

(MDIG/IS/2023-24 dated 27 March 2024)



## TENDER DOCUMENT

for

### **“Providing Residential Institution Catering Services at Management Development Institute Gurgaon”**

**Last Date for submission of filled tender to MDI Gurgaon: 17 April 2024 upto 3 PM**

**Pre-Bid meeting will be held on 02 April 2024, at 12:30 PM**

**(Tender document is to be submitted in original in sealed covers, duly filled and signed in blue/black colour ink on all pages by Authorized Signatory with Company's seal stamped on each page).**

**Management Development Institute Gurgaon  
Mehrauli Road, Sukhrali, Gurugram -122001**

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## **SECTION-I**

### **TENDER FOR**

#### **“Providing Residential Institution Catering Services at Management Development Institute Gurgaon”**

Management Development Institute Gurgaon, Haryana (hereinafter referred to as the "Institute"), an Institute of national repute, is dedicated to offer world class management and training programmes. The Institute Invites Sealed Bids as per 'Two Bid System' as mentioned hereunder, strictly in the attached prescribed format, from the reputed eligible ISO certified bidding Agency/Firm/Bidder (Certified Quality Management System - ISO 9001:2015 and Food Safety Management System ISO 22000:2018) having adequate experience of providing residential institution Catering Services at a large size educational/ Research Institute.

The bidder shall be engaged to provide residential institution Catering Services at the Institute, as per the requirement of the Institute from time to time, for a period of three years from the date of commencement of services. The bidder's performance during the year will be evaluated/ assessed on completion of a year by MDI Gurgaon. On satisfactory performance the contract will be continued for the next year on mutually agreeable terms & conditions. Also, if required, after expiry of one year period the rates can be mutually discussed and agreed for subsequent year, as the case may be.

Interested eligible bidder may submit their bids along with all enclosures/ attachments in two separate envelopes duly super-scribed as "**Technical Bid**" and "**Financial Bid**" and both these bids should be put in another big envelope duly superscribed "**Providing Residential Institution Catering Services at Management Development Institute Gurgaon**".

Tender can be downloaded from Management Development Institute Gurgaon website: <https://www.mdi.ac.in/infrastructure/tenders.html> from 27 March 2024 to 17 April 2024 upto 3 PM.

**It may please be noted that the bids of (a) manpower supplying agencies and (b) agencies who have provided catering services in a piece meal basis during a year shall not be considered.**

## **SECTION-II**

### **IMPORTANT INFORMATION RELATED TO TENDER**

<b>S.No.</b>	<b>Information</b>	<b>Dates</b>
1.	Date of Publishing of Tender	27 March 2024
2.	Bid Document Download from website	27 March 2024/ 1100 hrs onwards <a href="https://www.mdi.ac.in/infrastructure/tenders.html">https://www.mdi.ac.in/infrastructure/tenders.html</a>
3.	Date/Time of Pre-Bid Meeting (for Clarification)	02 April 2024/1230 hrs (at MDI Gurgaon). Bidders are requested to nominate only one member to attend the pre-bid meeting.
4.	Date/Time of closing of Tender	17 April 2024/1500 Hrs
5.	Date/Time/Place of Opening of Technical Bid	To be intimated by the Institute. Bidders are requested to nominate only one member to attend the pre-bid meeting.
6.	EMD Amount (Interest free, Refundable to unsuccessful Bidder)	Rs. 5,00,000/- to be paid through a Demand Draft in favour of "Management Development Institute Society", issued by any nationalized Scheduled bank payable at Gurgaon. The Demand Draft should be attached with the application form, in the envelope of the Technical Bid, without which the bid would not be considered valid.
7.	Period of validity of Tender	<b>180 days from the date of closing of Tender</b>
8.	Address for bid queries and communication	Deputy Administrative Officer (Institutional Service), Management Development Institute Mehrauli Road, Sukhrali, Gurgaon-122007 (Haryana)  Contact no.: 0124-4560545 (9.30 AM to 5.30 PM on working days Mon-Fri), e-mail <a href="mailto:is@mdi.ac.in">is@mdi.ac.in</a> .
9.	Term of Contract	The agency shall be providing catering services to the Institute as per the requirement of the Institute from time to time for a period of three years, from the date of commencement of services. However, the bidder's performance during the year will be evaluated/ assessed on completion of a year by MDI Gurgaon. On satisfactory performance the contract will be continued for the next year on the mutually agreed terms and conditions by both the parties.

1. The bids duly filled in all respect enclosing necessary documents addressed to Chief Administrative Officer (Institutional Services), Management Development Institute, Mehrauli Road, Sukhrali, Gurgaon-122007 (Haryana) be sent through Speed/Registered Post/by hand only at Institutional Services Department, MDI Gurgaon so as to reach on or before 17 April 2024 upto 3 P.M.
2. The address and contact numbers for submitting Bids or seeking clarifications regarding Tender are given below:
  - a. **For Bid queries:** Deputy Administrative Officer (IS), Management Development Institute Gurgaon ([is@mdi.ac.in](mailto:is@mdi.ac.in) contact no. 0124-4560545)
  - b. **Postal address for submitting the Bids:**  
  
Chief Administrative Officer (Institutional Services),  
Management Development Institute Gurgaon  
Mehrauli Road, Sukhrali,  
Gurgaon-122007, Haryana
3. Tenders should be accompanied with interest free EMD amounting Rs. 5,00,000/- (Rupees five Lakh Only) in the form of Demand Draft in favour of "Management Development Institute Society", payable at Gurgaon.
4. Tenders received after the last date and time (i.e. 17 April 2024 after 3 P.M.) will not be considered.
5. MDI Gurgaon reserves the right to either accept or reject any or all of the bids without assigning any reason whatsoever and decision of the Competent authority, MDI Gurgaon shall be final and binding.

## **SECTION-III**

### **INSTRUCTIONS TO THE BIDDERS**

- 1. Scope of Work:** The Scope of Work is given in **SECTION IV**.
- 2. Eligibility Criteria:**
  - a) Should be either registered as a company under Companies Act 1956/2013/LLP or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 as the case may be and should be in existence as such entity for not less than Ten years before 31.03.2023. Bids of tenderers having the status of sole proprietorship firms in any of the last Ten years shall not be considered at all.
  - b) Should be ISO certified (Certified Quality Management System - ISO 9001:2015 and Food Safety Management System ISO 22000:2018). Please attach valid documents in support of proof.
  - c) Should be regularly providing residential institution catering services at large size Educational Institute/Research Institute/Academic Autonomous Bodies for five years.
  - d) Must have a valid license (as on bid submission date) for providing catering services, as stipulated in the relevant provisions.
  - e) Must have achieved Average Annual Turnover (from the catering services only) of Rs. 8 crores during five financial years i.e. F.Y. 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23.
  - f) Should have their own Bank Account.
  - g) Should be registered with Income Tax and GST departments.
  - h) Should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other regulatory authorities including under the Contract Labour (Regulation and Abolition Act) and should be in compliance with applicable Act/laws. Should hold a valid FSSAI License.
  - i) The agency or any of its partners /directors etc. should not have been black listed/ debarred by any of the government agencies/Private company or department or should not have been found guilty of commission of acts of moral turpitude or convicted for any economic offence or for violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations including by PF/ESI authorities or in violation of the Private Catering Agencies (Regulation) Act, 2005.
  - j) The bidder should have minimum five years' experience in providing similar residential institution Catering Services and have successfully completed the same. In support of this, bidder should submit the copy of such work orders along with satisfactory completion certificates issued from at least three or more clients.

- k) Should have successfully completed at least ONE similar work of providing residential institution catering services of value equal to Rs. 3 Crores or more at large size educational Institute/Research Institute/Academic Autonomous Bodies during financial year F.Y. 2022-23. Attach Work Order and Satisfactory Completion of work awarded in support of proof.
- l) Bidder should have an office in Delhi/NCR.
- m) Agency should accommodate his staff outside MDI Gurgaon campus.

### **3. Documents required in support of eligibility and Qualification:-**

Tenderer should submit the following documents along with Technical Bid:-

- a) Self-attested copy of the Certificate of Incorporation of the applicant organization issued by the Registrar of Companies or a partnership deed duly registered under the Partnership Act.
- b) Self-attested copy of the Company Registration Certificate and Profile of the Company.
- c) Self-Attested copies of Telephone bill/Electricity Bill/Registered Lease Deed indicating the address evidencing its location in Delhi/NCR for the month of March 2022 and February 2024.
- d) Self-attested copies of valid and applicable licenses for providing catering services.
- e) Self-attested copies of valid registration certificate from FSSAI, Labour Department / EPFO / ESIC etc., as may be required for smooth doing the business.
- f) Self-attested copies of the GST registration certificate and PAN.
- g) Statement of Average Annual Turnover (strictly from the catering services only) during five financial years i.e. F.Y. 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23 in support of eligibility criteria mentioned, from a registered practicing Chartered Accountant only as per Annexure VI.
- h) Audited Balance Sheet of five financial years F.Y. 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23.
- i) Income Tax Return of the Company (duly attested by the CA/CA Firms) for financial year's F.Y. 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23.
- j) EMD (interest free) of required amount as specified in this tender document.
- k) Crossed Bank Account Cheque of the company.

- l) Self-Declaration stating that the Company/Firm/agency has not been blacklisted by Centre/ State Government/ PSU/ Academic Autonomous Bodies as per the format in this tender document as per Section X.
- m) Detail list of employees related to providing catering services on roll of the bidder registered with EPFO during the last two years
- n) Experience proof documents (Work Orders/P.O. and Successfully Completion certificates) issued by the competent authorities of the organizations served on the organizations letter head, during financial years 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23, as per Annexure VII.
- o) Tender Document dully signed in ink by the authorized person and official stamped on all the pages to be submitted in original.
- p) The bidder should be able to provide the downloaded MIS reports on a periodic basis in respect of feedback/complaints received on the catering services with the help of mobile app and/ or dashboards etc.

#### **4. Tender Validity**

The validity period of the bid will be **180 days** from the date of opening of tender, which may be extended by the bidder for such period as may be requested by MDI Gurgaon. A proposal valid for a shorter period may be rejected as non-responsive.

#### **5. Earnest Money Deposit (EMD)**

- a. The bidders should submit the bids complete in all respect along with Earnest Money Deposit (EMD) of Rs. 5,00,000/- in the form of Demand Draft issued by a nationalized bank in favour of "Management Development Institute Society", payable at Gurgaon.
- b. Bids not accompanied by EMD shall be rejected and will not be considered.
- c. EMD amount of the unsuccessful bidders will be returned to them without any interest within 30 days after finalization of tender.
- d. EMD of the successful bidder shall be returned on receipt of Performance Security Deposit and after signing the contract Agreement.
- e. The EMD shall be forfeited if:
  - (i) The Bidder/Tenderer withdraws his bid during the validity period of Tender.
  - (ii) The Successful Bidder/Tenderer fails to comply with all the terms and conditions of the Tender Document during the currency of the contract.
  - (iii) The Successful Bidder/Tenderer fails to comply with the rules and regulations set forth by Government such as FSSAI, PF, ESI, Minimum Wages and all other statutory requirements.

## 6. Preparation and Submission of Bids:

- a) Bids are to be submitted as per two bid system i.e. Technical Bid and Financial Bid.
- b) All entries in the bid should be legible and filled clearly.
- c) Bid should be typewritten in English and any correction and interlineations in the bid should be attested with full signature by the Tenderer, failing which the bid will be treated as ineligible. No overwriting will be accepted.
- d) All documents/papers submitted should be numbered, signed by the authorized signatory and official stamped by the Bidder/Tenderer on each page.
- e) Technical Bid should contain all the documents required and EMD Demand Draft as specified in the relevant paras. Technical Bid should also contain Tender Form, Declaration Form, Manpower Details, Performance Statement, Details of Staff available with the bidder, and any other details as stipulated in this Tender document.
- f) Financial Bid should only contain the Price Schedule, duly filled as per Financial Bid Proforma only (Section XI), Annexure I & Annexure II. No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid shall be liable to be rejected.
- g) The rates should be quoted for all the services to be provided as per instructions given in the tender document. Bid received with rates quoted for partial/selected services only will not be entertained and summarily rejected, without citing any reason to the bidder.
- h) Both the bids (Technical Bid and Financial Bid) are to be separately sealed in the envelopes duly super-scribing "Technical Bid" and "Financial Bid", respectively. Both the sealed envelopes should be sealed in a third envelope and super scribed as **"Providing Residential Institution Catering Services at Management Development Institute Gurgaon"**.

## 7. Bid Submission:

Sealed bids should be addressed and submitted along with requisite documents at the office of **Chief Administrative Officer (Institutional Services), MDI Gurgaon, Mehrauli Road, Sukhrali, Gurgaon-122007** Haryana on or before 17 April 2024 upto 3 pm through Speed Post/by Hand only. Any bid received online shall be rejected.

## 8. Late Bids:

Bids submitted or received after the closing date and time will not be considered and shall be returned to the Tenderer/bidder unopened. The bidders should ensure that timelines are adhered to as any bids received later than the specified time and date shall not be entertained.

## **9. Opening of Bids:**

- a) The Tender/bids shall be opened at the scheduled date, time and venue as mentioned in the Tender document, unless there is any change which will be informed by the Institute. The Tenderer's one representative may attend the Tender opening.
- b) The bids shall be opened on the scheduled time and date which will be communicated later.
- c) During the tender opening as above, the envelopes containing Technical Bid shall be opened. The envelopes containing financial bids shall be signed by the committee members and kept unopened for opening at a later date.

## **10. Evaluation of Bids:**

- a) MDI Gurgaon shall evaluate the Technical Bids with reference to technical requirements and various other commercial criteria given in the Tender Document. All eligibility conditions have to be satisfied on the date of submission of bid and not later.
- b) The bid of the bidders who submit their bid in the proper format and with the required EMD will be evaluated. The bids of the non-conforming bidders shall be rejected without further evaluation.
- c) Any conditional bid received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder and shall not be evaluated.
- d) MDI Gurgaon may seek such clarification/information/document as may be required for it to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time may entail cancellation of the bid of such bidder. MDI Gurgaon Committee at its own discretion may visit any of the premises of the client(s) as per list provided and make quality assessment of the services provided, at its own expense. However, arrangement for such visit to the identified organisation is to be facilitated by the bidder.
- e) Only Technically qualified bids shall be further considered for opening and evaluation of financial bids.
- f) The metric for evaluation of Technical Bids on the scale of 60 marks (TS) shall be as per Annexure VIII. Minimum Qualifying Marks in Technical Bid are 36 marks out of 60 marks.

## 11. Evaluation of Financial Bids:-

The **metric for evaluation of financial bids** on the scale of **40 marks (FS)** shall be as follows: -

S. No.	Financial Criteria	Total Marks
1.	L-1 (Lowest Bidder)	40
2.	L-2 (Bidder)	40 x (L1/L2)
3.	L-3 (Bidder)	40 x (L1/L3)
4.	L-4 (Bidder)	40 x (L1/L4)
5.	L-5 (Bidder)	40 (L1/L5)

The following weighted average shall be first multiplied with the rates quoted by the bidder in the following two categories in the Financial Bid.

- Rates quoted for Catering for MDP Executive participants: **0.4**
- Rates quoted for Catering for PGDM/PGDM-HRM/PGDM-IB/PGDM-BA and PGDM-BM & PPM Students: **0.6**

**12.** The successful bidder shall be declared on the basis of final marks (100) obtained in Technical evaluation Score (**TS**) (60) + Financial evaluation Score (**FS**) (40 marks) to highest scorer. Financial score of the proposals will be determined using the following formula:-

$$FS = 100 \times (FL/F)$$

Where,

'FS' is the Financial evaluation Score of a bidder,

'FL' is the Lowest Financial Proposal among all the bids received and

'F' is the Financial proposal of a particular bidder.

For the purpose of calculation of Composite Score (**CS**) for each bidder, the weightage is 60 % for the Technical evaluation Score (TS) and 40% for Financial evaluation Score (FS) of the respective bidder. The Composite Score shall be calculated using the following formula:-

$$CS = TS \times 0.60 + FS \times 0.40.$$

Tenderers will be ranked accordingly to their Composite Scores and will be listed in the order of merit. The top scorer would be eligible for award of work.

***Bidders may note that they will have to compulsorily bid for all the categories/parts mentioned in the Financial Bid. Any partial/conditional bids will not be evaluated.***

13. Each Bidder shall submit only one bid either by himself or as a partner in joint venture or as a member of consortium. If a bidder/tenderer or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected

**14. Award of Contract:**

- a. MDI Gurgaon may award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
- b. MDI Gurgaon will communicate to the successful bidder that its proposal has been accepted. This letter (herein after and in the condition of contract called the "Letter of Offer") shall prescribe the terms of payment to the catering agency in consideration of the execution of work / services by the catering agency as prescribed in the contract.
- c. The successful bidder will be required to execute an Agreement with MDI Gurgaon.
- d. Failure of the successful bidder to comply with the requirements of the above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of bid security.

**15. Performance Security Deposit and Award of Contract:**

The successful bidder who is awarded the contract shall be required to submit a Performance Security Deposit of Rs. 30 Lakh (Rupees Thirty Lakhs) in the form of Bank Guarantee from any Scheduled Commercial Bank drawn in favour of "Management Development Institute Society" covering the period of contract and 180 days beyond the contract period. In case, the contract is further extended the Bank Guarantee will have to be accordingly extended/renewed by the successful Catering service provider. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful bidder. Non deposit of Bank Guarantee within the stipulated time shall render the contract invalid at the discretion of MDI Gurgaon.

- (a) The successful Tenderer/bidder shall execute an Agreement on a non-judicial stamp paper of value Rs. 100/- (stamp duty to be paid by the tenderer) within 15 days from the date of the intimation from Tender Inviting Authority informing that his bid has been accepted.
- (b) If the successful bidder fails to execute the Agreement and / or to deposit the required Performance Security Deposit within the specified time or withdraw his

bid/tender after the intimation of acceptance of his bid has been sent to him or owing to any other reasons, he is unable to undertake the contract, his contract will be cancelled and the EMD deposited by him along with the bid shall stand forfeited.

**16. Effectiveness and Duration of Contract**

The contract shall come into effect on the date of signing the contract by both the parties. The contract shall be valid for a period of total three years, from the date of commencement of catering services at MDI Gurgaon. The bidder's performance during the year will be evaluated/ assessed on completion of a year by MDI Gurgaon. On satisfactory performance the contract will be continued for the next year. However, beyond the first year, on satisfactory performance evaluation of the services during the year evaluated by the Institute, any cost escalation of the Commodities and Services aspects due to inflation cost index will be mutually discussed and agreed by both the parties in writing for the continuation of the contract for the next year.

**17. Commencement of Services:**

The bidder/ Catering Service Provider should commence the catering services within 15 days of signing of the contract or any other date mutually agreed by both the parties. However, the same can be further extended with the mutual consent of both the parties.

**18. Amendment of Tender Documents:**

- i) At any time prior to the deadline for submission of bids, the Institute may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment.
- ii) In order to allow prospective bidders reasonable time within which to take the amendment into account in preparing their bids, if any, the Institute, at its discretion, may extend the deadline for the submission of bids.
- iii) Bidders are advised to forward their queries in advance through e-mail to the "Address for pre-bid and communication" mentioned at **Section II** of the RFP.

**19.** The Competent Authority, MDI Gurgaon reserves the right to cancel all the bids received or discontinue tender process, without assigning any reason at any time prior to signing of Agreement with the successful bidder.

**20. Language of Bid**

The bid prepared by the bidder, correspondence and documents relating to the bid shall be written in English language only.

**21.** The bidder will be bound by the details furnished to MDI Gurgaon while submitting the tender or at subsequent stage. In case, any of such document furnished is found to be false at any stage, it would be deemed to be a breach of terms of contract making bidder liable for legal action besides termination of the contract.

**22.** This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the bidding agency providing Catering Services at MDI Gurgaon.

**23.** This document is meant to provide information only and upon the express

understanding that bidder will use it only for the purpose set out above. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy or the completeness of any of the information contained herein. It shall be assumed that there shall be no deviation or change in any of the herein mentioned information in the Tender document. While this document has been prepared in good faith, neither MDI Gurgaon, nor any officer make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by MDI Gurgaon and any of the officer even if any loss or damage is caused by any act or omission on the part of MDI Gurgaon or any officer, whether negligent or otherwise.

24. By acceptance of this document, the bidder agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the bidder by or on behalf of MDI Gurgaon. MDI Gurgaon and any of the officer undertake no obligation, among others, to provide the bidder with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for the selection of or any part of the interest or terminate negotiations or the due diligence process prior to signing of Agreement.
25. This document constitutes no form of commitment on the part of MDI Gurgaon. Furthermore, this document confers neither the right nor an expectation on any bidder to participate in the proposed catering agency selection process.
26. When any proposal is submitted pursuant to this Tender, it shall be presumed by MDI Gurgaon that the bidder has fully ascertained and ensured about its eligibility to render service as a catering agency, in the event of the same being selected ultimately to act as such, under the respective governing laws and regulatory regime and that there is no statutory or regulatory prohibition or impediment to acting as such Catering Service provider agency and it has the necessary approvals and permissions and further suffers no disability in law or otherwise to act as such.
27. MDI Gurgaon reserves the right to vary/alter/amend the scope of work and any other condition as deemed fit at any time, in its discretion.
28. The Catering Service provider agency shall comply with and abide by such directions that MDI Gurgaon may issue from time to time.
29. The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documents received within the stipulated times shall become the property of MDI Gurgaon.
30. The proposal shall be valid for a period of six months from the date of opening of proposals. A proposal valid for a shorter period may be rejected as non-responsive.
31. Any matter relating to appointment/procedure for appointment of agency for catering services shall be governed by the policy and process of MDI Gurgaon. Decision of the Director, MDI Gurgaon on any such matter will be final and binding on both the parties. Disputes, if any, arises shall be subject to the exclusive jurisdiction of the courts at

Gurugram only.

## **SECTION-IV**

### **SCOPE OF WORK**

1. MDI Gurgaon, a premier B-School of India, offers a wide range of residential programmes to both management students and working executives. Also, MDI Gurgaon is regularly imparting Management Development Programmes (MDI Gurgaon Training Programmes) to the participants of Government, Public and Private sector organizations round the year. The Institute, located at the Mehrauli – Gurgaon Road, has the facilities viz. Student Hostels with dining halls, Executives Hostels, Executives Dining Halls, Lecture/Conference Halls, Auditorium, Syndicate Rooms, Class Rooms and student’s dining hall etc.

Institute calls for engaging services of a professional agency for providing “Residential institute catering services” to its students of Post Graduate Programmes (PGDM/PGDM-HRM/PGDM-IB/PGDM-BA/PGDM-BM/PPM Students), the executive participants of the Management Development Programmes (MDI Gurgaon Training Programmes), and for the events of the Institute (as may be required and decided by the Institute from time to time) at the campus of the Institute.

Intended bidders may undertake a survey of the Institute premises and satisfy themselves about the scope of work before submitting the bids. In general, intended bidders shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their bid. A bid once submitted shall be deemed to have been submitted with full knowledge of aforesaid factors.

### **OBLIGATIONS OF THE INSTITUTE**

2. A. The Institute shall only provide the following facilities:
  - I Space for the catering service
  - II Free lighting and water supply for the services;
  - III Existing Cooking range - To be maintained serviceable by the catering agency during the engagement period at its own cost.
  - III Existing Equipment’s like cold storage, aata kneader, potato peeler, deep freezer, boiler, chapati maker, mixer, grinders, trolleys, ben marry, Gas burner including gas line etc. - To be maintained serviceable

all the times by the vendor during the engagement period at its own cost.

- IV Electric and Plumbing fittings in the kitchen;
- V Dish washing facilities -To be maintained serviceable by the vendor during the engagement period at its own cost.
- VI PNG piped supply (whenever available). All operational and maintenance expenses along with cost of consumption of PNG gas are to be borne by the catering agency.

B. The Institute shall also provide the following :

- I Dining tables and Chairs
- II Sofas in the Executive Dining Hall
- III Ceiling Fans and ACs
- IV Curtains

Equipment issued to bidder by the Institute shall be maintained serviceable by the bidder, at his own cost, all the times during maintenance of the contract and should be handed over to institute in serviceable condition only on completion of the contract.

C. Institute shall provide two rooms - one inside the kitchen for Stores and one in the ancillary block for use of staff working in the kitchen, as rest room during the day. No other accommodation to the agency staff shall be provided.

### **OBLIGATION OF THE CATERING AGENCY**

- 3. The catering agency shall provide the following services as per the details being shared in the subsequent pages, programme wise:
  - I Bed Tea
  - II Breakfast
  - III Mid-Session Tea/ Coffee (Thrice a day along with cookies / snacks etc.)
  - IV Lunch and Dinner
  - V Special Dinners
  
- 4. The menu will be prepared in advance and got approved from the MDI.

Cyclic Menu shall be strictly adhered to unless any change is mutually agreed upon. The menu will be provided to catering agency by the Institute. Present menus are enclosed.

## 5. Pricing

For the performance of obligation under the catering service, MDI invites quotes under following heads:

<b>PART I</b>	<b>Catering</b>	<b>PGDM/PGDM-HRM/PGDM-IB/PGDM-BA</b>
<b>PART II</b>	<b>Catering</b>	<b>MDP</b>
<b>PART II</b>	<b>Catering</b>	<b>PGDM-BM/PPM</b>
<b>PART III</b>	<b>Catering</b>	<b>Special Menus &amp; items</b>

Menus are given as annexure I, II, III, IV & V.

6. The catering agency at its own cost shall be responsible for ensuring standard maintenance and hygienic cleanliness of dining halls, kitchens, stores etc. under their charge and control;
7. The catering agency at its own cost shall provide all the linen/table clothes/paper napkins etc. required in the dining halls, places of organizing tea and snacks and the Institute events etc.
8. The catering agency shall abide by all the instructions given by the Institute or by its representative (s).
9. The catering agency shall ensure that the following conditions are observed in connection with the grant of this job work:-
  - a) It shall be agencies responsibility to ensure that all the statutory obligations prevailing from time to time under the various statutory enactments, such as Minimum Wages Act, Industrial Disputes Act, Workman's Compensation Act, Provident Fund Act, ESI Act, Contract Labor (Regulation & Abolition) Act, Gratuity Act, Bonus, Child Labor Act, Service tax, Sales Tax, VAT, WCT, GST, FSSAI certification etc. are complied with by the agency in full and none of the agency staff or any person hired by them shall have any privy with the Institute.
  - b) The catering agency shall ensure to make payment and benefit to its staff not less than Minimum Wages prescribed at Gurugram, Haryana as per the category of staff engaged/ hired for job/work by the agency.
  - c) The catering agency shall be required to ensure maintain health cards for all the staff engaged by him, as per relevant provisions for running the catering business.

d) The catering agency will submit a certificate along with challan towards deposit of PF and ESIC (subscription of employees & Contribution of the employer) to the statutory authority on monthly basis.

10. If in the execution of the work, any infraction/breach/infringement of any law, rules / bye – laws for the time being in force, takes place; catering agency shall indemnify the Institute against the consequence of any or all litigation / prosecution in any matter connected with or arising out of the subject license including the result of any labor dispute, and should any claim be made against the Institute by any authority / court of law or any award or decree including award of any Labor Court and / or Arbitrator which might be enforced/ sought against the Institute, the Institute shall be compensated by the bidder/catering agency in totality in respect of all such claims / awards etc.
11. The quality of eatables must be of the best standard, up to the satisfaction of the Institute & relevant laws on the subject by the concerned authority. There can be no compromise on this issue. In case the quality of food is not up to the satisfaction of the Institute, the Institute shall have the right to impose penalty and deduct the same from bidder's bill, as might be deemed fit and appropriate by the Institute.
12. No liquor will be served in any of the office buildings/hostels or any other place inside the MDI Gurgaon Campus.
13. Use of single use plastic is not permitted inside the MDI Gurgaon campus.
14. The agency has to ensure that the leftover food is promptly taken care/distributed/disposed off appropriately, outside MDI campus, on its own expense.
15. The agency should ensure to accommodate his staff outside MDI Gurgaon Campus. No request for accommodation to the agency staff MDI campus shall be entertained.
16. **PERFORMANCE SECURITY DEPOSIT**

The catering agency shall be required to deposit an amount of Rs. 30,00,000/- (Rupees Thirty Lakhs) as Performance Security Deposit with MDI Gurgaon in the form of Bank Guarantee, issued by any Scheduled Bank of India, in the format prescribed. The amount of Performance Security Deposit will be retained by MDI Gurgaon free of interest for the entire period of engagement.

#### **GENERAL CONDITIONS: -**

The catering agency shall be responsible for ensuring standard maintenance and hygienic cleanliness of dining halls, kitchens, stores, regular cleaning of grease chamber to avoid blockage of sewage lines etc. under their charge and control;

17. The bidder will ensure that the preventive maintenance of equipment and machinery is carried out regularly as per the instructions of the manufacture and equipment and machinery are maintained in excellent condition.
18. The bidder shall abide by all the instructions given by the Institute or by its representative(s).
19. The bidder should assign dedicated onsite qualified F&B Manager/ supervisor who should always be present in the dining hall during breakfast, lunch & dinner time. It is desirable that the same supervisor continues at least for one year. In case of any change, the Institute should be informed accordingly.
20. It shall be bidder responsibility to ensure that all the statutory obligations, prevailing from time to time under the various statutory enactments, such as FSSAI certification, Minimum Wages Act, Industrial Disputes Act, Workman's Compensation Act, Provident Fund Act, ESI Act, Contract Labor (Regulation & Abolition) Act, Gratuity Act, Bonus, Child Labor Act, Service tax, Sales Tax, WCT, GST etc. are complied with in full and none of their staff or any person hired by them shall have any privy with the Institute.
21. The catering agency bidder shall arrange all the raw materials, commercial cooking gas and other materials for providing catering services at their own cost.
22. The catering agency bidder shall achieve the high standards of services for which they will arrange sufficient staff viz. Supervisor(s), Cook(s), Helper(s), Bearer(s) and Cleaner(s) etc. for Catering as well as services incidental to catering services.
23. The catering agency shall also be responsible for cleaning and proper maintenance of kitchen, dining hall, attached toilets and bathrooms etc. and hereinafter / hereinbefore, shall use their cleaning / washing materials soap powder, detergent, phenyl, floor cleaner etc. so that the entire surrounding are hygienically well maintained.
24. The catering agency shall ensure that good quality cleaning / washing materials soap powder, detergent etc. are used for cleaning/washing utensils, crockery, cutlery, kitchen equipment and other associated items and places. They shall, if so required, obtain license from Public Health Department or other Statutory / Local Authorities concerned, if required, without fail.
25. The food stuff should be prepared in the most hygienic manner and quality of the food items for preparation of food shall be such as stipulated by the Institute from time to time.
26. The manners, time and place of service shall be as per the instructions of the Institute from time to time.
27. The catering agency on its expense shall maintain utensils, crockery, cutlery supplied by the Institute and keep these hygienically clean by applying good quality medically recommended cleaning material and also ensure their quality. The contractor shall also replace these articles as required from time to time and such other new items as might be needed for the services provided.

- 28.** The catering agency on its expense shall supply and maintain sufficient quantity and best quality of bone china crockery, cutlery and other utensils etc. for serving meals to the MDP Executive Participants in the executive dining hall and keep these items hygienically clean by applying good quality medically recommended cleaning material.
- 29.** The catering agency shall ensure that :
- a) All glass panels, electric fittings etc. in the kitchen and dining area are kept tidy and neatly cleaned all the times,
  - b) Disinfectant/Flit spray should be carried out at regular intervals in the premises - Deodorant spray should be applied in the dining room after cleaning and washing,
  - c) Supply of cleaning materials, table clothes, cloth napkins & towels etc. at their own cost and will ensure proper upkeep and maintenance of the area, equipment's and furniture under their charge at all the times during the contract period.
- 30.** In case the catering agency fails to provide the catering services for Seminars/ Academic Programmes/Institute events etc. as per the request of the Institute, the following action could be taken by the Institute.
- I Alternative arrangement will be made by the Institute and the full cost will be recovered from the security deposit of the agency.
  - II If on a particular day the quality of any food item (s) is / are not found up to the standard the Institute shall have the right to impose such penalty as it deemed fit.
  - III The cost of food arranged by the Institute shall be adjusted against the security deposit and / or from the bills or any other dues payable to the contractor.
  - IV The catering agency shall replenish such amounts adjusted to make up the full security deposit.
- 31.** For cooking foodstuffs, refined vegetable oil like Sundrop, Saffola, Sweekar, Godrej, etc. only shall be used.
- 32.** Only Nescafe brand coffee and Lipton / Brooke Bond / Taj Mahal / Assam brand tea will be used.
- 33.** The agency will ensure that only fresh vegetable and meat are used for food preparation.
- 34.** All items/ingredients required by the agency for preparation of food and other approved items are to be purchased by the bidder agency. All items/raw materials purchased will have to conform to the quality standards, prescribed under the prevention of Food Adulteration Act, and/or any other Act applicable and as far as possible shall have the standards/branded bearing the mark "AGMARK" or "ISI", or "FSSAI" as applicable. An approval for the brands and raw materials to be used should be taken from the institute Authorities. Surprise checks/visits will be done by Institute.
- 35.** For any suggestions or complaints made by the MDP training participants/students; it is the responsibility of the catering agency to address the issue urgently but within 24 hours.

36. The catering agency shall provide proper and neat uniform to their staff. Staff without uniform shall not be allowed to work in the Institute premises.
37. Food items prepared in the kitchen shall not be served by the catering agency to any outside party either inside the campus or outside.
38. The catering agency shall use commercial gas only and shall arrange for the commercial gas cylinders, refills and pay for them to the authorized dealer at its own cost. PNG Gas supply when available will be made available for use by the agency.
39. The catering agency shall not be allowed to use electricity as fuel.
40. The catering agency shall also arrange for extra tea / breakfast / lunch / dinner as per the requirements communicated in writing by the authorized official of the Institute.
41. The catering agency shall ensure to provide at its own cost spot free washed, clean and presentable linen, table sheet, napkins etc. in the dining halls, lounge and other serving places wherever required.
42. The catering agency shall arrange to supply the food items or tea/coffee, snacks etc. in the dining halls and at any other place as may be required by the Institute from time to time. They will also be required to provide various catering services at official meetings, get-together(s) and various functions arranged by the Institute at the same rates at which these are supplied in the Executive Dining hall (MDP) of the Institute in the normal course, failing which the Institute shall be free to arrange such supplies from the local market and recover the entire and / or difference of prices, as the case may be, from the catering agency.
43. The Agreement shall be operative for a total three years period effective tentatively from 1<sup>st</sup> June 2024. The Institute committee will monitor the performance of the agency in respect of satisfactory performance during the year. Subject to satisfactory performance the contract will continue in the next year on such terms and conditions mutually agreed upon by the parties.
44. The agency shall not sub contract, fully or partially catering service to any other person/ persons or agency.
45. It shall be the duty and responsibility of the bidder/catering agency to ensure that the staff engaged for the work are physically fit and free from any communicable contagious, infectious and other diseases. If any catering agency staff is found to be suffering from any disease or if catering agency staff commits any misconduct or misbehavior, the catering agency shall be required to remove such staff immediately at the request of the Institute, without demur and without questioning the decision of MDI in this respect and restrain entry of such staff in the MDI Gurgaon Campus.
46. All the kitchen appliances / equipment's will be handed over to the agency in good working condition. However, these items will be repaired / maintained by the agency at their own cost during the period of contract and the agency shall handover these appliances/ equipment's in working condition to the Institute after termination/expiry of the contract.

47. The cleaning of drains & Grease Chamber near the kitchen is also in the scope of agency. The premises i.e. kitchen and dining area to be kept rat free by better upkeep and pest control measures. Hazardous and critical control practices should be adopted.
48. The catering agency shall submit the Invoices to the MDI concerned programme office with a summary of the catering services delivered on monthly basis. The Institute shall make payment within 15 clear days after verification/ scrutiny of the invoice provided by the catering agency.
49. The catering agency shall indicate the name of representative/ contact person for monitoring the work on day-to-day basis. The representative(s) of the catering agency must be present at the dining hall during serving of Breakfast, Lunch and Dinners on all the days so as to ensure that the quality of catering services do not suffer at any time.
50. The food supplied should conform to the standards fixed by the statutory / government authority of both state and / or Govt of India. For any infringement of these standards the bidder catering agency shall be responsible wholly and solely for the purpose and the institute will have no responsibility of any kind in this regard. The Institute will also conduct surprise visits to check the dry/fresh stores maintained by the agency.
51. **The bidder shall implement dining feedback system through mobile base app and/ or dashboards to collect regular feedback and address the dining related complaints of the training participants and the students, arising from time to time.**
52. **In case the bidder fails to provide the catering services as per the expectations of the Institute, the appropriate penalty will be imposed by the Institute.**
53. All the staff of the catering agency shall be required to undergo a routine medical test by a medical doctor once in three months from the date of employment at the cost of the catering agency.
54. If there arises any dispute relating to this contract the same shall be referred to the Director, MDI Gurgaon whose decision shall be final and binding on both the parties i.e. Institute and the catering agency.
55. The rates quoted and accepted shall remain unchanged for a period of one year from the date of receipt of work order/ taking over the operational charge. On successful completion of one year the rates can be mutually discussed and agreed by both the parties in writing for the continuation of the contract for the next year.
56. Rate quoted should clearly mention all taxes and levies etc. in the enclosed prescribed format only. Service Tax/GST/WCT etc. if payable will be paid to the catering agency as per applicable rates.
57. In case MDI Gurgaon is called by any statutory authority for any matter related to food or catering services, the bidder catering agency shall be solely responsible to bear all costs that MDI may have to incur on account of such infringement by the catering agency and indemnify MDI for any such loss in total including the legal expenses incurred thereof.
58. **Payment Terms & Process**

- a) The bidder catering agency shall be solely responsible for making payment to its deployed staff by 7<sup>th</sup> of each month without fail.
- b) The catering agency shall raise the bill along with PF and ESIC statements, as applicable, and submit the same to MDI Gurgaon in the succeeding month.
- c) The catering agency will be solely responsible for making the payment directly to his deployed staff; since there may be occasional delay in releasing payment by MDI Gurgaon to the agency due to contingencies. Payment of wages to the staff by catering agency should not be linked with receiving of payment from MDI Gurgaon and shall be independent of the same.
- d) Payment to deployed catering staff must be made by the bidder catering agency through e-transfer only.
- e) The entire financial liability in respect of catering staff deployed at MDI Gurgaon shall be that of the catering agency and MDI Gurgaon will in no way be liable for the same.
- f) The agency will be responsible for compliance of all statutory provisions including Minimum Wages, Provident Fund, and Employees State Insurance, contract labour and any other applicable law in respect of the staff deployed at MDI Gurgaon. MDI Gurgaon shall have no liability in this regard. Payment of the bill will be made only after successful submission of statutory payment receipts.
- g) The catering agency shall be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to MDI Gurgaon to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter.
- h) The Tax Deduction at Source (T.D.S.) shall be done from the monthly bills of agency as per the provisions of Income Tax Act / Rules, as amended from time to time and a certificate to this effect shall be provided to the vendor by MDI Gurgaon.
- i) The bidder catering agency shall maintain all statutory registers under the Law and submit periodical returns and statements. The catering agency shall produce the same, on demand, to the concerned authorities and to MDI Gurgaon or any other authority under Law.
- j) If as a result of post payment audit any overpayment is detected in respect of any work done by the catering agency or alleged to have done by the catering agency under the tender, it shall be recovered by MDI Gurgaon from the catering agency.
- k) In case, the catering agency fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof MDI Gurgaon is put to any loss / obligation, monetary or otherwise, MDI Gurgaon will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse.

#### 54. Service Level Agreement: -

The following details are for responding and closure of the complaints by the catering agency. These may be modified, if required, by the Competent Authority, MDI Gurgaon at any time.

Description of Complaints	Service required	Report	Complaint closure time
Minor issues	Rectification without any replacement by agency.	Immediately	2hrs
Major issues	Rectification/ Replacement by the agency	Immediately	Consult with concerned Programme Office to close the issue at the earliest

#### Service Level Requirement: -

Sl. No.	Service Level Requirement	Minimum Requirement	Non-Compliance Limit
1	Ensure routine cleanliness of dining halls, kitchen, store rooms and premises associated with the dining halls.	2 Times / Day	Compulsory
2	Proper segregation and disposal of waste generated in the dining halls on a daily basis	3 times a day	Compulsory
3	Cleaning of dustbins / waste bins at kitchen and dining halls and disposing at the main container or garbage collection point.	2 Times / Day	Compulsory
4	To address the catering related issues of training programme participants and students	Immediately	1 Day

<b>Sl. No.</b>	<b>Service Level Requirement</b>	<b>Minimum Requirement</b>	<b>Non-Compliance Limit</b>
5	Dining feedback system - to collect regular feedback and address the related issues arising from time to time	weekly	weekly
6	Any other related services as per the scope of work.		

Failure to comply/respond and closure of the complaints by the catering agency may lead to cancellation of the contract by MDI Gurgaon.

### **TERMINATION**

55. If for any reason the catering agency is not in a position to render the service as required under the Agreement or maintain the service standard(s) required from the catering agency the Institute shall be entitled to terminate the Agreement by serving three months' notice to the catering agency and the catering agency shall also have the right to terminate the Agreement by giving three months' notice in writing so as to enable the Institute to make alternative arrangement(s).

### **NOTICE AND ADDRESS**

- 56. Director, MDI Gurgaon will be the sole arbitrator in the event of any dispute.
- 57. The Institute has unfettered right hereunder to terminate the Agreement executed with the bidder catering agency at any time without assigning any reason whatsoever. The courts at Gurgaon shall have the legal jurisdictions.
- 58. The Institute reserves the right to reject any or all bids received without assigning any reason(s) thereof.
- 59. If the scope of work and terms and conditions are acceptable to the bidder then please submit Bid, with Technical Bid & Financial Bid in separate covers, as per the instructions provided in the tender document.

**Chief Administrative Officer (Institutional Services)**

## SECTION-V

### **TERMS AND CONDITIONS OF CONTRACT**

The contract shall tentatively commence from 01 June 2024 and shall continue for a period of three years unless, it is curtailed or terminated by MDI Gurgaon owing to deficiency of service OR sub-standard quality of catering services, breach of contract, non-compliance with any relevant Labour Laws, or change in requirements of MDI Gurgaon or for any other reasons as stipulated in the contract to be entered into with successful bidder/catering agency.

1. Bidder agency should have minimum five years of experience of serving the catering facilities in large size educational/ Research Institute/ Academic Autonomous Bodies.
2. Bidder catering agency's performance will be measured/ evaluated by MDI Gurgaon Committee on a regular basis in respect of quality and standards.
3. The catering agency representative will meet the committee of the Institute for interaction and feedback related issues on a monthly basis.
4. Bidder catering agency will provide, minimum one on-site dedicated professionally qualified manager from "**Institute of Hotel Management Catering & Technology**", who has undergone 4-year full time campus study (having equivalent recognized education duly recognized by the Govt. of India.) or a qualified graduate having minimum 10 years of regular service with the agency to provide residential institution catering services at the Institute. Also, the Head Cook (Chef) to be deployed at kitchen should have a recognized "Diploma in Cookery", should have more than 5 years' of on job experience, and should be qualified and experienced in all aspects/skills of food preparation.
5. The contract shall automatically expire on expiry of three-year contract period.
6. The bidder catering agency shall not be allowed to transfer, assign, pledge or sub contract its rights and liabilities under this contract to any other agency.
7. The bidder catering agency shall not employ any staff below age of 18 years and above age of 50 years. Employment of child labour will lead to termination of the contract.

8. The catering staff deployed shall be the employee of the catering agency at all times and all statutory liabilities will be paid by the catering agency such as ESI, PF, Workmen's Compensation Act, etc. The catering staff deployed by the bidder should be properly trained and have requisite experience and skills.
9. The catering agency shall engage only such staff and supervisors, whose antecedents and health have been thoroughly verified and character and police verification and other formalities are done. The bidder catering agency shall be fully responsible for the conduct of his staff deployed.
10. The catering agency at all times should indemnify MDI Gurgaon against all claims, damages or compensation under the provisions of payment of wages Act 1936, Minimum wages Act 1948, Employer's Liability Act 1938, Workmen Compensation Act 1923, Private Catering Agencies (Regulation) Act 2005, Industrial Disputes Act 1947, Maternity Benefit Act 1961 or any modification thereof or any other law relating thereof and rules made hereunder from time to time in this regard. Payment of minimum wages, notified by the appropriate government, shall be ensured all the time.
11. The agency should accommodate his staff outside the Institute campus on his own expenses. No accommodation request by agency for his staff inside MDI Gurgaon campus shall be accepted by the Institute.
12. The catering agency will submit to the Institutional Services department of MDI Gurgaon a list of personnel deployed along with their credentials, permanent and present address and their latest photograph for allowing entry/exit at MDI gates.
13. It shall be responsibility of the agency to issue the employment card / photo identity card to the staff and maintain the muster roll, the wage register and other registers as provided in the Contract Labour (Regulation & Abolition) Act. Agency has to ensure that its staff deployed in MDI Gurgaon invariably wear ID card during office hours.
14. The bidder catering agency shall replace within twenty-four hours any of its staff, if they are unacceptable to the Institute because of any risk, incompetence, conflict of interest and breach of confidentiality or misconduct on the part of the catering staff of the agency. The institute shall have the right to ask to change / replace the any staff at any point of time without assigning any reason.
15. MDI Gurgaon shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the agency.
16. The bidder catering agency shall be responsible for any damages done to the property of the Institute by the staff deployed. MDI Gurgaon will be free to recover from the Security deposit of the agency or from any other dues payable to the agency.
17. The bidder catering agency staff should be polite, cordial, positive and efficient while handling the assigned work and their actions should promote good will and enhance the image of the MDI. The bidder catering agency shall be responsible for any act of indiscipline on the part of staff deployed.
18. The bidder catering agency staff deployed at MDI Gurgaon shall not claim any benefit, compensation, absorption or regularization of their services in MDI Gurgaon either under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation &

Abolition) Act, 1970. The agency shall have to obtain an undertaking from the deployed staff to the effect that the deployed person is the staff of the agency and shall submit the said undertaking to MDI Gurgaon. In the event of any litigation on the status of the deployed staff, MDI Gurgaon shall not be a necessary party to such proceedings. However, in any event, either the deployed staff or to the order of the Court, MDI Gurgaon is made a party to such dispute, the bidder catering agency shall take all steps to protect the interest of MDI Gurgaon and the agency shall reimburse the expenditure that would have been borne by MDI Gurgaon to defend itself, if so required.

19. The bidder catering agency shall ensure that the person deployed are disciplined and shall enforce in prohibition of consumption of alcoholic drinks, paan, gutkha, smoking, loitering, use of mobile phones for entertainment purpose and shall not engage in gambling, satta or any immoral act.
20. The bidder catering agency shall be solely responsible for making payment directly to the deployed catering staff by 7<sup>th</sup> of each month.
21. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by MDI Gurgaon from the agency.
22. The catering staff deployed by the bidder catering agency shall work under overall supervision & direction of the agency.
23. The bidder catering agency will properly maintain muster roll of the person employed/ engaged in connection with the work at the premises of MDI Gurgaon.
24. The bidder catering agency shall raise the bill along with PF and ESIC statements, as applicable, and submit the same to MDI Gurgaon in the succeeding month.
25. The bidder catering agency will be solely responsible for making the payment directly to its deployed personnel; since there may be occasional delay in releasing payment by MDI Gurgaon to the agency due to contingencies, payment of wages to the deployed personnel by agency should not be linked with receiving of payment from MDI Gurgaon and shall be independent of the same.
26. Payment to staff of the catering agency must be through e-transfer only.
27. Bidder catering agency will ensure that staff engaged receive entitled wages on time.
28. The entire financial liability in respect of staff of catering services deployed at MDI Gurgaon shall be that of the bidder catering agency and MDI Gurgaon will in no way be liable for the same.
29. For all intents and purposes, the catering agency shall be the "Employer" within the meaning of different labour Legislations in respect of catering staff deployed by it. There shall be no claim by such deployed catering agency staff of any employment at MDI Gurgaon. The staff deployed by the agency in MDI Gurgaon shall be the employees of agency at all times and do not have any stake or claim of employer and employee relationship against MDI Gurgaon.
30. The bidder catering agency shall be solely responsible for redressal of grievances, if any, of its staff deployed at MDI Gurgaon. MDI Gurgaon shall, in no way, be responsible for settlement of such issues whatsoever.

31. MDI Gurgaon shall not be responsible for any financial loss or liabilities arising out of accident or death of any of the catering staff deployed by bidder catering agency in the course of their performing the functions / duties or for making payment towards any compensation.
32. The bidder catering agency will be responsible for compliance of all statutory provisions including Minimum Wages, Provident Fund, and Employees State Insurance, contract labour and any other applicable law in respect of the staff deployed by the bidder catering agency at MDI Gurgaon. MDI Gurgaon shall have no liability in this regard. Payment of the bill will be made only after successful submission of statutory payment receipts.
33. The bidder catering agency shall be liable for depositing statutory taxes, levies, cess etc. on account of service rendered by it to MDI Gurgaon to the concerned tax collection authorities, from time to time, as per extant rules and regulations in the matter.
34. The bidder catering agency shall maintain all statutory registers under the Law and submit periodical returns and statements. The catering agency shall produce the same, on demand, to the concerned authorities and to MDI Gurgaon or any other authority under Law as the case may be.
35. The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act / Rules, as amended from time to time, and a certificate to this effect shall be provided to the agency by MDI Gurgaon.
36. In case, the bidder catering agency fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof MDI Gurgaon is put to any loss / obligation, monetary or otherwise, MDI Gurgaon will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse.
37. The bidder catering agency shall submit proof of deposit of PF and ESI and of other statutory dues, payable by it in respect of its staff deployed at MDI Gurgaon, which shall be a condition precedent for payment of its bills.
38. In case of breach of any terms and conditions as specified in the contract and signed between the parties, the Performance Security Deposit of the bidder catering agency will be liable to be forfeited by MDI Gurgaon besides, annulment of the contract and other legal recourse.
39. The successful bidder who is awarded the contract by MDI Gurgaon will retain all the documentary proof/papers deposited with the respective statutory bodies/ Government department i.e. Employees State Insurance, Provident Fund and GST. All such documents/papers will be necessarily submitted within seven days by the bidder catering agency, as and when they are requisitioned by MDI Gurgaon, failing which a penalty of Rs. 500/- per day shall be deducted from the monthly bill payable to the bidder catering agency.
40. MDI Gurgaon reserves the right to withdraw / relax any of the terms and conditions mentioned above.

41. Any delay or forbearance on the part of MDI Gurgaon or any waiver of its rights or condonation of any acts on the part of MDI Gurgaon shall not be construed as a waiver of the obligations of the agency and it shall continue to be liable for all such acts or defaults.

## SECTION-VI

### BIDDER DETAILS FORM (To be printed on the bidder letter head)

For providing residential institute catering services at MDI Gurgaon

Sl. No	Description	Information
1	Name of Bidder	
2	Date of Incorporation of Company (Attach ROC Registration certificate/ Registered Partnership Deed)	
3.	Details of ISO Certification (as referred in the Tender document - please attach self attested copy of the valid Certificate of Registration)	
3	Details of Earnest Money Deposit (EMD) (amounting Rs. 5,00,000/-) – DD in favour of "Management Development Institute Society", issued by any nationalized Scheduled bank payable at Gurgaon.	DD No. .... dated ..... drawn on Bank ..... Payable at .....
4	Name of Director/ Partner of bidder	
5	Full Address of Registered Office of Company/ Agency: Telephone No.: FAX No.: E-Mail Address :	
6	Full address of Operating Branch/Office: Telephone No. FAX No. E-Mail Address	
7	Banker of the Bidder (Attach certified copy of statement of A/c for the last three years)	
8	PAN No./GIR No. (attach documentary proof)	
9	GST Registration No. (attach documentary proof)	
10	Employee Provident Fund Registration No. (attach documentary proof)	

Sl. No	Description	Information
11	Employee State Insurance Registration No. (attach documentary proof)	
12	Number of years of experience of providing residential institution Catering Services	
13	Experience proof documents (Work Orders/P.O. and Successfully Completion certificates) issued by the competent authorities of the organizations served on the organizations letter head during five financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23 mentioning the details of numbers/strength served as per Annexure VII (attach documentary proof)	
14	Details of equipment along with supporting documents proof available with the bidding agency to be used for catering service. (attach separate sheet)	
15	Income Tax Return of the Company and audited Balance Sheet for financial year's 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23.	
16	Average Annual Turnover during five financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23, as per format given at Annexure VI, issued by CA Firm.	
17	Self-Declaration stating that the bidder agency has not been black listed by State / Central Government / PSU / large size Educational Institute/Research Institute/Academic Autonomous Bodies, as per format given at Section X.	
18	Ability of the bidder to provide the downloaded MIS reports of the catering services provided on a periodic basis with the help of mobile app and/ or dashboards etc. Enclose documentary proof for the same.	

Note: Bidders may annex separate sheets wherever required for furnishing details. However, such sheets must be duly signed with seal. Unsigned documents may lead to rejection of bid submitted.

**SECTION-VII**

**PROFORMA FOR APPLICATION  
(on the letter head of the Bidder)**

- 1. Name of the Bidder .....
- 2. Permanent address of the Bidder .....  
Tel No. .... Email .....
- Mob.....
- 3. Registration & incorporation particulars of the Bidder .....  
(please attach attested copies of document of registration/incorporation of your firm)
- 4. Permanent Account Number (PAN) .....
- 5. GST No .....

Declaration:

I/We hereby declare that the information furnished above are true and correct. In case the above information is found incorrect at any stage, MDI Gurgaon may take appropriate action as warranted.

Signature of the authorized person of the bidder

Name : .....

Place :

Date :

Official seal.

**SECTION-VIII**  
**LETTER FOR FINANCIAL BID**  
**(To be printed on the bidder letter head)**

Date:...../...../.....

Chief Administrative Officer (Institutional Services)  
Management Development Institute Gurgaon  
Mehrauli Road, Sukhrali Gurgaon-122007 (Haryana)

Dear Sir,

Ref: **Tender for “Providing Residential Institute Catering Services at MDI Gurgaon”**

Having examined the Tender document, the receipt of which is hereby duly acknowledged, I/ We, the undersigned, offer to provide the catering services as required and outlined in the Tender for “Providing Residential Institute Catering Services at MDI Gurgaon”.

To meet such requirements and to provide residential institute catering services as set out in the tender document, we attach hereto our response as required by the tender document, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the terms and conditions put forward in the tender and the Agreement to be entered with MDI Gurgaon. If our proposal is accepted, we will submit a Performance Bank Guarantee issued by a scheduled commercial bank in India as acceptable to MDI Gurgaon.

We agree for unconditional acceptance of the terms and conditions set out in the tender document as also in the contract to be signed with MDI Gurgaon for providing catering services at MDI Gurgaon. We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to MDI Gurgaon are true, accurate and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead MDI Gurgaon as to any material fact. I/ We understand that if at any point of time it is noticed/discovered by MDI Gurgaon that any information given by me/us is false or incorrect or misleading MDI Gurgaon shall have the right to take such necessary action as it may deem fit including cancellation of contract.

It is hereby confirmed that I/we are entitled to act on behalf of our agency and empowered to sign financial bid (attached) as well as other support documents that are required as per tender conditions.

Signature of the authorized person of the bidder agency

Name : .....

Place :

Date :

Official seal

## SECTION-IX

### PENALTY

Sl No.	Item	Penalty (Rs.)	Frequency
1	Insect found in the cooked food	Rs. 5,000/-	each occasion
2	Soft objects like hair, rope, plastic, cloth etc. found in the cooked food	Rs. 5,000/-	each occasion
3	Three or more complaints of unclean utensils being used in the mess & dining hall in a week and complaint not resolved by the bidder catering agency.	Rs. 5,000/-	Per week basis
4	Meal Timings as approved by the Institute or decided with the respective student's mess committee to be followed strictly. Failing which the penalty will be levied on the bidder catering agency.	Rs. 5,000/-	Day basis
5	Use of non-FSSAI/ non-approved brands of food items by the bidder catering agency.	Rs 25,000/-	each occasion
6	In case of any incidence of student's food poisoning due to consumption of the food cooked/served by the catering agency. In the mess. This may also lead to Termination of the contract awarded to the agency.	Rs 2,00,000/-	each occasion
7	Shortage of cleaning material	Rs. 5,000/-	each occasion
8	Using substandard cleaning material	Rs. 5,000 /-	each occasion
9	Non-adherence to the cleaning schedule	Rs. 5,000 /-	each day
10	Poor quality of cleaning and foul smell from common areas in and around the dining hall premises	Rs 20,000/-	each occasion
11	Failure to timely attend to the complaints received.	Number of complaints x Rs 500/- each	each day
12	Theft by catering agency staff	Rs 20,000/-	each occasion

**Note:** Penalty(ies) amount will be deducted from the monthly bill payment to the agency. Intentional failure to comply/respond and closure of the complaints by the catering agency may lead to cancellation of the contract by MDI Gurgaon. Any non-compliance (other than mentioned above) by the agency will lead to a penalty as may be decided by the Institute.

**SECTION-X**

**SELF-DECLARATION FOR NON-BLACK LISTING  
(To be printed on the bidder letter head)**

Date:...../...../.....

Chief Administrative Officer (Institutional Services)  
Management Development Institute Gurgaon  
Mehrauli Road, Sukhrali, Gurgaon-122007 (Haryana)

Dear Sir,

In response to the Tender for Providing Residential Institute Catering Services at MDI Gurgaon, I / we hereby declare that presently our catering agency has not been declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State / Central Government / PSU / large size Educational Institute/Research Institute/Academic Autonomous Bodies.

We further declare that presently our agency ..... Is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State / Central Government / PSU / large size Educational Institute/Research Institute/Academic Autonomous Bodies on the date of Bid Submission including violation of relevant labour laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, the EMD/Performance Security deposited for providing Catering Services may be forfeited in full by the Institute, the bid may be cancelled at any stage, and the contract may be terminated and we shall be barred from bidding in future tender published by MDI Gurgaon.

Thanking you,

Signature of the authorized person of the bidder

Name : .....

Place :

Date :

Official seal

## SECTION-XI

### FINANCIAL BID PROFORMA

**“Tender for Providing Residential Institute Catering Services at MDI Gurgaon”**

(To be printed on the letterhead of the Bidder)

(Financial Bid Proforma is to be sealed in a separate envelope along with Annexure I &II)

Sl. No.	Details for Pricing	Amount (in INR) (Exclusive of GST)	
		Amount in Figure	Amount in Words
1	<p><b><u>Catering for PGDM/PGDM-HRM/PGDM-IB/PGDM-BA Students:</u></b></p> <p>(A) Inclusive of Breakfast, Lunch, Evening Tea with snacks, Dinner.</p> <p style="text-align: center;"><b><u>Quote Rate per person per day basis</u></b></p> <p>(B) <b>Quote break up of rates of the items mentioned below, per day basis:-</b></p> <ol style="list-style-type: none"> <li>1. Breakfast</li> <li>2. Lunch</li> <li>3. Evening Tea with Snacks</li> <li>4. Dinner</li> </ol> <p><b>Note:</b> - Catering agency will raise the Invoice for payment on the basis of actual participant strength intimated by Institute and actual number of days the meals served. Rebate if any will apply.</p> <p>Please refer sample menu provided at “Annexure III”.</p>		
2	<p><b><u>Catering for MDP Executive Participants:</u></b></p> <p>(A) Inclusive of Bed Tea, Breakfast, Mid-Morning Tea with biscuits, Lunch, Mid-afternoon Tea with biscuits, Evening Tea with snacks, Dinner.</p> <p style="text-align: center;"><b><u>Quote Rate per person per day basis</u></b></p>		

Sl. No.	Details for Pricing	Amount (in INR) (Exclusive of GST)	
		Amount in Figure	Amount in Words
	<p>(B) <b>Quote break up of rates of the items mentioned below, per day basis:-</b></p> <ol style="list-style-type: none"> <li>1. Bed Tea</li> <li>2. Breakfast</li> <li>3. Mid-Morning Tea with biscuits</li> <li>4. Lunch</li> <li>5. Mid-afternoon Tea with biscuits</li> <li>6. Evening Tea with Snacks</li> <li>7. Dinner</li> </ol> <p><b>Note:</b> - Catering agency will raise the Invoice for payment on the basis of actual participant strength intimated by Institute and actual number of days the meals served. Rebate if any will apply.</p> <p>Please refer sample menu provided at "Annexure IV".</p>		
3	<p><b><u>Catering for PGDM-BM/PPM Students</u></b></p> <p><b>(A)</b> Inclusive of Bed Tea, Breakfast, Mid-Morning Tea with biscuits, Lunch, Mid-afternoon Tea with biscuits, Evening Tea with snacks, Dinner</p> <p style="text-align: center;"><b><u>Quote Rate per person per day basis</u></b></p> <p><b>(B) Quote break up of rates of the items mentioned below, per day basis:-</b></p> <ol style="list-style-type: none"> <li>1. Bed tea (Only for PPM students)</li> <li>2. Breakfast</li> <li>3. Mid-Morning Tea with biscuits</li> </ol>		

Sl. No.	Details for Pricing	Amount (in INR) (Exclusive of GST)	
		Amount in Figure	Amount in Words
	4. Lunch 5. Mid afternoon Tea with biscuits 6. Evening Tea with Snacks 7. Dinner  <b>Note:-</b> Catering agency will raise the Invoice for payment on the basis of actual student strength intimated by Institute and actual number of days the meals served to the students only. Rebate if any will apply. Please refer sample menu provided at “Annexure V”.		
4	<b>Quote rate - For</b> (i) per Tea/Coffee (with tea/coffee bags) along with 2 biscuits/cookies of good quality - to MDI Faculty/ Officials/Guests etc. on working days/ or as may be required by the Institute. (ii) Green Tea (iii) Lemon Water	(i)   (ii) (iii)	
5	Quote % discount offered on MRP rates printed on different capacity of Bisleri mineral water bottles.		
6	Party Proposal: SPECIAL LUNCH / DINNER		
7	Party Proposal for Extra Items		

**Important Note: -**

- Bidders are to compulsorily bid for each category mentioned above.
- Bids received for partial services will not be entertained and summarily rejected.
- PGDM/PGDM-HRM/PGDM-IB/PGDM-BA students: Rate per person per day, as per indicative Menu, for approximately 3,50,000 students’ days in year. Number of students approximately 1100-1200 at one time for most of the days during the academic session, (during a year approximately 10 months).

- MDP Executive Training Participants: Rate per person per day as per indicative Menu for approximately 15,000-25,000 participants days in a year, regularly arriving MDI Gurgaon in batches.
- PGDM-BM and PPM students: Rate per person per day as per indicative Menu for approximately 45,000 students' days in year, with approximate 120-130 students at one time for most of the days during the academic session.
- Please mention current rate of taxes (item wise) applicable for the services mentioned above.
- Single use plastic is not allowed inside the campus.

The above numbers are indicative and may vary.

Signature of the authorized person of the bidder agency

Name : .....

Place :

Date :

Official seal

**Party Proposal: SPECIAL LUNCH / DINNER**  
**(To be printed on the letterhead of the Bidder)**

**(RATES TO BE SUBMITTED WITH FINANCIAL BID ONLY AND TO BE SEALED IN  
THE FINANCIAL BID ENVELOPE)**

<b>ITEMS</b>	<b>Lumpsum rates Without GST (Rs)</b>
Soup with soup stick (of choice)	
Basmati Rice Plain / Pulao/Kashmiri pulao etc. (of choice)	
Assorted Roti (Tandori/nan/Missi roti/chapatti etc.)	
Dal (dal of choice)	
Dry veg (of choice)	
Boiled Veg	
Curd Item (Dahi Bhalla with chutney or Boondi raita or any other raita)	
Special Veg Item (Butter Paneer or Sahi Paneer or any other Paneer item)	
Special Non- Veg Item (Mutton or fish or chicken item)	
Special Salad (Green salad, sprouts etc.)	
Cut Fruits (as required)	
Ice Creams/Sweet/Rasmalai/Gajar or Moong Dal halwa (Any two item)	
Specified Beverages (if required)	

Signature of the authorized person of the bidder agency

Name : .....

Place :

Date :

Official seal

**Party Proposal For Extra Items**  
**(To be printed on the letterhead of the Bidder)**

**TO BE SUBMITTED WITH FINANCIAL BID ONLY AND TO BE SEALED IN THE  
FINANCIAL BID ENVELOPE)**

ITEMS	Rates Without GST (Rs)
Special Veg Item	
Fish Tikka	
Chicken Tikka	
Mutton Seek Kabab	
Paneer Pakoda	
Boiled Vegetable	
Russian Salad	
Fruit Basket	
Nimbu Pani	
Sandwich- Veg	
Paneer Tikka	
Paneer Finger	
Cheese & Pineapple stick	
Finger Chips / French Fries	
(i) Cold drinks/real juice/wafers/peanut masala/ matka kulfi/sweets or any other food item etc. to be procured from the market charged to be charged as per actual purchase rates. (ii) Quote service charge for supply of these items.	Service Charge @ .....%
<b><u>Special Non- Veg Item</u></b> for Lunch/Dinner	
(i) Mutton	(i) @ Rs .....
(ii) fish	(ii) @ Rs.....
(iii) chicken item	(iii) @ Rs.....

Signature of the authorized person of the bidder agency

Name : .....

Place :

Date :

Official seal

**MENU FOR PGDM/PGDM-HRM/PGDM-IB/PGDM-BA STUDENTS**

	Breakfast	Lunch	Dinner
Monday	Bread roll	Rajma	Arhar daal
	Daliya	Bharva Capcicum	Aloo Zeera
	Corn Flakes	Raita (Tomato Onion)	Chicken masala
	Bread	Seasonal fruit	Gulab Jamun
	Butter & Jam	Moong salad	Curd
	Milk	Roti	Roti
	Omlette	Rice	Rice
			Salad
Tuesday	Uttapam	Yellow Dal	Manchurian Balls
	Corn Flakes	Aloo Gobi	Veg fried rice
	Bread	Lemon rice	Veg noodles
	Butter & Jam	Seasonal Fruit	Ice Cream
	Milk	Pineapple Raita	Curd
	Sambar	Roti	Salad
	Coconut Chutney	Salad	
	Omlette		
Wednesday	Gobi Parantha	Masoor Dal	Maah ki Daal
	Aloo Parantha	patta gobi mattar	Mutton Keema
	Corn Flakes	Boondi Raita	Paneer kadhai
	Bread	Seasonal fruit	Rice
	Butter & Jam	Moong salad	Ice Cream
	Milk	Roti	Curd
	Phudina Chutney	Rice	Roti
	Omlette		Salad
Thursday	Sandwich (Maonisse)	Urad chana	Baingan masala
	Daliya	Capcicum	maah ki daal
	Corn Flakes	Salad	Parantha
	Bread	Jeera Rice	Rice Kheer
	Butter & Jam	Lassi	Curd
	Milk	Roti	Rice
	Omlette	Seasonal Fruit	Salad
Friday	Upma	Lobhiya	Chana Masala
	Corn Flakes	Aloo Gobi	fried Chicken

	<b>Bread</b>	<b>Khira Raita</b>	<b>Mutter Paneer</b>
	<b>Butter &amp; Jam</b>	<b>Yellow Rice</b>	<u>Roti</u>
	<b>Milk</b>	<b>Seasonal Fruit</b>	<u>Jalebi</u>
	<b>Omlette</b>	<b>Moong salad</b>	<u>Rice</u>
		<b>Roti</b>	<u>Salad</u>
			<u>Curd</u>
<b>Saturday</b>	<b>Dosa</b>	<b>french fry / potato chips</b>	<b>Malai Kofta</b>
	<b>Corn Flakes</b>	<b>Dahi kadi</b>	<b>French Beans</b>
	<b>Bread</b>	<b>Veg Pulao</b>	<b>Lemon Rice</b>
	<b>Butter &amp; Jam</b>	<b>Moong salad</b>	<b>Parantha</b>
	<b>Milk</b>	<b>Seasonal Fruit</b>	<b>Suji ka halwa</b>
	<b>Sambar</b>	<b>Roti</b>	<b>Curd</b>
	<b>Coconut Chutney</b>	<b>Lassi</b>	<b>Rice</b>
	<b>Omlette</b>		
<b>Sunday</b>	<b>Moong Daal Chilla</b>	<b>Puri</b>	<b>gobi Paratha</b>
	<b>Corn Flakes</b>	<b>Aaloo MATAR</b>	<b>Onion Parantha</b>
	<b>Bread</b>	<b>Kala Chana</b>	<b>Paneer Parantha</b>
	<b>Butter &amp; Jam</b>	<b>Rice</b>	<b>Sewiya</b>
	<b>Milk</b>	<b>Seasonal Fruit</b>	<b>Salad</b>
	<b>Omlette</b>	<b>Lassi</b>	<b>Pudhina Chutney</b>
		<b>Roti</b>	
		<b>Salad</b>	

**MENU FOR MDP EXECUTIVE PARTICIPANTS**

Days	Break Fast	Lunch	Sweet	Snacks	Dinner	Sweet
<b>Monday</b>	Puri Sabzi Omelette Cornfleks/ Milk	Soup Tomato, Rice, Tandori Roti, Dal Arahar, Tinda Masala, Mattar Mashroom, Bondi Raita, Butter <b>Chicken</b>	Gulab Jamun	Samosa	Soup Mix Veg, Rice Tandori Roti, Dal Masoor Sabut, Aloo Beans, Malai Kofta, Curd, <b>Mutton</b> Curry	Sponge Rasgulla
<b>Tuesday</b>	Boiled Egg/ Cornflake, IdliSambar Chutney.	Soup Green Peas, Rice, Tandori Roti, Louki Tomato, Dal Makhni, Palak Paneer, Mix Raita, <b>Chicken</b> Curry.	Ice Cream	Sandwich	Soup Palak, Rice, Chapati, Dal Moong Masoor, Soya Mutton, Shahi Paneer, Curd, <b>Keema Kalezi</b>	Sahi Tukda
<b>Wednesday</b>	Omelette / Cornfleks, Stuffed Paratha.	Soup Mashroom, Rice, Tandori Roti, Kabuli Chana, Karela Masala, Paneer Pasanda, Curd, <b>Mutton</b> Korma	Sponge Rasgulla	Mix Pakora	Soup Sweet Corn, Rice, Tandori Roti, Dal Pacharanga, Baigan Masala, Mattor Paneer, Curd, <b>Chicken</b> Curry	Rice Kheer
<b>Thursday</b>	Boiled Egg/Cornfleks, Poha, Green Chutney.	Soup Tomato, Rice, Tandori Roti, Bhindi-do-Piyaja. Kadi Pokara, Kadai Paneer, Saag, <b>Mutton</b>	Fruit Cream	Veg. Cutlet	Soup Brown Onion, Rice, Chapati, Rajma, Dum Aloo, Butter Paneer, Curd Kadai <b>Chicken</b>	Gulab Jamun
<b>Friday</b>	Omelette/Porr idge Uttapam Sambar, Chutney.	Soup Sweet Corn, Fried Rice, Mix Dal, Chappati, Veg. Chow Mein, Veg Manchurian, Chilly Paneer, Chilly <b>Chicken</b> , Curd.	Ice Cream	Namak Pare	Soup Mix Veg, Rice, Tandori Roti, Dal Chana, Aloo Perwal, Mix Veg.Kofta, Curd, <b>Chicken</b> Korma.	Fruits Custard
<b>Saturday</b>	Omelette/ Cornfleks Plain Paratha Aloo tomato Curry.	Soup Minestrone, Rice Tandori Roti, Dal Chana, Kathal Masala, Nav Ratna Korma, Pudina Raita, Curd, <b>Mutton Masala</b>	Rasbhari	Sandwich	Rasam, Rice, Chapati, Moong Chilka, Tinda Aloo Simla Mirch, Malai Kofta, Curd, <b>Egg Curry</b> .	Ice Cream
<b>Sunday</b>	Omelette/ Cornfleks Dosa, sambar, Chutney.	Soup Mulligatawny, Rice, Lobia, Baigan Bharta, Shahi Paneer, Curd <b>Chicken</b> Masala.	Ice Cream	Biscuits	Soup Mashroom, Rice, Chapati, Dal Urad Chana, Aloo Mutter tomato curry, Mix veg Kofta, Curd, <b>Mutton</b> Curry.	Samia Kheer
<b>Common Items (Break Fast)</b>						
<b>Bread/Butter/Jam/Tea/Coffee/Fruits</b>						
<b>Lunch/Dinner : Green Salad, Sprouts</b>						

**MENU FOR PGDM-BM & PPM PROGRAMME STUDENTS**

Days	Break Fast	Lunch	Sweet	Evening Snacks	Dinner	Sweet
<b>Monday</b>	Omelette Bread Vada Sambar+ Chatni, Cornflakes	Rice, Tandoori Roti, Chapati, Dal Arhar, Bhindi Masala, Boondi Raita, Salad, Papad, Pickle	Fruit Banana	Bread Pakora	Soup Mix Veg, Rice, Chapati, Dal Makhani, Aloo Capsicum, Curd, Salad	Sponge Rasgulla
<b>Tuesday</b>	Puri+ Sabji, Boiled Egg, Cornflake	Rice, Tandoori Roti, Chapati, Karela Do-Piyza, Pindi Chana, Aloo Raita/Curd, Salad, Papad, Pickle	Fruit	Samosa	Soup-Tomato, Veg Biryani, Chapati, Lobiya, Gheia Badi, Curd, Salad, Papad	Jalebi
<b>Wednesday</b>	Omelette, Bread, Idli- Sambar +Chatni	Jeera Rice, Tandoori Roti, Chapati, Rajma, Tinda Masala, Mix Raita/ Curd, Salad, Papad	Fruit	Sandwich	Soup Sweet Corn, Rice, Chapati, Dal Arhar, Baigan Bharta, Stuffed Tomato, Chicken Masala/ Kadhai Paneer, Curd, Salad, Papad	Ice-Cream
<b>Thursday</b>	Stuffed Parantha with Cur Boiled Egg, Green Chatni	Rice, Tandoori Roti, AlooParmal, Kadi Pakora, Curd, Salad, Papad	Fruit	Veg Cutlet	Soup Green Peas, Rice, Chapati, Choley, Tori Masala, Curd, Salad, Papad	Gulab Jamun
<b>Friday</b>	Bread,Omelette, Uttapam, Sambar + Chatni	Pulao, Mixed Dal, Veg- Chowmein, Veg- Manchurian, Curd, Salad, Papad	Fruit	Mixed Pakora	Soup Mix-Veg, Jeera Rice, Chapati, Chana Dal, Gheia Tomato, Curd, Chicken Curry/ Mutter Paneer	Fruit Custard
<b>Saturday</b>	Omelette/ Cornflakes, Plain Paranatha, Aloo Tomato Curry	Rice,Chapati, Choley, Aloo Capsicum, Pudina Raita, salad, Papad	Fruit	Sandwich	Rasam, Rice, Chapatu, Dal Masoor Dhuli, Aloo Baigan Masala,	Jalebi
<b>Sunday</b>	Omelette, Dosa, Sambar with Chatni	Rice, Chapati, Moong Dal, Tinda Masala, Curd, Salad, Papad	Fruit	Veg Cutlet	Soup Palak, Rice, Chapati, Dal Urad Chana, Aloo Palak, Curd, Salad, Papad	Rice Kheer

Lunch/Dinner : Green Salad, Sprouts

**PROFORMA FOR AVERAGE ANNUAL TURNOVER**

**(Turnover of the tenderer from providing similar residential institute Catering Services only**

**(On the Letter Head of CA Firm)**

<b>Financial Years</b>	<b>Income/Turnover Amount (Rs.)</b>	<b>Average Annual Turnover (Rs.)</b>
2018-19		
2019-20		
2020-21		
2021-22		
2022-23		

Signature of CA Firm

Name: .....

Date: .....

Place: .....

Office Seal

**Annexure VII**

**PROFORMA FOR DETAILS OF SIMILAR CONTRACTS SUCESSFULLY EXECUTED**

**(PROVIDING RESIDENTIAL INSTITUTE CATERING SERVICES)**

**DURING F.Y. 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23**

**(A) FOR NUMBERS/STRENGTH SERVED: = 500 - 750 Nos.**

F.Y.	Name of the Client, Address, Telephone No. along with Name/ Designation/Tel. No. of the Concerned Officer	Strength served	Total number of Manpower Deployed	Total value of Contract (INR)	Duration of Contract	
					From	To

**(B) FOR NUMBERS/STRENGTH SERVED:  $\geq$  750 Nos.**

F.Y.	Name of the Client, Address, Telephone No. along with Name/ Designation/Tel. No. of the Concerned Officer	Strength served	Total number of Manpower Deployed	Total value of Contract (INR)	Duration of Contract	
					From	To

**(ATTACH EXTRA SHEETS IF NECESSARY)**

Signature of the authorized person of the bidder agency

Name : .....

Place :

Date :

Official seal

**Metric for Technical Bid Evaluation (Total 60 marks)**

S. No	Technical Criteria <b>(Attach self-attested copies in support of proof of details for Sl. No. 1-5 below)</b>	Please tick ✓ appropriate column	Marks	Maximum Marks
1	<b>Experience of the Bidder for providing similar “Residential Institution Catering Services” - Bidder Operational Experience</b>			
	5 years to 7 years		4 Marks	10
	Above 7 years but less than 10 years		6 Marks	
	More than 10 years		10 Marks	
2	<b>Experience of the Bidder <u>strength wise</u> during F.Y. 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23 for providing similar “Residential Institution Catering Services” - Bidder Operational Experience</b>			
	≥ 500 - ≤ 750 numbers/ strength served in a financial year a day basis.		<b>@ 4 Marks for each completed contract in a financial year.</b> (average of marks of 5 financial years contracts executed will be taken)	15
	≥ 750 numbers/strength served in a financial year a day basis.		<b>@ 5 Marks for each completed contract in a financial year.</b> (average of marks of 5 financial years contracts executed will be taken)	
3.	<b>Average Annual Turnover of the Bidder during Financial Years 2018-19, 2019-20, 2020-21, 2021-22 &amp; 2022-23 in providing similar “Residential Institution Catering Services”</b>			
	Average Annual Turnover between Rs. 8 Crore to Rs. 9 Crores		05 Marks	15
	Average Annual Turnover above Rs. 9 Crores to Rs. 10 Crores		10 Marks	
	Average Annual Turnover above Rs. 10 Crores		15 Marks	
4.	<b>Number of employees on payroll of bidder currently providing similar “Residential Institution Catering Services” at large size Educational Institute/Research Institute/Academic Autonomous Bodies etc.</b>			
	Between 150 to 175		05 Marks	10
	Above 175 to Less than 200		10 Marks	
	More than 200		15 Marks	
5.	<b>Number of Head Cooks (Chef) qualified and experienced in all aspects/skills of food preparation having more than 5 years of on job experience on payroll of bidder (reference page 26 of Tender document)</b>			
	Between 5 to 10		05 Marks	10
	Above 10		10 Marks	
<b>TOTAL MARKS</b>				<b>60</b>

**CHECK LIST FOR BIDDER**

<b>Sl. No.</b>	<b>Details</b>	<b>Document attached YES/NO</b>
	<b>TECHNICAL BID ENVELOPE</b>	
a.	Self-attested copy of the Certificate of Incorporation	
b.	Self-attested copy of the following:- (i) Company Registration Certificate, (ii) Profile of the Company (iii) ISO Certificates.	(i) (ii) (iii)
c.	Self-Attested copies of Telephone bill/Electricity Bill/Registered Lease Deed indicating the address evidencing its location in Delhi/NCR for the month of March 2022 and February 2024.	
d.	Self-attested copies of all valid and applicable licenses for providing Residential Institution Catering Services at large size educational/ Research Institute/ Academic Autonomous Bodies.	
e.	Self-attested copies of valid registration certificate from FSSAI, Labour Department / EPFO / ESIC etc., as may be required for smooth doing the business.	
f.	Self-attested copies of the GST registration certificate and PAN.	
g.	Average Annual Turnover of financial years 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23 in support of eligibility criteria mentioned, from a registered practicing Chartered Accountant as per Annexure VI.	
h.	Audited Balance Sheet of financial years 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23.	
i.	Income Tax Return for financial year's 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23 (duly attested by the CA/CA Firms).	
j.	EMD as specified in this tender document.	
k.	Crossed Bank Account Cheque of the company.	
l.	Self-Declaration on blacklisting of the agency, as per the format	

	in this tender document. Please refer Section X.	
m.	Detail of Employees on roll of the bidder registered with EPFO currently providing similar residential institution catering services	
n.	Experience proof documents (Work Orders/P.O. and Successfully Completion certificates) issued by the competent authorities of the organizations served on the organizations letter head (provided similar residential institution catering services) during financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23.as per Annexure VI.	
o.	TENDER Document dully signed and official stamped on all the pages to be submitted in original with the Technical Bid.	
p.	The bidder should be able to provide the downloaded MIS report of the services on a periodic basis with the help of mobile app and/or dashboards etc.  Enclose proof of experience for the same.	
<b>SEPARATE FINACIAL BID ENVELOPE</b>		
	(a) Financial Bid Proforma (Refer SECTION-XI)	(a)
	(b) Annexure I – Party Proposal – Special Lunch/Dinner	(b)
	(c) Annexure II – Party Proposal for Extra Items	(c)

Signature of the authorized person of the bidder agency

Name : .....

Place :

Date :

Official seal