

Two Bid Tender Document

**Catering services including tent facilities for
XIX Commonwealth Forestry Conference**



Forest Research Institute

P.O. New Forest

Dehradun-248006

2016-17

Handwritten signature and date:
03.01.17

**Notice Inviting Tenders
(National Competitive Bidding)
Forest Research Institute
(Indian Council of Forestry Research & Education)**

Post- New Forest, Dehra Dun – 248006, Uttarakhand, India

Phone: 0135-2224205; Fax: 0135-2756865

Website: <http://fri.icfre.gov.in> Email: po_fri@icfre.org

RE-TENDER NO: XI-67/16-17/Purchase

Online bids are invited on single stage two bid systems for Catering services including tent facilities for XIX Commonwealth Forestry Conference in FRI

1. Tender documents may be downloaded from FRI web site <http://fri.icfre.gov.in> (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in tender critical date sheet as under :-

Events	Important date/time	Venue
Published Date	03.01.2017; 5.55PM	Newspaper/FRI and CPP portal
Bid document download date	03.01.2017; 6PM	Central Public Procurement Portal (CPPP)
Due date for pre-bid conference:	09.01.2017; 11AM	Purchase Section Main Building, FRI
Bid submission start date	10.01.2017; 3 PM	CPP portal
Bid submission end date	24.01.2017; 3 PM	CPP portal
Opening date of technical bids	25.01.2017; 3.00 PM	Purchase Section Main Building, FRI
Opening date for financial bids	It will be decided after technical evaluation.	Purchase Section Main Building, FRI

Those firms who have already submitted the Physical Documents, EMD and Tender Fee for the same tender (2016_ICFRE_147550_1) need not to resubmit again physically but all required documents as per the retender must be uploaded in CPP portal.

CONTENT OF TENDER PAPER

THIS PAPER INCLUDES THE FOLLOWING DOCUMENTS:

Purchase Officer

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Chapter-1
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TENDER No. XI-67/16-17/Purchase

BIDDING DOCUMENT Instructions to Bidders

Online Tenders are invited from the reputed Caterers/Hotels/Organization/Firms for the Catering services including tent facilities for XIX Commonwealth Forestry Conference (April 3 to 7, 2017) at Forest Research Institute, Dehradun:-

Event	
1	Catering services (food, tent, crockery, furniture, etc.) for High Tea, Lunch, Dinner and Session Tea for XIX Commonwealth Forestry Conference (April 3 to 7, 2017) at Forest Research Institute, Dehradun

The details of the above items and other Terms and Conditions, etc. are available in the Tender Documents. The tender forms and specifications are available at web site <http://fri.icfre.gov.in> and CPPP site <https://eprocure.gov.in/eprocure/app>



Chapter-2: Terms and Conditions

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Tenderer/Bidder are advised to follow the instructions provided in the "Instructions to the Tenderer/Bidder for the e-submission of the bids online through the Central Public procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>

Not more than one tender shall be submitted by one tenderer/bidder having business relationship. Under no circumstance will father and his sons(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

Tenderer/bidder who has downloaded the tender from the <http://fri.icfre.gov.in> and Central Public procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, **shall not temper/modify the tender form including downloaded price bid template in any manner.** In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer/bidder is liable to be banned from doing business with FRI.

Intending tenderers/bidders are advised to visit again FRI website <http://fri.icfre.gov.in> and CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum / addendum / amendment.

Bids will be opened as per date/time as mentioned in the **Tender Critical Date Sheet.**

Submission of Tender

The tender shall be submitted in Two parts, viz., Technical Bid and Price Bid.

All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Fax/email/offline shall not be considered. No correspondence will be entertained in this matter.

Technical Bid

The following documents are to be furnished by the Tenderer/Bidder along with **Technical Bid** as per the tender document:

Cover 1. Qualifying documents:

- i) Signed and scanned copy of valid registration certificate & experience certificate as per the tender notice, PAN No. and Tender Acceptance Letter.
- ii) Signed and scanned copy of VAT Clearance Certificate/ TIN No. Certificate.



- iii) Signed and scanned copy of audited Balance sheet of last three years and partnership deed as per the tender document.
- iv) Signed and scanned copy of the proof of the annual minimum turnover of the bidder should not be less than Rs 1,00,00,000/- for the last three years for outdoor catering services.
- v) The bidder should provide the proof of its capabilities to provide facilities at FRI campus Dehradun and hence should also have an establishment at Dehradun.
- vi) The bidder must provide documentary proof that it has prior experience of providing catering services during conferences/symposia to the Govt organization/PSU on at least five occasions during the last three years for minimum two days each, out of which at least two should be international events. Attach relevant past conferences/symposia/workshops experience to the Govt organization/PSU with size and value, duly authenticated with supporting documents.
- vii) The bidder must provide documentary proof that it has prior experience of preparing and serving multiple cuisines (Continental and Indian) during conferences/symposia/workshops having not less than 150 delegates / participants in Government organization/PSU
- viii) The self certified copy from the bidder for not being banned by any of the Government as well as private organization.
- ix) The self certified copy from the bidder that no case is pending with the police against the firm, if any pending complaints, shall be intimated.
- x) Earnest Money Deposit (EMD) should be submitted as **crossed Demand Draft (DD)** in favor of Director, Forest Research Institute, Dehradun by post to Purchase Officer, Forest Research Institute, Dehradun-248006, and the scanned copy of the same should be uploaded in the Portal.

The EMD for the event is given below:

Item No	Event	EMD INR
1	Catering services (food, tent, crockery, furniture, etc.) for High Tea, Lunch, Dinner and Session Tea for XIX Commonwealth Forestry Conference (April 3 to 7, 2017) at Forest Research Institute, Dehradun	1,00,000

- xi) **Tender fee:-The tender form downloaded from above web sites must include Rs.575/- (including 14.5% Uttarakhand Trade Tax) by crossed Demand Draft in favour of Director, FRI as tender fee along with the tenders submitted and the scanned copy of the same should be uploaded in the Portal.**
- xii) **Technical Specifications:** Signed and scanned copy of detailed document mentioned in the technical bid along with complete technical details/specification of the quoted items should be provided and be uploaded as proof.



Important:

The self certified hard copies of the qualifying and technical bid documents, EMD and tender fee must also be submitted before the closing/end date and time of the tender in addition to uploading scanned copy of the documents.

All the documents as scanned signed copy must be loaded in the portal. Otherwise tender will be cancelled.

Cover 2. Price Bid

- (a) The financial proposal must be submitted in the Schedule of price bid in the form of BoQ_1.xls separate for each item. Full details of business terms and conditions, e.g. packing and forwarding, delivery period, VAT/Sales Tax/Trade Tax (whether provincial or Central), other Taxes/Charges, if any, the validity period of quotation, discount, free delivery, packing or any other information relevant to the items may please be indicated clearly. Prices must be quoted F.O.R. Dehradun.
- (b) Price bid undertaking
- (c) Schedule of price bid in the form of BoQ_1.xls

Price Bid Undertaking

From: (Full name and address of the Bidder)

Dear Sir/Madam,

I submit the price Bid for ----- and related activities as envisaged in the Bid document.

I have thoroughly examined and understood all the terms and conditions as conditions as contained in the Bid document, and agree to abide by them.

I offer to work supply the quoted item at the rates as indicated in the price Bid, Annexure IV inclusive of all applicable taxes.

Yours faithfully,



Signature of authorized Representative

Schedule of price bid in the form of BoQ_1.xls

The below mentioned Financial Proposal/Commercial bid format is provided as BoQ_1.xls along with this tender document at <https://eprocure.gov.in/epublish/app>. Bidders are advised to download at this BoQ_1.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. **Bidder shall not tamper/modify downloaded price bid template in any manner.** In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be

forfeited and tenderer is liable to be banned from doing business with Forest Research Institute.

Sl No.	Description	Price (To be filled in by Bidder in BOQ)
i	Complete Scope of services as stipulated in the Technical Bid Document on price basis inclusive of all taxes and levies, direct and indirect expenses, and without any escalation. The bidder should quote PER PLATE RATES for HIGH TEA, LUNCH, DINNER and SESSION TEA (should be inclusive of all arrangements INCLUDING FOOD, TENT, CROCKERY, FURNITURE, ETC).	
ii	Taxes	To be paid by the bidder as per statutory liability applicable from time-to-time.

1. The rates will be inclusive of all taxes, fees, levies, etc. and any revision in the statutory taxes, fees, etc will be the responsibility of the Bidder.
2. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.
3. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

Authorized Signatory
(Signature of the Authorized Person)

Pre-bid conference: A pre-bid conference will be arranged with the users for finalization of technical specifications of catering including tent arrangements. Bidders are requested to take part in the pre-bid conference at scheduled date and time. The modified specifications, if any, after pre-bid conference will be available at the websites and also can be obtained from the office of Purchase Officer. After Pre-bid conference no changes will be accepted in the desired specifications. If no party attends the pre-bid conference then listed specifications will be considered as final.

Technical Proposal: During the preparation of technical proposal, in addition to technical details of the Catering and tent services / arrangements, the tender are must give particular attention to the following:

- i) Scanned and signed copy of users list and supportive documents from the users for the satisfactory performance after service.



- ii) Scanned and signed copy of information about suitably trained catering and service staff along with well established service network must be furnished.
- iii) Signed and Scanned copy of Organization chart as per tender documents.

Important: The self certified hard copy of the qualifying and technical bid documents must also be submitted on or before the closing/end date and time of the tender in addition to uploading scanned copy of the documents.

Financial Proposal: The financial proposal must be submitted in the format BoQ_1.xls along with this tender document at <https://eprocure.gov.in/epublish/app>. separate for each item. Full details of business terms and conditions, e.g. packing and forwarding, delivery period, VAT/Sales Tax/Trade Tax (whether provincial or Central), other Taxes/Charges, if any, the validity period of quotation, discount, free delivery, packing or any other information relevant to the catering services etc may please be indicated clearly. Prices must be quoted F.O.R. Dehradun.

Proposal Evaluation

A two-stage procedure will be adopted in evaluating the proposals.

- (i) Checking of technical proposal. First of all, the qualifying documents will be checked. If absence of any of qualifying documents, the bid will be rejected. A technical evaluation of the firms on the basis of the required documents for technical bid will be carried out prior to opening the financial proposal.
- (ii) A financial evaluation. Firms will be ranked using a combined technical / financial score as indicated below.

• **Technical Proposal**

The evaluation committee appointed by the client will carry out its evaluation applying the evaluation criteria and point system as specified below. Each responsive proposal will be attributed a technical score (St.). The points given to technical evaluation criteria are:

i) Firms relevant experience (including similar jobs in hand) <i>(More experience and higher turnover will be given due weightage)</i>	50
ii) Technical specifications of the catering requirement	50



Total	100
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The technical proposal should score **at least 70 points** out of 100 to be considered for financial evaluation.

• **Financial proposal**

The evaluation committee will determine if the financial proposals are complete and without computational errors. The lowest financial proposals (Fm) will be given a financial score (Sf) of 100 points. The financial scores of other proposals will be computed as follows $Sf = 100 \times Fm/F$ (Where F is amount of financial proposal).

Proposal will finally be ranked according to their combined technical (St) and financial (Sf) scores using the formula $S = St \times T\% + Sf \times F\%$.

The weight (T %) given to the Technical Proposal is 60%

The weight (F %) given to the Financial Proposal is 40%

General Terms & Conditions

The offer will be subject to the following terms and conditions:

1. Please note that FRI, Dehra Dun has Custom Duty Exemption and Excise Duty Exemption Certificate. This may be kept in consideration while quoting the rates.
2. The offer should be firm and open for acceptance till 180 days from the stipulated date of opening. Price escalation will not be allowed.
3. Full details of business terms and conditions, e.g. packing and forwarding, delivery period, VAT/Sales Tax/Trade Tax (whether provincial or Central), other Taxes/Charges, if any, the validity period of quotation, discount, free delivery, packing or any other information relevant to the items may please be indicated clearly.
4. The list of Govt organizations/PSUs for whom such international events have been organized by the bidder should be enclosed. The offer would not be considered fit if these details are not provided.
5. Normal terms of payment will be 100% payment within 30 days after the completion of the work and receipt of the bill. Other terms of payment should be clearly spelt in the offer.
6. The tender should accompany a DEMAND DRAFT/FDR of value as indicated in tender as Earnest Money (EMD), payable to the **Director, Forest Research Institute, Dehradun**, which will be refunded, without interest, if the offer is not accepted. In case the offer is accepted but not honored by the tendered; the Earnest Money will be forfeited. The Earnest Money will also be forfeited, if wrong information is given in the tender to influence the tender cost.
7. The stores are required to be delivered to the consignee concerned and the consignee will do inspection and verification of the goods.
8. The tenderer should quote on their printed letter-head paper, indicating thereon Sales Tax/Trade Tax No., Registration No., Fax No., Telex No., Telephone No., E-mail, etc.
9. Any or all tenders can be rejected by the Director, FRI without assigning any reason. It cannot be challenged in any court.
10. Disputes, if any, will be under the jurisdiction of Dehradun Court, Uttarakhand, India.
11. **Those firms who have already submitted the Physical Documents, EMD and Tender Fee for the same tender (2016_ICFRE_147550_1) need not to resubmit again physically but all required documents as per the retender must be uploaded in CPP portal.**



CHAPTER III (Description of the items and specifications)

Specification before Pre Bid Conference

MENU, TENT, CROCKERY, FURNITURE, ETC. FOR HIGH TEA, LUNCH, DINNER AND SESSION TEA DURING XIX COMMONWEALTH FORESTRY CONFERENCE

(APRIL 3 TO 7, 2017)

PER PLATE RATES quoted by the participating caterers for HIGH TEA, LUNCH, DINNER and SESSION TEA should be inclusive of all arrangements INCLUDING FOOD, TENT, CROCKERY, FURNITURE, ETC.

MENU

Date	Tea Break – 10.30 am	Lunch Break – 1.00 pm onwards	Tea Break- 3.30 pm	
03/04/2017	Morning Tea Tea, coffee, assorted cookies, assorted pakoras, burfi and brownies, mineral water in bottles of 200 ml. For 750±100 persons (approx.)	Lunch Main Course Indian: Daal makhani, paneer pasanda, mix veg., boondi raita, zeera rice, steamed vegetable Assorted Bread: Naan, missi roti, tandoori roti, Assorted English bread basket with cheese and butter Salad: Green salad, macaroni salad, achar, papad, vinegar onion, salt pepper South Indian: Idli, vada, sambhar, curd rice Veg. sandwiches Desserts: Rasgulla, lemon soufflé and mineral water in 200 ml bottles For 400±100 persons (approx.)	Evening Tea Tea, coffee, assorted cookies mineral water in bottles of 200 ml For 400±100 persons (approx.)	

Date	Tea Break – 10.30 am	Lunch Break – 1.00 pm onwards	Tea Break- 3.30 pm	Dinner
04/04/2017	<p data-bbox="237 124 526 161">Morning Tea</p> <p data-bbox="237 179 526 312">Tea, coffee, assorted cookies and mineral water in of 200 ml. bottles</p> <p data-bbox="237 344 526 412">For 400±100 persons (approx.)</p>	<p data-bbox="526 124 989 161">Lunch</p> <p data-bbox="526 161 989 198">Main Course Indian</p> <p data-bbox="526 198 989 275">Arhar daal, kadai paneer, masala gobhi, pineapple raita, steam rice, steamed vegetables</p> <p data-bbox="526 303 989 340">Assorted Indian Bread:</p> <p data-bbox="526 340 989 436">Naan, missi roti, tandoori roti Assorted English bread basket with cheese and butter</p> <p data-bbox="526 467 989 504">Salads</p> <p data-bbox="526 504 989 591">Green salad, kimchi salad, ankurit salad, papad, achar, chutney, vinegar onion</p> <p data-bbox="526 618 989 655">Punjabi</p> <p data-bbox="526 655 989 751">Amritsari chana and kulcha Sarson ka saag, makke ki roti (gur and butter)</p> <p data-bbox="526 779 989 816">Desserts</p> <p data-bbox="526 816 989 879">Pudding, chhena kheer, and mineral water in 200 ml bottles</p> <p data-bbox="526 893 989 934">For 400±100 persons (approx.)</p>	<p data-bbox="989 124 1272 161">Evening Tea</p> <p data-bbox="989 161 1272 230">Tea, coffee, biscuits, mineral water in bottles of 200 ml</p> <p data-bbox="989 257 1272 326">For 400±100 persons (approx.)</p>	<p data-bbox="1272 124 1917 161">Starter</p> <p data-bbox="1272 161 1917 230">Sweet corn soup, clear soup, soft drinks, fruit juice, black pepper paneer tikka, chicken tikka, mushroom tikka, fish finger with chilli dip, peanuts</p> <p data-bbox="1272 257 1917 294">Chat Stall</p> <p data-bbox="1272 294 1917 330">Paani patasha, dahi gunjia, papri, aaloo tikki</p> <p data-bbox="1272 344 1917 381">Indian Main Course</p> <p data-bbox="1272 381 1917 450">Moong dal, paneer capsicum, mushroom matar, palak corn, cocktail raita, jeera rice pulao, steamed vegetables</p> <p data-bbox="1272 467 1917 504">Grilled tawa chicken in mushroom sauce</p> <p data-bbox="1272 532 1917 569">Mexican food</p> <p data-bbox="1272 569 1917 637">Mexican grilled chicken with wine, corn and black bean quesadillas, Baja black bean corn rice</p> <p data-bbox="1272 659 1917 696">Salad</p> <p data-bbox="1272 696 1917 765">Green salad, macroni salad, achar, papad, vinegar onion</p> <p data-bbox="1272 783 1917 820">Bread</p> <p data-bbox="1272 820 1917 889">Naan, tandoori roti, missi roti. Assorted English bread basket with cheese and butter</p> <p data-bbox="1272 906 1917 943">Dessert</p> <p data-bbox="1272 943 1917 1012">Kulfi faluda, hot gulab jamun, mineral water in 200 ml. bottle</p> <p data-bbox="1272 1030 1917 1071">For 400±100 persons (approx.)</p>



Date	Tea Break – 10.30 am	Lunch Break – 1.00 pm onwards	Tea Break- 3.30 pm	Dinner
05/04/2017	<p>Morning Tea Tea, coffee, cookies, vegetables cutlets, rajbhog and mineral water in bottles of 200 ml</p> <p>For 400±100 persons (approx.)</p>	<p>Lunch Main Course Indian Chana urad daal, shahi paneer, stuffed bhindi masala, palak kofta, cocktail raita, veg. biryani, steamed vegetables</p> <p>Assorted Indian Bread Naan, missi roti, tandoori roti Assorted English bread basket with cheese and butter</p> <p>Salads Green salad, jelly salad, ankurit salad, papad, achar, chutney, vinegar onion, salt pepper</p> <p>Rajasthani Daal-bati-churma, gattey ki sabji, kadhi, chawal</p> <p>Deserts Pudding, fruit ice cream, and mineral water in 200 ml bottles</p> <p>For 400±100 persons (approx.)</p>	<p>Evening Tea Tea, coffee, biscuits, mineral water in bottles of 200 ml</p> <p>For 400±100 persons (approx.)</p>	<p>Starter Sweet corn soup, clear soup, soft drinks, fruit juices, achari paneer tikka, haryali kabab, chicken malai tikka, peanuts, papad</p> <p>Indian Main Course Veg: Arhar dal, matar paneer, gobhi masala, dum aaloo, raita, matar pulao, steamed vegetables</p> <p>Non-Veg: Kadhai chicken, grilled fish</p> <p>Italian food Live Pasta (four type), Baked Spinach corn, Baked Lasagnia, assorted breads / dinner rolls</p> <p>Salad Green salad, bell pepper pineapple salad, kimchi salad, achar, papad, vinegar onion, dahi bhalla</p> <p>Indian Bread Naan, tandoori roti, missi roti Assorted English bread basket with cheese and butter</p> <p>Deserts Gajar ka halwa, jalebi with rabri, pudding, mineral water in 200 ml. bottles</p> <p>For 400±100 persons (approx.)</p>
06/04/2017	No food arrangements (FIELD TOUR)			



Date	Tea Break – 10.30 am	Lunch Break – 1.00 pm onwards	Tea Break- 3.30 pm	
07/04/2017	<p>Morning Tea Tea, coffee, gobhi pakora (large size), malayichap, mineral water in bottles of 200 ml</p> <p>For 400±100 persons (approx.)</p>	<p>Lunch Main Course Indian Tadka daal, malai kofta, gobhi matar masala, fruit raita, steamed rice, steamed vegetable</p> <p>Assorted Indian Bread: Naan, missi roti, tandori roti Assorted English bread basket with cheese and butter</p> <p>Salad Green salad sprouted, Mushroom salad, Papad, achar, chutney, vinegar onion, salt pepper</p> <p>Garhwali food Madwa roti, chana madwa, tor ki daal, aloo jakhiya</p> <p>Desert Truffle, pudding, Jhangora kheer, and mineral water 200 ml bottle</p> <p>For 400±100 persons (approx.)</p>	<p>Evening Tea Tea, coffee, assorted cookies and mineral water in bottles of 200 ml.</p> <p>For 400±100 persons (approx.)</p>	



TENT, CROCKERY, FURNITURE, ETC. FOR PROVIDING CATERING SERVICES

- **Lunch and Dinner (Venue: Officers Club, Forest Research Institute, Dehradun)**
Date: 03-04-2017 to 07-04-2017 (No arrangements on 06-04-2017)
 - (a) White Shamiana: 60 feet x 105 feet (2 no.) with frilling, side curtains and floor matting
 - (b) Halogen Lights of 1000 W: 10 no.; and 500 W: 20 no.
 - (c) Serving tables with linen and their canopies (45 no.), round tables with linen (40 no.), banquet chairs with white cover (320 no.), complete set of bone china crockery for 400±100 persons (approx.) in lunch/dinner, food warmer with fuel (35 no.)
 - (d) Kitchen tent with four tables - 1 no.
 - (e) Pedestal fans – 10 nos.

- **High Tea (Venue: Mango Grove, Forest Research Institute, Dehradun)**
Date: 03-04-2017
 - (a) Serving tables with linen and canopy (36 no.), complete bone china crockery for 750 persons, food warmer (36 no.), insulated containers for tea and coffee (6 no.)
 - (b) Kitchen tent with four tables
 - (c) Stall with two tables and two chairs (2 no.)

- **Session Tea (Venue: Two locations, Forest Research Institute, Dehradun)**
Evening: 03-04-2017 to 07-04-2017 (No arrangements on 06-04-2017)
Morning: 04-04-2017 to 07-04-2017 (No arrangements on 06-04-2017)
 - (a) Serving tables with linen and canopy (24 no.), complete bone china crockery for 400±100 persons (approx.) for morning session tea and evening session tea, Serving plates (12 no.), insulated containers for tea and coffee (6 no.)
 - (b) Stall with two tables and two chairs (2 no.)

The tent, crockery, furniture, etc. and the number of the participants listed above are indicative and the caterer has to identify and provide all required items for providing proper catering facility for the delegates/participants. The additional arrangements have to be made as per the actual number of participants at the time of events.

Separate beverage counter with requisite crockery also has to be provided during the dinner on 5th April, 2017.

PER PLATE RATES quoted by the participating caterers for HIGH TEA, LUNCH, DINNER and SESSION TEA should be inclusive of all arrangements INCLUDING FOOD, TENT, CROCKERY, FURNITURE, ETC. Subletting the catering work by the caterer is strictly prohibited.



OTHER DETAILS

- The agency shall ensure that staff deployed in catering services is free from any infection or communicable disease. The staff should trim their nails and wear caps & gloves at the work place. Smoking, eating or chewing of tobacco/zarda/gutka etc. spiting is strictly prohibited while working.
- The waiters or staff shall be well dressed uniformed, presentable, well mannered and trained.
- Serving of portable drinking water from the source to the venue shall be responsibility of the agency.
- All the vegetables, fruits or materials etc used shall be fresh and shall not be rotten or overripe. The bidder should be responsible for their hygiene and safely.
- Non vegetarian dishes should be fresh and good quality and shall be purchased from standard authorized shop. The pieces of non vegetarian items shall not be too small or too big. Unnecessary shreds and small bone pieces shall be removed. The non vegetarian items shall be washed and marinated properly before cooking.
- The firm is expected to obtain necessary license, permit, consent, sanction etc as may be required or called fro from / by local or any other authority for doing such work for example serving beverage to the participants.
- It shall be the agency's liability to take protective measures to protect the property and persons and prevent accident during conference period.
- The bidder should depute a senior person and sufficient event managers as his representatives during contract period who shall visit the working venue and review the service performance of its personnel. The agency's representatives will also meet the FRI officers dealing with services under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiency, if any observed in their working.
- The number of plates / persons proposed in this document is tentative and may further increase or decrease. Hence, the payments would be made on the basis of exact number of persons having tea, lunch and dinner. The number of persons who will be having lunch, dinner and tea would be informed a day in advance.
- The rates should include charges for providing services of well dressed waiters for serving.
- Quality is the essence of this work, hence, the food, etc. has to be cooked and served in a most hygienic manner, in case, at any stage, if it is noted that proper hygiene has not been maintained then the institute reserves the right to cancel the order even during the event and forfeit the security money deposit.
- Only quality items like best quality basmati rice, sunflower refined oil of standard make, best quality desi ghee are to be used. The inputs for the food, etc. will be checked by the representatives of the institute.
- Quality is the essence of this work; hence, the furniture, crockery, etc. have to be of very high quality. In case, at any stage, if it is noted that proper hygiene and cleanliness have not



been maintained then the institute reserves the right to cancel the order even during the period of the event and forfeit the security money deposit.

- Tent should be of clean and high quality. The waiters should be able speak and understand English. The décor should be of international standard.
- The selected firm will have to provide adequate number of waiters for event management and better services besides providing manpower for washing and picking services etc.
- Sufficient number of garbage bins will be provided by the bidder at all event sites.
- After the completion of event, the bidder has to ensure that the site is cleaned and free from all garbage and foreign material.
- During the conference in case of any compromise in quantity and quality is observed in the catering arrangements, the penalty shall be imposed on the catering firm as per rules.

A handwritten signature in black ink, consisting of a large, stylized initial 'D' followed by a long, sweeping horizontal line that ends in a small upward hook.