



**DR. MARRI CHANNA REDDY
HUMAN RESOURCES DEVELOPMENT
INSTITUTE OF TELANGANA
ROADNO.25, JUBILEE HILLS,
HYDERABAD-500033, TELANGANA, INDIA**

**TenderNoticeNo.:F2/Catering Services/492/2025;
Date: 02/05/2026**

**TENDER DOCUMENT
FOR
PROVIDING CATERING SERVICES
TO
Dr.MCR HRDIT
2026-2027
Through e-procurement Tender**

Proprietary & Confidential

No part of the document can be re produced in any form or by any means, disclosed or distributed to any person without the prior consent of the Dr.MCR HRD Institute of Telangana, except to the extent required for the submitted bid and no more.

This information contained in this document is only disclosed for the purposes of enabling you submit a proposal to Dr.MCR HRD Institute of Telangana in accordance with the requirements of this document.

This document contains proprietary information furnished for evaluation purposes only; except with the written permission of Dr. MCR HRD Institute of Telangana, such information may not be published, disclosed, or used for any other purpose. You are acknowledged and agreed that this document and all portions there of including, but not limited to, are and at all times shall remain the sole property of Dr.MCR HRD Institute of Telangana and that title and full ownership rightsintheinformationcontainedhereinandallportionsthereofarereserved to and at all times shall remain with Dr MCR HRD Institute of Telangana. You are agreed to take utmost care in protecting the proprietary and confidential nature of the information contained herein.



General Manager (Facilities)

Contents

1	Introduction	5
2	Objective of this bid	5
3	Tender/Bid document	5
4	NOTICE INVITING TENDER (NIT)	7
4.1	Bid data sheet	7
4.2	Venue of Pre-Bid Meeting	8
4.3	Registration with e-procurement platform	8
4.4	Process	8
4.4.1	Technical bid Process	8
4.4.2	Financial bid processes	9
4.5	Abbreviations	9
4.6	Definitions	9
4.7	Confidentiality	10
4.8	NIT Disclaimer	10
4.9	Costs to be borne by the Bidder	10
4.10	Acceptance of terms	10
4.11	Liabilities of Dr.MCR HRDIT	11
4.12	Last date for submission of bid	11
4.13	Digital Certification Authentication:	11
4.14	Submission of hardcopies:	11
4.15	Payment of Transaction Fee:	12
4.16	Bid Document	12
4.17	Bid Submission Acknowledgement	12
4.18	IMPORTANT INSTRUCTIONS	12
4.19	TENDER DOCUMENT CONSISTS OF THE FOLLOWING	13
4.19.1	General Instructions to Tenderers/ Bidders:	14
4.19.2	Eligibility Criteria	15
4.19.3	General Conditions of Contract (GCC)	17
4.19.4	Nature & Scope of Work	19
4.19.5	Terms & Conditions	29
4.19.6	Financial Instructions	30
4.19.7	Payment Terms	30
4.19.8	Earnest Money Deposit (EMD)	31
4.19.9	Performance Security	31
4.19.10	Penalty for unsatisfactory Performance	31

4.19.11 Contract Amendment..... 32
4.19.12 Assignment and Sub Contracting 32
4.19.13 Insurance..... 32
4.19.14 Meetings 32
4.19.15 Changes 32
4.19.16 Notices 32
4.19.17 Legal Jurisdiction for all Disputes 32
4.19.18 Standard Procedure for opening and evaluation of bids..... 33
4.19.19 ANNEXURES 36

1 Introduction

Dr. Marri Channa Reddy, Human Resource Development Institute of Telangana, Hyderabad is state-level training Institute, functioning under the General Administration Department of the Government of Telangana. It is the apex Training Institute of the Government of Telangana and is responsible for facilitating training to all public functionaries of the State. Dr.MCR HRDIT is spread over 33 acres of land and consists of several buildings with training facilities. It conducts long term residential training programs as well as short term programs, National and International programs, seminars, conferences, meetings etc., involving participants from all over the globe.

2 Objective of this bid

Dr.MCR HRDIT through this tender document invites proposals/bids from qualified and reputed Service Providers for "Providing Catering services" to its sprawling campus located at Road No. 25, Jubilee Hills, Hyderabad for a period of 2 years. The agency will be responsible for providing Catering services through sufficient **Supervisors, Assistants, Cooks, cleaning staff etc.**, to the Dr.MCR HRDIT who will attend day to day the Dr.MCR HRDIT for a period of 2 years, which can be extended further on mutual consent subject to satisfactory functioning of the service provider during the said period and at the sole discretion of the Institute.

3 Tender/Bid document

The complete set of Tender/Bid document with annexure and enclosures required is available on the Dr.MCR HRDIT website at www.mcrhrdi.gov.in for information and the tenderer may download the same for submission.

Time Schedule of various Bid related events

Bid calling date	02.05.2026
Pre-bid meeting Date & Time	11-05-2026 at 12:00 Noon
Bid closing Date & Time	18-05-2026 at 3.00 PM
Technical Bid Opening Date & Time	19-05-2026 at 12.00 PM
Financial Bid opening Date & Time	20-05-2026 at 3.00 PM
Bid Document Fee	Rs.10,000/-
Tender Document Ref. No.	F2/492/2025

Tender call on e-procurement platform for providing Catering services to Dr.MCR HRDIT, Hyderabad.

(e-procurement Website: <https://tender.telangana.gov.in>)

1. Bidders would be required to register on the e-procurement platform format <https://tender.telangana.gov.in> and submit bids online. Offline bids shall not be accepted.
2. The bidder's need to scan and upload all the required documents as per the tender document and upload the documents in zip format with a suitable description.
3. Bidders must submit the bids if they wish after issue of minutes of the pre-bid meeting duly considering the changes made if any, during the pre-bid meeting. Bidders are solely responsible for incorporating/complying the changes/amendments issued if any during pre-bid meeting in their bid.
4. Bidders must pay bid processing fee(non-refundable) as indicated in the bid document by way of Demand Draft of **Rs.10,000/-(Rupees Ten thousand only)** in favour of the Accounts Officer, Dr.MCR HRDIT, Hyderabad. In the absence of such a fee, the bid will be treated as non-responsive and accordingly rejected.
5. Bidders shall also pay an on-refundable transaction fee to M/s.Telangana Technology Services (TGTS), the service provider for e-procurement platform as per the government orders from time to time.
6. Bids must be filed in the given formats only.
7. Bidders must sign all the documents, statements, and certificates uploaded, owning responsibility for the incorrectness and authenticity and upload the same.
8. The Dr.MCR HRDIT shall not hold any risk irresponsibility for loss of data, files, or documents, visibility/readability during uploading of the scanned documents or any other problem encountered by bidder while submitting bidonline.
9. If your firm or company or agency is interested in participation, please visit the web site at <https://tender.telangana.gov.in/>
10. Please note that the bidder must quote for all the categories of services mentioned in the tender document.

4 NOTICE INVITING TENDER (NIT)

The General Manager (Facilities), on behalf of the Vice-Chairman & Director General (FAC), Dr.MCR HRDIT, Hyderabad, is inviting e-procurement tenders for the following services from the registered agencies only:

Name of the service required:	Providing Catering services” to Dr.MCR HRDIT located at Road No. 25, Jubilee Hills, Hyderabad
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4.1 Bid data sheet

Item	Schedule
Tender Notice No.	F2/Catering Services/492/2025, Dt.: 02-05-2026
Mode of tendering	e-procurement platform. 2 bid system (technical and financial bids)
Period of Contract	2 years , and it may be further extended by another one year on satisfactory performance of service provider during the tenure and at the discretion of Dr.MCR HRDIT.
Tender submission Cost (Non-refundable)	Rs.10,000/- (Rupees ten thousand Only) by Demand Draft in favour of the Accounts Officer, Dr.MCR HRDIT. This amount is non-refundable.
Earnest Money Deposit (EMD)	Rs.25,00,000/- (Rupees Twenty five lakhs only) by demand on line / draft in favour of the Accounts Officer, Dr.MCR HRDIT, Hyderabad.
Estimated volume of business	Rs.4 Crs per Annum Including GST
Date of issue of bid document (web downloading)	Dt.02-05-2026, 03:00 PM
Last date & time for online submission of bid	Dt.18-05-2026, 03:00PM
Bid validity period	90 days
Performance Security	The successful bidder/selected agency for providing Catering services on a monthly basis will have to submit a performance security of Rs.75,00,000/- (Rupees Seventy five lakhs only) in the form of an irrevocable bank guarantee or account payee demand draft in favor of the Accounts Officer, Dr.MCR HRDIT, Hyderabad, Telangana, from any scheduled commercial bank payable at Hyderabad, within 7 days of the issue of the letter of allotment award.
Contact Details	The General Manager (Facilities), Dr.Marri Channa Reddy Human Resource Development Institute of Telangana, Road No.25, Jubilee Hills, Hyderabad (500033), Ph No.9248032098, e-mail id: jyothi.v@mcrhrdi.gov.in
General Terms & Conditions	As per Tender Document

The complete set of Bid document is available on the website www.mcrhrdi.gov.in

for information as well as for download. Bidders may note that if they choose to download Bid Document from Website, bidders have to pay Bid Document Fee as indicated above well before the last date of bid submission. Bids will be accepted only from those bidders who have paid Bid document fee as indicated above. Non-payment of Bid document fee will make the Bid as non-responsive. Bid document is not transferable.

4.2 Venue of Pre-Bid Meeting

Dr.MCR Human Resources Development Institute of Telangana
Road No. 25, Jubilee Hills
Hyderabad - 33

4.3 Registration with e-procurement platform

- a) For registration and online bid submission, bidders would be required to register on the e-procurement market place, <https://tender.telangana.gov.in>
- b) All the bidders shall submit the bids online through the e-procurement platform at <https://tender.telangana.gov.in>

4.4 Process

This bid document contains two parts Part I -Functional & Technical Specifications and Part II -Bidding Process and Evaluation and is subjected to two stage processes:

4.4.1 Technical bid Process

The bidders shall upload the following self-signed and scanned copies of the original certificates and documents for evaluation of technical bids.

- i. Registration certificate of Goods and Service Tax (GST)
- ii. Registrar of Companies under the Companies Act 1956
- iii. GHMC Hyderabad (Trade License)
- iv. Copy of PAN Card
- v. Registration Certificate of Employees State Insurance
- vi. Registration Certificate of Employees Provident Fund
- vii. Registration Certificate under Contract Labour (Registration & Abolition) Act, 1970
- viii. License issued by Food & Safety Standards Authority of India under FSSAI Act 2006
- ix. Acknowledgement copies of the latest I.T. returns for the last three years i.e., 2022-2023, 2023-2024 and 2024-2025, audited balance sheets, and profit & loss accounts, certified by a chartered accountant for the above three years.
- x. Any other registration/ license which are mandatory for such agencies stipulated by concerned authorities from time to time etc.
- xi. ISO Certification/any other credentials if available
- xii. Proof of document showing that the agency has a local office in Hyderabad and also that the agency has a central kitchen in Hyderabad.
- xiii. Non-blacklisting certificate on firm's letterhead as per Annexure-III
- xiv. Solvency Certificate of Rs.8,00,00,000/- (Rupees Eight crores Only) to be submitted on Bank's letter head as per attached Annexure-IV and should be enclosed with technical bid.
- xv. A self-declaration certificate regarding Clean Track Record (Annexure -VII)
- xvi. Checklist as per attached Annexure-VIII.

Note: Consortium/ Joint Venture bids shall not be accepted under any circumstances.

4.4.2 Financial bid processes

Bidders shall quote the rates on e-procurement online portal only. Financial Bid Form shall be as per Annexure-XVI of the tender document which is enclosed.

4.5 Abbreviations

1. Dr.MCR HRDIT – Dr.Marri Channa Reddy Human Resource Development Institute of Telangana.
2. PSU – Public Sector Undertaking
3. PSE – Public Sector Enterprise
4. EMD – Earnest Money Deposit
5. NIT – Notice Inviting Tender
6. PAN – Permanent Account Number
7. GST – Goods & Service Tax
8. EPF – Employees Provident Fund
9. ESI – Employee State Insurance
10. TGTS – Telangana Technology Services

General instructions to Bidders

4.6 Definitions

In this Notice Inviting Tender, the following terms shall be interpreted as indicated below:

1. "Dr.MCR HRDIT" or "Institute" means "Dr.Marri Channa Reddy Human Resource Development Institute of Telangana" Road No. 25, Jubilee Hills, Hyderabad.
2. "Bidder" or "Tenderer" means any Company/ Firm/ Agency offering services and /or materials required in the tender document. The word bidder when used in pre-award period shall be synonymous with bidder and when used after award of the contract shall mean the successful bidder with whom Dr.MCR HRDIT signs the agreement for rendering of services.
3. "Service Provider" means the successful bidder to whom the contract will be awarded and with whom the Tendering Authority signs the contract for providing Catering Services to Dr. MCR HRDIT.
4. "Contract" means the agreement entered in between the Tendering Authority and the Service Provider, as recorded in the document signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein.
5. "EMD" means Earnest Money Deposit, i.e., Rs.25,00,000/- (Rupees Twenty five lakhs only).
6. "Service" means providing Catering Services to Dr.MCRHRDIT.
7. "Performance Security" or "Bank Guarantee" means the guarantee provided by the bidders i.e., Rs.75,00,000/- (Rupees Seventy five lakhs only).
8. Attested copies of document means self-attested copy of documents by the bidder (duly signed and stamped by the firm on the document).
9. Tender call/notification means the detailed tender notification seeking a set of services and or materials or any combination of them

10. Pre-qualification and Technical bid means that part of the offer that provides information to facilitate assessment by the Institute, professional, technical and financial standing of the bidder and conformity to requirements
11. Financial Bid means that part of the offer, that provides price schedule and total costs including taxes

4.7 **Confidentiality**

The Tender document is confidential and is not to be disclosed, reproduced, transmitted or made available by the recipient to any other person. The tender document is provided to the recipient on the basis of undertaking of confidentiality given by the recipient to Dr.MCR HRDIT. The institute may update or revise the document or any part of it and would subsequently make available on its website. The recipient acknowledges that any such revised or amended document is deemed to be received through e-procurement portal, subject to the same confidentiality undertaking. The recipient will not disclose or discuss the contents of the document with any officer, employee, consultant, agent or other person associated or affiliated in any way with Dr.MCR HRDIT or any of its customers or suppliers without the prior written consent of the Institute.

4.8 **NIT Disclaimer**

This Notice Inviting Tender containing Annexure (hereinafter called as NIT) has been prepared solely for the purpose of enabling Dr.MCR HRDIT to select a Service Provider for providing Catering Services as per specifications, terms and conditions and scope defined in this NIT (hereinafter referred as providing Catering Services).

The bidder will be required to be innovative, capable and would need to extend all their resources in order to meet the expectations of Dr.MCR HRDIT towards providing the required services.

4.9 **Costs to be borne by the Bidder**

All costs and expenses incurred by bidders in any way associated with the preparation and submission of their responses to the NIT, including but not limited to attendance at meetings, discussions, presentations, demonstrations, etc., and providing any additional information required by Dr.MCR HRDIT, will be borne entirely and exclusively by the bidder and Dr.MCR HRDIT shall not be liable for any costs or expenses in relation to responses to the NIT or shall not entertain any requests or representations regarding bearing or sharing of costs or expenses.

4.10 **Acceptance of terms**

The purpose of the NIT is to provide necessary information to the potential bidders, who qualify and intend to submit their response to the NIT. Though the NIT has been prepared with sufficient care and diligence with an endeavor to provide all required information to the potential bidders, Dr.MCR HRDIT acknowledges the fact that the potential bidders may require more information than what has been provided in the NIT. Accordingly, in such cases, the potential bidder(s) may seek additional information/ clarification required from Dr.MCR HRDIT. Dr.MCR HRDIT reserves the right to provide each additional information/ clarification at its sole discretion.

Dr.MCR HRDIT makes no representation or warranty and shall incur no liability, whatsoever, under any law, statute, rules or regulations on any claim the potential bidder may make in case of failure to understand the requirement and respond to the NIT. A bidder will, by responding to Dr.MCR HRDIT's NIT document, be deemed to have fully read and understood and accepted all the terms as stated in this NIT document.

It is the bidder's responsibility to:

- a) Properly understand and examine the NIT.
- b) Examine all other information available on reasonable inquiry relevant to the risks, contingencies and circumstances affecting its response;
- c) Satisfy itself as to the completeness, correctness and sufficiency of its response.

4.11 Liabilities of Dr.MCR HRDIT

This invitation is not an offer by Dr.MCR HRDIT, but an invitation for bidder responses. No contractual obligation on behalf of Dr.MCR HRDIT whatsoever shall arise from the invitation process unless and until a formal Service Agreement is signed and executed by duly authorized officials of Dr.MCR HRDIT and the selected bidder.

Willful misrepresentation/ suppression of any fact/ fraud within the bid will lead to the cancellation of the definitive agreement, without prejudice to the other actions that Dr.MCR HRDIT may take including blacklisting of the bidder. All the submissions, including accompanying documents, will become the property of Dr.MCR HRDIT.

4.12 Last date for submission of bid

The bidders are advised to upload their tender documents well in advance as per the schedule. Dr.MCR HRDIT shall not entertain and take any responsibility in case of delay, and no manual tender is accepted under any circumstances

4.13 Digital Certification Authentication:

The bidders shall authenticate the bid with the digital certificates for submitting the bid electronically on the e-procurement platform and bids not authenticated by the digital certificates of the bidders will not be accepted on the e- procurement platform.

4.14 Submission of hardcopies:

After submission of bid online, the bidders shall have to submit the originals of Demand Draft /Postal Order /Bankers Cheque towards the EMD drawn in favor of "Accounts Officer, Dr MCR HRD Institute of Telangana, Hyderabad" and the bid processing fee along with the hard copies of bid document that were submitted online before opening the technical bid.

These are to be submitted to the Tender Inviting Authority before the due date prescribed. The MCR HRDIT shall not take any responsibility for any delay for non-receipt of tender within the time limit. If any of the documents furnished by the bidders are found to be false, fabricated, or bogus, such bidders are liable for black listing and forfeiture of the EMD, besides cancellation of services tendered for. Hypothetical, conditional and incomplete bid in any manner will not be accepted and the same will be summarily rejected.

4.15 Payment of Transaction Fee:

It is mandatory for all the participating bidders from 1st January 2006 to electronically pay a prescribed non-refundable transaction fee to M/s. Telangana Technology Services (TGTS), the service provider, through the payment gateway service on e-procurement platform. The electron copayment Gateway accepts all Master and Visa cards issued by any bank as well as direct debit facilities / net banking. An 18% GST and applicable bank charges on the transaction amount payable to TGTS will be applicable.

4.16 Bid Document

The bidders are requested to download the tender document, read all the terms and conditions mentioned in the tender documents, and seek clarification if any, from the tender inviting authority in the Pre-bid meeting scheduled on **11.05.2026**. Please keep visiting the Dr.MCR HRDIT website regularly for any corrigendum/ amendments as the same will not be notified again in either the print media or electronic media. The bidders must keep track of any changes by viewing the addendum/corrigendum issued by the tender invitation authority from time-to-time in the e-procurement platform. Dr.MCR HRDIT shall not be responsible for any claims or problems arising out of this.

4.17 Bid Submission Acknowledgement

1. The bidders shall complete all the processes and steps required for the bid submission. The system will generate the acknowledgement with a unique bid submission number after completing all the prescribed steps and processes by the bidders. Users may also note that the bids for which an acknowledgment is not generated by the e-procurement system are treated as invalid or not saved in the system. Such invalid bids are not made available to the tender inviting authority for processing the bids. The Government of Telangana and M/s. TGTS are not responsible for incomplete bid submission by users.

4.18 IMPORTANT INSTRUCTIONS

- I. Read the tender document carefully before filling.
- II. Sign each page with the seal of your office/ organization.
- III. PART - I should contain:
- IV. Technical Bid with all relevant signed documents as mentioned in Term and Conditions.
- V. Earnest Money Deposit (EMD).
- VI. Tender submission cost.
- VII. PART - II should contain only Financial Bid.
- VIII. The Technical bid will be opened on **19-05-2026** at 12.00 PM in the presence of the representatives of the renderers, if present.
- IX. The Financial bids of only those renderers whose Technical bids are recommended by the Tender Committee will be opened at a later date after evaluation of the Technical bid.
- X. The offer of the renderer shall be valid for (3) three months from the last date of submission of Tender.
- XI. In deciding upon the selection of agencies for the tendered service, more emphasis will be put on the ability and competence of the bidder to provide high-standard quality services as per requirement and according to the time

emphasis will be put on the ability and competence of the bidder to provide high-standard quality services as per requirement and according to the time lines/schedules.

- XII. The period of contract would be for two years from the date of award of the contract, and it may be further extended up to one year on satisfactory performance of the service provider during the tenure. The performance of the service provider will be evaluated on a yearly basis.
- XIII. The Dr.MCR HRDIT reserves the right to modify the conditions of the tender at any time without assigning any reasons thereof.
- XIV. Dr.MCR HRDIT reserves the right to accept or reject any tender, in part or full, without assigning any reason whatsoever.
- XV. The Director General, Dr.MCR HRDIT reserves the right to withdraw or cancel this Tender at any stage of the tender process without assigning any reason thereof and whatsoever.
- XVI. If the last date of receiving or opening of the tenders coincides with a holiday, then the next working day shall be the receiving or opening date.
- XVII. All bidders are requested to read the tender document carefully, including its terms and conditions, procedures before filling the tender form, and be sure to fill the same in compliance of the tender terms and conditions and assessment criteria thereof.

4.19 TENDER DOCUMENT CONSISTS OF THE FOLLOWING

- 4.19.1. General Instructions to Tenderers/Bidders
- 4.19.2. Eligibility Criteria
- 4.19.3. General Conditions of the Contract (GCC)
- 4.19.4. Nature & Scope of Work
- 4.19.5. Terms and Conditions
- 4.19.6. Financial Instructions
- 4.19.7. Payment terms
- 4.19.8. Earnest Money Deposit (EMD)
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- 4.19.11. Contract Amendment
- 4.19.12. Assignment and Sub Contracting
- 4.19.13. Insurance
- 4.19.14. Meetings
- 4.19.15. Changes
- 4.19.16. Notices
- 4.19.17. Legal Jurisdiction for all Disputes
- 4.19.18. Standard Procedure for opening and evaluation of bids
- 4.19.19. Annexures:
- Declaration of the Bidder (Annexure – I)
 - Penalties (Annexure-II)
 - Declaration regarding Non-blacklisting/ debar/ integrity (Annexure-III)
 - Solvency Certificate (Annexure-IV)
 - Technical Bid (Annexure-V)
 - Manpower and other particulars (Annexure-VI)
 - Declaration of Clean Track Record (Annexure – VII)
 - Checklist of documents (Annexure-VIII)
 - Performance Security Form (Annexure-IX)
 - Bidder Information (Annexure-X)

- Experience (Annexure-XI)
- Profit and Loss (Annexure-XII)
- Annual Turnover Details (Annexure-XIII)
- Staff with Bidder as on Bid calling date (Annexure-XIV)
- Good Performance/Satisfactorily Completed Certificate from clients (Annexure – XV)
- Financial Bid (Annexure-XVI)
- Price Bid (Annexure-XVII)

4.19.1 General Instructions to Renderers/ Bidders:

1. **Financial Bid** means the part of the offer by the bidder, that provides price schedule and total costs excluding taxes.
2. **Technical bid** means that part of the offer that provides information to facilitate assessment by the Institute, professional, technical and financial standing of the bidder and in conformity to requirements in the bid document.
3. **Tender call/ notification means** the detailed tender notification seeking a set of services and or materials or any combination of them.
4. **Firm/Company** means a company, authority, cooperative or any other organization incorporated under appropriate statute as is applicable in the country of incorporation
5. **“Contract Price”** means the price payable to the bidder under the contract for the full and proper performance of its contractual obligations
6. **“GCC”** means the general conditions of contract contained in this section
7. **“Bidder or prime bidder”** as the case may be means the individual or firm supplying goods and services under this contract and solely responsible to the Institute

General Eligibility:

1. Subject to conditions, this invitation for bids is open to all the firms/ companies/ agencies/ organizations which are eligible to do business in India under relevant Indian laws as are in force as on bid closing date. Preference will be given to **ISO certified agencies**.
2. Bidders marked/considered by any Government Organisation to be ineligible to participate for non-satisfactory past performance, corrupt, fraudulent, breach of trust or any other unethical business practices.
3. Breach of general or specific instructions for bidding, general and special conditions of contract with the Institute or any of its organizations may make a firm ineligible to participate in bidding.

I. Bid Document and Forms:

1. Whenever a specific form is prescribed in the bid document, the bidder shall use the same form to provide relevant information. If the form does not provide sufficient space for any required information, space at the end of the form or additional sheets shall be used to provide the said information.
2. In all other cases, the bidder shall design a form on its own to provide the required information

II. Cost of Bidding:

1. The bidder(s) shall necessarily pay **non-refundable** amount of **Rs.10,000/- (Rupees Ten thousand only)** towards bid document cost, failure to pay bid cost shall be liable for rejection of the tender document
2. The bidder shall bear all costs associated with preparation and submission of its bid, and the Institute will no case be responsible for those costs, regardless of the conduct or outcome of bidding process.
3. Bidders are expected to examine all instructions, forms, terms and conditions of the bid document before submission of the bid. Failure to furnish all information required by the bidder in the tender documents or to submit bid not substantially responsive to the bidding documents in every respect will be at bidder's risk and may result in the rejection of its bid.

III. Clarification of bidding documents:

1. A prospective bidder requiring any clarification of the bidding documents may notify the Institute Contact person/ authorized officer within the period indicated in the bid i.e., before closing date of the bid. Written copies of the Institute response of the Pre-bid queries alone will be placed on website where the tender document was hosted, and it will be binding upon the bidders.
2. No clarification from any bidder shall be entertained after the close of date and time for seeking clarification mentioned in the tender call notice. It is further clarified that the Institute shall not entertain any correspondence regarding delay or non-receipt of clarification from the Institute.

IV. Amendment of bidding documents:

1. At any time prior to the deadline for submission of bids, the Institute, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bidding documents by amendment.
2. All amendments to bid document will be placed on website where the tender document is hosted.

V. Period of Validity of bids

1. Bids shall remain valid for the duration specified in the bid document. A bid document for a shorter period shall be liable for rejection as non-responsive.
2. In exceptional circumstances, the Institute may solicit the bidder's consent for an extension of the period of validity. The request and responses thereto shall be made in writing. The bid security shall also be suitably extended. However, a bidder granting the request will not be permitted to modify its bid.

4.19.2 Eligibility Criteria

1. Bidders should **have at least Five (5) years of experience** in providing catering services satisfactorily to **large corporate & State/ Central Govt. Organizations/ PSUs**. This should be supported by documentary evidence. Certificates of satisfactory performance from at least three clients (State/Central Government departments) are to be submitted along with the tender. Preference will be given to ISO certified agencies. If the bidder's services had been terminated or had been penalized for poor performance (food quality/service, etc.) by any state/central govt. organisations/ PSUs the same are

to be mentioned to facilitate assessment by the tender evaluation committee, along with relevant documentary evidence in this regard

2. Should have an annual turnover of at least **Rs.8.00 crores p.a** exclusively from catering services of minimum three FYs out of five financial years (2020-21 to 2024-25)

3. Should have at least;

a) **One similar ongoing contract of Rs 8.00 crores or more per annum, exclusively from catering services**

OR

b) **Two similar ongoing contracts of Rs.3.00 Crore or more per annum; exclusively from catering services**

Proof of the same (work order / latest payment proof) to be furnished along with contact details of the concerned firms.

4. Should be registered with the following Statutory authorities in Telangana and must furnish attested copies of supporting documents:

- i. Registrar of Companies under the Companies Act 1956
- ii. License issued by Food & Safety Standards Authority of India under FSSAI
- iii. GHMC Hyderabad (Trade License)
- iv. Registration Certificate of Employees State Insurance
- v. Registration Certificate of Employees Provident Fund Commissioner
- vi. Commercial Taxes Department Govt. of Telangana for Goods and Service Tax GST
- vii. Valid License from Labour Department under Contract Labour (Registration & Abolition) Act, 1970
- viii. ISO Certification/any other credentials if available
- ix. Income Tax Department (PAN Card be attached)
- x. Acknowledgement copies of the latest I.T. returns for the last three financial years (2022-23 to 2024-25) audited balance sheets, and profit & loss accounts certified by a chartered accountant for minimum three financial years (2022-23 to 2024-25)
- xi. A self-declaration certificate regarding Clean Track Record (Annexure - VII)
- xii. Any other registration/ license which are mandatory for such agencies stipulated by concerned authorities from time to time.
- xiii. Proof of document showing that the agency has a local office in Hyderabad
- xiv. Non-blacklisting certificate on firm's letterhead as per Annexure- III.
- xv. **Solvency Certificate of Rs.8,00,00,000/- (Rupees Eight crores only) to be submitted on Bank's letter-head as per attached Annexure-IV and should be enclosed with technical bid.**
- xvi. Check list as per attached as Annexure VIII.
- xvii. The Tenderer should have sufficient number of employees on its rolls specifically trained for the catering related work. Document in support of GST, ESI, EPF deductions and details of the health and safety measures the tenderer takes for his workers should also be attached with the technical bid.
- xviii. The MSME Certificate does not qualify for EMD exemption.
- xix. The agency should be willing to accept cashless services on the billing system on monthly basis. Payment will be made through the PAO, TG, Hyderabad, on receipt of bills in triplicate.

5. The Bidder should have sufficient number of employees on its rolls specifically trained

for catering work. As an indicator full list of the employees, viz., name, age, employee code, designation, experience in the field of catering, PF, ESI details etc pertaining to para no. 4 of eligibility criteria should be attached with the technical bid. Document in support of Service tax, ESI, EPF deductions and details of the health and safety measures the bidder takes for his workers should also be attached with the technical bid.

6. The Bidder should enclose with the Technical Bid an Earnest Money Deposit (EMD) of **Rs.25,00,000/- (Rupees Twenty five lakhs only)** in the form of Demand Draft, drawn in favour of "Accounts Officer, Dr.MCR HRD IT, Hyderabad".
7. Tender forms not accompanied by the EMD shall be summarily rejected. This amount will be returned **interest-free to the unsuccessful bidders within three months** from the closing date of the Tender or after one month of the award of the contract, whichever is earlier. **No interest will be paid on the EMD under any circumstances.**

Note: Documents in support of above should be furnished in bidders own format wherever necessary & relevant

The bidders shall upload the following self-signed and scanned copies of the original certificates and documents for evaluation of technical bids.

4.19.3 General Conditions of Contract (GCC)

1. The Caterer should have one base (central) kitchen in Hyderabad and should have office / branch located in Hyderabad city.
2. **The essence of the contract is timely supply of sufficient adequate quantity of quality food under hygienic and healthy conditions.**
3. **Bidders** are requested to carefully study the terms and conditions and visit the Institute during the Pre-bid meeting and observe the facilities to understand the job involved before submitting the tender documents. No clarifications shall be issued after submission of the tenders.
4. Omission, neglect or failure on the part of the Bidder to obtain requisite reliable and full information on any matter affecting his tender, shall not relieve the Bidder, from any liability in respect of the contract.
5. The Tender form should be complete in all respects giving correct and relevant data.
6. While uploading the bid, the Tender document must be signed by the authorised signatory or by a person holding a power of attorney authorised to do so. Under this clause "**the delegate shall not re-delegate**" shall be followed.
7. **While uploading the bid, each page of the tender should be numbered, bear the signature, date, name and title of the person signing the tender and affixing a rubber stamp indicating the name of the firm and enclosed with Technical tender Part – I or Financial Tender Part – II as the case may be.**
8. The Caterer or his authorised representative is authorized to raise bills and to receive the payments. Payments will always be made in the name of the catering company in the form of NEFT/ RTGS. **No payments shall be made in cash.**
9. Income-tax, GST and other applicable taxes shall be deducted at source from every bill by the Institute at the rate notified by the Government from time to time.

10. The successful bidder shall be solely and fully responsible to ensure that all the statutory dues are paid fully in time. The Institute shall in no way be responsible for the lapses, violations and non-compliance if any.
11. The successful bidder whose tender is accepted, shall indemnify the Institute against any claim by any authority. In the event of the Institute having to pay any individual, statutory body, or any agency for reasons directly or indirectly attribute this contract, the firm organisation shall pay such claim/damages and even if the Institute is called up on to pay such damages, the firm/organization must reimburse the same immediately.
12. The Institute further reserves the right to delete or reduce any item or section of the bill of quantities when valid reason exists and no claim shall be entertained in this regard.
13. **Institute inventory provided to the caterer.** The Institute will also provide inventory of some important cutlery & crockery items, gas stoves, micro-ovens, refrigerators, bain-maries etc. The caterer will be responsible to maintain the inventory provided by the Institute, ensuring no loss or damages to the items. The caterer will be responsible to make good the loss or damage at his own cost.
14. **Electricity and Water Charges:** The Caterer has to pay for the electricity and water utilized in the kitchen area.
15. **The stock-taking of the items supplied by the Institute** shall be carried out at periodic intervals atleast once in every three months and the Caterer has to pay for the missing items on actual cost basis. Cost of the crockery shown as broken shall be directly deducted from the monthly bill.
16. **Any breakage due to the fault of the Institute staff/ participants shall be brought to the notice of the authorised representative of the Institute immediately and the breakage charges for such items shall not be charged to the Caterer.**
17. The contract either in full or in part **shall not be sublet** or assigned by the bidder to others under any circumstances.
18. In case of any default by the successful bidder/caterer, causing additional expenditure to the Institute, the Institute may at its discretion, recover from the caterer an amount equivalent to that incurred to make alternate arrangements. **This right of the Institute shall be without prejudice to its other rights under the law(civil, criminal liability) including the right to cancel the contract, without the required notice period and forfeit the Security Deposit/recover damages for breach of contract. Decision of the Institute in this regard shall be final.**
19. The caterer or his authorized representative shall attend meetings organised from time to time, for discussion, evaluation of performance of the contract, and compliance of statutory regulations etc.
20. All payments to the staff employed by the caterer for undertaking the catering contract in the Institute have to be as per the prevailing minimum wages stipulated from time to time, and covering all benefits such as **ESI, EPF, etc.** The firm/bidder shall be solely and fully responsible for any lapses/ violations/ non-compliance.
21. The caterer shall pay the statutory payments such as PF, ESI for the staff employed to provide the service to the Institute through a separate challan and it should be readily made available for scrutiny by any statutory body on demand.
22. **All applicable acts and the rules** related to the labour law as amended from time to time shall be strictly followed. **The Institute shall not be a party to any dispute.** The bidder is required to produce documentary proof that the minimum wages, ESI, contribution to provident fund including paid leaves etc., as applicable under the statutory act have been paid to the staff in the **1st week of the month** latest, and Dr. MCRHRD IT

is not responsible for any further issues in this regard. The caterer should not entertain child labour(may mention the age limit).

23. The Caterer shall be deemed responsible for all legal and contractual purposes, as the employer of the staff employed for carrying out the contract and such persons will not have any claim for employment in the Institute now or at a future date.
24. All catering staff employed by the caterer shall undergo a thorough medical check-up in a reputed Hospital, be in good health and observe strict personal hygiene. They should **be free from any chronic/ contagious diseases.**
25. The staff employed by the caterer should be of good conduct and behaviour.
26. The caterer shall obtain adequate **insurance policy** for all his staff to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc. The caterer shall show proof to the Institute authorities by submitting photo copies of the same.
27. The caterer or his/her employees shall not use the premises allotted to him/her for any purpose other than the purposes defined and shall not act in any manner as to cause any nuisance or annoyance to the Institute or the participants of the Institute.
28. In the event of theft, pilferage or damage to the Institute's property, and if proved that the catering staff are responsible, the caterer shall make good all the losses and remove the concerned person identified from the services immediately.
29. The caterer shall provide **additional manpower for special events as the work demands**, as specified in the Annexure including substitutes when regular staff employed proceed on leave etc.
30. The tender document shall form as constituent of agreement/contract to be signed by the successful bidder and shall be binding on the successful bidder.

4.19.4 Nature & Scope of Work

A weekly training schedule indicating the number of participants likely to attend on daily basis is issued towards end of previous week. The Caterer will be informed about the daily strength of the participants by the Facilities Wing. Caterer has to make necessary arrangements for catering. Further, the institute hosts various other programmes from time to time for which catering is to be done as per requisition. Number of trainees per month in last 2 years is appended herewith for ready reference.

Month -Wise No. of Trainees during the Year 2024 & 2025			
Sl. No.	Month	Year-wise No. of Trainees	
		2024	2025
1	January	1017	2117
2	February	869	1527
3	March	584	1448
4	April	611	1156
5	May	1036	2054
6	June	1275	1638
7	July	603	2640
8	August	1048	3190
9	September	2469	2469
10	October	2152	1058
11	November	1448	928
12	December	1630	1176
13	Venue based Programmes	26901	29556
	Total	41643	50957

Fluctuations in No. of participants: The total strength of the participants is likely to increase/decrease at short notice. The caterer, therefore, must be able to make suitable arrangements accordingly ensuring availability of food with adequate manpower to serve the participants.

CATERING: The Caterer is required to provide the following services:

<u>Sl. No.</u>	<u>Service</u>	<u>Tentative Timings</u>
a)	Morning Coffee/ Tea (Specific programmes)	: 5.30 – 6.00 a.m
b)	Breakfast	: 8.00 – 9.30 a.m
c)	Mid - Morning Tea/Coffee, biscuits	: 10.45 – 12.00(variable)
d)	Lunch	: 1.00 p.m– 2.30 p.m (variable)
e)	Afternoon Tea/Coffee, snacks	: 3.30 p.m – 4.00 p.m (variable)
f)	Dinner	: 7.30 pm – 9.00pm (beyond 10.00 p.m on prior intimation on rare occasions)

Note: All timings and services are subject to change depending on circumstances at the discretion of the Institute, but caterer will be informed in advance. The caterer may also note that the requirement for catering services may increase/decrease based up on the activity level and requirements of the Institute. Thus, the requirement for man power and other services may go up or come down accordingly.

It is informed that the Kitchen of this Institute is located in Tungabhadra block.

Location/distance of dining hall from kitchen:

S. No.	Name of Dining Hall	Capacity	Distance from Kitchen
1	Trupti (Tungabhadra block, Ground floor attached to kitchen)	250	Nil
2	Pushti (Tungabhadra block, first floor above kitchen)	150	First floor of kitchen
3	Ruchi (Godavari block)	170	500 Mtrs
4	Manjeera (Manjeera block 2 nd floor)	30	600 Mtrs
5	Executive Lounge (Admin. Block) (GF)	50	600 Mtrs

Generally, buffet service is provided in the dining areas. However, a sit down/table service for a limited number of guests may be required to be arranged in case of dignitaries/ VIPs visiting the Institute. Catering service required to be organised in the Institute is as follows:

- 1. Trupti canteen with main kitchen & attached dining hall in Tungabhadra Block:** Trupti canteen, with central kitchen and dining hall has a seating capacity of 250 persons in Tungabhadra Block. All items of breakfast, lunch and dinner can be prepared in the central kitchen and subsequently served to the participants at the respective dining halls already intimated as per schedule. Hot food is to be served from all buffet counters. It is the responsibility of the caterer to keep the tables and chairs ready for service, to clear the plates kept by the participants in the plate-rack in the dining halls, and wash and store the same.
- 2. Pusti dining hall:** located in Tungabhadra block 1st floor with 150 seating capacity.

3. **Ruchi Dining Hall:** The Ruchi dining hall along with a small pantry is situated in the Godavari Hostel. Seating capacity of the dining hall is 170 persons at a time. Buffet service is to be provided here. Few items need to be made here in the temporary kitchen while most items can be supplied from main kitchen in Tungabhadra block. The caterer should be prepared to cook and serve in the room attached to the Ruchi dining hall, on demand by this Institute.
4. **Executive lounge - Arrangement of Executive Meals for visiting Dignitaries/ VIPs :**The Caterer shall be required to arrange executive meals at short notice for visiting VIPs/ dignitaries in Room No 21 of Admin Block.
5. **Executive lounge cum dining hall Manjeera Guest House:** Manjeera Guest House comprising fully furnished Deluxe suites is earmarked for providing accommodation to VVIPs/VIPs, Senior Govt Officials visiting the Institute for various events of National/International importance that are regularly held in the Institute. An Executive lounge cum Dining hall having a seating capacity for about 30 persons along with a fully equipped pantry with necessary cooking equipment is situated in the 2nd floor. The Caterer shall be informed well in advance about the type of menu and time of service to be provided to the guests scheduled to stay in Manjeera Guest House for which all necessary arrangements shall be made well in advance. Room service is required to be provided to the guests staying in Manjeera Guest House. Similarly table service is required to be provided to the guests whenever meals are organized in the Executive lounge cum dining hall. **The Caterer shall, therefore, ensure that trained & experienced waiters are employed to handle VIP catering service.**

The caterer may use the facilities provided in the pantry such as micro-wave oven, fridge, gas stove etc., to keep the food fresh and warm. Further, caterer must ensure that catering service in Manjeera Guest House shall in no way affect the service in the other hostels. **Extra service staff if necessary shall be engaged.**

6. **Anywhere in the campus - Arrangement of Executive Meals for visiting Dignitaries/ VIPs/DG's Dinner:** The Caterer shall be required to arrange executive meals at short notice for visiting VIPs/ dignitaries for the identified place for the DG's dinners /Lunch /Breakfast or for any venue-based Programs catering facilities. Further, caterer must ensure that catering service in the identified places like Ramadasu Rangasthali /Football Court /Vivekananda Grounds or any other place within the campus shall in no way affect the service in the other hostels. **Extra service staff if necessary shall be engaged wherever necessary.**

Note:1) All the dining halls should be kept clean and hygienic, and ready for occupancy, particularly in between the batches occupying the dining halls for lunch and dinner.

2) One table is to be reserved for Physically handicapped participants in all the dining halls.

7. **Arrangement of Executive Meals for visiting Dignitaries/ VIPs:** The Caterer shall be required to arrange executive meals/Hi-Tea at short notice for visiting VIPs/ dignitaries. Certain dishes as required by VIPs may be arranged from outside sources with prior approval of competent authority of the Institute. The caterer may make payments and claim the same subsequently through a regular bill.

8. Sick persons on campus may be served with special diet like khichdi, dalia, oats etc., on Doctor's Prescription. Charges accordingly are liable to be paid for the same.
9. **Machinery and Equipment provided by the Institute:** Serving equipment such as Bain-Maries and certain other items like cutlery & crockery, gas stoves, micro-ovens, refrigerators are installed /provided in dining halls of Trupti dining hall, Pusti Dining Hall & Ruchi Dining Hall, Executive Lounge, Manjeera dining hall or any identified place for special dinners or lunches. The caterer is responsible for proper handling and maintenance. Losses /damages if any to the equipment provided by the Institute shall be made good at the expense of the caterer. Further additional items related to kitchen /dining hall if required have to be arranged by the caterer.
10. **Cutlery & Crockery:** The agency shall be prepared for arranging necessary cutlery, crockery and cooking utensils for Manjeera Guest House, Godavari, Tungabhadra blocks and Executive Lounge in Admin Block for an approximate of 600 pax on daily basis, such as:
- Full size dinner plates
 - Quarter plates
 - Cups & saucers for tea & coffee
 - Drinking water glasses S.S.
 - Dessert spoons & forks
 - Tea spoons S.S.
 - Serving dishes
 - Chef-in-dishes

Additionally, the agency should be prepared to arrange the above items as per requirement when need arises with increase in number of participants.

Additional Bone China dining set for VVIPs for 50 Pax to be used based on requirement, and other fine Cutlery & Crockery etc., apart from existing Institute's items to be procured by the vendor as per their operational requirement.

Items like Bain-marie, stoves, Grinder, Pulvaniser, coconut scrapper, Dough Mixer etc., that are already available with the Institute shall be provided to the Vendor. Maintenance and repairs of existing items is to be borne by the vendor. Other items required are to be procured by the vendor as per their operational requirement.

Caterer is responsible for the AMC of all kitchen item like Boiler, Duct etc and the same has to be produced before Institute authorities when if asked. In case of non-availability of any of the above items, the caterer shall make necessary arrangements to meet the requirement without causing any inconvenience to the Institute. The AMC of the Central Kitchen of this Institute and also the gas bank, with the gas dealer/ distributor is the responsibility of the Caterer.

11. **Utensils Veg & Non-veg cooking:** The caterer shall ensure that separate utensils/ vessels are used for preparing vegetarian and non-vegetarian items.
12. **Raw materials and other cooking ingredients:** Caterer shall ensure that all food items used are of standard/ established brands with ISI/ AGMARK/FPO markings. All raw materials and cooking ingredients items like vegetables/ milk products meat, fish etc., should always be fresh. Tea /coffee powder should be of reputed brands and shall be

replaced if demanded. Similarly, cooking oils of reputed brands, such as Sunflower, Sundrop, Freedom oil, Saffola, rice rich oil should be used while rotating them once in a fortnight. Stale and life expired items shall not be used under any circumstances. The caterer is responsible for serving healthy and hygienic food.

13. **Cold storage:** Cold room facility for perishable/ short shelf life items is available. Caterer is responsible for its regular maintenance, including repairs, if necessary.
14. **Use of LPG gas for cooking:** The caterer will use only LPG cooking gas for cooking.
15. Caterer shall make suitable arrangements for procurement of gas cylinders, duly following safety precautions.

Regular Menu						
Breakfast						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Aloo Paratha	Bature	Idly	Masala Dosa	Uthappam	Pesarattu	Ragildli
Poha	Daliya Upma	Wada	Mysore Bonda	Katte Pongal	Vegetable Upma	Semiya Baath
Pickle	Chole Curry	Ground Nut Chutney	Ground Nut Chutney	Ground Nut Chutney	Ground Nut Chutney	Ground Nut Chutney
Curd	Ground Nut Chutney	Sambhar	Sambhar	Sambhar	Sambhar	Sambhar
Corn Flakes & Milk	Oats & Milk	Choco Flakes & Milk	Corn Flakes & Milk	Oats & Milk	Corn Flakes & Milk	Oats & Milk
Tea/ Coffee/ Milk	Tea/ Coffee/ Milk	Tea/ Coffee/ Milk	Tea/ Coffee/ Milk	Tea/ Coffee/ Milk	Tea/ Coffee/ Milk	Tea/ Coffee/ Milk
Water Melon /Seasonal Fruit	Papaya /Seasonal Fruit	Muskmelon /Seasonal Fruit	Pineapple /Seasonal Fruit	Banana /Seasonal Fruit	Papaya /Seasonal Fruit	Grapes /Seasonal Fruit
Sprouts	Sprouts	Sprouts	Sprouts	Sprouts	Sprouts	Sprouts
Boiled Eggs	Boiled Eggs	Boiled Eggs	Boiled Eggs	Boiled Eggs	Boiled Eggs	Boiled Eggs
Bread, Butter, Jam	Bread, Butter, Jam	Bread, Butter, Jam	Bread, Butter, Jam	Bread, Butter, Jam	Bread, Butter, Jam	Bread, Butter, Jam
Tea, Coffee & Biscuits						
Assorted Biscuits	Biscuits -Salt & Cream	Assorted Biscuits	Biscuits -Salt & Cream	Assorted Biscuits	Biscuits -Salt & Cream	Assorted Biscuits
Tea/Coffee	Tea/Coffee	Tea/Coffee	Tea/Coffee	Tea/Coffee	Tea/Coffee	Tea/Coffee
Lunch						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Pulka	Pulka	Pulka	Pulka	Pulka	Pulka	Pulka
Green Salad	Green Salad	Green Salad	Green Salad	Green Salad	Green Salad	Green Salad

Bendi Curry	Chikkudikaya Tomato Curry	Birakaya Curry	Beans Curry	Drumstick Tomato	Sorakaya Curry	Dondakaya Dry
Fish Curry	Puntikura Chicken	Mutton Curry	Chicken Dum Biryani	Chicken Curry	Mutton Biryani & Mirchi Ka Salan	Tomato Egg Curry
Tomato Pulao	Bagara Rice	Nimmakaya/Chintapandu Pulihora	Vegetable Biryani	Pudeena and Aloo rice	Vegetable Biryani	Vegetable Pulao
Mushroom Semi Gravy	Aratikaya Fry	Panner Butter Masala	Gutti/Vankaya Curry	Soya Chunks	Babycorn Curry	Alu Capsium Curry
Dosakaya Kandi Pappu (Toor Dal)	Thota Kura Toor Dal	Moong Dal Tadka	Gongura Pappu	Tomato Pappu	Mango /Veg Toor Dal	Palakura Pappu
Sambar	Pepper Rasam	Majjiga Pulusu	Pacchi Pulusu (Nuvula Podi)	Pappu Charu	Tomato Rasam	Ulava Charu
Plain Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice
Fryums	Papad	Fryums	Papad	Fryums	Papad	Vadiyaalu
Curd/ Raitha, Banana	Curd/ Boondi Raitha, Banana	Curd/ Cucumber Raitha, Banana	Curd/ Onion Raitha, Banana	Curd/ Beetroot Raitha, Banana	Curd/ Mint Raitha, Banana	Curd/ Raitha, Banana
Gongura Fresh Chutney	Chukakaur Fresh Chutney	Sorakai Chutney	Tomato Fresh Chutney	Dondakaya Fresh Chutney	Cabbage Fresh Chutney	Fresh Chutney

Tea & Snacks

Boiled Chana (100gms)	Boiled Bobbarlu (100gms)	Veg Sandwich	Boiled Sweet Corn (100gms)	Boiled Palli (100gms)	Samosa (1nos)	Masala Wada (3) & Tomato Chutney
Tea/Coffee	Tea/Coffee	Tea/Coffee	Tea/Coffee	Tea/Coffee	Tea/Coffee	Tea/Coffee

Dinner

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Pulka	Pulka	Pulka	Pulka	Pulka	Pulka	Pulka
Egg Burji	Fish Pulusu	Egg Tomato curry	Fish Curry	Egg Onion	Egg roast masala	Meen Kolumbh
Gobi puvvu Tomato	Alugadda Pala kura Dry	Kakarakaya Ve pudu	Beetroot Porial	Cabbage Porial	Tomato Chikkudu Kaya Dry	Bendakay Fry
Beetroot Curry	Dondakaya Chana	Vankaya Tomato Kura	Alugadda Tomato Kura	Chamagadda Tomato Pulusu	Anapkaya Curry	Turai Lobia Curry
Dal Mahakani	Sorakaya Pappu	Dosakaya Pappu	Moong Dal Tadaka	Birakaya Pappu	Plain Dal	Tomato Pappu
Vegetable Sambar	Dalcha	Vegetable Sambar	Majjiga Pulusu	Pappu Charu	Drumstick Sambar	Onion Sambar
Plain Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice

Pickle	Pickle	Pickle	Pickle	Pickle	Pickle	Pickle
Bhoondi Laddu	Double Ka Meetha	Ice Cream	Badusha	Fruit Custard	Gulab Jamun	Gajar Halwa
Mix Veg Chutney	Cabbage Chutney	Birayaka Fresh Chutney	Mix Veg Chutney	Birakai Chutney	Dosakai Chutney	Sorakai Chutney

Morning Tea, Biscuits (Good day, Milk Bikis, Treat, 50-50, Maska Chaska, Monaco, Marigold, Bourbon of reputed brands like Britannia, Parle, Sunfeast of Minimum 4 Nos)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Biscuits-Salt 4 & Cream	Assorted Biscuits	Biscuits-Salt & Cream	Assorted Biscuits	Biscuits-Salt & Cream	Biscuits-Salt & Cream	Assorted Biscuits
Tea /Coffee /Milk	Tea /Coffee /Milk	Tea /Coffee /Milk	Tea /Coffee /Milk	Tea /Coffee /Milk	Tea /Coffee /Milk	Tea /Coffee /Milk

Evening Tea, Snacks (Specific programmes)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Aloo/ Banana Bajji (3 Nos)	Palak/ Onion Pakoda (100 gms)	Boiled peanuts (100 gms)	Samosa Big (1 No.)	Boiled Lobiya chat	Chena Chutney	Punugulu (8 Nos) & Tomato Chutney
Tea/ Coffee /Milk	Tea/ Coffee /Milk	Tea/ Coffee /Milk	Tea/ Coffee /Milk	Tea/ Coffee /Milk	Tea/ Coffee /Milk	Tea/ Coffee /Milk

1. **Weekly menu:** Caterer will be supplied a weekly menu and the same shall be strictly followed. Changes if any shall be with the prior approval of the concerned authority. Penalty may be levied for non-adherence to the approved menu.
2. **Quality & quantity:** The caterer shall ensure that all food items are of a very high quality and taste with **adequate** quantity sufficient for all the participants, for each meal.
3. **Quality of rice:** For everyday use good quality **Sona-masoori** rice and for special rice preparations such as biryani, good quality basmati rice shall be used.
4. **Phulkas/ chapathis/ rotis:** Caterer shall ensure good quality of Phulkas /chapathis/ rotis and **they shall be served hot at all times.**

There will be no restriction on main course items such as rice, rotis, vegetables/ curries and dals. However a general scale suggested for certain items are as follows.

a)	Eggs for breakfast	Qty 2Nos
b)	Milk	Qty 200 ml
c)	Non-Veg Dish	Qty 150 gms(Without bones &with gravy if requested)
d)	Curd bowls	Qty 100 ml (1 cup)set in individual bowls
e)	Sweet Dish	One cup /2 nos

The caterer shall display a) the day-wise menu on the walls of all the dining halls for information of the participants and b) the details of scale suggested for the items in the above table.

5. **Indicative Meal composition:***

***N.B. : It's only indicative, subject to change**

Indicative Menu

Executive Menu

Green Salad
Chapathi / Pulka / Kulcha
Veg-Dum Biryani / Jeera Pulav
Donda Peanut fry / Aloo 65
Kadai Veg / Pool makani Korma
Panneer Noorani / Panneer Pasanda
Dal Makhan / Dal Tadka
Beetroot Rasam / Ginger Rasam
Chicken Biryani / Mutton Biryani
Chicken Curry / Mutton Curry
Plain Rice
Curd
Papad
Fresh Chutney (Roti Pachhadi)
Pickle
Fryums
Gulab Jamoon / Double ka Meetha / Kala Jamoon
Ice-Cream etc. with slight variations

Indicative Menu

- a. **High Tea:** High tea shall be served on special occasions comprising of following items:
- 1 Piece pastry/ Brown cake/ Christmas cake/ Plum cake
 - Samosa/ Veg curry puff/ Veg Cutlet/ Kachori/ Dhokla
 - Ajmer kalakand/ milk burfi/ kaju burfi
 - Bakery Biscuits salt & sweet
 - Tea/ Coffee – one Standard Cup 100 ml
- b. There shall be variation in seasonal fresh fruit served. No fruit can be served twice on the same day. Seasonal fresh fruits are (papaya /orange /apple /pineapple /banana /seedless grapes /water or musk-melon /mango /custard apple / chickoo, etc.,) for international participants in place of grain sprouts, fresh fruit juice may be supplied as per demand.
- c. Saunf, nut powder, misri, lavang, elachi and toothpicks of good quality to be supplied after Breakfast, lunch and dinner.
- d. Fruit Baskets and Dry Fruits basket to be provided in Manjeera Guest House rooms on additional costs.

6. **HYGIENE& CLEANLINESS:**

Caterer shall ensure a high standard of hygiene and cleanliness at all times.

- a. Floor of dining areas shall be mopped/ cleaned during the day and from time to time or immediately after breakfast, morning tea, lunch, afternoon tea and dinner (5 times). Machine to be used in dining hall twice in a month to clean the floor.
- b. Dining tables shall be wiped clean & dry immediately after completion of a meal by the guests and also before next set of participants/ guests have their meals. SS tables shall be equipped with frills (frills to be arranged by the caterer as per requirement, in three sets in sufficient number for the number of tables (round/ rectangular) available in the dining halls) of superior quality
- c. The caterer shall maintain adequate no. of sets of good quality table linen for use during VIP visits (to serve 50 people). They should be maintained in good condition.
- d. The Caterer shall arrange for cleaning of the Dining Hall, hand-wash areas, the kitchen area and washing area at least 3 times daily and also immediately after any service / as and when required.
- e. Health, Safety, Quality and Environment manager services must be engaged periodically (Quarterly) to supervise and provide audit reports.
- f. Caterer is responsible to provide liquid hand wash soap, paper tissues, room fresheners, towels etc., for the benefit of the participants in the wash areas located near dining hall.
- g. The Caterer shall ensure that the entire catering premises are kept hygienic and clean. Caterer is responsible to ensure preventive pest control measures in the kitchen and dining halls from time to time.
- h. Caterer should not allow any garbage, debris or drain water to be let out on the surface in and around the kitchen/dining area and surrounding areas.
- i. Cleanliness, maintenance, garbage disposal of the service areas/ cooking areas shall be the responsibility of the Caterer. The cleaning materials /equipment should be arranged by the Caterer.
- j. Crockery & cutlery once used shall not be reused (especially chef-in-dishes dinner plates, drinking water glasses, bowls, forks, spoons etc) in the same meal session by washing. Three sink method (wash, rinse and sanitize) method shall be deployed for cleaning all the crockery, cutlery and utensils.
- k. Caterer will ensure that the cutlery & crockery are not only clean visually but also free from any residual smell of food items.
- l. Plastic cups or Plastic glasses should not be used.
- m. Single Use Plastic is prohibited

7. MANPOWER REQUIRED FOR SERVICE

All manpower required for cooking, serving and cleaning work shall be arranged by the caterer. The Head cook, Asst cooks should be well qualified and experienced in Hotels / Institutional catering and capable of preparing all kinds of dishes like South Indian /North Indian /Chinese /Continental /Tandoori /Phulka and all kinds of dishes. Similarly, the managers and supervisors should have basic qualification (Graduate from Hotel

Management, Diploma/Certificate in food production) and experience in catering and serving of food. The catering Supervisor appointed by the caterer should be available throughout the production and service period at the Institute and see that the staff/guests are served by adequate number of well-trained servers/waiters.

- a. The caterer shall nominate one well qualified senior manager for overall supervision & management of all catering activities along **with certain amount of cash for purchases so as to meet urgent requirements.**
- b. The Caterer should have adequate Head Cooks, Assistant Cooks, Cooks, Stewards, Utility staff with him.
- c. There shall be at least 3 junior supervisors designated for catering services who should be available round the clock.
- d. The persons deployed by the caterer will undergo medical tests as per extent rules.
- e. Institute will have the right to reject one or all of the catering staff if they are not found qualified & trained.
- f. **Waiters, helpers & cleaning staff:** The caterer shall arrange adequate staff in the dining halls for servicing. Adequate staff shall be provided for cooking, cleaning of utensils, cleaning of dining halls and wash areas attached with the dining halls. The caterer shall employ a minimum number of persons at all times and bring additional strength whenever required. **Caterer will have to supply the cleaning material and cooking materials, get the cooking gas refilled at his cost, maintain the gas supply bank and also pay for the electricity and water utilised in the kitchen area.** The Caterer shall supply the list of persons deployed along with their photos, who shall be registered on the biometric system of the Institute for marking the attendance as specified by the General Manager (facilities) of the Institute.
- g. The Caterer shall provide identity cards and uniforms as per Hotel Management code to all personnel at their own cost and ensure that all the catering staff wears clean uniforms, as prescribed. Serving staff should preferably wear black trousers, white full sleeves shirts, white gloves, white cap & black shoes. Persons deployed shall display name plates with designation & company's badge on their shirts or sleeves or caps while in the Institute.
- h. The details of manpower and their names that the bidder proposes to deploy, if contract is awarded, along with their qualifications and experience need to be furnished in the format given in **Annexure VI.**

8. Technical Bid:

It shall include the information on the following

1. Turnover Details of minimum three FYs out of five financial years (2022-2023, 2023-24 to 2024-25) in **Annexure XIII**
2. Staff details in **Annexure XIV**
3. Good Performance Certificate/Satisfactory Certificate from clients of similar project in **Annexure XV**

9. Financial Bid

1. The Bidder should quote Rate for each menu in **Annexure XVI** and the total of all the menu will be considered as offer. However, it is to mention that the floor price of the Institute is kept at **Rs.410/- (Rupees Four hundred and ten only) per person per day excluding all applicable taxes.** Any offer lower than the Floor Price shall not be accepted, in order to ensure the quality of meals to be served.

10. Pre Bid Meeting

All those bidders who had obtained bid document, by paid bid document fee from the Institute or who have downloaded document from Website and submitted document fee in the Institute prior to date and time fixed for pre- bid meeting can participate in the meeting to seek clarifications on the bid. However, it is not mandatory to attend the Pre-Bid meeting. The Pre-Bid meeting shall be held at the following address:

Dr. Marri Channa Reddy Human Resource Development Institute of Telangana,
Road No. 25, Jubilee Hills
Hyderabad – 500 033
India

4.19.5 Terms & Conditions

- I. Eligible and willing agencies are advised to visit the Institute to get an onsite Assessment of the work on any working day between 10.00 a.m to 04.00 p.m after taking permission from the General Manager (Facilities).
- II. Pre-bid meeting shall be held at the MCR HRDIT to clarify any queries of The bidder on 11-05-2026 12 Noon.
- III. Tenders are to be submitted as per two bid system i.e. Technical bid and Financial Bid.
 - a. Technical bid should contain the papers to fulfil all the eligibility criteria, certificates of experience, satisfactory performance certificates, undertaking as per instructions, work plan and list of the equipment, tools and tackles required for the job.
 - b. Financial bid should contain the rates quoted for the services to be provided as per the instructions given in this tender document.
- IV. The Earnest Money Deposit (EMD) will be refunded to the unsuccessful bidder only after finalization of the contract. No interest will be paid on the EMD. In case the successful bidder declines the offer of contract for whatsoever reasons, his EMD will be forfeited.
- V. The bid shall be valid for 90 days from the date of opening of tender. No bidder will be allowed to withdraw his tender after submission during the bid validity period (90 days). In case the bidder does not honor his bid, the EMD submitted by the tendering firm would stand forfeited.
- VI. Incomplete tenders not complying with the Terms and Conditions of the Tender document, suppression/falsification of information/influencing or intimidating other bidders shall entail (result) **disqualification of the bidder. Similarly, conditional tenders will also be rejected.**
- VII. The **tender document must be signed** by the authorized signatory or by a person holding a power of attorney authorizing him/her to do so. **Each page of the tender should bear the signature**, date, name and title of the person signing the tender and affixing a rubber stamp indicating the name of the firm and enclosed with Technical Bid. Tender document should be uploaded on e-Procurement portal.
- VIII. A formal contract shall be entered into with the successful bidder. In this contract, the successful bidder shall be defined as bidder.
- IX. An amount of **Rs.75,00,000/- (Rupees Seventy five lakhs only)** shall be the security deposit to be submitted by way of Bank Guarantee (in favour of Accounts Officer, MCR HRDIT, Hyderabad) obtained from any public sector bank valid for a period of **two year** duration. EMD of the successful bidder shall be returned on receipt of the

bank guarantee for the specified amount. The Security deposit will be returned only after 3 months of the end of agreement term.

- X. Tenders will be accepted only those bidders who have either purchased document from Institute or paid Document fee to the Institute as indicated in Tender document
- XI. All correspondence should be with the Institute Contact person only
- XII. Payment of bid document fee should be by Demand Draft/Banker Cheque drawn in favour of "Accounts Officer, Dr MCR HRD Institute of Telangana, Hyderabad" payable at Hyderabad.
- XIII. Bid document can also be downloaded from website of the Institute free of charge. However, in such cases also, bidder must pay bid document fee to the Institute while submitting bid. Failure to pay tender document fee will make bid as non-responsive and it shall stand rejected.

4.19.6 Financial Instructions

1. Rates/ quotations of two or more parties happen to be equal in that case the contract will be awarded to the party with more experience of providing service at the discretion of the tender opening Committee.
2. The successful agency will have to execute an agreement on **Rs.100/- (Rupee One Hundred Only)** Stamp paper with the Institute within 10 days of issue of the award of contract.
3. The rate quoted per month will remain constant during the period of contract. However any increase in taxes will be paid by this office.
4. Quoted prices should be inclusive of material, equipment's and labour.
5. Applicable taxes should be mentioned separately.
6. The bills should be submitted on monthly basis.
7. Applicable TDS/ IT will be deducted by Dr. MCRHRDIT, before payment of the bill.

4.19.7 Payment Terms

1. Payment will be made on submission of the original bill to the concerned In-charge. Payment of the bill will be based on standardized proforma, duly approved by Dr.MCR HRDIT, along with certified copy of indents issued by the General Manager (F) or any person actually assigned the duties.
2. While submitting the bill, the service provider must attach the following proof/challans with the original GST invoice;
3. The TDS shall be deducted as per the provisions of Income Tax Act., as amended from time to time and a certificate to this effect shall be provided by Dr.MCR HRDIT to the service provider.
4. The payments shall always be made in the name of the Service Provider by way of Cheque/RTGS and under no circumstances cash payment will be made.
5. The Dr.MCR HRDIT may deduct penalty, if any imposed, at source, from the amount payable to the Service Provider based on the feedback of the services received from the end user.
6. The currency of payment will be Indian Rupees (INR).
7. Prices charged by the Service Provider for services performed under the Agreement shall not vary from the prices quoted by the Service Provider in its bid, except for any price adjustments authorised in special conditions of contract or where the contract is extended after the term of expiry of original agreement period.

Payment from the Institute will be received on the bill payment from the State/ Central government or any other Organization conducting programs in this Institute.

4.19.8 Earnest Money Deposit (EMD)

1. The Bidder has to pay EMD of **Rs.25,00,000/- (Rupees Twenty five lakhs only)**.
2. EMD will not carry any interest under any circumstances.
3. Offers made without the EMD will be rejected.
4. The EMD of unsuccessful bidders shall be returned after completing due procedures of award of contract.
5. EMD would be returned to the successful bidder after the submission of the Performance Guarantee.
6. The amount of EMD would be forfeited in the following scenarios:
 - In case the Bidder withdraws the bid prior to validity period of the bid and after last date of submission of the bid for any reasons whatsoever.

In case the successful bidder refuses or fails to accept and sign the contract within **10** days of issuance of contract order/letter of intent for any reasons whatsoever or to furnish performance security in time.

4.19.9 Performance Security

1. The successful bidder shall deposit a Performance Security for an amount of **Rs.75,00,000/- (Rupees Seventy five lakhs only)** in the form of Bank Guarantee in favour of Accounts Officer, Dr.MCR HRDIT payable at Hyderabad within **15** days from the date of issue of work order. The validity of Performance Security should be up to 60 days after the expiry of validity of contract and other obligations towards the contract. The guarantee should be of that of a Nationalized Bank only.
2. In the event of non-performance of obligation or failure to meet terms of this NIT, Dr.MCR HRDIT shall be entitled to invoke the Performance Guarantee without notice or right of demur to the bidder. Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the bidder should be deducted from the remaining amount of Performance Guarantee.
3. Dr.MCR HRDIT reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and invoking Performance Guarantee, if any, under this contract.
4. If the Performance Guarantee is not submitted within the stipulated time, Dr.MCR HRDIT reserves the right to cancel the tender, and the EMD submitted by the bidder will be forfeited.

In case, the contract is further extended beyond the initial period, the performance Security Guarantee will have to be accordingly renewed by the successful bidder.

4.19.10 Penalty for unsatisfactory Performance

1. Quality control measures:
 - a) A Food Committee constituted by the Institute shall monitor and supervise quality of the catering services, quality of food & processes adopted in cooking. They will make a report on catering services once a week and action will be initiated based on such reports.

- b) Further, the course coordinators of training courses shall obtain feedback from participants of each course & forward reports to General Manager (F). Action will be initiated based on such reports also.
- c) The institute may send the food samples for quality check.
- d) As per Annexure-II

4.19.11 **Contract Amendment**

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties

4.19.12 **Assignment and Sub Contracting**

The bidder shall not assign or sub contract, in whole or in part, its obligations to perform under this contract. No Consortium is allowed

4.19.13 **Insurance**

1. It is the sole responsibility of the service provider to insure his materials, equipment, workmen, etc., against accidents and injury while at work and to pay compensation, if any, to workmen as per Workmen's Compensation Act. The work be carried out in protected area and all the rules and regulations of the Dr.MCR HRDIT in the area of project which are in force from time to time will have to be followed by the service provider.
2. If due to negligence and or non-observation of safety and other precautions by the service providers, any accident/ injury occurs to the property/ manpower belonging to the Dr.MCR HRDIT/ third party, the service provider shall have to pay necessary compensation and other expense, if so by the appropriate authorities. Dr.MCR HRDIT will not be responsible for any injury/ death caused to the employees provided by the Service provider at Dr.MCR HRDIT. It will be the responsibility of the service provider to abide with all the provisions of the Workmen Compensation Act, 1923 and no compensation, whatsoever shall be paid by Dr.MCR HRDIT in this regard. The workforce deployed by the service provider should be adequately covered under Personal Accident Insurance Plan and proof will be submitted with Dr.MCR HRDIT by the service provider.

4.19.14 **Meetings**

The service provider or their authorized representative shall attend meetings organized from time to time for discussions, evaluation of the performance of the contract and compliance of statutory regulations, etc.,

4.19.15 **Changes**

Authorized Officer of Dr. MCR HRDIT or any other authorized officer shall be competent to ask for any changes in the scope of work based on the requirement that arises from time to time.

4.19.16 **Notices**

All notices to be given under the contract shall be in writing and shall be sent by personal delivery, registered post, Special Courier, electronic mail. Notices shall be deemed to include any approvals, consents, instructions, orders, certificates, information and other communication to be given under the contract.

4.19.17 **Legal Jurisdiction for all Disputes**

Any dispute arising out of non-adherence of any terms and conditions stipulated above, Vice Chairman & Director General, MCR HRDIT is the Appellate authority and his/her decisions

shall be final. However the legal jurisdiction for all matters would be Hyderabad city only.

4.19.18 **Standard Procedure for opening and evaluation of bids**

4.19.18.1 **Evaluation of Technical bids**

Technical bid evaluation will have maximum 80 marks and it will be evaluated as follows

- a. Technical bids of only those bidders will be opened and evaluated who are declared qualified in Pre-Qualification bid evaluation
- b. Firstly, the documentation furnished by the bidder will be examined prima facie to see if the offer made, technical skill base and financial capacity and other bidder attributes claimed therein are consistent with the requirements of this project
- c. In the second step, the Institute may ask bidder (s) for additional information, visit to bidder's site and/or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation
- d. A bidder must obtain a minimum of 60 marks out of 80 marks to qualify in technical evaluation. Distribution of 80 marks is as follows

4.19.18.2 **Evaluation of Financial Bids**

Financial bids of only those bidders will be opened who have secured at least a minimum of 60 marks or more in technical evaluation. All other financial bids will not be opened and ignored

Bidder selection will be based on low cost

In the circumstances where bids are quoted with same price, the bidder who scored more marks in Technical evaluation shall be awarded the bid and it shall be binding on the bidders

The Institute may at its discretion discuss with bidder(s) available at this stage to clarify contents of financial offer. However, bidders may note that there will not be any negotiations on financial bid

4.19.18.3 **Institute's right to accept any bid and to reject any one or all bids**

The Institute reserves the right to annul the entire bidding process and reject all bids or any bid at any time prior to award of contract, without assigning any reason thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder (s), the grounds for such decision

4.19.18.4 **Notification of Award**

Prior to expiration of the period of bid validity, the Institute will notify the successful bidder in writing, that its bid has been accepted. Upon the successful bidder's furnishing of performance security, the Institute will promptly notify each unsuccessful bidder and will discharge its bid security

4.19.18.5 **Signing of Contract**

At the same time as the Institute notifies the successful bidder that bid has been accepted, the Institute shall send the bidder the Contract form provided in the documents, incorporating all agreements between the parties. On receipt of the contract form, the

successful bidders shall sign and date the contract and return it to the Institute. The contract should be signed within 10 days of letter of notification

4.19.18.6 **Corrupt, fraudulent and unethical practices**

The Institute will reject a proposal for award and also may debar the bidder for further tenders in the Institute. If it determines that the bidder has engaged in corrupt, fraudulent or unethical practices in competing for, or in executing contract. Here:

- a. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the process of contract evaluation, finalization and or execution and
- b. "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to detriment of the purchaser and includes collusive practice among bidders (Prior to or after bid submission) designed to establish bid prices at artificial noncompetitive levels and to deprive the purchaser of the benefits of free and open competition
- c. "Unethical practice" means any activity on the part of bidder by which bidder tries to circumvent tender process in any manner. Unsolicited offering of discount, reduction in financial bid amount, upward revision of quality goods etc after opening of first bid will be treated as unethical practice.

4.19.18.7 **General Conditions of proposed Contract (GCC)**

4.19.18.7.1 Application

These general conditions shall apply to the extent that provisions of other parts of the contract do not supersede them

4.19.18.7.2 Use of documents and information

1. The bidder shall not, without prior written consent from the Institute, disclose/share/use the bid document, contract, or any provision thereof, or any information furnished by or on behalf of the Institute in connection therewith, to any person other than a person employed by the bidder in performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only to the extent for as may be necessary for purposes of such performance.
2. The bidder shall not, without prior written consent of the Institute, make use of or disclose to any third party any document or information coming to its knowledge or custody during implementation and execution of the project, except for purposes of performing the Contract. Violation of this clause shall amount to breach of contract and contract shall be liable for termination in addition to other remedies available under the contract and criminal action under the provisions of Indian Laws
3. All Project related documents (including this bid document) issued by the Institute, other than contract itself, shall remain the property of the Institute and shall be returned (in all copies) to the Institute on completion of the bidder's performance under contract if so required by the Institute.

4.19.18.7.3 Implementation and Performance Security

1. On receipt of notification of award, the bidder shall furnish performance security to the Institute in accordance with the bid document requirement
2. The proceeds of the security shall be payable to the Institute as compensation for the Service Provider's failure to complete its obligations under the contract
3. The Security shall be denominated in Indian Rupees (INR) and shall be in one of the following forms;
 - a. A Bank Guarantee issued by a Scheduled bank other than cooperative bank located in India with at least one branch office in Hyderabad, in the form provided in the bidding document or another form acceptable to the Institute; or

- b. A Banker's Cheque/Demand Draft drawn in favour of the Institute
4. The Security will be discharged by the Institute and returned to the bidder not later than thirty days following the date of completion of all formalities under the contract.
5. In the event of any contract amendment, the bidder shall, within 15 days of receipt of such amendment, furnish the amendment to the security, rendering the same valid for the balance duration of the Contract.

4.19.18.7.4 Other Conditions

- a. Failure to furnish originals of any uploaded documents', certificates will be liable for rejection of the bid. Dr MCR HRD Institute of Telangana shall not hold any responsibility for postal delay. Similarly, if any of the certificates, documents etc., furnished by bidder are found to be false/fabricated/fake, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.
- b. For outside sports events of Foundation courses , all items should be served as per menu with sufficient crockery and cutlery required for such events as per requirement raised by the Officer on behalf of this Institute.
- c. There is a ban on Single use plastic in the premises of the Institute. The same has to be strictly adhered to by the bidder after selection to provide services to this Institute.

4.19.19 ANNEXURES

4.19.19.1 ANNEXURE – I-Declaration of the Bidder

From:

(Registered Name and Address of the Bidder)

To
The
Dr MCR HRD Institute of Telangana
Road No. 25, Jubilee Hills
Hyderabad – 500 033
Sir,

Having examined the bidding documents and amendments thereon, we the undersigned, offer to provide the services in conformity with the terms and conditions of the bidding document and amendments thereon, for the following project in response to your tender call dated _____

Project Title:

We undertake to provide services to the above project or its part assigned to us in conformity with the said bidding documents for an estimated sum of as detailed in Financial Bid

If our bid is accepted, we undertake to

- a. Provide services according to the time schedule specified in the bid document
- b. Obtain the performance Guarantee of a bank in accordance with the bid requirements for the due performance of the contract, and
- c. Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period
- d. We understand that you are not bound to accept the lowest or any bid you may receive, nor to give us any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.
- e. Until the formal final contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us.
- f. We submit that the bid is UNCONDITIONAL except the deviations mentioned in T-

Bidder's Signature and Seal

Place:

Date:

Catering Tender

Page 36 of 56



General Manager (Facilities)

4.19.19.2 ANNEXURE – II-PENALTIES:

1) Penalty for unsatisfactory Performance

1. Quality control measures:

- e) A Food Committee constituted by the Institute shall monitor and supervise quality of the catering services, quality of food & processes adopted in cooking. They will make a report on catering services once a week and action will be initiated based on such reports.
- f) Further, the course coordinators of training courses shall obtain feedback from participants of each course & forward reports to General Manager (F). Action will be initiated based on such reports also.
- g) The institute may send the food samples for quality check.

S.No.	Violation Description	Penalty Amount (Rs)
1	Changes in the listed menu items without permission of General Manager (Facilities)/Mess In charge of MCR HRD	Rs.7,000/-
2	If the quality of items is uncooked/over cooked/ spoiled/diluted	Rs.7,000/-
3	Failure to supply food in terms of quality, quantity and as per the basic menu	Rs.7,000/-
4	Oil once used should not be reused. If reuse of oil is found	Rs.7,000/-
5	Items like taste enhancers like Aji-no-moto, baking soda, colouring items etc., are banned and they should not be used. If they are found in the kitchen premises	Rs.7,000/-
6	If the Vendor is found to have used unbranded/bad/ duplicate quality of any mess commodities	Rs. 7,000/- for every occasion of such happening.
7	Inadequate provision of crockery/Cutlery in the dining halls	7,000/-
8	Cockroaches, flies, insect etc., in food items	Rs.7,000/-
9	Deliberate usage of spoiled/stale food ingredients ex: Leftover food, rotten Vegetables, infected grains, and items with an expiry date.	Rs.12,000/-
10	Presence of foreign materials in the food: - Harmful items like blade, glass, metal wires, nails, pieces of plastics etc	Rs.7,000/-
11	Food poisoning incidents	Forfeiture of PBG and cancellation of contract
12	Kitchen, dining hall, Dining tables, Lenin, stores and washing area should be kept clean, and scrubbing to be done with machine once in a week ,If not done	R.7,000/-
13	Non compliance with workers dress Code / Uniform	Rs.2,000/-
14	Chewing of gutka/ smoking of cigarettes or bidis or similar stuff by staff of caterer	Rs.7,000/-
15	If the mess Vendor or his representative manager is not present in dining halls when the food is served	Rs.3,000/-
16	If Adequate number of staff as mentioned in contract like Manager, Executives, Head cooks, Asst. Cooks, stewards, KST are not provided	Rs.7,000/-
17	Branded Hand wash Liquids like Dettol/ Savlon/ Palmolive/ Lifebuoy/ Godrej only to be used at Handwash areas in all the dining halls and diluted hand wash will not be accepted and will attract penalty.	Rs.3,000/-
18	The mess utensils are to be cleaned using detergent powder/soap of approved quality with warm water after every meal and again soaked in the hot water tub/tank, if Violated	Rs.3,000/-

19	Pest control in the kitchen, dining hall, stores and service area should be done once in a week by the bidder at his own cost,if not done (It should be done by certified agency)	Rs.7,000/-
20	The Vendor should dispose of the kitchen waste in a proper manner and no waste should be poured into the sewage line as the garbage will damage the sewerage	Rs.7,000/-
21	Failure to provide quick & prompt/timely service	Rs.7,000/-
22	Violation of any other tender term not mentioned above	Rs.7,000/-

And/or

Penalty levels

S. No	Weighted average rating (percentage) of food by participants	Percentage of penalty on food bill for the course (%)	Remarks
1	75 and above	Nil	
2	More than 70 but less than 75	5	
3	More than 61 but less than 70	10	
4	More than 51 but less than 60	15	
5	Less than 50	20	

2) Penalty for Loss or Damage or Theft

a. In the event of any theft or pilferage or damage to the property of the Institute the value of the property lost or damage shall be recovered from the catering agency. It shall be responsibility of the Service Provider to lodge police complaint in the case of such loss or damage. In the final enquiry report if it were to be concluded about the involvement or negligence of catering agency the service of the catering agency shall be terminated besides taking suitable legal action as per the provision of the law. The responsibility will be solely on the Service provider. In such cases, the agency shall compensate the loss sustained by the Institute as assessed by the Institute which will be final

b. in case of any default by the Catering agency/Service Provider, causing additional expenditure, the Institute may at its discretion recover from the Agency an amount equivalent to the loss sustained to make alternate arrangements. This right of the Institute shall be without prejudice to its other rights under the law including the right to cancel the contract, without the required notice period and forfeit the security deposit/recover damages for breach of contract. Decision of the Institute shall be final

4.19.19.3 ANNEXURE – III

DECLARATION REGARDING NON-BLACKLIST/DEBAR/INTEGRITY

(To be executed by the bidder on **Rs.20/-** Stamp paper & attested by Public Notary/Executive Magistrate by the bidder)

This is to certify that _____ (Name of organization),
having _____ registered _____ office _____ at
_____ (Address of
the registered office) has never been blacklisted or restricted to apply for any such activities by
any Central/State Government Department/Semi Government Department/PSU/Autonomous
bodies or court of law anywhere in the country.

Yours faithfully,

Signatures

Name of Service provider/Officer/Authorized person
To sign the contract documents on behalf of Service provider
(Company stamp)

Date;.....

Place:.....


General Manager 

SOLVENCY CERTIFICATE

(For Rs. _____)

(On Bank/s letterhead)

Ref.No.:.....

Date:.....

TOWHOMSOEVER IT MAY CONCERN

This is to certify that to the best of our Knowledge and information, M/s _____ (Bidder name with complete address), a customer of our bank, is respectable and is capable of executing orders to the extent of Rs. _____ (Rupees _____) as disclosed by the information and records which are available with us.

M/s _____ have been our customer since _____ to date and has been granted the following limits, at present, against various facilities granted by the Bank: _____

This certificate is issued without any guarantee, risk or responsibility on behalf of the bank or any of its officials. This certificate is issued at the specific request of the customer for the purpose of participating in Dr.MCR HRDIT Tender Ref.No. _____, dated _____.

Signature of Authorized Person

Name: _____

Designation: _____

Date: _____

Bank's Seal:


General Manager (Facilities)

TECHNICAL BID
(To be filled by the bidder)

A. Details of Tenderer to be filled

1	Name of Company/ Firm.	
2	Name of Managing Director/Head of the Company	
3	Name of the Responsible person and contact number	
4	Full particulars of Office	
a.	Postal Address	
b.	Telephone and Mobile No.	
c.	E-mail ID	
D	Website	
5	Company Registration Details	
a.	Date of Incorporation (Registration Number and Registering Authority Registrar of Companies)	
b.	Goods and service Tax Registration No.(GSTIN)	
c.	PAN	
	GHMC Hyderabad (Trade License)	
	Registration Certificate of Employees State Insurance	
	Registration Certificate of Employees Provident Fund Commissioner	
	Valid License from Labour Department under Contract Labour (Registration & Abolition) Act, 1970	
	ISO Certification/any other credentials if available	
d.	Any other registration which is mandatory for such agencies stipulated by concerned authorities	
e.	License issued by Food & Safety Standards Authority of India under FSSAI	
6	Details of EMD	
	a. Amount (Rs.)	
	b. Transaction Reference No.	
	c. Transaction Date	
7	Details of Bid document fee Rs.	
8	Total Turnover of 3 Preceding Financial years	
a.	FY - 2022-23	
b.	FY - 2023-24	
c.	FY - 2024-25	

9	Average Annual Turn Over Rs.	
	Latest I.T. returns for the last three financial years (2022-23 to 2024-25) audited balance sheets, and profit & loss accounts certified by a chartered accountant for minimum three financial years (2022-23 to 2024-25)	
10	Total experience in supply of Catering services	
10	Total experience in supply of manpower services	
11	Local office Address located in the Hyderabad	

4.19.19.6 ANNEXURE - VI

Manpower and other particulars

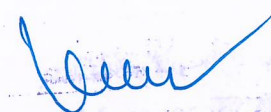
Information to be submitted by the bidder:

S. No.	Particulars	Marks
1	Average Turnover of Minimum 3 FYs in the last 5 FYs (2020-21 to 2024-25)	
	a) Rs 3.00 Cr to 5.00 Cr	10
	b) >Rs.5.00 Cr to 10.00 Cr	15
	c) >Rs.10 Cr	20
2	Good Performance /Satisfactory Certificate from clients of similar project	
	a) One Project	5
	b) Two Projects	10
	c) Three Projects	15
3	Manpower Strength at any given time in the institute	
	a) Head Cooks, Catering Supervisors (Highly Skilled) More than 5 (no marks if number is less than 5)	10
	b) Cooks, Junior Supervisors (Semi Skilled) More than 10 (no marks if number is less than 20)	01
	c) Waiters, Helpers & Cleaning Staff (Unskilled)	10
	More than 50 (no marks if number is less than 200) If No. of participants increases manpower to be increased as specified below: 50 members – 5 additional stewards.	
4	Overall capability of the bidder to execute the project	15

Place

Signature of Guarantors and Seal

Date:


General Manager (Catering Services)

DECLARATION REGARDING CLEAN TRACK RECORD

To
The Director General,
Dr MCR Human Resource Development Institute
Road No. 25, Jubilee Hills
Hyderabad – 500 033

Sir,

We/I have carefully gone through the Terms & Conditions contained in the Bid Document (Ref No. _____).We /I hereby declare that our/ my company has not been debarred/blacklisted as on bid calling date by any Central or State Government/Quasi Government Departments or PSUs/ Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices. We/I further certify that We// are/am the competent officer in our/my company to make this declaration

Yours faithfully

(Signature of the Bidder)


Printed Name

Designation

Seal

Date

Business Address


General Manager (Facilities)

4.19.19.8 ANNEXURE VIII

CHECK LIST OF THE DOCUMENTS ATTACHED WITH THE TECHNICAL BID

Please confirm the enclosure of below listed documents without which tenderer may not be eligible to participate in the tender:

Sl. No.	Particulars	Attached (Yes/No)
1	Proof of payment of Bid document fee of Rs.10,000/- (Rupees Ten Thousand only)	
2	Proof of payment of EMD for an amount of Rs.25,00,000/- (Rupees Twenty five lakhs only)	
3	Experience: Experience in catering manpower of at least Three (3) years out of (5) years i.e., 2020-21, 2021-22, 2022-23, 2023-24, 2024-25	
4	Company Registration Certificate and Bidder registered/Corporate office proofs along with relevant documents for the local Office at Hyderabad.	
5	Copy of Goods and Service Tax Registration Certificate	
6	Copy of PAN card	
7	License issued by Food & Safety Standards Authority of India under FSSAI Act 2006	
8		
10	Audited Balance Sheet of last 3 years with Statement of Income & Expenditure Receipt/ Profit & Loss account, etc.	
11	Copy of Income Tax Returns (ITR) of last 3 years (Financial Year- 2021-22, 2022-23, 2023-24)	
12	Total Turnover of 3 Preceding Financial years. Financial Year- 2021-22, 2022-23, 2023-24	
13	Average Annual Turn Over Rs.8 Cr	
14	Declaration of the bidder as per Annexure – I	
15	An undertaking on letter of Agency that the bidder is following all directives of the Government, applicable to itself (bidding firm) and its employees regarding	
16	Letter of undertaking on Letter head of Agency/Company/Firm stating that they have not been blacklisted by any State Government /Central Government / PSU for any reason (Annexure – III)	
17	Copy of terms & conditions duly signed by the bidder with seal of the firm, in token of acceptance of terms & conditions (Annexure-I)	

[P.T.O.]

CONTRACT FORM

This Agreement made on _____ day of _____ 2019 between Dr MCR HRD Institute of Telangana, Hyderabad (herewith referred to as the Employer) of the one part and (Name of Agency) of (City and Country) (herewith referred to as the " Agency" which term shall include its representatives, successors and assignees) of the other part.

Whereas Dr MCR HRD Institute of Telangana desires that catering services to be provided by << Successful bidder/ Agency>> (Brief description of catering services) and has accepted a bid bearing no. _____ by the << selected Agency>> for provision of those services in the sum of (Contract Price in words and Figures) (herein after called the Contract Price)

Now this agreement witness as follows

1. In this agreement words and expressions shall have the same meaning as are respectively assigned to them in the conditions of contract referred to
2. The following documents shall be deemed to form and be read and construed as part of this document
 - a. Bid document
 - b. Pre-bid conference minutes if any
 - c. Clarification on bid document issued if any
 - d. Bids submitted by the bidder
 - e. Modification to bid of the bidder
 - f. The price schedule submitted by the bidder
 - g. The schedule of requirements
 - h. Quotation no _____ and date _____ of the agency and further reference on the subject
 - i. The Services
 - j. The terms and conditions of the contract
 - k. The special conditions of the contract
 - l. The employers letter of award of contract and any amendments thereto
3. In consideration of the payment to be made by the Employer to provide the supplies and services and to remedy defects therein in conformity in all respect with the provisions of the Contract
4. The Employer hereby covenants to pay the agency in consideration of the provision of the services of the Contract Price of such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract subject always to applicable conditions of the contract

In witness where of the parties hereto have caused this agreement to be executed in accordance with their respective laws, the days and year first above written

Signed, sealed and delivered by the Said _____ (for the Institute)

For and on behalf of the Director General, Dr MCR HRD Institute of Telangana, Hyderabad

In the presence of _____

Signed, sealed and delivered by the

Said _____ (for the Bidder)

For and on behalf of the Bidder (Name of the Agency, address)

In the presence of _____



(General Manager (Facilities))

Performance Security Form

Ref: No.

(To be Issued by a scheduled bank in India and having at least one branch in Hyderabad)

To: _____ (Address of the Institute)

Whereas _____ (Name of the Bidder) herein after called the " bidder" has undertaken, in pursuance of Contract No. _____ dated, _____ (Date) to supply _____ called " the Contract".

And whereas it has been stipulated by you in the said contract that the bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with supplier's performance obligations in accordance with the Contract.

Whereas we have agreed to give the bidder's guarantee:

Therefore, we hereby affirm that we are Guarantors and responsible to you, on behalf of the bidder, up to a total of Rs. _____ (Rupees _____) and we undertake to pay you, upon your first written demand declaring the bidder to be in default under the Contract and without cavil or argument, any sum or sums within the limit of Rs. _____ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This Guarantee is valid until the _____ day of _____ (Date)

Place

Signature of Guarantors and Seal

Date:

ANNEXURE - X

Bidder Information

1	Name of the Agency/Firm	
2	Postal Address of the Registered Office with email/phone/fax numbers and website	
3	Date of Incorporation (Registration Number and Registering Authority)	
4	Date of Commencement of Business	
5	Legal Status of the Company in India & nature of business	
6	PAN	
7	TSGST no.	
8	Name of the Responsible person, contact number, email/fax	
9	Details of the Institute Bid Document purchased receipt number and date	
10	Details of EMD	
11	Details of certificates enclosed	

Place:

Signature of the Bidder & Seal

Date:

4.19.19.10 ANNEXURE - XI

**Experience of the Firm/Agency/Bidder
(Minimum of 5 Years upto March 2025)**

(If necessary, a separate detailed chart may be enclosed)

Sl. no.	Client details	Contact person and mobile details	Value of Contract (Rs.)	Period		Duration	Completion Certificate attached? (YES/NO)
				From (DD/MM/YY)	To (DD/MM/YY)		
1	2	3	4	5	6		7
1							
2							
3							
4							
5							
Additional information, if any:							

Place:

Date:

Signature of the Bidder with Seal


General Manager (Facilities)

4.19.19.11 ANNEXURE - XII

Profit before Tax and Profit after Tax in the last 5 Financial Years

(Rs in lakhs)

Financial Year	Profit before Tax	Profit after Tax	Net worth
2020-21			
2021-22			
2022-23			
2023-24			
2024-25			

Place:

Date:

Signature of the Bidder & Seal

4.19.19.12 ANNEXURE - XIII

Annual Turnover Details (Rs in lakhs)

On providing outsourcing services

S.No	Financial Year	Annual Turnover
1	2020-21	
2	2021-22	
3	2022-23	
4	2023-24	
5	2024-25	

(The Audited Balance Sheets for minimum 3 FYs out of 5 FYs as above are to be enclosed and to be got certified by a Chartered Accountant)

Place:

Date:

Signature and Seal of the Bidder

Catering Tender


General Manager, Facilities

Staff with Bidder as on Bid calling date

S. No	Category of worker	Number of Workers	Qualifications	Experience
1	Manager (Graduate from Hotel Management)		Minimum 3-year (full time) Degree/Diploma in Hotel Management or Hotel Administration from an Institution affiliated to NCHMCT or a University.	8 years
2	Catering supervisor		Diploma/Certificate in Food Production from an Institution affiliated to NCHMCT or a University	5 years
3	Chef		Diploma/Certificate in Food Production from an Institution affiliated to NCHMCT or a University	6 years
4	Assistant cooks			4 years
5	Waiters		Diploma/Certificate in F&B service from an Institution affiliated to NCHMCT or a University	3 years
6	Cleaning staff			
7	Any other staff including housekeeping			

Note:

1. At bid stage, names of employees are not required. However, at the time of signing of contract, Bidder has to furnish the names of the employees proposed for the project
2. This information will be used for Technical bid evaluation and assignment of marks
3. Failure to provide same level of staff at the time of signing of contract or during the entire period of contract will amount to breach of terms and conditions of contract and the contract will be liable for termination for default on part of the Service Provider/Agency

Place:

Date:

Signature of the Bidder & Seal

Good Performance/Satisfactorily Completed Certificate from clients provided with similar Services

Client Name & Address	Period of Contract		Value of Contract	Details of Catering services provided	Whether satisfactorily completed
	From	To			

“Certified that the Service provider satisfactorily completed the Contract with good performance during the period of contract with us as above”

Signature and Seal of the Client
Place
Date

Signature of the Bidder & Seal

Place
Date

- Note:*** Bidders are required to submit separate from for each client (for Technical evaluation
- Bidders may also furnish the above information on the letter head of the client with the same format. However, it has to be signed by the Bidder while enclosing in the bid


 General Manager (Facilities)

Financial Bid

S. No	Item (To be quoted as per day wise indicative menu given in the tender)	Amount quoted in Rs. (excluding applicable taxes)	Amount quoted in words (excluding applicable taxes)
1	Tea / Coffee /Milk with Biscuits (salted & sweet) of STANDARD BRANDS(as per catering menu day wise)		
2	Tea / Coffee /Milk with snacks (as per catering menu day wise)		
3	Standard Break Fast including coffee/Tea/Milk (as per catering menu day wise)		
4	<u>Standard Lunch (Non-Vegetarian)</u> (as per catering menu day wise)		
5	<u>Standard Dinner (Non-Vegetarian)</u> (as per catering menu day wise)		
	Total (in figure)		
	In words		

1. In case of discrepancies between words and figures, the bid which is least of the two versions shall be taken into consideration for evaluation

Place:

Date:

Signature of the bidder & seal

Ref. No.

PRICE – BID

(to be enclosed with Financial Bid)

I / We quote below our rate per item for providing Catering services to Dr. Marri Channa Reddy Human Resource Development Institute of Telangana, Road No. 25, Jubilee Hills Hyderabad – 33(*) Note:

I/We, have taken into account, while quoting the Rate all the applicable Taxes, Wages, Allowances and any other Liabilities as per G.O. Ms. No. 43 of LET&F (Lab-II) Dept., dt: 28.05.2010 published in AP Gazette No. 251, dated 02-06-2010, Circular No.J2/7846/2012, dt: 24-05-2016 of the Commissioner of Labour, Govt. of Telangana, Labour department. -Labour Laws / any other rules amended from time to time. No claim, whatsoever for any extra payment will be made at a later date. I / We are solely responsible for any sort of legal complications whatsoever in this regard. I/We shall not make any plea of ignorance on our part about all the Statutory Taxes / Wages / Allowances / Payments such as GST, Income Tax, EPF, ESI etc.

Place:

Date:

Signature of the bidder & Seal

END OF THE DOCUMENT

Catering Tender

Page 56 of 56


General Manager (Facilities)