



**Government of India
Department of Space
U R RAO Satellite Centre
Bengaluru**

**Annual Service Contract for Operation and Maintenance of Food Court at URSC, Old
Airport Road, Vimanapura Post, Bengaluru-560 017 & ISITE, Marathahalli,
Bengaluru – 560 037**

1.0 Preamble:

- 1.1 "URSC & ISITE" [U.R.RAO SATELLITE CENTRE], is located at Old Airport Road, Vimanapura PO, Bengaluru - 560 017 and ISITE at Marathahalli, Bengaluru-560 037.
- Scope of Work as per **Annexure A**.
 - Food items to be Prepared and Served as per **Annexure- B** The rates of the Food items shall be fixed by the vendor. Contract will be concluded for the Vender quoting the lowest rate for the REGULAR Food Menu listed in Annexure-B.
 - Service Provider Details as per **Annexure-C**.
 - Service Provider Declaration Form as per **Annexure-D**.
 - Service Provider Declaration stating that no court case is either pending/or being contemplated against the Proprietor or Company as per **Annexure-E**.
 - Service Provider has to submit Compliance Statement as per **Annexure-F**.

2.0 Terms and Conditions: -

- 2.1 The Tenderer shall be bound by the details furnished by him/her to URSC/ISITE while submitting the tender or at subsequent stage. In case, any of such document information furnished by him/her is found to be false at any stage, it would be deemed to be a breach of terms of Contract making him/her liable for legal action besides termination of the Contract.
- 2.2 In case, the Tenderer have executed Food and Catering/Canteen Services Contract in any reputed Government/Private/Autonomous Institutions/Agencies in preceding 5 years, the details of such contract, may be furnished.
- 2.3 ***The Contract is initially valid for a period of 24 months w.e.f 16.11.2024 to 15.11.2026 and extendable for a further period of 12 more months upon mutual consent.*** URSC/ISITE and the Service Provider reserve the right to curtail or extend the period of the Contract upon mutual consent by giving 90 days' prior notice. The rate quoted in the Price-Bid by the vendor shall be fixed for a minimum period of 06 months w.e.f. the date of the realization of the contract. Request for revision of prices, if any, will be examined by the management taking into consideration of price escalations, as notified by the Central Government through Dearness Allowance (DA)

Rates. The maximum revision will be restricted to latest DA rates notified. Such revision shall be valid at-least for a further period of 6 months. It may be noted that revision of rates if any, without the concurrence of management will be viewed seriously and appropriate action will be taken by the management.

Note: 'L1' shall be decided on the basis of weighted average price of the regular food items listed in Annexure- 'B' during the price bid.

- 2.4 The Character and Antecedents of the workforce to be deployed shall be got verified through record check by the Service Provider from the concerned Police Authorities, and submit the Original Police Report to URSC as and when insisted by URSC. **The expenditure incurred if any, has to be borne by the Service Provider.**
- 2.5 URSC & ISITE being a High Security Area, the successful Service Provider will be required to follow the security requirements such as possessing a valid Pass/ID card for the workforce while entering the campus, maintaining high order of discipline while on duty and ensuring that only the workforce whose character and antecedents are **verified beforehand** are employed.
- 2.6 The successful Service Provider shall identify and nominate **a coordinator** who would be the Focal Point for URSC & ISITE **to ensure providing uninterrupted service from 7.30 A.M to 06.00 P.M from Monday to Saturday** for satisfactory performance of the Contract. He/she shall also be ready to provide services on Sunday/Holidays and before or after the working hours fixed, if required by the URSC management. **The Service Provider shall confirm their acceptance for the above while submitting their quotation.**
- 2.7 In view of the security restriction at URSC, any materials brought inside the URSC & ISITE has to be declared at the CISF. Similarly, any material taken outside from URSC & ISITE has to be declared at the CISF. The Contractor shall make a list of such items [inside/outside] and get the approval of Contract Manager, URSC.
- 3.0 **Liabilities, Control etc. of the work force deployed :**
- 3.1 The successful Service Provider shall be responsible to provide Bio-data and two copies of stamp size photographs of workforce at their cost which shall be sent to identified "Contract Manager in URSC" for arranging necessary entry pass to the workforce.
- 3.2 The workforces deployed are not authorized to communicate any official information they may come across during their working in the office.
- 3.3 The successful Service Provider shall be solely responsible for any theft, pilferage or misbehavior by any of his workforce engaged for carrying out the work.

3.4 In case, the workforce deployed by the Service Provider commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the Service Provider shall be liable to take appropriate disciplinary action against such persons, including their removal from the duty. The Service Provider shall replace immediately any of its workforce who is/are found unacceptable because of security risks, incompetence, conflict of interest improper conduct etc., upon receiving written notice from URSC. The workforce deployed at URSC/ISITE should not carry any Mobile/Electronic Gadgets inside the URSC & ISITE High Security Zone.

4.0 Legal :

4.1 The successful Service Provider shall comply with statutory rules connected with Contract Labour [Regulation and Abolition] Act, 1970, and Central Rules 1971, Employees Provident Fund Act, Employees State Insurance Act, The Insurance Act, Payment of Wages Act, Employees Compensation Act [Workmen's Compensation Act], and shall submit necessary registration documents whenever called for.

4.2 The workforce is governed by the Minimum Wages Act issued by Ministry of Labour & Employment, New Delhi which is subject to revision if any.

4.3 The successful Service Provider shall also be liable for depositing all statutory taxes; levies; cess etc., on account of service rendered to URSC to the concerned authorities from time to time as per the extant rules and regulations on the related subject.

4.4 The successful Service Provider shall maintain all statutory registers under the applicable law. The Service Provider shall produce the same, on demand, to the concerned authority of URSC or any other authority under the law.

4.5 In case, the Service Provider fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof, if URSC is put into any loss/obligation, monetary or otherwise, URSC shall have the right to recover such liability and losses, if any, from the Service Provider.

4.6 The successful Service Provider shall be solely responsible for the redressal of grievances/resolution of disputes relating to workforce deployed by him/her. URSC shall, in no way, be responsible for the settlement of such disputes.

4.7 URSC shall not be responsible for any damages, losses, claims, financial or other injury to any of the workforce deployed by the Service Provider in the course of their performing the functions/duties, or for payment towards any compensation.

4.8 For all intents and purposes, the Service Provider shall be "Employer" within the meaning of different Labour Legislations in respect of the workforce deployed by the Service Provider at URSC/ISITE. The workforce deployed by the Service Provider in URSC/ISITE shall not have any claim whatsoever of MASTER and SERVANT relationship nor have any PRINCIPAL and AGENT relationship with or against URSC.

- 4.9 The Service Provider shall be under complete obligation to provide any other related document called for by URSC from time to time.
- 4.10 The Service Provider shall obtain a **valid License under the Contract Labour [Regulation and Abolition], Act 1970** with revisions if any and Central Rules 1971 with revisions and produce the same without which URSC has the right to terminate the Contract. The Form-III will be issued by the Principal Employer of URSC.
- 4.11 The Service Provider shall possess a valid FSSAI certificate throughout the Contract Period.

5.0 Terms and Conditions or Clauses not covered in this document:

Any other terms, conditions or clauses not covered in this document shall be in accordance with the concerned Labour and other statutory rules/acts.

6.0 Parallel/Adhoc Contract:

URSC reserves the right to enter into parallel/adhoc Contract[s] with one or more Service Providers in order to facilitate continuous deployment of work force during the currency of the Contract for availing the same or similar service.

7.0 Indemnity Bond:

The Service Provider shall indemnify URSC on Rs.200/- Non Judicial Stamp Paper against any action, claims or proceedings relating to infringement of all or any of the prevailing laws like Employees Compensation Act [Workmen Compensation Act] 1923, Contract Labour Regulation and Abolition Act 1970 and Central Rules 1971, EPF Act, ESI Act, Industrial Dispute and any other Acts specifically not mentioned during the currency of the Contract. The Indemnity Bond has to be executed as per our specimen.

8.0 Volume of Business:

URSC is not responsible for the total volume of business both at URSC & ISITE Food Courts. The operation of food courts shall be on all working days and Saturdays. Also, the Food Court shall be operated on Sundays and Holidays, if required by the URSC management.

9.0 Security Deposit:

The Successful Service Provider(s) shall execute a Security Deposit [SD] equivalent to 4 months Service charge towards satisfactory execution of the Purchase Order/Contract. The Security Deposit shall be executed through Demand Draft/Bankers Cheque/Fixed Deposit Receipts or Bank Guarantee issued by a Nationalized Bank/Scheduled Bank valid till the Purchase Order/Contract is completely executed. The BG shall be executed on a Non-judicial stamp paper of Rs.200 as per our specimen.

In case the Service Provider fails to furnish the Security Deposit within 30 days after the receipt of PO or on signing of the Contract or any extension thereof, the Purchase Order/ Contract shall be cancelled or terminated. The Security Deposit will not carry any interest and shall be returned after completion of all the obligations of the Contract.

10.0 Jurisdiction:

The Courts within Bangalore will have the Jurisdiction to deal with and decide any matter arising out of this Contract.

11.0 Applicable Law:

The Contract shall be interpreted, construed and governed by the Laws of India.

12.0 Arbitration:

12.1 In the event of any dispute/s, difference/s or claim/s arising out of or relating to the interpretation and application of the Contract, such dispute/s or difference/s or claim/s shall be settled amicably by mutual consultations of the good Offices of the respective Parties and recognizing their mutual interests attempt to reach a solution satisfactory to both the parties. If such a resolution is not possible, within 30 days from the date of receipt of written notice of the existence of such dispute/s, then the unresolved dispute/s or difference/s or claim/s shall be referred to the Sole Arbitrator appointed by the Parties by mutual consent in accordance with the rules and procedures of Arbitration and Conciliation Act, 1996 together with amendments thereto or any modification thereof. The expenses for the Arbitration shall be shared equally or paid as may be determined by the Arbitrator. The considered and written decision of the Arbitrator shall be final and binding between the Parties. The "Seat" for Arbitration shall be Bengaluru. The applicable language for Arbitration shall be "English" only.

Work under the contract shall be continued by the Contractor during the pendency of arbitration proceedings, without prejudice to a final adjustment in accordance with the decision of the Arbitrator unless otherwise directed in writing by the Purchaser or unless the matter is such that the works cannot be possibly continued until the decision (whether final or interim) of the Arbitrator is obtained. **Adherence and acceptance to this Clause is Compulsory or otherwise the Tender will be rejected.**

13. Compensation: -

(a) URSC have adopted the guidelines to grant Compensation in case of Death/Permanent Incapacitation of Workforce engaged by the Service Provider/Bidder [Private Companies, Firms and Contractor] due to unintended/unforeseen occurrences during the Public Services.

(b) The extent of Liability, on the occurrence of any "Accident" as defined under these guidelines, URSC shall whether or not there has been any wrongful act, neglect or default on its part and notwithstanding anything contained in any other Law, be liable to pay compensation to such extent as prescribed below:

(i) In the event of Death or Permanent Disability Rs. 10 Lakhs.

(ii) In the event of Other Permanent Disability Rs. 7 Lakhs.

(c) Any Compensation paid by URSC under these guidelines shall be recovered from the Service Provider) For this purpose, the Contractors/agencies /Firms/Companies concerned shall at his own expenses take and keep a comprehensive insurance for its workforce and for all the work during the execution. The contractors/agencies/firms/companies concerned shall have to furnish original policy along with premium receipts and other papers related thereto to the officer concerned within 15 days from the date of commencement of the contract.

(d) Adherence to Clause for Compensation to Workforce is mandatory or otherwise the offer will not be considered.

(e) As per the guidelines, the extent of liability on the occurrence of any "accident" as defined under guidelines, URSC shall whether or not there has been any wrongful act, neglect or default on its part and notwithstanding anything contained in any other law, be liable to pay compensation.

14.0 Contract Manager/Focal Point:

The Contract Manager of URSC shall be identified after concluding of contract. Similarly, service provider shall identify focal point/Supervisor for URSC & ISITE food court throughout its working hours.

15.0 Compensation for Damages caused for Persons Goods, Property:

The Service Provider shall indemnify and hold harmless, URSC and/or any Officer, Employees or assignee thereof, against any loss, damage or expense resulting from damage to property or personnel injury arising out of willful misconduct or gross negligence of the Service Provider or their personnel in the execution of the work under this Contract. The Service Provider shall, at its expense defend any suit or proceedings brought against URSC on account thereof, and shall satisfy all judgments and pay all expenses, which may be incurred by or rendered against them, or any of them in connection therewith.

URSC shall not be responsible of any damages, loss, claims, financial and other injury for any workforce in course of their performance of their duties or for payment towards any compensation.

16.0 Subletting of Contract:

The Contract shall not be sublet, transferred or assigned to any other firm without the prior written permission of URSC.

17.0 Termination and Short Closing of Contract :

17.1 Under the normal circumstances, termination/ short closing of the Contract is not foreseen. However, in case of repeated non-performance of the PO/Contract, URSC/ISITE reserves the right to:

- i. Terminate the P.O/Contract wholly or partly by giving 60 days prior notice due to repeated non-performance in the execution of P.O/Contract.
- ii. Terminate the P.O/Contract wholly or partly If the contractor fails to perform any other obligations under this P.O/Contract.
- iii. Terminate the P.O/Contract If the Contractor becomes bankrupt or otherwise insolvent.
- iv. Terminate the P.O/Contract owing to deficiency or quality of service, breach of Contract.
- v. Terminate the P.O/Contract for inefficiency, indiscipline, irregularity, insincerity, indifference in work, disobedience, doubtful credentials/integrity, etc., at any point of time during the Contract period.

17.2 Both the parties reserve the right to terminate the Contract wholly or partly at any time by giving 90 days prior notice without assigning any reasons.

17.3 URSC shall be at liberty to withhold/deduct any part or full amount from security deposit in case of any failure on the part of the service provider to make good any loss/damage caused to the property or personnel injury of URSC & ISITE by the workforce. The decision of URSC on this shall be final and binding on the Service Provider.

17.4 The Service Provider or its representative should be present on all working days & holidays to co-ordinate with URSC & ISITE with regard to operation of food court and for meeting any eventualities.

18.0 Service Charge:

18.1 Vendor shall remit a Service Charge of Rs. 5000/- per month towards realization of premises and other facilities extended for Food Court operation.

19.0 Evaluation criteria:

- 19.1 Proposals not complying with the "Evaluation Criteria" and/or not accompanying the required documents in prescribed form and manner are liable to be rejected and will not be considered for further evaluation.
- 19.2 Vendor has to submit duly sealed and signed annexures (A-F) along with necessary documentary evidence wherever sought.
- 19.3 Offer without annexures as per clause 21.2 shall be summarily rejected.
- 19.4 Price bid of only those service providers who have qualified in techno-commercial bid shall be opened.
- 19.5 **L1 will be decided on the basis of weighted average price for REGULAR MENU as per the ANNEXURE-B. The lowest price quoted for an item, by any of the technically qualified Vendor, shall be the weight assigned to that item. The vendor securing lowest weighted average total will be determined as L1.**

In case 2 or more vendors secures the same aggregate, then the vendor quoting lowest prices for the Additional Menu Items will be awarded the contract. The lowest price will be determined based on the weighted average price, as detailed above.

In case of tie in Additional Menu Items, vendor having maximum number of years of relevant experience will be awarded the contract

- 20.0 Quality and Standards:** The illustrative guidelines on quality of food items to be used/cooked/served shall be as under:
- a) The food materials used for cooking must be of best quality as approved by relevant authorities' FPO/AGMARK/FSSAI/ISO etc. and good quality vegetables, which is subject to the verification of authorized person of the department.
 - b) Vegetables & fruits should be washed properly, preferably in potassium permanganate solution.
 - c) Milk used for tea/coffee etc., must be packets of reputed brand milk.
 - d) For preparation of food each day, the vegetables must be changed in rotation. No similar type of vegetable shall be served repeatedly.
 - e) Rice should be cooked properly.
 - f) Chapatti should be baked properly & it should be soft.
 - g) Palm Oil should be strictly avoided in cooking & Cooking OIL shall never be reused for frying or cooking etc.
 - h) Fruits served should be fresh & of good quality.
 - i) The use of monosodium glutamate (ajinomoto) is strictly prohibited.
 - j) Food should be served and maintained warm at all times.

- k) No food items hurting the sentiments of any religion should be found be found/kept /prepared served by the canteen. If any such incidence is noticed strict action as per prevailing law shall be taken, apart from termination the contract immediately.
- l) Serving of leftover or stale food will be strictly prohibited and in case any incident of serving of stale or leftover food is brought to the notice of the Contract manager any other authorized personnel, the matter will be viewed seriously and the service provider will be penalized accordingly.

21. Cleanliness: The food has to be prepared in clean, hygienic and safe conditions. The Service provider shall ensure all cleanliness related work at his own cost. The illustrative guidelines are as under:

- a. The kitchen, hand wash area, dish wash area will be washed with water and soap solution and mopped after every breakfast, lunch and will be disinfected once in a week or as and when required.
- b. The utensils, crockery, dining plates etc., shall be washed with water and dish-wash solutions properly after every use. Dinnerware/ dining plates should be cleaned properly for any stickiness.
- c. The kitchen appliances and all cabinets should be cleaned every week.
- d. The inside of refrigerator and other appliances should be cleaned on monthly basis.
- e. The service provider shall ensure sanitization of kitchen, dining area on monthly basis.
- f. Cleaning and Housekeeping of kitchen and dining area, utensils, crockery, kitchen equipment, furniture etc., will be the sole responsibility of the service provider and at his own cost.
- g. The highest possible standards are expected in this regard. All possible measures must be taken to ensure hygiene in the kitchen and dining area. These include the provision of ample Liquid soap for hand wash at basis, clean towels to clean hand, hand gloves, head caps for workers who handle food items for serving. Catering persons should be provided the necessary training so as to maintain the highest possible standard of hygiene.
- h. The service provider shall arrange for disposal of the garbage collected from the kitchen, dining hall, dish wash area etc., every day morning in closed bins by separation of bio-degradable waste from non-biodegradable waste. Further, the leftover food should be removed immediately after lunch/food court closing hours.

22.0. Adherence to Approved Menu/Price:

- a) The Service Provider shall strictly adhere to prices approved for the Menu. In case of any over-Charging/deviation, the Service Provider is liable for Penalty, as per Penal Clause of RFP.
- b) The prices of the packed or branded items sold in the food court shall not be more than the MRP.

- c) The service provider shall use only Standard Materials of reputed known brands for preparation of food items. The list of Brands to be used for certain items has been specified at Schedule-B. However, if URSC finds that the Brand used is not suitable/complaints are received, the Service Provider will be asked to change the Brand and the same will be binding on the Service Provider.
- d) The service provider shall maintain quality and quantity in respect of the menu served in the Food Court.
- e) The department has the right to fix/alter the menu and no new item shall be introduced in the menu without prior permission of the URSC in writing.
- f) A Tariff board should be prominently displayed near the Cash Counter. Also, the service provider at his cost should display colour printed notices (laminated) of the rate list at Food Court apart from the cash counter. A board should be placed near the cash counter indicating menu of the day.

23.0 Others:

- 23.1 Necessary secured storage place will be provided for keeping the equipment etc., No person will be allowed to stay overnight in URSC & ISITE Campus.

24.0 INSTRUCTIONS TO APPLICANTS

25.0 Site-visit & General Inquiry:

- a. Prior to the submission of application, the applicants are requested to understand the work properly. The applicants, after receipt of the RFP document, may visit URSC & ISITE service area, collect information, understand the work requirement and satisfy himself about the location, and accessibility of site, nature/extent/character of services/work and obtain required clarifications, if any, in connection with the execution of the work. The applicant shall take prior appointment/ permission from the authorized person, Administrative Officer (Public Relations), Tele No: 080 6108 4383, E-mail i.d. : pro@ursc.gov.in of the department, before visiting the URSC & ISITE service area for above purposes.
- b. Submission of proposal/application implies that the applicant has read this notice and has made him fully aware of the scope and specifications of the work to be done, local conditions and other factors having a bearing on the execution of the work.
- c. The cost of any such visit shall be borne by the applicant.

25.1 Food Court Timings:

- a. The Food Court shall normally remain open from 0730 to 1800 Hrs from Monday to Saturday. However, depending on the exigencies, the service provider may be required to keep the Food court open on Sunday and any of the gazetted/closed holidays and also before and/or after specified hours as per requirement of the Department.

- b. The breakfast would be served normally from 0730 hrs to 1000 hrs; lunch from 1200 hrs to 1400 Hrs and snacks from 0900 hrs to 1800 hrs.
- c. In case the food court is closed on any occasion for the reason of failure on the part of service provider, then, apart from any other penal provisions provided in the contract, the Service Provider shall make alternate food arrangements, as per approved price list.
- d. The URSC shall have the absolute right to regulate/change the food court timings from time to time if required, as per its specific requirements during the contract period.

25.2 Required Number of Personnel: The service provider after assessing the work requirement as per “scope of work” and site-visit of URSC & ISITE premises/service area shall make his own assessment of required personnel and shall deploy them accordingly at his own cost; however, the number of personnel to be engaged on daily basis, shall not be less than the prescribed number, as under:

- a. Cook: 01 (one) person at each location i.e, URSC & ISITE
- b. Asst. Cook: 01 (One) person at each location i.e, URSC & ISITE
- c. Helper/ Kitchen/Dish Cleaner: 03 (Three) persons at each location i.e., URSC & ISITE

25.3 Provision/supply of crockery/raw materials/appliances/consumables etc.:

- a. The Service Provider shall have to arrange for all crockery, appliances, table and other accessories at his own cost for smooth running of the canteen.
- b. The Service Provider should have sufficient crockery and other items normally required to cater to at least 100 persons at a given time.
- c. All the provisions/materials required for cooking and manpower required for running of food court as specified in RFP shall be arranged by the Service Provider at his own cost.
- d. The Service Provider shall, at his own cost, maintain adequate stock of food grains, grocery and shall use only good quality fresh vegetables and raw materials of standard grade with. The service provider shall ensure proper storage of these items free from contamination of any kind, including through pests.
- e. The Service Provider shall ensure adequate supply of all the Material/ Consumables/ raw materials etc., 15 days in advance, prior to its consumption. However, supply of perishable items should be ensured as per respective usable dates only.
- f. The service provider shall arrange for all the required cooking equipment's/appliances (apart from those **provided by URSC on “as is where basis”**) at his own cost and the number and brand specifications of such equipment's/appliances to be used for smooth running / effective discharge of the food court services is left to the discretion of the service provider (such appliances/equipment's shall mandatorily be compliant with the safety & energy standards such as ISI markings etc.,)

- g. All equipment's/appliances used for canteen services should be cleaned regularly and kept in good working condition. In case of any fault, it should be repaired/ replaced urgently so that work should not suffer. The service provider should carry out periodic review and risk assessment of cooking equipment/appliances and same should be documented.

25.4 Facilities to be provided by the Department:

- a. The Department will provide Food Court premises, water and electricity. **Electricity will be at free of cost up to 1300 units per month beyond which the same will be chargeable at tariff of current month.**
- b. The Department shall not provide any cash subsidy on any account to the service provider for running of the Food Court and providing of Food Court Services within the specified area of URSC & ISITE.

25.5 Penalty:

- a. In case the service provider fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract the department reserves the right to impose the penalty and the same shall be recoverable from the service provider.

Offences	Penalties (In Rupees)
Personnel not found displaying photo ID	100/- per instance.
Indulging In smoking/drinking /sleeping or any other misconduct during duty hours	1000/-with removal of the offender
Refusal to perform duties, loitering, any instance of misbehavior or indiscipline etc.	1000/- with removal of the offender
Unauthorized replacement of any personnel	1000/- per instance per personnel
Serving of food less than prescribed quantity	1000/- per instance
Use of low grade raw materials/consumables	5000/- per instance
Delay in food service	100/- per instance
Non-adherence to approved price-list	1000/- per instance
Non- adherence to day-wise menu	1000/- per instance
Poor service due to out of order/deploying lesser no, of equipment's / appliances	1000/- per instance
Absenteeism/Under deployed	1000/- per instance
Complaints are not registered or not redressed	500/- per instance

For any other breach, violation or contravention of any terms and conditions	1000/- shall be imposed per day
In case of services remaining consistently unsatisfactory for a period of more than 2 weeks from the date on which written communication with respect to redressal of any complaint / suggestion was made by the Authorized Person / any other user / visitors to the service provider	10,000

b) Illustrative instances of unsatisfactory performances may be as under;

- i) Food if not served "Fresh" as agreed.
- ii) Food is stale or smells or used from previous meals.
- iii) Any insect/foreign body found in food stuff.
- iv) Delay of 20 minutes or more in serving from the laid out timings.
- v) Any deposit of fungus, worms, etc. found in food grain, storage area, cooking area.
- vi) Found using Soda, Artificial Colour, Flavor (except in permitted recipes).
- vi) Frequent instances of non-availability of food to staff members of the department.
- vi) Misbehavior from service provider side with staff members of Income Tax Department.

c) In case of default in furnishing of police verification and medical/health verification certificate for personnel engaged by the service provider, within the stipulated period, the service provider shall be liable to fine/ penalty of Rs. 1000/- for each day of default in compliance. Further, in case of default beyond 60 days, the contract is liable to be cancelled and the performance guarantee shall be forfeited.

d) In case of recurrent default in satisfactory performance of specified services, supply/use of substandard materials /consumables etc., not conforming to the contract agreement and refusal to perform duties, the contract shall be terminated after giving one month's notice to the service provider. Also, under such circumstances, performance guarantee shall be forfeited. Maximum of 4 instances of any of the defaults mentioned above in one month and 10 instances of such defaults in a year shall be treated as recurrent defaults.

e) The penalty provisions apply to all the work covered in under the contract. The decision of the URSC in this regard shall be final and binding.

1.0 Scope of work:

- 1.1 The service provider shall operate & maintain the Food Court facility and provide canteen & catering service within the Food Court and serving area and serving of food items/meals /beverages within the food service area exclusively for the staff members & authorized visitors of the URSC/ISITE only. Proper cleanliness of Cooking, Serving and Hand Washing area needs to be maintained. Also good quality Soap oil shall be placed in Dispenser at Hand washing area.
- 1.2 The service provider shall operate & maintain the Food Court facility and provide canteen & catering services in true professional manner. The service provider shall undertake all necessary jobs/activities in order to maintain high standard of quality & satisfaction whether such activities are elaborated herein or not. The service provider should deploy workforce (i.e. Adult) of above 18 years of age, well trained, good mannered, medically fit and experienced.
- 1.3 The cooking, preparation and serving of food shall include preparing within the defined Food Court area – Breakfast, Lunch, Snacks, Beverages etc. as for menu approved by the URSC after taking into account the availability of seasonal vegetables and fruits etc. and serving of prepared food within the defined food service area.
- 1.4 The service provider in consultation with/approval of the authorized person of the department shall prepare day – wise weekly menu on rotational / seasonal basis from the list of food – items specified in Menu. The service provider shall prominently display such approved menu along with price on a display board daily (the menu so decided should provide diverse menu options for each day to include at least 4-5 items in different category namely Breakfast, Lunch, Snacks, Deserts, Tea-time Snacks etc.)
- 1.5 The service provider shall abstain from using the provided Food Court area for any other commercial exploitation such as advertisement calling outsiders, use of canteen premises for flexi/vinyl banners, online /offline food serving platforms no delivery services outside the premises of Food Court by any means etc.
- 1.6 The URSC shall have the absolute right to determine, change alter the periodicity /frequency/ availability various items/products sold through the food court from time to time during the contract period.

Annexure-B

[Rates shall be quoted in a separate sealed cover during Price Bid for Regular Menu & Supplementary Menu.]

PRIMARY MENU OF URSC/SITE FOOD COURT

Items	Weight
Tea/Coffee	120 ml
Karabath	100 gms
Kesaribath	100 gms
Idly	2 Nos.(50-55 gms each) +chutney/sambar
Tatte Idly	2 Nos.(65-70 gms each) +chutney/sambar
Masala Vada	40 gms + chutney
Udina Vada	40 gms + chutney/sambar
Poori	3 Nos.(30-35 gms each) + sago/Palya 65-70 gms)
Set-Dosa	3 Nos.(75-80 gms each) + sagu & chutney
Masala Dosa	1 No.(55-60 gms each) palya 50-60 gms + chutney/sambar
Plain Dosa	1 No.(40-50 gms each) palya 50-60 gms + chutney/sambar
Special Rice Bath: ➤ Bisibele Bath/chips ➤ Vegetable Pulav ➤ Vangi Bath ➤ Pongal ➤ Puliogare ➤ Lemon Rice	250-300 gms + (with any other side dish like raitha, chutney)

SUPPLEMENTARY MENU FOR FOOD COURT

Items	Weight
Shavigebath	150 gms With Chutney
Rava dosa	01 No. 150 gms each with sagu+ chutney
Onion dosa	02 Nos. 150 gms each with chutney
Rava Idly	01 No 100 gms with sagu+chutney
Aloo paratha	02 – pieces -75 gram each + 100 ml curd & Pickle
THALI/LUNCH	
Cooked Rice	350 gms
Chapathy-02 Nos./Poori 02 Nos.	45-50 gms each
Veg.Curry/Fry	100 gms
Sambar	100 ml
Rasam	100 ml
Butter Milk	125 ml
Pickle + Papad	05 gms
MINI LUNCH	
Cooked Rice	450 gms
Sambar / Rasam	200 ml
Papad + Pickle	05 gms
Buttermilk	125 ml
EVENING SNACKS	
Udina Vada	40 gms + chutney/sambar
Maddur Vada	50 gms + chutney
Samosa	02 – pieces -75 gram each + tomato sauce
Veg cutlet	02 – pieces -75 gram each + tomato sauce
Bonda Soup	02 Nos. 100 gms
Bajji/ Pakoda	02 Nos. 100 gms + chutney
Omlette	Single with 2 Slices of Bread

Omlete	Double with 2 Slices of Bread
Bread Butter	2 Pieces 50 gms + 10 gms Butter
Bread Jam	2 Pieces 50 gms +20 gm Jam
OTHERS	
Soft Drinks/Tetra Packs	MRP
Packed Food Items	MRP
Curds	1 cup (85 ml)
PIZZA	Small-10-12 Inches, Medium- 12-14 Inches, Large- 14-16 Inches
Burger	Diameter-03 inches, Height- 1.5 Inches, Weight- 113 g
French Fries	Small-87 g, Medium-102 g, Large-163 g

U R RAO SATELLITE CENTRE
BANGALORE

1. Name of Service Provider/ : _____
Tendering Company/Firm/Agency : _____
: _____

2. Name of Proprietor/Director : _____
Of Company/Firm/Agency : _____
: _____

3. Full Address of Regd. Office : _____
: _____
: _____
Telephone & Mobile No. : _____
Fax No. : _____
E-mail Address : _____

4. Full address of Operating/ : _____
Branch Officer : _____
: _____
: _____
: _____
Telephone & Mobile No. : _____
FAX No. : _____
E-mail Address : _____

5. Name and Mobile no. of the : _____
Contract Person representing the : _____
Service Provider

6. PAN/GIR No. : _____

7. GST Registration No. : _____

8. Give details of the major similar nature and magnitude of the contract handled by the tendering/Firm/Agency during the last 03 years in preceding 5 years in the following format:

Sl.No	Details of client along with Address, Telephone and Fax number	Amount of Contract (Rs. In lakh)	Duration of Contract	
			From	To
1				
2				

[Authorised Signatory with Seal]

Full Name :

Date :

Place :

DECLARATION

(On the letterheads of Agency/Firm of the Service Provider)

1. I, _____ Son/Daughter/Wife of
Shri. _____ Proprietor/Director/Authorized signatory of the Agency/Firm, am competent to sign this declaration and execute this tender documents.
2. I have carefully read and understood all the terms and conditions of the tender for Operation of food court to URSC & ISITE and undertake to abide by them.
3. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my/our tender at any stage besides liabilities towards prosecution under appropriate law.
4. I agree to pay the minimum wages as fixed by Ministry of Labour and Employment, - Govt. of India and remit EPF and ESI or Mediclaim Policy of both Employee's as well as Employer's without fail to the concerned government authorities regularly.
5. I also agree to abide by all the statutory requirements as prevailing from time to time.
6. I will also agree to depute workforce to URSC & ISITE whose character and antecedes are verified through record check.

[Authorized Signatory with Seal]

Full Name:

Date:

Place:

UNDERTAKING

(On the letterheads of Agency/Firm of the Service Provider)

I/We hereby Undertake that our Company/Firm do not have any legal suit/criminal case either pending against me/us/proprietor or any of our Directors (in the case of Company) or being contemplated and have not been earlier convicted on the grounds of moral turpitude or for violation of laws in force.

[Authorized Signatory with Seal]

Full Name:
Date
Place:

Compliance Statement

Sl.No	Particulars	Yes /No
1	Please provide a copy of Establishment Registration Certificate for providing Manpower for Catering Services.	
2	Please provide copy PAN /GIR card.	
3	GST Registration Certificate and bidder has to file the GST returns and proof of the same to be submitted on monthly basis.	
4	E.P.F Registration Letter/Certificate	
5	E.S.I Registration Letter/Certificate.	
6	In case, the Tenderer[s] have executed Food and Catering/Canteen Services Contract in any reputed Government/Private/Autonomous Institutions/Agencies in preceding 5 years, the details of such contract, may be furnished.	
7	Signed declaration as per Annexure-D .	
8	Undertaking by the Contracting Company/Firm/Agency that the contracting Company/Firm/Agency is having no legal suit/criminal case either pending against its proprietor or any of its Directors(in the case of Private Ltd, Company) or being contemplated and having not been earlier convicted on grounds of moral turpitude or for violation of laws in force as per Annexure-E	
9	Security Deposit	
10	Indemnity Bond	
11	Non-Disclosure Agreement	
12	Valid FSSAI Certificate	