



**REQUEST FOR PROPOSAL
FOR
“EMPANELMENT OF CATERER FOR RUNNING
CANTEEN/CAFETERIA AT DR. AMBEDKAR
NATIONAL MEMORIAL (DANM)”**

**DR. AMBEDKAR NATIONAL MEMORIAL
Ministry of Social Justice & Empowerment
Department of Social Justice & Empowerment
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Dr. Ambedkar National Memorial
Ministry of Social Justice & Empowerment
Department of Social Justice & Empowerment
Government of India

Dated: 29 November, 2025

REQUEST FOR PROPOSAL FOR RUNNING CANTEEN/CAFETERIA AT DR. AMBEDKAR NATIONAL MEMORIAL (DANM), 26 ALIPUR ROAD, New Delhi-110054

Dr. Ambedkar National Memorial (DANM), under the administrative control of Dr. Ambedkar International Centre (DAIC), Department of Social Justice & Empowerment, Government of India, invites sealed bids under two bids system (Technical and Financial) for running the canteen/cafeteria at Dr. Ambedkar National Memorial, 26 Alipur Road, New Delhi – 110054 from reputed and financially sound firms having adequate experience in running hotel/canteen/cafeteria/outdoor catering services as per the details outlined below:-

S.No.	Items	Description
(a)	Scope of work	As given in Section B of this RFP
(b)	Availability of Bid Document	Available on websites of DAIC i.e. https://daic.gov.in & DoSJE i.e. https://socialjustice.gov.in
(c)	Site Visit	Between 3.00 PM to 4.00 PM on working day upto 18 December, 2025
(d)	Start Date of Issuance/Publication of RFP/Bid documents on website.	29 November, 2025
(e)	Date and Time of pre-bid meeting	12 December, 2025 at 2.00 PM
(f)	Last Date for Submission of RFP /Bids	19 December, 2025 at 4.00 PM
(g)	Date and Time of opening Technical bid	26 December, 2025 at 2.00 PM
(h)	Date of opening of Financial Bids	Will be intimated to technically qualified bidders only.
(i)	Earnest Money Deposit	Rs. 50,000/- through Demand Draft drawn in favour of "Dr. Ambedkar International Centre" Payable at New Delhi. Registered with Micro, Small and Medium Enterprises (MSME) are exempted for submission of EMD amount.
(j)	Address for Submission of Bids	Director, Dr. Ambedkar International Centre, 15 Janpath, New Delhi - 110001.

A. INSTRUCTION AND GUIDELINES TO BIDDERS FOR SUBMISSION OF BID

1. **Only Caterers/contractors located in Delhi/NCR are eligible to participate in the Bids.** Bidders are advised carefully read the Terms & Conditions of this RFP. Incomplete or conditional bids will be summarily rejected.
2. Before submitting the tender, details of documents to be attached duly verified from the Check List given at **Annexure-I** of the Tender Document.
3. All pages of the bid must be signed and stamped by the authorized signatory.
4. Bids must be submitted physically at Dr. Ambedkar International Centre, 15, Janpath, New Delhi-110001. Online/email submissions will not be accepted.
5. Tenders received without the prescribed Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees Fifty Thousand Only) shall be rejected. Registered with Micro, Small and Medium Enterprises (MSME) are exempted for submission of EMD amount. Registration Certificate require to be enclosed alongwith Tender documents.
6. In physical tender, The name and address of the bidder shall be clearly written in the space provided for the purpose and no over-writing correction; insertion shall not be permitted in any part of the tender unless duly countersigned by the bidder. The tender should be filled in and submitted strictly in accordance with the instructions contained herein, otherwise the Tender is submitted strictly in accordance with the instructions contained herein, and otherwise the Tender is liable to be rejected.
7. The bids must be submitted in two sealed envelopes, Technical Bid and Financial Bid:-
 - (i) Sealed Technical Bid (as per format at **Annexure-II**), along with a Demand Draft of Rs. 50,000/- (Rupees Fifty Thousand only), drawn in favour of Dr. Ambedkar International Centre, New Delhi payable at New Delhi, towards Earnest Money Deposit (EMD) in one sealed envelope super-scribed "TECHNICAL BID FOR RUNNING CANTEEN/CAFETERIA AT DANM". Tender Document received without EMD will be summarily rejected.
 - (ii) Sealed Financial Bid (as per format at **Annexure-III**) placed in a separate envelope super scribed "FINANCIAL BID FOR RUNNING CANTEEN/CAFETERIA AT DANM".
8. The above mentioned two sealed envelopes should bear the name and complete postal address of the bidder. Both envelopes should be placed in a large envelop clearly marked "BID FOR RUNNING CANTEEN/CAFETERIA AT DANM". This bigger envelop bearing the name & complete postal address of the bidder, should be addressed to the Director, DAIC, 15, Janpath, New Delhi and deposited at Dr. Ambedkar International Centre, 15, Janpath, New Delhi on or before **19 December 2025 at 4.00 pm.**
9. Bid received after deadline will not be accepted under any circumstances.
10. The Financial bid and EMD submitted by all bidders should be valid for a minimum period of six months from the date of opening of Technical Bids.
11. Person signing the bid or other documents connected with tender must clearly write his/her name and also specify the capacity in which signing.
12. The DAIC reserves the right to reject any or all tenders without assigning any reason.
13. The DAIC reserves the right to change any condition of the tender before opening of the Technical Bids.
14. The successful bidder will have to enter into an agreement with the DAIC before commencement of the providing the work.

15. **Disqualification of bids:** - The bid is liable to be disqualified if (i) Not submitted in accordance with the prescribed forms. (ii) During the validity period, or its extended period, if any, the Bidder increases his quoted prices. (iii) The Bidder qualifies the bid with his own conditions. (iv) Bid received after due date and time. (v) Bid not accompanied by all requisite forms and supporting documents. (vi) Information submitted in Technical bid is found to be misrepresented, incorrect or false accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any. (vii) Awardees of the contract qualify the letter of acceptance of the contract with his conditions. (viii) Bidders may specially note that while processing the tender documents, if it comes to our knowledge expressly or implied that some Bidders may have colluded in any manner whatsoever or otherwise joined to form a cartel resulting in delay / holding up the processing of tender, then the Bidders so involved are liable to be disqualified for this contract as well as for a further period of two years. (ix) No Bidder will be allowed to withdraw after submission of the bids; otherwise the EMD submitted by the bidder would stand forfeited. (x) In case of successful bidder declines the offer of contract for whatsoever reason(s) the EMD submitted by the successful bidder would stand forfeited.
16. Period of Bid Validity. Validity of Tender/Bids will be six months.
17. **Duration of the Contract:** - The duration of the contract for RUNNING CANTEEN/CAFETERIA at DANM would be valid for a period of one year which may be extended for further one year based on the performance and requirement of institution. The Performance security will be retained accordingly.
18. **Minimum Rent Criterion.** The minimum acceptable rent for the cafeteria space shall be **Rs. 25,000/- (Rupees Twenty Five Thousand only) plus GST** as applicable per month. Bids quoting less than this amount shall be summarily rejected and treated as non-responsive.
19. **Correction of Errors:** - Bidders are advised to exercise greatest care in entering the rates in their commercial bids. No excuse that mistakes have been made or request for rates to be corrected will be entertained, after the date and time of submission of bids. Corrections, if any, should be initialed by the person signing the tender forms before submission, failing which the rates for such items is a discrepancy between unit rate and the line item total resulting from multiplying the unit rate by quantity, the unit rate will govern. Where there is a discrepancy between the amounts mentioned in the line item total bid amount resulting from the addition of the line totals, the rate indicated in the line item will prevail.

20. INDEMNITY BOND

The successful Bidder/Contractor shall submit an Indemnity Bond undertaking to indemnify DANM against any loss resulting from failure to fulfil statutory obligations, or any damage to property (belonging to DAIC, its employees, workers, guests, participants, etc.) caused by acts or omissions of the Bidder's/Contractor's employees. This bond shall be submitted as per the format given in **Annexure V** at the time of contract award.

- B. SCOPE OF WORK OF RPF.** The scope of work includes the complete operation, management, and maintenance of the canteen / cafeteria located at Dr. Ambedkar National Memorial (DANM), New Delhi. The contractor shall:-
- (i) DAIC provided space for running the canteen/cafeteria at DANM, 26, Alipur Road, New Delhi.
 - (ii) Prepare and serve high-quality hygienic food and beverages to visitors, staff, and officials.
 - (iii) Ensure availability of snacks, meals, and beverages during visiting hours and as required by DANM administration.

- (iv) Ensure **nominal and affordable pricing** so as to cater to the **welfare and needs of all sections of society**, including daily visitors, students, monks, pilgrims, and local citizens.
- (v) Maintain cleanliness, sanitation, and hygiene at all times as per FSSAI and NDMC standards.
- (vi) Employ trained staff duly verified by police authority and wearing proper uniforms & identity cards.
- (vii) Procure and use only ISI/Agmark/FSSAI certified raw materials and consumables.
- (viii) Ensure timely disposal of waste and compliance with waste management regulations.
- (ix) Maintain discipline, decorum, and ensure no nuisance or unauthorized activity occurs on the premises.

C. ELIGIBILITY CONDITOINS AND TECHINICAL QUALIFICATIONS.

1. Bids for outdoor catering service will not be considered of those caterers who are/were involved in litigation with DAIC and blacklisted from Govt. Organizations / Institutions /NGOs /PSUs.
2. The bid will be evaluated on Quality and Cost Based Selection (QCBS) basis.70% weightage will be given for Technical Bid and 30% weightage will be given for Financial Bid. A minimum of 50 marks shall be scored by a bidder to be successful in Technical Bid. The Financial Bid in respect of the successful Technical bid only will be opened and score will be awarded as per marks criteria quoted at para 11 below.
3. After evaluation of the Technical bids by the TEC, financial bid of only successful bidder would be opened for evaluation & consideration of award of work.
4. The applicant should have a minimum of three years continuous experience in running canteen / cafeteria/hospitality services ending 31.10.2025.
5. The bidder's average annual financial turnover (gross) in catering services during the last three financial years, i.e., 2022-2023, 2023-24 and 2024-2025 (or 2021-22,2022-23,2023-24 as the case may be) should not be less than Rs. 50.00 Lakh. The bidder to provide certified audited account of such establishment and related documents like tax invoice etc in the technical Bids duly certified, signed and stamped by a certified CA clearly mentioning his membership Number/UDIN. The ITR for each of the last three years should have been filed for the same.
6. The bidder should possess valid FSSAI License, ESI, PF, GST Registration and ISO Certification.
7. The bidder must have a registered office or branch in Delhi/NCR.
8. Self attested copies of all relevant documents must be enclosed with the technical bid.
9. Copies of documents in support of each of the above Eligibility conditions should be enclosed with the Technical Bid.
10. The bidder's performance, as per format at **Annexure-IV** for each work completed in the last three years and in hand should be certifies by a responsible person from the concerned organization. The certificate should also indicate the compliance of statutory requirements. Feedback received from the previous/present clients and on the spot assessment of the DAIC designated team, will also be evaluated for technical qualification.

11. The Marks shall be allotted for evaluation of Technical bids out of the following maximum marks as per criteria mentioned-

- (a) Technical Bid - 70 Marks
 - (i) Monthly Rent - 50 Marks
 - (ii) Annual Turnover – 20 Marks

(i) Monthly Rent Scoring Criteria

Monthly Rent	Marks Allocated (out of 50)
Above ₹35,000	50 marks
>₹30,000 and ≤₹35,000	40 marks
≥₹25,000 and ≤₹ 30,000	30 marks
Less than ₹25,000/-	0 marks

(ii) **Annual Turnover Scoring Criteria:** The financial capability of the bidder shall be assessed based on their average annual turnover (in INR) for the last three financial years, using the following scoring system:-

Average Annual Turnover (INR)	Marks Allocated (out of 50)
Above ₹1 Crores	20 marks
>₹75,000 and ≤₹1 Crores	15 marks
≥₹50,000 and ≤₹75,000	10 marks
Less than ₹ 50,000	0 marks

Note: Bidders must submit audited financial statements or CA-certified turnover certificates for the last three financial years as proof.

Note: Copies of documents in support of each of the above eligibility conditions should be enclosed with the Technical Bid

12. The Final Merit list will be prepared based total marks secured in technical and financial bid evaluation.

13. The bidders who do not qualify in technical bids or whose bids are declared technically non compliant shall not be considered for final merit list.

D. **OPENING OF BIDS.**

1. The Financial Bids of only those bidders which are found **technically qualified** shall be opened for further consideration. The decision of the DAIC in this regard will be final and no requests etc. will be entertained from the bidders. The date and time of opening of financial bid(s) will be intimated only to such bidders who are found eligible as per evaluation criteria prescribed by the DAIC.
2. EMD of the unsuccessful bidders will be returned to them, without interest, within a period of three months from the date of award of contract to the successful bidder.
3. EMD of the successful bidder shall be liable to be forfeited, if the contractor does not fulfil any of the following conditions:-
 - (a) A contract of Empanelment is not concluded in the prescribed form within ten days of the receipt of the Letter of Empanelment;
 - (b) The Contractor does not commence catering services within 15 days of the Empanelment.
4. The contract for running the canteen/cafeteria through this Tender is likely to come into effect from the date of signing of Agreement. Hence, the Financial Bids submitted by the bidders should be valid to become operative from the date of signing of Empanelment Agreement. In view of this, no change in the financial bid will be allowed if the successful bidder withdraws or alters the terms of the tender during this period; the Earnest Money Deposit shall be forfeited.
5. If the successful bidder withdraws or the services proved by the successful bidder are not found satisfactory, DAIC reserves the right to terminate the contract agreement without giving any notice and take other appropriate necessary action as per provision of contract.
6. If any of the conditions of Tendering are not fulfilled, such Tender/Tenders will be summarily rejected outright to choose, accept or reject any or all requested/offers, in full or part at any stage, reduce or increase the quantity/rate of items without assigning any reason therefore.
7. **Financial Evaluation.** Upon opening of the financial bids, the bidder with the lowest financial quote shall be considered as L1 and second and third lowest shall be considered L2 and L3 respectively.
8. Selection of Applicant/ Bidders:
 - 8 (a) The evaluation of the bids shall be carried out in two stages: at the first stage evaluation of responsiveness and technical bids is taken up. Evaluators of technical bids shall not have access to the financial bids until the technical evaluation is conducted as the envelope containing the financial proposal will not be opened till the technical evaluation is complete. The financial bids of only such bidders will be opened whose technical bid/proposal is declared technically responsive and has obtained minimum qualifying marks/standards prescribed for the technical bids. The evaluation shall be carried out in full conformity with the provisions of RFP.
 - 8 (b) Applicant/Bidders must meet the qualification criteria as mentioned above. Applicant/Bidders satisfying the qualification criteria shall be evaluated for technical evaluation. The Applicant/Bidders shall submit financial data along with audited financial statements. The financial data in the prescribed format shall be certified by the Chartered

Accountant clearly mentioning his name with his stamp, signature and membership number/UDIN.

8 (c) Technical Evaluation-Technical evaluation of eligible Applicant/Bidders will be conducted as per the scoring methodology given in the RFP. The Applicant/Bidder must obtain a minimum of 50 marks during technical bids evaluation to qualify for opening of financial bid.

8 (d) The technical proposal/bid of applicant/bidder securing minimum 50 marks shall be declared technically responsive and qualified.

9. **QUALITY AND COST BASED SELECTION (QCBS)-** The technical and financial proposals will then be examined as per quality and cost based selection(QCBS) methodology. Under QCBS selection, the technical proposals Financial Proposal with lowest cost may be given a financial score of maximum 100 marks, the other proposals are given financial scores that are inversely promotional to their prices w.r.t. the lowest offer. Similarly, proposal with the highest technical marks (as allotted by the evaluation committee) shall be given a score of maximum 100 marks and other proposals be given technical score that are proportional to their marks w.r.t. the highest marks. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. On the basis of combined weighted score for quality and cost, the bidder shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposal securing lesser marks as H-2, H-3 etc. The merit list based total combined score will be prepared. The H-1 proposal or specified number of proposals in order of merit will be recommended for empanelment or the award of contract. In the event of two or more bids having the same score in final ranking, then the said bid with higher technical score will be placed higher in the merit list.

The lowest evaluated price bid in Financial Proposal (Fm) is given the maximum financial score (Sf) of 100 marks. The formula for determining the financial scores (Sf) of all other Proposals is calculated as follows, $Sf = 100 \times Fm / F$, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the proposal under consideration. Similarly, the technical score T high is the highest technical score achieved by the bid that was scored best among all responsive bids, and T is the total Technical Score awarded to the bid and the technical scores T is determined by formula $St = 100 \times T / T_{high}$ Separate financial score for High Tea, Tea, Packaged Food(veg/Non Veg) and Lunch /Dinner (veg/non veg) will determined and then average of all these scores will be done to arrive final financial score (Sfav)

The weights given to the Technical and Financial Proposals are $T = 70\%$ and $F = 30\%$ respectively. Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights ($T =$ the weight given to the Technical Proposal; $P =$ the weight given to the Financial Proposal; $T + P = 1$) as per following formula:-

$$S = St \times T\% + Sf_{av} \times P\%.$$

{S= Combined Score, St= Technical Score, Sf_{av} =Average Financial Score, T= Weight given to technical score, P= Weight given to Financial Score, Fm = lowest evaluated bid price in financial proposal, F= the price bid of the proposal under consideration}

T high = is the technical score achieved by the bid that was score best among all the responsive bids.

10. **PERFORMANCE SECURITY.** The successful bidder will be required to submit Fixed Deposit Receipt of any PSU bank located at Delhi in original made in favour of Dr. Ambedkar International Centre, New Delhi for a sum of Rs. 2,00,000/- (Rupees Two Lakh Only) as performance security in favour of DAIC will be retained for the entire period of the contract agreement and on termination of the contract, the DAIC will refund the same amount to the contractor without interest as per provisions of contract agreement.

E. **GENERAL CONDITIONS OF THE CONTRACT.**

1. The DAIC will provide adequate space to the running canteen at DANM.
2. The DAIC will provide furniture (tables and chairs) and air-conditions in the serving area. DAIC will not provide crockery, utensils, water purifiers, water coolers and other kitchen equipment. Bidder to cater for at least 01 Fridge (400 Litters and above), Deep Freezer, Café Coffee Day/Tea machine. High class crockery and glasses is required to be kept all times.
3. **Termination Clause.** - The DAIC reserves its right to terminated the contract in the following circumstances:-
 - (a) The quality of food/services provided will be regularly monitored. If found unsatisfactory, DAIC reserves the right to cancel the contract without prior notice.
 - (b) DAIC reserves the right to impose fines if deemed necessary. The maximum fine amount shall be specified.
 - (c) The decision of DAIC regarding the canteen operation will be final and binding on the contractor.
 - (d) In the event of contract termination, the contractor shall immediately vacate the canteen premises, with no claims for compensation.
 - (e) DAIC reserves the right to terminate the contract at any time during its validity without providing a reason.
 - (f) The contract may be terminated after receiving any single complaint regarding the performance or maintenance of the canteen. The decision of DAIC will be final.
 - (g) The contract may be terminated by either DAIC or the contractor with two months' notice. If the contractor terminates the contract prematurely, the security deposit will be forfeited. If DAIC terminates the contract, the security deposit will be refunded to the contractor.
 - (h) Violations of the contract terms and conditions by the contractor will result in immediate cancellation without notice.
 - (i) DAIC reserves the right to terminate the contract, fully or partially, without notice in case of a breach by the contractor.
 - (j) DAIC's decision on termination matters shall be final and accepted without objection.
 - (k) Upon termination, the contractor shall return any equipment, furniture, and other items provided by DAIC in good working condition.
 - (l) Contract can be cancelled after one year and extension is based purely on their performance and requirement of DAIC.

4. **Penalty Clause:** Further, if the tenderer fails to render service the contract as per the provisions of the tender/contract, then in that event, the DAIC has a right to take the following actions, without prejudice to any of its rights, including the right to claim damages.

- a. For the first contravention, depending on the gravity of the contravention/ offence, a warning letter will be issued.
- b. For the second contravention, a monetary penalty of Rs. 5000/- (Rupees Five Thousand only) will be imposed for each occurrence.
- c. For the third contravention, the contract is liable to be terminated and the Tenderer may be debarred from the contract, if not satisfied of your reply.

5. **Labour Clause.** The tenderer/s alone shall be liable to pay the wages and other statutory liabilities and all other payment as may be due to their employees/men/workers engaged by the tenderer/s. The Tenderer/s shall also indemnify the DAIC and its clients for any claims arising out death/injury or whatsoever, made by such employees/men/workers engaged by the tenderer/s.

6. **Abide by Law of the Land.** The tenderer shall abide by and comply with all Local, National as well as International Laws in connection with the Services to be provided by the Agency under the subject contract. The DAIC shall not be responsible for breach of law, if any, by the tenderer.

7. **Arbitration Clause (Settlement of Disputes).**

- (a) Any dispute, difference, or matter arising between the parties concerning the meaning, operation, or effect of the tender/contract, or any breach thereof, shall be referred to arbitration under the Arbitration and Conciliation Act, 1996, and its rules.
- (b) The sole arbitrator shall be appointed by DAIC.
- (c) The seat of arbitration shall be Delhi.
- (d) The language of arbitration proceedings shall be English.
- (e) Each party shall bear its own arbitration costs unless otherwise decided by the arbitrator in the award.
- (f) This clause shall remain in effect even after the contract expires or is terminated.
- (g) Courts in New Delhi shall have exclusive jurisdiction over all matters concerning this agreement, including arbitration-related issues.

8. **Exit Clause.** The caterer will have to give three months termination notice in case the caterer does not wish to continue catering services for the DAIC. DAIC will have the option to terminate the services of the caterer by giving one month notice without assigning any reason and without payment of any compensation thereof.

9. Fire & Safety Precautions will be observed by Contractor.

F. SPECIAL CONDITION OF THE EMPANELMENT CONTRACT.

- 1. The successful bidder will ensure that raw material used for cooking are of very good quality, safe for human consumption and conform to the standard laid down by the Govt, of India in this regard. In the event of any food poisoning/contamination, the contractor will be held fully responsible and will attract other penal actions under the law. The contractor will ensure proper sanitation/hygienic conditions in the premises and deploy person's free infectious diseases. Random inspection by officials of DAIC will be carried out.
- 2. The contractor shall be responsible for compliance of the Labour laws in respect of the personal employed by them. The contractor shall be the employer for his workers and the DAIC will not be held responsible fully or partially for any dispute that may arise between the contractor and his workers either directly or indirectly.
- 3. The contractor would be responsible for verifying antecedents of the persons deployed by him and a certificate to this effect shall be provided by him to the DAIC in respect of each staff member.
- 4. The eatables will be served in neat and clean utensils and the cafeteria staff must be in proper uniform and follow health & hygiene notified by the concerned Govt. from time to time.
- 5. Cost of food & beverages must be competitive and reasonable, the contractor may also supply those eatable items which are not under the contract in case of any demand. The cost of such items may be fixed on MRP rates.

6. NOC from Municipal Corporation to be obtained by the bidder on award may be included.
7. A Committee will be nominated by the DAIC to inspect the functioning of the Canteen with a view to ensure hygienic and satisfactory services. In case repeated failures or lacunae are noticed by the Committee on the part of the contractor, the Director DAIC may impose a fine of upto Rs. 1,000/- on each occasion.
8. In case services are found to be unsatisfactory or these are breach of any of the clause of terms and conditions, the contract is liable to be terminated at one month's notice resulting in the forfeiture of Performance Security.
9. Cleaning of Canteen shall be done by the contractor. The garbage of the canteen shall also be disposed of by the contractor suitably. The contractor shall ensure cleanliness of the canteen area all the time and disposal of all leftover immediately after an event and before DANM close each day.
10. For premature termination of the agreement, one month notice from the DAIC's side and three months' notice from Contractor's side shall be required in writing. The decision of the Competent Authority in the DAIC shall be final and will be binding upon the contractor.
11. The contractor shall be responsible for all damages or losses of DAIC's property and will be liable to make good any such loss or damage excepting those due to reasonable use or wear and tear or such as caused by natural calamity.
12. It shall be the sole responsibility of the contractor to obtain and keep ready necessary license/permission from various government bodies and/or NDMC/MCD concerned local bodies and authorities for running catering services and produced the same before the concerned authority as when asked for. An undertaking in this regard has to be given by the Contractor.
13. Liability/responsibility arising from any accident causing injury/death to the worker or any staff of the Contractor shall be on the Contractor employing them. The DAIC shall not be responsible in any means in such cases. The Contractor will have to furnish indemnity bond in this regard.
14. The caterer is required to maintain the details of all his employees/workers verifying their character and antecedents through Delhi Police.
15. In case eatables are sold after the expiry date as mentioned by the manufacture, a penalty of Rs. 1000/- will be imposed for each default or Contractor will be debarred.
16. The contractor shall use or sell/provide good quality ISI/Agmark/Food grade/FSSAI certified products only all the time.
17. The contractor shall not use the DAIC premises for any other activity except for the purpose for which it has been provided for. No outside person except employed by contractor will be present.
18. The contractor shall ensure that all the Canteen employees, during their working hours, wear neat and tidy uniform and use hygiene gloves and hair mask supplied by the Contractor. No canteen employee shall be allowed to perform his duty without proper uniform. Police verification of all employee is mandatory and will be provided to Admin, DAIC within 7 days of contract.
19. The Contractor shall not stock any inflammable or otherwise dangerous material, goods in any part of the allotted space which are fire prone and/or likely to cause health hazard to the people or damage to the property of DAIC.

20. The Contractor will have to supply breakfast /lunch/dinner in the canteen/ DAIC premises as per requirement and schedule drawn for the purpose by the concerned authorities of the DAIC.
21. The contractor will deploy adequate manpower for work during late hours and on Saturday/Sunday including other holidays, according to the requirement of DAIC and its clients.
22. The contractor shall be responsible for engaging adequate number of trained manpower required for providing good canteen services in DAIC.
23. The employees of the Contractor should possess good health and should be free from any diseases, especially contagious and frequently recurring diseases.
24. The Contractor will, prior the commencement of the operation of contract, make available to DAIC the particular of all the employees who will be deployed at the DAIC's premises for running the Canteen. Such particular, inter alia, should include age/date of birth, permanent address; police verification report and profile of the health status of the employees.
25. The Contractor shall be responsible for timely payment of wages to his/her workers as per Minimum Wages Act of NCT of Delhi Government, and fulfil all other statutory obligations, such as, Provident Fund, ESI, GST etc., in force from time to time.
26. The Contractor shall provide sufficient sets of Uniforms and pair of shoes to his employees and shall ensure that they wear them all times and maintain them properly.
27. The Contractor shall ensure proper discipline among his/her workers and further ensure that they do not indulge in any unlawful activity. The consumption of liquor, tobacco, gutka is prohibited.
28. Employment of child Labour is strictly prohibited under the law. Therefore, the Contractor will scrupulously follow all the statutory provision in this regard at all times.
29. The Contractor shall ensure compliance of all laws relating to cleanliness, sanitary, hygienic and health conditions and other laws in force from time with regards to the environment around cooking places, dining hall and surrounding etc.
30. The Contractor shall at all times keep indemnified the DAIC and its officers and designated concerned staff for and against all third party claims whatsoever (including property loss and damages, personal accident, injury or death of any person) and/or the owner and the Contractor shall at his/her own cost and initiative at all times maintain all liabilities under Workman's Compensation Act/ Fatal Accident Act. Personal Injuries, Employees State Insurance Act. PF Act etc., as in force from time to time.
31. The Contractor shall be personally responsible for conduct and behaviour of his staff and any loss or damage to DAIC's moveable or immovable property due to the conduct of the Contractor's staff shall be made good by the contractor.
32. The Contractor shall not appoint any sub-contractor to carry out his obligations under the Contract. Subcontracting will lead to immediate termination of the contract.
33. The Contractor shall keep the Canteen and its surrounding areas clean and up to date sanitation every day after the services are over. The cleaning includes cleaning of utensils, kitchen, canteen, hall, floor, counter, benches, tables, chairs. Etc. DAIC will have 24-hour access to inspect the canteen premises at any time for ensuring the cleanliness and hygienic conditions of the canteen's premises.
34. The DAIC reserve the right to appoint officers/ officials to inspect the quality of raw material, food and other items prepared and sold in the canteen. Any defect(s) pointed out by such officers/ officials during their visits shall be properly attended to by the Contractor.

immediately.

35. The Contractor will use only branded raw material for preparation of items. The permissible brands of various items are given in **Annexure-V**.
36. Care must be taken to ensure that, while carrying out the work, no fittings, fixtures, furnishings, equipment provided by the DAIC are damaged. Any damages done to the same or any other property will have to be repaired / replaced by the Contractor, failing which the same will be got done by DAIC at the contractor's risk and cost. In this regard, the decision of the designated officer of DAIC shall be final and binding on the Contractor.
37. All work shall be carried out with due regard to the convenience of DAIC. The orders of the concerned authority shall be strictly observed.
38. The Contractor shall install his electronic fly kill/ insect repellent equipment. Emergency lighting/ gas and fuel supply at his own cost.
39. Storing/ supply/ sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the DAIC campus. Any breach of such restrictions by the Contractor will attract deterrent action against the Contractor as per statutory norms.
40. No Minimum guarantee will be furnished to the Contractor towards consumption of food items. He /She is advised to maintain the highest quality at the minimum possible prices so as to attract the maximum number of personnel to avail catering services.
41. The worker employed by the Contractor shall be directly under the supervision control and employment of the contractor and they shall have no connection what-so-ever with DAIC.
42. The Contractor shall ensure that either he/ she himself/ herself or his/ her representative is available for proper administration and supervision at the works to the entire satisfaction of the DAIC.
43. The Contractor will bring his own tools, cookers, hot boxes, trolleys. Equipment utensils, plates, jugs etc. in sufficient quantity as needed to maintain the catering services.
44. The Contractor shall not use the premises for any other activity except for the purpose for which it has been provided for.
45. The payment in respect of official hospitality bills (including those of Swipe Cards) of the DAIC submitted in duplicate by the Contractor shall be released on receipt basis subject to fulfilment of obligations by the Contractor imposed under various laws, Rules & Regulations, etc. applicable from time to time and after scrutiny of authorization for supply at the prices offered by the contractor. Any supply of food items without proper authorization by the designated authority of DAIC will not be paid for Income tax, as applicable at the prevailing rates, will be deducted at source.
46. On termination of the contract, the Contractor will hand over all the equipment/ furniture/ articles etc. supplied by DAIC, in good working condition, back to DAIC as per items taken on charge on commencement of contract.
47. If the Contract is terminated by the Contractor without giving stipulated period of notice or fails to observe the terms & conditions of the Tender, Letter of Award for the Contract and the agreement signed by the Contractor with the DAIC, the Security Deposit will be forfeited without prejudice to the DAIC Managements right to proceed against the contractor for any additional damages that the DAIC suffers as a result of the breach of the aforesaid terms and conditions.

48. The DAIC reserves the right to impose a penalty (to be decided by the DAIC authorities) on the Contractor for any serious lapse in maintaining the quality and the services willfully or otherwise by the Contractor or his staff or for any adulteration.
49. If the DAIC is not satisfied with the quality of eatables served, services provided or behaviour of the contractor or his/ her employees. the Contractor will be served with 24 hour notice to improve or rectify the defect(s), failing which the DAIC will be at liberty to take appropriate necessary steps as deemed fit.
50. Dispute, if any, arising out of the Contract, shall be settled by mutual discussion alternatively by legal recourse under jurisdiction of Delhi courts only.
51. The contractor will deposit timely rebate as fixed in Account of Dr. Ambedkar International Centre either through cheque/DD/Online. Failure to do so will invite 5% surcharge on due amount.
52. DAIC shall bear no liability for any claims made by the workers or staff of the Bidder/Contractor/Caterer under any circumstances.
53. It is the sole responsibility of the Bidder/Contractor/Caterer to ensure the safety of its workers. In the event of any injury during duty, the Bidder/Contractor/Caterer shall be liable to compensate the affected worker. DAIC will not entertain any claims in this regard.
54. The Bidder/Contractor/Caterer shall be fully responsible for all claims related to the employees engaged during the contract period. This includes responsibility for their conduct and behavior.
55. DAIC shall deduct TDS, GST, Surcharge, Cess, and other applicable levies as per prevailing laws.
56. The Bidder/Contractor/Caterer is strictly prohibited from sub-letting the catering contract to any firm or individual. Violation of this clause may result in appropriate action by DAIC, including forfeiture of the Performance Guarantee and termination of the contract.
57. Entering into a contract with the Bidder/Contractor/Caterer does not prevent DAIC from engaging the services of other caterers during the contract period.
58. The Bidder/Contractor/Caterer shall:-
- (a) Maintain all equipment, gadgets, and appliances in good working condition, ensuring all necessary safety measures, at their own cost.
 - (b) Ensure all persons employed are medically certified as fit for food handling before their engagement.
 - (c) Provide uniforms, identity cards, name badges, safety items (such as kits and shoes), and ensure staff wear gloves and hair covers while cooking and serving food.
 - (d) Take all necessary protective measures to safeguard property and prevent accidents during the contract period.



(Akash Patil)
Director, DAIC/DANM

आकाश पाटील/Akash Patil
निदेशक/Director
डॉ. अम्बेडकर अंतराष्ट्रीय केन्द्र
Dr. Ambedkar International Centre
सामाजिक न्याय और अधिकारिता मंत्रालय
Ministry of Social Justice & Empowerment
भारत सरकार, नई दिल्ली
Government of India, New Delhi

Annexure-I**(Refer para 2 of A)****CHECK LIST OF DOCUMENTS TO BE ATTACHED WITH TECHNICAL BID**

1. Demand Draft for Rs. 50,000/- towards EMD.
2. Annual Turn over for the last 3 years. _____.
3. PF, ESI. Insurance under Personal Accidence Insurance Scheme, License (Photocopies).
4. Signature of the bidder or his/ her authorized signatory on each page of the Tender Document as acceptance of the terms and conditions contained in the Tender Document.
5. All documents are in number and make index (Serial No. 1 to)
6. Documentary evidence in support of the following:-
 - (i) Number of years of having run canteens in the officers/ organizations/ hospitals/ places of public utility/ institutions/ educational institutions along with number of persons availing the services offered by the Contractor.
 - (ii) List of institution / organizations (with complete postal addresses) served in the past and list of institutions/ organizations where presently providing catering services Names, designations and telephone numbers of concerned officers in the respective organizations / institutions mayalso be indicated.
 - (iii) Work Plan-indicating the requirement of staff, deployment pattern of staff proposed, and preparatory time required for an event and other details for smooth, efficient and satisfactory performance of the contract.
 - (iv) Self attested copy of PAN card, Aadhar Card, GST number etc.
 - (v) Any other information which bidder wants to share.

Signature of Applicant

Name & Designation

Contact No.

ANNEXURE-II

(Refer para 7 (i) of A)

TECHNICAL BID

A. NAME OF THE TENDERER (as per Registration Certificate)	
B. COMPLETE POSTAL ADDRESS OF THE TENDERER (as per Registration Certificate)	
C. Earnest Money Deposit (EMD)	Demand Draft No. --- For Rs. 50,000/- (Rs. Fifty Thousand only) drawn on (name of the Bank) in favour of Dr. Ambedkar International Centre, New Delhi/Bid security declaration. (To be enclosed with Technical Bid)
Company Profile	
1. Name of the Company/Firm and Complete registered address	
2. (a) Legal Status (Individual Propriety firm, Partnership firm Limited Company or Corporation)	
2. (b) Has your company/firm ever changed its name any time? If so, when, the earlier name and the reason thereof?	
3. Were you or your company ever required to suspend catering services for a period of more than 06 months continuously after you commenced the catering services? If so, give the name of the contract the reasons thereof.	
4. Have you or your constituent ever left the contract awarded to you incomplete? If so, given name of the contract and reasons for not completing the contract.	
5. Name, Designation and Tel. No.(s) of the Contact Person, Fax No.(s) and email address	
6. Year of commencement of business.	
7. Statutory details (self-attested copy of proof to be attached)	

a. Registration No. of the Firm	
b. PAN	
c. EPFO Reg. No.	
d. ESI Reg. No.	
e. GST Reg. No.	
f. Food Safety (FSSAI) Reg. No.	
g. Income Tax Return and Assessment Completion Certificate for the last three years	

8. List of present and past clients (Please use Separate sheets for each) as per the following Format. The information provided will facilitate evaluation of your Technical Bid.

Format for details of present and past clients

S. No. (1)	Name of Organization with complete postal address (2)	Name and Designation of contact person with Tel. No. /Mob. No. (3)	Date from Which the contract was awarded and tillwhen (4)	No. of Persons deployed by your firm (5)	Annual sale/turnover during last three financial years (6)
Note: Above information should be certified by the authorized representative of the client on his/her letter head					

Signature of Applicant
Name & Designation
Contact No.

Annexure-III
(Refer para 7 (ii) of A)

PART (II) COMMERCIAL OFFER

(A) Category

S.No.	Items	Price Offer (In Rs.)	Remarks if any
SNACKS			
1.	Samosa (1 piece)		
2.	Paneer Pakora (4 pieces)		
3.	Veg Nuggets (6 pieces)		
4.	Vada Pav (2 pieces)		
5.	Veg Sandwich (4 pieces / 2 cut sandwiches)		
6.	Corn & Spinach Sandwich (4 pieces / 2 cut sandwiches)		
7.	Garden Fresh Sandwich (4 pieces / 2 cut sandwiches)		
8.	Assorted Bruschetta (Veg – 4 pieces)		
9.	Margherita Pizza (Medium)		
10.	Garden Fresh Veg Pizza (Medium)		
11.	Sweets (Gulab Jamun)		
12.	Sweets (Rasmalai)		
MEALS			
13.	Veg Masala Biryani		
14.	Veg Fried Rice		
15.	Veg Thukpa		
16.	Rajma Chawal		
17.	Chole Chawal		
18.	Kadhi Chawal		
19.	Matar Paneer Chawal		
20.	Veg Thali (Dal, Seasonal Veg, Rice, Roti, Salad)		
21.	Paneer Thali (Paneer Dish, Dal, Rice, Roti, Salad)		
22.	Veg Momos (8 pieces)		
23.	Paneer Momos (8 pieces)		
24.	Veg Chowmein		
25.	Singapuri Chowmein		
26.	Idli (4 Pieces, Sambhar & Chatni)		
27.	Masala Dosa (1 pieces)		
BEVARAGES			
28.	Tea		
29.	Coffee		
30.	Lassi (250 ml)		

Note : Water Bottle/ Cold Drinks/ Packed Food as per MRP.

- (B) Monthly rent offer by Vendors Rs. _____ (Rupees _____ Only)
- (C) Cost should be including **GST (as applicable), Crockery/Cutlery Charges and Service Table, liveries and uniforms.**
- (D) Rate: Rates may vary in case of specific needs/requirement as these rates quoted above are standard for all.

1. I/We, hereby Certify that my/our form has not been disqualified/banned by any Office/Department/Undertaking of the Government of India, at any time for providing services of any description.
2. If selected, we will provide all items at DAIC, mentioned as per Commercial bid.

Signature of Authorised person/

Director with Seal of the Firm

Place:

Date:

ANNEXURE-IV

(Refer para 10 of C)

FORMAT FOR PERFORMANCE CERTIFICATE REFERED

(Furnish this information for each individual work from the employer for whom the work was executed)

1. Name of the contract and location
2. Agreement No.
3. Scope of Contract
4. Contract Cost
5. Date of Start
6. Period
7. Amount of compensation levied, if any
8. Performance Report
 - (i) Quality of Food – Excellent / Very Good / Good / Fair
 - (ii) Resourcefulness - Excellent / Very Good / Good / Fair
 - (iii) Client Service Satisfaction Level - Excellent / Very Good / Good / Fair
9. Compliance of all statutory requirements – Yes / No
10. Service Satisfaction Report – Yes / No

(Seal of the Organization)

(Signature of the authorized representative)

Date

ANNEXURE-V

(Refer para 35 of F)

PERMISSIBLE BRANDS OF CONSUMABLES

ITEM	BRAND
Salt	Iodised salt such as Tata, Annapurna, Nature Fresh
Spices	MDH, MTR or equivalent quality brands
Ketchup	Maggi, Kissan, Heinz
Oil	Olive oil/Mustard Oil/Refined oil such as Sundrop, Nature Fresh, Godrej
Pickle	Mother's or Priya or Tops
Atta	Aashirvad, Pillsbury, Nature Fresh
Butter	Amul, Britannia, Mother Dairy
Bread	Harvest / Britannia make
Jam	Kissan, Nafed
Milk	Toned milk of Mother Dairy / Amul / Delhi Milk Scheme
Paneer	Amul / Mother Dairy
Tea	Brook Bond, Lipton, Tata
Coffee	Nescafe, Rich Bru
Biscuits	Britania, Parle, Good Day
Ice Cream, Lassi, Curd	Mother Dairy, Amul, Cream Bell – all varieties
Mineral Water	ISI marked Kinley / Bisleri / Ganga
Besan, Dal	Rajdhani
Rice	Basmati
Cold Drinks	Pepsi, Coke etc.
Packed Juices	Real, Tropicana, Coconut Water
Lemon Water	Hello
Sweet	Bikaner, Haldiram

Note:- 1) The Contractor may use any other equivalent brand after obtaining prior approval from DAIC.

2) Only Certified brands to be used other than mentioned above.

3) Above mentioned brands are just an example.

ANNEXURE VI

(Refer para 20 of A)

INDEMNITY BOND

This Indemnity Bond is executed on this ____ day of ____, 2025 at New Delhi by M/s ____, a Company/Partnership Firm/ Proprietorship Firm having its Registered/ Corporate Office at ____ represented through Mr./ Ms. ____ S/o, W/o, D/o ____ its duly authorized representative (hereinafter referred to as the 'Bidder/Contractor/Caterer') in favour of Dr Ambedkar International Centre having its Office at ____ (hereinafter referred to as the 'DAIC/licensor'). WHEREAS, the Bidder/Contractor/Caterer engaged in the business of providing catering services, has entered into a Agreement with the licensor for providing Catering Services to the DAIC w.e.f. ____ for a period of ____ year, extendable by another ____ year at the discretion of the licensor.

2. **And WHEREAS**, the Caterer is under a legal obligation to comply with all the statutory requirements while providing catering services to the licensor.

3. **And WHEREAS**, the Caterer is also under a legal obligation to ensure that neither any loss or damage is caused to the property of the licensor nor any physical harm/ injury is caused to the employees/ workers of the licensor, its guests or the participants etc visiting DAIC, as a result of the acts/ omissions of the employees/ workers of the Caterer.

4. **NOW, THEREFORE**, this Bond witnesses and it is agreed to and undertaken by the Caterer to keep DAIC harmless against any claims or demands made against DAIC as a result of its failure to comply with its statutory obligations and to indemnify DAIC for any loss or damage caused to its property or any physical harm/ injury is caused to the workers/ employees of the Academy, guests or the participants etc. visiting DAIC, as a result of the acts/omissions of the employees/ workers of the Caterer.

5. **IN WITNESS WHEREOF**, this Bond has been executed at New Delhi by the Caterer through its Authorized Representative in the presence of witnesses.

Witnesses:

Caterer,

Through Authorized Representative

1. _____

2. _____

* To be submitted at the time of awarding of the Contract