



DELHI METRO RAIL CORPORATION LTD.

(A JOINT VENTURE OF GOVT. OF INDIA AND GOVT. OF DELHI)

**APPLICATION FORM/ TENDER DOCUMENT
(CONTAINING INSTRUCTIONS FOR
APPLICANTS AND TERMS & CONDITIONS
FOR RUNNING CATERING SERVICES
CONTRACT FOR SEVEN(07) STAFF
CANTEENS, ONE (01) TRAINING INSTITUTE
MESS & SEVEN (07) Crew Control
CENTERS IN OPERATION &
MAINTENANCE WING, DMRC ON LICENSE
BASIS)**

DELHI METRO RAIL CORPORATION LTD.
(6th Floor, Metro Bhavan, Barakhamba Road, New Delhi-110001)

Application Form/ Tender Document for providing Catering Services in **SEVEN STAFF CANTEENS, ONE (01) TRAINING INSTITUTE MESS & Seven (07) CREW CONTROL CENTERS** of DMRC/O&M wing on License Basis.

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NOTICE INVITING TENDER

Sealed quotations are invited from Delhi based bonafide, competent and experienced agencies of good repute, credentials, and sound financial standing to render professional Catering services for the **Seven(07) Staff Canteens** located at (1) Shastri Park Depot (2) Khyber Pass Depot (3) Najafgarh Depot (4)Sultanpur Depot (5)Yamuna Depot (6) Sarita Vihar (7) Mundka Depot, **One (01)Training Institute Mess,Shastri Park & Seven (07) Crew Control Centers** located at stations (1) Dwarka (2) Shahadra (3) Jahagirpuri(4) Huda City Cente (5) Anandvihar(6) Mundka (7) Badarpur in the O&M wing DMRC for meals / snacks (Preparation and supply of meals, snacks, tea, coffee and other beverages) for about 900 employees in all the above DMRC locations (**Canteens, Crew control center, Training institute Mess**). For Crew Control Centers packed lunch / snacks are to be provided on demand.

Technical requirements.

- (a) The Contractors or his supervisor should possess Degree / Diploma in catering.
- (b) The Contractor should have minimum 3 years experience of successfully running office canteens / hostel canteens / institutional catering services for about 300 persons.
- (c) The contractor should have to submit the following documents along with quotation:
 - (i) Latest valid Income Tax clearance certificate,
 - (ii) PF code Nos.,
 - (iii) ESIC code Nos.,
 - (iv) Labour License,
 - (v) Sales tax registration certificate duly attested,
 - (vi) A list of similar works executed including works in hand.
 - (vii) Should be in possession of TIN number.

(d) DMRC invites sealed tenders from working or eligible tenderers for the above mentioned work:-

- i) The approximate cost of work –Rupees 1.97 Crore.**
- ii) Tender security amount - Rupees 2,00000/- (Two lakhs only).**
- iii) The tenure of contract - 02(Two years)**
- iv) Cost of Tender document (Non refundable)- Rs.5250/-(Rupees Five thousand only).**
- vi) Sale of Tender document-10:00 Hrs of 21.09.2011 to 17:00 hrs. of 20 .10.2011 (Working hours on working days).**
- v) Last Date & time of Submission of Tender- 21.10.2011 between 9:30 Hrs to 14:30 Hrs.**
- vi) Date & time of Opening of Tender- 21.10.2011 at 15:00 Hrs.**

Tender documents describing the eligibility criteria, scope of work/ services and the terms & conditions for the contract will be available for sale in the office of undersigned (on all working days) from **21.09.2011(Wednesday) to 20.10.2011 (Thursday)**, and can be purchased by the parties on remittance of a non-refundable fee of **Rs.5250/- (Rupees Five thousand Two hundred and Fifty only)** through DD / Bankers Cheque drawn in favour of **Delhi Metro Rail Corporation Ltd.** Payable at Delhi. Duly signed/ Filled up tender form shall be submitted on **21.10.2011** from 9:30 Hrs to 14:30 Hrs. Submitted completed tender form will be opened at **15:00 Hrs on 21.10.2011.**

Tender form will also be available on DMRC website from **21.09.2011(Wednesday) to 20.10.2011.** The tender document can be downloaded from the DMRC site links (Corporate Tenders) provided on website of Delhi Metro Rail Corporation i.e www.delhimetrorail.com, and can be submitted along with requisite tender document fee of Rs 5250/- in form of Demand draft / Banker's Cheque.

The agency should have a minimum of three years experience and expertise in institutional/professional catering for Government Departments/ PSUs / Corporate Canteens etc at various Centres spread over Delhi or other cities, involving atleast 300 (Three hundred) daily lunches. The Agency should also have competence, infrastructure and expertise to provide Standard Quality Hygienic Food items as per Tentative Menu.

The Agency should have adequate financial and technical competence to carry out the work.

1. The **Experience & Financial Competence** and resources is to be submitted in a sealed Envelope marked Envelope NO-1.
2. The rate to be quoted is enclosed as **Annexure-2.**
3. The Menu of Lunch item for the Canteens, which must be strictly adhered to, is enclosed as **Annexure-3.**

Quotations can be submitted to the office of the undersigned in Sealed Cover **up to 14:30 Hrs on 21.10.2011.** The submission must be made in one

Large 'sealed cover packet' having two separate small sealed cover packets in side it.

1st small Sealed Cover should bear mark "**Envelope No. I - (EXPERIENCE)**". It should contain all details regarding **Annexure-1 (Experience & Technical Competence).**

Second Small Sealed Cover packet should have mark "**Envelope No. II (QUOTATION)**", which should contain only, **Annexure-II (Financial Package duly filled up on prescribed format).**

The submissions received after the stipulated time and date shall not be entertained.

4. DMRC Limited takes no responsibility for delay, loss or non-receipt of the quotation document sent by post/courier.
5. DMRC Limited reserves the right to reject any or all quotations without assigning any reason whatsoever.
6. DMRC Limited also does not bind itself to accept the lowest rate.
7. Telex/FAX/E-mail offers will not be accepted.

Encl.: --- 19 No. of Pages

GENERAL MANAGER / HUMAN RESOURCE
6th FLOOR, METRO BHAVAN, BARAKHAMBHA ROAD,
DELHI METRO RAIL CORPORATION LTD.
Phone / Fax No. 011-23415834
E-mail:- gmhrdmrc@gmail.com

TECHNICAL PACKAGE**EXPERIENCE & TECHNICAL COMPETENCE****1 . DETAIL OF WORK EXPERIENCE :-**

S. N.	Worked with (Name of organization)	Period		No. of staff, served with catering services	Type of service- Office/ Hostel/ Hotel, Educatio- nal Instt. etc.	Whether Experience certificate attached (Yes/ No)*
		From	To			

* Attach certificates issued by the organization served.

2. TECHNICAL COMPETENCE :-

S. N.	Items	Whether supporting documents attached (Yes/ No)	Remarks, if any.
1.	Latest valid Income Tax clearance certificate		
2..	EPF code No. of the establishment		
3.	ESIC code No. of the establishment		
4.	Labour License of the establishment		
5.	Sales tax registration certificate duly attested		
6.	TIN number of the establishment		

Signature of the Contractor
with stamp / seal & Date

FINANCIAL PACKAGE

The tenderers are requested to quote their rates of Standard lunch and snacks items for **900 unit lunches (approx) in all Depots , Training Instt Mess & Crew Control Centers** in the following proforma against the base rates: -

Sl. No.	Items	Estimate Consumption per day (Tentative Assessment) (a)	Base rates* (Rs.) (b)	Unit Rate to be quoted for each item (c)
1	LUNCH			
	Roti / Chapatti – 150gm. Rice (150gm.) Dal (150gm) Vegetable (150gm) Raita / Curd (one item) Salad, Pickle, Papad, Sweet – one Pcs. (40gm)	As stated above	35/--	
(Weekly menu details and brands details at Annexure-III)				
2.	Extra Roti/ Chapati	As per demand	1/-	
3.	Extra helping of Dal & subji	As per demand	5/-	
4.	SNACKS	As per demand.		
(a)	Puri (4) and Chhole/ Alu matar Subji (200gm)	As per demand.	10/-	
(b)	Alu parantha (02) + Pickle (10 gm.)	As per demand.	10/-	
©	Idly / Vada (4) with Samabar (150gm)	As per demand.	10/-	
(d)	Samosa – one (75gm)	As per demand.	3/-	
(e)	Bread Pakora (75 gm)	As per demand.	3/-	
(f)	Sweet (40 gm) {milk / Khoya}	As per demand.	4/-	
(h)	Tea (Dip 100 ml.)	As per demand.	3/-	
(j)	Coffee (100ml)	As per demand.	5/-	

* The rates below this base rate will be considered un-workable and offer will be rejected. **The rates quoted may be inclusive of all statutory taxes including Service Tax & Sales Tax.**

** Estimated consumption on date, which is likely to increase @ 20% per year.

(NB: The bid must be for running the catering services for all the canteens. & Crew Control Centers). Rates for individual canteens will not be accepted. Incomplete bids will be summarily rejected)

The canteen contractor will be free to provide additional items (i.e. biscuits, mixture, ice-creams, sweets, cold drinks) at M.R.P/Market rates and the stock may be maintained as per demand.

Signature of the Contractor
with stamp / seal & date

TERMS & CONDITIONS OF CONTRACT

1.0 DEFINITIONS

‘Company’ means Delhi Metro Rail Corporation Ltd., Metro Bhavan, Barakhambha Road, New Delhi-01, and shall include its successors and assignees.

‘Contractor’ means successful bidder for providing catering services.

‘Officer-in-Charge’ means General Manager / Human Resource designated as such by the company and authorized to act for and on its behalf.

2.0 CATERING SERVICES

2.1 SERVICES TO BE RENDERED

The Contractor shall prepare and serve fresh and wholesome meals/snacks/beverages to the employees of the company and such other as approved by the Company.

2.2 MENU & QUALITY

The meals/ snacks to be supplied by the Contractor shall be of the type and in quantities with fixed prices as indicated in **Annexure -III**. The Contractor shall not prepare or serve any other item without the prior approval of the Company.

2.3 QUALITY OF RAW MATERIALS AND FINISHED PRODUCTS

The food shall be good, wholesome and of best quality as approved by the Company. Before using the raw materials and other ingredients for cooking, the Contractor shall ensure their quality and wholesomeness. The Company through its authorized representatives, shall have the authority to carry out test checks at their convenience of the raw materials, ingredients, for cooking, cooking arrangements and the finished eatables and will have absolute right to have the cooked or raw items as do not meet, in his/ their Sole discretion, the standard of wholesomeness, destroyed at the cost of the Contractor.

2.4 SERVICE POINTS & TIMINGS

2.4.1 The contractor shall be required to provide catering services in the canteen premises from **Monday to Sunday** at timings as may be intimated in advance from time to time as per requirement of the company.

2.4.2 However, if the service is to be provided at other places within DMRC premises, the price may be mutually agreed to.

2.4.3 Notwithstanding anything herein after contained, the company will have the right to use the canteen hall at any time on any working days or holidays at any time, as may be required with prior intimation to corporation.

3.0 **CONTRACTOR'S OBLIGATIONS**

3.1 The Contractor shall be responsible for the proper upkeep and maintenance of the Canteen premises, furniture and fixtures, cooking and serving utensils and cutlery. When material supplied by the Company becomes unserviceable, the same, if these are to be replaced by the Company, would only be replaced against the return of the unserviceable materials by the contractor, otherwise the cost for such materials shall be borne by the Contractor.

3.2 For any damage, breakage or loss of any equipment of property of the Company the Contractor shall have to make good the same at his own cost. For the details of arrangement for the above, clause – 13.3 of terms and conditions of contract may be referred. The contractor shall keep a proper inventory of the items placed at his disposal by the company and the same shall be verified by the contractor along with the representatives of the company.

The company reserves the right of free access through its authorized representative(s) to inspect the canteen, stores, equipment and food for ensuring their wholesomeness, cleanliness, quality and quantity at all times without any prior notice.

3.3 The Contractor shall keep the entire premises, utensils; crockery, etc. clean, neat and hygienic. He shall use and provide at his own expenses prescribed detergents and other requisites for this purpose. He will ensure that furniture of the Canteen premises, crockery and cutlery, utensils, kitchen pantry, wash basins, lavatory urinals, drainage system washed and cleaned in hygienic way as directed by the Officer-in-Charge or any other authorized representative.

It shall be the responsibility of the contractor to maintain the main canteen and the pantries clean, neat and hygienic, for the purpose he is required to engage adequate staff.

3.4 The Contractor shall not use or allow to be used the Canteen premises or any part thereof for dwelling purposes and shall not allow any outsiders to loiter in and around the canteen building without valid authority.

3.5 The Contractor shall also not use or allow to be used any facility, appliances, equipment provided by the Company to him as mentioned in Clause – 5 & 6 (Company's assistance) of terms and conditions of contract, for any purpose other than providing canteen services as per the Company's requirement.

3.6 The Contractor shall not, without prior consent in writing by the Company, assign or subject the contract or any part thereof to any other party provided that it shall not relieve the contractor from any obligations, duty or responsibility under the contract.

4.0 **ENGAGEMENT OF LABOUR**

4.1 The Contractor shall at his cost, employ adequate number of catering staff such as supervisors, Cooks, helpers, Services Boys, Sweepers and other persons for smooth and efficient running of the canteen services, If the Contractor himself cannot be present and run the canteen efficiently.

The Contractor shall exclusively be liable and responsible for their Statutory Wages, PF, Bonus, Medical, Uniforms and all other payments as may be applicable and full compliance in their respect with all Statutory Laws, Rules and Regulations as applicable to them.

4.2 The Contractor shall make regular and full payment of wages/salaries and other payments to the employees and furnish necessary proof, as and when demanded by the officer-in-charge.

4.3 The Contractor shall also be liable to ensure and pay the Minimum wages notified by concerned authorities on time to time, P.F & ESI contribution, leave, salary, etc. and shall be liable to observe statutory working hours.

4.4 The Contractor shall arrange Police verification of all his staff, and issue Identity cards bearing photographs of the canteen employees, for gate entry who shall exhibit it prominently during working hours. The canteen staff shall also be liable for search on entry/exit.

4.5 The Contractor shall ensure that all canteen employees, during their working hours, wear neat and tidy uniforms and use hygiene gloves supplied by the Contractor. No canteen employee shall be allowed to continue his duty without uniform.

4.6 The employees of the Contractor will be subject to medical examination once in a year at Contractor's cost by registered medical practitioner. The employees should be free from all communicable, contagious infections and other diseases. In the event of any employee of the Contractor being found medically unfit, the Contractor shall arrange to replace him. Contractor has to submit medical reports once in a year.

4.7 **CONTRACTOR'S LIABILITY**

The Contractor shall be solely and exclusively liable for the payment of any and all taxes or hereafter imposed, increased or modified from time to time and all Income Tax, Sales Tax now in force and hereafter increased and all contributions and taxes for unemployment compensation, insurance and old age pensions or annuities now or hereafter imposed by the Central Govt. or State Govt. authority which are imposed with respect to or covered by the wages, salaries or other compensation paid to person employed by the Contractor.

CONTRACTOR'S LIABILITY TOWARDS INDEMNITY

- 4.8 The Contractor shall indemnify the Company against any claim under the payment of Wages Act, 1936, and/ or the Minimum Wages Act, 1948 or any statutory obligations arising out of any other Act or Acts or on behalf of any person employed by him.
- 4.9 The Contractor shall also indemnify the Company and every member, officer and employee of the Company against all actions, proceedings, claims, cost and expenses whatsoever in respect of or arising out of any failure by the Contractor in the performance of his obligations under this contract.

5 COMPANY'S ASSISTANCE

- 5.1 The Company shall provide following facilities and / or equipment free of charge to the Contractor for the sole purpose of providing canteen services.
- (i) Canteen premises with dining hall, kitchen pantry on a token license fee of **Rs.101/-** per month for conduct of the Canteen in acknowledgement of the ownership of the employee's canteen by the Corporation.
 - (ii) Furniture for the dining hall.
 - (iii) Electricity
 - (iv) Water (drinking and for washing)
 - (v) Bulbs and Tube lights.

6.0 Indicative list of kitchen equipments, furniture and Cutlery:{Available at all the depot Canteens separately & Not at crew Control Centers}.

(i)	Bain Marie (1600 mm.x 600+304 mm x 850 mm)	-4 Nos.
(ii)	Work table (1200 mm x 600 mm x 850+150 mm)	-7 Nos.
(iii)	Tandoor (900 mm x 900 mm x940 mm)	-3 Nos.
(iv)	Bulk Cooker (1524 mm x 1000 mm x 1000 mm)	-2 Nos.
(v)	Griddle 900 mm x 600 mm x 1000 mm)	-1 Nos.
(vi)	Chapati making table (750 mm x 750 mm x 850 mm)	-1 Nos.
(vii)	Chapatti plate cum puffer (1350 mm x 750 mm x 850 mm)	-1 Nos.
(viii)	Chapati receptacle table (600 mm x 750 mm x 850 mm)	-1 Nos.
(ix)	2 sink wash unit (1535 mm x 600 mm x 850+150 mm)	-1 Nos.
(x)	Work table with sink(1200 mm x 600 mm x 850+150 mm)	-1 Nos.
(xi)	Pot rack (600 mm x 600 mm x 2150 mm)	-2 Nos.
(xii)	Dish landing table (1200 mm x 600 mm x 850+150 mm)	-1 Nos.
(xiii)	3 Sink wash unit (1500 mm x 600 mm x 850+150 mm)	-1 Nos.
(xiv)	Clean dish rack (1000 mm x 350 mm x 2150 mm)	-2 Nos.
(xv)	Potato peeler (435 mm x 625 mm x 1290+275 mm)	-1 Nos.
(xvi)	Work table (1200 mm x 600 mm x 850+150 mm)	-2 Nos.
(xvii)	Four door Freezer / Refrigerator (1200 mm x 600 mmx 2400 mm)	-3 Nos.
(xviii)	Trolley (900 mm x 600 mm x 1000 mm)	-2 Nos.
(xix)	Work table (935 mm x 600 mm x 850+150 mm)	-1 Nos.
(xx)	Cooking range with 4 LP burners (1950mm x 600mm x 610mm)	-1 Nos.
(xxi)	Geyser	-2 Nos.
(xxii)	Tea / Coffee Dispenser	-1 Nos.
(xxiii)	Cutlery – Stainless steel plates, glasses and bowl (100 Nos.) / (or as per requirement)	

6.1 NON - WAIVER OF DEFAULTS

Any failure by the Company at any time/ or from time to time to enforce or require the strict keeping and performance of any of the terms or conditions of this contract, or to exercise a right herein, shall not constitute a waiver of such terms, conditions or rights and shall not affect or impair the same, or the right of the company at any time to avail itself of the same.

7.0 SECURITY DEPOSIT

An amount of **Rs. 2, 00000/- (Rupees Two lacs only)** will be required to be deposited by the contractor with the company, as interest free security deposit, during currency of contract, for all the canteens.

8.0 **PAYMENTS OF THE CONTRACTOR**

- 8.1 Credit sales, if any, affected by the Contractor will be at his own risk and responsibility and that the DMRC will not in any way be responsible for the recovery of such arrears in these transactions.
- 8.2 However, the contractor will submit bills for items served for official purposes periodically & Employee subsidy on unit lunch if given by Management to the Finance Department, in appropriate form duly verified by the authorized officer concerned. The Finance Deptt. will settle such bills within reasonable time if the bills meet all the requirements specified by the Management.
- 8.3 The company shall not be responsible for any amount due from the contractor to any person(s) in respect of items supplied/ or otherwise nor shall it be responsible the Contractor on the said account.

9.0 **PERIOD OF CONTRACT**

- 9.1 The period of Contract shall be **02 (two) years** in the first instance from the date of taking position by the Contractor. The Company shall have the option for extending the Contract further with the mutual consent of the Contractor.
- 9.2 The Contractor shall take position and start functioning within two weeks of award of contract & notice to proceed.
- 9.3 The Contract shall be in force for the periods stipulated in the contract and on the expiry thereof, it will be deemed to have been terminated automatically. Further, the contractor will not have any right either contractual or equitable to demand any fresh contract for another term or to continue the same in preference to any other intending party.
- 9.4 In the event of any dispute arising out of the clauses mentioned above, the same shall be referred to General Manager / Human Resource, Metro Bhavan, Barakhambha Road, DMRC, Delhi- 110001, whom the company may appoint for decisions and his decision shall be final and binding on both the parties.

10.0 **SCOPE OF WORK**

- 10.1 All items cooked and served should be of good quality. The quantity and quality of meals / snacks and other items shall be as approved by the company. The quantity of the ingredients to be used for preparation of meals /snacks shall be strictly in accordance with the norms laid down in Annexure – I.
- 10.2 For selling any other items prior approval of rates will be taken from DMRC.
- 10.3 All the equipments etc. provided by DMRC as per Para 6 will be maintained by contractors in good condition at their cost.

11.0 **LIABILITY**

- 11.1 Maintain adequate man Power as per requirement.
- 11.2 Contractor shall, on ward of the contract, furnish the list containing names and address of his staff along with their proper Police verification reports.
- 11.3 Contractor shall engage such reasonable number of employees in different categories as may be necessary to meet the obligations under the contract. In case The Company finds that the required number of employees are not engaged by the contractor, the company shall be of liberty to ask the Contractor to engage more number of employees in one or more categories and the Contractor shall forthwith engage extra employees as asked for the Company (at Contractor's cost).

12.0 **MATERIALS**

- 12.1 Contractor shall purchase and keep the raw material stock of minimum 7 days required for the preparation of various items, including the controlled items of good quality at his own cost, Contractor shall abide by the local Government laws relating to stocking of food grains, sale of food etc. and shall obtain the necessary licenses from the Competent authority, wherever applicable. The Company at its discretion through its authorized representative may check the stock position of all the items to see that the above is being complied by the contractor.

13.0 **MISCELLANEOUS**

- 13.1 Contractor shall maintain the canteen and pantries in clean and hygienic conditions.
- 13.2 Contractor shall not exhibit or cause to be exhibited in the canteen premises any printed or written notices or advertisements of any kind, whatsoever except notices related to the working of the canteen, without the prior permission of the company.
- 13.3 Contractor shall be required to sign an indemnity bond, pledging that it will be his sole responsibility to keep all the fixed assets and furniture, cutlery etc. in safe custody and shall hand over the same to the company AS AND WHEN DEMANDED. Any loss or breakage in these items shall be at the cost and responsibility of the Contractor, and shall be made good by the Contractor. Replacement of utensils, cutleries, furniture etc. shall be made by the Company only for the normal wear and tear. In respect of all other items, normal wear and tear will be decided by the Company. Breakages and all other losses whatsoever and replacements required to be made shall be made good by the Contractor at his cost in the manner as may be decided by the Company. In case the Contractor fails to make good the aforesaid losses, the company shall be at liberty to recover the cost of these items from the security deposit and the dues payable by the company to the Contractor.
- 13.4 The Company reserves the right to deduct any amount that becomes payable by the Contractor in respect of the labour being employed by him for executing the job awarded, under any Act or rules framed there under and in force from time to time. The same shall be recovered from bills payable to the Contractor as debt recoverable.

13.5 The Contractor shall undertake to provide comprehensive accident insurance policy coverage in respect of every employee employed by him on DMRC jobs.

14.0 **PENALTIES**

- 14.1 In the event of any complaint and /or non-fulfillment of any of the terms of agreement regarding non-supply or delay in supply, short supply of meals, irregular and untimely running of the mobile service, use of inferior type of ingredients, stuff, raw materials of the eatables, the company may impose fine not exceeding Rs.1000/- (Rupees One thousand only) for any of one of the above mentioned defaults depending upon its nature and the fine so imposed shall be realized by deducting the amount from pending bills or otherwise including security deposit. For the purpose of acceptance of a compliant, a written complaint from any section head will be a valid document. It will be the responsibility of the Contractor to prove it to the entire satisfaction of the company that the penalties need not be imposed. The decision of the Company in this regard will be final and binding to the Contractor and it will not be subject to dispute or arbitration, the sole criterion being to ensure prompt and wholesome service to the employees of the Company.
- 14.2 In the event of lack of cleanliness and hygienic conditions in the canteen, a penalty of Rs.1000/- (Rupees One thousand only) per day may be imposed on the contractor till remedial action is taken. All the existing rules and future regulations regarding hygiene, health etc. issued by the competent authority including the contractor.
- 14.3 Contractor shall ensure that peace and order is maintained in the canteen. If peace and order in the canteen is disturbed due to lapse on the part of the contractor, a penalty of Rs.1000/- (Rupees One thousand only) for such lapse leading to disturbance of peace / order may be imposed by the company.
- 14.4 If the company finds that the contractor is misusing the facilities provided by the company for running the canteen for any other purpose not covered under the contract, the company will be free to levy penalty which may extend to Rs.1000/- (Rupees one thousand only).
- 14.5 If, on inspection, it is found that the quantity / quality of meals/snacks served is not as per the norms laid down in Schedule I, a penalty up to Rs.1000/- (Rupees thousand only) may be imposed by the company for every such occasion and/ or eventuality.
- 14.6 In the event of any helper/cook or any other employee having been found on duty without uniform, the company may impose a penalty of Rs.1000/- (Rupees One thousand only) or every such occasion/ eventuality. The contractor shall be personally responsible for ensuring that all the staff members wear uniform on duty.
- 14.7 Contractor shall ensure that none in his employment is allowed to sell meals to outsiders within the building. In the event of any employee being found selling meals to unauthorized persons in Building, the contractor shall remove such person on the instruction of such officer authorized by the company.

14.8 Contractor would ensure that all the canteen staff employed by him would behave courteously and decently with employees of the company and also ensure good manners. Any case of violation in this regard may render contractor liable for penalty of Rs.500/- (Rupees Five hundred only) on each of such occasion. Contractor will have to remove the person concerned from the roll on the instructions of the Officer-in-Charge in such cases.

15.0 **TERMINATION OF CONTRACT**

15.1 If it is found that the quality of items supplied by the contractor and /or the services rendered are unsatisfactory or that the contractor has violated any terms and conditions of the contract and agreement, then in that event, the company will be entitled to terminate this contract, at any time without assigning any reasons whatsoever and without notice.

15.2 If at any stage during the period of the contract any case involving moral turpitude is instituted in a Court of Law against the contractor or his employees, the Corporation reserves the exclusive and special right to the outright termination of the contract and the contractor shall not be entitled to any compensation from the company whatsoever.

16.0 **GENERAL**

16.1 Contractor shall adhere to safety practices and avoid hazardous and unsafe working conditions and shall comply with the safety rules in force from time to time at Delhi.

16.2 The canteen premises will be in possession of the company and the contractor is permitted to enter the premises to run the canteen only. If at any time the contract is terminated or the contract comes to an end or if the company decides that the contractor should not be allowed to run the canteen, in that event, the company will be entitled to restrain the contractor from entering the building premises as well as the canteen premises. The contractor is only permitted to make use of the canteen premises which is in possession of the company and the contractor will have no right or interest in the canteen premises and other items given by the company because of the permission being granted to the contractor to supply articles as per the terms of the contract.

16.3 Contractor shall use the canteen only for the purpose of this agreement /contract and he shall not make or permit it to be made, any structural additions or alternations to the same without the prior approval in writing of the Company.

16.4 Contractor shall work under the supervision of the H. R. (Personnel) Deptt. and such other authorized officers of the company as may be nominated from time to time.

16.5 Contractor and his workmen will be subject to police verification regarding their antecedents.

- 16.6 Electricity and water should not be wasted.
- 16.7 DMRC Limited reserves no responsibility for delay, loss or non-receipts of the quotation document sent by post/courier.
- 16.8 DMRC Limited reserves the right to reject the quotation without assigning any reasons whatsoever.
- 16.9 Telex / Fax offers shall not be accepted. Any update on tender will be available on DMRC website & prospective bidders may remain in constant touch with DMRC website.

Procedure for Submission & Opening of Tender

1. Submission of Tenders:-

i. Sealing and Marking of Tender:

The tenderer shall seal the Technical package and the Financial Package in separate envelopes, duly marking the envelopes as “Technical package” (Envelope No – I), and “Financial Package” (Envelope No – II), and **keep them in one large envelope and seal them.**

All the envelopes shall be addressed to DMRC at the following address:

**GENERAL MANAGER –HUMAN RESOURCE
DELHI METRO RAIL CORPORATION LTD.
6th Floor, Fire Brigade Lane, Barakhambha Road,
New Delhi -110001, Ph.No / Fax-011-23415834.**

ii. Technical Package:

The **Technical Package** shall bear the following identification for the Tender documents and Addenda thereto:

- a. Technical Package
- b. Reference Number: - **CCDMRC-1**
- c. Name and address of the Tenderer to enable the Tenderer to be returned un-opened in case it is declared late .

iii. Financial Package:

The **Financial package** shall bear the following identification:

- a. Financial Package.
- b. Tender Reference No. – **CCDMRC-2**
- c. **Name** and address of the Tenderer to enable the Tender to be returned unopened in case it is decided not to open .

2. Late and delayed Tenders:-

i. Tenders must be submitted in the office of the General Manager-Human Resource, DMRC at the address specified above, not later than the date and time stipulated in the ‘Notice Inviting Tender’. The DMRC may, at their discretion, extend the deadline for submission of tenders in which case all rights and obligations of the DMRC and the Tenderer, previously subject to the original deadline will thereafter be subject to the deadline as extended.

ii. Any Tender received by the General Manager-Human Resource, DMRC after the deadline for submission of tenders stipulated above will be deemed to be rejected and returned unopened to the Tenderer.

3. Modification, Substitution and Withdrawal of Tenders:-

i. Except where expressly permitted by these instructions, the Tenderer shall not make or cause to be made any alteration, erasure or obliteration to the text of the document prepared by the DMRC and submitted by the Tenderer with or as part of his Tender.

4. Tender Opening and Evaluation.

Tender Opening

i. The DMRC or their authorized representative will open the Tender Package in the presence of tenderers or their representatives who choose to attend at the appointed place and time. The Tender of any tenderer who has not complied with one or more of the foregoing instructions may not be considered.

ii. The Tenderer is advised that, he may, if he so desires, be present at the opening of the Technical Package. After opening of technical packages, the submissions of tenderers shall be evaluated to determine whether they qualify the technical competence. Such of those tenderers, who do not meet the technical competence, will be rejected and the corresponding financial package will be returned unopened. .

iii. The date, time and place of opening of Financial Package will be advised to tenderers whose Technical Package have been found acceptable so that they can be present at the stipulated time of opening of the Financial Packages.

5. No Clarification of Tenders: `

The tenderers are to note that no supplementary details/ material will be entertained by DMRC. Further no clarification shall be asked from the tenderer on his details submitted in 'Technical Package' and the evaluation of 'Technical Package' will be carried out by DMRC on the basis of submittals received by the closing time for submission of tender. Tenders, which contain misleading/ ambiguous/ incomplete details in 'Technical Package' shall be considered as non-compliant and rejected.



DELHI METRO RAIL CORPORATION LTD.

WEEKLY MENU: DMRC CANTEENS(O&M wing)

DAY	BREAKFAST	LUNCH MENU PRESCRIBED	SNACKS
Monday	Puri + Chholey	Rice jeera + Arhar tadka dal + Shahee Paneer + Salad onion, Chukandar, raddish + Papad + Curd + Roti.	Samosa,Bread Pakora
Tuesday	Parantha + aloo dry.	Veg Biryani + Chholey + Vegetable mix + Salad onion, chukandar, raddish + Papad + Ghiya Raita + Roti.	Samosa,Bread Pakora
Wednesday	Idli / Dosa, Sambhar / Bada.	Rice jeera + Rajmah dal + Matar Paneer + Salad onion, cucumber, raddish + Papad + Curd + Roti.	Samosa,Bread Pakora
Thursday	Puri + Aloo matar	Matar pulao + Mixed dal + Vegetable Kofta + Salad onion, cucumber + Papad +Aloo Lacha Raita + Roti	Samosa,Bread Pakora
Friday	Parantha + aloo dry.	Veg Biryani + Urad dal makhani + Shahee paneer + Salad onion, cucumber, turnip + Papad + Raita boondi + Roti.	Samosa,Bread Pakora
Saturday	Idli / Dosa, Sambhar / Bada.	Matar pulao + Moong Masoor Dal + Aloo Shimla Mirch + Salad onion, cucumber, radish + Papad + Raita cucumber +Roti	Samosa,Bread Pakora
Sunday	Aloo Paratha Bharwan.	Rice jeera + Rajmah dal + Matar Paneer + Salad onion, cucumber, raddish + Papad + Curd + Roti.	Samosa,Bread Pakora

* Rice will be branded, i.e. Lalkila Basmati /India Gate etc,* Flour will be branded:-Ashirvad/Shakti Bhog/Annupurna etc, * Cooking Oil:-Nature fresh/Vital/Postman etc.

There may be slight change in the vegetables, as depends upon availability of raw vegetable in market, Snacks may be changed in accordance to demand of the employees.