बैंकिंग प्रौद्योगिकी विकास और अनुसंधान संस्थान
(भारतीय रिजर्व बैंक द्वारा स्थापित)

Institute for Development & Research in Banking Technology
(Estd. By Reserve Bank of India)

Tender No. IDRBT / SMB / 151 / 2025-2026 Date: 07.08.2025

MSTC Tender No : IDRBT/Head Office/Procurement/9/25-26/ET/9[RFP for Catering Services]

E-TENDER NOTICE FOR PROVIDING CATERING SERVICES FOR STAFF & PROGRAMME PARTICIPANTS AT IDRBT

KAKADA RAJU

Digitally signed by KAKADA RAJU
Date: 2025.08.07 18:00:12 +05'30'

Tender No. IDRBT / SMB / 151 / 2025-2026 **Date: 07.08.2025**

The Institute for Development and Research in Banking Technology (IDRBT), Hyderabad, invites e-tenders through MSTC portal under Two-Bid system (Part I - Technical Bid & Part II - Financial Bid) for Providing Catering Services for Staff and Programme Participants at the Institute for Development and Research in Banking Technology, Masab Tank, Hyderabad, as per the Schedule of Tender (SOT). The tendering is done through the e-Tendering portal of MSTC Ltd (https://www.mstcecommerce.com/eprocn/).

2. All interested bidders must register themselves with MSTC website to participate in the e-Tendering process. The estimated cost of work is ₹1,00,00,000/- (Including Taxes) only.

3. The Schedule of Tender (SOT) is as follows:

SCHEDULE OF TENDER (SOT)		
a. Tender No.	**IDRBT No:**	IDRBT/EST/SMB/151/2025-2026 Date: 07.08.2025
	MSTC No:	IDRBT/Head Office/Procurement/9/25-26/ET/9[RFP for Catering Services] Date : 07.08.2025
b. E-Tender short description		E-tender for providing Catering Services for Staff and Programme Participants at the Institute for Development and Research in Banking Technology, Masab Tank, Hyderabad
c. Mode of Tender		**e-Procurement System:** Online: Part I – Technical Bid and Part II – Price Bid through https://www.mstcecommerce.com/eprocn/
d. Date of Notice Inviting e- tender available for download on RBI Website and e- procurement portal		August 07, 2025 onwards
e. Date of Pre-Bid Meeting		August 22, 2025 at 15.00 hrs
f. Venue of Pre-Bid Meeting		Institute for Development and Research in Banking Technology, Hyderabad
g. Estimated cost of work		₹1,00,00,000/- (Including Taxes) (Rs 1.00 Crore)
h. Earnest Money Deposit		The bidders shall deposit Earnest Money Deposit (EMD) for an amount of **₹5,00,000/- (Rupees Lakh Only) (no exemption for any one)** through Bank Guarantee valid for three months from the last date of submission of Tenders in favour of IDRBT, Hyderabad or as deposit through NEFT to the following A/c:
Beneficiary Name		IDRBT (Institute for Development and Research in Banking Technology.
Account Number		426010100018823
IFSC Code		UTIB0000426
Name of the Bank		Axis Bank, Mehdipatnam Ring Road, Hyderabad.
i. Bidding start date (Technical and Financial Bid) at www.mstcecommerce.com/epr		14:00 hrs of August 07, 2025 onwards

ochome/rbi	
j. Due date of submission of EMD	14:00 hrs of August 22, 2025
k. Date of closing of online e- tender for submission of Technical and Financial Bid.	18:00 hrs of August 28, 2025
l. Date & time of opening of Part-I (i.e., Technical Bid)	11.00 hrs of August 29, 2025
m. Date & Time of opening of Part-II (Financial Bid)	Opening of Financial Bid (Price Bid) will be intimated to all the eligible bidders at a later stage.
n. Transaction Fee	Payment of Transaction fee through MSTC Gateway/NEFT/RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd (By the Vendor)

4. Tender document can be downloaded from IDRBT website - www.idrbt.ac.in - and https://www.mstcecommerce.com/eprocn/.

5. Applicants intending to apply will have to satisfy the Institute by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Institute reserves the right to reject their candidature. Tenders without EMD will not be accepted under any circumstances.

6. The Institute is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Institute also reserves the right to reject all the tenders without assigning any reason thereof.

7. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the Institute's website and e-tendering portal as given above and will not be published in any newspaper.

Estate Department, IDRBT

Important instructions for E-Tender

Bidders are requested to read the terms & conditions of this tender before submitting their online tender.

Process of e-Tender:

Registration: The process involves vendor's registration with MSTC e-procurement portal only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC and the Institute is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

Special Note: The Technical and Price Bids has to be submitted online at: https:// www. mstcecommerce.com/eprocn/

i. Vendors are required to register themselves online with www.mstcecommerce.com

ii. Vendors will receive a system generated mail confirming their registration in their email provided while filling the registration form.

In case of any clarification, please contact MSTC before the scheduled time of e-Tender.

Bids will be opened electronically on specified date and time as given in the Tender. All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

Special Note towards Transaction Fee:

The vendors shall pay the transaction fee to M/s MSTC using "Transaction Fee Payment" Link under "My Menu" in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC's designated bank account, the transaction fee shall be auto authorized, and the vendor shall be receiving a system generated mail.

Transaction fee is non-refundable.

A vendor will not have the access to online e-Tender without making the payment towards transaction fee.

NOTE:

Bidders are advised to remit the transaction fee well in advance before the closing time of the event to give themselves sufficient time to submit the bid.

Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

e-Tender cannot be accessed after the due date and time mentioned in SOT.

Bidding in e-Tender:

a) Vendor(s) need to submit necessary EMD, Tender fees (if any) and Transaction fees (If any) to be eligible to bid online in the e-Tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority after completion of tendering process.

b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.

c) Only those vendor(s) who have submitted transaction fee can submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com.

d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run, then the vendor will not be able to save/submit his Technical bid.

e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to filled up and then vendor should click on "save" to record their Commercial bid. Then once both the Technical & commercial bids are saved, the vendor can click on the "Final submission" button to register their bid.

f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.

g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.

h) During the entire e-Tender process, the vendors will remain completely anonymous to one another and also to everybody else.

i) The e-Tender floor shall remain open from the pre-announced date and time and for as much duration as mentioned above.

j) All Bidders need to submit the Bidder's Undertaking for Participating in the E-Tender as per **Annexure C.**

k) All electronic bids submitted during the e-Tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.

l) It is mandatory that all the bids are submitted with digital signature certificate, otherwise the same will not be accepted by the system.

m) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part without assigning any reason thereof.

n) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-Tender floor by any vendor confirms his acceptance of terms & conditions of the tender.

o) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.

p) The tender inviting authority has the right to cancel this e-Tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

q) Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.

r) No deviation to the technical and commercial terms & conditions are allowed.

DISCLAIMER

The Institute for Development and Research in Banking Technology (IDRBT), has prepared this document to give background information on the captioned tender to the interested parties. While IDRBT has taken due care in the preparation of the information contained herein and believes it to be in order, neither IDRBT nor any of its officers, employees, agents or advisors give any warranty or make any representations, express or implied, as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and that they do not rely only on the information provided by IDRBT in submitting the Tender. The information is provided on the basis that it is non-binding on IDRBT or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

IDRBT reserves the right not to proceed with the tender or to change the condition of the tender, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

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E-Tender for providing Catering Services for Staff and Programme Participants of IDRBT, Hyderabad.

Part-I

TECHNICAL BID

Last Date of Submission:	**August 28, 2025 (up to 18:00 hrs)**
Validity of Tender:	**Six months from the date of opening of Part-I of the tender and further extension of validity under agreement**
Pre-Bid Meeting:	**August 22, 2025 at 15:00 hrs**

1. GENERAL INSTRUCTIONS

1.1. The IDRBT (Institute) invites e-tenders under two-bid system from the eligible tenderers to provide catering services for staff and programme participants for an initial period of one year as laid down in contractual obligations. The contract can be renewed for a further period of two years subject to annual satisfactory performance and adherence to contractual obligations by the concerned company.

1.2. The work would include providing end-to-end high quality catering services: from procuring all the materials required, preparation and serving of breakfast/lunch/dinner in the canteen, tea/ coffee/snacks for official meetings, preparing and serving of tea/coffee to all staff at their cabins/desks, expeditious cleaning of canteen / dining rooms / serving spaces and all associated works. With regard to the detailed scope of work, the tenderers are advised to refer to Section '5' of the document.

1.3. The Institute requires that service providers interested in having business relationship with the Institute, observe the highest standard of ethics during the period of contract / engagement. In pursuance of this policy, the Institute:

(a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:

- "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- "Fraudulent practice" means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- "Coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and
- "Collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;

(b) will reject a proposal for award if it determines that the tenderer recommended for award has engaged in prohibited practices in competing for the tender in question.

(c) may declare a tenderer ineligible, either indefinitely or for a stated period of time, if, at any time, the Institute determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract.

2. ELIGIBILITY CRITERIA

2.1 Only those tenderers who fulfil the following eligibility criteria may apply for the tender for providing Catering Services for Staff and Programme Participants at IDRBT, Hyderabad:

i. Tenderers participating in the bidding process should be **registered as a Company** and shall be registered under all the relevant Acts, including GST Act. The certificate of incorporation and certificate of commencement of business, Memorandum and Articles of Association of the company and other relevant documents and particulars of all the directors and responsible officials are to be submitted. During the duration of contract, the company shall maintain the registrations / licenses valid by renewing, wherever applicable.

ii. Tenderers should have a minimum experience of three years as on July 31, 2025 in providing catering services in government/public/training institutions like IIMs for Executive Education/MNCs where the **staff strength** in at least one of those institutions is **at least two hundred.**

iii. The Tenderers are required to submit Client Certificates and other related documents such as Work Orders, Agreements, Completion Certificates / Performance Certificates **(as per Annexure – A)**, etc. from clients, the authenticity of which shall be verified by the Institute through various modes) of **having successfully completed similar works (providing Catering Services in reputed institutions) during the last three years** ended as on July 31, 2025, viz:

- should have carried out minimum **one similar work** costing individually not less than **₹120/- lakh**

OR

- should have carried out minimum **two similar** works costing individually not less than **₹75 lakh**

The tenderer shall submit certified details from client institutions regarding the approximate annual sales of that portion of work in case a portion of contractor's receipts are directly from the employees of the client institutions. The tenderer shall furnish their Client List showing the details of work carried out by them during the last five years as per **Annexure – B**.

iv. Tenderers should have an **annual turnover of ₹300 lakh/- (Rupees Three Hundred Lakh)** during the last three financial years ending March 31, 2025, i.e., for the FY 2022-23, 2023-24 and 2024-25. Tenderers must furnish the copies of Income Tax Assessment orders/ IT Returns along with the audited financial statements (audited Balance Sheet and Profit and Loss accounts) for the last three years ending March 31, 2025.

2.2 The bidder must have at least two ongoing contracts in government/RBI/IIT/IIM/public/ training / MNCs. Alternatively, the bidder should be running a highly reputed restaurant business (four star or equivalent).

2.3 Tenderers should have all statutory registrations / licenses from bodies such as Labour Commissionerate, ESIC, EPFO, etc. as applicable. **PAN, GST, FSSAI, licensing food establishments, etc.** duly supported by documentary evidence and certificates of registration are to be submitted. The tenderer must submit valid registration / licenses under Contract Labour Laws as applicable.

2.4 The bidder should have an office / place of business (Registered / corporate / branch / regional / zonal/ representative / liaison) at Hyderabad with adequate manpower to take care of replacement / reliever requirements. The bidder should produce a documentary

proof in support of their claim.

2.5 The bidder shall submit all relevant documents, reports and other particulars which are to be submitted along with the tender within the due date of submission of tender. However, the Institute reserves the right to ask for clarifications, certificates, reports or any other relevant information from any or all bidders during evaluation of the tenders. The bidder shall submit the same within the timeframe specified by the Institute without which the Institute will be constrained to disqualify the bidder.

2.6 The bidder shall refer to **Annexure – H** of this tender document and upload all data as mentioned therein and regarding all particulars mentioned above.

3. INSTRUCTIONS TO BIDDERS FOR PARTICIPATING IN THE BID

3.1 Agencies intending to apply will have to satisfy the Institute by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Institute reserves the right to reject their bid.

3.2 Agencies participating in the tender need to authorise an official to sign the tender documents and upload them on MSTC. The authorisation letter to this effect needs to be uploaded on MSTC website.

3.3 Part I and Part II of the tender shall be completed in all respects and electronically submitted by the bidder, or their authorized representative not later than the date and time indicated in the document. The Institute may, at its discretion, extend the deadline for the submission of tenders by amending the Tender Document.

3.4 Tenderers submitting tenders electronically shall follow the electronic tender submission procedures specified in the tender document.

3.5 E-Tender with all information shall be submitted on or before the prescribed time and date. If desired / prescribed information is not submitted, the Institute will assume no responsibility for rejection of tender. No tender after the deadline shall be allowed on the e-portal.

3.6 The bidders shall submit the Part-I (Technical Bid) of the tender document in full and will have to satisfy the Institute by furnishing documentary evidence in support of their possessing required eligibility as mentioned in 'QUALIFICATION CRITERIA FOR BIDDERS (Section '2'). In the event of their failure to do so, the Institute reserves the right to reject their tender.

3.7 The tenderers may submit their Financial Bid (competitive rates) in the prescribed online format in the e-tendering portal after digitally signing and accepting the conditions mentioned under Technical Bid.

3.8 The bidders, along with the Technical Bid, shall deposit Earnest Money Deposit (EMD) for an amount of **₹5 Lakh/- (Rupees Five lakh only)** through **Bank Guarantee valid for three months from the last date of submission of the tender favouring IDRBT or as deposit through** NEFT to following A/c:

Beneficiary Name	IDRBT (Institute for Development and Research in Banking Technology).
Account Number	426010100018823
IFSC Code	UTIB0000426
Name of the Bank	Axis Bank, Mehdipatnam Ring Road, Hyderabad
(Please send the transaction details on: allestate@idrbt.ac.in. **No entities will be provided exemption from payment of EMD)**	

3.9 Any tender not accompanied by EMD for the said amount shall be summarily rejected. EMD shall be forfeited if the bidder withdraws their bid (tender) during the period of tender validity or fails to execute the contract or accept the award of work.

3.10 Tenderers requiring any clarification of this document shall contact the Institute in writing at the email address (allestate@idrbt.ac.in) or raise enquiries during the pre-Bid meeting.

3.11 The tenderers' designated representatives are invited to attend a pre-Bid meeting on **August 22, 2025 at 15:00 hrs** at IDRBT, Hyderabad. The purpose of the meeting will be to clarify issues and to answer questions that may be raised at that stage. The tenderers shall submit questions, if any, in writing, to reach the Institute's e-mail address mentioned in this document, not later than two days before the date of the pre-Bid meeting. Non-attendance at the pre-Bid meeting will not be a cause for disqualification of a tenderer.

3.12 At any time prior to the deadline for submission of tenders, the Institute may amend this tender document by issuing amendments / corrigendum on IDRBT website (www.idrbt.ac.in) and MSTC e-portal. Any amendments / corrigendum issued shall be a part of this document. To give prospective tenderers reasonable time to take any / all amendments / corrigendum into account in preparing their Tenders, the Institute may, at its discretion, extend the deadline for the submission of Tender.

3.13 The tenderer shall bear all costs associated with the preparation and submission of its tender, and the Institute shall not be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

3.14 The bids (Part I and Part II) will be opened electronically on the specified dates as per the Institute's procedures. The Part-II (Financial Bid) of only those bidders who qualify in the Technical Bid (Part-I) will be opened on a subsequent date, for which the intimation would be given to the tenderers who have qualified.

3.15 The Tender along with the prices shall remain valid initially for a period of six months from the date of opening of Part-I, the period of which may be further extended by the Institute upon agreement with the bidder(s). The bidder shall not cancel or withdraw the tender or change the quoted rates during the validity of the tender.

3.16 The Institute may, at its discretion, ask any tenderer for any clarification of its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by the Institute shall not be considered. The Institute's request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Institute in the evaluation of the tenders. If a tenderer does not provide clarifications of its tender by the date and time set in the Institute's request for clarification, its tender shall be liable to be rejected.

3.17 The tender documents which do not comply with the conditions prescribed in the tender form will be summarily rejected. **Conditional bids will be summarily rejected**.

3.18 The e-tender submitted on behalf of a company shall be digitally signed by authorized signatory who has the necessary authority on behalf of the company to enter into the proposed contract, otherwise the tender may be rejected by the Institute.

3.19 The Institute reserves the right to accept any tender and to reject any or all the tenders, without assigning any reason.

3.20 The Institute is not bound to accept the lowest or any tender and may at any time terminate the tendering process without assigning any reason or incurring any liability to the tenderers thereof.

3.21 The bidder must not have been suspended / delisted / blacklisted / banned or any such process initiated against him / her, by any organization at any location in India on any grounds. The Institute may terminate the contract if it is found after award of the work that the Contractor is blacklisted by any of the Govt. Departments / Institutions / Autonomous bodies / Local Bodies / Municipalities / Public Sector Undertakings / MNCs, etc.

3.22 The successful tenderer shall furnish along with the contract, the **Performance Bank Guarantee (PBG) for an amount equal to 10% of contract value as per Annexure - D.** The Performance Bank Guarantee should be valid up to three months beyond the date of expiry of the contract and the period of claim shall be valid till three months beyond the expiry of contract. The **PBG** would be refunded only after the Institute being satisfied of the successful completion of the contract and the absence of liabilities from the company or its

employees. In the case of any complaint or pending dues, the PBG shall be discharged only after adjusting all dues, liabilities, etc.

3.23 The Institute may terminate the contract if the successful bidder fails to furnish the **PBG as specified in para 3.20** as per **Annexure - D** or fails to execute the agreement within the specified period.

3.24 The **PBG** as per **Annexure - D** submitted by the company shall be liable to be revoked, forfeited or appropriated in the event of unsatisfactory performance of the company or loss/damage, if any, sustained by the IDRBT on account of the failure or negligence in the performance of the work or in the event of breach of the agreement by the company. The company shall have no objection to such appropriation.

3.25 Bid prices shall be quoted in Indian Currency only. The bidders should quote the rate of all the items mentioned in the financial bid. The rates quoted in the financial bid should be per for Unit Quantity. **The rates quoted shall be exclusive of GST for all items. However, applicable GST will automatically be applied over the rates quoted for all.** The rates provided should be inclusive of all the services to be rendered as mentioned in the Scope of Work (under Section '5') of this tender document.

3.26 The bids of bidders who resort to irrational underquoting, whether intentionally or erroneously, of any components of financial bid shall be liable for disqualification and such **bidders even though offering the lowest among the eligible quotes, will not be considered for the selection as successful bidder** from among the eligible bidders. The Institute may however give opportunity to such bidder to substantiate their offer by seeking their rate analysis / breakup and comments within a time-frame specified by the Institute. However, the overall contract amount, if found insufficient even to pay for the minimum wages notified by Government of Telangana for the applicable employee categories, and associated statutory components, shall be summarily rejected and such bidders even though offering the lowest among the eligible quotes, will not be considered for the selection as successful bidder from among the eligible bidders. The decision of the Institute regarding such disqualification will be binding on the bidders and shall be final.

3.27 The tenders shall be rejected outright without opening its Part II, if the client reports from organizations in which the tenderers have provided similar services is found to be unsatisfactory.

3.28 The Institute will award the contract to the bidder who has been found 'eligible and qualified' to perform the contract satisfactorily as per the terms and conditions incorporated in the tender document, and such bidder will be called 'Successful bidder'.

3.29 The Institute will communicate to the successful bidder through a letter of award of work and only when such communication is sent, one can treat that a decision has been made by the Institute with respect to the award of contract. The Institute may terminate the contract if the successful bidder fails to furnish the **PBG as specified in para 3.20 above** as per **Annexure-D** or fails to execute the agreement within specified period.

3.30 The successful bidder will be required to execute an agreement, the draft of which is mentioned in **Annexure - E** within a period of 14 days from the date of issue of Letter of Award or the date of commencement of work, whichever is earlier. If the successful bidder fails to sign the formal agreement within the stipulated period or fails to commence the work on the due date, the letter awarding the work shall be treated as cancelled and the EMD deposited shall be forfeited. Further, the Institute reserves the right to debar such companies from participating in any tenders or undertaking any work in the Institute for a period of three years. However, before doing so, the Institute may give a seven days' show cause notice (SCN)

and consider any reply submitted to the SCN before finally deciding on debarring the company.

3.31 The Contract shall come into full force and effect on the date mentioned in the Letter of Award. The cost of stamp duties and similar charges (if any) imposed by law in connection with the Contract Agreement shall be borne by the Contractor.

3.32 If any columns / fields of the price bid are found blank, then the tender of the respective Bidders shall be treated as non-responsive and will be rejected by the Institute and the Institute's decision in this regard is final.

3.33 It will be imperative on the part of each Bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price shall be entertained, on account of any local condition or factor once the offer of the Institute is accepted by the Bidder.

3.34 The e-tender submitted on behalf of a company shall be digitally signed by an authorized signatory who has the necessary authority on behalf of the company to enter into the proposed contract, otherwise the tender may be rejected by the Institute.

3.35 The EMD of the successful bidder shall be refunded by the Institute once the successful bidder submits **PBG** as per Annexure - D and executes contract agreement with Institute as per Annexure - E. The Institute shall not pay any interest on the EMD. The EMD of the unsuccessful bidders will be returned after completion of the tendering process without any interest. EMD shall be forfeited if the bidder withdraws his bid during the validity of tender.

3.36 Before submitting the tender, the bidder may go through the general terms and conditions, scope of work, all other instructions, etc. on which the work will be awarded by the Institute and required to be executed by the successful bidder. The bidders may satisfy themselves as to the specified eligibility and other criteria. It may also be noted that the general terms and conditions are indicative in nature and the same shall not restrain the Institute from imposing or requiring the tenderer to agree upon such further or other terms and conditions, or to alter, modify or omit those terms and conditions, as are considered necessary for the due and proper execution of the work being awarded under this tender.

3.37 Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and invoke Bank Guarantee submitted.

3.38 The Institute reserves the right to accept or reject any or all tenders without assigning any reason whatsoever and the decision will be binding on all the parties.

3.39 The bidder should submit the details of clients served (current and previous) during the last five years as per Annexure - B. The bidder must also give references of organizations / companies where their current responsibility includes providing catering services. Also certificates with respect to quality of performance of the bidder and the total number of employees working in the bidder's company on this work should also be provided.

3.40 Track record of a bidder should be clean without any involvement in illegal activities or financial frauds. Directors of the company should not have been convicted by the Police / Court / Regulatory authorities.

3.41 The bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.

4 GENERAL TERMS AND CONDITIONS

4.1 The Contractor shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act 1948; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act, 1965; The Minimum Wages Act, 1948; Employees Liability Act, 1938; Employment of Children Act, 1938; Maternity Benefit Act 1961, and / or any other rules / regulations and / or statutes that may be applicable to them and as amended from time to time.

4.2 The Institute reserves the right to call for proof of such compliance when deemed necessary and Contractor shall provide the same. The contractor shall be solely responsible for any violation of provision of the above-mentioned legislative enactments or any other statutory provisions and shall further keep IDRBT indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. In the event of the contractor's failure to fulfil any of the obligations hereunder and / or under the said Acts/rules/ regulations/ or any bye-laws or rules framed under or any of these, the IDRBT shall be entitled to recover any of such loses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the contractor's monthly payment and Security Money Deposit.

4.3 Before release of final payments to the contractor, a certificate will be obtained from the contractor to the effect that he has actually paid all the dues of all the workers of all descriptions engaged by him for completion of the awarded work, at the rate which is not less than the one prescribed by Government of Telangana and the contractor has complied with the provisions of CLRA Act with regard to providing the essential amenities to the contract labour.

4.4 Minimum wages and / or Variable Dearness Allowance will be revised by Government of Telangana as per their Notification from time to time, and the bidders shall keep in mind the latest structure as well as possible escalations in future while offering rates. **The Caterer shall ensure that the wages paid to the employees shall not be below the minimum wages as revised from time to time by the Government of Telangana.**

4.5 The contractor shall not sublet the contract. In case of any violation in this regard, the Institute reserves the right to terminate the contract.

4.6 The caterer shall fulfill the catering requirement of the Institute in any contingency.

4.7 The caterer shall be **penalized** by an amount not higher than **30%** of the average daily expenditure of the Institute in connection with the contract if the Institute finds the performance of the caterer unsatisfactory.

4.8 The Institute shall deal only with the Contractor, and it shall be for the Contractor to assign the work to his employees posted at the Institute's premises from time to time in accordance with the Institute's instructions. In the event of the Institute considering the act / conduct of any of the staff posted / appointed by the Contractor to be derogatory to and not in due discharge of the duties and responsibilities entrusted to him and reporting such act / conduct to the Contractor, the Contractor shall forthwith take appropriate action to protect the Institute's interest. Further, upon the Institute reporting and demanding withdrawal of any of the staff posted at its said premises because their conduct and behaviour or the performance of the duty entrusted to them is not considered satisfactory by the Institute or for any other reason, the Contractor shall forthwith replace the said staff by / with suitable another staff. The decision of the Institute in this regard shall be final, conclusive and binding upon the Contractor, who shall ensure that the services provided by him are to the

satisfaction of the Institute.

4.9 The staff employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor and any replacement of its workers should be done in consultation with the Institute. In the case of leave taken by any personnel, it will be the responsibility of the contractor to ensure uninterrupted service/substitute arrangement in his place. Frequent change in the personnel must be avoided by the contractor.

4.10 The Institute shall not be responsible for payment of any compensation for death or injury or accident to any of the staff which may arise out of and during their duties and employment. It is agreed and understood that the Contractor shall alone be liable to pay such damages or compensation to such staff.

4.11 The contractor shall ensure all the staff deployed by him at the Institute should be above 18 years of age.

4.12 The company shall ensure timely payment of wages/salary to all the persons employed by him (through Cheque or by crediting to the bank account) and a certificate to the effect that the salaries/wages are being paid regularly shall be furnished to the Institute every month. Further, the company shall furnish a certificate every month to the effect that all the obligations under the various Labour Laws including under the Contact Labour (Regulation and Abolition) Act, 1970, are complied with. The Institute will have the right to ask for statements from the company to verify the details of wages/salary paid by the company and will also have the right to demand any other documents which are required to ascertain compliance by the company to various statutory provisions.

4.13 The Contractor shall raise monthly tax invoice based on quantity of items served during the month. S/he is also required to submit the following documents in respect of the persons deployed to the Institute immediately upon completion of the month. Contractor shall ensure payment of salary/wages/all statutory dues to all his employees before 7th of the succeeding month. The Institute may verify the same for processing invoices for the succeeding months.

- Tax Invoice
- Previous month's Wage Register countersigned by staff employed.
- Attendance Register.
- Previous month's ESI and EPF as per applicability
- Consumption Reports, etc.
- Certificate for payment of minimum wages to all staff employed.
- Bank statement.
- A certificate stating that all dues as per all the applicable laws for all the staff employed are paid for the month.

4.14 The rates for this contract will be firm and final during the contract period. The bidders, while quoting, shall keep in mind the possible half-yearly revisions in minimum wages/other revisions. Accordingly, they may propose a percentage hike for the second and third year, over the rates quoted for the first year. No request of increase in the rates beyond the rates quoted will be entertained by the Institute during the period of the contract, i.e, for a period of three years.

4.15 The Institute will deduct all applicable taxes at source and all other statutory taxes / charges etc. as applicable from time to time, from the amount payable to the contractor.

4.16 Any objection regarding the payment received by the contractor may be brought to the notice of the Institute within 10 days of the date of the payment. In case no such objection is received within the stipulated period, it will be deemed that there is no objection regarding the payment.

4.17 The payment shall be released, through NEFT/RTGS channel only, within 15 days from the date of submission of bills complete in all respects.

4.18 The caterer is required to submit to the Institute, a complete list of names, photograph and local/permanent addresses of all his staff employed within the Institute's premises along with police verification reports on antecedents of the staff employed before they are engaged to work within the Institute's premises. It is the responsibility of the caterer to ensure that the staff engaged by him to work in the Institute's premises do not have any criminal background and that their character is exemplary.

4.19 The contractor has to arrange for, within a month of taking over the work, a medical certificate from a Government/Trust Hospital in respect of good health of the staff employed by the caterer for service at the Institute, and at annual intervals or such frequency as may be prescribed by the Institute's Medical Officer thereafter, failing which the Institute reserves the right to terminate the contract. The Institute's Medical Officer will have full access to visit the canteen / kitchen / service areas at frequent intervals to check hygiene, quality of food and health of the staff deployed by the caterer.

4.20 Any canvassing by or on behalf of the Tenderer or to bring any outside influence with regard to their selection shall lead to disqualification from the process. Such Tenderer/s shall be blacklisted for next three years. If such instances go undetected during the selection process but are detected subsequently, such disqualification will take place with retrospective effect.

4.21 The contractor alone shall be liable to pay the salaries / wages at all times and to ensure that the same are not below the minimum wages and other allowances as prescribed by the Government of Telangana under the Minimum Wages Act to the staff as and when due. The contractor shall maintain all necessary records in this regard. **It is agreed and understood that such staff shall not be considered employees of the Institute and shall not have any claim or right against the Institute at any point in time**. The Institute however reserves the right to call for and inspect such records, as and when deemed fit by the Institute and the Contractor shall supply the same to the Institute within a reasonable time, say, not exceeding four days. The contractor shall pay the employer's contribution with respect to Provident Fund and Employee State Insurance Fund, as applicable as per the statutory provisions and the contractor must ensure that all his employees are given ESI Cards and EPF Cards immediately.

4.22 The Performance Bank Guarantee submitted by the contractor shall be liable to be forfeited or appropriated in the event of unsatisfactory performance of the Contractor or loss / damage if any sustained by IDRBT on account of failure or negligence of the personnel deployed by him or in the event of breach of the agreement by the Contractor.

4.23 The staff deployed should wear clean uniform bearing the logo / name of the successful bidder / contractor, and shall be pleasing and presentable.

4.24 The contractor and its staff shall adhere to Information Security policy of the Institute. Any official information or material that has come in the possession of the Vendor and the staff employed by the Vendor, directly or indirectly during the course of their employment, whether confidential or otherwise should not be posted on social media. The Vendor and the staff employed by the Vendor, directly or indirectly should not use the social media in any manner that would bring them into disrepute or would tantamount to breach of confidentiality. Failure to observe the above shall be treated as breach of contract on the part of contractor and the Institute shall be entitled to claim damages/termination of the contract and the Institute may pursue legal remedies.

4.25 Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal):

i. The contractor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Institute, the complaint will be filed before the Internal Complaints Committee constituted by the contractor and the contractor shall ensure appropriate action under the said Act in respect to the complaint.

ii. Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Institute shall be taken cognizance of by the Internal Complaints Committee constituted by the Institute.

iii. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the tenderer, for instance any monetary relief to Institute's employee, if sexual violence by the employee of the tenderer is proved.

iv. The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

4.26 The contractor shall ensure that no employee, other than those explicitly permitted by the Institute, will enter or remain in the Institute's premises beyond the specified time limits unless absolutely necessary for fulfilling the company's obligations and with the permission of the Institute.

4.27 If so required by laws / rules / regulations, the Contractor shall ensure that a labour licence / registration under the Contract Labour (Regulation and Abolition) Act, 1970 or any other laws / rules is renewed / obtained as and when due. The said licence / registration shall be kept in force during the period of contract and all terms and conditions thereunder shall be complied to by the contractor.

4.28 The **Contract** may be **terminated** by either party giving to the other a **notice of three months** and the date of commencement of such period shall be counted from the date of due acknowledgment of the notice by the other party. Such termination shall not affect the rights or the obligations of parties arising because of or in consequence of any act done prior thereto. However, the Institute reserves the right to terminate the contract any time during the contract period due to its administrative exigencies or in response to a serious misconduct or lapse on part of the Contractor. The gravity of such misconduct / lapse will solely be decided by the Institute causing the Institute to terminate the contract any time without giving the contractor a three months' notice.

4.29 The personnel deployed by the contractor under the Contract will be employees of the Contractor. They shall not have any claim or right against the Institute, nor can they claim any association/rights as employee of the Institute under any circumstances. The Contractor or their employees shall not misuse name / logo of the Institute.

4.30 The Contractor shall take **"all-risk policy"** and **"workmen compensation policy"** for the workers engaged in the work for period of one year initially and to be renewed thereafter if the contract is renewed by the Institute. The workmen compensation shall be **minimum of ₹5,00,000/-** per accident, maximum of 5 accidents during execution of work. All the insurance policies shall be in the joint names of the Institute, the Institute's name being the first. All liabilities arising out of any accident or death while on duty shall be borne fully by the Contractor. The Contractor shall indemnify the Institute for any loss or damage that occurs to person(s) or building or a third party during the period of contract. If the Contractor does not take out these policies, the Institute reserves the right to recover the cost of loss or damage together with penalty at its discretion, from the contractor. Copy of the insurance

policy is to be submitted to the Institute within 15 (Fifteen) days from award of contract, failing which, the Institute reserves the right to terminate the contract.

4.31 The Institute shall not be responsible for any injury, accident, disability or loss of life to the contractor or to any of its personnel that may take place while on duty or otherwise. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them and submit a proof to this effect.

4.32 Any loss of official property of IDRBT due to negligence of staff so employed will be recoverable from the Contractor and the quantum of such recovery shall be determined after giving due notice to the Contractor. Decision in this regard will be taken by Competent Authority of the Institute.

4.33 It is clarified once again that the Institute has no responsibility of enforcing any service condition which the Contractor may have with his own employees / supervisors who may be employed within the Institute's premises as they are having no connection with the Institute. However, for its own information, research and analysis, budget / administrative measure if the Institute calls for any information from the Contractor, he shall be bound to provide the same within four days. Also, the Institute expects the contractors to be good employers to their own employees so that the Institute receives no complaints from them about their own service conditions because of the possible embarrassment caused to the Institute's image.

4.34 The contractor shall not disclose directly or indirectly any information, materials and details of the Institute's infrastructure/systems/equipment, etc., which may come to the possession or knowledge of the company during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The company shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The company shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Institute. The company shall indemnify the Institute for any loss suffered by the Institute as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the company and the Institute shall be entitled to claim damages and pursue legal remedies. The company shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The company obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

4.35 The information contained in this Tender Document or subsequently provided to tenderer(s) whether verbally or in documentary form by or on behalf of the Institute or by any of its employees, shall be subject to the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided.

4.36 The purpose of this tender document is to provide the tenderer(s) with information to assist the formulation of their proposals. This Tender Document does not purport to contain all the information each tenderer may require. This tender document may not be appropriate for all persons, and it is not possible for the Institute and/or its employees to consider the investment objectives, financial situation and particular needs of each bidder who reads or uses this tender document. Each tenderer should conduct its own due diligence and analysis and should check the accuracy, reliability, and completeness of the information in this tender document and where necessary obtain independent advice from appropriate

sources. The Institute and its employees make no representation or warranty and shall incur no liability under any law, statue, rules or regulations as to the accuracy, reliability or completeness of the tender document. This document and the information provided therein are confidential and intended solely for the use of the Tenderer(s).

4.37 Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to the Institute immediately. If no intimation is received from any tenderer within seven (7) days from the date of Notice inviting e-tender, it shall be considered that this document is complete in all respects.

4.38 The Institute reserves the right to modify, amend or supplement this document including all formats and Annex.

4.39 While this document has been prepared in good faith, neither the Institute nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

4.40 Force Majeure: If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, acts of governments, strikes, tempest, acts of God, etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed upon, if any, or seven days, whichever is more, either party may at its option terminate the contract.

4.41 The contract is said to be terminated on expiry of the contract period or termination in terms of para 4.28 of this tender.

4.42 The Institute, at the discretion of its competent authority, shall take necessary actions to terminate the contract under any one of the following contingencies

i. On notice at any time during the currency of contract, in case the services rendered by the contractor are not found satisfactory and not in conformity with the tender conditions.

ii. For committing breach of any of the terms and conditions of the contract by the contractor. On assigning the contract or any part thereof any benefit or interest therein or thereunder by the contractor to any third person for sub-letting the whole or a part of the contract to any third person.

iii. On contractor being declared insolvent by the competent Court of Law.

iv. During the notice period, if any, for termination of the contract, in the situation contemplated above, the contractor shall keep on discharging their duties as before till the expiry of such notice period. It shall be the duty of the contractor to remove all the persons deployed by him on termination of the contract on any grounds whatsoever and ensure that no person creates any disruption / hindrance / problem of any nature to the IDRBT.

4.43 In the event of exigencies arising due to the death, infirmity, insolvency of the contractor or

for any other reason or circumstances, liabilities thereof of the contract shall be borne by the following on such terms and conditions, as the Institute may think proper, namely: The next Directors of the company.

4.44 The Institute may revoke the contract and shall reserve the right to settle the matter according to the circumstances of the case as it may think proper.

4.45 No party shall be allowed to be represented by a lawyer during any investigation, enquiry, dispute or appeal.

4.46 In the event of any question, dispute/ difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under the agreement), the same shall be referred to the sole arbitrator appointed by the Institute.

4.47 The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter was originally referred, is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, the Institute shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the terms of the agreement and the persons so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

4.48 The arbitrator may give interim awards and / or directions, as may be required, subject to the aforesaid provisions of the Arbitrator and Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

4.49 The Courts at Hyderabad shall have the sole jurisdiction for this agreement. With mutual consensus, even Arbitration machinery may be used for settling disputes.

4.50 The contractor shall get the antecedents of the staff employed, checked / verified through the local police / intelligence agency to ensure that no undesirable person is deployed and a certificate to this effect shall be submitted to the Institute.

4.51 Conflict of interest: Bidders shall not have a conflict of interest. Any or all those bidders found to have a conflict of interest as mentioned below will be disqualified.

i. The Bidders in two different applications have controlling stake (shareholding) in common.

ii. The Bidders (including their personnel) that have a family relationship with such members of the IDRBT Staff who are directly or indirectly involved in the project will not be awarded the contract.

4.52 The Institute will consider the extension of contract for a further period of two years, subject to its administrative convenience and requirement. However, such extension, shall also be dependent on the satisfactory performance of the contractor and the employees deployed by the contractor. The Contractor shall have no claim for extending the contract. The Institute reserves the sole right to decide upon the performance of the contractor and consider extension of contract.

4.53 The quote offered by the contractor in the financial bid shall be firm and final and the Institute will not entertain the Contractor's claim for revision of rates during the currency of contract period of three years. The contractor, while quoting, shall keep in mind the possible escalation of statutory wages, EPF, ESI, input material, labour costs, etc. and offer their best rates in such a way as to accommodate these incremental costs under corresponding item in the financial bid.

4.54 The agreement should not be construed by the contractor to interpret as having received employment from the Institute or as any claim on the Institute's property. On completion of the contract or whenever the Institute decides, the contractor and his staff will immediately and peacefully vacate the premises and handover all items earlier handed over to him by the Institute.

4.55 Successful bidder shall obtain requisite Licence / Certificate from the Government to carry out the Catering business including all the clearances from the local statutory bodies (Govt. of Telangana).

4.56 **ONE BID PER BIDDER**: Each bidder shall submit only one tender. If a bidder participates in more than one bid, the bids shall be liable to be rejected without assigning any reason thereof.

4.57 **Right to Accept Part Tender:** The Institute reserves the right to accept the tender either in whole or in part at the same prices quoted by the Tenderer.

4.58 Catering services shall be provided on all working days or on holidays of the Institute. Failure to provide the service shall attract penalty. The amount of penalty shall be decided by the Institute on each occasion and shall be final.

4.59 The Caterer shall provide proper receptacles for disposing / throwing refuse from the kitchen, dining area, canteens, serving areas, etc., and shall arrange, at his own cost, for prompt disposal / removal of such refuse, from the Institute's campus every day.

5 SCOPE OF WORK

5.1 The essence of this contract is providing good-quality hygienic food, including Vegetarian, Non-Vegetarian, North Indian, South Indian, Chinese, Korean, Thai and Continental food to the staff and programme participants of the Institute. The catering services need to be provided in the Institute for various categories of staff, programme participants, dignitaries, students, research scholars, guests/visitors, etc.

In this regard, it may please be noted that the Institute conducts training programmes for which participants from across the country, come in and reside in the Institute's Executive Facilities Centre. In addition to catering to the requirements of the staff, catering services need to be provided to the Programme Participants (the number of participants would be informed before the commencement of programme), during conducting of Training Programmes/Seminars/ Conferences/Meetings.

Under the contract, the Caterer shall prepare food / other items and provide full lunch / fruit lunch / dinner, snacks, tea/coffee/lime juice/butter milk, etc. on all working days of the Institute (Monday-Friday, excluding holidays). **Lunch is to be provided to a minimum number of 80 employees/guests on all working days.**

Whereas the breakfast/lunch/dinner would generally be served in the catering areas specified by the Institute, from time to time, the Cafeteria services have to be served at the work place of the staff or any other place specified by the Institute, from time to time. On non-working days (like Saturday / Sunday/ Holidays), the caterer would have to provide services as per the requirement of the Institute. The details of the catering services to be provided are as under: -

Sl. No.	Service	Description of Items
1	Breakfast (Buffet Type) (The Menu shall not be repeated except for Bread related items)	**All varieties of North / South Indian Dishes (One North Indian and One South Indian variety everyday)** Idly, Vada, Parata, Puri, Puri-Bhaji, Masala Dosa, Pesarattu, Uttappam, Rava Upma, Semiya Upma, Pongal etc. with chatni & Sambar / kurma /curd & pickle, etc. **And** Boiled Egg / Omlette / Burji / fried / half-boiled, full-boiled / poached / scrambled egg, etc. **And** Toasted Bread with Butter & Jam, Ketchup, Sauce. **And** Corn or wheat flakes with hot / cold milk. **And** Tea / Coffee **AND** Fruit Juice / Cut Fruits.

2.	Tea (Green Tea / Black Tea / Lemon Tea / Ginger Tea / Kahwa / Coffee / Butter Milk / Lime Juice, etc.) Thrice a day for Staff / students / research scholars, guests/visitors, etc.	1 Large cup / glass per head (with or without sugar / sugar cubes) as per the choice of the staff (Minimum 150 ml).
3.	Tea / Coffee for Service Staff (As identified)	1 Large cup per head (with or without sugar/sugar cubes) as per the choice of the staff
4.	Forenoon Tea / Coffee (Green Tea / Black Tea / Lemon Tea / Ginger Tea / Coffee / Kahwa, etc.) for Programme Participants	1 Cup per head with **<u>at least 4 good biscuits</u>** of different varieties (as approved) to be served.
5.	Non-vegetarian Lunch / Dinner (Buffet Type) (Note: The menu should not be repeated in the entire week)	**1.** Soup (Vegetable, Sweet Corn, etc.) with Starter **2.** Salad (Carrot / Tomato / Cucumber, Beetroot / Radish with Lemon, Potatto/Chana Chat, Fruit Chat, Russain Salad, Kimchi, Green Sprout, etc.) **3.** Poori / Roti / Nan/ Paratha / Tandoori Roti, Pav, Bhatura, etc. **4.** Pickle / Chutney **5.** One Non-Veg. (Boneless) Curry/Fry (Chicken, Mutton, Fish, Prawns, etc) **6.** Two Veg. Curries (one gravy and one dry made of seasonal vegetables) **7.** Dal Items (Fried Dal/Mixed Dal/Rajma/Chole etc.) **8.** Sambar / Rasam / Kadi, etc **9.** White Rice **10.** Curd **11.** Papad / Fryms / Vadiyams / Gold Fingers, etc. **12.** Dessert Item - Sweet Dish / Ice Cream / Fruit Salad / Cut Fruits, etc. **13.** Mouth Freshener In addition to the above, lunch should also include a Special Item (different varieties of rice/biryani or any special dish) at least twice a week.
6.	Vegetarian Lunch / Dinner (Buffet Type)	All the items mentioned in the above para (point 5 above) excluding the one Non-vegetarian item.

7.	Fruit Lunch	Fruit lunch should consist of **at least four varieties of fresh seasonal fruits** with butter milk / plain milk / fruit juice. The quantity of fruits should be adequate and its cost should be equivalent to that of normal lunch. The fruit lunch will be provided in lieu of the regular lunch on specific request of staff.
8.	Afternoon Tea/Coffee (Green Tea / Black Tea / Lemon Tea / Ginger Tea / Coffee / Kahwa, etc.) for Programme Participants	1 Cup per head with at least 4 biscuits of different varieties (**as approved**) to be served.
9	Evening Snacks with Tea/Coffee for Programme Participants	1 Cup per head with 2 Numbers of any cooked snacks like Samosa, Patties, Cutlets, Sandwich, Cakes, Pastry, Bondas, Bread Roles, Curry Puff, Masala Wada, Pakoda, Dokla, Manchuria, Springrolls, Bullets, Pizza, Burger, Pav Bhaji, Puran Poli, Moong Pakoda, Misal / Sev Bhelpuri, Veg Roll, etc.
10.	Vegetarian / Non-vegetarian Dinner for Programme Participants	Details as indicated in point 5 & 6 above.
Note: Rate for Item No. 1 to 9 to be quoted in Part-II Price Bid		

5.2 Catering Service Areas

5.2.1 Kitchen:

This is situated in the Ground Floor of the Executive Facilities Centre (EFC) and **is to be fully equipped by the caterer at her/his own cost** to cater to participants, employees and guests of the Institute and for preparing the morning tea, breakfast, lunch, evening tea and dinner as per the prescribed menu.

At present, Buffet service is to be provided in the above places (may vary in future) for all breakfast/lunch/dinner. Hot food is to be served from all buffet counters. In case of VIP guests, food has to be served on table. Further, the Cafeteria services have to be served at the work place of the staff or any other place specified by the Institute, from time to time.

It is the responsibility of the caterer to keep the tables and chairs ready for service, to clear the plates kept by the clientele in the plate-rack in the dining halls, wash hygienically and store the same. Food served on buffet would be unlimited.

The serving and cleaning personnel deployed in dining / kitchen area should be separate personnel with different dress / uniform code.

A minimum number of 80 employees and guests have to be served lunch in these places. Tea/Coffee/Lime Juice/Butter Milk is to be served at the respective seats of employees during the working hours every day on all working days (Monday-Friday) and also on any other day including holidays.

5.2.2 Executive Lounge (VIP Service):

In the second floor of the main building, there is an Executive Lounge, which has a capacity to serve up to 20 Top Executives. The Caterer will be informed in advance about the type and time of service to be rendered for which the food items are to be prepared in the kitchen in the ground floor of the EFC Building. The Caterer should provide the services of polite, qualified and experienced service boys and waiters for the occasion. The Caterer should note that servicing in the Executive Lounge should in no way affect the service in other areas and where necessary, extra service staff is to be engaged. The menu and the prices for this service will be mutually decided but would be based on the item rates already quoted in this tender. Proper table service is to be given. The service personnel should have proper knowledge, qualification in Hotel Management and experience to handle VIP catering service. Food would be unlimited including fruit juice/desert items.

5.3 Catering Conditions: -

5.3.1 The service provider must provide breakfast / lunch / dinner / tea / coffee / snacks facility to Staff / Participants as per the Indicative Menu mentioned in Scope of Work (Para 5.1 above).

5.3.2 The service provider is expected to provide good quality vegetarian / non-vegetarian food in proper hygienic condition and good taste to staff / participants. The service provider shall ensure weekly rotation of menu and accordingly, it shall be the responsibility of the caterer to prepare a good menu by Wednesday of each week for the ensuing week and get it approved by the Institute. The caterer shall prepare a weekly menu and submit the same for the consideration of the Institute. The menu, as modified / approved by the Institute needs to be followed by the caterer in toto.

5.3.3 Further, the service provider shall ensure that on no occasion there shall be shortage of food, on violation of which penalty shall be levied on the service provider as per the penalty framework prescribed in Annexure F.

5.3.4 Bidders are advised to understand the magnitude of the job involved before submitting the bids. They are advised to visit the Institute for the purpose between 10.30 am - 4.00 pm from Monday to Friday. No clarification will be entertained after receipt of the bids.

5.3.5 A kitchen is provided by the Institute to undertake cooking which can be utilized exclusively for cooking of food items to be served in the Institute. Highest standards of hygiene must be maintained, which will be verified periodically by the Institute and the Institute's Medical Officer. In case of unsatisfactory/unhygienic quality of food item(s) or lapse in services rendered or in case of any breakage / shortage, etc. deductions will be made as penalty, which will be solely decided by the Institute as per the penalty framework prescribed in Annexure F. The kitchen will be under the constant supervision of the Institute and any lapse will be viewed seriously by the Institute.

5.3.6 At least one Supervisor with a three years' diploma in Hotel Management/other relevant professional qualification and **proven experience in the hospitality business catering to high-income group guests and executives**, and well-versed with best hotel management practices, should be appointed by the Caterer to head the catering team at IDRBT in consultation with the Institute.

5.3.7 Chefs shall have a minimum of 3 years' experience in the field and Chefs/Cooks shall have a minimum of 2 years of experience in the field. At least one of the **Chef should be a Chef who has experience of working in a four-star hotel for a minimum period of three years.** Other Serving Staff/Waiters being engaged shall have a minimum experience of 1-year in serving in good multi-cultural institutions.

5.3.8 A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. All the materials used in preparation for food items should be of standard food grade brands. All food items should be ISI certified and be of well-known national brands.

5.3.9 The Caterer should arrange for his own staff for cooking, service and cleaning work. The caterer must employ skilled chefs as specified above for cooking all kinds of items - vegetarian, non-vegetarian, tandoor items, etc.

5.3.10 The personnel engaged for serving should be courteous, well-mannered, well-dressed as well as well-versed in speaking in Telugu, Hindi and English.

5.3.11 The caterer is required to make his own arrangements for cooking material, crockery / cutlery material / cooking gas or any other material required for preparation/cooking/service/storage of food items. Please note that the caterer has to arrange various storage/utility items like Refrigerator/Mixer Grinder/Microwave Oven/Toaster, etc. The Institute will only provide the kitchen and serving spaces. The crockery and cutlery standards should be befitting a four-star hotel.

5.3.12 A separate cooking arrangement and use of separate utensils etc., shall be ensured for Vegetarian and Non-Vegetarian dishes. Non-Vegetarian and Vegetarian items should be cooked & stored separately.

5.3.13 Tea/Coffee/Butter Milk/Lime Juice, etc., need to be supplied at desk of designated employees.

5.3.14 The service provider shall procure all raw materials (as prescribed in Annexure F) needed for the preparation of lunch /dinner/tea, etc. (vegetables, meat, provisions, etc.) and cost for such procurement shall be borne by the service provider. The service provider shall ensure that only freshly prepared food is supplied, and the leftover food is disposed of the same day. Food cooked for the day is not to be served next day. If at any stage, any complaint is received or it comes to the notice of the Institute that the Caterer is not following the same, notice will be served to furnish explanation failing which the penalty as deemed by the Institute will be charged as per the penalty framework prescribed in Annexure F.

5.3.15 Vegetables and non-veg items used for cooking shall be fresh and of good quality and shall be properly segregated. Proper care shall be taken for perishable items, i.e., procure daily on need basis.

5.3.16 The Caterer would have to provide additional manpower for special events to be conducted by the Institute and the Caterer would also have to provide substitutes, if their regular employees proceeds on leave, etc. The Caterer is required to arrange additional crockery / cutlery material, etc. at his own cost as required for

the special events of the Institute, in consultation with the Institute officials.

5.3.17 The Caterer shall provide special lunch / dinner whenever required as per the dates indicated in the canteen or in the lawn or any other place as indicated by IDRBT. The menu for the same shall be prepared in consultation with the Institute. Apart from the items indicated in the menu, the caterer has to supply on demand additional items for special lunch / dinner or snacks at the rates mutually agreed (wherever no rate is quoted).

5.3.18 The Caterer should arrange for cleaning of the Dining Hall, the kitchen area, toilets (attached to kitchen and dining hall) and washing area and any other area under his control regularly and also immediately after any service is rendered. The Caterer should provide clean napkins, dust bins along with liquid wash provision near wash basin area.

5.3.19 The caterer should provide mosquito / fly repellant machines in the dining hall and kitchen areas.

5.3.20 The Caterer should ensure that the entire catering premises are kept hygienic and clean. Preventive pest control measures will have to be done by the Caterer every week. Cleanliness, maintenance, garbage disposal of the service areas/production areas and the staff rest rooms shall be the responsibility of the Caterer on daily basis.

5.3.21 The Caterer should provide identity cards and uniforms to all his staff at his cost and ensure that all the catering staff wear clean uniforms and are well-dressed in line with the staff of a four-star hotel. The head gear and hand gloves for cooking and service staff in the catering area are also to be provided by the Caterer. Strict personal hygiene has to be observed. Separate uniforms need to be provided for different categories of staff viz. cleaners, servers, supervisors, etc.

5.3.22 Cleaning of the plates and utensils should be done with hot water, soap water and all items should be cleaned and dried. Possibility of provision of automatic dishwasher to be checked.

5.3.23 The Caterer shall carry out food audit every three months in line with the FSSAI standards and submit the report and comply with the standards prescribed by the FSSAI.

5.3.24 The Caterer shall be 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, the Institute may initiate further stringent action, as it may deem fit, including termination of the contract.

5.3.25 If it is found that there is laxity on the part of the contractor on maintenance of proper hygiene in canteen operations at the kitchen / dining halls in various service points / transport vehicles / personnel handling the food items / surroundings, leaving or storing the crockery / cutleries in places other than the proper locations, stains found due to improper cleaning of plates, utensils, water jugs, water glasses, serving platforms, etc., penalty may be levied for each of such violations. The decision of the Institute is final and binding on the contractor.

5.3.26 The caterer is required to provide packaged drinking mineral water or any other packaged food material procured outside (including soft drinks) or any other items,

at the rate not exceeding the MRP of such items, during programmes / events, as per the requirement of the Institute.

5.3.27 Staff of the caterer who are courteous and well-mannered should be employed for serving the food items, cleaning the utensils and for maintaining the serving premises in a neat and tidy manner. All staff of the caterer should be in proper uniform with chef cap / head cover, gloves etc., wherever necessary. Any indiscipline by the staff of the caterer will be viewed seriously. The Institute reserves the right to demand change of any employee/worker, if warranted. In case of leave taken by any personnel, it will be the responsibility of the contractor to ensure uninterrupted service/substitute arrangement. However, frequent change in the personnel may be avoided.

5.3.28 The service provider must ensure the smooth conduct of the activities in the Kitchen and common service places. The day's menu should be properly displayed and the items in the menu for Breakfast / lunch / dinner should be properly placed in the buffet counter, with name boards indicating each dish. Proper serving apparatus should be made available for all dishes.

5.3.29 The upkeep and maintenance of the entire dining area, kitchen, washing area, wash basins attached to canteen, electrical equipment, furniture and other equipment installed by the Institute, if any, in the kitchen and dining areas will be the sole responsibility of the caterer. The caterer shall keep the kitchen space (kitchen, store room, dining hall and service area) clean at all the times.

5.3.30 The service provider should arrange to dispose of leftover food and other bio-degradable items. Plastic and other garbage should be removed from the Institute's premises daily to the satisfaction of the Institute. The utensils, crockery, cutlery used for preparation of food (which need to be provided by the caterer), and furniture used for serving food should always be in clean and hygienic condition. The cost of cleaning material shall be borne by the contractor.

5.3.31 The kitchen shall always remain open at all times for inspection to the duly authorized representative of the Institute. If the Institute finds any deficiency in cleaning or any other services to be provided by the vendor, the Institute reserves the right to get the same done by others and cost incurred in this regard will be recovered from the vendor. The service provider shall be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and served including with respect to raw material and ingredients incorporated therein and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provisions of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulations and orders framed there under, including safety and health of all consumers/residents under the said contract. The service provider shall keep the Institute indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.

5.3.32 The infrastructure to be provided by the Institute broadly includes Kitchen area, water, Dining area with tables, chairs, electricity connections / points etc., for electrical equipment. The vendor has to provide high quality crockery/cutlery befitting a four-star hotel, cooking utensils, cooking ingredients, cooking gas, and all other items required for preparing and serving food.

5.3.33 The service provider shall be provided with a kitchen space with electricity connection and water connection at Institute's premises located at Castle Hills, Masab Tank, Hyderabad. The service provider shall ensure that the food is prepared in the kitchen area only. Electricity charges for lighting, etc., in dining areas (other than cooking areas/kitchen) and water charges will be borne by the Institute. All electrical installations in the kitchen will have to be maintained properly by the caterer and the electricity charges for the kitchen area needs to be borne by the caterer. The caterer should ensure utmost economy in water consumption. The cost of obtaining cooking gas connection from reputed agency, installation, refilling, delivery to the Institute's premises, etc. will be borne by the service provider. No rent will be charged by the Institute for using Kitchen.

5.3.34 All crockeries and cutleries, etc., need to be provided by caterer and they need to be replaced with new crockery and cutlery every year or as required. The service provider shall also be responsible for cleaning and washing of the cutleries, crockeries and other utensils used for preparing and serving lunch, dinner, tea, snacks, etc. The service provider shall ensure high standards in the food service. Broken/chipped and stained plates/bowls/cutleries must not be used.

5.3.35 The service provider must ensure that the kitchen/ dining halls/ pantry area and all the crockery/ cutlery are cleaned and stacked properly every day prior to the closure of Canteen.

5.3.36 The service provider shall make all efforts to provide services to the staff /participants who bring their own lunch in Dining Room, such as providing drinking water, etc.

5.3.37 The service provider shall ensure prompt service and ensure that staff / participants are not kept waiting to be served or unattended. Further, caterer shall ensure that the tables and chairs are always cleaned promptly in the serving spaces, and plates are removed immediately upon completion of lunch/dinner/snacks.

5.3.38 The Institute shall make surprise inspections of kitchen, pantries, raw materials used to check the quality of the services provided by the service provider. Penalty would be levied by the Institute on the contractor for any adverse observation made during such inspection as deemed by the Institute.

5.3.39 The caterer shall peruse the Feedback Register kept for recording the complaints/suggestions/ feedbacks by the users on daily basis and inform the Institute regarding the action taken by him in respect of complaint/suggestions and rectify the same to the satisfaction of the Institute.

5.3.40 **Reuse of burnt / used oil is strictly prohibited**. Oil once used, shall not be used again. There shall be no reshuffle of food. Food shall be cooked only in the kitchen. The Caterer shall not bring any food prepared or cooked outside. The Caterer shall ensure that cooking vessels and other utensils used for preparing non-vegetarian dishes are not used for cooking and serving vegetarian food.

5.3.41 The Contractor shall be responsible for replenishing the consumables like mouth fresheners, paper hand towel in the dining hall apart from keeping the tissue papers of good quality & reasonable size on the dining tables at his own cost. The Contractor shall not permit the canteen or any portion thereof to be used for residential purposes by any of its staff.

5.3.42 In addition, the service provider may be asked to arrange / provide snacks, sweets, cakes and other food items apart from items whenever required by the Institute, the reimbursement of which will be done as per the MRP. The service provider must maintain a record for the services rendered and submit bill for claiming reimbursement.

5.3.43 The service provider shall ensure that the plates, cups, etc. shall be immediately removed from the service places / staff cabin after the completion of meeting / during the meeting if required to do so.

5.3.44 The service provider shall ensure maintaining proper register regarding the number of programmes / meetings held during the month, number of persons attended the meetings, along with details of tea/coffee/ snacks provided. The Institute would settle the expenditure incurred on monthly basis upon submission of monthly invoice and proper register.

5.3.45 The service provider shall be responsible for serving special lunch to Institute's guests/visitors as per the instructions issued by the Institute to that effect. The service provider would be given prior information with regard to special lunch and the rates would be arrived upon by mutual consent based on the agreed rates of the items. The order for special lunch may be cancelled based on unforeseen office exigencies and the service provider should make every effort to accommodate such changes.

5.3.46 Sufficient number of trained staff who are courteous and well mannered, with proper uniform should be employed for serving the food items, cleaning the utensils and for maintaining the canteen hall in a neat and tidy manner. Any indiscipline by the staff of the caterer will be viewed seriously.

5.3.47 The supervisor should be present in the dining hall in order to ensure the smooth conduct of the activities. All staff of the caterer should be in proper uniform with chef cap wherever necessary. Caterer should have sufficient manpower to cater to the requirements of the Institute. The Institute reserves the right to demand change of any employee/worker, if warranted. In case of leave taken by any personnel, it will be the responsibility of the contractor to ensure uninterrupted service/substitute arrangement. However, frequent change in the personnel may be avoided.

5.3.48 The upkeep and maintenance of the entire dining area, kitchen, washing area, wash basins attached to staff canteen, electrical equipment, furniture and other equipment installed by the Institute in the kitchen and dining areas will be the sole responsibility of the caterer. The caterer shall keep the kitchen space (kitchen, storeroom, dining hall and service area) spotless and clean at all the times. The utensils, crockery, cutlery used for preparation of food and furniture used for serving food should always be in clean and hygienic condition. The kitchen shall always remain open at all times for inspection to the duly authorized representative of the Institute. If the Institute finds any deficiency in cleaning or any other services to be provided by the vendor, the Institute reserves the right to get the same done by others and cost incurred in this regard will be recovered from the vendor.

5.3.49 The Institute shall not incur any expenditure for canteen operations except electricity in serving areas, space, water and existing canteen infrastructure. The contractor must arrange for fuel, cooking gas (including gas connection from reputed agencies, booking, installation, refilling and delivery), cooking utensils / equipments and crockery and cutlery items as required at his own cost. The arrangement for cooking

gas connection will have to be done by the Contractor and all the government regulations regarding commercial use of cooking gas has to be taken care of by Vendor only. Further, regular servicing/repairing of all gas related items, if required and necessary, will mandatorily have to be done by the Contractor. The cost incurred on the servicing/repairing will be borne by the Contractor.

5.3.50 The Caterer shall not prepare food by availing of the facilities provided by the Institute for the purpose of serving in institutions/canteen run by the caterer at any other place outside Institute premises.

5.3.51 The supervisor shall ensure that all the electrical equipment/ instruments/lights and fans are switched off at the time of closure of kitchen and dining hall. The supervisor shall ensure judicious use of water and electricity, thereby minimizing their wastage.

5.3.52 The supervisor shall ensure compliance with the directions and instructions of the Institute at all times, non-compliance in respect of which can lead to termination of the agreement.

5.3.53 The cook/s should maintain personal hygiene and hygiene in the kitchen. S/he should ensure that timely good quality hygienic food is served and should ensure all the utensils, crockery and kitchen equipment are clean and in working condition and also should ensure that the kitchen and dining halls are kept clean and in hygienic condition. The service provider must provide adequate personnel for accelerated cleaning of Kitchen, Canteen, and service areas.

5.3.54 The waiter and helpers in the kitchen should be courteous, polite and maintain personal hygiene, they should serve the meals in a clean and hygienic manner. They should enquire with staff and provide additional food items on request. They should not keep staff waiting to be served unattended.

5.3.55 They should clean utensils/plates thoroughly using appropriate cleaning materials. They should clean the entire kitchen and keep it hygienic. They should clear the tables and clean them promptly.

5.3.56 If it is found that any property of IDRBT is lost / damaged due to the negligence or connivance of the staff of the contractor, the same shall be made good from the bills submitted by the Contractor.

5.3.57 The company shall furnish the names and addresses of the staff deployed in Institute's premises and any change in the staff will be communicated in writing by email to the Institute well in advance. The company will also furnish the police verification of the staff employed in Institute's premises.

5.3.58 The staff employed shall be the direct employees of the Contractor for all purposes and the contractor shall be fully responsible for payment of wages and other dues, and compliance of all labour laws applicable to them.

5.3.59 The staff employed / engaged by the agency from time to time must carry the photo identity card issued by the agency. The identity card containing the details regarding their full name, age, identity marks, signatures of the bearer and details of the issuing authority with seal should be worn by each staff on their uniform.

5.3.60 The Contractor shall not deploy or shall discontinue deploying the person(s), if so desired by the Institute at any time without assigning any reason whatsoever.

5.3.61 The Supervisor shall be responsible for the efficient rendering of the service under the contract. While working at the premises of the IDRBT, they shall work under the directives and guidance of the representative of the Institute and will be answerable to the Institute. However, this arrangement shall not diminish in anyway the company('s) responsibility as laid down in the contract with the Institute.

5.3.62 A senior level representative of the Contractor will visit the IDRBT premises at least once in a fortnight and review the performance of the staff. During the fortnightly visit, the Contractor's representative will also meet the Officers of the Institute dealing with the service contract for mutual feedback regarding the work performed by the staff and removal of deficiencies, if any observed in their working.

5.3.63 The Contractor shall ensure that any replacement of its staff as required by the Institute for any reason specified or otherwise shall be effected promptly without any additional cost to the Institute. If the agency wishes to replace any of the staff, the same shall be done with prior concurrence of the Institute at the agency's own cost.

5.3.64 The Contractor shall provide good uniform to its staff employed at IDRBT at its own cost and ensure that they are used by the staff employed and are maintained in good condition. The incidentals such as chef cap/head cover, gloves etc. shall be borne/ supplied by the agency.

5.3.65 The Contractor shall ensure that the staff employed are disciplined and do not participate in any activity prejudicial to the interest of the IDRBT/Government of India/any State/or any Union Territory.

5.3.66 The staff employed by the agency should have adequate knowledge of reading and writing in English and be able to make entries in the registers for recording indents, consumption status, etc. pertaining to Canteen services and for Meeting Arrangements whenever required and also to write their names in the attendance register and mark their arrival and departure by signing in the register. The Contractor shall not assign or transfer this contract or part thereof to anyone.

5.3.67 In case of theft or pilferage, loss or other offences, the Contractor will investigate and submit a report to IDRBT and maintain liaison with the Police. FIR will be lodged by IDRBT, wherever necessary. If need be, joint enquiry comprising both the parties shall be conducted, and responsibility fixed.

5.3.68 In the event of any staff being on leave/ absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the agency shall make provision for leave reserve. If the person falling sick avails leave or remains absent, arrangement for the substitute should in order to ensure uninterrupted service.

5.3.69 The Institute shall pay the agreed amount on production of monthly invoices. The invoice raised by the company will be settled within two weeks from the date of submitting the same with all relevant documents to the Institute. The caterer shall submit Current Month Invoice Copy, Wages Register duly signed by the individual contract labourers along with salary slips, Proof of electronic transfer of salary, Attendance Register, Last month ESI remittance challan with consolidated breakup details, Last month EPF remittance challan, as applicable with consolidated break up details, and periodical returns submitted to Labour Commissioner, EPFO and ESIC on a monthly basis.

5.3.70 The taxes/surcharges/cess and other taxes, if any, as applicable in the state of Telangana shall be deducted from the monthly invoice/ relative bills unless exempted by the Authorities concerned and the payment will be made only after the satisfactory execution of the order by NEFT/electronic mode of payment.

5.3.71 The contractor should understand the full scope of the work before quoting.

5.3.72 The decision of IDRBT regarding interpretation of the terms and conditions and the agreement shall be final and binding on the agency. In case of dispute regarding the quality of food/other eatables/unsatisfactory service etc., the final authority would rest with the General Manager (Admin & Accounts), IDRBT and the vendor would abide by the decision.

5.3.73 In case of dispute between the agency and Institute, the Institute shall have the right to decide; however, all matters of jurisdiction shall be at the local courts located at Hyderabad**.**

PROFORMA FOR TECHNICAL BID

(To be read and filled in relevance to e-Tendering process - to be submitted on applicant's letter head and uploaded on MSTC Portal)

S.No.	Particulars	Details to be filled in by the tenderer
1.	Name of the company	
2.	(a) Type of organization – (Pvt. Ltd / Ltd Company). (b) Date of establishment (c) Details of Registration, Registering Authority, Date, Number etc. **Please upload relevant documents**	
3.	Name of the directors of organization with designation.	
4.	Regd. Office/ Business Addresses of the organization along with Telephone No, Mobile No, Fax No and e-mail (in which the bidder must have presence in at least two Indian states). (a) Whether having own office in Hyderabad. (b) Address of the local office at Hyderabad. (c) Name of the authorized official his/her designation and contact details. **Please upload relevant documents**	Address – 1: Address in Hyderabad – 2:
5.	Catering Work Experience - Details of work experience of three years as on July 31, 2025 in providing catering services in government/public/training institutions like IIMs for Executive Education/MNCs where the **staff strength** in at least one of those institutions is **at least two hundred** supported by work orders, documents and certificates. **Please upload relevant documents**	
6	Details of having carried out minimum **one similar work** costing individually not less than **₹120/- lakh** OR should have carried out minimum **two similar** works costing individually not less than **₹75 lakh** **Please upload relevant documents**	
7	Whether annual business turnover of last three financial years is ₹500 lakhs. Supporting documents should be enclosed in proof of turnover. (Last Three Years' (F.Y. 2022-2023, F.Y. 2023-2024 and F.Y. 2024-2025) Audited Balance Sheet to be uploaded)	
	FY 2022 – 2023	

	FY 2023 – 2024	
	FY 2024– 2025	
8	Income Tax Returns of last thee Financial years - F.Y. 2022-2023, F.Y. 2023-2024 and F.Y. 2024-2025). **(To be Uploaded)**	
	FY 2022 – 2023	
	FY 2023 – 2024	
	FY 2024-2025	
9	Name and address of the existing and previous clients along with full details (in which the bidder must have at least two ongoing contracts in govt./RBI/IIT/IIM/public/training/MNCs or the details of a highly reputed restaurant business. (Annexure – B) Performance certificate from clients during last 3 years as per Annexure - A	
10.	Name, bank account number, branch address, and details of bankers	
11	PAN No. (Upload documentary evidence)	
12.	Registration No. with ESIC (Upload the documentary evidence)	
13.	Registration No. with EPF (Upload the documentary evidence)	
14.	GST Regn. No. (Upload the documentary evidence)	
15.	FSSAI Licence No. (Upload the documentary evidence)	
16	Whether registered with Labour Department under the Contract Labour (R & A) act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971. If applicable and registered, Indicate the date of registration. (A copy of certificate/registration to be uploaded on MSTC portal).	
17.	Number of staff / employees engaged by the Company at present on its own rolls	
	Of the above how many are skilled / semiskilled / unskilled staff and supervisory staff	
	Skilled	
	Semi-Skilled	
	Un – Skilled	
18.	Details of the EMD (Earnest Money Deposit) Rs. 5,00,000/- (Rupees Five lakh only) provided as BG deposit by the tenderer:	
	UTR No.	

	Date of Transaction	
	Name of the bank branch with IFSC code	
19.	Undertaking on the letter head of the tenderer as per Annexure - C	
20.	Bankers Details of the Company/ Firm/ Agency along with the account number, account type, IFSC code of the bankers along with full details like names, postal address and e-mail/ telephone no (Landline and Mobile numbers).	
21.	Any other relevant Information regarding the Company	

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Part-II
FINANCIAL BID

Due Date of Submission:	**August 28, 2025 (up to 18:00 hrs.)**
Validity of Tender:	**Six months from the date of opening of Part-I of the tender and further extension of validity under agreement**
Pre-Bid Meeting:	**August 22, 2025 at 15:00 hrs.**

6 PROFORMA OF FINANCIAL BID

The bidder shall fill their best offers in the e-tender platform viz. MSTC ecommerce portal, in full agreement with the terms & conditions, all details, guidelines, instructions, scope of work, etc. as detailed in the tender document. The Proforma of the Financial Bid is as follows: -

Sl. No	Service Rendered	Qty.	Price (Rs.)
Price description of items given in 5.1.2.			
1.	Breakfast (Buffet Type) for Programme Participants (per plate)	1	
2.	Tea / Coffee for Staff / Students / Research Scholars / Guests / Visitors, etc.	1	
3.	Tea / Coffee for Service Staff (As Identified)	1	
4.	Forenoon / Afternoon Tea / Coffee with Biscuits for Programme Participants	1	
5.	Vegetarian Lunch / Dinner (per plate)	1	
6.	Non-vegetarian Lunch / Dinner (per plate)	1	
7.	Fruit Lunch (per plate)	1	
8.	Evening Snacks with Tea / Coffee for Programme Participants	1	
	Total (1 to 8)		
Extra Item Rates			
1.	Extra Individual Item – Veg Curry	1	
2.	Extra Individual Item – Non-Veg Curry (Boneless)	1	
3.	Extra Individual Item – Dessert Item / sweet	1	
4.	Extra Individual Special Rice Item	1	
5.	Snacks (per plate) etc.	1	
6.	Various types of Veg Soups – Tomato/Corn / Manchow, etc.	1	
7.	Fresh Fruit Juice (seasonal)	1	
8.	Water Bottle ½ Liter	1	
9.	Water Bottle 1 Liter	1	
10.	Dry Fruit Bowl (100 gms.) consisting of Badam, Pista, Cashew, Walnut etc. in equal quantities. (Minimum 4 varieties)	1	
11.	Chocolate Bowl (10 Pieces) of different varieties (per bowl)	1	
12.	Plain Pan	1	
13.	Sweet Pan	1	
Taxes rate to be indicated separately			

Note:

i. Any additional charge/fee not enumerated above may be included by the bidder. If required, put separate line item.

ii. Please quote a percentage hike in the value of various items that you propose to increase in the second and third year, if applicable.

iii. All values to be quoted are for 'Unit Quantity'. The rates quoted shall be exclusive of GST for all items. However, applicable GST will automatically be applied over the rates exclusive of GST quoted and the same can be viewed by the bidders real-time.

iv. The Institute's minimum commitment is for 80 lunches and 300 tea / coffee on working days (Monday to Friday). The L1 will be arrived based on this amount. Thereafter, all payments will be made based on actual consumption numbers only.

v. The bidders are advised to consider that no facilities / infrastructure except the kitchen area would be provided by the Institute while quoting their rates. They may participate in the pre-bid meeting and visit the Institute to get a first-hand view of the services required.

Annexure – A

CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF COMPANY PROVIDING CATERING SERVICES

(To be furnished by the client on their letterhead)

Name and address of the Client: -

Details of Service (s) availed from M/s _____

S.No	Particulars	Comments
1	Nature of Work and Location	
2	Details of the work executed by the Contractor	
3	Contract / Agreement No. and date	
4	**Contract / Agreement Amount / Total Payment:**	
5	Date of Commencement of Work	
6	Date of Completion of Work	
7	Duration of relationship with the agency	
8	Details of disputes, if any, with the agency during the contract	
9	Comments regarding adherence of terms and conditions of contract	
10	Details (Date of levy of penalty, Amount of penalty and reasons) of penalty levied for deficiencies in services rendered and for non-adherence of terms and conditions of contract	
11	General Feedback on the quality of service by Agency	
12	Any other information	
13	**Overall Performance of the Contractor (Please tick any one)**	**Outstanding / Very Good / Good / Satisfactory / Poor**

Signature and Seal of the Authorised Official
Contact Number (mandatory field): Contact Email Address (mandatory field): Place:
Date:

Annexure-B

Details of the catering work executed during the last 3 years ended July 31, 2025 as per the eligibility criteria

S. No.	Name of client	Date of start and finish of the work	Actual value of work executed (in ₹)	Names and full contact details of the officers/ authorities /departments under whom the work(s) was/ were executed

Place:

Signature and seal of the bidder:

Date:

[Scanned copy (in pdf format) of this Annexure duly filled, to be uploaded with tender]

Annexure C

BIDDER'S UNDERTAKING FOR PARTICIPATING IN THE E-TENDER

(To be submitted in the letterhead of the firm duly signed by authorized signatory)

1. This is to certify that I/ We before signing (digital signing in case of e-tender) this bid, have read and fully understood all the terms, conditions and instructions contained therein and undertake myself/ ourselves to abide by the said terms and conditions.

2. The information provided by me / us is true to the best of my / our knowledge and if any information is found incorrect or false, I/we may be debarred from the tender process / being awarded the contract.

3. I / We agree to abide by the Instructions, terms and conditions stipulated by the Institute as mentioned in the tender document. I/We shall abide by the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act 1948; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employees Liability Act, 1938; Employment of Children Act 1938; Maternity Benefit Act 1961, and/or any other rules/regulations and/or statutes that may be applicable from time to time.

4. I/We shall provide catering services as mentioned in the scope of work by employing adequate number of staff in the Institute's premises.

5. I/We undertake to deposit the Earnest Money Deposit (EMD) for an amount of **₹5,00,000/- (Rupees Five lakh only)** with the IDRBT, Hyderabad.

6. In case, I/we are awarded the contract, I/we am/are agreeable to furnish a performance bank guarantee of value 10% of the contract value to the Institute. Should we fail to execute the contract when called upon to do so, we do hereby agree that this sum shall be forfeited by the IDRBT, Hyderabad. The EMD shall be refunded by the Institute once the Performance Bank Guarantee is submitted and execution of the contract agreement with Institute, on which, the Institute shall not pay any interest.

7. I / We shall comply with the provisions of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013".

8. I/We also agree that our tender will remain valid for acceptance by the Institute for a period of 180 days from the date of opening of the part I of tender and this period of validity can be extended for such periods as may be mutually agreed upon between the Institute and us in writing. I/We also agree to keep the earnest money valid during the entire period of validity of tender.

9. I / We understand that the IDRBT, Hyderabad reserves the right to accept or reject any or all of the tenders either in full or in part without assigning any reason thereof.

Signature

Name and seal of the Contractor:

Dated this_____ day of_____

2025.

Annexure - D

PROFORMA OF BANK GUARANTEE (BG)/ PERFORMANCE BANK GUARANTEE (PBG) IN LIEU OF SECURITY DEPOSIT

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the issuing bank)

Place: _____ Date: _____

The General Manager,
IDRBT, Castle Hills, Road No.1,
Masab Tank, Hyderabad, 500057
Madam / Dear Sir,

CONTRACT FOR PROVIDING CATERING SERVICES FOR STAFF AND PROGRAMME PARTICIPANTS AT IDRBT, HYDERABAD

WHEREAS

The Institute for Development and Research in Banking Technology, Castle Hills, Road No. 1, Masab Tank, Hyderabad, 500057, (hereinafter called "the IDRBT") has awarded the Contract for the captioned project (hereinafter called the "Contract") to M/s _____ (Name of the Contractor) (hereinafter called "the Contractor" which expression shall include its successors and assigns).

AND

Whereas the Contractor is bound by the said Contract to submit to the IDRBT a Performance Security for a total amount of ₹_____
(Rupees_____ only)
(Amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract. We,_____(Name of the Bank), (hereinafter called "the Bank"), at the request of M/s _____, the contractor, do hereby undertake to pay to the IDRBT an amount not exceeding ₹_____ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We (Name of the bank) do hereby agree with and undertake to the IDRBT, their Successors, Assigns that in the event of the IDRBT coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the contract or has committed a breach thereof, which conclusion shall be binding on us as well as the said contractor; we shall on demand by the IDRBT, pay without demur to the IDRBT, a sum of ₹_____ (Rupees _____ only) or any lower amount that may be demanded by the IDRBT. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of ₹ ____ (Rupees_____only).
2. We also agree to undertake to and confirm that the sum not exceeding ₹ _____ (Rupees _____ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the IDRBT on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the IDRBT shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The bank shall pay to IDRBT any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any

suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the IDRBT within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the IDRBT under this guarantee shall be independent of the agreement or agreements or other understandings between the IDRBT and the Contractor.
4. This guarantee shall not be revoked by us without prior consent in writing of the IDRBT. We hereby further agree that –
   a) Any forbearance or commission on the part of the IDRBT in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the IDRBT to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹ _____ (Rupees_____only).
   b) Our liability under these presents shall not exceed the sum of ₹ _____ (Rupees_____ only).
   c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.
   d) This guarantee shall remain in force up to _____ (60 days beyond the Defect liability period) provided that if so desired by the IDRBT, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
   e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the IDRBT alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of the IDRBT against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

In witness whereof, I/We of the bank have signed and sealed this guarantee on the ____ day of
_____ (Month) _____ (Year) being herewith duly authorized.
For and on behalf of _____ (Name of the bank) Signature of authorized bank official
Name:
Designation:
Contact No:
Email Address:
Stamp / Seal of the Bank:
Signed, sealed and delivered for and on behalf of the Bank by the above named in the presence of:
Witness 1
Signature Name Address Contact No:

(NB: This guarantee will require stamp duty as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified).

Annexure – E

DRAFT ARTICLES OF AGREEMENT

(The Institute reserves the right to amend the articles of agreement based on the tender conditions)

This Articles of agreement made on _____ between Institute for Development and Research in Banking Technology, Castle Hills, Road No. 1, Masab Tank, Hyderabad, 500057 (hereinafter called "the 'IDRBT') on the one part and _____ (hereinafter called the 'Contractor') on the other part.

Whereas the contractor has agreed to provide Catering Services for Staff and Programme Participants of the IDRBT, Hyderabad as per the e-tender

_____ for a period of one year from _____ to

_____ as per the terms and conditions stipulated in the tender and work order issued. Subject to good performance, this contract is renewable at the sole discretion of the Institute for a further period of two years.

The Contractor will not disclose directly or indirectly any information, materials and details of the Employer's infrastructure / systems / equipment etc. which may come to his possession or knowledge during discharging the contractual obligations in connection with this agreement to any third party and will at all times hold the same in strictest confidence. The Contractor will treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor will not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor will indemnify the IDRBT for any loss suffered by the IDRBT as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer will be entitled to claim damages and pursue legal remedies. The Contractor will take all appropriate actions with respect to the employees of the Contractor to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

The Vendor and its staff shall adhere to IS (Information Security) policy of the Institute., "Any official information or material that has come in the possession of the Vendor and the staff employed by the Vendor, directly or indirectly during the course of their employment, whether confidential or otherwise should not be posted on social media. The Vendor and the staff employed by the Vendor, directly or indirectly should not use the social media in any manner that would bring them into disrepute or would tantamount to breach of confidentiality. Failure to observe the above shall be treated as breach of contract on the part of Vendor and the Institute shall be entitled to claim damages/termination of the contract and the Institute may pursue legal remedies.

The contractor shall be solely responsible for full compliance with the provisions of "The Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employees within the premises of the IDRBT, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor and the Contractor shall ensure appropriate action under the said Act in respect to the complaint.

Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Institute shall be taken cognizance of by the Internal Complaints Committee constituted by the Institute.

The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the contractor, for instance any monetary relied to Institute's employee, if sexual violence by the employee of the contractor is proved. The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

The contractor shall provide a complete and updated list of its employees who are deployed within the Institute's premises.

The contractor/Agency shall undertake actually to pay wages to all the labourers of all descriptions to be engaged by them at the rate which is not less than the one prescribed under the Minimum Wages Act, 1948 and to ensure compliance of essential amenities as provided under the CLRA Act, 1970 and to keep the Principal Employer (the IDRBT) indemnified against all the actions that may be initiated against the Principal Employer (the IDRBT) by the Statutory Authorities for their failure to pay such wages and provide essential amenities.

The vendor shall ensure compliance to all the obligations arising under the Contract Labour (Regulations & Abolition) Act. 1970, Minimum Wages Act, Workmen's Compensation Act, 1923 and other labour laws prevailing in the country. In the event of any liability arising on account of any breach or non-compliance of statutory requirements by the Vendor, the Institute will have the right to reimburse itself by way of adjustment from the vendor's pending bills or otherwise recover it through available legal means, to the extent of the loss suffered by it as a consequence of the same.

The Vendor shall obtain a licence as contemplated under the Contract Labour (Regulations & Abolition) Act, 1970 or any other law as applicable, failing which he alone would be responsible for actions/proceeding ensuing thereto. The Institute shall not be held responsible for acts, commissions or omissions of the vendor and shall in no way be made liable to the labourers engaged by the vendor.

The Vendor shall ensure all the staff deployed by him at the Institute should be above 18 years of age.

It is hereby agreed as follows: -

The agreement shall have deemed to be valid from _____ to _____

Only courts in Hyderabad City shall have jurisdiction to determine the disputes, if any, arising out of this Agreement.

Signed and delivered by:

The IDRBT Contractor

by by

In the presence of following witnesses, with name and full address:

1. …… 1..... (signature)

…… ..……

2. …… 2.....(signature)

…… ..……

(For IDRBT) (For the Contractor)

Annexure F

Penalty Framework

The following penalty framework shall be applicable under the contract. However, the Institute is free to levy higher penalty in any of the scenarios and the decision of Institute shall be final and binding with respect to imposition and enforcement of penalty:

Penalty for Instances

S.No.	Type of irregularity	1st instance in a year	Up to 3 instances in a year	Up to 5 instances in a year	More than 5 instances in a year
1)	Non-supply / inadequate / poor quality of food and / or mineral water bottles / Take-Away kits / Tea-Coffee Kits and Non display of Menu wherever applicable	₹2000/- and Other Action as the Institute may deem fit	₹5000/- and Other Action as the Institute may deem fit.	₹10000/ and Other Action as the Institute may deem fit	Termination of Contract, invoking of Performance Bank Guarantee/ Forfeiting of Performance Security Deposit and blacklisting of tender.
2)	Non-wearing of uniforms by Agency's employees / untidy uniform.	₹500/- and Other Action as the Institute may deem fit	₹1000/-and Other Action as the Institute may deem fit.	₹2000/- and Other Action as the Institute may deem fit.	
3)	Permitting unauthorized persons to stay in Canteen	₹20000/- and Other Action as the Institute may deem fit.			
4)	Change of employees without intimation and approval of the Institute	₹2000/- and Other Action as the Institute may deem fit.	₹5000/- and Other Action as the Institute may deem fit.	₹10000/ and Other Action as the Institute may deem fit	
5)	Non maintenance of statutory and other registers/documents or Non submission of required documents sought by the Institute / non submission of documentary evidence for payment of wages	₹2000/- and Other Action as the Institute may deem fit including intimation to statutory authorities.	₹5000/- and Other Action as the Institute may deem fit including intimation	₹10000/- and Other Action as the Institute may deem fit including intimation	
6)	Change of employees without intimation and approval of the Institute	₹2000/- and Other Action as the Institute may deem fit.	₹5000/- and Other Action as The Institute may deem fit.	₹10000/- and Other Action as The Institute may deem fit.	

7)	Non maintenance of statutory and other registers/documents or Non submission of required documents sought by the Institute / non submission of documentary evidence for payment of wages	₹2000/- and Other Action as the Institute may deem fit including	₹5000/- and Other Action as the Institute may deem fit including intimation	₹10000/- and Other Action as the Institute may deem fit including intimation	
8)	Non-payment of wages through electronic mode or non-submission of documentary evidence for such payment	₹2000/- and Other Action as the Institute may deem fit.	₹5000/- and Other Action as the Institute may deem fit.	₹10000/- and Other Action as the Institute may deem fit.	
9)	Employment of Minors/ Wages not being paid as per Minimum Wages/ Non adherence to Prohibition/non adherence to Central/State Government laws.	₹5000/- and Other Action as the Institute may deem fit including intimation to statutory authorities	₹10000/- and Other Action as the Institute may deem fit including Intimation to statutory authorities	₹20000/- and Other Action as the Institute may deem fit including Intimation to statutory authorities	
10)	Manpower deployed lesser than or not as per stipulations in Agreement.	₹2000/- and Other Action as the Institute may deem fit.	₹5000/- and Other Action as the Institute may deem fit.	₹10000/- and Other Action as the Institute may deem fit.	

Annexure – G

Details of Bidder's Banker

S. No.	Particulars	To be filled by tenderer
1	Name of the Bank	
2	Branch Address	
3	IFSC Code (cancelled cheque may be enclosed)	
4	Telephone and fax number	
5	Name of the contact person	
6	Amount of credit facility / overdraft facility enjoyed by Bidder from the Bank	
7	The period from which the Bidder has been Banking with Bank	
8	Bank Account Number (must be a current account)	
9	Type of A/c	
10	Account Holder Full Name	
11	Permanent Account Number (PAN)	
12	GSTNs	

I/we hereby agree and confirm to disburse the salary of the employees through NEFT directly into their Bank account and also accept the payment in respect of the above works, if awarded to our firm /company, through NEFT.

Signature of Bidder with stamp / date.

Annexure – H

Check List of documents required to be uploaded in the MSTC portal

S.No.	Prequalification Documents
1)	EMD of ₹5,00,000/- (Rupees Five lakh only) remitted through NEFT. Details of NEFT should be intimated on allestate@idrbt.ac.in
2)	Client's certificate as per Annexure - A..
3)	The client-wise list of similar work(s) executed should be furnished as per Annexure - B. .
4)	Bidder's undertaking as per Annexure – C
5)	Details of the banker as per Annexure - G
6)	Copy of the Certificate of Incorporation/Articles of Association/Memorandum of Association/ registration under Shops and Establishment Act and any other similar relevant document.
7)	Audited annual financial statements for F.Y. 2022-2023, F.Y. 2023-2024 and F.Y. 2024-2025
8)	. Income Tax Returns of last three Financial Years i.e F.Y. 2022-2023, F.Y. 2023-2024 and F.Y. 2024-2025
9)	Proof of having successfully completed similar works during last 5 years ended June 30, 2025 - Work Orders, Agreements, Completion Certificates / Performance certificates
10)	Copy of Permanent Account Number (PAN)
11)	Proof of Registration with ESI authorities
12)	Proof of Registration with EPF authorities, if applicable
13)	Proof of Registration with GST authorities
14)	Proof of Registration with FSSAI authorities
15)	Proof of Registration under Labour laws, if applicable
16)	Power of Attorney in favour of the person signing the tender documents in case of a Company.

The bidder may read and understand the conditions prescribed in the tender document and submit necessary documents as mentioned elsewhere in the document, as the list provided above is indicative.