures to ensure the safety of the workmen employed by the contractor and IPE shall not be responsible in case of any eventuality.
- e. The contractor is solely responsible either for any injury, damage, accident of the workman employed by him or for any loss or damage to the IPE equipment/property in the areas of work as a result of negligence/carelessness of its workers.
- f. The contractor shall take prior permission from the authorized official before deploying the employee at IPE. However, IPE reserves the right to reject any particular workmen/staff placed/employed by Contractor under the contract with IPE without assigning any reason.
- g. The Contractor shall remove any employee who in the opinion of IPE is guilty of misconduct, or is in any manner unfit or unsuitable for service. The Contractor shall at all times indemnify IPE against all claims which may be made under the Workmen's Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The Contractor shall be solely responsible for the remuneration and other dues of its employees as also for omissions / commissions done by them

- h. The workmen/employees engaged by the Contractor shall not have any right/claim for employment in IPE at any stage.
- i. IPE shall arrange for medical check-up of the canteen personnel if considered necessary by IPE and the Contractor shall withdraw any person who is found medically not fit for the job and arrange for an appropriate substitute.
- j. It is clearly understood that the contractor's employees shall not have any employee-employer or master-servant relationship with IPE.
- k. The Contractor shall ensure that none of his personnel on duty is inebriated state or consume drugs, prohibited substances, smoke, etc., while on duty/IPE premises.
- l. In case of theft of any material/cash takes place from the occupants room on account of the negligence on the part of the employees employed by the Contractor, the Contractor would be liable for such lapse and the amount, if any, would be recovered from the Contractor while settling the bill.
- m. No accommodation will be provided the campus for the workers and the contractor shall make his own arrangements.
- n. All workers engaged by the contractor shall be comprehensively insured for accidents and injuries by the contractor at his cost through a group personal accident insurance policy.
- o. The workers employed by the Contractor
 - a. Shall not act in any way detrimental the interest of the Institute
 - b. Have to follow the security instructions as directed by the Security Officer engaged by the Institute
 - c. They shall not participate in any strike or protest in any form.

15. Licenses and Registrations

1. The Contractor should obtain the requisite license under Contract Labour Act (Regulation and Abolition Act 1970) and amended from time to time issued by the concerned Labour Department for running the establishment. IPE shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments by the Contractor.
2. The Contractor shall register with the Registrar of concerned State Body and shall abide by State Labour/Government of India (ministry of Labour) rules and regulations and all other Statutory Acts/Regulations and rules relevant to this contract including Works Contract Act, Workmen Compensation Act, Minimum Wages Act 1950 and amended from time to time, Payment of Wages Act 1935 and amended from time to time Provident Fund Act, ESI Act, etc. and such other Statutory Enactment, Rules and Regulations laid by

the Government and local body in force, coming into force which may apply to this agreement. The Contractor shall indemnify the principal employer (IPE) against risks and damages arising out of the default on the part of Contractor due to negligence or non-compliance of any of the aforesaid rules, regulations etc. laid down by the Government and other statutory authorities from time to time.

3. The Contractor shall comply with all requirements of law with regard to the provision of labour and ensure that an appropriate licence from concerned labour department is obtained. In case of any labour problems related to the workmen staff of the Contractor, the same will be settled at the Contractor's end only.

16. Sub-letting/ sub-contracting the work is not permissible under any circumstances

17. Security Deposit:

The successful bidder has to deposit a balance amount of Rs.4,80,000/- (Rupees Four lakhs eighty thousand only) by drawing a demand draft from the Nationalized Bank/scheduled bank in favor of the Director, Institute of Public Enterprise (IPE), before the commencement of the contract. This amount is arrived at after adjusting the Earnest money deposit of Rs.20,000/-.

If the contractor fails to carry out the entrusted Job Contract Services and related miscellaneous works within the stipulated time and as per the Scope of work and Job satisfaction. Institute of Public Enterprise (IPE) reserves the right to impose penalty as specified in the Penalty Clause and has the right of get the work done through someone else at his risk and cost.

The security deposit furnished by the contractor will not carry any interest and will be refunded at the end of the contract period.

- a. On completion of Contract Service entrusted to the contractor satisfactorily. If the work is not satisfactory is liable for forfeiture of Security Deposit amount deposited.
- b. The security deposit made by the contractor to be released only after producing the proof of compliance and Provident Fund, Minimum Wage etc.

The books of accounts regarding attendance, acquaintance, wages paid, PF Accounts etc., are to be maintained properly and produced for inspection to the Institute, whenever asked for and the Institute can take penal action for non-compliance.

18. Furniture and Fixtures

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

a. **Damage to other articles in the premises**

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

b. **Crockery, Cutlery and Cooking utensils etc.**

The Contractor shall bring with crockery, cutlery, table linen & frills and other articles that are necessary and required for providing catering services. The Contractor shall at all times keep and maintain all the articles in a clean, neat, hygienic and tidy order and condition. The Contractor shall maintain inventory of the stock of items given to him. An inventory statement giving clearly the break-up of the stock including usable items, unusable items due to normal wear and tear and breakage / missing, if any, should be submitted to IPE by 10th of every month, which shall be checked by the authorized official of IPE.

If any breakage takes place on account of negligence or mishandling of the equipment, utensils, crockery and cutlery, the Contractor shall have to bear the entire cost in respect of such breakage. Similarly, the cost of any items, missing shall be recovered from the Contractor in full.

19. Kitchen Equipment

Adequate care to be taken to keep the kitchen equipment in good condition. The list of kitchen equipment items will be provided at the time of awarding the contract. The cooking range, oven and other kitchen equipment should be cleaned on a daily basis and kept clear of any spillage of food and oil. Any repairs, if required for, should be brought to the notice of the authorized official of the IPE immediately.

20. Maintenance of Food Court

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

21. Personal Supervision

It will be the Contractor's responsibility to ensure that the obligations under the terms of this agreement are duly performed and observed and a competent and qualified person shall be appointed as Manager whose name should be informed to IPE and who shall remain in person on the campus to manage and supervise the catering services properly. The Manager should be conversant with Hindi, English and Telugu.

22. Standard of Catering

- a. IPE's officials will have authority to inspect such articles of food and provisions and will have full powers to order discontinuance of use of such articles of food and provision, which are found to be of unsatisfactory standard and on grounds of hygiene.
- b. A high standard of catering shall be maintained at all times with due regard to quantity, quality and purity of foodstuffs. High standard of cleanliness in preparation and handling of food items, cooked and cut food servings should be maintained. The workmen handling the cooking and cutting directly should maintain a high level of personal hygiene and cleanliness. Courtesy should be observed while servicing the students, guests, guest faculty, participants and staff members. **Rating of the service should be maintained at very good and above at all times.**
- c. In case the food served by the contractor rated below **"very good"** by **50 % of the students/employees/Faculty etc., IPE** shall levy penalty from the contractor.
- d. The Contractor shall ensure that the food items supplied are as per the standards of fitness prescribed by the Government authorities and if at any time any fine is imposed by the Government authorities (for Eg. by the food inspectors/ food dept.) the same shall be borne by the contractor and IPE will not pay any fine or penalty that may arise/or that may be imposed on account of the fault of the Contractor. The Contractor shall be personally and solely responsible for any consequences due to food poisoning. Besides refusal of the entire payment for the sessions, during which such food poisoning has occurred, IPE may initiate further stringent action, as he may deem fit.
- e. The standard of cleanliness of kitchen utensils, crockery, glassware, cutlery; linen etc. shall be of very high order and any laxity in this regard will attract severe penalties of the amount to be determined by IPE. The Contractor shall be bound by the decision of IPE.
- f. Utensils, cups, saucers, flasks, crockery, etc. should be scrubbed and cleaned thoroughly with soap water and hot water.
- g. The Caterer should ensure that the entire catering premises are kept hygienic and clean condition. A thorough master cleaning ought to take place every weekend for all equipments, fixtures, utensils by removing the grime, grease, stains, oil etc. wiped well by clean cloth and dried.

23. Provisions, fruits and vegetables etc.

- a. The Contractor shall be solely and wholly responsible for the procurement of all articles of food and provisions at his own cost. The Contractor shall bear complete financial responsibility for all purchases and financial commitments he may enter into for fulfilling the contract.

- b. It shall be the responsibility of the Contractor to store the materials purchased by him in a neat, tidy and hygienic manner in the space provided by IPE. The security of such material shall be the sole responsibility of the Contractor

24. Utensils for cooking Non-vegetarian food

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

25. Service Timings

The timings for serving the Hostel Students/Day Scholars / Staff / Guest Faculty / guests shall be from 7.30 am to 9.00 pm. However, there could be exceptional circumstances warranting catering service before or beyond the above timing to which the Contractor should provide without any extra charges.

26. Preparation of the Menu

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

27. Sick Students

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

28. Miscellaneous

- a. Food should be cooked only in the kitchen of the canteen. Contractor should not bring or serve any food prepared or cooked outside.
- b. The Contractor shall not be allowed to carry away any material/item out of the campus. Accommodation shall not be provided by IPE to the staff of the Contractor. However, IPE shall allow a few workmen of the Contractor to stay in the kitchen premises for early hour duties such as fetching milk, serving of bed tea/coffee etc. Their presence, however, shall not cause any disturbance to normal functioning of IPE.
- c. The Contractor shall co-operate with the other Contractors working in the campus.
- d. The disposal of leftover foods and other garbage will have to be done on a daily basis by dumping the same in the main garbage bin earmarked by IPE for the purpose. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside IPE campus area on daily basis. Leftover food should not be sold or sent out of the campus.
- e. The authorized representatives of IPE shall check the quality and quantity of the items supplied and served.

- f. Persons working in the canteen shall be provided with apron, gloves, headgear, etc., besides uniform.
- g. Disposable paper napkins (of approved quality)/Cloth napkins shall be placed along with each plate for breakfast, lunch and dinner for dining purpose as well as small ones while serving soup, tea coffee, etc.
- h. One of the Cook should be available from breakfast till completion of the dinner. Allocation of duties/shifts etc. shall be the responsibility of the Contractor.

29. Disputes Resolution

All questions, disputes and / or differences arising under this shall be referred to an Arbitrator so appointed by the Director, whose decision is final and binding on the contractor. This Jurisdiction is limited to Hyderabad/Secunderabad only.

Signature of the authorized person:.....

- a. Name of the signatory (.....)
- b. (in block capital letters) :
- c. Status of the signatory i.e. proprietor/partner :
.....
- d. Date:

PART – II - COMMERCIAL BID

I. PRICE BID FOR CATERING SERVICES

The contractor shall arrange for cooking & services of food on daily basis for the students/faculty/staff etc. depending upon the attendance.

The charges for catering services shall be on per head and per day basis for the Hostellers.

The charges for day scholars, Faculty and Staff as per the approved tariff, on cash payment basis.

The bidder shall quote the rates for each item separately for other institutional activities.

The bidder shall quote the minimum guaranteed amount required per month. The minimum guarantee amount includes Hosteller food expenses, Spl. Lunches, Coffee/tea for Employees and Water bottles and Juice packets etc.

Note: Put in PART-I

Forwarding Letter

(To be submitted on Tenderer's letter head)

No.:

Date:

To

Director,

Institute of Public Enterprise

Shameerpeth

Hyderabad-500101

Dear Sir,

Sub: Tender for Catering Services

1. This has reference to your tender notice for catering services at IPE. We have examined the tender document and thoroughly understood its nature/scope of work and terms & conditions.
2. I/we undertake to offer my/our services in conformity with scope/nature of work and the terms and conditions set out in the tender document. I/We confirm that the tender submitted by me/us is conforming to all the terms and conditions mentioned in the tender document.
3. I/We are enclosing application along with required documents in the prescribed proforma as mentioned in tender document.
4. I/We are enclosing following Demand Draft for Rs.20,000/- in favour of "IPE" payable at Hyderabad towards EMD.
5. I/We agree that our tender shall remain valid for acceptance by IPE for a period of 30 days from the date of opening of Part-I.
6. I / We, do hereby declare that there is no case with the Police/Court/Regulatory authorities against me/us. Also I/We have not been suspended / delisted / blacklisted by any organization for any reason. I/We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.
7. I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to IPE verifying any or all the information furnished in this document with the concerned authorities, if necessary.
8. I/We understand that IPE reserves the right to accept or reject any or all the tenders in full or in part without assigning any reason there for.

Yours faithfully,

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

Name: _____

Note: Put in PART-I

Profile of the Tenderer

PART "I"

**TENDER FOR CATRING SERVICES AT IPE Shameerpet (V&M), Survey No.1266,
Medchal District, Hyderabad – 500 101.**

1. Name of the Firm/organization :
2. Address :
3. Telephone No./Mobile No. & Name of
The contact person :
4. Fax No. :
5. Email ID :
6. Do you have any Office at Hyderabad,
If so, Please provide the Address and
Telephone No. :
7. Month and year of establishment :
8. Name of Proprietor/Partners/directors :
9. No. of years of experience in this field,
With References, Certificates (enclosed copies) :
10. Annual turnover during the last three years
(enclose copies of Audited Financial Statement) :
11. Whether the firm is an Income Tax Assesses?
If so please give the details of PAN No. and copy
of the latest assessment order for FY 2021-22 :
12. Registration No. :
13. EPF No. :
14. ESI No. :
15. APGST/CST/TIN No. :
16. Bank details (Bank Name, No. & Address
For ECS Payments) :

Contd..2..

Note: Put in PART-I

17. DETAILS OF PREVIOUS CONTRACTS (1-4-2019 to 31-3-2022)

Period of Contract From To	Name and Address of the organisation with reference letters/ PO/ work order copies	Name of the Contact Person & Phone No.	Value of Contract and other Details	Remarks

1. Give details of current contracts, if any, of similar services being rendered by you and which will be available for inspection by our officials: (1-4-2019 to 31-3-2022)

Period of Contract From To	Name and Address of the organization with reference letters/ PO/ work order copies	Name of the Contact Person & Phone No.	Value of Contract and other Details	Remarks

**SIGNATURE OF THE TENDERER
WITH SEAL**

SCHEDULE OF RATES TO BE QUOTED FOR CATERING SERVICES

S. No.	Particulars	Rate in Figures per day	GST	Total Amount in Rs.
1	Hostel Students Breakfast with Tea/Coffee/Milk Lunch Evening Snacks with Tea/Coffee/Milk Dinner Total	Rs.		

SCHEDULE OF RATES TO BE QUOTED FOR CATERING SERVICES

S. No.	Particulars	Rate in	GST	Total Amount in Rs.
1	Day Scholars/Faculty/Staff Breakfast Lunch Evening Snacks Coffee/Tea/Milk			
2	Special Lunch/Dinner			

SCHEDULE OF RATES TO BE QUOTED FOR SPECIAL/ EXECUTIVE LUNCH AND HIGH TEA MENU

S. No.	Particulars	Rate in	GST	Total Amount in Rs.
1	Special Vegetarian Lunch/ Dinner: Regular Lunch + Vegetable Biryani + Sweet/Ice Cream + Soup + Salad + Papad.			
2	Special Non-Vegetarian Lunch/ Dinner: Regular Lunch + Vegetable Biryani + Non-Vegetarian Curry + Sweet/Ice cream + Soup + Salad + Papad			
3	Special Vegetarian Executive Lunch/ Dinner Soup, Green Salad, Roti, Veg-Kurma, Special Rice, Raita, Plain Rice, Veg-fry, Dal, Sambar/Rasam, Fryums/Papad, Pickle/Chutney, Curd, Sweet, Ice cream, Soup			
4	Special Non-Vegetarian Executive Lunch/ Dinner Soup, Green Salad, Roti, Chicken Biryani, Veg-Kurma, Raita, Plain Rice, Sambar/Rasam, Fryums/Papad, Pickle/Chutney, Curd, Sweet and Ice Cream			
5	High Tea (Tea/ Coffee with Biscuits)			
6	High Tea (Tea/ Coffee with one Sweet and snack etc.)			

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

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

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

Name:

SCHEDULE OF ITEMS TO BE SERVED FOR HOSTEL STUDENTS**I. Breakfast**

S. No.	Menu	Remarks
1.	Poori with Aloo curry Plain Parotha with Kurma Methi Parota with Curd Chole Bhature, Bread with Jam/Omlet	Any one item
2	Masala Dosa/Idli/Vada/Upma/Onion Uttapam with chutney & sambar	Any one item
3.	Tea/coffee/Milk	-

II. Lunch

S. No.	Menu	Remarks
1.	Pulka/Roti/Poori	Any one item
2.	Plain Rice	-
3	Dal or Sambar	Any one item
4.	One dry curry (Bhindi fry/Alu fry/Beans and carrot fry/ Gobi 65/Capsicum Fry/ Veg.Manchuria/ Karela Fry)	Any one item
5	One gravy curry) Mixed vegetable Kurma/ Capsicum with Gobi Curry/Paneer butter masala/ Palakpaneer/ Mirchi ka Salan/ Rajma dal	Any one item
6	Curd	
7	Papad fryans	
8	Pickels	

III. Dinner

S. No.	Menu	Remarks
1.	Pulka/Roti/Poori	Any one item daily
2.	Plain Rice	Daily
3.	Dal or Sambar	Any one item daily
4.	Bhindi fry/Alu fry/ Beans and carrot fry/ Gobi 65/ Capsicum Fry/ Karela Fry	Any one item daily
5	Mixed vegetable Kurma/ Capsicum with Gobi Curry/ Paneer butter masala/ Palakpaneer/ Mirchi ka Salan/ Rajma dal	Any one item daily
6	Curd	Daily
7	Papad fryans	Daily
8	Pickel	Daily
9	Any fruit	Once in a week
10	Sweet	Twice in a week
11	Egg item	Twice in a week
12	Chicken Biryani, Veg. Biryani + one vegetarian snack	Once in a week
13	Non-Veg Curry/Paneer curry	Once in a Week

Note: Detailed daily Menu provided in the Annexure VI

Contd..2..

IV. Evening Tea and Snacks

- i. Onion Pakoda/Samosa/Vegetable cutlet/Bajji/Punugulu etc.
- ii. Tea/ Coffee

**SIGNATURE OF THE TENDERER
WITH SEAL**

Detailed Daily Menu

Annexure-VI

Enclosed

Detailed Menu							Annexure - VI
IPE COLLEGE MENU							
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	
			BREAKFAST				
IDL Y	SET DOSA	WADA	POORI	CARROT IDLY	MASALA DOSA	ALOO PARATHA	
MYSORE BOND A	PEAS UPMA	VEG PONGAL	VEG POHA	METHI PARATHA	BREAD & JAM	SEMUYA BATH	
SAMBAR	SAMBAR	SAMBAR	ALOO BHAJI	VEG KORMA	SAMBAR	RAITHA	
PHALLI&PUTANA CHUTNEY	PHALLI&PUTANA CHUTNEY	PHALLI&PUTANA CHUTNEY	PHALLI&PUTANA CHUTNEY	PHALLI&PUTANA CHUTNEY	PHALLI&PUTANA CHUTNEY	PHALLI&PUTANA CHUTNEY	
TEACOFFEE/MILK	TEACOFFEE/MILK	TEACOFFEE/MILK	TEACOFFEE/MILK	TEACOFFEE/MILK	TEACOFFEE/MILK	TEACOFFEE/MILK	
			LUNCH				
BHENDI DUM FRY	DONDA DUM FRY	ALOO GOBI	CABBAGE THORAN	TURAI MOONG DAL	CHIKUDUKAYA DRY	ARATIKAYA DUM FRY	
RAJIMA MASALA	KADI PAKODA	GUTTI VANKAYA	KADAI VEG	CHOLE MASALA	NIZAMI VEG	KOFTHA CURRY	
PLAIN RICE	PLAIN RICE	PLAIN RICE	PLAIN RICE	PLAIN RICE	PLAIN RICE	PLAIN RICE	
CHAPATHI/PULKA	CHAPATHI/PULKA	CHAPATHI/PULKA	CHAPATHI/PULKA	CHAPATHI/PULKA	CHAPATHI/PULKA	CHAPATHI/PULKA	
PALAK PAPPU	DOSAKAI PAPPU	YELLOW DAL TADKA	MIX VEG SAMBAR	GONGURA PAPPU	ONION SAMBAR	THOTAKURA PAPPU	
CURD	CURD	CURD	CURD	CURD	CURD	CURD	
FRYUMS	FRYUMS	FRYUMS	PAPAD	FRYUMS	FRYUMS/PAPAD	FRYUMS/	
FRESH CHUTNEY	FRESH CHUTNEY	FRESH CHUTNEY	FRESH CHUTNEY	FRESH CHUTNEY	FRESH CHUTNEY	FRESH CHUTNEY	
			EVENING SNACKS				
TEACOFFEE	TEACOFFEE	TEACOFFEE	TEACOFFEE	TEACOFFEE	TEACOFFEE	TEACOFFEE	
PUNUGULU	POTATO BHAJI	SWEET CORN	VEG PUFF	PAV BHAJI	ALOO SAMOSA	ONION PAKODI	
			DINNER				
EGG CURRY/MALAI KOFTA	VEG JALFREZI	CHICKEN BIRYANI/VEG BIRYANI	GOBI MUTTER	EGG BHURJI/CRISPY VEG	ALOO SOYA	CHICKEN / PANEER CURRY	
GUTTI DONDAKAYA	BLACK CHANA CURRY	VEG MANCHURIAN	PALAK DAL	CORN CAPSICUM	VANKAYA TOMAO	DOSAKAI PAPPU	
PLAIN RICE	PLAIN RICE	MIRCHI KA SALAN	PLAIN RICE	PLAIN RICE	PLAIN RICE	PLAIN RICE	
CHAPATHI/PULKA	CHAPATHI/PULKA	LACHA PAYZ	CHAPATHI/PULKA	CHAPATHI/PULKA	CHAPATHI/PULKA	CHAPATHI/PULKA	
CURD	CURD	RAITHA	CURD	CURD	CURD	CURD	
FRYUMS	FRYUMS	XXX	FRYUMS	FRYUMS	FRYUMS	FRYUMS	
PICKLE	PICKLE, GONGURA PAPPU	XXX	PICKLE	PICKLE	PICKLE	PICKLE	
GARLIC RASAM	ANY SWEET	XXX	FRUIT/ANY SWEET	DAL TADKA	DAL MAKHANI	JEERA RICE/TOMATO CHARU	

CHECK LIST FOR TECHNICAL BID (Part-I)
To be filled in by the tenderer/bidder

Sl.No.	Particulars	Documents attached Yes/No	Page No.
1	License for providing catering and housekeeping services (Registration under shops & Estt. Act) obtained		
2	Trade License of GHMC		
3	List of work orders of the present contract period (From April, 2019 onwards)		
4	List of work order of the completed contracts during last 3 years (April, 2019 to March, 2022)		
5	Annual turnover of the firm for last 3 years (in Rs. in lacs) Furnish copies of audited balance sheets and profit and loss account statements)	FY 2019-20 FY 2020-21 FY 2021-22	
6	Registration Nos. under various Statutory Acts viz. VAT, Service Tax, EPF, ESIC, Labour Licence (copy of registration certificate to be enclosed) a. VAT b. Service Tax c. EPF d. ESIC e. Labour License f. Professional Tax g. PAN (copies of income-tax returns for last 3 years to be enclosed)	2018-19, 2019-20, 2020-21 2021-22	
7	Whether involved in any litigation earlier with any organization? If so, please submit the details		
8	Any civil suits pending in any of the works executed? If so, furnish details		
9	Any other information which the bidder feels relevant		
10	EMD – Demand Draft of Rs.20,000/-		

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