



TENDER FOR PROVIDING CANTEEN SERVICES AT CSRTI, MYSORE



Tender document issued to : _____

Last date for submission of bids : Upto 12 Noon on 31.08.2010

Time & date of opening of bids : At 3.00 P.M. on 31.08.2010

Earnest Money Deposit : Rs. 10,000 (Rs. Ten Thousands)

Bidding Document cost : Rs. 500/- (Non refundable)

[This Tender Document is non-transferable](#)



CENTRAL SERICULTURAL RESEARCH & TRAINING INSTITUTE

CENTRAL SILK BOARD,
MINISTRY OF TEXTILES, GOVT. OF INDIA
MANANDAVADI ROAD, SRIRAMPURA
MYSORE - 570 008



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CENTRAL SERICULTURAL RESEARCH & TRAINING INSTITUTE

Central Silk Board
Ministry of Textiles – Govt. of India
Srirampura, Manandavadi Road
Mysore 570 008
Tel. No. 0821 2362406 Fax : 0821 2362845 Website : csrtimys.res.in

TENDER NOTICE

Sealed item rate tenders are invited in two parts bid system viz. Technical and Commercial bid separately from eligible & established contractors/agencies having experience of atleast five years in the field of catering/operating canteens for providing Canteen Services at CSRTI, Mysore , initially for a period of one year extendable for another one year.

Tender Reference	CSB/RTI/S/CANTEEN/2010-11/ Dated : 31.07.2010
Cost of Tender Document	Rs.500/- (Non-Refundable) by a crossed Demand Draft in favour of the Director, CSR&TI Mysore.
Earnest Money Deposit (EMD)	Rs. 10,000/- (Rs. Ten Thousands) to be submitted along with the technical bid of tender
Last date, time and place for submission of sealed tender	At 12 noon on 31.08.2010 at Store Section, CSRTI, Mysore

The tender document can be obtained either from the Store Section, CSRTI, Mysore on the above address from 1000 hrs and 1600 hrs on all working days in person on written request or can be downloaded from <http://www.csrtimys.res.in> The tender document shall not be issued by post. The bidders may submit cost of Tender Documents by Demand Draft along with EMD in case of Tender Documents downloaded from Website. If the cost of Tender Document is not deposited in case of Tender Documents downloaded from website, such Tender will be summarily rejected.

The Director, CSR&TI, Mysore reserves the right to reject any or all the tenders without assigning any reason.

Dated : 31.07.2010

-sd-
DIRECTOR
CSRTI, Mysore



CENTRAL SERICULTURAL RESEARCH & TRAINING INSTITUTE
CENTRAL SILK BOARD
SRIRAMPURA, MANANDAVADI ROAD
MYSORE -570 008

Advt.No. CSB/RTI/S/CANTEEN/2010-11/

Dated : 31.07.2010

TENDER NOTICE

CONTRACT FOR PROVIDING CANTEEN SERVICES AT CSRTI, MYSORE

Sealed item rate tenders are invited in two parts bid system viz. Technical and Commercial bid separately from eligible and established contractors/agencies having experience of atleast five years in the field of catering/operating canteens and providing canteen services at reputed Central or State Government organizations or a reputed Public Sector Undertaking (PSU)/Public Company/University/ Institute/ reputed Engineering or Medical College/,etc.

The tender document can be obtained either from the Store Section, on the above address from 1000 hrs and 1600 hrs on all working days in person on written request or can be downloaded from <http://www.csrtimys.res.in>. The tender document shall not be issued by post. The bidders may submit cost of Tender Documents by Demand Draft alongwith EMD in case of Tender Documents downloaded from Website. If the cost of Tender Document is not deposited in case of Tender Documents downloaded from website, such Tender will be summarily rejected. The tender details are given below:

Tender Reference	CSB/RTI/S/CANTEEN/2010-11/ Dated : 31.07.2010
Cost of Tender	Rs.500/- (Non-Refunded) by a crossed Demand Draft in favour of the Director, CSR&TI Mysore.
Earnest Money Deposit (EMD)	Rs. 10,000/- (Rs. Ten Thousands) to be submitted along with the technical bid of tender by a crossed Demand Draft in favour of Director, CSR&TI, Mysore
Validity of the Tender	90 days from the date of opening
Last date & time for receipt of applications for issue of tender documents	Up to 4.00 pm on 28.08.2010
Last date, time and place for submission of sealed tender	At 12 noon on 31.08.2010 at Store Section, CSRTI, Mysore

Technical bids will be opened at 3 pm on 31.08.2010 in presence of the bidders who wish to be present. The Commercial offers/bids will be opened only if the tender is found technically eligible and fit based on their technical bids. Those short-listed bidders will be invited to be present for opening of the commercial offers/bids.

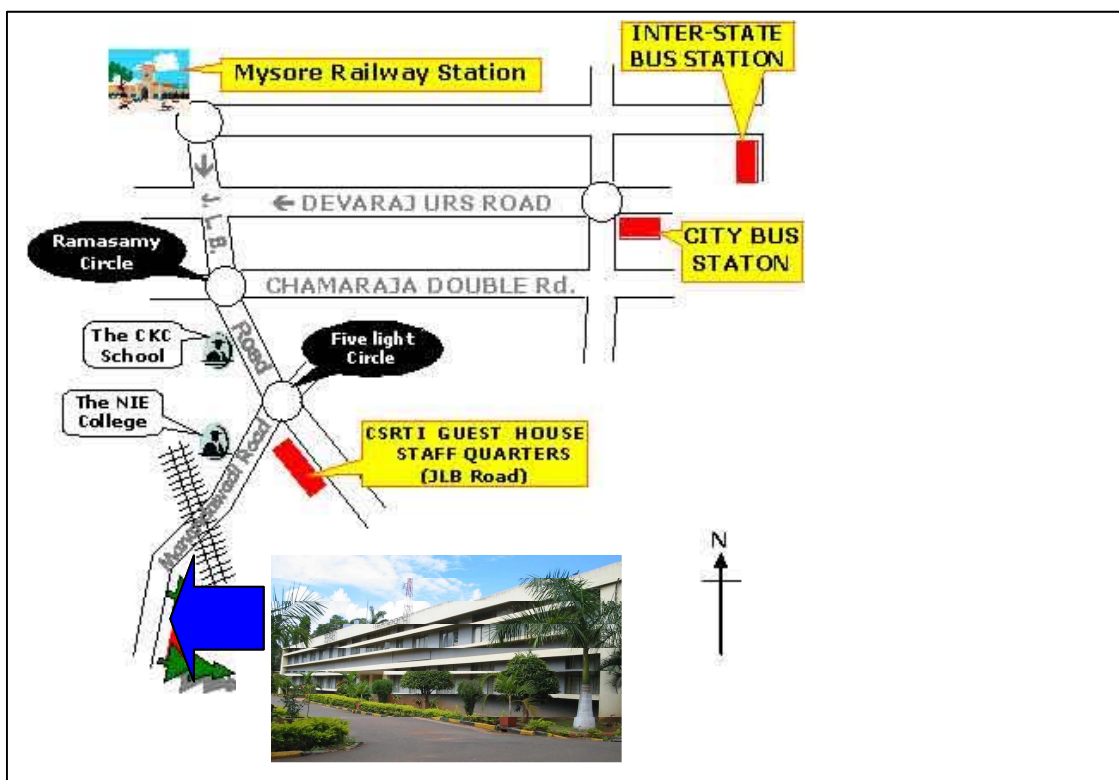
The Director, CSR&TI, Mysore reserves the right to reject any or all the tenders without assigning any reason.

DIRECTOR

1. INTRODUCTION

The Central Sericultural Research and Training Institute [CSRTI], established under the aegis of Central Silk Board, Ministry of Textiles, Govt. of India, was first set up in 1961 at Channapatna and later shifted to Mysore in 1963. It has now grown up into a premier organisation for research and development in the field of mulberry sericulture science and technology. Over the years, the Institute has provided commendable support to enhance silk productivity and quality and contributed to the generation of higher income for the farmers. The Institute has made many a breakthrough in tropical sericulture technology and acclaimed recognition at international level as a lead Institution. The major fields of research at CSRTI are Mulberry breeding and crop production, silkworm breeding and rearing techniques, silkworm diseases and pest management, etc.

The institute located 7 km from Mysore city on Manandavadi Road. The total area of the institute is 140 acres. The institute consists of number of research laboratories, administrative offices, Library, hostels, service buildings and staff quarters. The institute has recently constructed a new canteen building at a total cost of Rs. 40 lakhs and want to engage an experienced firm/catering agency for providing canteen services for its officers, staff, workers, trainees, visitors, etc. The overall strength of CSRTI, Mysore is 450 staff members and workers. The institute receives about 75-100 trainees, visitors on an average every month for its different training programmes.





2. SCOPE OF WORK

1. The Director, CSRTI, Mysore requires services of reputed and well experienced contractors/agencies having atleast five years experience in the field of catering/operating canteens for providing canteen services to the institutes canteen.
2. The Contract for providing canteen services will be initially for a period of one year from date of commencement, which may be further extended for another one year period depending upon the need and performance of the contractor/agency during first year. The contract may be terminated at any time owing to deficiency in service or sub standard quality of service or breach of terms and conditions of contract, non compliance of orders of the Director.
3. The canteen services consists of providing and serving tea, coffee, cold drinks, snacks, meals, lunch, dinners, etc to the staff, workers and trainees.



3. INSTRUCTIONS TO THE BIDDERS

Note : Kindly read the instructions carefully

A. GENERAL INSTRUCTIONS

1. Please read the instructions under each section carefully.
2. The Contractor/Agency interested in providing canteen services at CSRTI, Mysore should have atleast five years experience in the field of catering/operating canteens and providing canteen services to the Central or State Government organizations or a reputed Public Sector Undertaking (PSU)/Public Company/University/ Institute/reputed Engineering or Medical College/,etc.
3. Before submitting the Bid/tender to the Institute, the bidders may seek clarification(s), if any, from Asstt. Director, Store Section in person by visiting the Institute during working hours by taking prior appointment (Tel. No. 0821 2362908).
4. The services to be rendered by the bidder/contractor must not be altered.
5. The Financial bids submitted by all bidders should be valid for at least for a minimum period of 90 days from the date of opening of Technical Bids.
6. Person signing the bid or other documents connected with tender must clearly write his/her name and also specify the capacity in which signing.
7. The successful bidder will have to enter into an agreement with the Institute before taking charge/possession of the Canteen and commencement of the canteen work.
8. Any action on the part of the Bidder/tenderer to influence any officer of the Institute or canvassing in any form shall make the tender liable for rejection.
9. The Institute reserves the right to reject any or all the tenders without assigning any reason.



B. GUIDELINES FOR SUBMISSION OF TENDER

10. The bids are to be submitted in two parts –

- (i) Sealed Technical Bid, along with a Demand Draft for Rs.10,000- (Rupees Ten thousands), drawn in favour of Director, CSRTI, Mysore payable at Mysore, towards Earnest Money Deposit (EMD) in one sealed envelope super-scribed "TECHNICAL BID FOR PROVIDING CANTEEN SERVICES AT CSRTI, Mysore". Tender Document received without EMD will be summarily rejected;
- (ii) Sealed Financial Bid placed in a separate envelop super-scribed: "FINANCIAL BID FOR PROVIDING CANTEEN SERVICES AT CSRTI, Mysore". The different items, meals, lunch, etc to be served are given in Section 6.

The above mentioned two sealed envelopes should bear the name and complete postal address of the bidder. Sealed envelopes containing Technical Bid and Financial Bid should be placed in a bigger envelop super-scribed "BID FOR PROVIDING CANTEEN SERVICES AT CSRTI, Mysore". This bigger envelop, bearing the name & complete postal address of the bidder, should be addressed to :

DIRECTOR,
Central Sericultural Research & Training Institute,
Manandavadi Road, Srirampura,
Mysore 570 008

and deposited in the Tender Box kept in Store Section on or before 12 noon on 31.08.2010. Tenders received after due date & time shall not be accepted.

All pages of Tender Document should be signed by the contractor. The Tender Document shall be submitted along with Technical Bid.

11. The bidders who have downloaded the tender document from CSRTI, Mysore website are required to submit cost of Tender Documents (Rs. 500/-) by Demand Draft drawn in the favour of the Director, CSRTI, Mysore payable at Mysore. Downloaded Tender Documents submitted without cost of tender will be rejected.
12. The bidder must write the name and full postal address at the back of the Demand Drafts.
13. The bidder should ensure that the amounts are written in such a way that interpolation is not possible. No blank space should be left.
14. All the corrections in the financial bid shall be countersigned by the bidder.



15. The tenderer should furnish the following information along with Technical Bid :

- i) Company profile indicating the details of address, website, fax, email address, telephone number, if any.
- ii) Registration Certificate, Proof of holding licence under Shops and Establishment Act, The Factories Act, and any other licenses the nature of work demands.
- iii) Provident fund Account No.
- iv) Proof of ESIC in favour of the labours.
- v) Income Tax Clearance Certificate.
- vi) Provide Service Tax No., VAT No., PAN No. and its related documents.
- vii) Proof of compliance of various provisions of the Contract Labour (Regulations & Abolition) Act 1970 with the provisions of other laws such as Workmen's Compensation Act 1923, Minimum Wages Act 1948, EPF Act, Gratuity Act and other rules framed by Government of India. In case, the Institute is require to incur any expenses as Principal Employer under the provisions of laws for non-completion of statutory norms, the Institute shall recover the same from the Contractor/Agency bills.
- viii) Bankers Name Address.
- ix) Balance sheet for the last three years.
- x) List of clients including the name of the contact person and his/her telephone number .
- xi) Copies of the work order for works carried out during the last four years (enclose work order copy).
- xii) An affidavit duly certified by notary that the partners of the firm are sole proprietor or company have never been blacklisted by any Department. They should also certify that there is no police case/enquiry and / or ever been punished by the Hon'ble Court.

16. All the pages of the tender document should be signed by the bidder or authorized signatory of the firm.

17. Failure to fulfill any of the conditions given above shall render the tender for rejection.



C. ELIGIBILITY CONDITIONS/GUIDELINES FOR EVALUATION OF THE TECHNICAL BIDS

18. Basic Eligibility:

(a) The bidder should be in catering/canteen operation business (excluding beverage and snacks services) for a minimum period of five years as on 31.06.2010.

(b) Experience of having successfully run the catering services during the last five years ending 31.06.2010 as per following:

3 similar completed or on hand works each having not less than 100 persons on its dining strength.

Or

2 similar completed or on hand works each having not less than 200 persons on its dining strength.

Or

1 similar completed or hand works each having not less than 400 persons on its dining strength.

Similar nature of work means the running of the Canteens/messes of institutions / organizations / companies / guest houses.

(c) Average Financial Turn-Over (Gross) The bidder's average annual financial turnover (gross) in catering services during the last three financial years, i.e., 2007-08, 2008-09 and 2009-10, duly audited by CA should not be less than Rs. 10 Lakh/year . Year in which no turnover is shown would also be considered for working out the average.

(d) Financial Solvency : The bidder should have a solvency of 30% of the cost of the work. A certificate to this effect may be enclosed from the banker.

(e) Performance Certification : The bidders' performance, for each work completed in the last three years and in hand should be certified by a responsible person from the concerned organization. The certificate should also indicate the compliance of statutory requirements.

(f) Tenders received without proper documents, including demand draft, shall be summarily rejected.



For the purpose of pre-qualification, applicant will be evaluated in the following manner:

- 19 . The initial criteria prescribed in Para 18 above, in respect of years of operation in the business, experience of similar class of work completed and financial turnover will first be scrutinized and the applicant's eligibility for empanelment for the work will be determined.
20. The above will be followed by the visit of the Team of CSRTI to the sites of the contractor to inspect the site(s) at present contract(s) for on-the-spot first hand information regarding the quality of food and services provided etc.
21. On the basis of 19 and 20 above the financial bids will be opened.

D. OPENING OF BIDS

22. The Technical Bids will be opened on 31.08.2010 at 3.00 p.m. in the Meeting Hall of Administrative Block at CSRTI, Mysore in the presence of such bidders who may wish to be present, either in person or through their authorized representatives.
23. **The Financial Bids of only technically acceptable tenders (as mentioned in paras 18 - 21 above) will be** opened for further consideration. The decision of the Institute in this regard will be final and no requests etc. will be entertained from the bidders. The date and time of opening of financial bid(s) will be intimated only to such bidders who are found eligible as per evaluation criteria prescribed by the Institute.
24. EMD of the unsuccessful bidders will be returned, without interest, within a period of three months from the date of award of contract to the successful bidder.

F. EVALUATION OF FINANCIAL BIDS

25. Following weightage will be given for evaluation of Financial Bids:

A. Tea under S.No. 1(200 units per day)	-	08%
B. Coffee under S.No. 4 (200 units per day)	-	07%
C. Snacks under S.No.10 (100 pieces)	-	03%
D. Snacks under S.No.11 (100 pieces)	-	03%
E. Snacks under S.No.14 (200 pieces)	-	10%
F. Snacks under S.No.16 (50 pieces)	-	05%
G. Snacks under S.No.18 (50 pieces)	-	05%
H. Snacks under S.No.22 (50 pieces)	-	06%
I. Snacks under S.No.25 (50 pieces)	-	06%
J. Snacks under S.No.27 (50 pieces)	-	06%



K. Lunch/Dinner South Indian S.No. 38 (150/day)	- 20%
L. Lunch/Dinner North Indian S.No. 39 (50/ day)	- 03 %
M. Farm workers meal S.No. 47 (100/day)	- 10%
N. Farmer/trainee lunch/Dinner S.No. 48 (40/day)	- 08%

The Financial Bid value will be calculated by using following expression

$$\text{Financial Bid value (Rs.)} : \sum_{i=A}^N \left[\text{Rate of the item (i)} \times \text{Quantity of item(I)} \times \text{Weigtage}/100 \right]$$

G. AWARD OF THE CONTRACT

26. The contract will be awarded to the bidder who has quoted lowest Financial Bid value worked out using mentioned formula under Section 25.

H. PERIOD OF CONTRACT

27. The contract for Canteen Services will be maximum for a period of two years from the actual commencement of Canteen services. However, the Contract will shall remain valid initially for a period of one year and will be extended for another period of one year on satisfactory service/performance during the first year subject to renewal by the Institute on mutually agreed terms and conditions.

I. FORFEITURE OF EMD

28. EMD of the successful bidder shall be liable to be forfeited if the bidder does not fulfill any of the following conditions:

- i. An agreement is not signed in the prescribed form within Fifteen (15) days of the receipt of the Letter of Award of the Contract;
- ii. The Contractor does not commence canteen services within fifteen (15) days of receipt of the Contract Award Letter from Director, CSRTI, Mysore.

G. SECURITY DEPOSIT

29. The successful bidder will be required to submit with CSRTI Fixed Deposit Receipt (in original) made in favour of CSRTI, Mysore for a sum of Rs.50,000/- (Rupees Fifty Thousands) as Deposit on account of Performance Security. The Fixed Deposit Receipt, renewed from time to time, will be retained by the Institute for the entire period of the contract and on termination of the contract, the Institute will refund to the contractor the sum of Rs. 50,000/- along with interest accrued thereon during the entire period of the contract.



H. CHECK LIST OF DOCUMENTS TO BE ATTACHED WITH

A. TECHNICAL BID

1. Demand Draft for Rs. 10,000/- towards EMD Demand Draft for Rs.500, if tender downloaded from website
2. Assessment Order (Certificate) for the last three years.
3.
 - a. Registration Number of the Firm with Labour Office
 - b. PAN Number and copies of IT returns for last 3 years
 - c. ESI registration Number/Service Tax registration number
 - d. VAT, if any, should be attached in the tender
4. PF, ESI, Insurance under Personal Accidence Insurance Scheme, Licence photocopies
5. Signature of the bidder or his/her authorized signatory on each page of the Tender
6. Document as acceptance of the terms and conditions contained in the Tender Document.
7. Documentary evidence in support of the following:
 - (i) Number of years of having run canteens in the offices / organizations / hospitals /places of public utility / institutions / educational institutions along with number of persons availing the services offered by the contractor;
 - (ii) List of institutions/organizations (with complete postal addresses) served in the past and list of institutions/organizations where presently providing canteen services.

Names, designations and telephone numbers of concerned officers in the respective organizations/institutions may also be indicated;
 - (iii) Work Plan – indicating the requirement of staff and deployment pattern of staff proposed and other details for smooth, efficient and satisfactory performance of the contract.

B. FINANCIAL BID



4. TERMS & CONDITIONS

Note : The bidders are advised to read the Terms and Conditions carefully.

GENERAL

1. The successful bidder/tenderer will have to make an agreement with Director, CSRTI, Mysore on the terms and conditions of the contract on a Rs. 100 Stamp paper. The cost of the Stamp Paper has to be borne by the Contractor/Agency.
2. The contract for Canteen Services will be maximum for a period of two years from the actual commencement of Canteen services. However, the Contract will remain valid initially for a period of one year and will be extended for another period of one year on satisfactory service/performance during the first year subject to renewal by the Institute on mutually agreed terms and conditions.
3. The successful bidder will be required to submit with CSRTI Fixed Deposit Receipt (in original) made in favour of CSRTI, Mysore for a sum of Rs.50,000/- (Rupees Fifty Thousands) as Deposit on account of Performance Security. The Fixed Deposit Receipt, renewed from time to time, will be retained by the Institute for the entire period of the contract and on termination of the contract, the Institute will refund to the contractor the sum of Rs. 50,000/- along with interest accrued thereon during the entire period of the contract.

RENT FOR CANTEEN BUILDING

4. The institute will provide Canteen building free of rent to the Contractor. The Contractor shall keep the building clean and maintenance. Any damage to the building due to negligence of the Contractor or his workers shall be borne by the Contractor. Such damage shall be assessed by the officer authorized by the Director, CSRTI, Mysore.

ELECTRICITY AND WATER CHARGES

5. The Contractor will be required to pay to the Institute electricity charges on actual basis, for which sub-meters shall be provided. However, the water supply to the Canteen building will be free of charges. The Contractor shall use the electricity and water charges very judiciously. The electricity charges should be paid to institute within 10 days of the receipt of the bill.



RATES OF THE ITEMS TO BE SERVED IN THE CANTEEN

6. The items of menu, which the Caterer would be expected to supply in the Canteen, are indicated in the Financial Bid (Section 6). The rates of items to be served by the Caterer shall be valid for a period of one year in-between revision shall NOT be allowed. The Institute may, if considered necessary, revise the rates only after one year of the contract in regard to the items of food/eatables and drinks. Till such time that the revised rates become operative, the caterer shall charge the existing rates.

The CSRTI, Mysore shall be providing building, storage facilities, and water free of charges, canteen equipments and furniture, etc. to the contractor. The contractor shall quote the rates of different items and meals keeping the facilities provided to him free of charge by the institute.

STATUTORY OBLIGATIONS OF THE TENDERER (CONTRACTOR)

7. The Contractor shall engage adequate number of trained/semi-trained manpower required for providing good canteen services in CSRTI, Mysore campus.
8. The employees of the Contractor should possess good health and should be free from any diseases, especially contagious and frequently recurring diseases.
9. The Contractor will, prior to the commencement of the operation of contract, make available to CSRTI, Mysore the particulars of all the employees who will be deployed at the Institute's premises for running the Canteen. Such particulars, inter-alia, should include age/date of birth, permanent address, police verification report and profile of the health status of the employees.
10. The Contractor shall be responsible for timely payment of wages to his/her workers as per Minimum Wages Act of Government of Karnataka and fulfill all other statutory obligations, such as, Provident Fund, ESI, Service Tax etc. in force from time to time.
11. The Contractor shall ensure proper discipline among his/her workers and further ensure that they do not indulge in any unlawful activity.
12. Employment of child labour is strictly prohibited under the law. Therefore, the Contractor will not employ any child.



13. In the event of violation of any contractual or statutory obligations by the Contractor, he/she shall be responsible and liable for the same. Further, in the event of any action, claim, damages, suit initiated against the Institute by any individual, agency or government authority due to acts of the Contractor, the Contractor shall be liable to make good/compensate such claims or damages to the Institute. As a result of the acts of the Contractor, if the Institute is required to pay any damages to any individual, agency or government authority, the Contractor would be required to reimburse such amount to the Institute or the Institute reserves the right to recover such amount from the payment(s) due to the Contractor while settling his/her bills or from the amount of Security Deposit of the Contractor lying with the Institute.
14. The Contractor shall ensure compliance of all laws relating to cleanliness, sanitary, hygienic and health conditions and other laws in force from time to time with regard to the environment around cooking place, dining hall and surrounding etc.
15. The Contractor shall at all times keep indemnified the principal employer, namely, Central Sericultural Research & Training Institute (CSRTI, Mysore), head of the Institute and its officers and designated concerned staff for and against all third party claims whatsoever (including property loss and damage, personal accident, injury or death of any person) and/or the owner and the Contractor shall at his/her own cost and initiative at all times, maintain all liabilities under Workman's Compensation Act / Fatal Accident Act, Personal Injuries, Employees State Insurance Act, PF Act, etc. in force from time to time.
16. The canteen staff shall be issued Identity Cards bearing photographs. The contractor shall provide sufficient sets of Uniforms and pair of shoes to his employees and shall ensure that they wear them all times and maintain them properly.
17. The Contractor shall be personally responsible for conduct and behaviour of his staff and any loss or damage to Institute's moveable or immovable property due to the conduct of the Contractor's staff shall be made good by the contractor. If it is found that the conduct or efficiency of any person employed by the Contractor is unsatisfactory, the Contractor shall have to remove the concerned person and engage a new person within 48 hours of intimation by CSRTI, Mysore. The decision of the Institute's designated officer in this regard shall be final and binding on the Contractor.
18. The workers employee deployed by the Contractor in the premises becomes liable for suspension or dismissal by the Institute due to his actions, disobedience or misconduct, the caterer shall accept the decision of the Institute as final and abide by such decision. In such an event, the Institute shall not in any way be liable for any claim made by the concerned employee of the caterer for wages or damages and the caterer shall keep the Institute's authorities indemnified.



19. The Contractor shall not appoint any sub-contractor to carry out his obligations under the contract.
20. The Contractor shall keep the Canteen and its surrounding areas clean and up to date sanitation every day after the services are over. The cleaning includes cleaning of kitchen, canteen hall, floor, counter, benches, tables, chairs, etc. CSRTI, Mysore management will have 24 - hour access to inspect the canteen premises at any time for ensuring the cleanliness and hygienic conditions of the canteen's kitchen and dining hall premises
21. The Institute reserves the right to appoint officers/officials to inspect the quality of raw material, food and other items prepared and sold in the canteen. Any defect(s) pointed out by such officers/officials during their visits shall be properly attended to by the Contractor.
22. The Contractor shall get the prices of all items approved by the Institute and no changes, what-so-ever shall be made without prior written approval of the Institute.

OTHER OBLIGATIONS OF THE CONTRACTOR

23. The Contractor will use only branded, good quality and fresh raw material, vegetables and products, etc. for preparation of food items.

The items served by the Caterer shall be wholesome and hygienic prepared in the clean atmosphere. The Director of the Institute and/or their authorized nominees may at any time enter the kitchen area allotted to the caterer for the purpose of this contract and take away samples of raw material, semi-prepared or fully prepared eatable items free of cost for the purpose of inspection, trial or analysis, and the decision of the authorities of the Institute with regard to the desirability or quality of the food articles offered for consumption shall be final. If any item of the menu/provision of food is found defective or not fit for use/consumption, the Institute's authorities may - (i) issue warning; and / or (ii) get the said raw material/items destroyed and ask the Caterer to purchase fresh stocks, without any payment of compensation to the Contractor for the discarded material/items.

If, however, this problem recurs in spite of warning having been issued, the Institute reserves the right to impose financial penalty as decided by the Institute's authorities or the contract may be cancelled without giving any notice.

24. The Institute will provide to the Contractor space for storing raw material, kitchen equipment for cooking and preservation of perishable items, sitting and serving space, etc. free of cost. The Institute shall also provide tables and chairs in the serving area.



25. Care must be taken to ensure that, while carrying out the work, no fittings, fixtures, furnishings, equipments provided by the Institute are damaged. Any damages done to the same or any other property will have to be repaired / replaced by the Contractor, failing which the same will be got done by CSRTI, Mysore at the contractor's risk and cost. In this regard, the decision of the designated officer of CSRTI, Mysore shall be final and binding on the Contractor.
26. All work shall be carried out with due regard to the convenience of CSRTI, Mysore. The orders of the concerned authority shall be strictly observed.
27. **The contractor shall** provide sufficient number of cooks, waiters and other support staff in the kitchen and dining hall and shall take all reasonable precautions to ensure that these workers attire themselves properly while on duty and are civil, polite, sober and honest in their dealings with the Institute's staff, students, visitors and guests. He shall also employ only those workers whose antecedents have been verified by the police and are medically fit in all respects. The Contractor will deploy adequate manpower for work during late hours and on Saturdays/Sundays, including other holidays, according to the requirement of CSRTI, Mysore and the guests/hostellers.
28. The Contractor should be in a position to cater to the tastes of North Indian students, who are likely to be in majority, in addition to serving south Indian and Chinese dishes.
29. The Contractor will have to supply breakfast/lunch/dinner in the canteen/hostel premises as per requirement and schedule drawn for the purpose by the concerned authorities of the Institute.
30. The Contractor shall install his electronic fly – kill / insect repellent equipment, emergency lighting / gas and fuel supply at his own cost;
31. Storing/supply/sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the Institute's campus, including Canteen. Any breach of such restrictions by the Canteen Contractor will attract deterrent action against the Contractor as per statutory norms.
32. No minimum guarantee will be furnished to the Contractor towards consumption of food items. He/she is advised to maintain the highest quality at the minimum possible prices so as to attract the maximum number of students/hostellers/CSRTI, Mysore personnel to avail canteen services.
33. The workers employed by the Contractor shall be directly under the supervision, control and employment of the Contractor and they shall have no connection what-so-ever with CSRTI, Mysore. CSRTI, Mysore shall have no obligation to control or supervise such workers or to take any action against them except as



permissible under the law. Such workers shall also not have any claim against CSRTI, Mysore for employment or regularization of their services by virtue of being employed by the Canteen Contractor, against any temporary or permanent posts in CSRTI, Mysore.

34. The Contractor shall ensure that either he/she himself/herself or his/ her representative is available for proper administration and supervision at the works to the entire satisfaction of the Institute.
35. The Contractor will bring his own tools, cookers, hot boxes, steam boxes, trolleys, equipment, utensils, plates, jugs etc., in sufficient quantity as needed to maintain the canteen services in addition to what is provided for by CSRTI, Mysore.
36. The Contractor shall not use the canteen premises for any other activity except for the purpose for which it has been provided for.
37. That the caterer shall not make any additions or alterations in the premises allotted to him for providing canteen services. That the caterer has agreed to keep the premises and its surrounding area neat, clean and tidy at all times and according to the Health/Hygienic conditions bye-laws of the Municipal Corporation of Mysore City or any other government/statutory body. In the event of violation of any of the aforesaid bye-laws in and around the Canteen Kitchen/cooking area or dining hall, the caterer shall be responsible for any penalty/fine imposed by the concerned authorities. That in the event of Health Department Mysore City Corporation or any other government/statutory body authorities taking samples of raw material used by the caterer and those samples are not found fit/up to the mark for human consumption, the caterer shall be fully responsible for any fine/penalty imposed or legal recourse taken by such authorities.
38. The contractor will not transfer or assign any part of his interest under this contract and that this contract shall also be liable to be terminated by the death or insolvency of the caterer before the expiry of the period of this contract.
39. The Institute will provide to the caterer necessary equipments, furniture & fixtures, etc. and he shall maintain them in good condition. He shall be responsible for their maintenance.
40. The contractor shall provide all other implements for running the canteen like crockery, cutlery, table linen, flower posts, livery or the Canteen Staff and these shall be of good quality and standard.
41. The contractor shall be required to procure gas refills in sufficient quantity for cooking purposes at his cost. The cooking equipments shall be provided in



working condition by the Institute. However, subsequently operational expenses will be borne by the caterer himself. The caterer shall be responsible for any loss/theft of the gas cylinders and other equipment provided to him by the Institute.

42. The contractor shall also be responsible for the upkeep of equipments provided by the Institute. In case of any damage to the furniture and equipments by any person, he will immediately inform in writing the concerned authorities of the Institute for recovery of such losses/damages from the defaulters, failing which the caterer shall himself be liable to pay the cost as decided by the Institute.
43. **The Contractor** shall maintain a Suggestion Book for recording suggestions for improvement of Canteen Services. Such suggestions, as approved by the Institute's authorities, shall be forthwith acted upon. The suggestion book shall be kept open for inspection by the Institute's designated authorities.

PAYMENT

44. The payment in respect of official hospitality bills of the Institute submitted in duplicate by the Contractor shall be released on receipt basis subject to fulfillment of obligations by the Contractor imposed under various laws, Rules & Regulations, etc. applicable from time to time and after scrutiny of authorization for supply at the prices offered by the contractor.
45. Any supply of food items without proper authorization by the designated authority of CSRTI, Mysore will not be paid for. Income Tax, as applicable at the prevailing rates, will be deducted at source.
46. In the event there is any query, objection, delay or dispute with regard to any bill or a part thereof, the Contractor shall not be entitled to any interest to be paid by the Institute for late payment.
47. All payments and receipts would be rounded off, i.e., paise 50 or above will be rounded off to the nearest higher rupee and paise less than 50 shall be ignored.

TERMINATION OF THE CONTRACT

48. The Contract can be terminated by either party, i.e., CSRTI, Mysore or the Contractor, after giving one month notice to the other party extendable by mutual agreement till alternate arrangements are made. However, CSRTI, Mysore reserves the right to terminate the contract without giving any notice in case the Contractor commits breach of any of the terms of the contract. CSRTI, Mysore decision in such a situation shall be final and shall be accepted by the Contractor without any objection or resistance.



The Institute will have the right to review the working of this contract from time to time and if at any time it is found that the caterer has failed to fulfil any of the conditions of this contract or that his working is unsatisfactory, the Institute may terminate the contract after giving the caterer one month notice, but no such notice will be necessary if the contract is terminated on the ground of service of any undesirable commodity.

49. On termination of the contract, the Contractor will hand over all the equipments/furniture/articles etc., supplied by CSRTI, Mysore, in good working condition, back to CSRTI, Mysore.

50. If the successful bidder withdraws or the services provided by the successful bidder are not found satisfactory (say in a month or so) during the probationary period of three months from the date of taking over charge of the canteen services, CSRTI, Mysore reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternate arrangements.

PENALTY

51. The Institute reserves the right to impose a penalty (to be decided by the CSRTI, Mysore authorities) on the Contractor for any serious lapse in maintaining the quality and the services willfully or otherwise by the Contractor or his staff or for any adulteration.

52. If the Institute is not satisfied with the quality of eatables served, services provided or behavior of the contractor or his/her employees, the Contractor will be served with 24-hour notice to improve or rectify the defect(s), failing which the CSRTI, Mysore will be at liberty to take appropriate necessary steps as deemed fit.

JURISDICTION

53. Dispute, if any, arising out of the Contract, shall be settled by mutual discussion, alternatively by legal recourse under jurisdiction of Mysore courts only.



5. BIDDERS/TENDERER'S PROFILE & DECLARATION

(To be submitted alongwith Technical Bid)

1. Name of Contractor/Agency/Firm :
(Attach certificate of registration)
2. Full address of the Contractor/Agency/Firm :
3. Contact details of the Contractor/Agency/Firm :
 - Telephone Number :
 - Mobile No. :
 - Fax No. :
 - Email :
 - Website :
4. EPF Registration Number (Please attach a copy) :
5. ESI registration Number (Please attach a copy) :
6. PAN Number :
7. Service Tax Registration Number (Please attach a copy) :
8. Details of similar Contract handled/being handled by the contractor/Tenderer/Agency

S.No.	Details of the client with address, telephone and fax numbers	Amount of Contract (Rs.)	Duration of Contract	
			From	To

Note : If space is insufficient please use additional sheets

9. Additional information, if any (Attach separate sheets if required) :



DECLARATION

I Proprietor/Director/Authorized signatory of agency/firm mentioned above, is competent to sign this declaration and execute this tender document.

I/we have read the General Terms and Conditions of the contract given above, I agree to abide by them.

The information/document furnished with the above application are true and authentic to the best of my knowledge and belief. I/we am/are well aware of the fact that furnishing of any false information/document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of the Contractor or authorized person : _____

Name of the authorized person : _____

Seal of the firm :

Date: _____

Place : _____



6. SCHEDULE OF ITEMS TO BE SERVED AT CSRTI MYSORE CANTEEN

FINANCIAL BID

NOTE : TO FILLED AND SUBMITTED AS FINANCIAL BID

* Items accounted for assessment of financial bid

S.No.	Name of Item	Quantity	Rate (Rs./Item)
TEA/COFEE/COLD DRINKS/MINERAL WATER			
1	One cup Tea *	125 ml	
2	One cup Tea (Special)	125 ml	
3	One cup tea (Taj Mahal dip tea bags)	125 ml	
4	One cup Coffee *	125 ml	
5	One cup Coffee (Nescafe/Sunrise)	125 ml	
6	Mineral water of ISI mark		Market rate
7	Cold drinks ISI mark and reputed brand		Market rate
SNACKS/BISCUITS			
8	One Samosa	70 grams	
9	One Bonda+ Chutney/ sambar	70 grams	
10	One Dal /Masala Vada *	70 grams	
11	One piece Sambar Vada *	70 grams	
12	Two piece Sambar Vada	140 grams	
13	One Maddur vada+ chutney	100 grams	
14	Two rice Idly with chutney/ sambar *	200 grams	
15	One rava Idlywith chutney/ sambar	150 grams	
16	One plain dosawith chutney/ sambar *	200 grams	
17	One Masala dosawith chutney/ sambar	250 grams	
18	One rava dosa with chutney/ sambar *	200 grams	
19	One set dosa with vegetable +chutney	300 grams	
20	One Onion dosa	250 grams	
21	OneThair vada	150 grams	
22	One plate vegetable pulav + pachadi *	300 grams	
23	One plate fried egg rice	300 grams	



24	One plate puliyogare	300 grams	
25	One plate Bisi Bele Bath *	300 grams	
26	One plate pongal	300 grams	
27	One plate curd rice *	300 grams	
28	Two piece bread slice with butter		
29	One egg boiled		
30	One egg omelets with two bread slices		
31	Two bread slices vegetarian sandwich		
32	One plate Appam (2Nos) with masala curry	300 grams	
33	One plate Putu Kadala	300 grams	
34	Biscuits- all good quality		Market Rate
35	One piece Gulab Jamun	60 grams	
36	One piece Rusculla	60 grams	
37	Ice -Cream (Any brand and weight)		Market Rate
LUNCH/DINNER AND MEALS			
38	<u>South Indian meal *</u> unlited rice, Sambhar, vegetable, rasam, papad, pickle, cuards	One plate	
39	<u>North Indian meal *</u> 4 chappathi/ 6 poori, 100 grams rice, seasonal vegetable curry, Dal, papad, Pickle, curds	One Plate	
40	<u>Ordinary lunch for Office purpose</u> Plain rice, Chappathi/puri, Dal, Seasonal Veg, Paneer, Meat/eggcurry/shamikabab/fish curry. Raita, Salad, One seasonal fruit/sweet dish	One Plate	

41	<u>Special Lunch for office purpose</u> Cold drink, Soup, Pulao, Poori/ Roti, Dal, Seasonal Veg, Paneer Dish, Meat/egg curry/shami Kabab, Butter Chicken/Muglia Chicken/Chicken curry, Raita/Dahi Vada, Salad, Chatni, Ice-cream/fruit Cream/Rasam, curds	One Plate	
42	<u>Working Lunch for office purpose</u> Soup, Veg. Cutlet, Meat Cutlet, Sandwich Cheese/Veg., Russian Salad, Tea/Coffee	One Plate	
43	<u>High Tea for office purpose:</u> Tea/Coffee, wafer, cutlets(2) pastry	One Plate	
44	<u>Evening Tea:</u> Tea/Coffee with one Samosas/Bondas/ cutlets, Tea/Coffee with biscuits – 2 types, One cup Tea, One cup Coffee	One Plate	
45	<u>High Vegetarian Lunch/Dinner</u> Soup, Pulao/Fried Rice, Roti/Poori/Nan/ Parantha, Dal Makhani/Rajma/Chhole, Seasonable Veg, Malai Kofta, Shahi Paneer/Palak Paneer/Kaju Korma/Matar Paneer, Dahi vada/raita/dahi plain, green salad/plain salad, Achar/papar/Chatni, Kheer/Fruit Custard/gulab jamun/Ice-Cream.	One Plate	

46	<u>High Non-Vegetarian lunch/Dinner</u> Soup, Pulao/Fried Rice, Roti/poori/parantha/ Nan,Rajma/Chhole/dal makhani, Seasonal Veg, Malai Kofta etc., Dahi Vada/Raita/Plain Dahi, Butter Chicken/Masala Chicken/Mukau Chicken, Meat Curry/Keema Kaleji/Shami Kabab/Grill Meat/Fish Fried, Salad/Papar, Ice Cream Fruit Cream, Tea, Coffee with biscuits two types,	One Plate	
47	<u>Farm workers meal</u> Unlimited rice, Sambhar, Rasam and curd (50 g)		
48	<u>Breakfast/Lunch/Dinner for farmers trainees (Please quote Lump sum cost for breakfast, lunch/Dinner)</u> <u>Breakfast</u> 4 Idli with coconut chutney/sambar or 2 Idli + 2 Vada with chutney or 4 Poori + vegetable or One Masala Dosa with chutney/sambar or Set Dosa with chutney <u>Lunch/Dinner</u> Unlimited Rice, 150 grams seasonal vegetable, Sambhar, Rasam, Curd. Pickle, Papad	Per Trainee/day	



PERMISSIBLE BRANDS OF CONSUMABLES ITEM TO BE USED BY THE CONTRACTOR

Besan, Rava	Good local brands
Pulses/Dals	Good local brands
Atta :	Aashirvad, Pillbury, Nature Fresh
Oil Refined	Sundrop, Nature Fresh, Godrej
Salt	Iodised salt such as Tata, Annapurna, Nature Fresh
Spices	MDH, MTR or equivalent quality brands
Ketchup	Maggi, Kissan, Heinz
Butter :	Amul, Britannia, Mother Dairy
Tea :	Brook Bond, Lipton, Tata
Coffee :	Nescafe, Rich Bru
Bread :	Amul, Modern, Britannia make
Jam :	Kissan
Milk	Toned milk of Mysore Dairy (Nandini Brand)
Paneer :	Amul/Nandini
Biscuits :	Britannia, Parle, Good Day
Ice Cream,	Amul,- all varieties
Mineral Water	ISI marked Kinley/Bisleri/Ganga, etc.

Note : The Contractor may use any other brand only after obtaining prior written approval from the Institute.