



INSTITUTE OF HUMAN BEHAVIOUR & ALLIED SCIENCES

(NABH ACCREDITED)

An autonomous Academic institute under the Govt. of NCT of Delhi dealing with
"Brain-Mind Problems & their Solutions"

Dilshad Garden, Delhi 110 095 (India)

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Website: www.ihbas.delhigovt.nic.in

Ref.No.F.2/2232/2015/Estt/IHBAS/

Date:-

NOTICE INVITING TENDER

Sealed tenders, **under two bids systems**, are invited from reputed agencies either by themselves or as a Joint Venture/Partnership for providing cafeteria services in the canteen of Institute of Human Behavior and Allied Sciences. The canteen will cater to the requirements of Patients & their Relatives, Resident Doctors, Students, Officers, Faculty members and Technical, Nursing staff, working agencies and visitors.

The tender document is available on website <http://www.delhigovt.nic.in> which can be downloaded by the bidders. However, the bidder will have to pay the cost of tender documents through Demand Draft/Banker Cheque of Rs. 1000/- (Non-Refundable) in favour of the Director, IHBAS, payable at Delhi, at the time of submission of tender. No tender form/documents shall be sold by the Institute.

Bid Schedule

Date of start of downloading of Tender document	11-5-2015
Earnest Money Deposit (EMD)	Rs.1,50,000/- (Rupees One lakh fifty thousand only) in the form of Demand Draft/Banker's Cheque in favour of the Director, IHBAS, payable at Delhi
Last date and time for submission of tender	15-6-2015 upto 2.00PM
Date and time of technical bid opening	15-6-2015 at 2.30PM
Address of communication & Submission of tender documents and opening of technical bid	Joint Director (Admn.), IHBAS, Dilshad Garden Delhi- 110095, Ph. No. 011- 22597750

Sd/-
Joint Director (Admn.)

TENDER DOCUMENT

Provision of Cafeteria services in the Canteen of Institute of Human Behavior and Allied Sciences

Sealed tenders, **under two bids system**, are invited from reputed agencies either by themselves or as a Joint Venture/Partnership for providing cafeteria services in the canteen of Institute of Human Behavior and Allied Sciences. The canteen will cater to the requirements of Patients & their relatives, Resident Doctors, Students, Officers, Faculty members and Administrative, Technical Nursing staff, working agencies and visitors.

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NOTE:-

1. The document contains 32 Pages.
2. The entire documents including the original tender form containing the term & conditions should be duly filled in and submitted in original, intact in proper folder.
3. All pages should be signed by the Bidder under seal.
4. All information to be written legibly. Where figures are furnished, these are to be written in words also, within brackets.
5. Attach separate sheets wherever necessary which is also duly signed by the bidder under seal.
6. The bidder is requested to follow the check list as under at the time of submission of tender document without which the offer is liable to be cancelled.

1. Key Terms

- 1.1 Following words and terms used in this document shall, unless the context requires otherwise, have the following meaning:-
 - a) **“Tender” or “Bid”** means the formal offer to undertake the work.
 - b) **“IHBAS”** means Institute of Human Behaviour & Allied Sciences.
 - c) **“Bidder”** means the agencies either by themselves or as a Joint Venture/Partnership submitting the Tender pursuant to the Notice Inviting Tender.
 - d) **“Cafeteria”** means the cafeteria at IHBAS Campus
 - e) **“Chairman”** is the Chairman of the Canteen Committee, IHBAS,
 - f) **“License Agreement”** means the agreement to be executed between the Bidder and IHBAS for award of license to the Bidder to operate the Cafeteria.
 - g) **“License” or “Agency”** means the individual/agency selected for award of license to operate the Cafeteria.
 - h) **“Licensed Premises”** means the Cafeteria building situated in the

- IHBAS Campus
- i) **Licensor**” means IHBAS
 - j) **“Term**” means the term commencing from the Commencement Date, until the termination of the license awarded to the Bidder to operate the Cafeteria.

2. Terms and Conditions of the Tender

2.1 Eligibility Criteria

- 2.1.1 The Bidder must have sound financial status and have satisfactory experience of providing catering/cafeteria service in hospital, reputed training or educational institutes/PSUs/Central/state government hotels/guest houses in last 03 consecutive years. (Please enclose proof)
- 2.1.2 Bidder should have handled works of estimated turnover of Rs. 30 lacs per annum during at least previous three years. (Please enclose audited balance sheet of last 03 consecutive years)
- 2.1.3 The Bidder shall submit, directly or indirectly, only one application in the tendering process, either individually as an Bidder or as a partner. A Bidder who submits or participates in more than one application will cause all the applications in which the Bidder has participated to be disqualified.
- 2.1.4 The Bidder shall submit the Affidavit that he has not been debarred or black-listed by any Government Department /Agency.
- 2.1.5 Bidders and all parties constituting the Bidder shall provide such evidence of their continued eligibility as required.
- 2.1.6 Valid Trade License and VAT Registration, Service Tax Certificates and copy of the PAN number should be submitted by the Bidder.

3. Two Bid System Tender

- 3.1 Separate Technical and Commercial Bids duly sealed and superscripted ‘Quotations for provision of cafeteria services at canteen – Technical Bids’ and ‘Quotations for provision of cafeteria at canteen – Commercial Bids’ shall be submitted as per bid details given below.
- 3.2 The tender not submitted in the prescribed formats or incomplete in detail is liable for rejection. The Institute is not responsible for non receipt of bid within the specified date and time due to any reason including postal delays.

4. Envelope-I (Technical Bid)

- 4.1 The sealed technical offer should be complete in all respect and contain all information asked for, except prices. The technical offer should include all components asked for in Annexure-I to Annexure-III & Annexure-IV. The suggested format for submission of technical offer is as follows:
 - Check List
 - Covering letter as per Annexure-I
 - Demand Draft/Banker Cheque for Rs.1, 000/- (Non refundable) in favour of the Director, IHBAS, payable at Delhi on account of cost of Tender Form.

- EMD in the form of Demand Draft/Bank Cheque for Rs.1, 50,000/- (Rupees one lakh fifty thousand only) in favour of the Director, IHBAS, payable at Delhi.
 - The Company profile as per Annexure II
 - Experience/Details of operation at present in the last five years as per Annexure III
 - Technical Offer with specifications as given in Annexure IV complete with all the columns filled in. This table should not contain any price information.
 - Technical Documentation, if any.
 - The envelop should bear inscription in bold capital letters “TECHNICAL BID FOR CAFETERIA SERVICES FOR IHBAS”
 - Certificate of furnishing correct information: The Bidder shall furnish a certificate to the effect that correct information has been furnished in the Tender and the Bidder shall be solely responsible for furnishing misleading, wrong or false information in the Tender. Furnishing of misleading, wrong or false information may lead to the cancellation of the Bid.
 - A letter of authorization duly authorizing the signatory to participate and sign the Tender documents on the letterhead of the Bidder.
 - A declaration on non-judicial stamp paper of Rs. 100/- duly attested by Notary Public to the effect that the Bidder is not barred or black-listed by any Government Department or public sector Undertaking.
 - Copies of financial statement (balance sheets, including all related notes, and income statements, Income Tax Returns) for the last 3 financial years.
- 4.2 There should not be any over-writing/cutting in the rates tendered. Any term & condition other than those mentioned in this document shall not be considered and shall be rejected forthwith.

5. **Envelope II (Financial/Price Bid)**

- 5.1 The sealed Financial/Price Bid should contain all relevant price information as per Annexure V. The Bid Form must be filled in completely, without any errors, erasures or alterations. The Financial/Price Bid should not contradict the technical offer in any way.
- 5.2 **Both the sealed envelope-I and II above shall be put in a third envelope and sealed subscribing “Tender for Cafeteria Services in the Canteen of IHBAS”.**

6. **Amendment of Tender Documents**

- 6.1 At any time but prior to the deadline for submission of documents, the Institute may amend the tender documents by issuing any corrigendum/addendum. Any corrigendum/addendum issued, if any, shall be published on the newspaper and this corrigendum/addendum shall form part of the tender documents. The bidders are advised to keep updated themselves in this regard.

7. Cost of Application

7.1 The Bidder shall bear all costs associated with the preparation and submission of Tender. IHBAS shall not be responsible or liable for any costs to this effect, regardless of the outcome of the tendering process. The application should also be accompanied by a demand draft of Rs. 1000/- (Rs. One Thousand only) only drawn in favour of "Director, IHBAS" on account of cost of tender documents.

8. Documentation

8.1 The bidder shall furnish, as part of its tender offer, documents establishing the bidder's eligibility to participate in the tender and its qualifications to perform the Contract. The documentary evidence of the vendor's qualifications to perform the Contract, shall establish to its satisfaction that the vendor is eligible as per the criteria outlined in the Eligibility Criteria at Para 1 above.

9. False Information

9.1 In the event of false, misleading or wrong information furnished by the Bidder, the Earnest Money Deposit in respect of such Bidders shall be forfeited. Further, during the performance of the contract if it is detected that the contract has been obtained by furnishing false, misleading or wrong information in the Tender, the contract is liable to be terminated and performance, security and other payments due to IHBAS shall be forfeited and the agency is liable to be blacklisted for a period up to three years.

9.2 If the successful Bidder fails to sign the License Agreement within stipulated time or after signing the contract fails to perform any contractual obligation, his/her Earnest Money Deposit shall be forfeited. Depending upon the gravity of violation/omission, the Bidder is liable to be blacklisted for a period up to 3 years, without prejudice to any other remedy that the Cafeteria Committee may have under existing law.

10. License Agreement

10.1 The successful Bidder(s) (hereinafter referred to as Bidder) shall execute an agreement for the fulfillment of the contract on Rs.100/- (Rupees one Hundred only) non-judicial stamp paper within 7 (seven) days from the date of acceptance of the Tender. The Agreement shall clearly specify the rights and obligations of the Bidder and IHBAS with respect to the running of the Cafeteria.

10.2 The incidental expenses of execution of License Agreement shall be borne by the Bidder.

10.3 The Bidder shall furnish an unconditional and irrevocable Proforma Bank Guarantee (PBG) in the format prescribed, in favour of Director, IHBAS for an amount equal to 1 year's rent of the premises for due performance by Bidder of the Terms and Conditions of the License Agreement.

11. Security Deposit

11.1 The Bidder shall deposit to IHBAS Rs.3,00,000/- (Rupees three lakh only) as “**Security Deposit**” in the form of FDR/Bank Guarantee only issued by any scheduled/nationalized Bank in favour of Director, IHBAS, Dilshad Garden, Delhi, for the due and complete performance of the provision of these Terms and Conditions and the License Agreement. No interest will be paid on the deposit for the entire period the Licensor retains it. This deposit is refundable subject to adjustments at the time of normal expiry of the term of the Contract.

12. Compliance

- 12.1 The Bidder shall abide by all rules and regulations, by-laws and guidelines that IHBAS may, from time to time, make or adopt or amend for the care, protection and administration of IHBAS and the general welfare and comfort of its students, Faculties and staff.
- 12.2 The Bidder and its employees and agents shall be bound to comply with any instructions issued by IHBAS authority from time to time.
- 12.3 The Bidder will, during the continuance of this agreement, insure against any claim for workmen’s compensation or otherwise of all persons employed by him in connection with his business.

13. Control and Supervision

- 13.1 The overall control and superintendence of the said licensed premises shall remain vested with IHBAS Authority, whose officers and agents shall at all times have the absolute right of entry into the said premises and be entitled to inspect the Cafeteria premises for its bonafide use, its state of repairs and compliance with the terms and conditions of the License Agreement, without disruption of the normal functioning of the cafeteria. Any change in price of the items due to escalation of price of essential commodities is negotiable and can be done only on prior approval of the IHBAS authority.
- 13.2 The Bidder shall deposit duplicate keys of the premises with IHBAS whenever it is so demanded and permit IHBAS to make use of the keys during any emergency. The Bidder shall not remove or replace the lock on any door or change the locking device on any door of the licensed premises.
- 13.3 The Bidder shall maintain a complaint book in a prominent place in the premises and in such a way that it is easily accessible to any person who wishes to record any complaint and the said book shall be open for inspection by the concerned officer of IHBAS.

14. Additions and Alterations

- 14.1 No addition/alteration at the Licensed Premises may be undertaken without the prior approval of IHBAS Authority. Layout and design of any proposed addition/alteration shall require prior written approval of IHBAS.

15. Maintenance

- 15.1 The Bidder will keep and maintain the Licensed Premises and the area in and around (Surrounding) the Licensed Premises in a clean, hygienic, proper and decent condition; and shall not suffer the premises to be held in a bad state of repair and outlook during the currency of the License Agreement. Further, the Bidder shall not in any manner injure the wall, floor or other structure of the building, nor shall it cause any kind of hindrance or obstruction in the use thereof by IHBAS in any manner whatsoever.
- 15.2 If the Licensed Premises are not maintained in clean condition by the Bidder, IHBAS shall have powers to get the premises cleaned at the risk and cost of the Bidder and recover liquidated damages at the rate of Rs. 100/- per day for each default up to 7 days and thereafter Rs. 200/- per day and can take other actions including termination of the license.
- 15.3 In the event of any damages being caused to the Licensed Premises, intentionally or otherwise, by the Bidder, or his/her/its employees or invitees or customers, IHBAS shall be entitled to repair the damage or make the requisite replacement and call upon the Bidder to reimburse the cost thereof, which the Bidder undertakes to pay forthwith on demand.
- 15.4 The Bidder shall not store or bring or keep in the premises heavy articles so as to injure or damage the licensed premises or keep goods of combustible or inflammable nature, except as reasonably required by the Bidder for performing services under the License Agreement.

16. Employees

- 16.1 The Bidder shall employ only such employees who are experienced. The Bidder will ensure that the staff engaged shall observe highest standards of courtesy, manners and professionalism while dealing with visitors and customers of the cafeteria and IHBAS. The cook and server should be well dressed and wear Cap, Apron, Mask and Gloves.
- 16.2 The Bidder shall employ only such staff as shall have good character and be well behaved and skillful in their business. IHBAS shall be at liberty to forbid the employment of any person whom it may consider undesirable. The staff employed shall conform to such direction as may be issued by IHBAS in respect of time, stay and the points or routes of entry to and exit from the premises and in respect of the use of toilets and washrooms. The cafeteria manager shall also have the character of all persons employed by him verified by the police to the satisfaction of IHBAS before the employment.
- 16.3 The Bidder shall immediately remove any employee from the Licensed Premises if any employee misbehaves, causes nuisance, or is considered to be undesirable by IHBAS representative. IHBAS shall be at liberty to request the Bidder to replace or change any employee or other staff within 48 hours time, if so needed, upon which request Bidder shall forthwith replace such employee or staff.

17. Compensation or Concession

- 17.1 The Bidder will not be entitled to any compensation or concession in payment of the License Fee due to addition of any activity in the Licensed Premises by or on behalf of IHBAS or closure of any activity in IHBAS.
- 17.2 For breach of any Terms and Conditions of the License, IHBAS reserves its right to either terminate the License or recover compensation from the Bidder for the damage suffered on breach.

18. Duration, Termination and Renewal

- 18.1 The terms of this contract shall be for a period of 2 years from the date of signing of the contract. The institute reserves the sole right to grant any extension to the term mentioned above and in this regard shall notify in writing to the Contractor at least one month before the term expires. The decision to grant or refuse the extension shall be at the institute's discretion and such extension of the contract, if any, shall be on the same terms and conditions. The extension can be given for maximum six months at a time and total extension will not be given for period more than one year.
- 18.2 IHBAS shall have the right to terminate the License by giving 30 days notice in writing without assigning any reason therefore, at any time.
- 18.3 The Bidder may also terminate the License by giving 90 days notice in writing.
- 18.4 IHBAS will be entitled automatically to terminate this Agreement on the occurrence of any of the following events:
 - 1. The Bidder is in breach of its responsibilities and obligations under this Agreement and these have not been rectified after having been given 15 days written notice by IHBAS.
 - 2. The Bidder has a winding up or administration order made in relation to it.
 - 3. If the reputation of IHBAS is damaged on account of Bidder's dealings with third parties.
- 18.5 In the event of termination of License as provided hereinabove, IHBAS shall always be entitled to and shall have power at its absolute discretion to reoccupy forthwith the Licensed Premises, without notice and without subjecting itself to any liability on that account and notwithstanding any intermediate negotiations or waive of breach thereof
- 18.6 On expiry of the License period or on termination of the License by IHBAS on account of any breach on the part of the Bidder, the Bidder shall deliver the possession of the Licensed Premises in good condition and in peaceful manner along with furniture, fittings, equipment and installations provided by IHBAS. Further, Bidder shall remove his/their goods and other materials within 3 days from the premises, failing which IHBAS reserves its right to remove such goods/materials at the cost and risk of the Bidder and demand payment for such removal. If such payment is not made within 10 (ten) days, IHBAS shall be at liberty to dispose off the goods/materials of the Bidder by public auction to recover the cost. The Bidder shall not be entitled to raise any objection in such an eventuality.

18.7 In the event of any default, failure, negligence or breach, in the opinion of IHBAS, on the part of the Bidder, in complying with all or any of the conditions of the License, IHBAS will be entitled and be at liberty to terminate the license forthwith and resume possession of the Licensed Premises without payment of any compensation or damages and also claim in full or in part the amount deposited by the Bidder for due performance of the Agreement.

19. Insurance

19.1 At all times during the currency of the License, it shall be the responsibility of the Bidder to obtain insurance coverage in line with standard industry practice, including cover for fire, theft and burglary in respect of all the movable and immovable assets stored or used in the licensed premises and IHBAS shall not be responsible for any loss or damages caused to the Bidder on any account whatsoever.

20. Indemnity

20.1 Bidder shall indemnify IHBAS and hold it harmless from all claims, demands, damages, actions, costs and charges, including against liabilities towards customers or visitors, to which IHBAS may become subject, or which it may have to pay or be held liable for, by reason of any injury to persons, reputation or property suffered or sustained by any agent or employee of IHBAS or arising out of any activity or negligence or omission of the Bidder or its agents or employees while in or about the Licensed Premises or other premises of IHBAS.

20.2 Bidder shall indemnify IHBAS against any loss, claim, costs, damages to, or diminution of, its business and goodwill or any third party claims or proceedings brought against the IHBAS as a result, direct or indirect, of any prejudicial business practice of the Bidder or any misrepresentation of its relationship with the IHBAS. This indemnity shall be without prejudice to any other rights and remedies, which the IHBAS may have under the law.

21. Registration and Permissions

21.1 The Bidder shall ensure that all such licenses to be applied for by the Bidder, such as Food Safety and Standards Act 2006, and including Sales Tax/VAT & Service Tax are obtained as may be required under the applicable laws, and shall be solely liable for violations and contraventions respecting its business. IHBAS shall in no way be responsible for the non-compliance of any of the laws respecting the business of the Bidder.

22. Limitation of Liability

22.1 IHBAS shall in no way be liable for any losses or claims arising out of untoward incidents like theft, shoplifting, fire, riots, floods, natural calamities etc.

22.2 In case the Bidder suffers any loss on account of it being unable to carry on its business or restrained by IHBAS for contravention of any of the terms and conditions, the Bidder shall have no claim on IHBAS.

23. Miscellaneous and General Terms for Tendering of Services in Operating Cafeteria

- 23.1 The Bidder shall be responsible for procuring and arranging all consumables for its use in relation to operation of the Cafeteria.
- 23.2 Food prepared by the Bidder shall be made under good hygienic conditions, and the standard of hygiene shall be strictly maintained. This will be inspected and ascertained by a Committee, appointed by IHBAS, whose directions will be binding on the Bidder. The foods shall be fresh, wholesome and of good quality (Branded & Agmark). Bidder shall abide by all applicable laws relating to sale of food, hygiene, and safety etc.
- 23.3 The Bidder shall observe duly at all times the provision of Child Labour (Prohibition and Regulation) Act, 1986 and any other enactment made in this regard.
- 23.4 While the existing security personnel of IHBAS shall remain vigil round the clock on campus, the Bidder shall make proper arrangements for the protection of his goods and items from theft/pilferage etc.
- 23.5 The Bidder shall provide working meal for staff at IHBAS at a rate to be fixed in advance with the approval of IHBAS. The rate for these meals will not be enhanced without the prior approval of IHBAS.
- 23.6 The Bidder shall provide meal and refreshments for participants in programmes organized by IHBAS. **All the supply of Lunch, Breakfast, snacks etc for the purpose of students including nursing students and other activities shall be met from the Cafeteria of the Institute. Rates for these will be fixed in consultation with IHBAS. Only in exceptional cases where Director desires to have special arrangements of Lunch / Snacks from outside will be allowed.**
- 23.7 Until execution of the License Agreement, the Terms and Conditions mentioned in the Tender documents shall constitute a binding contract between the Bidder and IHBAS.
- 23.8 The charges for electricity, water and supporting facilities, shall be paid by the Bidder to IHBAS on monthly basis starting from one month after the execution of this agreement as per conditions laid down in previous clauses.
- 23.9 The Bidder will not be allowed to use the cafeteria premises for parties or occasions other than those that IHBAS may organize.

24. Standard Safety Clauses

24.1 Bidder shall:

- Not store combustible material for a period except as may be necessary for the delivery of contracted services.
- Install, at his own cost, an adequate number of Fire Extinguishers [of weight/capacity as per standard norms] and ensure that they are in fully functional condition at all times.

25. Standard Health Clauses

- 25.1 The Licensed premises, structures and installations thereon, shall be kept in clean and sanitary condition by the Bidder to the satisfaction of IHBAS.
- 25.2 The officer authorized by IHBAS may, without notice, enter the premises at any time and inspect the premises, material instruments and implements etc., used by the Bidder.
- 25.3 All instructions given by the officer authorized or nominated by IHBAS or any person working under him to prevent spread of infectious diseases, control and prevention of nuisance from insects, rodents or any other source, shall be carried out by the Bidder and his agents or staff.
- 25.4 In case any of irregularity is found in regard to sanitation or breeding of mosquitoes in the canteen premises and is detected by Health Department or any authority and the penalty is imposed for such irregularity the same shall be paid by the contractor. The Institute shall not have any responsibility on account of this.

26. Clarifications, Disputes and Settlements

- 26.1 That in case of any dispute arising between IHBAS and the Bidder, in respect of the interpretation, conduct or performance of any terms or conditions of these presents, the same shall be referred to the sole arbitration of a person who may be appointed by IHBAS for the purpose, under the provisions of Arbitration & Conciliation Act, 1996, as amended from time to time. It will be no bar that Arbitration appointed as aforesaid is or has been an employee of IHBAS and the award of the arbitration will not be challenged or be open to question in any court of law on this account.

27. Jurisdiction

- 27.1 In case of any dispute where legal action is compelled to be initiated by any of the parties, jurisdiction of the courts shall be Delhi.

28. Force Majeure

- 28.1 Neither party shall be deemed to be in breach of this agreement if failure to comply with the requirement of this agreement is due to circumstances beyond the control of IHBAS or Bidder.
- 28.2 If because of any strike or lockout either in IHBAS or in the Local area, the Bidder is unable to function or his business is affected, IHBAS shall not be liable for any loss, which the Bidder may suffer in such an event.

29. Notices

- 29.1 Any notice which is required to be given either by the Bidder or IHBAS, will be in writing, and will be sent to the address as the recipient may designate by notice at the address provided in the License Agreement.

30. Transferability, Assignment and Sub-Contracting

- 30.1 The Bidder does not have the right to transfer the benefit of this License Agreement or to delegate any obligations to a third party without the prior written consent of IHBAS. The Bidder shall not, unless with the written consent of IHBAS, create a sub-contract of any description with regard to this License or any part thereof, nor shall he without such written consent as aforesaid, assign or transfer his license or any part thereof.

31. Earnest Money Deposit

- 31.1 Bidder must submit Earnest Money Deposit (EMD) of Rs.1,50,000/- (Rupees one lakh fifty thousand only) in form of an Account payee Demand Draft in favour of Director, Institute of Human Behaviour & Allied Sciences, Delhi.
- 31.2 The non-submission of EMD will lead to rejection of the bid. The EMD shall remain in force up to six months from the last date of receipt of the tender.

The earnest money of successful tenderer will be forfeited if he does not fulfill any of the following condition:-

“Furnishing of requisite security deposit within 10 days of the receipt of the letter awarding the contract”.

“Execution of the agreement within 10 days of the receipt of the award letter”.

“Commencement of work within 10 days of the signing of agreement and furnishing of security deposit”.

To comply with all the terms & conditions of the award letter and agreement.

32. Costs

- 32.1 The offer should include the following:
- 1) Cost of the menu items or other quoted items, if any, should be inclusive of all taxes and Statutory levies.
 - 2) The cost of the food items will remain firm during entire period of contract or further extension thereof. Cafeteria committee reserves the right for change in cost of food items with the prior approval of the Director, IHBAS.

33. Preliminary Scrutiny

- 33.1 The duly constituted Committee as specified by Director, IHBAS will scrutinize offers for it's completeness and errors/ omissions, if any Director, IHBAS reserves the right for rejection of any or all bids in case the offers are not complying with the bid documents. No further communication in this regard shall be entertained.

34. Clarification of Offers

34.1 To assist in the scrutiny, evaluation and comparison of offers, the Competent Authority of IHBAS may at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. If deemed necessary, the bidder may be required to give presentation on the proposed offer.

35. Technical inspection and Performance Evaluation

35.1 The Director, IHBAS reserves its right to carry out a technical inspection and performance evaluation (benchmarking) of the offers made by short listed bidders. This may also include site visit of the current engagement of the bidders.

36. Verification

36.1 Director, IHBAS reserves the right to verify any or all statements made by the vendor in the tender document and to inspect the vendor's facilities, if necessary, to establish to its satisfaction about the vendor's capacity to perform the job.

37. No Commitment to Accept Lowest or Any Tender

37.1 Director, IHBAS shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason what so ever. Director, IHBAS reserves the right to make any changes in the terms and conditions of the work before opening the technical bid which shall be uniformly applied to all the bidders. However no changes in terms and conditions whatsoever will be made once technical bids are opened. Director, IHBAS will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

38. Short listing of Bidders

38.1 Duly constituted committee of IHBAS will shortlist the bidders who will qualify in the Technical Bid.

38.2 Award of the contract will be made to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.

39. Cancellation of Contract

Institute of Human Behavior and Allied Sciences (IHBAS) reserves the right to cancel the contract/tender process without assigning any reason. However, some of the

grounds on which contract can be cancelled are detailed below. (This list is only illustrative and not exhaustive).

39.1 Serious discrepancy in the provision of the required services by the contractor.

39.2 Breach by the tenderers of any of the terms and conditions of the tender.

40. Resolution of Disputes

40.1 The vendor shall make every effort to resolve amicably, by direct informal negotiations, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations and the Vendor have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration. The Director, IHBAS shall appoint a sole Arbitrator for the dispute who will not be related to the contract and whose decision shall be final and binding on both i.e. agency and the Institute.

41. Income Tax:- Income Tax shall be deducted at source as per rules.

42. Catering Arrangements

The contractor shall provide, inter-alia, the following services in the Campus canteen on an on-going basis:-

42.1 The contractor shall pay License fee @ Rs.1,20,809/- per month from the date of agreement. License fee shall be increased compoundly @ 10% per annum. It will be paid by DD in favour of Director, every month in advance by 10th day of the month, failing which penalty @ Rs. 500 per day will be imposed. In the event of habitual defaulter, the Director, IHBAS may cancel the contract at risk and cost.

42.2 Electricity and water charges will be levied as per usage and calculated by competent authority of IHBAS. The Contractor shall be bound to pay the charges by 5th day of every month failing which surcharges as admissible will be imposed. Contractor shall have to get installed sub-meter at his own cost to facilitate calculation of electricity & water charges.

42.3 The security deposit shall be released on furnishing usual 'NO DUES CERTIFICATES'. The contractor shall obtain Health Certificate on every 6 months from Health Officer, MCD. Any dues against the customer on the part of the Bidder will not be responsibility of Institute.

42.4 The stamp duty expense, if any, payable under the law in respect of this deed shall be borne by the Bidder.

42.5 To provide cafeteria services in the main canteen as well as wherever required in. One extra counter round the clock shall be provided preferably in the hall near Emergency. Any diversification of the cafeteria services in the premises in terms of opening coffee house or small canteen in area other than existing cafeteria as and when required in future must be acceptable to the contractor.

- He must ensure that such facility can be developed in future along with the addition or modification in food items as per convenience of the staff of IHBAS.
- 42.6 Contractor will be responsible for the maintenance of quality of food items served in the cafeteria. He will be responsible for any food poisoning cases reported after eating of cafeteria food items.
 - 42.7 The cleanliness and deodorant of the working and canteen area will be the responsibility of the contractor. The contractor will also ensure that the manpower engaged maintain requisite standards of personal hygiene.
 - 42.8 Rate List will be displayed on the notice board in the canteen and the different menu items would be provided as per the displayed rate list. The Cafeteria Committee may constantly monitor quality and price of the items provided.
 - 42.9 To arrange the cooking fuel, utensils (both cooking & serving), and other materials required for serving. He shall arrange for better quality cutlery for the special lunches, dinners or other functions organized by different departments of the Institute.
 - 42.10 The contractor shall equip the kitchen with cooking stoves, refrigerators and other gadgets required for smoother provision of cafeteria services in the canteen.
 - 42.11 The contractor shall provide cooking raw materials of acceptable standard and quality (ISO certified/AGMARK brands) and Cafeteria Committee IHBAS shall take surprise rounds to check the quality of raw materials. In case the quality of raw materials does not match with quality & standards, the contract may be cancelled and security deposit may be forfeited.
 - 42.12 Removal and proper disposal of waste material, garbage etc. shall be done by the contractor from the campus to the garbage dump place.
 - 42.13 The contractor shall keep adequate store of cooking materials/food ingredients of acceptable standard at least for one fortnight and he shall procure seasonal vegetables & fruit on daily basis.
 - 42.14 In addition to this, the contractor would make arrangements for organizing special lunch/ dinner/ high tea etc. for the occasions such as seminars/ symposium/conferences/related activities organized by different departments of IHBAS from time to time.
 - 42.15 The contractor shall engage sufficient numbers of manpower required for smooth functioning of the canteen. The manpower deployed in cafeteria are required to get medically examined themselves for preventive checkup once in six months or as and when required from Government hospital. The contractor shall provide clean uniform with caps & gloves to bearers and cooks employed by him. The details of manpower should also be mentioned in technical bid for assessment.
 - 42.16 The contractor or any of his employees will not reside in the campus at night.

- 42.17 The contractor should maintain the proper menu as well as the cleanness of the cafeteria area failing which a minimum penalty of Rs. 500/- per day or as deemed fit by the Cafeteria Committee IHBAS would be imposed.
- 42.18 The Bidder should assess the volume for the business himself. The institute shall not take any guarantee of giving minimum or maximum business.
- 42.19 Only sale of cooked food and readymade food (bakery) and soft drinks will be allowed. Sale of tobacco or its related products and alcoholic drinks and related products are strictly prohibited.
- 42.20 The Bidder has to provide essential furniture (Dining tables & Chairs, Standing type tables) in the canteen area.
- 42.21 The Bidder will have to present himself/herself before the Director/ Cafeteria Committee as and when called for.
- 42.22 The Bidder shall be entirely responsible for any untoward incidents like food poisoning etc. arising due to consumption of eatable from cafeteria.
- 42.23 The Director and Cafeteria Committee of IHBAS will have power to inspect the food stuff at any time at their discretion and can reject any foodstuff, if not deemed fit and proper.
- 42.24 The tenderer must put his signature on every page of the tender documents otherwise the same will not be entertained.
- 42.25 The Bidder shall not use the canteen premises or any portion thereof for any other purpose whatever.
- 42.26 The tenderer has to provide sanitary certificate from the Sanitation Department yearly.
- 42.27 The tenderer will issue Identity cards to all the staff members. The I-cards must have staff member's name, address and job description alongwith his photo.
- 42.28 The tenderer will make the payments to the staff as per Minimum Wages Act. It is liable to make the payment to the staff latest by 1st week of every month.
- 42.29 Contractor shall obtain Health certificate from concerned Health officer of civil authority about canteen and its staff and submit to the director.
- 42.30 Contractor shall make his own arrangement to dispose off waste generated in the canteen. In case it is found that any garbage is thrown inside campus a penalty of Rs. 5000.00 will be imposed on each occasion and the contract will liable to be cancelled on such 3rd repetition.
- 42.31 There should be a separate counter in the canteen for the staff members of IHBAS for prompt services and saving the time of the staff members. For this a signboard for separate counter for staff should be displayed in the canteen.
- 42.32 The normal timings of the main canteen should be from 6:00 am to 9:00 pm.
- 42.33 The Cafeteria Committee IHBAS may conduct surprise checking of the canteen with respect to quality, quantity and specifications of the food items served in the canteen and to see whether the terms and conditions of the contract agreement are being followed properly. Committee will also check overall quality through user Feedback Forms. In case of any deficiency/ non

compliance of any provision of the contract agreement the said committee may suggest the penalty as deemed fit as per terms and conditions of the Tender. The said committee shall submit the monthly report to this effect to the Director through DMS. The contractor shall be required to deposit the amount of penalty imposed with the cashier of IHBAS within the stipulated time as specified in the letter of penalty, failing which the penalty will be twice and same will be deducted from the security deposit of the contractor.

- 42.34 Contractor shall provide the special lunch for meetings/ seminars and functions of the Institute as when required. The menu and rates for such lunch shall be decided by IHBAS with the contractor.
- 42.35 Food items will not be prepared in the premises of the Cafeteria which are supplied outside by the Contractor. Non-compliance of this condition shall liable to terminate the contract on the cost & risk of the contractor.
- 42.36 There shall be no frequent change of the manager of Cafeteria so that the cafeteria service may not suffer. Frequent change of the manager (less than 6 months) shall liable to impose penalty of Rs. 5,000/- on each occasion.

**CHECK-LIST FOR TECHNICAL EVALUATION FOR CAFETERIA SERVICES
IN THE CANTEEN OF IHBAS**

Sr. No.	Documents Required	Tender Clause Number	Submitted (Yes/No)	Page number at which document is placed
i.	Covering letter on the Letter Head of Bidder as per Annexure-I	Clause No. 4.1		
ii.	Details of the Company profile as per Annexure-II	Clause No. 4.1		
iii.	Details of experience of operations at present and in the last five years as per Annexure-III	Clause No. 2.1.1		
iv.	Conceptual plan for provision of Cafeteria Services duly signed by the bidder as per Annexure -IV	Clause No. 4.1		
v.	Accounts payee Demand Draft (Non refundable) for Rs. 1,000/- in favour of the Director, IHBAS on account of cost of downloading Tender Form.	Clause No. 7.1		
vi.	EMD in the form of Accounts Payee Demand Draft for Rs. 1,50,000/- in favour of Director, IHBAS, for the amount mentioned in the tender document.	Clause No. 31.1		
vii.	Affidavit on Non-judicial Stamp Paper of Rs. 100/- duly attested by Notary Public to the effect that the bidder has not been debarred or blacklisted by any Govt. Department/Agency.	Clause No. 2.1.4 & 4.1		
viii.	Experience/Details of operation at present in the last three years as per Annexure-III	Clause No. 2.1.1		
ix.	Technical Offer with specifications as given in Annexure-IV complete with all the columns filled in. This table should not contain any price information.	Clause No. 4.1		
x.	Self attested copy of the Valid Trade License	Clause No. 2.1.8		
xi.	Self Attested copy of the valid VAT Registration	Clause No. 2.1.8		
xii.	Self attested valid copy of the Service Tax Certificate	Clause No. 2.1.8		
xiii.	Self attest copy of the PAN number	Clause No. 2.1.6		
xiv.	Audited copies of the Balance Sheet for a) 2011-12 b) 2012-13 c) 2013-14	Clause No. 2.1.2		
xv.	Income Tax Return for the year a. 2011-12 b. 2012-13 c. 2013-14	Clause No. 4.1		

- Nothing should be written in the last column.
- Checklist is just for reference and not exhaustive. All documents as given in tender conditions are to be submitted.

(Letter on the bidder's letterhead)

The Joint Director
Institute of Human Behaviour and Allied Sciences
Dilshad Garden, Delhi-110095

Dear Sir,

Sub:- Your Tender for provision of cafeteria services in the Canteen
Ref:- Tender No. F.2/2232/2015/Estt/IHBAS (due on _____)

With reference to the above tender, having examined and understood the instructions, terms and conditions forming part of the tender, we hereby enclose our offer for the provision of cafeteria services in the Canteen as detailed in your above referred tender.

We undertake that we have never been black listed by any agency.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred letter enclosures. We also understand that IHBAS is not bound to accept the offer either in part or in full and that IHBAS has a right to reject the offer in full or in part without assigning any reasons whatsoever.

We enclose herewith accounts payee Demand Draft for Rs.1,000/- on account of cost of tender form in favour of "Director, Institute of Human Behavior and Allied Sciences," drawn on Bank _____, DD No. _____, Dated. _____

And;

The requisite Earnest Money Deposit of Rs.1,50,000/- (Rupees one lakh fifty thousand only) in the form of A/c Payee Demand Draft in favour of "Director, Institute of Human Behavior and Allied Sciences," drawn on Bank _____, DD No. _____, Dated, _____.

Yours faithfully,

Authorized Signatories
(Name and Designation, seal of the firm)
Date:

Annexure-II

Company Profile (on the bidder's letter pad)

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S.No.	Item	Details
1.	Name of Bidder	
2.	Owner/Partner	
3.	Mailing Address	
4.	Telephone and Fax numbers	
5.	Year of Commencement of Business	
6.	Name and designation of the person authorized to make commitments to the IHBAS	
7.	Contact details of the person authorized to make commitments to the IHBAS	
8-a	Balance Sheet 2011-12	
8-b	Balance Sheet 2012-13	
8-c	Balance Sheet 2013-14	
9.	PAN No.	
10.	Valid Trade License number.	
11.	VAT Registration number.	
12.	Service Tax Registration Number	

13. Name & address of two persons to whom reference can be made by the Bidder regarding performance:

i) Name:
Address:

ii) Name:
Address:

Signature (Name and Designation):

Date:

Annexure-III

Experience /Details of operation at present and in the last 03 years (On the bidder's letterpad)

Name of the Firm/Contractor _____

S.No.	Name of the Client	Period of contract	Clients contact Details (including name, email phone and fax no. and address)	Value of the Contract (in terms of billing per annum)	Remarks
1.					
2.					
3.					

Signature (Name and Designation):

Date:

Annexure-IV

Technical Bid

The contractor willing to participate in the bid may visit canteen for perusing our requirements and furnish a conceptual plan of the strategy in providing the services which may inter-alia include scope of the work, requirements of manpower etc. **This is a technical evaluation and should not include the financial quote.**

Conceptual plan for provision of Cafeteria services:

Name of the BIDDER: _____

Subject	Conceptual Plan
Scope of work	
Manpower proposed to be deputed	
Any other details/plan	

The menu items decided to be provided in the canteen of IHBAS

Sr. No.	Items	Unit of measure	Quantity/Weight/Size
1	Tea	Per cup	100 ml
2	Coffee	Per cup	150 ml
3	Samosa	Per piece	70 gm
4	Burger	Per piece	120 gm
5	Sandwich	4 pcs per plate	Jumbo Bread
6	Bread Paneer Pakora	2 pcs per plate	150 gm
7	Masala Dosa	Per piece	30 cm long with 50 gm Aloo
8	Plain Dosa	Per piece	30 cm
9	Vegetable Utthapam	Per piece	20 cm
10	Idli sambhar	Two Pcs per plate	100 gm per Idli + 100 ml Sambhar
11	Sambhar Vada	Two Pcs per plate	100 gm per Idli + 100 ml Sambhar
12	Allu Tikki	Two Pcs per plate	100 gm
13	Kulche Chhole	Three Pcs per plate	150 gm
14	Chhole Bhature	Two Pcs per plate	150 gm
15	Rajma/Chhole Rice	Per plate	100 gm Rice + 200 gm Rajma/Chole
16	Puri Allu	6 pcs per plate	150 gm
17	Chowmin	Per plate	200 gm

18	Spring rolls	4 pcs per plate	100 gm
19	Paneer kulcha	1 pcs per plate	150 gm
20	Vegetable cutlets	2 pcs per plate	150 gm
21	Gulab Jamun	Two pcs per plate	50 gm
22	Boondi/ besan ladoo	Two pcs per plate	50 gm
23	Pineapple/ Black forest pastry	Per piece	50 gm
24	Pao Bhaji	Per piece	150 gm
25	Cold Drink	As per standard volume on MRP or below	-
26	Mineral Water	-do-	-
27	Lunch (Thali)	Puri/Chapati (2), Rice (100 gm), Dal, One subji, Raita, Salad	-
28	Kachodi with Subzi	Two pcs.	200 gm
29	Ladoo Besan	Per piece	50 gm
30	Patties	Per piece	80 gm

- i) Snacks should be available throughout the day.
- ii) Burger and Sandwiches to be provided in packets.

Provision of providing milk/juice parlour in canteen of IHBAS

S. No.	Category	Items to be provided	Units/volume
1	Milk Parlour (for providing products of brands like Mother Dairy, Nestle, Amul etc.)	Butter Milk, Lassi, Curd, Ice creams, Flavored Milk	As per standard volume.
2	Juice Parlour (for providing Package/Fresh items of famous Brands like Real, Tropicana etc.)	Fruit juices, Shakes, Fruit Chat	As per standard volume.

Packaging should be in bottles/cans or automatic dispenser for juices and beverages shall be provided.

Special Lunch/Dinner

S. No.	Category	Items to be provided as per our requirement Quantity	Quantity/Weight/Size
1.	Economy Thali	Chapati (2), Rice, Yellow Dal/ Dal Makhani/Chhole, one seasonal vegetable, Bundi Raita, Salad, Papad	i) Each chapati made up of 25 gm flour. ii) Rice should be made up of 50 gm raw material of good quality. iii) Dal should be made up of 30 gm raw material. Cooked Dal should be of 150 ml iv) Chole should be made up of 30 gm raw material. v) Seasonal vegetable should be made up of 200 gm (Cooked). vi) Raita made up of 100 ml raw material. vii) Salad should be 50 gm viii) Papad should be 15-20 gm.
2.	Special Thali	Starters/Soups, Puri (4)/Butter Nan (2)/Missi Roti (2), Veg. Pulao, Yellow Dal/ Dal Makhani/Chhole, Two seasonal vegetable, Paneer/Mushroom Vegetable, Pineapple Raita/Dahi Vada, Papad, Pickle, Salad, Sweet/Ice cream, Tea/Coffee & Cold drink	i) Starters/Soups should be made up of 150 ml raw material. ii) Butter Nan/Missi Roti should be made up of 30 gm raw material flour. iii) Vegetable Pulao should made up of 150 gm raw material. iv) Dal should be made up of 30 gm raw material. Cooked Dal should be of 150 ml v) Chole should be made up of 30 gm raw material. vi) Each Seasonal vegetable should be made up of 150 gm raw material. vii) Paneer/Mushroom should be made up of 30 gm of raw material viii) Pineapple Raita/Dahi Vada should be of 20 gm total quantity 100 ml ix) Papad should be 15-20 gm. x) Salad should be 50 gm. xi) Sweet/Ice Cream 70-80 gm each xii) Tea/Coffe should be 150 ml xiii) Cold drink should be 200 ml

S. No.	Category	Items to be provided as per our requirement Quantity	Quantity/Weight/Size
3.	Mini Thali	Chapati (2), Rice, Whole Pulse, Kadhi.	i) Each chapati made up of 25 gm flour. ii) Rice should be made up of 50 gm raw material of good quality. iii) Whole Pulse should be made up of 30 gm raw material. Cooked Whole Pulse should be of 150 ml iv). 100 gm of Kadhi.
4.	Aloo Parantha	One Piece	i).Aloo Parantha of 100-120 gm with pickles.

I hereby agree to provide all the items stated above.

Signature

(Name and Designation)

FINANCIAL/PRICE BID**The menu items expected to be provided in the canteen of IHBAS**

Sr. No.	Items	Unit of measure	Quantity/Weight/Size	Rate	
				(In figures) Rs.	(In words) Rs.
1	Tea	Per cup	100 ml		
2	Coffee	Per cup	150 ml		
3	Samosa	Per piece	70 gm		
4	Burger	Per piece	120 gm		
5	Sandwich	4 pcs per plate	Jumbo Bread		
6	Bread Paneer Pakora	2 pcs per plate	150 gm		
7	Masala Dosa	Per piece	30 cm long with 50 gm Aloo		
8	Plain Dosa	Per piece	30 cm		
9	Vegetable Utthapam	Per piece	20 cm		
10	Idli sambhar	Two Pcs per plate	100 gm per Idli + 100 ml Sambhar		
11	Sambhar Vada	Two Pcs per plate	100 gm per Idli + 100 ml Sambhar		
12	Allu Tikki	Two Pcs per plate	100 gm		
13	Kulche Chhole	Three Pcs per plate	150 gm		
14	Chhole Bhature	Two Pcs per plate	150 gm		
15	Rajma/Chhole Rice	Per plate	100 gm Rice + 200 gm Rajma/Chole		
16	Puri Allu	6 pcs per plate	150 gm		
17	Chowmin	Per plate	200 gm		
18	Spring rolls	4 pcs per plate	100 gm		
19	Paneer kulcha	1 pcs per plate	150 gm		
20	Vegetable cutlets	2 pcs per plate	150 gm		
21	Gulab Jamun	Two pcs per plate	50 gm		
22	Boondi/ besan laddoo	Two pcs per plate	50 gm		

23	Pineapple/ Black forest pastry	Per piece	50 gm		
24	Pao Bhaji	Per piece	150 gm		
25	Cold Drink	As per standard volume on MRP or below	-		
26	Mineral Water	-do-	-		
27	Lunch (Thali)	Puri/Chapati (2), Rice (100 gm), Dal, One subji, Raita, Salad	-		
28	Kachodi with Subzi	Two pcs	200 gm		
29	Ladoo Besan	Per piece	50 gm		
30	Patties	Per piece	80 gm		

- i) Snacks should be available throughout the day.
- ii) Burger and Sandwiches to be provided in packets.

Provision of providing milk/juice parlour in canteen of IHBAS

Sr. No.	Category	Items to be provided	Units/volume	Rate	
				(In figures) Rs.	(In words) Rs.
1.	Milk Parlour (for providing products of brands like Mother Dairy, Nestle, Amul)	Butter Milk, Lassi, Curd, Ice creams, Flavoured Milk	As per the standard volume	MRP	
2.	Juice Parlour (for providing Package/Fresh items of famous Brands like Real, Tropicana etc.)	Fruit juices, Shakes, Fruit Chat	As per the standard volume		

Packaging should be in bottles/cans or automatic dispenser for juices and beverages shall be provided.

Special Lunch/Dinner

Sr. No.	Category	Items to be provided as per our requirement Quantity	Quantity/Weight/Size	Rate	
				(In figures) Rs.	(In words) Rs.
1.	Economy Thali	Chapati (2), Rice, Yellow Dal/ Dal Makhani/Chhole, one seasonal vegetable, Bundi Raita, Salad, Papad	i) Each chapati made up of 25 gm flour. ii) Rice should be made up of 50 gm raw material of good quality. iii) Dal should be made up of 30 gm raw material. Cooked Dal should be of 150 ml iv) Chole should be made up of 30 gm raw material. v) Seasonal vegetable should be made up of 200 gm (Cooked). vi) Raita made up of 100 ml raw material. vii) Salad should be 50 gm viii) Papad should be 15-20 gm.		
2.	Special Thali	Starters/Soups, Puri (4)/Butter Nan (2)/Missi Roti (2), Veg. Pulao, Yellow Dal/ Dal Makhani/Chhole, Two seasonal vegetable, Paneer/Mushroom Vegetable, Pineapple Raita/Dahi Vada, Papad, Pickle, Salad, Sweet/Ice cream, Tea/Coffee & Cold drink	i) Starters/Soups should be made up of 150 ml raw material. ii) Butter Nan/Missi Roti should be made up of 30 gm raw material flour. iii) Vegetable Pulao should made up of 150 gm raw material. iv) Dal should be made up of 30 gm raw material. Cooked Dal should be of 150 ml v) Chole should be made up of 30 gm raw material. vi) Each Seasonal vegetable should be made up of 150 gm raw material. vii) Paneer/Mushroom should be made up of 30 gm of raw material		

			<p>viii) Pineapple Raita/Dahi Vada should be of 20 gm total quantity 100 ml</p> <p>ix) Papad should be 15-20 gm.</p> <p>x) Salad should be 50 gm.</p> <p>xi) Sweet/Ice Cream 70-80 gm each</p> <p>xii) Tea/Coffe should be 150 ml</p> <p>xiii) Cold drink should be 200 ml</p>		
3.	Mini Thali	Chapati (2), Rice, Whole Pulse, Kadhi.	<p>i) Each chapati made up of 25 gm flour.</p> <p>ii) Rice should be made up of 50 gm raw material of good quality.</p> <p>iii) Whole Pulse should be made up of 30 gm raw material. Cooked Whole Pulse should be of 150 ml</p> <p>iv). 100 gm of Kadhi.</p>		
4.	Aloo Parantha	One Piece	i).Aloo Parantha of 100-120 gm with pickles.		

(Indemnity Bond on Non-Judicial Stamp Paper of Rs.100/-)

This indemnity bond is executed on this day of _____ at Delhi by _____
_____ (herein called the contractor) in
favour of Institute of Human Behaviour and Allied Sciences (IHBAS), Delhi.

Whereas, the contractor indemnifies IHBAS and hold it harmless from all claims, demands, damages, actions, costs and charges, including against liabilities towards customers or visitors, to which IHBAS may become subject, or which it may have to pay or be held liable for, by reason of any injury to persons, reputation or property suffered or sustained by any agent or employee of IHBAS or arising out of any activity or negligence or omission of the Bidder or its agents or employees while in or about the Licensed Premises or other premises of IHBAS.

Contractor indemnifies IHBAS against any loss, claim, costs, damages to, or diminution of, its business and goodwill or any third party claims or proceedings brought against the IHBAS as a result, direct or indirect, of any prejudicial business practice of the Bidder or any misrepresentation of its relationship with the IHBAS. This indemnity shall be without prejudice to any other rights and remedies, which the IHBAS may have under the law.

Witnesses:-

Name of the contractor with seal

1. _____

2. _____