

**CIVIL SERVICES OFFICERS' INSTITUTE  
K.G.Marg, New Delhi**

**Tender for Catering and Bar Services**

SEALED TENDERS are invited (**TWO BID TENDER - TECHNIAL & FINANCIAL** ) from reputed, experienced and financially sound Companies/Firms/Agencies **from the hospitality industry** for PROVIDING CATERING AND BAR SERVICES for Civil Services Officers' Institute at Vinay Marg, New Delhi for 8000 members(opening shortly).

Tender details and forms available on website [www.csoi.org.in](http://www.csoi.org.in) ( to be submitted along with a pay order of Rs.2000/- in favour of CSOI, New Delhi) and also from Reception CSOI, K.G.Marg, New Delhi (**23383438 & 23383572**) on all working days (except Tuesday) from February 8,2012 till February 29,2012 on cash payment of Rs. 2000/-. Last Date and Time of **Submission** will be on March 1, 2012 at 6 p.m. in CSOI, K.G.Marg, New Delhi.

**Note: Competent authority of CSOI reserves the right to accept or reject any or all the bids and annul the process at any time without assigning any liability or any reasons thereof.**

## **BRIEF INTRODUCTION OF CSOI.**

The Civil Services Officers' Institute is presently functioning at Kasturba Gandhi Marg, New Delhi as a registered body, set up in 1998 to provide welfare, recreational and entertainment facilities to the officers of Group 'A' All India Services and the Central Government and their families viz. IAS, IFS, IPS, IRS, IES, ISS, etc.

**Members of the Institute** are of the grade of Deputy Secretary and above to the Government of India.

Presently there are about **5000 members** in the Institute at Kasturba Gandhi Marg. A new building complex of CSOI at Vinay Marg, Chanakyapuri, New Delhi is to tentatively be made operational by April, 2012. **5000 new members** are proposed to be added. The average annual Food & Beverage sale in CSOI at K.G. Marg is as follows;

**Food (approx.)**      a) 2009-10 - 2.6 Crores      b) 2010-11 - 2.4 crores

**Beverage (approx.)** a) 2009-10 – 51 lacs      b) 2010-11 – 60 lacs

The old complex of CSOI at K.G.Marg, New Delhi will continue to function with its existing facilities.

**The new complex of CSOI at Vinay Marg, Chanakyapuri, New Delhi will be providing facilities** of two restaurants, a Lobby cafe, a Bar, Party venues, Conference room, Business Centre, Auditorium, Cards Room, Billiards Room, squash court, T.V room, ten guests room with a room service pantry, auditorium of 200 capacity and a Health Club with gymnasium and Spa facilities. On weekends there will be a Tambola session in the evening. Various events shall also be organized throughout the year for entertainment of member's viz. Weekend movies, New Year Eve, Diwali Mela, X-Mas Eve, Holi & Baisakhi festivals which will be attended in large numbers by members/ family/ guests. All these will be required to be catered by the Service Provider.

**On an average 600 persons (members and guests – excluding parties) are expected to be visiting the Institute daily with families and their guests to avail Catering (food & beverage) services in its first year of operation including parties. The average footfall may increase depending upon quality of services provided by the Service Provider.**

# **Notice Inviting Tenders**

## **For Award of Contract for Catering and Bar Services at Civil Services Officers' Institute, Vinay Marg, New Delhi.**

SEALED TENDERS are invited (**TWO BID TENDER - TECHNIAL & FINANCIAL** ) by Civil Services Officers' Institute from financially sound Service providers/ Firms/Agencies experienced in industrial catering services / hotel / MNC cafeteria for PROVIDING CATERING AND BAR SERVICES in CSOI, Vinay Marg, New Delhi which includes running of multi cuisine restaurants, room service , Lobby cafe, bar, card room, billiard, party venues & other facilities for meetings, seminars, and conferences, etc... along with the events and festivals organized in the Institute throughout the year.

**Term of Contract** will be for **three years** with **1<sup>st</sup> year as probation / trial period.** Further **extension may be given** subject to satisfactory services and Quality certification from an Empowered Committee nominated by CSOI. The total term of the contract will be for a maximum period of **3 years** unless terminated earlier by the management due to violation of the terms of the contract or any other misconduct/deficiency on the part of the service provider.

The tenders will be on the specified form (non-transferable) which may be obtained from Reception, CSOI between 10.30 am to 5.30 on all working days (except Tuesday) on payment of Rs. 2000 /- in cash (non-refundable) or by downloading from website [www.csoi.org.in](http://www.csoi.org.in) and submitted along with a Demand Draft of Rs. 2000/- (towards the cost of tender form) in favour of the Civil Services Officers Institute and payable at New Delhi. Any other form of payment will not be accepted.

- a) Last Date and Time of **Sale** of the Tender Documents: **5pm February 29,2012(Wednesday)**
- b) Last Date and Time of **Submission** (Bids duly lac-sealed) should be hand delivered so as to be received on or before **March 1 , 2012 upto 5 pm.**
- c) Pre- Bid conference: February 27, 2012(Monday) at 5 pm in CSOI, K.G.Marg, New Delhi.
- d) Date for **Opening** of Bids in the presence of the authorized representative of the bidders will be informed separately.
- d) Address : **Civil Services Officers Institute**  
M.S. Apartments, Kasturba Gandhi Marg,  
New Delhi – 110001,  
Ph.011-23383438/23383572, Fax 011-23381779

**BID SUBMISSION:**

The Tenders should be submitted, in sealed covers, as under:

**Part I (superscribed “Technical Bid for providing Catering & Bar Services”)**

**Part II (superscribed “Financial - Rebate Bid for providing Catering & Bar Services”).**

The above covers may then be Lac-sealed and put in a common cover, superscribed “Tender for Catering & Bar Services” at **Vinay Marg, Chanakyapuri, New Delhi** addressed to:

**General Manager,  
Civil Services Officers’ Institute,  
F-116, M.S. Apartment,  
K.G. Marg,  
New Delhi - 110001.**

## **PART - I                      TECHNICAL BID:**

- i) The bid document should be submitted in **original**. All pages, duly signed by authorized representative and stamped, in support of pre-qualifying requirements.
- ii) Profile of the company with its organization.
- iii) Details of services/business contracts/with clients (**attach copies of the earlier contracts**).
- iv) Annual sales turnover amount from catering trade for the past three years. Attach copy of the Sales tax returns.
- v) Copy of the audited balance sheets for the last three years along with tax audit reports.
- vi) **BANKER'S REFERENCE:** Details of the Bank account.
- vii) Acknowledgement of all terms and conditions of the tender.
- viii) Earnest Money Deposit of Rs. 50,000/- by a pay order from a scheduled bank in favor of CSOI, payable at Delhi. Bids without EMD will be rejected.
- ix) PAN no. and registration of the firm from labour Dept, ESI, EPF.
- x) Check list of all submitted documents.
- xi) Details of Manpower with experience to be deployed for catering and bar services for CSOI (Annexure **2**).
- xii) Job Procedure (proposed deployment) for providing food and services in various facilities to be adopted by the contractor for the Catering and Bar Services in CSOI.
- xiii) On successful qualification of the documents, shortlisted bidders will give a power point presentation to the Committee of CSOI on their staffing and operational procedures to be adopted at CSOI for delivering Professional F&B to this Institute.
- xiv) A trade test for professional efficiency in food production and services will be conducted for technically eligible and shortlisted vendors in CSOI at K.G.Marg, New Delhi. Date and time for the trade test will be informed during the Pre bid meeting.

## **PART II: FINANCIAL BID**

### **Provision of catering and bar services at CSOI, VINAY MARG, New Delhi.**

With reference to the NIT for the above, I/We hereby agree to provide Catering and Bar Services at CSOI/New Delhi within 30 days from the date of issue of Letter of Approval.

My / Our financial bid with undertaking is as under: -

1.	<b>Rs.50,000/- EMD (details) ---</b>
2.	<b>After studying the attached Price List of Food &amp; Beverage items, we agree to sell the Food &amp; Beverage items at the prices fixed by CSOI.</b>
3.	<b>We also agree to provide manpower at all times as worked out by CSOI. We also agree to provide extra manpower as and when required to cater for weekends / important occasions / events at our cost.</b>
4.	<b>Revenue Share of CSOI on gross sale of Foods items in the Restaurant, Bar, Parties, conferences &amp; events will be -----% per month (to be indicated both in words and figures).</b>
5.	<b>30 % of the net profit (after deducting cost of all beverage sales) would be given to the Caterer for providing bar services.</b>
6.	<b>In case successful, we would be willing to deposit Rs. 20, 000, 00 (Rupees Twenty Lakhs only) as performance guarantee in a mode prescribed by CSOI, before the award of contract.</b>

**Note:** In case of discrepancy in the amount quoted in figure and words, the amount written in words will be taken into consideration.

Bid without EMD will not be considered.

Signature of the authorized signatory

Name & Designation:

Name of the Firm/Company:

Date:

### Qualifying criteria:

- 1) The bidder should have a minimum annual sales turnover of **minimum Rs. 50 Lakhs for the last three financial years** from the Catering trade.
- 2) The bidding firm should be presently in the business of providing catering services to reputed organizations of similar or larger set up with excellent past experience in providing catering services in the Govt sector or Private sector / MNC. The bidder should submit a list of NAME, ADDRESSES AND TELEPHONE NUMBERS OF CLIENTS FOR WHOM IT HAS RENDERED SERVICES IN THE PAST FIVE YEARS. CSOI reserves the right to CHECKBACK & SEEK FEEDBACK FROM THE REFERENCES LISTED BY THE BIDDER and carry out the capability assessment of the Bidders. The decision of CSOI shall be final in this regard.
- 3) The bidder should have his Registered Office or one of the Branch Offices in Delhi / New Delhi or NCR.
- 4) Only those bidders who hold valid registration with the Labour Department and are registered with ESI & P.F. shall be eligible.

## **PART - I                      TECHNICAL BID EVALUATION**

The technical evaluation of the bidders will be carried out by the tender evaluation committee of CSOI on following criteria's

- |  |   |    |   |
|--|---|----|---|
| 1. Annual Turn Over of The Firm                                    | : | 15 | Marks                                       |
| 2. Manpower Deployment<br>i.e.( Qualified ,Trained and Experience) | : | 25 | Marks<br>Managers,supervisor,Chefs,Stewards |
| 3. Past Experience in the Industry                                 | : | 35 | Marks                                       |
| 4. Business Plan   | : | 25 | Marks                                       |

Total 100 Marks

A bidder will be technically qualified after his business plan presentation and trade test to the tender evaluation committee with a score of 60 marks. Thereafter only financial bids will be opened of qualified bidders by the committee and contract will be awarded to H1(highest bidder) on rebate on gross food sales.

### **Financial Evaluation criteria:**

In order to assess the contractor's capability and also to ensure food quality, the evaluation criteria adopted will be as under:

- Highest rebate offered on gross sale of Food items of acceptable quality for catering services.

## Acknowledgement / Acceptance Form.

1. I, \_\_\_\_\_ Son / Daughter of Shri \_\_\_\_\_ Proprietor/Partner/Director of \_\_\_\_\_ am competent to sign this declaration and execute this tender document.

2. I have **carefully read and understood all the terms and conditions of the RFP** and hereby convey my acceptance of the same.

3. The information / documents furnished along with the above declaration 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 vague / false information / fabricated document that would lead to **rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.**

Signature of authorized person

Date:

Full Name:

Place:

Company's Seal:

**N.B.The above declaration, duly signed and sealed by the Bidder/ Agency in token of their acceptance, should be enclosed with Technical bid.**

## **INSTRUCTIONS FOR THE CONTRACTOR**

1. The CSOI is open on all days except Tuesday's and National Holiday's as declared by the Administration. The manpower deployment for Catering and Bar Services should be geared up to handle on an average 600 members at any time. **The working hours of the Institute will be 11 am to 11pm except for room service and Lobby cafe and can be changed as per the requirements of CSOI.**
2. **Site Visit** : The applicant is advised to visit CSOI and examine the site of work and its surroundings and obtain for himself on his own responsibility, all information that may be necessary for preparing the tender. The cost of visiting the site shall be at the applicant's own expense.
3. The Cost of the Tender Documents to be purchased from reception, CSOI @ Rs. 2000/-
4. EMD of **Rs. 50,000/-** (Rs. Fifty thousand only) to be deposited through Bankers cheque / D.D and submitted along with the offer.
5. Performance Security Deposit of **Rs.20, 000, 00/-** (Rs. Twenty lacs only) in the form of FDR from nationalized bank in favour of CSOI, New Delhi is to be submitted on approval of the contract (interest free) before the award of the contract.
6. The requisite instrument of **EMD should be attached with page number one**, as mentioned above, of the Bid Document.
7. The **name of the Bidder** should be mentioned on the **reverse of the respective DD/ Banker's Cheque**, attached as EMD.
8. This bid document should be **serially numbered and duly signed and stamped by the authorized signatory of the applicant**. Authority Authorized signatory will be either the Proprietor /owner of the firm or any other person who has been given a letter of Authority duly signed by the board of Directors in case of partnership firm . This latter of authority should also be submitted along with the bid. The bid document should be **submitted in original**. Offer not submitted along with Bid document in original will be **rejected**.
9. The bidding firm should be presently in the business of providing catering services to reputed organizations of similar or larger set up with a registered office in Delhi. Successful Bidder will possess License/permissions as required by law from the competent authorities and registered with the department of Labour Commissioner. The license should be valid as on date. PFA nomination must be made by the successful bidder with a copy to CSOI.
10. The offer should be valid for 120 days from the date of Tender Opening.
11. The successful bidder shall, at all times indemnify CSOI against all claims and penalties which may be suffered by CSOI or any person employed by it by reason of any default on the part of the bidder in due observance and performance of the provision of,
  - i) Workmen's Compensation Act -1923
  - ii) Employment of Children's Act XXVI of 1938 and
  - iii) Contract labour regulation and abolition Act-1970 and other statutory laws applicable or declared by statutory bodies from time to time.
  - iv) or any other act that may be applicable while performing the above contract.
12. **Party quoting highest percentage of revenue share of gross sale to CSOI on food items in the Restaurants, Bar, Parties, conferences and events may be awarded the contract, provided he is qualified as per qualifying / evaluation criteria.** The decision of CSOI in this regard shall be final and binding.
13. Tenderer shall submit catering license, labour license, and ESI and EPF numbers, copies of PAN No. Vat No. and latest Income Tax returns of the last three years.
14. Subletting of this contract is not permitted.
15. Every bidder can apply for only one bid. Please note that falsification/suppression of information shall lead to the disqualification of the tenderer.
16. CSOI **reserves the right to engage one or more caterer** if required. In that case, area of operation of all the caterers will be clearly demarcated and any infringement by the Caterer of the areas so demarcated will entitle CSOI to terminate this Agreement.
17. The competent authority of CSOI reserves the right to reject any or all tenders in whole, or in part, without assigning any reasons. CSOI will not return any document (Technical & Financial) once it has received the bids from the bidders.
18. Contractors who are financially sound and capable to invest Rs. 50 lacs as **Working Capital** should come forward for this contract.
19. If bidder is found indulging in malpractice or pooling of bid the submitted bid might be cancelled.

## TERMS AND CONDITIONS FOR CONTRACT OPERATION

### I.

1. Maximum period of engagement will be **three years with first year as probation**. After the expiry of three years, open tenders will be invited in which the existing contractor will be at liberty to participate unless otherwise debarred.
2. **The contractor will bear the cost, throughout the term of contract, for comprehensive general liability insurance for his men and material. No liabilities whatsoever incurred on men and material due to any cause/accident/disaster will be borne by the CSOI.**
3. A Service Level Agreement (SLA) will be signed between the contractor and CSOI. The caterer shall not directly or indirectly accept any kind of sponsorships or complimentary liquor or other gifts on behalf of CSOI from any Institution/firm/supplier/manufacturer etc.
4. The Contractor shall be responsible for the safety from fire/accident/disaster of all the workers engaged for the performance of his contractual services.
5. The contractor shall issue Identity Cards to all its workers and submit a police verified list of employees in the Institute to CSOI within 30 days.
6. CSOI will not be liable for any liability arising under the labour laws, non-payment of taxes of any statutory taxes or any other law of the land, incurred by the contractor. The bidder shall be liable for depositing all taxes, levies, etc. on account of services rendered by him in CSOI to the concerned authorities as per the rules and regulations in the matter.
7. The Contractor shall be responsible for the conduct and behavior of his employees and will ensure that no miscreants/trouble shooters are provided for services in CSOI.
8. All billing transactions for catering and bar services will be handled by the contractor and submitted next day to the accounts branch/Manager.
9. Caterer would provide food and snack items to the staff of the Institute on "No Profit No Loss" basis.
10. **Credit Card: The caterer will pay 1.5% as bank charges to the Institute on the sale through Credit Cards. The caterer will undertake no credit sale.**
11. **Electricity charges of Rs. 50,000/- per month will be payable by the contractor which shall be recovered from his monthly bills.**

- II. GRAFTS AND COMMISSIONS ETC.:** Contractor indulging in any unlawful activity shall render himself liable for cancellation of contract and will be banned for all future contracts beside criminal prosecution. Interim enquiries during the processing of the tenders will not be entertained.

### III. Earnest Money Deposit

- i) EMD – Rs.50,000/- (Rupees fifty thousand Only) through DD/Bankers Cheque drawn in favour of the Civil Services Officers' Institute and payable at New Delhi.
- ii) The earnest money deposit is liable to be forfeited if the bidder unilaterally withdraws amends, impairs or derogates from the terms and conditions in any respect during the validity of the offer.

- iii) The earnest money of unsuccessful bidder will be returned without interest after finalization of the bid.

#### **IV. PERFORMANCE SECURITY DEPOSIT**

The successful bidder will have to deposit a **Performance Security Deposit of Rs.20, 00,000/- (Rupees Twenty Lacs only)** by way of Fixed Deposit Receipt (FDR) from a nationalized commercial bank and hypothecated in favour of "CSOI, New Delhi" valid for 60 days beyond the expiry period of one year contract and further renewable, if required within one week of issue of Letter of Approval. Earnest money can be adjusted against the Performance Security Deposit of the successful bidder. No interest will be admissible on this Security Deposit. This deposit is meant to compensate CSOI for any loss suffered due to failure of the contractor to fulfill his obligations as per the contract with CSOI.

The deposit (FDR) is liable to be forfeited if the successful bidder unilaterally withdraws amends, impairs or derogates from terms and conditions in any respect during the currency of the contract. It can also be forfeited due to unsatisfactory / non performance by the contractor or for any misconduct / deficiency on his part.

#### **V. Payment and Taxes**

Billing procedures and applicable taxes will be followed as given under:

1. Correct Billing for Catering and Bar services to the members of CSOI shall be the responsibility of the Contractor as per the rates approved by CSOI.
2. Cash handling i.e. receipt of cash from customers, its safe custody and depositing the same daily with CSOI will be the responsibility the Contractor.
3. Contractor will submit daily sales reports to CSOI after closing hours.
4. Price fixation and Revision of rates will be at the sole discretion of CSOI. Prices of products at which the bills would be raised shall indicate prices and Taxes separately. Billing format will be provided by CSOI.
5. The contractor will raise the bill on CSOI for Food/Beverage items issued / delivered against hospitality within three days and seek approval of GM., CSOI.
6. Payment of VAT (value added tax), Service Tax or GST as applicable shall be charged from members and the payment to govt. shall responsibility of CSOI.
7. Bill shall be raised with VAT (12. 5% on food & 20 % on Beverages) and service tax (3.09% on food and beverages) or as applicable.
8. Bills for claim by the Contractor from CSOI will be as per schedule below:-
  - (i) For the period from 1<sup>st</sup> to 15<sup>th</sup> of each month, bills shall be preferred by the 18<sup>th</sup> of the month. However no interest shall be payable for any delay payments.
  - (ii) For the period from 16<sup>th</sup> to the end of the month bills will be preferred by the 3<sup>th</sup> of the following month.
9. Payment will be released by CSOI within fifteen days from the submission of bills.

#### **VI. Liability and Indemnity** The bidder agrees to defend, indemnify and hold harmless CSOI and the Management, Managers and employees/agents (collectively the

“Indemnified Persons”) from and against any and all claims, actions, damages, expenses, costs (including legal costs) and other liabilities actually incurred by the indemnified parties arising as a result of any negligence, breach of contract or warranty, or any other wrongful act or default on the part of the Bidder, its employees, agents, representatives or contractors, including prosecutions under the legislation affecting the use of any of its sub- contractors or agent any of its warranties, undertakings and obligations set out in this Agreement.

**VII. Labour Law and Other Statutory Regulations:** It is distinctly understood by the bidder that the employees engaged by it will be deemed to be its employees and the bidder will be entirely responsible for compliance of all labour laws and rules governing employment of such employees. It shall also be responsibility of the bidder to comply with all laws, ordinances, rules, bye-laws, regulations, notifications, guidelines, policies, directions, directives and order of any governmental authority including municipal authorities connected with his services to CSOI.

**VIII. ARBITRATION CLAUSE:** The service agreement shall in all respects will be governed and interpreted according to the laws of India. In case of any dispute, the matter would be referred to the President of the Executive Committee whose decision would be final and binding on both the parties. The President may at his discretion appoint an arbitrator to decide on the issues between CSOI and the Contractor ( as per provisions of Indian arbitration act of 1996).

The decision of the Arbitrator shall be final binding on both the Parties. The language of Arbitration shall be English and venue at New Delhi and jurisdiction of the Courts at Delhi only.

**IX. Termination of Contract:**

CSOI shall have the right to terminate the service agreement at the cost and consequence of the Bidder in the following events:-.

- a) Any items supplied other than the approved menu and approved rates.
- b) In event of the contractor being convicted by the court of law under Criminal Procedure Code or any other law.
- c) In the event of proprietor or firm being judged insolvent, or any proceedings for liquidation or composition under insolvency Act, or the firm dissolved under the Indian Partnership Act or in the bidder being a company, if the company shall pass any resolution to wind up business either compulsorily or voluntarily,
- d) Any changes in the constitution of the Firm / company/ agency.
- e) Repudiation of agreement by bidder or otherwise, evidence of intention not bound by this agreement,
- f) Any other misconduct/non performance/unsatisfactory performance by the bidder.
- g) On expiry of Agreement, CSOI shall within a period of 60 days return the BG of Rs.20, 00,000/- (Rupees Twenty Lacs only, without interest) to the successful bidder after deducting any amount that may be due as penalty, subject to the bidder handing over the possession of the Territory to the CSOI in the same state in which the possession was taken over by the bidder.

Decision as to original state of the site shall be taken by CSOI, which shall be final and binding on the Licensee. Any amount due to damages caused by the successful bidder shall also be deducted from Security Deposit. In case the penalty/damage exceeds the security deposit (performance guarantee), the extra amount shall also become payable by the contractor to CSOI in addition to his performance guarantee being forfeited.

- h) In case of earlier termination of the contract for reasons mentioned above the total performance guarantee amount will be forfeited.
- i) Failure to comply with any statutory law or non-payment of any of the statutory taxes CSOI shall be entitled to forfeit the whole or in part of the security deposit/License fee besides terminating the agreement.
- j) The termination of the service agreement can be done by either party by giving three months' advance notice.
- k) **CSOI, however, reserves the right to terminate the contract with immediate effect for the following reasons:-**
  - (i) Due to unhygienic conditions prevailing in the Kitchen and the surrounding area/food adulteration/preparation and use of raw material not approved by CSOI.
  - (ii) Due to misbehavior by the caterer or his staff.
  - (iii) On receipt of adverse report from security/intelligence agencies or police sources.
  - (iv) Violation of Excise and any other rules and regulation of the Government, relating to Catering and Bar services etc.
  - (v) Any other reason on account of which the continuance of the caterer is considered detrimental to the interest of CSOI.
  - (vi) If it is established that caterer has undertaken forbidden out door catering for member or non-members.

**X. Force Majeure:** In the event of any unforeseen event directly interfering with operation of licensee arising during the currency of the licensing agreement such as war, insurrection, restraint imposed by Govt, act of legislature or other authority, explosion, accidents, strike, riot, lockout, act of public enemy, acts God, sabotage, the licensee shall within a week from the commencement thereof notify the same in writing to CSOI with reasonable evidence.

If the force majeure conditions as mentioned be in force for period of 90 days or more, CSOI will have the option to terminate the licence on expiry of 90 days of commencement of such force majeure by giving 14 days notice to the license in writing. In case of such termination, no damage shall be claimed by either party against the other except those which had accrued under any other clause of this agreement prior to such termination.

## **SCOPE OF WORK (Catering Services):**

**1. Kitchens:** CSOI has two fully equipped Kitchens with fixed assets such as burners, exhaust, watercoolers, deep fat fryer, etc located at Ground Floor & the first floor and one pantry attached with 10 guest rooms of the Institute at Vinay Marg, New Delhi. PNG connections will be provided in the Kitchen, the cost of consumption & maintenance shall be fully borne by the caterer, All cooking **utensils**, appliances, tandoors, logo crested **crocery, cutlery**, serving dishes, stainless steel chafing dishes for the buffet parties and in restaurant (G.F) with service spoons / ladles, water jugs, tea kettles, sugar pots, cruet set, toothpick holder, tableware, table linen, cloth napkins, bill folder, service trays, allied items / gadgets (masala grinders), insect killers, computers, cashiers for billing will be provisioned by the contractor and only the billing software (POS) will be provided by CSOI. **No stained, sub standard or chipped crockery/glassware/serving dishes/cutlery/ chafing dishes to be used under any circumstances.** Maintenance of all these items in serviceable condition will be the sole responsibility of the contractor. The contractor shall remove garbage from the kitchen daily at his own cost and dispose off at disposal points as per the Municipality Laws. The contractor shall ensure that fumigation and pest control in the Kitchen is done thrice a week (**during night after catering operations and removal of any leftover food**) to keep the area free from pest, rodents, insects, flies, etc. The records of fumigation and pest control will be checked by CSOI.

### **Quality & Hygiene in the Kitchen, Restaurants and other service areas:**

1. In order to maintain the quality of the products, handling, storage, hygiene and the reputation of the Trademarks, the successful bidder will strictly comply with the best industry norms & practices regarding the Quality & Hygiene control procedures in the Kitchen. The caterer will be solely and fully responsible of any case arising out of food adulteration. Any compensation, fine and punishment etc. imposed as a result of food adulteration would be borne fully and solely by the Contractor as service provider to CSOI. PFA nomination must be made by the successful bidder with a copy to CSOI. Raw material purchased for cooking will bear the AGMARK/FPO (details attached).

### **2. SERVICE AREAS:**

The service areas in CSOI at Vinay Marg, New Delhi will include 10 guest rooms and a room service Pantry/ two restaurant / Lobby cafe / one Bar / five Indoor and outdoor Party Venues / staff cafeteria / Card room/ Billiard room / Auditorium & Conference room / Health Club, Gym /Administrative Block of CSOI.

- 2.1(a) **Fine Dine Restaurant on the ground Floor :** A la carte services is to be provided in the restaurant on the ground floor ( 110 covers) as per the requirement of CSOI. Members / Guests will be served A'la carte food on the table with, sizzling hot food/snacks, fully marinated with appropriate garnishing within the stipulated time of 20 minutes and Bar services within 10 minutes of the order.

- The restaurant at GF will also have a **buffet counter** to serve continental, mughlai, Pan Asian and Indian food buffets on weekends.
  - Food served on buffet should be fresh, hot and unlimited till the closing time of the restaurant (Last order at 10.30 pm).
  - One fast food family restaurant/ food court on the second floor with 110 covers to provide fast food – viz South Indian, khathi rolls, Pav bhaji, Pizza, Samosa, Chole bhature, Cutlets, Dhokla, Khandvi and composite Thalies, etc including Delhi Six delicacies like Haldiram / Bikaner.
  - A Lobby cafe with 40 covers to provide variety of tea, coffee, pastries, patties, burgers, shakes, soft drinks, items of confectionery, Sandwiches, etc.
  - **Bar** : Ground floor bar (for 80 pax) should always have adequate number of clean, unchipped variety of glasses for service of all drinks / cocktails/mocktails for at least three operational turnover of the Bar ( 300 sets ) .
- (b) **Adequate** number of well trained and experienced staff would be deployed in order to render prompt and professional services at all food outlets as per **annexure 2** . The staff would be further supplemented during the weekends and rush hours.
- (c) The operating hours of various facilities will be as follows:
- a) Institute : 11 am to 11pm (Tuesday Closed)
  - b) Fine Dine Restaurant (G.F) : 12 N to 3 pm. & 7.30 pm. to 10.30 pm.  
Family Restaurant / Food court (F.F) : 11 N to 10 pm.
  - c) Bar (G.F) : 12 N to 2.30p.m. & 7 pm to 10 pm.
  - d) Lobby cafe (G.F) : 11 am to 10 pm (to provide B/F of room guests between 8 am to 10 am daily).
  - e) Room service Pantry : 8 am to 10 am (breakfast only) and 4pm to 7pm (Snacks & tea coffee).
- (d) Party timings:
- (i) 12 noon to 3p.m (lunch)
  - (ii) 4 p.m. to 6.30p.m (Hi-Tea)
  - (iii) 7p.m. to 10.30 p.m (Dinner)
  - (iv) For events/functions – as instructed by GM, CSOI.
- (e) Staff employed for restaurants and bars will be separate from the staff engaged for the parties in the Institute. They will be checked for their attire by the Captain/ supervisors of the contractor before the party and briefed on areas of their duties. Any deficiency

found in this regard will also be penalized (@ Rs.1000/- for each incident) on reporting by Host member of the party / CSOI Manager. A very strict dress code will be followed for summer & winter uniforms.

f) The Bartenders employed would be qualified bar tender, competent and experienced in making various types of cocktails/mock tails and ensuring proper accounting of all the items at the Bar. To ensure prompt service on weekends, a minimum of two trained bartenders per bar service counter would be deployed and one Barman will be kept on standby. At any given time of operations the contractor will keep four well trained bar tenders for CSOI, well versed in bar operations.

g) The serving staff hired by caterer for parties would be provided with well ironed uniforms (white hand gloves for service staff only) along with name badges including headgear for Kitchen staff, working on tandoors in open areas viz. Vaatika/front lawn.

h) The caterer will submit list of all staff members along with their photographs, ESI details, PF, health card, police verification, etc. to CSOI within 30 days of commencement of operation, including casual employees hired for the parties.

i) It is the responsibility of the caterer to keep the entire service area including tables, chairs (Mis-en-scene) clean and quick turnover of tables/covers. The service staff should immediately clear the tables used by the members after the guest leaves the table.

j) Contractor shall be responsible for compliance of provisions of Prevention of Food Adulteration Act, 1954 or any other amendments thereto.

3. **Food Quality:** The contractor shall maintain a highest standard of food quality and catering services as rendered by a reputed club viz. IHC & Delhi Gymkhana. The contractor will ensure excellent Food quality and very good standards of services during the currency period of the contract. The approved caterer will submit a list of additional menu items to be served in the restaurants (Indian, Pan Asian & Multi cuisine), Bar snacks, Bar-be-que, parties, packed food, etc. based on the seasons (winters and summers) which will be changed at least twice a year to avert 'Menu Fatigue' for approval of the Working Committee of CSOI. This List will be approved by CSOI with rates for making changes in the menu as and when required. The date of changes of these menus will have to be approved before its implementation. The caterer will also provide packed branded Namkeens, Snacks, bakery items including pastries, cakes, counters viz. Chaat/Delhi Six specialities. etc. to the members on which a price markup will be fixed between caterer and the CSOI. However, the contractor will be fully responsible for ensuring the quality and standard of raw material and finished products being bought/supplied/used / sold by him in CSOI. A list of Agmark brand products is attached at **annexure 1)**

4. The contractor will observe all fire safety norms and ensure safety of the fire fighting equipments installed in the kitchen, by CSOI.

5. Only computerised bills will be generated. The required computer with printers will be provisioned by the caterer for the purpose of billing in different facilities. **Maintenance of computers & the printers shall be the liability of the contractor.** CSOI will only provide the Billing Software for operations along with networking in the Institute. The Billing Software and all the data generated by billing will be the sole property of the CSOI.

6. Any stale and/or rejected material (raw or cooked) leftover food of parties shall be removed from CSOI premises immediately at night by the Contractor and will not be served next day under any circumstances. The standard of cleanliness of kitchen utensils, crockery, glassware, cutlery; linen etc. shall be of very high order and any laxity in this regard will attract severe penalties to be determined by CSOI. The decision of the CSOI in this matter will be binding on the Contractor.

7. The contractor will engage trained manpower (annexure 3) to ensure prompt services and cleaning work. The caterer shall be free to employ employees subject to screening of personnel documents by CSOI and for such duration as may be deemed appropriate in order to fulfill his obligation under this agreement. A list of all the employees with photographs and residential address will be submitted to CSOI for security reasons within 10 days of the commencement of the contract. Caterer shall have to undertake continuous training of these services boys throughout the currency period of the contract and submit the training schedule in advance to CSOI, failing which a penalty of Rs. 10,000/- shall be recovered from the bills of the contractor.

8. Use of Institute's premises and its facilities are for members only. The caterer shall not use the address of CSOI for his private business and will not promote his private business amongst the members of CSOI. The Caterer must have skilled cooks/chefs for cooking Indian/Chinese/Continental/ south Indian, (vegetarian and non-vegetarian dishes), bakery items. The Caterer would cater for additional manpower for special events and Functions organized in the Institute viz. New Year Eve, Diwali Mela, etc.

9. If at any point of time a staff of the contractor proceeds on leave, it will be the responsibility of the agency to arrange for a substitute, so as to ensure prompt services. If the workmen of contractor remain absent due to any reason and the services are suffering, CSOI shall have the right to engage the workmen on its own at the cost of the Contractor and debit the cost incurred, from the monthly bills of the Contractor.

10. If complaints are received against any of the staff deployed by the contractor, the contractor will immediately arrange for replacement.

11. The contractor's staff shall leave the office premises every day after business hours and no employee will stay inside CSOI after closing hours. One room will be provided by CSOI in the service quarters for essential staff (6 boys) only. Their list with photographs will be given to CSOI, immediately after engagement.

12. The contractor will ensure that his employees observe all security norms and discipline as required in Govt. Ministries/Departments. No employee of Bangladesh/ Nepal, etc. will be employed without police verifications.

13. During the parties held by the CSOI, on important functions in the Terrace, Party Room, the caterer would bear all the expenditure on additional requirements of linen, disposable plates/glasses/crockery/cutlery and other items connected with the efficient Catering and Bar services. The expenditure on decoration and tentage will be borne by CSOI. For member's private parties, such expenses will be borne by the user member.

14. The caterer shall be issued adequate stock of Bar liquor & beverages and its replenishment would be done through written indents to be placed by the caterer or his authorised representatives. At the closing hour, the Bar would be locked with dual locking system by CSOI and the caterer.

15. Any genuine loss on account of spoilage/breakage of liquor at Bar arising due to circumstances beyond the control of staff of the caterer on certification by an authorised representative of the CSOI would be borne by CSOI. In all other cases, making up of loss would be the exclusive responsibility of the service provider. The caterer shall ensure the availability of adequate stock in the Bar for its efficient running. For this purpose, the indents would be placed by him well in advance for daily operations and for parties.

16. The service provider will ensure correct accounting of bar stock under his custody. Daily sale report will be generated and balance at the end of the day will be taken on charge by the CSOI. The caterer and his staff shall not be allowed under any circumstances to bring their

own liquor inside the Bar nor to take the liquor out from the Bar. Surplus liquor will be taken on charge daily by the CSOI and reflected in the closing sale summary.

### **Staff uniform & Hygiene:**

Caterers' staff ( Managers, captains, stewards, Chefs, masalchis, etc) will be well groomed and dressed in fresh laundered staff uniform as prescribed by CSOI with name badge for easy identification and check. The contractor will provide two set of uniforms stitched in good fabric to each employee for a period of six months. Date of issue will be marked in indelible ink under the collar of the shirt and behind the belt of the trouser. In case the staff is found improperly dressed or the same is not in order for reasons of cleanliness, CSOI will be at liberty to prohibit the entry of such staff till such time the person is well dressed to the satisfaction of CSOI. The staff of the contractor will not visit the Lobby/reception area or use member's telephone/toilet or remove any books/ magazines/CD from the Library. The kitchen staff shall use separate sets of shoes, aprons and caps while working in Kitchen. The employees of the contractor **shall not loiter or use public areas** such as lounges, restaurants, bars, health club, wash room, library and reception area. The contractor will maintain a Health check record card for each employee duly certified by a Medical Officer. The staff employed will have six monthly medical checkup by the medical officer from a Govt. Hospital. TAB & TT injections will be administered before the commencement of the contract and vaccinations of cooks/chefs will be done every year.

The caterer will also ensure highest standards of hygiene are maintained in the Kitchen and the staff washes their hands regularly with liquid dettol soap. **The cleaning /washing of the utensils, dishes and floor of Kitchen will be undertaken twice a day before and after operations.** Fly catchers will be placed in Kitchen, stores and any exposed area.

All the waiters would be provided with cloth dusters by the caterer in order to clean the tables before providing the service. Separate waiters would be employed for speedy removal of the used plates and glasses etc. from all areas of the Institute.

### **Overhead Expenses:**

The caterer shall bear the expenses for the printing of approved Menu Cards, KOT, billing stationery, stock registers in bar, expenses on linen (table cloth, full size thick paper napkins, frill etc.). However, the design, color, etc. will be approved by CSOI. Registers and other stationery required for Bar and Catering services would be provided/cost borne by the caterer. The caterer will also maintain a three month reserve stocks of such items.

**Potable filtered water in the Kitchen area, Restaurants and Bars shall be arranged by CSOI. Liquor, soft drinks, packed fruit juices, Mineral Water, for the Bar will be provided by CSOI.**

### **PENALTY CLAUSE:**

The competent authority in CSOI shall nominate a Manager/supervisor, who shall be authorized to inspect and conduct surprise checks of the premises provided to the contractor and make on the spot assessment of hygienic conditions/cleanliness of the premises, quality of material being used, upkeep of staff and any other aspect that he may like to check. Based on the report submitted by the Officers, CSOI will take action,

such as imposing penalties/charges towards stale food, bad and unhygienic services etc.

Further, on the basis of the report submitted by the Officers, CSOI shall be competent to the extent of even terminating the contract, if deemed necessary, by giving the requisite notice. If the contractor supplies product/item other than specified or of low quality and quantity that is not of the approved standard, then a penalty of Rs.5000/- (Rs. five thousand only) per instance shall be imposed on the contractor with a warning.

## **BAR SERVICES**

1. CSOI bar on the ground floor will operate from 12 N to 2.30pm & 7pm to 10.30pm(Tuesday being closed day).
2. CSOI will provide complete hard, soft drinks for the bar. The service provider will provide professional bar tenders, supervisor and service boys (as per the annexure 2 ) to serve liquor to the members / guests in the bar, parties, etc.
3. Liquor and soft drinks will be issued on daily basis and closed at the end of the day with a consumption summary, duly signed by the service provider and the duty manager.
4. Monthly inventory of all liquor and soft drink beverages will be checked by the Internal Auditor. Shortages if any would be debited to the caterers account.

## Annexure 1

### LIST OF INDICATIVE BRANDS OF PROVISIONS / ITEMS TO BE USED FOR CATERING IN CSOI:

S.NO.	ITEM	BRAND*
1.	Milk	Mother Dairy/DMS/Amul
2.	Curd	( Mother Dairy / Amul / Nestle)
3.	Paneer	-do-
4.	Biscuits	ITC Sunfeast/Britannia/Parle
5.	Bread	Harvest/ Britannia
6.	Butter	Mother Dairy/Amul
7.	Jam	Kissan / MAGGI
8.	Tomato Ketchup	Kissan / Maggi
9.	Tea	Tata Tea / TAJ MAHAL
10.	Tea Bags	Taj Mahal/Tata Tetley
11.	Coffee	Nescafe/Bru/Sunrise
12.	Refined Oil (Soya)	Sundrop of ITC/ Fortune
13.	Mustard Oil	Kanodia/Postman/ Dhara
14.	Rice	Good quality Kohinoor Basmati rice (Full Grain)
15.	Sugar/Sugar cubes	Daurala/Balrampur
16.	Atta/Maida/Besan	ITC/Shakti Bhog/Annapurna
17.	Pulses	Good Quality from kendriya bhandar.
18.	Spices	MDH
19.	Fruits/Vegetables	Seasonal fresh good quality
20.	Chicken/Mutton/Fish/Prawns/eggs, etc.	Fresh good & no.1 quality
21.	Salad	Seasonal items consisting of fresh good quality vegetables
22.	Papad	Lijjat / Hladiram
23.	Pickle	Reputed good quality brands (SPECIFY)
24.	Ice Cream	Mother Dairy/Kwality Walls/Amul/Vadilal
25.	Sweets & snacks	Good quality (SPECIFY)
26.	Condiments	Standard/Established brands(SPECIFY)
27.	Namkeens/ Peanuts/ Waffers	Standard / Established Brands(SPECIFY)

**\* All provisions used shall be of reputed /FPO/ Agmark brands only and not beyond 'Expiry or Best before used dates' .The above brands and/or brands of comparable quality (to be approved by CSOI can only be used).**

**NOTE: Edible oil once used for cooking etc. shall not be used again for any other purpose whatsoever.**

No item would be allowed to be used after the date of expiry. Wherever items of Agmark / FPO are not available, the caterer would take a written approval from CSOI. List of all the brands of items used as ingredients for cooking will be submitted for approval. The CSOI will permit only approved items to be taken in the Kitchen on daily basis.

Signature of Contractor