

PALIKA SERVICES OFFICERS' INSTITUTE
Vinay Marg, Chanakyapuri
New Delhi-21

No. PSOI/D/577

Dated: 21st October, 2016

Last Date of Submission: 11th November 2016

Date and time for submission of tender : 3.00 pm on 11th November, 2016
Date and time of opening of tender (Technical Bid) : 3.30 pm on 11th November, 2016
Date and time of opening of tender (Financial Bid) :
of such of the tenderer who qualify the Technical Bid shall be opened and the date shall be notified and intimated to the qualifying tenderers.

Sub:- PROVIDING OF CATERING SERVICES AT PALIKA SERVICES OFFICERS' INSTITUTE AND THE PLACES SPECIFIED BY NDMC.

1. DEFINITIONS

- a) "Agency / Caterer" shall mean a caterer or whose tender has been accepted by Palika Services Officers' Institute" and is sent a written communication confirming the same.
- b) "Department" shall mean the Palika Services Officers' Institute.

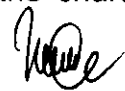

2. ELIGIBILITY CONDITIONS

- a) The Caterer should have the average annual sales turn over of minimum Rs. 1.25 Crore during the last 3 consecutive financial years ending March, 2016 in providing of catering services.
- b) The Caterer should have completed at least three similar works of 40% of Rs. 1.25 Crore or two similar works of 50% of 1.25 Crore or one similar work of 80% of Rs. 1.25 during the last seven (07) years ending September, 2016.

Similar works means, "Catering Services" render to any Govt. agencies including Public Sector Undertaking.

c) The caterer should submit the following documents along with the technical bid:-

- i. DVAT registration no. with photo copy of certificate.
- ii. Copy of valid FSSAI license.
- iii. Copy of PAN card
- iv. Copy of Service Tax Registration certificate along with latest deposited challan.
- v. Copy of ESI registration certificate alongwith latest deposited challan.
- vi. Provident fund registration certificate alongwith the copy of latest deposited challan,
- vii. An undertaking regarding the caterer should not have incurred any loss in more then one year during the last three years ending March 2016.
- viii. An undertaking regarding the caterer should not be black listed by any central / state Government, agency and declaration by the caterer that he should not have been terminated by any central / state/ agency needs to be furnished on a non-judicial stamp paper of Rs. 10/-.
- ix. A copy of labour license issued from the labour commissioner to employ contract labour under contract labour act.
- x. A copy of audited Balance Sheet and Profit and Loss Account (alongwith schedules) for the last three years dully certified by the chartered accountant should be attached.

- xi. The EMD of Rs. 2.5 Lac in the name of "Secretary, Palika Services Officers Institute" in the form of DD / pay order payable at New Delhi should be attached.
- xii. The caterer should submit the solvency certificate as per Annexure-I for Rs. 50 Lac of Nationalized Bank.
- xiii. The minimum manpower handled by the Caterer should be 30 Nos. and documentary evidence may be attached with the bid.
- d) A copy of all documents should be provided with the Technical Bid. Demand draft/pay order towards earnest money in the name of "Secretary, Palika Services Officers' Institute" should be attached with technical bid documents.
- e) Eligible caterer can download the tender from NDMC website www.ndmc.gov.in. (to be submitted along with a pay order of Rs. 5000/- in favour of "Secretary PSOI") and also from office of PSOI on all working days (except Tuesday) on cash payment of Rs. 5000/-.

Technical Bid Evaluation

The technical evaluation of the caterer will be carried out by the committee of PSOI on following criteria's (Total 100 marks).

- i) Annual Turn Over of the Caterer -15 Marks

Rs. 1.25 crore to 1.50 crore	- 10
Rs. 1.51 crore to 2.00 crore	- 12
Rs. 2.01 crore and above	- 15
- ii) Manpower Deployment: 25 Marks (for qualification, training and Experience in years)

Managers, / supervisor,	- 01 to 05
Chefs / Cook	- 01 to 10
Stewards / Captain	- 01 to 05
Waiters	- 01 to 05
- iii) Past Experience in the catering services: 35 Marks

01 year to 07 years	- 25
07.01 years to 10 years	- 30
10.01 years and above	- 35
- iv) Business Plan for PSOI - 25 Marks
- v). The caterer will be technically qualified with the score of minimum 70 marks awarded by the catering committee. Financial bids will be opened of qualified caterers by the committee and contract will be awarded to H1 (highest bidder) on rebate on gross food sales.

3. TERMS AND CONDITIONS:-

- a) The venue of operation of the caterer's job shall be within the Palika Services Officers' Institute, Vinay Marg, ND-21 or in any other location as requested by the PSOI / NDMC.
- b) The period of the contract shall initially be for two years which shall be extendable, at the sole discretion of the Palika Services Officers' Institute (Henceforth referred to as PSOI) depending upon satisfactory services provided by the caterer.
- c) Tenderers shall remain open for acceptance for a period of NINETY DAYS from the date of opening of the tenders. If any tenderer withdraws his tender before the said period for issue of letter of acceptance, whichever is earlier or makes any modification in the terms and condition of the tender which are not acceptable to the "Palika Services Officers Institute" shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money

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- absolutely besides black-listing of the tenderer or both. The decision of Palika Services Officers Institute in this behalf shall be final and binding on the tenderer.
- d) The caterer shall be responsible to provide catering services at/in the space described above to the PSOI, the members of the PSOI, their families and guests and for any other function of New Delhi Municipal Council. The caterer should not misuse the area allotted for catering services. He should not carry out any additions or alterations to the premises allotted to him.
- e) The caterer should not serve other than the items mentioned in the tender without prior approval of the management of the institute.
- f) **FINANCIAL BID**
- i. The caterer should quote the rate and amount of percentage on monthly gross turnover sales in figures as well as in words as per the Performa provided (Annexure-II). The figures written in the words will be final in case of difference in words and figures.
- ii. The caterer should take care that the percentage should be written in such a way that interpolation is not possible. No over writing in the financial bid will be allowed and no blanks should be left, such type of tender is liable to be rejected.
- iii. The caterer should quote the percentage in financial bid as per the format attached. The financial bid should have the stamp of the firm and signed by the caterer.
- g) The caterer is required to submit two separate Bids- Technical and financial, as per enclosed Performa. The two bids should be submitted in two separately sealed envelopes super scribed "Technical Bid for providing catering services at PSOI and Financial Bid for providing catering services" at PSOI. Both sealed envelopes should then be put in a third sealed envelope super scribed "Tender for providing catering services at PSOI."
- h) For the purposes of the operation, the Prevention of Food Adulteration Act, Delhi Pollution Control Act, Central pollution Control Act, Weights and Measures Act, and also the DVAT should follow. The space provided shall be deemed to be under the occupation of the Caterer. The Caterer shall be responsible to obtain necessary Health Licence and Food Handlers Certificate from New Delhi Municipal Council.
- j) The caterer shall be responsible for the quality, purity, standard and quantity of food supplied by him. Fulfilling and observing all the legal requirements regarding the food as prescribed by the authorities concerned for the time being, shall be the responsibility of the caterer.
- k) All tax liabilities under the statutory laws including the DVAT, Income Tax, Service Tax and charges/ fee or any other tax shall be that of the caterer.
- l) The caterer shall pay to the PSOI a minimum of Rs. 1,00,000/- (Rs. One Lac only) per month or percentage quoted by the caterer of the gross sale whichever is higher as Licence fee by 10th day of each month for use of premises during the month.
- m) In case the catering services are to be discontinued due to any unforeseen circumstances, with the consent of both the parties, no license fee shall be payable for the said duration, when the services are not provided.
- n) All items required in the kitchen / party (except the items provided by the PSOI as per the inventory) such as Linen, Crockery, Cutlery & Buffet tables required for displaying of food items shall be provided by the caterer, subject to the approval of the same by the Management Committee. All items provided by the PSOI in the kitchen for use of the caterer will always be kept in serviceable and hygienic condition. Their repairs will be the responsibility of the caterer. The



- caterer should use the items / raw material as per the indicative brands of provisions / items for catering as per Annexure - V.
- o) The PNG connection will be provided by PSOI. However, a bill as per consumption of PNG to be paid by the Caterer.
 - p) The caterer shall provide uniforms to the catering staff and such uniform shall be approved by the Management Committee.
 - q) The caterer or his duly authorized representative shall always be present in the PSOI premises during the specified PSOI timings.
 - r) The caterer shall provide all food items and snacks as per the approved rates placed at Annexure-III.
 - s) All provident fund, E.S.I. contributions, or any other contributions or amounts payable to the concerned authorities with regard to the staff or the services provided by the caterer, or any other liability pertaining to the catering job shall be the sole responsibility of the caterer.
 - t) The caterer shall employ and provide adequate number of staff personnel to cater to the needs of the visiting members of PSOI, their families and guest in consultation with the Management Committee whose decision shall be final. The identity of the staff shall be got verified from the police by the caterer before these employees are deployed in the PSOI.
 - u) The caterer shall provide garbage bins at kitchen and disposal of such garbage to the authorized Municipal dustbins shall be the exclusive responsibility of the caterer.
 - v) The Caterer shall be fully responsible in case of any injury sustained by his staff during discharge of their duties. The PSOI would pay no compensation on account of any damage/accident to life, limb and property caused by fire or any other unforeseen calamity, to the caterer or his staff. The PSOI reserves the right to satisfy itself about the quality of the catering services provided by the caterer. In case of unsatisfactory performance the caterer will be given opportunity to improve the service within the period of one week failing which following consequences shall follow:
 - (a) Penalty of 5% to 10% of monthly licence fee shall be imposed depending upon the level of deficiency such as
 - i) Non-availability of food items as per menu.
 - ii) Inadequate of manpower for service.
 - iii) Delay in service
 - iv) Serving of un-hygienic food.
 - v) Food Poising
 - (b) Termination of contract.
 - (c) That the contract can be terminated at any time before the expiry of the period of contract by the PSOI by giving one month's notice to the Caterer and in this matter the satisfaction of Secretary, PSOI would be the sufficient cause and once the contract is terminated this issue shall not be contestable by the Agency. The decision of the PSOI will be final in this regards.
 - w) Security deposit @ of 5% less EMD will be deducted from the running bills of the caterer.
 - x) The successful caterer will have to deposit Rs. 6.00,000/- (Six Lacs) as a Performance Guarantee by way of FDR/Bank Guarantee in favour of Secretary, PSOI.
 - y) In case of a dispute, the Management Committee will take a decision to resolve the dispute. In case the dispute is not resolved, the same shall be referred to the Chairman, PSOI and his decision shall be final & binding on both sides.





- z) Though termination of contract for any reason whatsoever would normally be done by the parties through this agreement by giving one months notice, the P.S.O.I reserves its right to revoke the same without any notice or specifying any reason.
- aa) If the caterer does not earn any profit or incurs any loss in running the catering job, the PSOI shall not be liable for the same in any manner and this shall not be a ground for the caterer to discontinue the services.
 - bb) The caterer should submit an undertaking that he will comply all statutory compliances in terms of payment of wages and other benefits to the workers hired by him to carryout the work.
 - cc) Any dues of the PSOI against the caterer shall be recoverable as arrears as per Law. Chairman, Palika Services Officers' Institute will reserve the right to accept or reject any or all the offers without assigning any reasons.
 - dd) The caterer has to submit Integrity Pact agreement as per annexure-IV.

4. Arbitration

In the event of any dispute arising out of this tender / contract / agreement or in connection with the interpretation of any clause in the terms and conditions of the tender / contract / agreement or otherwise, the matter shall be referred to the arbitrator appointed by the Chairman, PSOI Delhi. Courts at New Delhi shall have jurisdictions in connection with any dispute / litigation arising between the parties concerned to the given Contract/agreement. The cost of arbitration proceedings shall be borne by both the parties equally as per Arbitration and Conciliation Act. The fee of the Arbitration shall be as per fee structure approved by the Competent Authority i.e. Chairman, NDMC from time to time.

**Signature of the Caterer
with seal of the Contractor / Company**

Note

1. All sealed bids must be submitted within the stipulated period.
2. Interested Caterers may obtain further information/clarification from the Manager, PSOI.
3. The caterer are required to submit two separate Bids- Technical and financial, as per enclosed Performa. The two bids should be submitted in two separately sealed envelopes super scribed "Technical Bid for providing catering services at PSOI and Financial Bid for providing catering services" at PSOI. Both sealed envelopes should then be put in a third sealed envelope super scribed "Tender for providing catering services at PSOI."
4. Place of opening of Bid will be the office of, "Secretary, PSOI" Room no. 3010, Palika Kendra.
5. Bid form will be available at NDMC web site: www.ndmc.gov.in.
6. Earnest money will be required to be deposited along with the Technical Bid at the time of the submission of the bid form.
7. The Technical Bids will be opened on 11th November, 2016 at 3.30 P.M.
8. No further discussion/addition of information/documents will be granted to the caterer after it is submitted or whose quotation are disqualified.
9. Chairman, Palika Services' Officers' Institute will reserves the right to accept or reject any or all the offers without assigning any reasons.
10. No postal communication shall be entertained for obtaining of Bid documents.
11. Bid documents are not transferable.
12. The Palika Services' Officers' Institute reserves the right to cancel/ postpone the date of receipt and or opening of the Bids.
13. Before submission of the Bid, please verify the eligibility criteria and ensure fulfilling all the terms and conditions.
14. Any form of canvassing at any stage will disqualify the Bid automatically.

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TECHNICAL BID

1. Name of the Caterer _____
2. Full address with mobile no./ fax no. _____
3. e-mail address _____
4. Year of incorporation _____
5. Constitution (enclose proof) : Sole Proprietorship/Partnership/Company/ Others
6. Name(s) of the Proprietors/Partners/
Directors with their full address, mobile
Number & e-mail address. _____
7. Working experience in details as caterer
for last three years _____
8. Name of the major clients with their
address, telephone number, (enclose
certificates/ credentials issued by the clients): _____
9. Details of persons employed, number of offices _____
/ branches available with the Caterer _____
10. Sales Tax Registration No.(Attached photocopy) , _____
11. FSSAI Registration No.(Attached photocopy) _____
12. Service Tax No. (Attached photocopy) _____
13. PAN No (Attached photocopy) _____
14. Attached copy of Income-tax Return(FY 2014-15) _____
15. Audited balance sheet and Profit & Loss A/c
(alongwith schedules) for the last 3 (three) years (2013 - 2014)
(enclose photo copy) certified by a chartered (2014 - 2015)
accountant. (2015 - 2016)
16. Name of the Banker with full address _____
having accounts of the Caterer. _____
17. Details of EMD (Rs. 2.5 Lac in favour of _____
" Secretary, PSOI") _____

I / We certify that I / We read, understood and accept the contents of the broad terms and conditions incorporated in the Bid Form, 'Note' overleaf and submit this Bid for consideration. I / We certify that the statements are true.

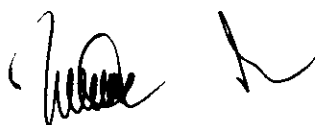
(Signature of the Authorized Signatory)

Full Name _____

Address _____

DATE:

(SEAL)

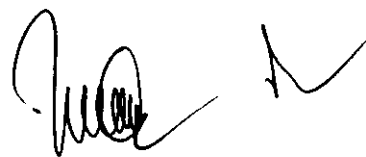


SOLVENCY CERTIFICATE

This is to certify that to the best of our knowledge and information that M/s _____ a customer of our Bank is respectable and can be treated as good up to a sum of Rs. _____ (Rupees) _____ ONLY.

It is clarified that this information is furnished in strict confidence and without any risk and responsibility on our part or on the part of any of the Bank's officials in any respect whatsoever more particularly either as guarantor or otherwise.

This certificate is issued at the specific request of the said customer.

A handwritten signature in black ink, consisting of a stylized, cursive script that is difficult to decipher. It appears to be a personal or official signature.

FINANCIAL BIDPROVISION OF CATERING SERVICES AT PSOI & PLACES SPECIFIED BY THE NDMC.

With reference to the NIT for the above, I / We hereby agree to provide Catering Services at PSOI and places specified by the NDMC from the date of issue of Letter of Approval.

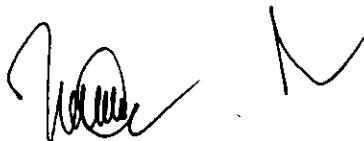
My financial bid with undertaking is as under: -

1. Rs. 2,50,000/- EMD (details) _____.
2. After studying the attached price list of food items, we agree to sell the Food items at the prices fixed by PSOI.
3. I / We also agree to provide manpower at all times as worked out by PSOI. I / We also agree to provide extra manpower as and when required to cater for weekends / important occasions / events at our cost.
4. Revenue share of PSOI on gross sale of Foods items in the Restaurant, Parties, & Other places directed by PSOI / NDMC will be _____ % per month (to be indicated both in words and figures).
5. In case successful, I / we would be willing to deposit Rs. 6,00,000/- (Rupees Five Lacs Only) as performance guarantee in a mode prescribed by PSOI, before the award of contract.

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

Bid without EMD will not be considered.

Signature of the Authorized Signatory
Name & Designation:
Name of the Contractor / Company
Date:



RESTAURANT MENU
SNACKS/ VEGETARIAN INDIAN

Item	Qty.	Rate in Rs.	Item	Qty.	Rate in Rs.
Paneer Tikka	6 pcs	90	Masala Papad	2 pcs	20
Paneer Pakora	6 pcs	55	Masala Peanuts	150 gm	40
Paneer Pudina Wala	6 pcs	90	Veg. Seekh Kabab	8 pcs	60
Paneer Shashlik	6 pcs	90	Dum Bhara Aaloo	8 pcs	70
Veg Mix Pakora	8 pcs	55	Aloo Pudina Roll	8 pcs	60
Palak Pakora	8 pcs	55	Aaloo Chaat	150 gm	70
French fries	150 gm	45	Tandoori Aaloo	8 pcs	60
Veg. Sesame Toast	8 pcs	55	Tandoori Gobhi	6 pcs	65
Hara Bhara Kabab	8 pcs	55	Paneer Bhutte Ki Seekh	6 pcs	90

NON VEG. SNACKS / INDIAN AMOUNT IN Rs.

Item	Qty.	Rate in Rs.	Item	Qty.	Rate in Rs.
Chicken Chat	200 gm	125	Murg Afghani Full	650 gm	250
Chicken Seekh Kabab	6 Pcs.	95	Murg Afghani Half	350 gm	155
Chicken Lolly Pop	6 Pcs.	135	Mutton Seekh Kabab	6 Pcs	100
Chicken Tikka	6 Pcs.	120	Mutton Gilafi Seekh	6 Pcs	105
Tandoori Chicken (Full)	650 gms	220	Tangari Kabab (Half)	2 pcs	135
Tandoori Chicken (Half)	350 gms	150	Tangari Kabab (Full)	4 pcs	200
Murgh Malai Tikka	6 Pcs	145	Fried Fish	5 pcs	180
			Fish Tikka	5 pcs	180

Soup

Salad

Item	Qty.	Rate in Rs.	Item	Qty.	Rate in Rs.
Lemon Corriander Soup (Veg.)	Soup Bowl	50	Green Salad		35
Lemon Corriander Soup (Non. Veg.)	Soup Bowl	75	Kachumber Salad		35
Tamatar Dhaniya Ka Shorba	Soup Bowl	50			



Cream of Mushroom	Soup Bowl	55
Murg Dhaniya ka Shorba	Soup Bowl	65

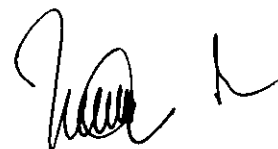
* Taxes Extra

Main Course - Vegetarian

Item	Qty.	Rate in Rs.	Item	Qty.	Rate in Rs.
Paneer Tikka Masala	6 Pcs.	90	Dal Makhani	250 gms	70
Palak Paneer	6 Pcs.	90	Yellow Dal Tadka	250 gms	55
Shahi Paneer	6 Pcs.	95	Mutter Mushroom Lababdar	250 gms	90
Paneer Pasanda	4 Pcs.	80	Rajma Masala	250 gms	80
Kadahi Paneer	200 gm	90	Malai Kofta	250 gms	80
Paneer Lababdar	4 Pcs.	90	Pindi Channa	250 gms	80
Paneer Mushroom	200 gm	80	Bhindi Do Piazza	250 gms	80
Paneer Capsicum Bhujiya	200 gm	90	Mix Vegetable	250 gms	70
Mutter Paneer	200 gm	80	Gobhi Adraki	250 gms	70
Methi Aaloo	250 gm	70	Veg. Jalfrezi	250 gms	80
Gobhi Aaloo	250 gm	55	Dum Aaloo	250 gms	60
Zeera Aaloo	100 gms	70			

RAITA

Item	Qty.	Rate in Rs.	Item	Qty.	Rate in Rs.
Cuchumber Raita	200 gm	40	Aaloo Raita	200 gm	40
Mix Raita	200 gm	40	Pineapple Raita	200 gm	40
Pudina Raita	200 gm	40	Plain Curd	200 gm	40
Boondi Raita	200 gm	40			



Main Course - Non - Vegetarian

Item	Qty.	Rate in Rs.	Item	Qty.	Rate in Rs.
Butter Chicken Full	8 Pcs	295	Murg Curry	4 pcs	135
Butter Chicken Half	4 Pcs	155	Mutton Korma	4 pcs	135
Kadhai Chicken	4 Pcs	150	Mutton Curry	4 pcs	135
Murg Saagwala	4 Pcs	150	Mutton Rogan Josh	4 pcs	135
Gosht Saagwala	4 Pcs	150	Mutton Pasanda	2 pcs	155
Methi Murg	4 Pcs	150	Mutton Masala	4 pcs	155
Murg Hydrabadi Korma	4 Pcs	150	Fish Curry	4 pcs	165
Murg Masala	4 Pcs	150			

* Taxes Extra

Main Course Rice

Item	Qty.	Rate in Rs.	Item	Qty.	Rate in Rs.
Dum Biryani	250 gms	70	Chicken Biryani	2 Pcs + Rice	135
Peas Pulao	250 gms	55	Gosht Ki Biryani	2 Pcs + Rice	135
Jeera Pulao	250 gms	55			

Main Course - Roties

Item	Qty.	Rate in Rs.	Item	Qty.	Rate in Rs.
Tandoori Roti	1	12	Paneer Parantha	1	30
Lacha Parantha	1	17	Missi Roti	1	17
Naan	1	12	Aloo Parantha	1	25
Butter Naan	1	17	Pudina Parantha	1	17

Dessert

Item	Qty.	Rate in Rs.	Item	Qty.	Rate in Rs.
Gulab Jamun	2 pcs	40	Rasgulla	2 pcs	40
Ice Cream	Scoops	40			
Vanila					
Strawberry /					
Chocolate /					
any other					

* Taxes Extra



RESTAURANT MENU
CHINESE
SOUP

Item	Qty.	Rate in Rs.
Chicken Hot-N- Sour	Soup Bowl	55
Chicken Talumien	Soup Bowl	55
Chicken Sweet Corn	Soup Bowl	55
Veg. Hot-N- Sour	Soup Bowl	50
Veg. Talumien	Soup Bowl	50
Veg. Sweet Corn	Soup Bowl	50

VEG. SNACKS

Item	Qty.	Rate in Rs.
Chilly Paneer		80
Crispy Chilly Potato		55
Veg. Spring Roll	6 Pcs.	55
Veg. Dry Manchurian	6 Pcs.	55
Salt and Papper Veg.		70

NON VEG. SNACKS

Item	Qty.	Rate in Rs.
Chilly Chicken Dry (Full)	12 Pcs.	240
(Half)	6 Pcs.	135
Chicken Sesame Toast	8 Pcs.	80
Salt and Papper Chicken		120
Fish Finger	6 Pcs.	135

VEGETARIAN MAIN COURSE

Item	Qty.	Rate in Rs.
Veg Manchurian	6 Pcs.	90
Veg. Sweet-n-Sour with Crispy Noodles		90
Mixed Veg with Garlic Sauce		95
Mixed Veg. Baby Corn		80

NON-VEG. MAIN COURSE

Item	Qty.	Rate in Rs.
Chilly Chicken Gravy	6 Pcs.	135
Chicken Manchurian		125
Chicken Sweet-n-Sour		120
Chicken Garlic		135
Shredded Chicken		140
Szechwain Chilly Lamb		100
Shredded Lamb without Garlic Sauce		150



RICE, NOODLES & CHOPSUEY

Item	Rate in Rs.
Veg. Fried Rice	70
Veg. Noodles	70
Chicken Fried Rice	90
Chicken Hakka Noodles	80
Chinese Chopsuey	100
American Chopsuey	100
Egg. Fried Rice	75

RESTAURANT MENU CONTINENTAL

SALAD

Item	Rate in Rs.
Russian Salad	45

PASTA

Item	Rate in Rs.
Penne Arrebiatta	75
Spaghetti Bolognese	125

CHICKEN

Item	Rate in Rs.
Chicken in the basket	175
Chicken Pepper Steak	175
Grilled Chicken	160

LAMB

Item	Rate in Rs.
Mexican Lamb Bolls	160
Mutton Hamburg Stead	135


FISH

Item	Qty.	Rate in Rs.
Fish-N- Chips	6 Pcs	200
Grilled Fish		200

VEGETABLES

Item	Rate in Rs.
Vegetable Au-Gratin	100
Mushroom Florentine	100
Vegetable Steak	100

Note:- Taxes as applicable



PARTY MENU (PSOI)

SILVER VEG. Rs. 345/- + Taxes	GOLDEN VEG. Rs. 420/- + Taxes
Snacks – Two	Snacks – Four
Soup – One	Soup – One
Salad – One	Salad - Three
Paneer Dish (Shahi /Kadai / Mushroom / Malai Kofta) One	Paneer Dish (Shahi / Kadai / Mushroom / Malai Kofta) One
Vegetable – Two	Vegetable – Three
Dal – One	Dal – One
Rice – One	Rice – One
Assorted Breads - Six	Assorted Breads - Six
Dessert- One	Dessert- Two

PARTY MENU

SILVER NON VEG. Rs. 420/- + Taxes	GOLDEN NON VEG. Rs. 525/- + Taxes
Snacks Veg.- One	Snacks Veg.- Three
Snacks Non Veg. – One	Snacks Non Veg.-Three
Soup – One	Soup-One
Salad – One	Salad-Three
Paneer Dish – One	Paneer Dish-One
Non Veg Dish – One	Non-Veg Dish-Two
Vegetable – Two	Vegetable –Three
Dal – One	Dal-One
Raita – One	Raita-One
Rice – One	Rice/ Pulao-One
Assorted Breads – Six	Assorted Breads – Six
Dessert –One	Dessert –Two

Extra Charges

Chaat Stall (Minimum - 100 Pax) @ Rs. 35/- per item per head minimum 5 Items.

Any Additional Fish Items	-	Rs. 100 per head
Any Additional Non Veg Snacks	-	Rs. 45 per head
Any Additional Veg. Snacks	-	Rs. 35 per head
Any Additional Non Veg Main Course	-	Rs. 45 per head
Any Additional Veg. Main Course	-	Rs. 35 per head
Any Additional Desert	-	Rs. 35 per head
Jalebi / Rabri	-	Rs. 50 per head
Fresh Fruit Indian & Imported	-	Rs. 80 per head
Kulfi Faluda	-	Rs. 35 per head
Tilla Kulfi	-	Rs. 35 per head
Kadhai Milk	-	Rs. 35 per head
Tea / Coffee	-	Rs. 25 per head



HI-TEA NON VEG MENU (PSOI)

TIME:-3pm to 6pm VEG.SNACKS:- CHOOSE ANY FOUR

Rate Rs. 410/-+ without taxes

CHILLY POTATO
VEG.KATHI ROLL
HARA BHARA KABAB
VEG. SPRING ROLL
FRENCH FRY
MIX PAKORA
VEG.NOODLES
VEG.FRIED RICE
VEG.MANCHURIAN (GRAVY)
PANEER FRY
VEG.SANDWICH
VEG.HOT GARLIC SAUSE
VEG.SWEET & SOUR
VEG.CUTTLET
VEG.SALT & PEPPER
GOLDEN FRIED BABY CORN
PASTA (LIVE)
VEG.MINI PIAZZA

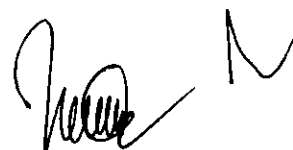
NON.VEG SNACKS: - CHOOSE ANY ONE

CHILLY CHICKEN (DRY)
CHICKEN SALT & PEPPER
CHICKEN LOLLYPOP
CHICKEN NOODLES
CHICKEN FRIED RICE
CHILLY CHICKEN (GRAVY)
CHICKEN MANCHURIAN (GRAVY)
CHICKEN WITH HOT GARLIC SAUCE
CHICKEN SWEET & SOUR

DISSERTS: - CHOOSE ANY ONE

ICE-CREAM
GULAB JAMUN

***NOTE: – SOFT DRINK & MINERAL WATER EXTRA CHARGES**
AS PER INSTITUTE RATES



HI -TEA VEG.MENU (PSOI)

TIME:-3pm to 6pm

Rate:- Rs. 330/- without taxes

VEG.SNACKS:- CHOOSE ANY FIVE

CHILLY POTATO

HARA BHARA KABAB

VEG.SPRING ROLL

FRENCH FRY

MIX PAKORA

SEASME TOST

VEG.SANDWICH

VEG.CUTTLET

VEG.SALT & PAPER

GOLDEN FRIED BABY CORN

VEG.NOODLES

VEG.FRIED RICE

VEG.MANCHURIAN (GRAVY)

CHANA BHATURE

PAO-BHAJJI

VEG.MINI PIAZZA

PASTA (LIVE)

ALOO TIKKI (LIVE)

DISSERTS: - CHOOSE ANY ONE

ICE - CREAM

GULAB JAMUN

***NOTE: - SOFT DRINK & MINERAL WATER EXTRA CHARGES**
AS PER INSTITUTE RATES



MENU FOR CONVENTION HALL.

<u>NON VEG. MENU</u>		<u>VEG MENU</u>	
<u>GOLDEN NON VEG.</u> <u>Rs. 640/- per head + Taxes</u>	<u>SILVER NON. VEG.</u> <u>Rs. 525/- per head + Taxes</u>	<u>GOLDEN VEG.</u> <u>Rs. 525/- per head + Taxes-</u>	<u>SILVER VEG.</u> <u>Rs. 410/- per head + Taxes</u>
Soup (One)	Soup (One)	Soup (One)	Soup (One)
Snacks (Veg Two) (Non Veg. Two)	Snacks (Veg One) (Non Veg. One)	Snacks (Four)	Snacks (Two)
<u>Main Course</u> Non Veg (Two) Paneer (One) Vegetables (Two) Dal (One) Rice (One) Khatta Meetha(One) Salad (Three) Assorted Roties Desserts (Two) Achar / Chatni /Papad	<u>Main Course</u> Non Veg (One) Paneer (One) Vegetables (One) Dal (One) Rice (One) Khatta Meetha(One) Salad (One) Assorted Roties Desserts (One) Achar / Chatni /Papad	<u>Main Course</u> Paneer (One) Vegetables (Two) Dal (One) Rice (One) Khatta Meetha(One) Salad (Three) Assorted Roties Desserts (Two) Achar / Chatni /Papad	<u>Main Course</u> Paneer (One) Vegetables (One) Dal (One) Rice (One) Khatta Meetha (One) Salad (One) Assorted Roties Desserts (One) Achar / Chatni /Papad

Note:- i) Tea with biscuits Rs. 25/- per head one time



HI -TEA MENU (CONVENTION HALL MENU)

<p align="center">NON VEG MENU</p> <p>Rs. 410/- + Taxes</p>	<p align="center">VEG MENU</p> <p>Rs. 330/- + Taxes</p>
<p align="center"><u>VEG.SNACKS:-</u> CHOOSE ANY FOUR</p> <p>CHILLY POTATO ALOO BONDA HARA BHARA KABAB VEG. SPRING ROLL FRENCH FRY MIX PAKORA VEG.NOODLES VEG.FRIED RICE VEG.MANCHURIAN (GRAVY) PANEER FRY VEG.SANDWICH VEG.HOT GARLIC SAUSE VEG.SWEET & SOUR VEG.CUTTLET TAWA ALOO VEG.SALT & PEPPER GOLDEN FRIED BABY CORN <u>NON.VEG SNACKS:-</u> - CHOOSE ANY TWO</p> <p>CHILLY CHICKEN (DRY) CHICKEN SALT & PEPPER CHICKEN LOLLYPOP CHICKEN NOODLES CHICKEN FRIED RICE CHILLY CHICKEN (GRAVY) CHICKENMANCHURIAN (GRAVY) CHICKEN WITH HOT GARLIC SAUCE CHICKEN SWEET & SOUR</p> <p><u>DISSERTS:-</u> - CHOOSE ANY ONE</p> <p align="right">ICE-CREAM GULAB JAMUN</p> <p><u>Note:-</u> Soft Drink @ Rs. 15/- per 300 ml bottle extra charges</p>	<p align="center"><u>VEG.SNACKS:-</u> CHOOSE ANY FIVE</p> <p>CHILLY POTATO ALOO BONDA HARA BHARA KABAB VEG. SPRING ROLL FRENCH FRY MIX PAKORA VEG.NOODLES VEG.FRIED RICE VEG.MANCHURIAN (GRAVY) PANEER FRY VEG.SANDWICH VEG.HOT GARLIC SAUSE VEG.SWEET & SOUR VEG.CUTTLET TAWA ALOO VEG.SALT & PEPPER GOLDEN FRIED BABY CORN</p> <p><u>DISSERTS:-</u> - CHOOSE ANY ONE</p> <p align="right">ICE-CREAM GULAB JAMUN</p> <p><u>Note:-</u> Soft Drink @ Rs. 15/- per 300 ml bottle extra charges</p>

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To be executed on plain paper and submitted along with Technical Bid/Tender documents. To be signed by the caterer (s) and same signatory competent/ authorized to sign the relevant contract on behalf of PSOI

INTEGRITY AGREEMENT

This Integrity Agreement is made at _____ on this _____ day of _____ 2016 between Palika Services Officers' Institute duly incorporated and validly existing under the provisions of Societies Registration Act, 1860 and having its registered office at Vinay Marg, Chankyapuri, New Delhi-110021 (hereinafter referred as the 'Principal/Owner', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns) And _____ (name and address of the caterer through _____ (mention details of duly authorized signatory) hereinafter referred to as the "caterer (s)" and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns.

Preamble

WHEREAS the Principal/Owner has floated a tender (hereinafter referred to as "Tender") and intends to award, under laid down organizational procedures, contract order for providing of catering services at PSOI and other places specified by NDMC name of contract/order) or items covered under the tender hereinafter referred to as the "Contract".

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, regulations, economic use of resources and of fairness/transparency in its relation with its caterer (s).

AND WHEREAS, in order to achieve these goals, the Principal/Owner has appointed Independent External Monitors (IEM), to monitor the Tender process and the execution of the Contract for compliance with the principles as laid down in this Agreement.

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as "Integrity Pact" or "Pact"), the terms and conditions of which shall also be read as integral part and parcel of the Tender documents and Contract between the parties. NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnessed as under:

Article 1: Commitment of the Principal/Owner

1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:

a) No employee of the Principal/ Owner, personally or through any of his/her family members, will, in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.

c) The Principal/Owner shall endeavour to exclude from the Tender process any person, whose conduct in the past has been of biased nature.

2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC) /Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2-Commitments of the Caterer(s)

1) The caterer(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:

- a) The caterer(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.
 - b) The caterer(s) will not enter with other caterer(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
 - c) The caterer (s) will not commit any offence under the relevant IPC/PC Act. Further the caterer(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or document provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d) The caterer(s) of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly caterer(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he would not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/ parallel tender for the same item.
 - e) The caterer(s) will, when presenting his bid, disclose (with each tender as per performa enclosed) any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
- 2) The caterer(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Article 3. Disqualification from Tender Process and exclusion from future contracts

1. If the caterer(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner is entitled to disqualify the caterer(s) from the Tender process or terminate the Contract, if already executed or exclude the caterer(s) from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be for a period of 1 year to 3 years as per the procedure prescribed in the guidelines for holiday listing of the Principal/Owner.
2. The caterer(s) accepts and undertakes to respect and uphold the Principal/Owner's absolute right to resort to and impose such exclusion.
3. Apart from the above, the Principal/Owner may take action for banning of business dealings/holiday listing of the caterer(s) as deemed fit by the Principal/Owner.

Article 4-Consequences of Breach

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the caterer(s)

- 1) **Forfeiture of EMD/Security Deposit:** If the Principal/Owner has disqualified the caterer(s) from the Tender process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according to Article 3, the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the Earnest Money Deposit/ Bid-Security amount of the caterer(s).

Two handwritten signatures are present at the bottom right of the page. The first signature is a large, stylized cursive signature, and the second is a smaller, simpler signature.

2) Criminal Liability: If the Principal/Owner obtains knowledge of conduct of a caterer(s), or of an employee or a representative or an associate of a caterer(s) which constitutes corruption within the meaning of PC Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to the Chief Vigilance Officer.

Article 5- Previous Transgression

- 1) The caterer(s) declares that no previous transgressions occurred in the last 3 years with any other Company in any country confirming to the anti corruption approach or with any other Public Sector Enterprise in India that could justify his exclusion from the Tender process.
- 2) If the caterer(s) makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the caterer(s) as deemed fit by the Principal/ Owner.
- 3) If the caterer(s) can prove that he has resorted \ recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion as per laid down organizational procedures, revoke the exclusion prematurely.

Article 6- Equal Treatment of all caterer(s)

- 1) The caterer(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The caterer(s) shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors,/ sub-vendors.
- 2) The Principal/Owner will enter into Pacts on identical terms as this one with all caterer(s).
- 3) The Principal/Owner will disqualify caterer(s), who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 7-Independent External Monitor (IEM)

- 1) The Principal/Owner has appointed competent and credible Independent External Monitor(s) (IEM) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 2) The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chairman, Palika Services Officers' Institute.
- 3) The caterer(s) accepts that the IEM has the right to access, without restriction, to all Project documentation of the Principal/Owner including that provided by the caterer(s). The caterer(s) will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his or any of his Sub-Contractor's project documentation. . The IEM is under contractual obligation to treat the information and documents of the caterer(s) with confidentiality.
- 4) As soon as the IEM notices, or believes to notice, a violation of this Pact, he will so inform the Management of the Principal/Owner and request the Management to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit non-binding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- 5) The IEM will submit a written report to the Chairman, Palika Services Officers Institute within 6 to 8 weeks from the date of reference or intimation to him by the Principal/Owner and, should the occasion arise, submit proposals for correcting problematic situations.
- 6) If the IEM has reported to the Chairman, Palika Services Officers Institute a substantiated suspicion of an offence under the relevant IPC/PC Act, and the Chairman, Palika Services Officers Institute has not, within reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the IEM may also transmit the information directly to he Central Vigilance Commissioner.
- 7) The word "IEM" would include both singular and plural.



Article 8- Duration of the Pact

This Pact begins when both the parties have legally signed it. It expires for the caterer(s) 12 months after the completion of work under the contract or till the continuation of defect liability period, which ever is more and for all other caterer(s) till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above, unless it is discharged/determined by the Chairman, PSOI.

Article 9-Other Provisions

1) This Pact is subject to Indian law, place of performance and jurisdiction is the Head Office/Head quarters of the Division of the Principal/Owner, who has floated the Tender.

2) Changes and supplements need to be made in writing. Side agreements have not been made.

3) If the caterer(s) is a partnership or a consortium, this Pact must be signed by all the partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.

4) Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

5) Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Owner/Principal in accordance with this Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 10- LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Pact will have precedence over the Tender/Contract documents with regard any of the

provisions covered under this Pact.

IN WITNESS WHEREOF the parties have signed and executed this Pact at the place and date first above mentioned in the presence of following witnesses:

(For and on behalf of Principal/Owner)

(For and on behalf of caterer(s))

WITNESSES:

1. _____ (signature, name and address)

2.

2. _____ (signature, name and address)



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

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

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

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

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

Signature of Contractor

