

# CATERING



**“Jeevan Vidya”, Zonal Training Centre,**

**Near Indira Park, Gandhi Nagar, Hyderabad - 500 080**

Phone No. 27672616, 27673362/63, Fax: 27672618, E-mail : scz\_ztc@licindia.com

## **Invitation of Tenders for Catering**

Life Insurance Corporation of India Zonal Training Centre “Jeevan Vidya”, Near Indira Park, Gandhi Nagar, Hyderabad - 500 080 intends to invite tenders for **(I) Catering Services at ZTC, Hyderabad** in sealed envelopes from reputed licensed Organizations/individuals having sound financial capacity and proven track record of at least 3 years in the field with an annual turnover of Rs.20 lakhs and above to large training institutions/colleges etc., for providing multi cuisine Vegetarian/Non-vegetarian food to about 80 or more executives/residential trainees per day.

The tenderers meeting the criteria specified in the tender shall only be considered for further evaluation.

Tenders containing Terms & Conditions can be obtained in person by paying Rs.500/- (Rupees five hundred only) for Catering Services during the working hours at the above address from 04.11.09 to 09.11.2009. The tenders are also available in our website <[www.licindia.com](http://www.licindia.com)>. Last date for submission of filled in tenders to our office will be **on or before 17.00 hrs. on 10.11.2009.**

The Principal, ZTC, LIC of India, Hyderabad, reserves the right to reject/issue the tender to any agency at his sole discretion without assigning any reason whatsoever.

Date: 04.11.2009

PRINCIPAL



भारतीय जीवन बीमा निगम  
LIFE INSURANCE CORPORATION OF INDIA

Ref:ZTC/OS/

LIC of India,  
Zonal Training Centre  
Gandhi Nagar  
Hyderabad-500 080

Date: 02.11.2009

To

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TENDER NO. : ZTC/1/2009

Item rate Tenders are invited for Catering Services of Zonal Training Centre, LIC of India, Near Indira Park, Gandhi Nagar, Hyderabad – 500 080 in the forms enclosed herewith, on or before 17.00 hrs on 10.11.2009. The tender forms should accompany the following amounts:

1. Rs.500/ fee for tender submission for Catering Services, if forms are not purchased from office.
2. A refundable Earnest Money Deposit of Rs.20,000/- (Rupees twenty thousand only) for Catering Services, through crossed A/c. Payee DD favouring LIC of India, payable at Hyderabad drawn on any nationalized bank,
3. The Terms and Conditions governing the tenders are given herewith. The tender for Catering Services contains 18 pages numbered serially. All pages of the tender forms will have to be signed by the tenderer as proof of its acceptance.

The sealed envelopes should be superscribed as “Tender for Catering” addressed to and submitted to The Principal, LIC of India, Zonal Training Centre, Near Indira Park, Gandhi Nagar, Hyderabad – 500080. The tenders should reach the above address or be handed over to Sri B. Ramachandraiah, Asst. Secretary, ZTC, on or before 17.00 hrs on 10.11.2009. The tenders received after the due date and time will not be considered.

The schedule for processing of tender is as under:

- |                               |   |
|-------------------------------|---|
| 1. Issue of tender forms      | : 04.11.2009 to 09.11.2009 up to 15.45 hrs.                 |
| 2. Submission of tender forms | : 04.11.2009 to 10.11.2009 up to 17.00 hrs.                 |
| 3. Opening of Tenders         | : 11.11.2009 at 11.30 hrs. in the chamber of the Principal. |

The tenders will be opened in the presence of those tenderers who are present at the above appointed time and date respectively.

The Principal reserves the right to extend the date of submission and opening, if found necessary with intimation to the tenderers.

Encl: a/a

Yours faithfully,

PRINCIPAL

**Tender for Catering Service**  
**(Last Date for Submission : 10.11.2009)**

1. Name of the Individual/Firm/ Organisation and Address (with telephone number/contact Mobile No. :)
2. Details of Registration with Labour Department / MCH (Central/State) :
3. Name of the Proprietor / Partners / Directors together with technical qualifications :
4. Past experience in the field (Please enclose testimonials for the purpose) :

**4.1. Catering services (In past) :**

Period of Contract		Name of the Firm / Person/ Organisation for whom Catering, contracts were undertaken	Annual Turn over	No. of persons employed
From	To			

**4.2. Catering services (At present) - Continuing**


**4.3. Mention with reasons, details of any Catering annulled/broken before the end of contractual period :**


(1. Submit proof & Certificates. 2. Use additional sheet, if required)

5. Annual turnover during the last 3yrs.  
(Enclose copies of latest Financial statement preferably audited)

Turnover (Rs. In lacs)	<b>2007</b>	<b>2008</b>	<b>2009 (till date)</b>

7. a. PAN & TAN Nos. and copy of latest  
Income Tax Assessment order :
- b. Service Tax Registration No. :
8. Proof of Sales Tax / ESI registrations,  
if any and the registration numbers  
thereof. Copy of latest assessment  
order. :
9. Name and Address of Bankers and  
type of facility enjoyed.  
:
10. Name, Address, Tel. /Mobile Nos. of  
two referee institutions : a)

: b)

Seal:

**Signature of Tenderer**

**Date:**

**Name & Address**

Note: Documentary evidence wherever applicable should be enclosed.

### **General Terms and Conditions**

1. The applicant must be a Registered/Licensed Organization / Partnership firm / Sole proprietorship / Individual.
2. The Contractors, who have already served in ZTC, Hyderabad earlier but whose services were not satisfactory need not apply.
3. The applicant must have a proven track record of minimum 3 years with reputed clients in rendering catering service.
4. The applicant must have sound financial capacity / credit worthiness acceptable to LIC of India.
5. The applicant must have average annual turnover of Rs.20 lakhs during the last three financial years.
6.
  - a. The applicant must produce relevant documentary evidence along with the tender application form.
  - b. Non disclosure of relevant information or furnishing of incorrect information / documents will suffer disqualification of the application.
7. The applicant must not have been at any time declared as insolvent or convicted for any offence by any Authority.
8. The applicant shall comply with all the requirements of labour laws, obtain all licences / approvals / permissions to carry on the business of catering services.
9. The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Authority.
10. The applicant should not have rescinded/abandoned any Catering contract awarded by any of his clients before the expiry of prescribed period of contract.
11. The applicant should neither be a sub-contractor to any other entity/ person nor has at any time sub-let the contract awarded to the applicant to any other person.
12. The applicant does not suffer/ has not suffered any disqualification to render the catering services at any time in respect of matters not enumerated herein.
13. The applicant must furnish an appropriate declaration in respect of the terms and conditions mentioned herein along with the application form.
14. The applicant should not be a party to any cartel at any time for processing any contract including the present Tender.
15. LIC of India is not responsible in any manner for the postal delay/loss/ non receipt of the tender.

16. The tenderers are advised to inspect the facilities, premises etc. where the services are required to be offered and assess for requirements themselves before submission of the tender.
17. The Competent Authority reserves the right to change the relevant dates; to accept or reject all or any of the applications; to accept any higher bid without assigning any reasons whatsoever.

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**Documents to be enclosed :**

1. Certificate of Registration with Labour Department, Government of Andhra Pradesh.
2. Certificate of Registration with Professional Tax Officer, Government of Andhra Pradesh.
3. Certificate of Registration under Andhra Pradesh, General Sales Tax Act, 1957.
4. Certificate of Registration with office of the Regional Provident Fund Commissioner.
5. Certificate of Registration with employees State Insurance Corporation.
6. Certificate of registration for Service Tax.
7. Audited financial statements (Profit and Loss and Balance Sheet) for the last three financial years.
8. Income tax assessment copies for the last three financial years.

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**CONTRACT FOR CATERING SERVICES OF ZTC, HYDERABAD**

**I. TERMS AND CONDITIONS OF THE TENDER:**

- 1.1 The contract shall be for a period of **ONE** year, which can be renewed for a further period of **ONE** year after review **on the terms and conditions** and at the rates as mutually agreed upon again, after evaluating the services and finding them satisfactory. However, in case of non-performance or bad performance, the Contract can be terminated by the Competent Authority anytime before completion of one year, by giving one month notice to the contractor.
- 1.2 The tender should be submitted so as to reach ZTC on or before the date and time specified.
- 1.3 The validity of the tender shall be for 3 months.
- 1.4 Corrections, if any, in the quotation should be duly authenticated with full signature. In case of any difference between the figures and the wordings, the wordings will be taken as the correct one.
- 1.5 The quotation should be either typewritten or neatly and legibly hand written in dot pen.
- 1.6 The successful tenderer will be required to deposit an amount of Rs.1,00,000/- (Rupees one lakh only) by way of a crossed A/c. Payee Demand Draft favouring LIC of India, drawn upon any Nationalized Bank at Hyderabad towards security deposit. This deposit will be refunded only on successful completion of the agreement period. No interest will be payable on this security deposit.
- 1.7 If the successful tenderer fails, in course of the agreement period, to comply with the terms and conditions of the Agreement, the security deposit may be forfeited in full or in part as decided by the C.A.
- 1.8 No alteration either in quantity or quality shall be entertained during the period of contract.
- 1.9 Any dispute arising out of or relating to this tender shall be deemed to have arisen in Hyderabad and be subject to adjudication of a competent court in Hyderabad.

## **2. SERVICES TO BE PROVIDED**

- 2.1 During the period of agreement the contractor shall be fully responsible for the entire catering arrangement to the trainees at the Zonal Training Centre and for such number of other persons as may be decided by the Competent Authority. The contractor will be permitted to use the dining hall, the kitchen and the adjoining store rooms in the hostel block to provide catering arrangements/services to the participants and others as permitted by the Competent Authority.
- 2.2 From time to time, other programs as decided by the Competent Authority will be held for which catering services will have to be provided at the same rate. Extra items, if any, supplied on request, will be reimbursed to caterer on pro-rata basis. The contractor will use the infrastructural facilities belonging to ZTC available in the canteen premises only for ZTC purpose as clearly described in Schedule-I. The contractor shall ensure that all the items as mentioned in Schedule-I, are always maintained in good working condition at his own cost and will have to be handed back to ZTC in perfect condition at the end of the contract period or earlier, when the contract is terminated.
- 2.3 Nothing herein contained shall be construed to create in the Contractor's favour any tenancy in the Hostel block and premises and the Competent Authority may on termination of the catering agreement, take possession of all the movable and immovable items in the premises.
- 2.4 The contractor shall provide at his own cost, all other equipments including a refrigerator of recognized make and of suitable size as may be decided by the Competent Authority and shall maintain the same in good working condition at his own cost and put it to regular use for purposes solely connected with the catering arrangements in ZTC hostel. The contractor shall provide at his own expense crockery, cutlery, cooking utensils, glassware, juicer/mixer, table cloth, frills, dining paper rolls, saucer papers, cloth napkins, tissue paper and other articles in adequate number which are necessary for running the canteen. Utensil cleaning should invariably be done in soap water and hot water. A thorough cleaning ought to take place every weekend for all utensils by removing the grime, grease, oil etc. wiped well in cloth and dried.
- 2.5 The crockery used should be of high quality and should be approved by the Competent Authority. The contractor shall, at all times, keep and maintain all these articles in sufficient number in a clean, neat, hygienic and tidy order and condition. ZTC shall not be responsible in any manner for loss/damage/breakage caused by whomsoever, to any of the articles. The contractor shall provide all the required utensils and equipments for buffet style breakfast/lunch/dinner. The contractor shall provide and maintain necessary modern equipments for keeping the food in warm condition at the service counters.
- 2.6 For kitchen, providing and refilling of LPG shall be done by the contractor at his own cost only. Maintenance of gas burners, stoves, gas lines etc. with their regular servicing shall be the responsibility of the contractor.

- 2.7 The electricity and water consumption charges will be borne by ZTC provided the contractor ensures –
- 2.7.1 that the items of usage eg. switches, bulbs, chokes, taps, other plumbing materials etc. are always properly maintained.
  - 2.7.2 that utmost economy is exercised in the consumption of water, electricity
  - 2.7.3 that he abides by such restrictions as may be imposed or follow such instructions as may be issued by the appropriate Government / Civic / Electricity Authorities and the Competent Authority.
  - 2.7.4 In times of scarcity of water, the contractor shall ensure availability of water from modern, safe alternative sources and ensure that the operations / programs of ZTC are not affected adversely in any manner whatsoever.
- 2.8 A high standard of catering shall be maintained at all times with due regard to quality, quantity, purity, cleanliness and hygiene of food stuff, dishes, and in their preparation and handling and also in extending utmost courteous services to the participants and others. The contractor shall pay for all food stuffs / vegetables and articles used for the catering purposes and should always have on hand, good and sufficient supply of all articles, food stuffs and provisions necessary for the catering and the same shall be stored in a proper hygienic manner in suitable containers.
- 2.9 Raw food items such as vegetables, milk, fish, meat, chicken, eggs, fruits etc. shall be of fresh quality and should be stored in a clean and hygienic way in an approved manner. The items for breakfast/lunch/snacks/dinner should be prepared as per the menu decided by the ZTC. All provisions/groceries/ingredients/ food items should be branded ones. Cooking oil to be used are– (1) Refined Groundnut oil(2) Refined Sunflower oil. No Dalda, Vanaspati or vegetable oil *shall* be used. Only toned milk of a reputed brand with 3% fat content should be used. All the above items should be certified / approved by the Competent Authority.
- 2.10 Separate cooking arrangement and use of separate utensils / plates / bowls etc. shall be ensured for VEGETARIAN AND NON-VEGETARIAN DISHES.
- 2.11 The contractor will be personally and solely responsible and liable for any consequences in case of any food poisoning. Stringent action including penalty will be taken by the Competent Authority for any kind of lapses apart from the action taken by the civic authorities.
- 2.12 The training sessions are conducted throughout the year. However, the number of trainees attending the session may vary from time to time. ZTC does not guarantee any minimum number of participants each day. There may be breaks between the dates of each session. Notwithstanding this, the contractor's catering service shall be available throughout the year without any break. However, if there are no sessions during a week and if the food bill is less than Rs.3000/- in any week, the ZTC undertakes to guarantee a retention payment of Rs.3000/- per week.

2.13 The Course Coordinator along with a sub-staff will be provided the catering services from breakfast to evening snacks for the day for the on going training sessions. The cost of the same shall be paid by ZTC as per actuals along with the cost incurred for the trainee participants.

ZTC Staff, faculty members and the guests accompanying them can avail paid catering services at a concessional rate of 50% of the rates quoted in the quotation. The contractor will keep their accounts and collect the dues from them.

2.14 The contractor shall keep the canteen open and arrange for catering services one day prior to the commencement of a session and one day after the closing of a session, for the participants present in the hostel and bills for such actual attendance will be paid by ZTC. Night stay-out register of the participants shall be maintained by the contractor.

2.15 If any of the participants falls sick or indisposed, he / she should be provided by the contractor the prescribed/needed special diet, in lieu of the normal food, as and so long as needed by him / her without any extra charge, which shall be served in the room, if necessary.

2.16 The contractor shall provide adequate number of competent and well-trained staff for rendering impeccable services. The contractor will be responsible for the payment of their wages and other benefits in time. Catering and kitchen staff has to be identified separately and not allotted sundry duties elsewhere in the premises. Under no circumstances, sweepers / scavengers/cleaners should be made to work in kitchen or canteen either for kitchen work or for serving food etc. However, at any point of time the number of personnel should not fall below the following:

KITCHEN STAFF			DINING HALL STAFF		
S.No.	Designation	Number	S.No.	Designation	Number
i.	Manager	1	i.	Stewards	5
ii.	Cook	1	ii.	Table Cleaners	2
iii.	Assistant cook	1			
iv.	Pot washers	2			
v.	Store Keeper/ Purchase-in-charge	1			
vi.	Kitchen Helpers	2			
	<b>TOTAL</b>	<b>8</b>			<b>7</b>

Note:

- The Manager will be responsible for all the works and be the single point of contact for any purpose.
- The Cook and Assistant Cook should be proficient in different cuisine (South Indian/North Indian/ Multi cuisine/Chinese/Continental etc.)
- One of the Cooks should be available till completion of the dinner. Allocation of duties/shifts etc. shall be the responsibility of the contractor.
- List of persons engaged is to be submitted by the contractor with their respective photos & bio-data and contact phone numbers.

- e) Change of persons as and when effected to be intimated to the CA by complying with the above requirements.
  - f) Daily attendance of the persons in an Attendance Register to be submitted to the CA.
  - g) In case of absence of any worker for a day or more, prior alternative arrangement should be made by the Contractor.
- 2.17 The kitchen and the dining hall should be maintained in a spic and span manner round the clock by using good quality disinfectants. The contractor should arrange for cleaning the tables immediately after dining and dispose off kitchen garbage/leftover food without causing any environmental hazards. He should liaise with the local Municipal / Civic Authorities for disposal of garbage of all types daily. It is the responsibility of the contractor to dispose off the garbage in a suitable and approved manner.
- 2.18 Apart from the items indicated in the menu, the contractor shall supply, on demand, additional items for special lunch / dinner or snacks at the rates mutually agreed upon. Whenever local excursions / trips are arranged by ZTC, the contractor shall arrange for serving tea, snacks, lunch/ dinner etc. as per the menu ordered during the excursion / trips and no extra charge will be payable for the same.
- 2.19 The contractor shall provide special lunch / dinner in buffet style in the canteen or in the lawn of ZTC premises on the prescribed dates and as per the menu decided by the Competent Authority. Its rates shall be as mutually agreed upon.
- 2.20 Details of catering items shall be as indicated in Schedule II – Section 6. The participants can opt for coffee/ tea / milk and vegetarian/non-vegetarian and the contractor shall provide the same. The details of their choice can be obtained from the ‘check-in’ register filled in by the participants at the time of reporting for the training session.
- 2.21 The morning bed coffee/ tea (with branded tea bags)/ milk shall be served in thermos flasks with tray, cup & saucer with sugar/ tea bag in a separate container to each participant at his/ her room. Breakfast, lunch, snacks and dinner shall be served in the dining hall unless otherwise specified by ZTC. Forenoon and afternoon tea (with branded tea bags)/ coffee shall be served at the pantry/ lounge/ class rooms on the days of the training sessions. The flasks, cups, saucers, crockery etc. should be provided and cleaned thoroughly and well maintained. They should be immediately replaced, if broken/ cracked/ damaged/ become unusable.
- 2.22 The contractor shall ensure that the food items supplied are as per the standards/quality as prescribed by the Civic Authorities. If any fine is imposed by them (i.e., by the food inspectors etc.) the same shall be borne by the contractor and ZTC shall not be responsible for the same. On the other hand ZTC may impose additional fine for such lapses.

### **3. GENERAL CONDITIONS**

- 3.1 The successful bidder shall be responsible for ensuring efficient catering services for ZTC.
- 3.2 The premises, infrastructure provided to the contractor will be utilized solely for ZTC purposes only. No outside catering services can be undertaken from ZTC campus.

- 3.3 The contractor shall maintain in good condition the premises, all furniture, equipments, fixtures, fittings etc, and will have to handover the same in good working condition on termination/ expiry of the contract along with all the furniture, fixtures, equipments and articles bought / provided or made available by ZTC , which shall remain the exclusive property of the ZTC. The contractor shall make good any loss arising due to any pilferage/ damage to the building or its fittings, fixtures, furniture or other equipments provided to him/ entrusted to his charge and he shall be liable to compensate ZTC against the loss in respect of such damage as may be assessed by the Competent Authority.
- 3.4 In case of need for warm water by any guest or participant the catering contractor shall provide the same to his/her room as required by the occupants.
- 3.5 Neat, clean and orderly maintenance of kitchen and dining hall with all its furniture, fixtures etc. will be the sole responsibility of the catering contractor.
- 3.6 The contractor shall obtain at his own expense all licenses, permissions etc. as may be required by law and shall bear all taxes imposed by any Governmental / Municipal Authority / Agency.
- 3.7 The contractor shall be personally responsible for implementing all the provisions of labour laws or any other law as may be in force from time to time and as may be required in respect of the persons engaged by him in this behalf including the laws relating to engagement of child labour for any purpose whatsoever at ZTC. ZTC shall not be responsible for violation of any of the laws / rules / regulations to be followed by the contractor in this regard.
- 3.8 The persons employed/ engaged by the contractor shall maintain perfect cleanliness and hygiene. They should be devoid of any disease or ailment. Any member or staff suffering from any ailment should be quarantined or replaced.
- 3.9 The Competent Authority is entitled to issue instructions to the Contractor on any matter covered by the contract but for matters not specifically covered herein, yet found necessary in the discharge of the training operations of ZTC. The decision of the Competent Authority shall be final and binding on the contractor.
- 3.10 The contractor shall replace any person deployed by him, if found unsuitable by the Competent Authority, with a suitable substitute forthwith.
- 3.11 The personnel engaged by the contractor should have identity cards giving their bio-data, photograph etc. The contractor shall provide different types of uniform (clothes) to different category of workers for easy identification. Canteen staff ought to have apron, gloves, headgear etc. as per the norm, in addition to the uniform. All those employed by the contractor shall wear their respective uniforms clean and tidy with badges throughout, while they remain in ZTC campus.
- 3.12 The contractor shall carry out improvements as may be necessary for ensuring satisfactory services and shall take due notice of complaints/suggestions made by the participants/

faculty members/ staff/ committee members or the Competent Authority. The contractor shall maintain a complaint/suggestion register to be submitted for checking by the office as and when demanded.

- 3.13 If any person engaged by the contractor is injured or rendered partially / permanently disabled / indisposed due to any reason such as disease, accidents, fire etc. during the working hours, it is the sole responsibility of the contractor to take care of them and to pay necessary compensation in respect of such personnel as per the relevant labour laws including all medical expenses, legal expenses etc. ZTC does not hold any responsibility in this regard whatsoever.
- 3.14 The contractor shall not have any tenancy rights by virtue of entering into an agreement with ZTC. The premises and its facilities will be utilized by the contractor only for the purposes as described in the agreement during the currency of the contract.
- 3.15 A room admeasuring 120 sq. ft. with furniture is provided to the contractor for the use of his employees as changing room / rest room / night stay room free of charge. The contractor shall not have any tenancy rights for the accommodation so provided and the contractor, on expiry / termination of the contract, shall hand over the peaceful vacant possession of the premises along with the furniture in the same condition as provided in the beginning.
- 3.16 The contractor should attend the meeting whenever called for by the Competent Authority otherwise at least once in a week and abide by the instructions given by the Competent Authority from time to time.
- 3.17 Timings prescribed by the Competent Authority for each service shall be strictly adhered to by the contractor. ZTC, at its discretion, may change the timings from time to time or prescribe different timings for different groups of participants.
- 3.18 The menu shall be drawn up in detail for each day on weekly basis and will be supplied to the contractor. The menu once supplied should be strictly adhered to. Deviation, if any, may be allowed by the Competent Authority only in case of exigencies. The approved menu should be displayed prominently on a board near the dining hall.
- 3.19 A designated steward will promptly attend to the indents from Chambers of Principal/Vice Principal/VIP Dining etc.
- 3.20 The rate quoted shall be inclusive of all taxes such as income tax, service tax or any other taxes, levies whichever are applicable. No separate payment shall be considered against these taxes.
- 3.21 The contractor shall submit his bills fortnightly, neatly and accurately with details in the manner and format prescribed by the Competent Authority to facilitate speedy checking and prompt settlement by ZTC. Bills found defective are liable to be returned without settlement to the contractor for re-submission.

- 3.22 The contractor shall note that, Income Tax or such other taxes, levies which fall under TDS shall be deducted from the bills while making the payments.
- 3.23 Service Tax is the responsibility of the Service provider which in this case is the Contractor. Therefore, he shall pay the service tax, if applicable, to the authorities; and if called upon, he shall produce proof of such payment to the CA.
- 3.24 The contractor shall allow the food items to be inspected, tested and tasted whenever so demanded by the designated officials of the CA to ascertain the quality/brand of the provisions, vegetables etc.
- 3.25 The contractor shall be personally responsible to ensure that the terms and conditions including the obligations mentioned in the agreement are duly performed and observed without fail.
- 3.26 The contract can be terminated by the Competent Authority any time by serving one month's notice, if the services rendered are found unsatisfactory.
- 3.27 The Competent Authority in respect of all matters is the Principal, ZTC.
- 3.28 The Contractor means either the Contractor himself or his representative duly authorized by him.

#### **4. PENALTY CLAUSES**

The following recoveries shall become operational in case of failure in providing satisfactory service under the following circumstances:

- 4.1 If it is found that the contractor uses provisions / oil / vegetables etc. of substandard quality, in contravention of conditions mentioned in this contract, a recovery of 20% of total food bill for each session shall be effected.
- 4.2 A recovery of 20% of total food bill for each session shall be effected, if the ratings of more than 40% of the participants in the concerned session is 'Below Average'/'Poor'. The decision of the Competent Authority in this regards will be final and binding.
- 4.3 In case the number of persons engaged falls short of the minimum as mentioned in condition above, suitable alternative deployment should be done by the contractor in advance, failing which an amount equal to the wages of the concerned absentees will be deducted from the bill for the period of absence with suitable penalty as decided by CA.
- 4.4 Failure to provide catering service on any occasion will attract penalty along with the full expenses to be incurred for supplying them at short notice from market.
- 4.5 Delay in service will attract suitable penalty as deemed fit by the CA. Omission in items will attract penalty plus its procurement cost from market at short notice.

- 4.6 A recovery of 5% of the total food bill for a particular session shall be effected, if the prescribed menu given by ZTC is deviated/ violated without prior approval of the Competent Authority.
- 4.7 The contractor shall provide uniform and identity cards with photo to the persons engaged by him and ensure that they wear the same daily, failing which Rs.10/- per person per day shall be recovered from the contractor's pending bills.
- 4.8 Failure of room services viz., supply of bed tea (with branded tea bag) / coffee / milk in the thermos flasks by 6.00 a.m. every morning, providing drinking water in cool rider flasks and hot / cold water in the bath rooms will attract a recovery of Rs.10/- for each such lapse in service per room as per the entry in the complaint/suggestion register, to be maintained at the reception counter.
- 4.9 All deficiencies including the above will attract penalty and deductions will be effected without any notice as decided by the CA, whether mentioned specifically in the contract or not.

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Schedule - I

**5. SCHEDULE OF THE KITCHEN EQUIPMENT PROVIDED BY ZTC**

5.1	Single Burner Cooking Range 24" X 24" X 30" Heat output 70,000 BTU/Hr.	2 Nos.
5.2	Double Burner Cooking Range 24" X 24" X 30" Heat output 70,000 BTU/Hr.	2 Nos.
5.3	Dosa/Chapati Plate – 51" X 30" X 34" with 2 Burners Heat output 70,000 BTU/Hr.	1 No.
5.4	Steel Idly Plant 120 idlies/batch	1 No.
5.5	Baby Boiler for Idly Plant	1 No.
5.6	Steam Rice Cooking Vessel – 100 Lit. capacity	1 No.
5.7	Dal/Vegetable Cooking Vessel - 40-50 Lit. capacity	2 Nos.
5.8	Milk Boilers 50 Lit. capacity	1 No.
5.9	LPG operated Non – 1 BR Steam	1 No.
5.10	Bain Marie	2 Nos.
5.11	Wet Grinder 5 Lit. capacity 10 Lit. capacity	1 No. 1 No.
5.12	Pot Rack 60" X 24" X 60" with 3 shelves	1 No.
5.13	Dish Landing Table 72" X 24" X 34"	1 No.
5.14	Clean Dish Rack 36" X 18" X 72"	3 Nos.
5.15	Stainless Steel Work Table 72" X 24" X 34"	3 Nos.
5.16	Stainless Steel Single Sink Unit	2 Nos.
5.17	Stainless Steel 3 Sink Wash Unit	1 No.
5.18	4 Door Vertical Type Deep Freezer 30" X 30" X 73" – 300 Lit. capacity	1 No.
5.19	Stainless Steel Bussing Trolley	2 Nos.
5.20	LPG 2 X 10 Cylinder Manifold	1 Set
5.21	DCP Type Fire Extinguishers 10 Kg. capacity	1 No.
5.22	Tables in Dining Halls	25
5.23	Chairs in Dining Halls	100

Schedule - II

**6. SCHEDULE OF FOOD ITEMS**

<p>6.1 <b>Bed Tea (6.00 am to 7.00 am)</b> (with branded tea bag)/ Coffee/ Milk (200 ML.) – As per preference of participant (any one of these items)</p>
<p>6.2 <b>Breakfast (8.30 am to 9.30 am):</b></p> <p><b>Common items on all days</b> - (1) Toasted Bread with Butter, Jam, Tomato Ketchup, (2) Corn Flakes with Milk &amp; Banana (4) Egg (1 No.) Boiled/Omelet (5) Tea &amp; Coffee (6) Fruit Salad</p> <p><b>And any 1 of these Tiffins</b> – (1) Idli, Vada with Sambar &amp; Chutney, (2) Puri with Masala Kurma/Channa Masala, (3) Masala Dosa with Sambar &amp; Chutney (4) Pesarattu with Chutney (5) Utappam with Sambar &amp; Chutney (6) Pongal with Chutney (7) Alu Parota with Kurma /Raita (8) Kichidi with Chutney (9) Idiyappam with Kurma (10) Appam with Stew OR any other similar type with suitable side dishes.</p> <p>Fried sonf, candy sugar at the end of breakfast. <b>(CHUTENY will be with coconut/coriandar/ginger/tomato/ground nut)</b></p>
<p>6.3 <b>Mid-Session Tea– (11.30 am &amp; 3.30 pm)</b> Tea (with branded tea bag)/ Coffee/ Milk (200 ML.) Once in morning session and once in afternoon session</p>
<p>6.4 <b>Lunch (1.15 pm):</b></p> <p>(1) Different varieties of Soup, (2) Plain Rice, (3) Pulkas/Tandoori Roti, (4) Salad, (5) Papad, (6) Achar/ Chutney, (7) one Veg. Dry, (8) Wet curry like Rajma/Panneer/Mutter/Channa or any other side dishes, (9) Dal (Toor/Moong)/ (10) Rasam, (11) Avial (12) Curd, (13) Sweet</p> <p>Fried sonf, candy sugar at the end of Lunch. <b>(CHUTENY will be with coconut/coriander/ginger/tomato/Gongura/Vegetables)</b></p>
<p>6.5 <b>Evening Snacks (5.00 pm)</b> (with branded tea bag)/ Coffee/ Milk (200 ML.)&amp; any one of the Snacks (1) Veg. Pakoda, (2) Samosa, (3) Dal Wada, (4) Veg. Sandwich, (5) Veg. Puff, (6) Chuduva, (7) Onion Pakoda, (8) Capsicum Pakoda (9) Boiled and sauted germinated moong (10) Boiled and sauted soaked ground nut (11) Boiled and sauted soaked bengalgram</p>

## 7. QUOTATION FOR CATERING SERVICES

Before quoting the rates the contractor has to bear in mind that the premises, furniture, kitchen equipment as per Schedule-I, are provided by ZTC free of cost and also recurring expenditure like electricity and water charges are borne by ZTC.

S.No.	Item	(Rate/Person)
7.1	Morning Tea (with branded tea bag)/ Coffee/ Milk (200 ML.)	
7.2	Breakfast	
7.3	Forenoon Tea (with branded tea bag)/ Coffee/ Milk (200 ML.)	
7.4	Lunch	
7.5	Afternoon Tea (with branded tea bag)/ Coffee/ Milk (200 ML.)	
7.6	Snacks + tea (with branded tea bag)/ Coffee/ Milk (200 ML.)	
7.7	Dinner	
	<b>Total Cost per day per Trainee (Consolidated Rate)</b>	

**N.B.:**

- a. Tea (with branded tea bag)/ Coffee/ Milk (200 ML.) should be supplied with or without sugar as per the requirements.
- b. The service of all food items/beverages will be on an “Unlimited” and buffet basis as per the requirement of the participants/guests. No proportioning is allowed. Fried sonf, candy sugar and tooth picks of good quality to be supplied after break fast, lunch and dinner.
- c. Serving on Table (for VIP Guests etc.) as and when required and as directed.

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