

**TERMS & CONDITIONS  
&  
SPECIFICATIONS  
  
OF  
  
CONTRACT FOR  
CATERING & ALLIED SERVICES**

**TENDER NO: C-DOT/TENDER/CATERING/2019-2022/022**

**CENTRE FOR DEVELOPMENT OF TELEMATICS  
Electronics City – Phase I, Hosur Road  
Bangalore – 560 100  
Ph. 080- 2851190001/9002**

**TENDER INVITATION**  
**CATERING & ALLIED SERVICES**

1.0 C-DOT a Government of India R&D Organization, engaged in developing Telematics Technology and Products invites tender bids from reputed Contractors for Catering & Allied Services at the campus located at Electronics City – Phase I, Hosur Road, Bangalore – 560 100.

**2.0 GUIDELINES FOR SUBMISSION OF TENDER OFFERS**

2.1 C-DOT adopts a two-bid Tender System. Therefore, separate TECHNICAL and FINANCIAL BIDS are to be submitted as per following procedure, by the interested bidders.

Envelope 'A' duly superscribed, as “Technical Bid/Catering/2019-2022/022” should consist of:

1. Details of the Contractor and other relevant details as per Annexure-A including requisite enclosures.
2. Undertaking that Earnest Money deposit (EMD) is submitted in the Financial bid.
3. The cost of the tender document, if downloaded, by means of Demand Draft in favour of C-DOT, Bangalore.

Envelope 'B' duly superscribed “Financial Bid /Catering/2019-2022/022” should consist of:

1. Commercial / Financial Bid duly filled as per Annexure-B. No other format shall be acceptable.
2. Earnest Money Deposit (EMD) by means of Demand Draft for 3 months which has to be further renewed for 3 months.

Envelope 'A' and Envelope 'B' should be sealed and kept in another Main Envelope 'C' duly superscribed **C-DOT/TENDER/ADMIN/2019-2022/022 –CATERING & ALLIED SERVICES**

Technical Bids shall be opened first and shall be evaluated technically. The Financial Bid of the technically accepted Bidders shall be opened, the date of which shall be notified to the technically qualified bidders.

2.2 LAST DATE/TIME OF RECEIPT OF TENDERS:

Tenderers must ensure that offer is posted/delivered well within time so as to reach C-DOT latest by 1400 hours on 07/01/2019.

2.3 Tender should be addressed to :

The Manager – P&A  
Centre for Development of Telematics  
Electronics City – Phase I  
Hosur Road  
Bangalore – 560 100.

2.4 DATE/TIME OF TECHNICAL BID OPENING :

07/01/2019 at 1430 hours.

VENUE :

C-DOT Campus, Electronics City Phase I, Hosur Road, Bangalore – 560100.

2.5 Commercial Bid Opening: The date will be intimated subsequently to only technically qualified

bidders. In case EMD is not found in the financial bid, the technical bid shall also stand rejected, even if technically shortlisted. The decision of C-DOT in this regard will be final.

- 2.6 Tender should either be delivered in person or sent only by Registered Post/Speed Post/Courier. Fax/ email quotations, etc. will be summarily rejected. C-DOT shall not be responsible for any delay(s) including postal and force majeure.
- 2.7 A pre-bid meeting would be conducted at C-DOT Campus, Bangalore at 1100 hrs. on 14/12/2018. All the queries in this regard (in \*.xlsx format only) shall reach C-DOT through e-mail latest by 1600 hrs. on 12/12/2018 to [tenders.admin@cdot.in](mailto:tenders.admin@cdot.in). No query shall be entertained after the above said date and time. A maximum of 02 authorised representatives shall be allowed to attend the Pre-Bid meeting.

In the event of no such clarification sought, it will be deemed that the bidders have understood the parameter / requirement indicated / enunciated / described completely and are complying with the same at the time of submission of the tender. The bidders may also note that no request for clarifications will be entertained after the above date. The replies to pre-bid queries shall be uploaded on our website within three working days from the date of the pre-bid meeting.

- 2.8 Bidders are requested to study the terms and conditions of the tender carefully, and then submit their tenders accordingly. Any bid received against this tender and any contract resulting from this tender shall be governed by the terms and conditions indicated in the tender document and the bidder quoting against this tender shall be deemed to have read, understood and accepted the same.
- 2.9 Technical and Financial bid must be submitted giving complete details with supporting documents as sought in the enclosed Annexures.
- 2.10 Each page of the offer should bear the signature, name and title of the person signing the offer with date and rubber stamp of the Bidder.
- 2.11 The total amount quoted should be written both in figures and in words. In case of any discrepancy between the two, the lowest amount mentioned shall prevail.
- 2.12 Tender document is not transferable.
- 2.13 Bids preferably should be free from erasures, alterations etc. Bids containing erasures or alterations shall not be considered, unless authenticated by the authorized signatory.
- 2.14 Bids, which do not comply with the conditions laid down in the tender document, are liable to be rejected.
- 2.15 The entire schedule of the tender should be quoted for and the quote shall be unconditional, failing which the tender bid shall be rejected.
- 2.16 The scope of services proposed should not be altered and if found altered, the tender bid shall be rejected.
- 2.17 C-DOT shall be under no obligation to accept the lowest tender and shall be entitled to reject any tender without assigning any reason whatsoever.

- 2.18 Any family member of C-DOT staff is not eligible to participate in the tender.
- 2.19 The Technical bids will be opened initially and the commercial bid(s) of those contractors found to be professionally / technically suitable by a duly constituted Evaluation Committee will only be opened subsequently. The decision of the Technical Evaluation Committee in this regard will be final. The Technical Evaluation Committee, as part of evaluation process shall visit the Office, Training Centers of the Contractor to assess the infrastructure and also the client's office to have firsthand information on the services rendered. The date of the commercial bid opening will be intimated to the eligible bidders in advance.
- 2.20 The feedback of the clients of the tenderer will also be a decisive factor to technically shortlist a contractor/firm/company.

### **3.0 TENDER TERMS AND CONDITIONS**

- 3.1 Bidder should pay a Demand Draft/ Pay Order of Rs. 1050/- (Tender cost Rs.1000+ GST @ 5%) (Rupees one thousand and fifty only) in favor of C-DOT, Bangalore, towards cost of the tender document at the time of obtaining the same from the C-DOT Campus or submit the same along with the technical bid if downloaded from the C-DOT's website ([www.cdor.in](http://www.cdor.in)). **There is no exemption from tender fee and bids without Tender Fee shall be rejected out rightly.**
- 3.2 C-DOT reserves the right to reject/accept any or all the tender(s) without assigning any reason whatsoever. The decision of C-DOT shall be final and non-questionable.
- 3.3 C-DOT alone reserves the right to terminate the contract after giving one month's advance notice to the contractor.
- 3.4 Bids should be complete in all respects and incomplete bids shall be summarily rejected. No clarification shall be entertained by C-DOT in this regard.
- 3.5 Any falsification/suppression of information could lead to the disqualification of the bidder and bids with nil service charges will be summarily rejected.
- 3.6 Any bidder found influencing, canvassing in any form or intimidating other bidders /tender process is liable for disqualification.
- 3.7 Bidders are advised to read and understand all the technical and financial implications of all the terms and conditions of the bid, understand the magnitude of the job involved before submitting their bid. Clarifications with respect to the tender may be sought one week before the last date for submission of tender bids and it may be noted that C-DOT is not responsible for the delay whatsoever.
- 3.8 Bidders may also visit the C-DOT Campus during office hours on all working days for this purpose with prior appointment, with Manager -P&A at 080-25119001/2.
- 3.9 Where the bidder makes counter terms and conditions of business, the tender shall not be deemed responsive, unless C-DOT gives specific written acceptance thereof.
- 3.10 The successful bidder shall commence the services within fifteen days from the receipt of the award of the contract or from a later date as indicated by C-DOT during the award of contract.

- 3.11 In case additional services of similar nature are required by C-DOT during the contract period, the same will be provided by the contractor at the contract rates.
- 3.12 The payments to the successful bidders are subject to statutory deductions, e.g. deduction of Income Tax at source as are applicable at the time of payment.
- 3.13 The contract shall be governed by C-DOT's Terms & Conditions of this Tender and the terms & conditions of contract awarded to the Contractor. In case of any discrepancy in between the above, the contract document shall prevail.
- 3.14 The contractor or his authorized representative shall attend a meeting every fortnight for discussion /and evaluation of performance with the C-DOT Admin. Representative. The C-DOT representative shall intimate the date and time of such meetings.
- 3.15 Prices quoted shall be inclusive of all charges applicable for services at C-DOT premises in clear terms. Statutory levies and taxes shall be clearly specified as excluded.
- 3.16 The bid submitted shall be valid for acceptance by C-DOT at least for a minimum period of six months from the closing date of the tender.
- 3.17 For the purpose of comparison of the rates, conditional discounts, if any, offered shall not be taken into account. However, C-DOT reserves the right to avail the same during award of the contract.
- 3.18 The bill raised to C-DOT after rendering the services shall be subject to statutory levies like GST, Income Tax etc.
- 3.19 L1 tenderer will be decided as per the total value of the contract (for 3 years), based on the total cost provided in the price bid (Annexure 'B').

#### **4.0 EARNEST MONEY DEPOSIT (EMD)**

- 4.1 Bidder shall submit an EMD of Rs.1,00,000 (Rupees one lakh only). The **EMD** amount shall be submitted by way of a crossed Demand Draft favoring "C-DOT Bangalore. The EMD of Rs.1.0 Lakh in the form of DD valid for 3 months and renewable for further 3 months shall be included in the sealed financial bid. This amount shall be returned interest free to the unsuccessful bidders within six months from the closing date of the tender or one month after the award of the contract whichever is later. EMD in the form of cheque /cash will not be acceptable.

The EMD is payable by all categories of bidders, and no exemption is permissible. Only Government bodies/PSU's & SSI Organizations ( who are exempted from payment of EMD) are exempted from payment of EMD on production of relevant proof.

#### **Bids without EMD shall be treated as invalid and rejected**

- 4.2 In case of successful bidder, EMD shall be returned interest free on encashment/ acceptance of Security Deposit / Bank Guarantee for performance. (Refer Security Deposit/Bank Guarantee section for details).
- 4.3 C-DOT shall forfeit the EMD amount in the following cases: -
- a) Any financial bid received against this tender shall be governed by the terms and conditions indicated in the tender document. If, after submission of the financial bid, the bidder fails

to honor the contract, if awarded, or refuses to comply with any/all of the terms and conditions of the tender.

- b) If the bidder withdraws or alters the offer during the validity period of the financial bid.
- c) If the successful bidder fails to commence the service/supply, in accordance with the terms and conditions of the contract.
- d) If the successful bidder fails to submit the Security Deposit/Bank Guarantee within the stipulated time. This shall also warrant closure or termination of contract.
- e) If any information furnished is found to be incorrect.
- f) Any delay in providing services

Any unexcused delay in providing services shall not only warrant forfeiture of EMD amount but also closure/termination of the contract for default, entailing liability for compensation to C-DOT.

## **5.0 PRICE AND VALIDITY**

5.1 The rates must be quoted as detailed in Annexure 'B' covering the entire activity as per the scope of the contract. RATES SHOULD BE INCLUSIVE OF ALL CHARGES WHATEVER IS APPLICABLE VIZ. PF/ESI/MINIMUM WAGES (as per central govt. minimum wages) AND OTHER STATUTORY LEVIES like Bonus as applicable. Minimum wages payable by the Contractor shall be as per the rates applicable for the respective indicated manpower categories. Rates agreed upon shall remain same throughout the period of contract. As and when there is a revision in minimum wages duly notified by the Govt. of India, the rates will be revised accordingly. However, any changes as and when notified, will be considered only on submission of documentary evidence. No other increase will be granted other than the applicable statutory increases.

5.2 Offer quoted shall be valid minimum for a period of SIX MONTHS from the date of opening of Technical Bid.

## **6.0 DURATION OF THE CONTRACT.**

6.1 The contract will be valid for a period of three years. However, in order to evaluate the performance and quality of services, contract will cover a probationary period of 6 months. Only after the services are found to be satisfactory during the probationary period, the contract will be confirmed for a further period of 30 months under the same terms and conditions.

6.2 After the trial period, C-DOT alone reserves the right to terminate the contract by giving 30 days notice, without assigning any reasons thereof.

## **7.0 MINIMUM CRITERIA FOR SHORTLISTING**

7.1 The Contractor/Firm should be registered under Shops & Commercial Establishment Act /Registrar of Firms/ or under any equivalent authority.

7.2 The Contractor should possess requisite licences, permits, registrations, etc., from appropriate Statutory Authorities for Catering & allied Services and should be functioning from a well-established office.

7.3 The Contractor should have a minimum experience of 5 years in providing Catering & allied Services.

7.4 The Contractor should have at least two minimum running contracts of Catering & allied services with companies of repute and one of such contract being executed should be in Bangalore. The value of one of such running contracts should not be less than Rs.50.0 Lakhs per annum. (Enclose

copy of the existing contracts and the copies of the contract executed during the past 5 years. Self certification will not be accepted).

- 7.5 The Contractor's annual turnover arising out of such contracts should not be less than Rs.2.0 Crores per annum in the last two financial years. Copies of the audited report must be enclosed.
- 7.6 The Contractor should have a minimum working strength of 100 employees in catering related functions. .
- 7.7 The Contractor should have PF/ESI/other statutory registrations and GST registration number. Copies of the registration should be enclosed.

**Note: Documentary evidence supporting the above should mandatorily be submitted along with the Technical Quote (Annexure A).**

#### **8.0 SCOPE OF THE OVERALL SERVICE CONTRACT:**

- 8.1 The scope of the contract Services include:
- (i) Preparation and serving of Coffee/Tea, Breakfast, Lunch, Snacks and Dinner.
  - (ii) Conference room service for meetings, get-together and parties.
  - (iii) Pantry services at various Officers' Blocks, Conference Rooms and Reception.
  - (iv) Providing services at any other location as and when required i.e., during picnics, etc.
  - (v) Maintenance of the Food Court including the kitchen area, dining area, washing area, hand wash area, Stores, etc.
- 8.2 Cook and serve breakfast, lunch, dinner, snack items and coffee/tea at timings as specified by us from time to time.
- 8.3 Menu should be rotated periodically. The menu list should be drawn every week and prior approval must be obtained from the Admin. Representative. Any last-minute changes in the menu should be carried out only on approval from the Admin. Representative.
- 8.4 Any new item introduced should be done only after obtaining approval of the Competent Authority of C-DOT.
- 8.5 Sweeping & Mopping of floors with cleaning equipments and first quality cleaning agents (to be provided by C-DOT) should be done twice a day as per timings specified by C-DOT Representative. The kitchen area should be washed every day. The cleanliness of the total Food Court area should be maintained i.e., thorough cleaning of the kitchen, provision stores, equipment, steel-wall, exhaust duct brackets, crockery arrangement, removal of cobwebs, etc., and cleaning of any area related to canteen.
- 8.6 Fumigation/pest control will be carried out by us regularly on specified days. The same should be monitored by your Manager as per norms.
- 8.7 The indent for requirement of raw materials / vegetables, dairy products, cleaning agents, etc., should be raised and submitted well in advance to the Admin. Representative.

- 8.8 Availability of Gas cylinders in adequate quantity for the gas bank to be ensured all the time and prior intimation should be given to the Admin. Representative in order to book the refills. The Contractor shall be responsible for maintenance of the gas bank and ensure all safety measures.
- 8.9 The contractor should provide services for meeting, conferences, Guests visiting C-DOT and for C-DOT meetings / conferences outside, in the form of lunch/dinner or snacks as per instructions from the Admin. Representative.
- 8.10 All equipment like Bain Marie, Refrigerators, walk-in-Cooler, tea/coffee dispenser, Microwave oven, water dispensers, cooking equipment, burners, exhaust chimneys, etc., cutleries & crockery, spoons, utensils for cooking, grinders, etc., and the infrastructure provided by C-DOT should be maintained by your personnel in good condition. An inventory of the same should be maintained. Any loss or damage to the same due to the negligence of your personnel should be compensated by the contractor. The decision of C-DOT will be final with regard to the extent of such loss/damage.
- 8.11 The contractor should maintain inventory of the assets of Canteen equipments, cutleries, vessels, etc. and submit on demand by C-DOT Representative.
- 8.12 The contractor should provide canteen services for conferences, picnic, get-together etc. arranged outside office premises, if required.
- 8.13 The contractor should ensure catering and maintaining of the used utensils in proper condition, Similarly, all canteen equipment, gadgets, etc. should be cleaned regularly and kept in a ready to use condition.
- 8.14 The contractor shall be entirely responsible for proper trouble-free catering and allied services during the period of contract. In case of loss, inadequate / improper maintenance/ inadequate service, the contractor shall be held responsible and deduction equal to the loss assessed will be made from the monthly bills as per the recommendations of the C-DOT authorities. This shall be binding on the contractor.
- 8.15 The contractor shall be responsible for the proper conduct of his staff. Any misconduct by the contractor's staff shall not be tolerated and the administration representative shall have the right to remove the staff members. It would be the responsibility of the contractor to provide immediate replacement.
- 8.16 Upkeep of Equipment, Vessels, Electronic Appliances, etc. handed over will be the responsibility of the contractor.
- 8.17 The groceries, vegetables, fruits, dairy products, packed food items, etc., will be handed over to the Manager on procurement of the same and it would be the responsibility of the Manager to store them safely in appropriate way and ensure there is no misuse / wastage of the same.
- 8.18 The contractor would be responsible for maintenance of all the Water Dispensers in the Campus. Re-filling of water bottles provided by the Centre should be carried out periodically.
- 8.19 The contractor should maintain, the nominal roll attendance register, leave register, holiday register, wage register and any other registers as per statutory requirements.



- 8.20 The contractor should ensure that his personnel do not overstay in our Campus beyond their duty hours.
- 8.21 The contractor should ensure that his personnel reporting to duty should be in a presentable condition, failing which; they will be denied entry into our Campus.
- 8.22 The contractor shall be held responsible for any act of omission or commission, on part of his employees, in case of any deficiency in the service. Contaminated/adulterated/unhygienic food being served and any complications (civil/as per IPC) and consequences thereafter will be the sole responsibility of the contractor.
- 8.23 The contractor should maintain manpower utilization register such as attendance register, holiday register at all location. The registers maintained should be free from overwriting/alterations, etc. The same should be produced for verification as and when required. Your personnel also may be asked to enter their attendance through biometric system provided at the specified entry point.
- 8.24 The personnel to be posted will be first shortlisted by the Contractor. The shortlisted candidate will be approved by C-DOT officials before deployment. Immediate replacement has to be provided in case of any rejection.
- 8.25 The contractor shall arrange replacement as necessary at their own expenses in case of sickness, absenteeism, leave of your employees or absence of his personnel for any reason whatsoever subject to prior approval of the Admin. Representative.
- 8.26 In the event of an accident to the deployed staff while discharging their duties at C-DOT premises, C-DOT will not be held responsible for the same. Contractor will therefore be solely liable for treating his staff medically, payment of compensation if any, etc.
- 8.27 The contractor should replace immediately such personnel who do not perform their duties effectively and those who commit acts of indiscipline.
- 8.28 The personnel posted should all be healthy and medically fit. The selection of the personnel to be posted in C-DOT Campus will be at the discretion of C-DOT.
- 8.29 The personnel posted should be adept in using/handling the equipments, appliances, etc., in the Kitchen.
- 8.30 The personnel shall usually perform duty in the shifts as decided by the Admin. Representative.
- 8.31 If at any stage, the performance of any of the personnel is found unsatisfactory, C-DOT reserves the right to seek his replacement. The replacement should be provided by the Contractor within 24 hours. C-DOT campus is a tobacco free premises. Smoking of cigarette, beedi etc, or chewing of gutka, paan, tobacco and consuming alcohol is strictly prohibited. No personnel posted by your Contractor in our Campus should have this habit. Any of your personnel violating this rule shall be removed immediately by C-DOT .
- 8.32 The contractor is expected to use his experience and expertise in providing the above services to C- DOT. The services specified above are indicative only and are there to provide guideline to Contractor. The Contractor will ensure that all aspects of providing manpower for Catering & allied Services are adhered to.

- 8.33 The Contractor/ shall be responsible to abide by legal and labour provisions prescribed by the Government of India which shall include Income tax, Insurance, Accident, ESI, PF, Minimum Wages, Contract Labour R&A Act, Bonus Act, etc. as applicable. The Contractor shall ensure PF/ESI contributions deposited every month for each employee and statement of compliance submitted to C-DOT. Any change in the minimum wages shall be paid extra as and when announced by the Govt. Corresponding benefits shall also be computed accordingly. The same shall be paid to the Contractor only after providing proof of payment of the same by the Contractor.
- 8.34 The contractor would be responsible for submitting medical reports of all his employees at C-DOT offices every six months from the Govt. Hospital or Medical Officer approved by C-DOT. The medically unfit personnel should be replaced immediately.
- 8.35 The quality of personnel will be assessed through the clients and information received from the feedback system. A profile of the personnel which is required for information is built up with:
- A. Photo + Bio – data
  - B. Copy of Certificates
  - C. Copy of Aadhar Card
- 8.36 The personnel deployed, have to be approved/interviewed by C-DOT Representative and shall not be removed by the Contractor without C-DOT approval.
- 8.37 It shall be obligatory for the Contractor to make payment of wages to personnel deployed at C-DOT (on the basis of notified minimum wages) by the 7th of each month to the bank account of the respective personnel and issue salary slips. The bank statement to the effect of payment of wages should be submitted to the Admin. Representative every month.
- 8.38 The Services are required from 0700 Hrs. to 2100 Hrs. on all days of the week except Sundays. C-DOT will be the deciding authority for changes, if any. The distribution of manpower will be decided based on C-DOT working day's requirement and weekend requirements in shifts. However, the total number of working hours will be as per statutory requirements.
- 8.39 HACCP certified norms for QA/QC should be strictly adhered to.
- 8.40 The Contractor should provide:  
Uniform, Caps, Shoes, hand gloves, Identity Cards and other related accessories to all your personnel deployed in our Campus.
- 8.41 The Contractor should ensure that the manpower provided adheres to the following :
- Etiquette and manners**
- Be polite to Employee / Guests
  - Service with a smile
  - Good posture
- Personal Hygiene, Appearance and Grooming**
- To prevent food contamination
  - Precaution against illness ( self / others)
  - Have self-confidence
  - Clean habits ( avoid smoking, chewing, tobacco, beetlenut/pan, etc.) while on duty.

- Clean and trimmed nails
- Wear Clean Clothes
- Clean and properly trimmed hair

#### **Use of uniform**

- Wear prescribed uniforms
- Giving or displaying a pleasant, neat and tidy look

#### **Taking Orders**

- Orders to be taken politely
- Orders to be taken carefully
- Noting orders correctly
- Sense of Urgency

#### **Serving Tea/Coffee, Snacks and Meals**

- Clean crockery / cutlery
- No spilling
- Sugar requirement/quantity
- Timely cleaning of crockery / cutlery and periodic replacement
- Proper serving of snacks in plates
- Proper serving of Meals
- Timely clearance of Meal Plates

#### **Cleaning the Food Court**

##### **Daily Cleaning**

- Sweeping
- Mopping
- Cleaning of Furniture
- Cleaning of utensils properly
- Cleaning of Kitchen area, Dining Area, Wash areas, etc.

##### **Weekly cleaning**

- Cleaning windows/doors
- Cleaning cobwebs
- Cleaning of store rooms, etc.

## **9.0 MANPOWER**

9.1 The manpower to be engaged for smooth operations of Catering & allied Services will be as follows:

Sl.No.	Post	No. of Post(s)	Preferable Age Group	Category
1	Manager	1 No.	30-50 years	Highly skilled
2	Front Office Asst. / Stores Keeper	1 No.	22-40 years	Semi skilled
3	Head Cook	1 No.	30-50 Years	Highly skilled
4	Asst. Cook	3 Nos.	25-40 Years	Semi skilled
5	Kitchen Helpers	3 Nos.	22-40 Years	Semi skilled
6	Service Boys/Stewards	6 Nos.	22-30 Years	Semi skilled
7	Utility Hands	7 Nos.	25-40 Years	Unskilled

Note : In case of additional manpower required during the contract period, the should provide the same at the contract rates only. Similarly C-DOT reserves the right to curtail the services, if necessary.

The above manpower will work in shifts as decided by the Admin. Representative from time to time.

In addition to the above manpower, the following manpower shall be provided on casual basis as and when required.

Sl.No.	Post
1	Head Cook
2	Sweet Maker
3	Asst.Cook
4	Kitchen Helpers
5	Service Boys/Stewards
6	Utility Hands

The manpower to be provided should meet the following requirements:

#### **Manager**

The Manager should have a minimum of eight years experience in similar nature of work in any corporate /MNC environment and should have preferably completed one year Certificate Course in Hotel Management / Catering Technology from any Govt. recognized Institute. He should have thorough knowledge of Catering & allied Services, VIP Service, Maintenance of Stores, Kitchen and other canteen related activities.

- The Manager will be overall responsible for running of the canteen and he should ensure upkeep of the assets of C-DOT, handed over for running the Canteen including their maintenance by ensuring periodical servicing of the same.
- The Manager will be responsible for maintenance of adequate fuel in the gas bank including maintenance ensuring adherence to safety measures.
- The Manager will be responsible for maintaining adequate raw materials, fuel , cleaning agents, etc., provided by C-DOT for day to day running of the Canteen.
- The Manager should ensure maintenance of adequate stock and ensure that the items are procured well in advance by raising indents and hand over the same to the Admin. Representative for the required items to be procured.
- The Manager should ensure that the food is cooked in hygienic way and sufficient quantity is prepared to meet the requirement on day to day basis.
- The Manager should also have basic knowledge in cooking.
- The Manager should ensure avoiding wastage of raw materials, dairy products, food items, etc..
- The Manager should ensure periodical medical checkup of his personnel and their general cleanliness and hygiene. He should be conversant in Kannada, Hindi and English.
- The Manager should ensure that the kitchen area, washing area, dining area, store room and other related areas are cleaned periodically as per the instructions of the Admin. Representative.
- The Manager will be responsible to cope with any kind of absenteeism and ensure that the services are not affected.
- The Manager will be responsible for maintenance of provision stock register, crockery & cutlery stock register, equipment details, etc.

#### **Front Office Asst. / Store Keeper**

The Front Office Asst./Store Keeper should have passed PUC or equivalent with an experience of atleast 3 years in similar capacity and should be conversant in Kannada, Hindi and English and possess computer knowledge.

- The Front Office Asst. / Store Keeper should take orders and ensure timely service.
- The Front Office Asst. / Store Keeper should keep account of the all the items being provided by C-DOT in the prescribed format as specified by the C-DOT Representative.

#### **Head Cook**

The Head Cook should be an expert in preparing South Indian, North Indian, Chinese and Continental Dishes. He should have an experience of atleast 5 years in similar capacity. Experience in an industry/hotel of repute would be an added advantage. The Head Cook should know to make variety of Indian Sweets.

#### **Asst. Cooks**

Should have an experience of atleast 2 years in similar capacity. Two cooks with experience in Vegetarian South Indian dishes and one cook with experience in Vegetarian North Indian dishes would be preferred. One of above Asst.Cooks should also be expert in making sweets, tava cooking like Dosas, Chapathis, etc., and Coffee/Tea making.

#### **Kitchen Helpers**

Should have an experience of atleast 2 years in similar capacity.

#### **Stewards/ Service Boys**

Should have passed S S L C or equivalent with atleast 2 years experience in similar capacity and should be conversant in Kannada, Hindi and English.

#### **Utility Hands**

Should have an experience of atleast 2 years in similar capacity in a Canteen/Hotel.

The above manpower will also be assigned other allied activities in addition to their regular assignments when need arises and the same should be carried out.

**Note : Submission of documentary evidence in support of the qualification and experience of the personnel to be posted in various posts is mandatory.**

### **10.0 SECURITY DEPOSIT**

10.1 In order that the Contractor fulfils the obligations under the terms of the contract, he shall provide C-DOT a Security Deposit equivalent to Rs.4,00,000/- (Rupees four lakhs only) by way of DD within 02 weeks from the date of award of the contract. This will be returned interest free three months after the successful completion of the contract.

Or

In order that the Contractor fulfils the obligations under the terms of the contract, he shall provide C-DOT with the Bank Guarantee equivalent to Rs.4,00,000/- (Rupees four lakhs only)) from any nationalized/scheduled bank, in the prescribed format. The above Bank Guarantee should be submitted within 02 weeks from the date of award of contract and should be valid for over three months after the expiry of period of the contract.

C-DOT will be free to en-cash the Bank Guarantee/Security Deposit in the event of any failure on the part of the Contractor to meet his obligation under the contract or in the event of any demand by the concerned Statutory Authorities for dues from the Contractor at its sole discretion.

## **11.0 PENALTY**

11.1 All contractual obligations will be strictly enforced. Deductions will be made for poor services like-

- Failure to follow statutory provisions of PF, ESI and other laws related to labour welfare- Termination of Contract / forfeiture of EMD & Security Deposit apart from the penalties levied by Statutory Authorities.
- Non-availability of fuel due to ignorance by your personnel.
- Shortage of Food.
- Any insect/foreign particle found in the meal Supply of adulterated/contaminated /unhygienic food.
- Non-maintenance of cooking equipments, vessels, utensils, Refrigerators, Grinders, etc. given by C-DOT – Penalty will be arrived at based on the extent of damage / repair.
- Non-maintenance of the groceries, fruits, vegetables, dairy products, packed food, etc., resulting in wastage.
- Non-Maintenance of the serving area, kitchen area, Dining Hall, Dining, Tables/Chairs, Store Room, etc.
- Poor Quality of Food.
- Shortage of Manpower.
- Frequent Absenteeism.
- Delay in Service.
- Refusal to perform the duty assigned
- Misbehaviour / Act of indiscipline by your Personnel.
- Willful omission in carrying out responsibility resulting in loss/ damage of C-DOT Asset– amount equivalent to the value of loss ( value as fixed by C-DOT Representative)
- Repair or damage caused to C-DOT asset due to your Personnel’s negligence – cost equivalent to acquisition of the new asset.
- Personnel posted do not possess the qualification and experience as required by C-DOT
- Misuse of the resources ( power, water, etc., )provided by C-DOT – At the discretion of C-DOT.
- Any other issue/shortcomings/lapse other than the above as occasion demands at the discretion of C-DOT.

11.2 Penal deduction will also be made for any other poor services on the basis of assessment by C-DOT at its discretion. The defaulting staff posted by you should be replaced immediately in such cases.

11.3 The decision of C-DOT will be final with regard to levying of penalty.

11.4 The above are not exhaustive. The decision of the C-DOT Representative will be final with respect to the extent of penalties being levied.

## **12.0 PAYMENT SCHEDULE**

12.1 The Contractor shall submit its claim for the services rendered showing distinctly the charges payable, no. of manpower employed for services. These claims are to be made in the first week of the month immediately following the month for which the bill is raised. The bill should be

accompanied by the proof of payment of PF subscription and ESI subscription of all the eligible personnel posted at C-DOT. A list of your personnel along with their PF and ESI Nos. should also be submitted along with the bill.

- 12.2 Payment shall be made against bills to be submitted by the Contractor during first week of every month for their services rendered during the previous month. Payment shall be released within fifteen days of submission of bill.
- 12.3 Income Tax shall be deducted at source as per rules in force from time to time.
- 12.4 In the event of any query, objection, delay or dispute with regard to any bill or a part thereof, the Contractor/ will not be entitled to any interest to be paid by C-DOT for late payment.
- 12.5 No advance payment claims or running bills will be entertained by C-DOT.

### **13.0 REPORTS**

- 13.1 Reports in various formats should be submitted periodically as sought by the Admin. Representative.

### **14.0 OBLIGATIONS OF THE CONTRACTOR**

- 14.1 The contractor should provide the requisite particulars of all personnel proposed to be posted to our Centre in advance and only on approval from the Centre they can be posted. He should ensure that only the personnel possessing sufficient experience as required by us is posted at C-DOT, failing which stringent action will be taken and appropriate penalty levied. The decision of the C-DOT Representative will be final.
- 14.2 The contractor will be responsible for timely payment of wages as per rules to his personnel with submission of proof of payment with copies of salary slips. The wages /salaries to the personnel should be paid to their respective bank accounts only.
- 14.3 The contractor should ensure compliance of all laws relating to providing the services to our Centre.
- 14.4 Any payment to be made by C-DOT to any statutory authority due to non-adherence of the stipulated norms by the contractor should be borne by the contractor.
- 14.5 The contractor should be responsible for issuing identity cards, minimum of three sets of uniform (per annum) and other requisite accessories including caps, aprons, gloves, shoes and other necessary accessories to the personnel posted in our Centre. The Contractor should provide one bi-cycle for the use of his personnel inside the C-DOT Campus. The maintenance of the bi-cycle will be the sole responsibility of the Contractor. In case the contractor does not provide any of the items listed, the Centre will provide the same and deduct the expenses incurred towards such procurement from the bill of the contractor.
- 14.6 The contractor should depute his Field Officer to visit our Campus to carry out periodical checks on the quality of cooking, maintenance of the Kitchen, Store Room, etc. atleast once in a week.
- 14.7 The contractor will solely be responsible for conduct and behaviour of his personnel and any loss or damage to the Centre's property due to the conduct of his personnel should be made good by the contractor .

- 14.8 In the event of theft, pilferage or damage to the Centre's property by the personnel posted by the Contractor, the Contractor should make good all the losses and replace the personnel immediately.
- 14.9 C-DOT will not be directly responsible for any accident, death or injury to your employees which would arise during the course of their duty nor would we be responsible/ liable to pay damage or compensation to such persons. The Contractor/ should at all times indemnify and keep C-DOT indemnified against all claims which may be made under Workmen Compensation Act, any statutory modifications thereof or otherwise for or in respect of any damages or compensation payable in consequence of any accident or injury sustained by any workman while in our premises or during course of their duty. The Contractor/ will also be responsible for appropriate insurance coverage of their employees.
- 14.10 The successful tenderer should indemnify the Centre against any claim by any authority. In the event the Centre has to pay any individual, statutory body or any Contractor for reasons directly or indirectly attributable to this contract, the contractor should pay such claim/damages and even if the Centre is called upon to pay such damages/penalties, the contractor will reimburse the same. This is subject to the condition that the Centre complies with various requirements in respect of the laws applicable to it.
- 14.11 The contractor should ensure that the laid down assignments are carried out by the personnel posted by him.
- 14.12 In case of additional manpower required during the contract period, the contractor should provide the same at the contract rates only. No increase in the rates will be entertained during the pendency of contract. Similarly, C-DOT reserves the right to curtail the services, if necessary.
- 14.13 In the event of any query, objection, delay or dispute with regard to any bill or a part thereof, the contractor will not be entitled to any interest to be paid by the Centre for late payment.
- 14.14 The contractor and his personnel should strictly follow the Security Manual of C-DOT to the extent it is applicable.

## **15.0 OTHER TERMS AND CONDITIONS**

- 15.1 The performance of the Contractor will be reviewed on a monthly basis by the concerned C-DOT officer. Where the performance is below the standard expected or where damages to C-DOT property was caused by/at the instance of Contractor's staff, then appropriate deductions will be made as per the assessment made by the officer concerned shall be final and binding. No further representation will be entertained by C-DOT.
- 15.2 Any dispute, difference or disagreement between C-DOT and the Contractor concerning the existence, validity, interpretation, performance, termination or breach under this Contract, shall be amicably resolved in good faith. Failing which, the matter shall be referred for settlement by arbitration in accordance with provisions of Indian Arbitration & Conciliation Act, 1996, as amended from time to time. Either Party may refer the dispute to the Sole Arbitrator, to be nominated by the Executive Director, C-DOT. The language of arbitration proceedings shall be English and the venue and jurisdiction of the arbitration shall be Bangalore. The arbitration award shall be final and binding on both the Parties.



- 15.3 Disputes, if any, arising out of above tender will be referred to Arbitration having jurisdiction over Bangalore only.
- 15.4 Sub-contracting is not allowed by the Bidder. If it is found that the job has been sub-contracted, the contract with the Bidder shall be terminated with immediate effect with forfeiture of the Security Deposit.

**ANNEXURE – A**

**TECHNICAL QUOTE  
FOR CATERING & ALLIED SERVICES**

**TENDER REF. NO.CDOT/TENDER / CATERING/2019-2022/022**

**Demand Draft towards cost of tender document to be enclosed to this part only**

<b>DD NO.</b>	<b>DATE</b>	<b>BANK NAME / ADDRESS</b>	<b>AMOUNT (RS.)</b>

**ANNEXURE A**

<b><u>1.0 PROFILE OF THE COMPANY/CONTRACTOR</u></b>	
1.1	Name of the Company/Firm and Address & Registration details
1.2	Legal Status <ul style="list-style-type: none"> <li>➤ Individual,</li> <li>➤ Proprietary Firm</li> <li>➤ Partnership Firm</li> <li>➤ Private Ltd. Co.</li> <li>➤ Others (specify)</li> </ul> (Specify and Enclose Supporting Documents)
1.3	Name of the Individual/Partners/Directors, address designation & occupation
1.4	Is your Company/Contractor carrying out any other trade/Business in addition to Catering & allied Services? Furnish particulars of the other trade /business carried out.
1.5	If there are branches, furnish names & location of all branches.
1.6	Mention the annual turn-over of the Contractor from Catering & allied Services for the years 2016-2017 & 2017-2018? Enclose supporting documents.
1.7	Please provide your Banker's name and address.
1.8	No. of years of experience your Contractor/ company has in providing <b>Catering &amp; allied Services only.</b>

1.9 No. of employees on the rolls of your Contractor/Company.	
<b>2.0 <u>STATUTORY DETAILS</u></b>	
2.1 Are you Registered under the following: <ul style="list-style-type: none"> <li>➤ Employees State Insurance Act 1948</li> <li>➤ Provident Fund &amp; Miscellaneous Provision Act 1952</li> <li>➤ GST</li> <li>➤ PAN No. issued by Income Tax Authorities</li> </ul> (If yes, Enclose supporting documents)	 YES / NO  YES / NO  YES / NO  YES / NO
2.2 Have you registered with  (A) State Labour Authorities. (B) Central Labour Authorities.  (If yes, Enclose supporting documents)	  YES / NO YES / NO
2.3 Specify whether there are any issues/ disputes against your Contractor before Commissioner Provident Fund, Commissioner ESI, Income Tax authorities, Labour Tribunal Authorities, etc.	
2.4 Specify whether at any point in time your Contractor/firm/Company was banned or de-listed by any Government or quasi Government agencies or PSUs.	  YES / NO
<b>3.0 <u>INFRASTRUCTURE</u></b>	
3.1 Furnish details of infrastructure maintained by your Contractor/ Company for providing Catering & allied Services.	
3.2 Email ID and Fax Nos. of the Office in Bangalore.	
3.3 Details of contact persons in your Office with Mobile phone numbers	
<b>4.0 <u>WELFARE MEASURES</u></b>	
4.1 Is any transport facility provided to your staff?	

4.2	Do you issue Uniform to your staff at subsidized rate / free of cost / on full payment, please specify.	
4.3	Do you pay bonus? If so, what is the quantum of bonus proposed to be paid?	
4.4	Any other welfare measure provided in addition to the above?	

**5.0 GENERAL**

5.1	Who are the major corporate clients of your Company / Contractor to whom Catering & allied Services are provided? a. Served over 5 years b. Served over 3 years c. Existing	
5.2	Furnish any other information with supporting documents which may help C-DOT in assessing your Company's / Contractor's capabilities.	
5.3	What is the time limit you require to take over the services if you are selected?	

**NOTE : Information sought above may be given in separate sheets, if the space provided above is not enough. Enclose all supporting documents substantiating the above statement.**

Date : \_\_\_\_\_ Signature: \_\_\_\_\_  
Place : \_\_\_\_\_ Name : \_\_\_\_\_  
Designation \_\_\_\_\_

Seal of the Company/ Contractor

Name of the Company/Contractor: \_\_\_\_\_

### Details of Clients

#### I. Existing Contracts for Catering & Allied Services

Sl.No.	Name of the Client/Customer	Contract Value	Contract Valid upto	Contact Details of the Officer Incharge

#### II. Contracts served for over 5 years

Sl.No.	Name of the Client/Customer	Contract Value	Contract Valid upto	Contact Details of the Officer Incharge

Note : Additional information of clients, if any, can be provided in separate sheets



UNDERTAKING

TENDER NO.: TENDER NO: C-DOT/TENDER/CATERING/2019-2022/022

I hereby certify that I have submitted the Demand Draft towards Earnest Money Deposit as per the Terms and Conditions of the tender document in my Financial Bid (Envelope-B).

If the Demand Draft is found to be invalid, C-DOT shall be free to take suitable legal and/or other action against us, as deemed appropriate.

Date : \_\_\_\_\_

Signature: \_\_\_\_\_

Place : \_\_\_\_\_

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Seal of the Company/Contractor



TENDER NO.: TENDER NO: C-DOT/TENDER/CATERING/2019-2022/022  
CATERING & ALLIED SERVICES

CERTIFICATE

I/We hereby certify that I have studied all the terms and conditions of the tender document, understood the same and hereby accept the same and signing this document as an authorized signatory in the capacity of \_\_\_\_\_.

I / we certify that our Company/Contractor has not been blacklisted/debarred from doing business by any customer organization (including Govt.) during last three financial years.

I / we have no objection to C-DOT verifying any or all the information furnished in this document with the concerned authorities, if necessary. If at any stage the information furnished is found to be incorrect, C-DOT shall be free to take appropriate legal action against us including but not limited to termination of contract and forfeiture of security deposit.

I/We hereby confirm we will provide services as per the terms and conditions of the contract awarded, failing which C-DOT will be free to make alternate arrangements at our risk and cost. We also confirm that in case of unsatisfactory services, C-DOT has the right to take any legal course of action against us.

I/We agree to provide services as per the rates quoted by us.

Date : \_\_\_\_\_ Signature \_\_\_\_\_

Place : \_\_\_\_\_ Name \_\_\_\_\_

Designation \_\_\_\_\_

Seal of the Company / Contractor



**ANNEXURE – B**

COMMERCIAL QUOTE  
FOR  
CATERING & ALLIED SERVICES

TENDER REF. NO. C-DOT/TENDER/CATERING/2019-2022/022

EMD by way of Demand Draft to be enclosed to this part only

DD NO.	DATE	BANK NAME / ADDRESS	AMOUNT (RS.)

**CATERING & ALLIED SERVICES**  
C-DOT/TENDER/CATERING/2019-2022/022

<b>NAME OF THE CONTRACTOR</b>	
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SL.NO.	NAMES OF THE POST	NO. OF POSITIONS	RATE PER PERSON MONTH	PER PER	TOTAL COST
1	Manager	1 No.			
2	Front Office Asst. / Stores Keeper	1 No.			
3	Head Cook	1 No.			
4	Asst.Cook	3 Nos.			
5	Kitchen Helpers	3 Nos.			
6	Service Boys/Stewards	6 Nos.			
7	Utility Hands	7 Nos.			

GST : \_\_\_\_\_%

**A detailed breakup of salary giving clear details various components like Basic pay, DA, HRA, Service charges, etc. for each category of post to be enclosed without fail.**

**SALARY/WAGE BREAKUP DETAILS**  
C-DOT/TENDER/CATERING/2019-2022/022  
CATERING & ALLIED SERVICES

Name of the Contractor: \_\_\_\_\_

Category of Post : \_\_\_\_\_

Salary / Wage Details	Amount	Remarks, if any
Basic Wages+VDA		
ESI		
EPF		
Bonus		
Other Salary / Wage components (specify)		
Service Charges		
GST		

**Note :** The percentage of the above wage /salary components should be specified clearly . Additional columns for wage/salary component, if required may be included.

The above salary / wage breakup details should be provided for all categories of post in the above format as per the tender terms and conditions.

Quotes with nil Service charges will be rejected.

C-DOT/TENDER/CATERING/2019-2022/022  
CATERING & ALLIED SERVICES

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Name of the Company/Contractor: \_\_\_\_\_

Rates to be quoted for the following highly skilled/skilled/semi skilled / unskilled manpower required by us on casual basis. The rates may be quoted on per day per person basis. The rates should be inclusive of administrative charges, services charges, etc.

Sl.No.	Particulars	Rate per day
1	Head Cook	
2	Sweet Maker	
3	Asst.Cook	
4	Kitchen Helpers	
5	Service Boy/Steward	
6	Utility Hand	

GST \_\_\_\_\_ % (specify)