



BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

OFFICE OF THE PRINCIPAL, REGIONAL TELECOM TRAINING CENTRE
GACHIBOWLI, HYDERABAD-500 032

FROM:
Divisional Engineer (Hostel)
O/o The Principal RTTC,
Hyderabad-500 032
For and on behalf of the CMD, BSNL.

TO

Tender.NO: -BSNL/RHD/HOSTEL/MessTender/2019-20 Dated: 21/ 09/ 2020

Sub: Tender document for **PROVIDING CATERING SERVICES AT RTTC, Hyderabad** through E-tendering process. Please find enclosed the tender document in respect of above-mentioned tender which contains following.

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If interested, kindly submit your offers before **14:00hrs of 12-10-2020**. The Date of opening of tender 12-10-2020 at 14:30hrs.

V.V.S.S.P.

Divisional Engineer (Hostel), O/o The Principal, RTTC, Hyderabad-500 032

Y. Reddy

Signature of bidder with Date and Seal



BHARAT SANCHAR NIGAM LIMITED

(A GOVT OF INDIA ENTERPRISE)

O/o PRINCIPAL, REGIONAL TELECOM TRAINING CENTRE

GACHIBOWLI, HYDERABAD-- 500 032.

(Tel. 040-23000223, 040-23000172)

No: BSNL/RHD/HOSTEL/MessTender/2019-20 Dt. 21-09-2020

NOTICE INVITING TENDER

Online bids are invited through E-tendering process by the undersigned for and on behalf of BSNL, NEW DELHI for “**Providing catering services in RTTC Gachibowli Hyderabad**”.

Tender documents can be obtained by downloading from the website <http://www.telangana.bsnl.co.in> or <https://etenders.gov.in/eprocure/app> . The bidders downloading the tender document are required to submit the tender fee an amount Rs 590/- (including GST) through DD/ Banker's cheque in physical form. The scanned copy of the same should be uploaded online failing which the tender bid shall be left archived unopened/ rejected. The DD/ banker's cheque shall be drawn from any Nationalized Bank in favour of **“Accounts Officer (Cash), O/o CGMT, BSNL, Telangana Circle, Hyderabad”** and payable at **Hyderabad.**

The tender documents shall be issued free of cost to MSME bidders on production of requisite proof in respect of valid certification from MSME for the tendered item. All the scanned relevant documents for the same need to be uploaded online.

The tender document shall be downloaded from www.telangan.bsnl.co.in or <https://etenders.gov.in/eprocure/app> and shall be available for downloading from **21-09-2020** onwards up to **12-10-2020, 13:00hrs**. The Tender document shall not be available for download after the closing date.

Physical copy of the tender document would not be available for sale.

The entire bid-submission would be online on ETS.

➤ **Broad outline of submissions are as follows:**

- 1) Submission of Bid Security/ Earnest Money Deposit (EMD) Rs 64000/-(sixty four thousand). A scanned copy of DD against EMD should be uploaded mandatory while Bid Preparation stage (as per the Schedule mentioned in online eTender).
- 2) Submission of digitally signed copy of Tender Documents/ Addendum/addenda.
- 3) A scanned copy of DD against Bid Document charges Rs 590/- should be uploaded.
- 4) Two envelopes -a) Techno-commercial – Part documents b) Financial Part document should be separately uploaded.

➤ **AFTER ONLINE SUBMISSION ON ETS the following Documents must be submitted physically in sealed cover to Divisional Engineer (Hostel), RTTC, Gachibowli, Hyderabad-500 032** in the Room No.01, the Chamber of Divisional Engineer (Hostel), O/o Principal, RTTC, Hyderabad before the tender closing time i.e **14:00 hrs of 12-10-2020**

1. E.M.D / Bid security in original. Rs .64,000/- (**Rupees Sixty Four thousand only**).
2. DD/ Bankers cheque against payment of tender fee. Rs 590/-(five hundred ninety rupees only).
3. Power of attorney in accordance with clause 14.7 of Section-I

Signature of bidder with Date and Seal

Sub Divisional Engineer
Regional Telecom Training Centre
Gachibowli, Hyderabad - 500 032

- The envelope containing the Tender should be **super scribed and underlined** as **“Tender for Catering at RTTC Campus Gachibowli, Hyderabad-500 032”** in bold letters. **Tender submitted without the above documents will be summarily rejected.**

Note: 1. Tenders submitted Offline without submitting online on ETS will not be considered. All the documents along with Financial Bid need to be uploaded online in the portal <https://etenders.gov.in/e procure/app>

2. Neither bid security/EMD nor Performance Security Deposit will carry any interest.

Last date for submission of e- Tenders in the online: 14.00 hrs of 12-10-2020

Time and Date of Opening of e-Tenders: 14.30 hrs of 12-10-2020

Note :- In case the date of submission (opening) of bid is declared to be a holiday, the date of submission (opening) of bid will get shifted automatically to next working day at the Same scheduled time. Any change in bid opening date due to any other unavoidable reason will be intimated to all the bidders separately.

BSNL has adopted e-tendering process, which offers a unique facility for ‘Public Online Tender Opening Event (TOE)’. BSNL’s Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. However, if required, authorized representatives of bidders (i.e. Supplier organization) with Proper Authorization can attend the TOE at then the chamber of Divisional Engineer (Hostel), % the Principal, RTTC, Gachibowli, Hyderabad-32 where BSNL’s Tender Opening Officers would be conducting Public Online Tender Opening Event (TOE). (Please refer **clause 15 of Section-I**, refer **clause 8 of Section-III** for further instructions.)

The bidder shall furnish a declaration under his digital signature that no addition / deletion / corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on E-tender Portal (<https://etenders.gov.in/e procure/app>)

The accepted tenderer will have to submit a **Security Deposit of Rs.1,28,000/- (Rupees One Lakh twenty eight thousand only)** in the form of cash or Bank Guarantee.

The Competent Authority on behalf of CMD BSNL, NEW DELHI does not bind itself to accept the lowest or any other tender and reserves its right to reject any or all of the tenders received without assigning any reason. Tenders in which any of the prescribed conditions are not fulfilled or incomplete in any respect are liable to be rejected.

Eligibility Condition: This invitation for bid is open to all the Indian Nationals, who have proven experience of two years during last three years as on the date of submission of this bid, in the field of undertaking the job of providing catering services where at least one hundred members were served food per day at an average during above period. The bidder should neither be an employee of BSNL nor any of their close relatives employed in BSNL.

V.V.S. J

**Divisional Engineer (Hostel)
O/o The Principal, RTTC, Hyderabad-32
For and on behalf of the CMD, BSNL.**

Y. R. S. L.

Signature of bidder with Date and Seal

Sub Divisional Engineer
Regional Telecom Training Centre
Gachibowli, Hyderabad - 500 032

SECTION –I
GENERAL CONDITIONS – Tender/ BID Submission

Regional Telecom Training Centre proposes to enter into a contract for “CATERING SERVICES “in its Hostel and Administrative Building at Gachibowli, Hyderabad-500 032.


This section deals with the General Conditions of the contract. Specific Terms and conditions of contract are available in Section–II. General E-Tendering Instructions are given in Section–III. The General Conditions of this bid are as under.

1. DEFINITIONS

- 1.1 **BSNL/RTTC Authority:** The Principal General Manager & Principal, RTTC, Hyderabad-32 or any other officer authorized by him for this purpose shall be referred as RTTC Authority.
- 1.2 **RTTC Campus:** The RTTC Campus includes the Administrative Building, Godavari and Sabari (G-Quarters Block) Hostels.
- 1.3 **Catering service required areas: Catering services are to be provided in the following areas**
 - 1.3.1. Mess of Godavari Hostel - on all days including Sundays and Holidays
 - 1.3.2. Canteen at Administrative Building – On all working days
 - 1.3.3. Executive Lunch / Dinner/ Refreshments –at Conference Hall/ Auditorium/ or any specified place in Administrative block occasionally on any specified day as per the special requirement .
- 1.4 **Tenderer /Contractor:** Means successful bidder.

2. ELIGIBLE BIDDERS:

- 2.1 This invitation for bid is open to all the Indian Nationals.
- 2.2 The bidders must have proven experience of two years during last 3 years as on the date of submission of this bid in the field of undertaking the job of providing catering services where at least one hundred members were served food per day at an average during above period. As a proof of this, the bidder has to submit the certificate as per the proforma enclosed at Annexure-VIII-of section IV from the Competent authority of an Organization where the works are taken up.
- 2.3 The bidder should neither be employee of BSNL nor any of their close relatives employed in BSNL.
- 2.4 The eligible bidders should submit the following documents. (Techno-commercial Bid).
 - 2.4.1. Details of present commitments giving contract values, details of work & rendered experience for at least for period of 2 years out of last 3 years as on the date of bid.
 - 2.4.2. PAN card, GSTIN Registration, ESI and EPF Registration documents.
 - 2.4.3. IT assessment for the past three years, profit/ loss account and balance sheet to be attached.
 - 2.4.4. Power of Attorney in the name of person who has signed the tender document.
 - 2.4.5. Valid Trade License from authorized departments such as GHMC etc.
 - 2.4.6. Solvency certificate or Banker’s certificate in original worth of Rs. 25 Lakh.
 - 2.4.7. EMD for Rs 64,000/-(Rupees Sixty Four thousand only) in the form of Demand Draft drawn in favour of “Accounts Officer (Cash), O/o CGMT, BSNL, Telangana Circle, Hyderabad” and payable at Hyderabad.
 - 2.4.8. A self declaration along with the evidence that the bidder is not block listed by GST authorities or any Organization.
 - 2.4.9. DD/ Bankers cheque against payment of tender fee.Rs 590/-(five hundred ninety rupees only). In case of MSME bidder, he must submit valid certification from MSME.
- 2.5 *The bidders, who fail to submit any of the documents mentioned above and not satisfying any of the eligibility clauses mentioned above, their bid will be summarily rejected without any further evaluation and the decision taken by the RTTC is final in this regard.*



Signature of bidder with Date and Seal

Sub Divisional Engineer
Regional Telecom Training Centre
Gachibowli, Hyderabad - 500 032

3. ALL PAGES & ANNEXURES TO BE FILLED and SIGNED BY BIDDER:

- 3.1 All pages of the tender documents shall be initialed at the bottom right hand corner or signed wherever required in the tender papers by the tenderer or by a person holding power of attorney authorizing him to sign on behalf of the tenderer before submission of tender. All signatures in tender document should be dated as well.
- 3.2 The Bidder has to fill and sign all the Annexures (Except VI & VII) of the Tender document before final submission.

4. PERIOD OF VALIDITY OF BIDS

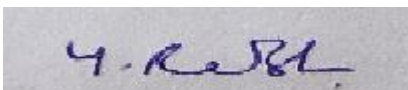
- 4.1 Bid shall remain valid for 180 days from the date of opening of bids prescribed by the BSNL authority. A bid valid for a shorter period shall be rejected by the purchaser being non-responsive.
- 4.2 In exceptional circumstances, the BSNL authority may request for the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. The bid security provided under **Clause 8** shall also be suitably extended. The bidder may refuse the request without forfeiting his bid security. A bidder accepting the request and granting extension will not be permitted to modify his bid.

5. SUBMISSION OF TENDERS:

- 5.1 The bid must be submitted as per the instructions to bidders available at **Section-I & III**. The bid must be submitted in online on ETS only in the portal <https://etenders.gov.in/eprocure/app>. The bidder must upload all the documents available in the Techno-commercial Bid and the financial bid to be filled in online as per the online form / Template available.
- 5.2 **The tender document shall be signed with date in ink on each page by the bidder. The signed tender document must be uploaded in online.**
- 5.3 **AFTER ONLINE SUBMISSION ON ETS the following Documents must be submitted physically in sealed cover to Divisional Engineer (Hostel), RTTC, Gachibowli, Hyderabad-500 032** in the Room No.01, the Chamber of Divisional Engineer (Hostel), O/o Principal, RTTC, Hyderabad before the tender closing time.
 - a. E.M.D / Bid security in original. Rs .64,000/- (**Rupees Sixty Four thousand only**)
 - b. DD/ Bankers cheque against payment of tender fee. Rs 590/- (five hundred ninety rupees only)
 - c. Power of attorney in accordance with **clause 14.7 of Section-I**
- 5.4 The envelope containing the Tender should be super scribed and underlined as **“Tender for Catering at RTTC Campus Gachibowli, Hyderabad-500 032”** in bold letters. Tender submitted without the above documents will be summarily rejected.
- 5.5 In case of MSME bidder, he must submit valid certification from MSME as specified in **Clause 8 of Section-I**.

6. COMPLIANCE:

- 6.1 Compliance report on all the terms and conditions of the contract must be submitted as per Declaration in **Annexure-II**. In case **Declaration** is not enclosed with the offer the bid shall not be considered.
- 6.2 The bidder should give a certificate that none of his/her near relative is working in the units as defined below where he/she is going to apply for the tender (**Annexure - V**). In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the Directors of the company excluding Government of India/Financial institution nominees and independent non-Official part time Directors appointed by Govt. of India or the Governor of the state. Due to any breach of these conditions by the company or firm or any other person the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and BSNL will not pay any damage to the company or firm or the concerned person. The company or firm or the person will also be debarred for further participation in the concerned unit.



Signature of bidder with Date and Seal

Sub Divisional Engineer
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Gachibowli, Hyderabad - 500 032

The near relatives for this purpose are defined as:-

- (a) Members of a Hindu undivided family.
- (b) They are husband and wife.
- (c) The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).

The format of the certificate to be given is "I.....s/o
.....r/o..... hereby certify that none of my relative(s) as defined in the tender document is/are employed in BSNL unit as per details given in tender document. In case at any stage, it is found that the information given by me is false / incorrect, BSNL shall have the absolute right to take any action as deemed fit without any prior intimation to me."

7. VALIDITY PERIOD OF TENDER:

- 7.1 The Tender shall be valid up to the end of contract period of 12 months from the date of entering into contract with the successful Tenderer, and is extendable for one more year in 2 spells of 6 months each with mutual consent at same rates, terms and conditions.

8. EARNEST MONEY DEPOSIT (EMD):

- 8.1 A sum of Rs 64,000/-(Rupees Sixty Four thousand only) towards **EMD** in the form of **Demand Draft** drawn in favour of Accounts Officer (Cash), BSNL, RTTC, Hyderabad payable at Hyderabad should be enclosed **IN A SEPARATE ENVELOPE** along with the bid documents. The Earnest Money Deposit will be forfeited in case of Tenderer who does not abide by his offer. The tenders received without Earnest Money Deposit shall be rejected.
 - 8.2 In case of unsuccessful tenderers, the Earnest Money Deposit without any interest will be refunded as promptly as possible after finalization of the tender on submission of duly stamped **pre-receipt**.
 - 8.3 MSME Bidder – Exemption :(As per Letter No. CA/MMT/10-10/2017 DT 24.05.2018, of Corporate Office New Delhi, Registration of Udyog Aadhar Memorandum Number by Ministry of Micro Small and Medium Enterprises (MSME) Vendors on Central Public Procurement Portal (CPPP) is mandatory from 01-04-2018 and shall submit the declaration by the vendors. The bidders who fails to register UAM number shall not be able to eligible the benefits available to MSEs as contained in Public Procurement Policy for MSEs Order, 2012 issued by MSME.)
 - 8.3.1. The MSME bidders are exempted from payment of Bid security:
 - 8.3.1.1 A proof regarding Valid registration with body specified by Ministry of Micro, Small & Medium Enterprise for the tendered items will have to be attached along with the bid.
 - 8.3.1.2 The estimate certificate issued by MSME should be valid on the date of opening of Tender
 - 8.3.1.3 If a vendor registered with body specified by Ministry of Micro, small & Medium Enterprise claiming concessional benefits is awarded work by BSNL and subsequently fails to obey any of the contractual obligations, he will be declared from any further work/contracts by BSNL for one year from the date of issue of such order.
 - 8.4 The successful bidder's bid security will be discharged upon the bidder's acceptance and furnishing the performance security and completion of contract agreement.
 - 8.5 The bid security may be forfeited:
 - A. If the bidder withdraws his bid during the period of bid validity specified by the bidder in the Bid form
- OR**
- B. In the case of successful bidder, if the bidder fails:
 - 1. To sign the contract in accordance with **Clause 10 of Section-I** or



Signature of bidder with Date and Seal

2. To furnish performance security in accordance with **Clause 10 of Section-I**
- C. In the above cases, i.e. **8.5 (A) & (B)**, the bidder will not be eligible to participate in the tender for same item for one year from the date of issue of APO. The bidder cannot approach the court against the decision of BSNL in this regard.

9. CLARIFICATION OF BIDS

- 9.1 To assist in the examination, evaluation and comparison of bids, the RTTC authority may, at its discretion ask the bidder for the clarification of its bid. The request for the clarification and the response shall be in writing. **However, no post bid clarification at the initiative of the bidder shall be entertained.**

10. AMENDMENT OF BID DOCUMENTS

- 10.1 At any time, prior to the date of submission of Bids, the BSNL authority may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify bid documents by amendments. The amendments shall be notified in writing or by FAX to all prospective bidders on the address intimated at the time of purchase of the bid document from the purchaser and these amendments will be binding on them. In order to afford prospective bidders a reasonable time to take the amendment into account in preparing their bids, the purchaser may, at its discretion, extend the deadline for the submission of bids suitably.

11. MODIFICATION AND WITHDRAWAL OF BIDS

- 11.1 The bidder may modify or withdraw his bid after submission provided that the written notice of the modification or withdrawal is received by the purchaser prior to the deadline prescribed for submission of bids.
- 11.2 The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched as required in the case of bid submission in accordance with the provision of **Clause 11 of Section-I**. A withdrawal notice may also be sent by FAX but followed by a signed confirmation copy by post **not later than the deadline for submission of bids**.
- 11.3 **Subject to Clause 10 of Section-I no bid shall be modified subsequent to the deadline for submission of bids.**

12. The Principal, Regional Telecom Training Centre, Gachibowli, Hyderabad reserves the right to accept or reject any bid without assigning any reason.

13. SPECIAL INSTRUCTIONS TO BIDDERS

- 13.1 Commercial conditions of the contract shall be read in conjunction with the conditions of contract.
- 13.2 Tenderers must get acquainted with proposed work and study the cafeteria area, specifications, conditions of contract and other conditions carefully before tendering. No request of any change in rates or conditions for want of information on any particular point shall be entertained after receipt of the tenders.
- 13.3 The tenderer is advised to inspect the site to ascertain the nature of the site, access thereto, location, facilities available, etc. The tenderer shall be deemed to have full knowledge of the site whether or not he actually inspects them.
- 13.4 **SITE PARTICULARS:** The intending tenderer shall be deemed to have visited the site and familiarized himself /herself thoroughly with the site conditions before submitting the tender. Non – familiarity with the site conditions will not be considered a reason either for extra claims or for not carrying out the work in strict conformity with specifications.
- 13.5 **EQUIPMENTS TO BE SUPPLIED BY RTTC:** Equipments are available for scrutiny at RTTC and the tenderer is advised to acquaint himself /herself thoroughly with the Equipments. Non-familiarity or failure to study the Equipments before tendering shall not be considered a reason either for claims or for not carrying out the work in strict conformity with the specifications.



Signature of bidder with Date and Seal

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- 13.6 **STIPULATIONS AND DEVIATIONS TO TENDER CLAUSES:** The tenderer is advised to submit quotations strictly based on the terms and conditions and specifications contained in the tender documents and not to stipulate any deviations. However, if it becomes unavoidable, deviations should be stipulated with reference to the clause number, para and page number of the tender document.
- 13.7 The bidder shall submit his bid, online complying all eligibility conditions, other terms and conditions of tender document to be read along with the clarifications and amendments issued in this respect. All the documents must be authenticated, using Digital Signature by the authorized person. The letter of authorization shall be indicated by written power-of-attorney accompanying the bid.
- 13.8 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person or persons signing the bid. All pages of the original bid, except for un-amended printed literatures, shall be digitally signed by the person or persons signing the bid.
- 13.9 The bid should be submitted Online. In online Tendering system there is Single Stage Bidding & Two Envelope System. The Techno-Commercial and the Financial bids needs to be submitted simultaneously. All the relevant documents need to be uploaded online and the financial bid to be filled in online as per the online form / Template available.
- 13.10 No bid shall be accepted online by E-Tender Portal bidding process after the specified deadline for submission of bids prescribed by the purchaser.
- 13.11 The bidders instructed to study the Section-III i.e. E-tendering Instructions to Bidders before filling in online.

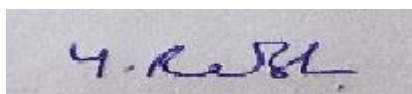
14. RATES TO BE IN FIGURES AND WORDS:

- 14.1 The tenderer shall quote the rates and amounts tendered by him in the schedule of rates for each item in such a way that interpolation is not possible.
- 14.2 The amount for each item should be worked out and entered and requisite totals given of all items have to be quoted both in figures and words in English.
- 14.3 The rates quoted in words will have precedence over the rates quoted in figures. If the rates are not quoted in words, the tender is liable to be rejected. All over writings/ erasing should be duly attested otherwise the tender is liable for rejection.
- 14.4 In the case of illiterate agencies, witnesses should attest the rates tendered by agencies. The rates quoted in words will be taken as correct and not the rates shown in figures in case these two rates do not tally.
- 14.5 Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price, then the unit price shall prevail.
- 14.6 If the supplier does not accept the correction of the errors, his bid shall be rejected.
- 14.7 The tender shall contain the names, residential address and place of business of person or persons making the tender and shall be signed by the tenderer with his usual signatures. Partnership firms shall furnish the full names of all partners in the tender. It should be signed in the partnership name by all the partners or by duly authorized representative followed by the name and designation of the person signing.

BID OPENING AND EVALUATION

15. OPENING OF BIDS.

- 15.1 The RTTC authority shall open bids online (in case of e-Tenders) in the presence of bidders or their authorized representatives who chose to attend at 14:30 hrs on due date.
- 15.2 The bidder's representatives, who are present at the time of opening of Bids, shall sign in an attendance register. The bidders shall submit authorization letter to this effect to Authority before they are allowed to participate in bid opening (Format is given in Annexure-III).



Signature of bidder with Date and Seal

- 15.3 A maximum of two representatives of any bidder shall be authorized and permitted to attend the bid opening.
- 15.4 The date fixed for opening of bid, if subsequently is declared as holiday by the BSNL, the bids will be opened on next working day, time and venue remaining unaltered and no further intimation will be issued in this regard.
- 15.5 The bidder's names, EMD Details, Bid prices, modifications, bid withdrawals, Information in respect of eligibility of the bidder and such other details as the RTTC authority, at its discretion, may consider appropriate will be announced at the time of opening
- 15.6 Name of envelopes to be opened & information to be read out by Bid Opening Committee.
- 15.6.1. In a Single stage bidding with two envelopes system- the bids will be opened in 2 stages i.e. the techno-commercial bid shall be opened on the date of tender opening given in NIT. The financial bid will not be opened on the Date of opening of techno commercial bids in this case & sealed financial bids will be handed over to DE (H), O/o Principal, RTTC BSNL, Hyderabad for retention.
- 15.6.2. Thereafter the CET will evaluate Techno-commercial bids & the report of CET will be approved by competent authority.
- 15.6.3. The financial bids of those bidders who are approved to be techno-commercially compliant by the competent authority, will be opened by TOC in front of techno commercially eligible bidders/ authorized representatives by sending them a suitable notice.
- 15.6.4. The bidder's names, EMD Details, Bid prices, modifications, bid withdrawals, Information in respect of eligibility of the bidder and such other details as the RTTC authority, at its discretion, may consider appropriate will be announced at the time of opening of Technical / Financial bids

16. PRE EVALUATION.

- 16.1 The techno-commercial bids will be evaluated first for satisfaction of the terms of the tender.
- 16.2 Conditional tenders are liable to be rejected.
- 16.3 The financial bid of only those bidders whose techno-commercial bids are declared responsive will be opened at a later date.
- 16.4 The evaluation of the responsive bids will be based on financial offers made by the various bidders based on the total of each item and resultant grand total.
- 16.5 If there is a discrepancy between words and figures of the rates quoted by the bidder, then the rate quoted in words shall prevail

17. EVALUATION AND COMPARISON OF SUBSTANTIALLY RESPONSIVE BIDS

- 17.1 RTTC Hyderabad is not bound to accept the lowest tender. Further, the bidder would not have any claim on the number of persons to be fed for which services are to be claimed
- 17.2 The RTTC authority shall evaluate in detail and compare the bids previously determined to be substantially responsive pursuant to clause 16.
- 17.3 The evaluation and comparison of responsive bids shall be done on Rates quoted in the Bid Document.
- 17.4 Calculation for arriving lowest (L-1) rate will be as follows:

Item as per Annx –H		P Weightage	Q Rate Quoted in Rs.	R Amount =PXQ in Rs.
A	Total Rate/day/Person in RTTC Hostel	50%		
B	Lunch at Canteen	15%		
C	Snacks & Breakfast average at canteen	10%		
C	Average of Coffee, Tea, Milk, with or without sugar to be supplied at RTTC Canteen	15%		
D	Rate per Special Lunch + snacks + Tea/ Coffee	10%		
			Total	

4. R. S. H.

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- 17.5 In case of tie between bidders while arriving at the total amount under col. R, rate under (a) will be taken as criteria for acceptance. Still if there is a tie, rates under (a) + (b) will be taken as criteria and so on.
- 17.6 RTTC Hyderabad reserves right not to consider L1 (lowest rate quoted), if in its assessment that the lowest rate is unreasonably low compared to prices of the food items for the stipulated menu in the market. In such cases the Committee will inspect the food served by the contractor at his other workplaces where the rates at par with the quoted rates. Bid will be considered for comparison based on the report of the committee. If the Bid is rejected in such cases it will be treated as Technically rejected.
- 17.7 If there are two successful bids at the same rates, work may or may not be divided equally among them with the approval of competent authority if required. However the decision of the CGM Telangana Circle BSNL remains the final and there will not be further negotiations on the decision. If more successful bids are received with same rate then the firms with more Experience & done more quantum of work will be given priority and decided accordingly.
- 17.8 If L-1 bidder refuses to accept the offer, L-2 bidder may be given counter offer at the L-1 rates, if deemed necessary.

18. CONTACTING THE RTTC Authority

- 18.1 Subject to clause 16, no bidder shall try to influence the BSNL authority on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded.
- 18.2 Any effort by a bidder to modify his bid or influence the BSNL authority in the bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

19. RIGHT TO VARY QUANTITIES, TO ACCEPT ANY BID & TO REJECT ANY OR ALL BIDS

- 19.1 RTTC authority will have the right to vary the quantity of work without any change in the unit price or other terms & conditions at the time of award of contract.
- 19.2 The RTTC authority reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action.
- 19.3 The RTTC authority reserves the right to counter offer price(s) against price(s) quoted by any bidder and shall intimate to the successful bidder in writing the acceptance of bid whose offer has been found technically, commercially and financially acceptable.

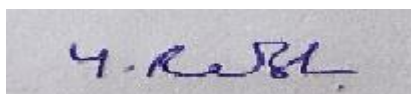
AWARD OF CONTRACT

20. INTIMATION TO SUCCESSFUL BIDDER

- 20.1 The RTTC authority reserves the right to counter offer price(s) against price(s) quoted by any bidder and shall intimate to the successful bidder in writing the acceptance of bid whose offer has been found technically, commercially and financially acceptable.

21. RIGHT TO ACCEPT OR REJECT TENDER:

- 21.1 The acceptance of tender will rest with RTTC who do not bind themselves to accept the lowest tender and reserve to themselves the authority to reject any or all the tenders received without assigning any reasons. They also reserve the right to accept the whole or any part of the tender and the tenderers shall be bound to perform the same at the rates quoted.
- 21.2 The job may be awarded to more than one tenderer duly splitting the work at the entire discretion of the RTTC. The quoted rates shall hold good for such an eventuality, and also the tenders shall remain valid under such conditions.



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22. SECURITY DEPOSIT & SIGNING OF CONTRACT


- 22.1 The issue of Acceptance letter shall constitute the award of contract on the bidder.
- 22.2 The successful tenderer shall be required to submit a security deposit in the form of Bank Guarantee given in **Annexure - VII** at Section-IV for **Rs 1,28,000/- (Rupees One Lakh twenty Eight Thousand only)** valid for a minimum period of two years towards successful implementation of various terms and conditions of the contract. The above Bank Guarantee shall be discharged only after the successful completion of the contract period or encashed in case of non-fulfillment of the conditions of the contract. The Earnest Money Deposit of **Rs. 64,000/-**, will be refunded to the successful tenderer on submission of the above Performance Bank Guarantee (PBG) and after getting the confirmation from the bank concerned about its genuinity. The validity period of tender is twelve months from the date of agreement with the successful tenderer and extendable for one more year with mutual consent as per Clause 24. Security Deposit is payable by the successful tenderer with in 15 days of receipt of intimation of acceptance of tender from this office.
- 22.3 The successful bidder shall be required to execute an agreement as per the Performa given in **Annexure - VI** at Section-IV, on non-judicial stamp paper of appropriate value within 10 days from the date of receipt of the notice of acceptance of tender or Letter of intent. All costs involved therein shall be borne by the tenderer. In the event of failure on the part of the successful tenderer to sign the agreement within the above-stipulated period or fails to submit the Performance Bank Guarantee given in **Annexure - VII** at Section-IV, the EMD will be forfeited and acceptance of the tender shall be considered as cancelled and also the bidder will be black listed from participating in any future tenders floated by RTTC for a period of two years.

23. ANNULMENT OF AWARD

- 23.1 Failure of the successful bidder to comply with the requirement of clause 22 shall constitute sufficient ground for the annulment of the award and the forfeiture of the bid security in which event the BSNL authority may make the award to any other bidder at the discretion of the BSNL authority or call for new bids.
- 23.2 While all the conditions specified in the Bid documents are critical and are to be complied, special attention of bidder is invited to the following clauses of the bid. Non-compliance of any one of which shall result in outright rejection of the bid.
- (i). **Clauses 4.1 & 8.1 of Section-I: The bids will be rejected at opening stage if Bid security is not submitted as per Clauses 8.1 and bid validity is less than the period prescribed in Clause 4.1 mentioned above.**
- (ii). Clause 2 of Section-I: **If the eligibility condition as per clause 2 of Section-II is not met, the bids will be rejected without further evaluation.**

24. EXTENSION AND TERMINATION OF CONTRACT

- 24.1 The contract will be awarded for a period of one year initially and extendable by one more year in two (2) spells of six (6) months each on the same rate, terms & conditions of contract from the date of commencement of contract as per agreement.
- 24.2 RTTC reserves the right to terminate the contract in part or in full at any time with one month's notice without assigning any reasons thereof for which no letter of reason/explanation can be sought for by the contractor.
- 24.3 **Termination for default: The RTTC, may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the contractor to terminate the contract in whole or part:**
- 24.3.1. If the contractor fails to deliver any or all of the food items with in the time period(s) specified in the contract or any extensions thereof granted by the RTTC pursuant to the causes of supply schedule mentioned in this document.



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- 24.3.2. If the contractor fails to perform any other obligation(s) under the contract and
- 24.3.3. If the contractor, in either of the above circumstances does not remedy his / her failure within a period of one week (or such longer period as the RTTC may authorize in writing) after receipt of the default notice from the RTTC.
- 24.3.4. If the number of complaints in respect of quality/quantity and cleanliness etc., are exceeding 5 (five) complaints in a month consecutively for 2 (two) months.
- 24.3.5. In the event of termination of contract under pursuant of **Clause 24** the RTTC may take the same services upon such terms and manner as it deems appropriate and the contractor shall be liable to RTTC for any excess cost for the said service during the rest period for which contract is terminated.
- 24.3.6. The Principal RTTC Hyd may nominate or select the agencies for providing the services in such cases of termination of existing contract.
24. 4 **Termination for insolvency:** RTTC may at any time terminate the contract by giving written notice to the contractor without compensation to the contractor. If the contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy, which has accrued, or will accrue thereafter to the Principal, RTTC.

25. FORCE MAJEURE:

25. 1 If at any time during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion sabotage, fire, floods, explosions, epidemics, quarantine restriction, strikes, lockouts or act of God (Herein referred to as events) provided notice of happening of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any such reclaim for damages against the other in respect of such non-performance or delay in performance, and the services under the Contract shall be resumed as soon as practicable after such event may come to an end or cease to exist, and the decision of the RTTC Authority as to whether the discharge of service has been so resumed or not shall be final and conclusive, provided further that if the performance in Whole or Part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option terminate the contract.

26. ARBITRATION

26. 1 In the event of any question, dispute or difference arising under this agreement or in connection therewith except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to sole arbitration of the Chief General Manager, TS Telecommunications, Hyderabad or in case his designation is changed or his office is abolished then in such case to the sole arbitration of the officer for the time being entrusted whether in addition to the functions of the Chief General Manager, TS Telecommunications, Hyderabad or by whatever designation such officers may be called (hereinafter referred to as the said officer) and if the Chief General Manager, TS Telecommunications, Hyderabad or the said officer is unable or unwilling to act as such the sole arbitration or some other person appointed by the Chief General Manager, TS Telecommunications, Hyderabad or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996.
26. 2 There will be no objection to any such appointment that the arbitrator is a Government Servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as Government Servant he has expressed views on all or any of the




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matters under dispute. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reasons whatsoever such Chief General Manager, TS Telecommunications, Hyderabad or the said officer shall appoint another person to act as arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

- 26.3 The arbitrator may from time to time with the consent of parties enlarge the time for making and publishing the award. Subject to aforesaid Arbitration and Conciliation Act, 1996 and the Rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.
- 26.4 The venue of the arbitration proceeding shall be the office of Chief General Manager, TS Telecommunications at Hyderabad or such other places as the arbitrator may decide.

27. APPLICABLE LAW AND JURISDICTION:

- 27.1 The supply order for Goods 'or' Services, including all matters connected with this supply order shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Indian Courts at the place from where the Purchase Order has been placed.
- 27.2 Foreign companies, operating in India or entering into joint Ventures in India, shall have to obey the law of land and there shall be no compromise or excuse for the ignorance of the Indian legal system in any way.



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Sub Divisional Engineer
Regional Telecom Training Centre
Gachibowli, Hyderabad - 500 032

SECTION-II

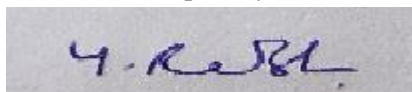
SPECIFICATIONS, SPECIAL TERMS AND CONDITIONS OF CONTRACT

1. SCHEDULE & SCOPE OF CATERING SERVICES

- 1.1 The Scope of work covered under this tender envisages “Catering Service” at RTTC, Gachibowli, Hyderabad.
- 1.2 The tenderer shall carry out the works and shall be responsible for the quality of food and upkeep of cafeteria. If any error in this respect at anytime shall appear during the progress of the works, the tenderer shall at his/her own cost rectify such error to the satisfaction of RTTC.
- 1.3 **The Catering services are to be provided** in the following areas
 - 1.3.1. Mess of Godavari Hostel - on all days including Sundays and Holidays (Clause 3 of Section-II)
 - 1.3.2. Canteen at Administrative Building – On all working days (Clause 2 of Section-II)
 - 1.3.3. Executive Lunch / Dinner/ Refreshments –at Conference Hall/ Auditorium/ or any specified place in Administrative block occasionally on any specified day as per the special requirement (Clause 4 of Section-II)
- 1.4 **In case of Infra hiring by RTTC:** In the event of Infrastructure such as Classrooms / auditorium / Hostel etc., to the Out side Departments / Organizations/ Firms/ Corporate/ private agencies, the contractor has to supply the food with prescribed menu mentioned under Clause 2, 3, 4 of Section-II as per the respective approved rates, if they request the RTTC to provide the Food/Boarding facility for them. The Bills will be settled as per department practice. If they are willing to have a customized menu, the same may be provided on mutually agreed rates. If case they are willing to make their own arrangements, the contractor should not object or obstruct it.
- 1.5 The Contractor should serve the food prepared in the RTTC Canteen / Hostel Mess only. No outside prepared food is allowed.
- 1.6 The Contractor should not prepare any Food within the Campus for catering outside requirements.
- 1.7 The work shall be carried out under the direct supervision and instruction of RTTC. On acceptance of the tender, the tenderer shall intimate the name and experience of his accredited representative, who would be responsible for taking instructions from RTTC, ensure carrying out of the work and report compliance.
- 1.8 **CO-ORDINATION WITH OTHER AGENCIES:** Work shall be carried out in such a manner that the work of other agencies operating at the site is not hampered due to any action of the tenderer. Proper Co-ordination with other agencies will be the tenderer’s responsibility. The tenderer shall ensure that the work of the other contractors is not held up due to non-completion of his/her part of work. In case of any dispute the decision of the RTTC shall be final and binding on the tenderer.
- 1.9 **RESTRICTION OF WORKING HOURS:** Subject to any provision to the contrary contained in the contract, none of the works shall, save as hereinafter provided, be carried on during the night or on locally recognized days of rest without the consent of RTTC, except when work is unavoidable or absolutely necessary for the saving of life or property or for the safety of the work, in which case the contractor shall immediately advice RTTC provided that the provisions of this clause shall not be applicable in the case of any work which it is customary to be carried out by multiple shifts.

2. CATERING AT RTTC CANTEEN:

- 2.1 Catering is required to be provided to about 60 staff members of RTTC plus the users. The strength of users may vary from time to time. Canteen items should be prepared in canteen kitchen only. Both Normal & Hot Drinking Water must be made available during working hours.
- 2.2 **Tea/Coffee services at RTTC Canteen:**
 - 2.2.1. Supply of Tea/ Coffee /Butter Milk/Lime Juice /Milk from 09:30 to 17:30 hrs. (Morning snacks must be supplied on self-service system and tea/coffee/milk etc., to be served in paper cups only.)



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- 2.2.2. Lime Juice and Butter Milk to be supplied mainly during Summer Season-say from middle of March to end of June
- 2.2.3. The menu for the Morning Breakfast and Evening snacks should be same for the Mess and the Canteen **with same cost and quantity.**

2.3 Lunch – At RTTC Canteen:

- 2.3.1. Mini lunch (Limited meals) including the following items should be supplied from 1230 hrs to 1430 hrs - on self-service basis. It consists of:
- | | |
|--|---------------------------------------|
| a. Pulka (2No.s) | f. Rasam |
| b. Rice of sonamasuri quality (200gr) | g. Chutni / Pickle (10gr) |
| c. Curry Vegetable (Dry/Gravy) – 100gr | h. Papad-1 |
| d. Dhal – 50gr | i. Curd cup made of whole milk-100 ml |
| e. Sambar | |

3. CATERING AT RTTC HOSTEL:

- 3.1 Catering is required to be provided for inmates of RTTC Hostel. The strength of trainees may vary from time to time. The maximum capacity of the Hostel is 300 members.
- 3.2 Morning Breakfast and Tea/Coffee services at RTTC Hostel:**
- 3.2.1. Tea/Coffee/Milk is to be supplied to the trainees from 06:00 to 07:00 hrs.
- 3.2.2. Morning Breakfast should be supplied along with Bread Butter and Jam of Standard Brand & coffee/tea/milk from 08:00 to 09:30 hrs on self-service system.
- 3.2.3. Some of the suggested items for Breakfast are indicated below:
- | |
|---|
| a. Idly(2) & Vada(2) with Coconut / Ginger chutney & Sambar |
| b. Mysore Bajji (4) with Coconut / Ginger chutney & Sambar |
| c. Utappam (Onion & Tomato) – 2No.s with coconut chutney & sambar |
| d. Pori (4 No.s) with aloo curry |
| e. Aloo Parata (2) with Suitable Curry |
| f. Masala Dosa with Coconut / Ginger chutney & Sambar |
| g. Upma / Tomato Bath with Chutney. |
| h. Pesarattu – 2 Nos with Coconut / Ginger chutney & Sambar |
| i. Pongal with Chutney & sambar |
- 3.2.4. Any one of the above items (on rotation) along with bread, butter & jam must be made available daily. Normal & Hot Drinking Water has to be provided.
- 3.3 Lunch/Dinner – At RTTC Hostel:**
- 3.3.1. Standard Lunch from 12: 30 hrs to 14:30 and Dinner from 19:45 hrs to 21:30 hrs including the following items along with Normal & Hot Drinking Water should be supplied:
- 3.3.2. Meals consisting of:**
- | |
|--|
| a. Rice of sona masuri quality |
| b. Veg. Fried Rice/Biryani with curd rytha (During Lunch) |
| c. Pulka/Paratha |
| d. Curry Vegetable (Fry) |
| e. Gravy Curry |
| f. Dhal |
| g. Sambar |
| h. Rasam |
| i. Fresh curd (125 ml) |
| j. Pickle / Fresh Chutney |
| k. Papad-1 no. |
| l. Fruit-1 no (repetition of same fruit should not be there in week) |
- 3.3.3. Sweet item must be supplied twice in a week during lunch in place of fruit. Sweet item should be brought from any reputed shops only.



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3.3.4. Curd cup must be fresh, sweet and made of whole milk of reputed brand.

3.4 Evening Tea & Snacks:

3.4.1. Supply of any one of the following snacks along with Coffee/Tea /Milk from 17:30 hrs to 18:30 hrs in the evening. Normal & Hot Drinking Water must be made available.

3.4.2. Some of the suggested evening snacks are listed below:

- a. Samosa Big (1)
- b. Palak Pakoda / Onion Pakoda 100gm
- c. Punugulu (6-)
- d. Aloo Bajji (3)
- e. Onion Samosa (2)
- f. Mysore Bajji
- g. Bread Bajji
- h. Dal/ Masala wada
- i. Veg Cutlet
- j. Boiled Peanuts

3.4.3. The above Item from 3.4.2.a to 3.4.2.i must be served with Tomato Sauce of standard brand like Kissan / Maggi or with suitable Chutney.

3.4.4. No snacks item should be repeated in a week's time

4. AUDITORIUM/ CLASSROOMS /CONFERENCE ROOM SERVICE ON SPECIAL OCCASIONS:

4.1 It would be the responsibility of the Tenderer/Contractor to make available drinking water/ Tea/ Coffee/ Lime juice /snacks /Working lunch etc., in Conference Hall / Auditorium / Classroom as ordered etc. for Conference / Meetings / Trainings etc

4.2 Lunch / Dinner/ Snacks / Tea & Coffee has to be served as per the requirement and time specified by the RTTC on prior intimation.

4.3 Special Lunch/Dinner – for Corporate Trainees of BSNL / BSNL Official Meetings:

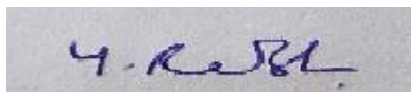
4.3.1. Meals consisting of:

- k. Special Rice/ Biryani made of Basmathi Rice along with Curd ritha
- l. White Rice of sona masuri quality
- m. Pulka/ Paratha / Poori
- n. Curry Vegetable (Fry/Dry)
- o. Vegetable Gravy Curry
- p. Dhal
- q. Sambar
- r. Rasam
- s. Fresh curd (125 ml)
- t. Pickle / Fresh Chutney
- u. Papad-1 no.
- v. Fruit
- w. Sweet

4.4 Apart from Lunch/ Dinner, the contractor/Tendere has to supply Snacks with Tea, Coffee during Corporate Trainings given by BSNL / BSNL Official Meetings:

4.4.1. Snacks: Some of suggested snacks are given below.

- a. Samosa Big (1) / Onion Samosa (2)
- b. Palak Pakoda / Onion Pakoda 100gm
- c. Aloo Bajji (3)
- d. Veg Cutlets / Kachori
- e. Veg Puff
- f. Bakery Biscuits-3 Nos



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4.4.2. **Tea & Coffee – 100ml:**

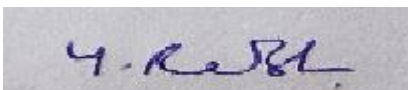
- 4.5 **Special Orders (Not covered in Tender Rates Schedule):** Any special food Items, snacks, Ice-cream etc., if requested by RTTC with sufficient notice should be arranged by the tenderer. Payment/rates for such special menu will be based on mutually agreed terms between RTTC and the tenderer

5. MESS MANAGEMENT COMMITTEE:

- 5.1 The RTTC also has a mess managing committee consisting of representatives from trainees and JTO/SDE Hostel & Mess. The committee will meet invariably once a week and the Agency will depute its representative to be present at the meeting to discuss matters concerning quality and variations to be implemented in the menu. The minutes of the meeting must be signed by Contractor or his representative who attended meeting
- 5.2 Generally the meeting will be conducted every Tuesday. It may be rescheduled keeping the Holidays/ Emergency works of the RTTC Staff
- 5.3 Menu for the next one week should be submitted to Committee by Tuesday of the current week and any changes suggested by the Committee should be accommodated.

6. GENERAL FACILITIES TO BE PROVIDED FOR / BY THE TENDERER:

- 6.1 A full-fledged canteen with cooking platform and other infrastructure/ facilities are available at RTTC and the Principal, RTTC will provide for any technical maintenance with regard to Electrical, Water fittings and equipment provided BSNL,
- 6.2 In the hostel a full-fledged Kitchen and Dining hall with all necessary amenities is available
- 6.3 RTTC will provide the necessary infrastructure such as accommodation, Electricity, Water and utensils that are available in the mess/ canteen. In view of this, towards the same, the tenderer has to pay the following:
- 6.3.1. **If the average occupancy of the mess is less than 50 per day i.e., less than 1500 trainee days per month, the tenderer has to pay Rs. 5/- Plus GST per day for the total trainee days. i.e. Rs. 150.00 per trainee per month Plus GST or minimum of Rs.5,000/- whichever is higher.**
- 6.3.2. **If the average occupancy of the mess is more than 50 i.e., more than 1500 trainee days, the tenderer has to pay Rs. 6/- Plus GST per trainee day for the total trainee days. i.e. Rs. 180.00 per trainee per month Plus GST.**
- 6.4 **Cooking Gas:** The contractor should arrange for and use only commercial gas as per government rules applicable.
- 6.5 Equipment to be brought by the tenderer:
- 6.5.1. The tenderer shall without prejudice to his / her overall responsibilities to execute and complete the work as per specifications and time schedule, progressively deploy adequate equipment and tools and tackles and augment the same as decided by RTTC depending on the exigencies of the work.
- 6.5.2. The Tenderer shall serve Tiffin and meals in plates
- 6.5.3. RTTC/ BSNL will not pay any Rent/amount towards the equipment and tools deployed by Contractor
- 6.6 The Tenderer has to make arrangements on his own to provide food in warm conditions by making necessary arrangements like food warmer (beinmerry), Bread Toaster and Microwave oven. The tenderer shall not be paid any extra amount on this account. Any complaint received in this regard will invite a penalty of Rs.500/- or the amount decided by the competent authority.
- 6.7 The tenderer shall organize to provide free and safe access to RTTC authorities and permit free access and afford normal facilities to other agencies or Departmental workmen to carryout connected work or other work/services on special occasions as decided by RTTC. The tenderer shall not be paid any extra amount on this account.



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- 6.8 The tenderer shall provide necessary safety measures at working places as required so as to avoid accidents to personnel and loss to property. He shall also indemnify RTTC against all claims for compensation if any arising in this respect.

7. MODE OF PAYMENT:

- 7.1 The contractor will collect mess charges directly from the trainees in the presence of JTO / SDE (Hostel & Mess) or any mess committee member authorized by the Principal, RTTC and issue a receipt to the trainee.

8. REBATE TO TRAINEES:

- 8.1 In case of absence with prior written intimation before 21.00 Hrs of previous day by any trainee for a period of two or more days, the Contractor should not collect any charges for that period.

9. SET OFF:

- 9.1 Any sum of money due and payable to the contractor/tenderer (including the refund of Security Deposit under this contract) may be appropriated by this office or BSNL or any authorized person contracting through BSNL and set off the same against any claim of RTTC, Hyderabad or BSNL or such other person or persons for payment of a sum of money arising out of this contract or any other contract between the tenderer and this office or BSNL.

10. PRICE VARIATIONS (ESCALATIONS):

- 10.1 Bidders are required to quote their firm prices without the provision for any price Escalation during the period of the contract.
- 10.2 However the Principal, RTTC, Hyderabad is empowered to constitute a committee to look into the representation received from the tenderer for escalation of price due to the change in prices pertaining to the essential commodities applicable for special cases only.

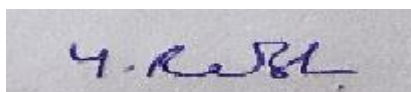
11. Penalty Clause:

- 11.1 If the quality of food, hygiene and upkeep is not up to the satisfaction of mess management committee Rs.1000/- per occasion is liable to be imposed. The RTTC reserves the right to condone / waive the penalties so imposed for genuine reasons to the satisfaction of the RTTC.
- 11.2 If a minimum of 5% of the hostellers complain about any food item, RTTC reserves the right to levy penalty for the total cost of that Break fast/ Lunch/Dinner/Snacks of all the trainees of that particular day.
- 11.3 In case of failure to dispose the Vegetable waste, Food waste and unused food through the garbage points/ collectors, the Contractor will penalized to the extent of 125% of the amount paid for such disposal.

12. PUBLIC HEALTH, HOUSE KEEPING & SANITATION OF CAFETERIA BUILDING:

12.1 Quality of Food:

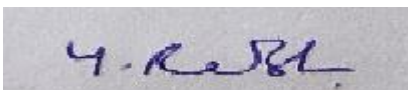
- 12.1.1. Serving of good quality and hygienic food is absolutely essential. The tenderer should ensure usage of Ag Mark double refined sunflower oil, Kurnool Sona Masuri old rice, Atta of brands like Annapurna / Pils burry. Only fresh vegetables and fruits must be used.
- 12.1.2. Quality of ingredients needs to be approved by RTTC Administration/ Mess managing committee.
- 12.1.3. There shall be strict quality control of food. The prohibited items like baking soda, chemical colours, Tasting Salts/Chemicals, adulterated oils, should not be used. Fine rice and only sunflower refined oils of well-known brand should be used for preparation of food. The food supplied should be wholesome, delicious, and qualitatively good and should be in conformity with the taste in popular hotels. For any breach of this, the Contractor is liable for penalty as decided by the undersigned or liable for termination of contract. The



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quantum of penalty shall be commensurate with the loss or damage as decided by the undersigned.

- 12.1.4. The samples of cooked food and oil used for cooking will be tested in the approved laboratory such as CFTRI etc. whenever needed. The charges for such testing should be borne by the contractor.
 - 12.1.5. All items used in cooking will be of Agmark and will observe the quality of the food/Tea. The priority should be given for State Govt Brands such as Vijaya Milk, Oil etc.
 - 12.1.6. Only the State/National Branded Ingredients must be used for cooking food/Tea/Coffee etc
- 12. 2 Inspection / Periodical verification by RTTC Hyderabad:**
- 12.2.1. The RTTC representatives will periodically inspect for the quantity & Quality of the Items being served by the contractor. The authorities will also inspect the cleanliness and hygienic environment to be maintained in Dining/ cooking areas.
 - 12.2.2. Based on the inspection report the suitable action will be initiated.
- 12. 3 Canteen upkeep:**
- 12.3.1. Kitchen, Counter, Washing place, dining place to be cleaned thoroughly with chemicals daily before 08.00 AM. Anti bacterial treatment is to be provided by using special chemicals.
 - 12.3.2. Flies, Cockroaches, ants and other insects should be prevented. Special treatment has to be given to prevent rat menace.
 - 12.3.3. The canteen should be cleaned to see that any foul smell emanating from the drop of foodstuff and stagnation of waste food in the kitchen is avoided.
- 12. 4 Cafeteria Upkeep:**
- 12.4.1. The housekeeping of the total cafeteria building and pantries is the responsibility of the tenderer. The complete dinning hall, kitchen and pantry areas, and Canteen (In Admin Block) should be maintained well and in a highly hygienic order. RTTC representatives will be making spot inspection periodically to check the cleanliness and maintenance of the cafeteria block.
- 12. 5 Service and Cleaning:**
- 12.5.1. The agency will hire appropriate number of people to serve as bearers for lunch as well as tea/coffee/snacks etc. in the RTTC Canteen and Hostel Mess areas, staff to clean the canteen, used crockery & cutlery tea/coffee cups. No two functions like cleaning, serving, cooking should be carried by single person. Also, staff required for cooking and other related services need to be taken care of by the tenderer. Staff employed should be in proper clean uniform. Items served at RTTC, canteen must be prepared in the RTTC canteen kitchen itself.
 - 12.5.2. The Leftover food and Vegetable waste etc., must be regularly disposed through garbage points/ collectors with his own cost by the contractor / successful Tenderer.
 - 12.5.3. Cleanliness in canteen should always be maintained. The used cups/ Plates, foodstuff etc should be removed immediately. Tables and canteen area must be kept in clean condition always.
 - 12.5.4. The drain system at Kitchen is to be maintained by the contractor himself.
- 12. 6 Kitchen Equipment Control:**
- 12.6.1. The tenderer will be given the total responsibility of security and running of cafeteria building along with all the crockery, cutlery, and kitchen equipment. Although as already indicated no overnight stay in the premises by the tenderer's staff will be permitted. The tenderer can keep its night staff for looking after the assets of the cafeteria building. However the stay provided for night staff by the RTTC authorities (subject to the availability) necessary monthly charges as approved by the competent authority will be collected from the tenderer. The cafeteria staff is not permitted to move in the other areas of the RTTC Complex.



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12.6.2. In a nutshell, service, upkeep, maintenance, sanitation and cleanliness of the cafeteria building is the total responsibility of the tenderer. Any breakages, loss or theft of equipment handed over to the contractor will be charged to the contractor.

13. TENDERER'S SUPERINTENDENCE & REPRESENTATIVE ON THE WORKS:

- 13.1 The tenderer shall give all necessary personal superintendence during the execution of the contract, and all along thereafter, as RTTC may consider necessary until the expiry of the contract. The tenderer shall also during the whole time the works are in progress and employ a competent representative who shall be constantly in attendance at the site while his employees are at work for any directions.
- 13.2 Explanations, instructions or notices given by RTTC to such representative shall be deemed to be given to the tenderer.

14. WORKMEN:

- 14.1 The tenderer shall on the instruction of RTTC immediately remove from the works any person employed thereon by him who may in the opinion of RTTC, be incompetent or misconduct himself, and such person shall not be again employed on the works without the permission of RTTC.

15. ACCESS TO WORKS:

- 15.1 The representative Committee of the RTTC shall at all times have free access to the works or places where materials are lying or from which they are being obtained and the tenderer shall give every facility to its representative Committee necessary for inspections and examination and test the materials and cooked items.
- 15.2 Any authorized representative of RTTC shall have power to give notice to the tenderer or to his representative on non-approval of any work or materials and such material shall be suspended or the use of such materials shall be discontinued until the decision of RTTC is obtained. The work will from time to time be examined by its representative Committee, but such examination shall not in any way exonerate the tenderer from the obligation to remedy any defects/quality deficiency may be found to exist at any stage in the quality of work/materials.

16. ASSIGNMENT AND SUBLETTING:

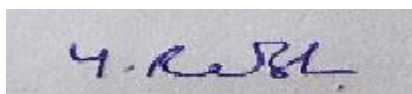
- 16.1 The whole work included in the contract shall be executed only by the tenderer himself and the tenderer shall not directly or indirectly transfer, assign or sublet the contract.
- 16.2 **Nominated Sub-Contractors:** No nominated sub-contractor shall be employed in connection with this contract.

17. OTHER PERSONS ENGAGED BY OWNER:

- 17.1 RTTC reserves the right to use the premises and any portions of the site for the execution of any work not included in this contract.

18. SAFETY REGULATIONS:

- 18.1 In respect of all labour, directly employed in the work for the performance of the tenderer's part of this agreement, the tenderer shall at his own expense arrange for all the safety provisions as per safety codes of CPWD, Indian Standards Institution, the Electricity Act, the Mines Act and such other Acts as applicable. The contractor shall maintain utmost hygiene in respect of maintenance and preservation of all food and beverages complying with local Govt. standards.
- 18.2 The labour engaged by the contractor / tenderer will not have any claim whatsoever for regularization/appointment in BSNL and that their engagement is the sole responsibility of the contractor and BSNL has nothing to do with their engagement.



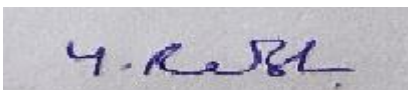
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- 18.3 The tenderer shall observe and abide by all fire and safety regulations, which are in force from time to time.

19. STATUTORY REGULATIONS:

- 19.1 **Authorities Notices and Patents:** The contractor shall conform to the provisions of any act of the Legislature relating to the contract and to the regulations and byelaws of all statutory requirements etc. The contractor shall indemnify the RTTC authority against all claims in respect of non-compliance with laws and shall defend all actions arising from such claims and shall himself pay all royalties, license fees, damage costs and charges of every sort that may be legally incurred in respect there of. Proof of the statutory payment made should be submitted along with the bills each month
- 19.2 **Engagement of Contract Labour:** The contractor shall strictly comply with all rules /regulations etc as per law in force including but not limited to contract Labour (R&A) Act, Shops and establishments Act, employees provident fund Act, ESI Act, minimum wages Act and payment of wages Act etc as applicable during the currency of the contract in respect of any employee or workman employed or engaged by him.
- 19.3 **EPF Contribution:** The contractor shall conform to the provision of EPF and Misc. provisions act 1952 for EPF contribution in respect of Labourers / Employees engaged by the contractor for carrying out works of BSNL. The contractor will be responsible to submit the payment particulars of EPF contribution paid in respect of Labourers / Employed in RTTC-HD for the period of engagement. Otherwise, the security deposit will be forfeited.
- 19.4 **Insurance in respect of Damage to Persons and Property:**
- 19.4.1. The contractor shall be responsible for all injury to persons, animals or things and for all structural and damage to property of the Principal, RTTC and the equipments supplied by the RTTC which may arise from the operation or neglect of himself or of any of the contractor's employees whether such injury or damage arise from carelessness accident or any other cause whatsoever in any way connected with carrying out this contract. This clause shall be held to include. INTER ALIA any damage to buildings, whether immediately adjacent or otherwise and any damage to roads, streets, footpaths bridges or ways as well as damage caused to the buildings and works forming the subject of this contract by frost or other inclemency of weather.
- 19.4.2. The contractor shall indemnify the owner and hold him harmless in respect of all and any expenses arising from any such injury or damage under any acts of Government or otherwise and also in respect of any award of compensation on damages consequent upon such claim. The contractor shall reinstate all damages of every sort mentioned in this clause, complete and perfect in every respect and so as to make good or otherwise satisfy all claims for damage to the property of third parties.
- 19.4.3. The contractor shall indemnify the Principal, RTTC against all claims which may be against the. Principal, RTTC by any member of the public or other third party in respect of anything which may arise in respect of the works or in consequence thereof and indemnify the Principal, RTTC against all the claims which may be made upon the Principal, RTTC. The Principal, RTTC shall be at liberty and is hereby empowered to deduct the amount of any damage, compensation, cost, charges and expenses arising or accruing from or in respect of any such claims or damage from any sum or sums due to the contractor.
- 19.4.4. The tenderer shall take out an all- purpose insurance at his own cost to cover all risks and damages, claims etc., against fire, riots, war and insurance to cover public workmen, employees and supervisory staff etc. in respect of all works being executed by him under this contract.



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20. COMPLIANCE WITH STATUTES:

20. 1 All labour laws as applicable in Hyderabad/State of Telangana for the contract shall be scrupulously followed by the contractor. This will also include the minimum and the maximum allowable wages for various categories of labor to be employed by the contractor. The contractor shall also comply with provisions of PF & Misc. Act. ESI Act and with provisions of all relevant statutes and shall indemnify and keep indemnified the Principal, RTTC against any claim arising from failure of the contractor to comply with such of these laws.

21. WAGES:

21. 1 Wages as applicable for such works as per norms stipulated by the Telangana State Corporation shall be followed by the contractor. No violation of such statutory law and rules shall be permissible.

21. 2 If the tenderer carries out work in multiple shifts he will have to observe all statutory rules and regulations and shall pay his workers fair wages in accordance with current Labour Laws and Acts. No extra payment shall be payable to him/her by RTTC on this account.

22. TAXES:

22. 1 It is the responsibility of the tenderer to pay all the central and state government statutory taxes payable for all works under this contract and indemnify Principal, RTTC Hyderabad from any liabilities if any arising out of the same. The tenderer as per Income Tax Act shall pay Income Tax at the prevailing rate 1961.

22. 2 **Proof of Tax:** It is the responsibility of the Tenderer to pay all the statutory taxes payable to State and Central Government during the contract period. Proof of all taxes paid for provision of catering services in the RTTC Mess and Canteen should be submitted to this office.

23. STIPULATIONS AND DEVIATIONS TO TENDER CLAUSES:

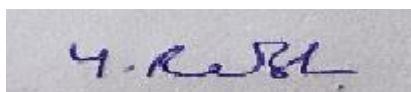
23. 1 The tenderer is advised to submit quotations strictly based on the terms and conditions and specifications contained in the tender documents and not to stipulate any deviations. However, if it becomes unavoidable, deviations should be stipulated with reference to the clause number, para and page number of the tender document.

24. SUFFICIENCY OF THE SCHEDULE OF QUANTITIES:

24. 1 The contractor shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for the works and of the prices stated in the Schedule of Quantities and /or the schedule of rates and prices which rates and prices shall cover all his obligations under the contract and all matters and things necessary for the proper completion of the works.

25. VARIATION NOT TO VITIATE CONTRACT:

25. 1 No alteration omission or variation shall vitiate this contract but in case the Principal thinks proper at any time during the progress of the works or of the award of work to make any alterations in or additions to or omissions from the works or any alteration in the quantity or quality of the materials to be used herein and shall give notice thereof in writing under his hand to the contractor and the contractor shall add to or omit from the Schedule of work in accordance with such notice but the contractor by himself shall not do any work extra or to make any alterations or additions to or omissions from the works or any deviation from any of the provisions of the contract.



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SECTION – III

E-tendering Instructions to Bidders General

These Special Instructions (for e-Tendering) supplement 'Instruction to Bidders', are given. Submission of Bids only through online process is mandatory for this Tender. <https://etenders.gov.in/eprocure/app> portal is used for conducting electronic tendering by T.S.Circle, BSNL, Hyderabad

1. Tender bidding Methodology:

1. 1 Sealed Bid System – Single Stage Using Two Envelopes, Followed by 'e-Reverse Auction' (if required) after opening of the financial bids.
1. 2 In case of two-envelope system Financial & Techno-commercial bids shall be submitted by the bidder at the same time.

2. Broad outline of activities from Bidders prospective:

2. 1 Procure a digital Signing certificate (DSC)
2. 2 Register on Electronic Tendering System® (ETS)
2. 3 Create users and assign rolls on ETS
2. 4 View notice inviting Tender (NIT) on ETS
2. 5 Download Official Copy of Tender Documents from ETS
2. 6 Clarification to tender documents on ETS
 - 2.6.1. Query to BSNL (Optional)
 - 2.6.2. View response to queries posted by BSNL, as addenda.
2. 7 Bid submission on ETS
2. 8 Attend Public Online Tender Opening Event (TOE) on ETS Opening of Techno-commercial Part
2. 9 View Post-TOE Clarification posted by BSNL on ETS (Optional) Respond to BSNL's Post-TOE queries.
2. 10 Attend Public Online Tender Opening Event (TOE) on ETS Opening of Financial-Part (Only for Technical Responsive Bidders).
2. 11 Participate in e-reverse action on ETS: For participating in this tender online, the following instructions need to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS.

3. Digital Certificates

3. 1 For integrity of data and its authenticity/ non-repudiation of electronic records, and be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC). also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

4. Registration

4. 1 To use the Electronic Tender portal(<https://etenders.gov.in/eprocure/app>) vendor needs to register on the portal. Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities and follow further instruction as given on the web site home page. Payment of service Fee is applicable for each tender @0.018% of estimated cost of the tender with the ceiling of Rs 950.00- Rs 7000.00 plus applicable rate of GST plus payment gateway charges with applicable taxes.
4. 2 Note: After successful submission of Registration details and activation, please contact Central public procurement portal (as given below), to get further information.

<https://etenders.gov.in/eprocure/app>



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- 4.3 For Vendors/Suppliers/Contractors [between 9:30 hrs to 18:00 hrs on working days]
- 4.3.1. BSNL e-procurement support Contact No: **0120-4001 002, 0120-4001 005, 0120-6277787**
- 4.3.2. Email support: **eproc@nic.in**
- 4.4 BSNL Contact persons [between 10:00 hrs to 17:30 hrs on working days]
- 4.4.1. V.V.V.Satyanarayana, DE(Hostel), RTTC HYD : 09441262300
- 4.4.2. Y Rambabu, SDE(Hostel), RTTC, HYD: 09490204555

5. Bid related Information for this Tender (Sealed Bid)

- 5.1 The entire bid-submission would be online on ETS.
- 5.2 Broad outline of submissions are as follows:
- 5.2.1. Submission of Bid Security/ Earnest Money Deposit (EMD)
- 5.2.2. Submission of digitally signed copy of Tender Documents/ Addendum/addenda
- 5.2.3. Two envelopes -Techno-commercial – Part and Financial Part
- 5.2.4. Bid documents charges

6. Offline Submission:

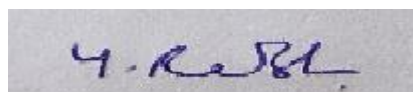
- 6.1 The bidder is requested to submit the following documents offline to DE (Hostel), O/o Principal, RTTC. Gachibowli, Hyderabad on or before the date & time of submission of bids specified in covering letter of this tender document, in a Sealed Envelope. The envelope shall bear (name of the work), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).
- 6.1.1. E.M.D / Bid security in original.
- 6.1.2. DD/ Bankers cheque against payment of tender fee.
- 6.1.3. Power of attorney in accordance with **clause 14.7 of Section-I**.

7. Special Note of Security of Bids.

- 7.1 Security related functionality has been rigorously implemented in ETS in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender's software. Security related aspects as regard Bid Submission are outlined below:
- 7.1.1. As part of the Electronic Encrypter™ functionality, the contents of both the 'Electronic Forms' and the 'Main-Bid' are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a 'password', a Pass-Phrase can be a multi-word sentence with spaces between words (e.g. I love this World). A Pass-Phrase is easier to remember, and more difficult to break. It is recommended that a separate Pass-Phrase be created for each Bid-Part. This method of bid-encryption does not have the security and data-integrity related vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in ETS is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE), even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.
- 7.1.2. Typically, 'Pass-Phrase' of the Bid-Part to be opened during a particular Public Online Tender Opening Event (TOE) is furnished online by each bidder during the TOE itself, when demanded by the concerned Tender Opening Officers who will open the bid. Else Tender Opening Officer may authorize the bidder to open himself.
- 7.1.3. There is an additional protection with SSL Encryption during transit from the client-end computer of a Supplier organization to the e-tendering server/ portal.

8. Public Online Tender Opening Event (TOE)

- 8.1 ETS offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. For this purpose, representatives of bidders (i.e. Supplier organization) dully authorized are requested to carry a Laptop and Wireless Connectivity to Internet.



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- 8.2 Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)' has been implemented on ETS. As soon as a Bid is decrypted with the corresponding 'Pass-Phrase' as submitted online by the bidder himself (during the TOE itself), salient points of the Bids are simultaneously made available for downloading by all participating bidders. The work of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'.
- 8.3 ETS has a unique facility of 'Online Comparison Chart', which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Tender. The information in the Comparison Chart is based on the data submitted by the Bidders in electronic forms. A detailed Technical and/ or Financial Comparison Chart enhances Transparency. Detailed instructions.
- 8.4 ETS has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all-important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/ Downloading'.
- 8.5 There are many more facilities and features on ETS. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.
- 8.6 **NOTE:** In case of internet related problem at a bidder's end, especially during 'critical events' such as – a short period before bid-submission deadline, during online public tender opening event, during e-auction, it is the bidder's responsibility to have backup internet connections. In case there is a problem at the e-procurement/ e-auction service-provider's end (in the server, leased line, etc) due to which all the bidders face a problem during critical events, and this is brought to the notice of BSNL by the bidders in time, then BSNL will promptly re-schedule the affected event(s).

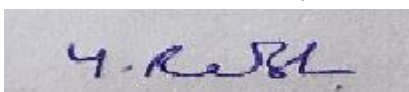
9. E-Reverse Auction: No reverse auction

10. Other Instruction

- 10.1 For further instructions, the vendor should visit the home-page of the portal <https://eprocure.gov.in> and go to the User-Guidance Center.
- 10.2 The help information provided through 'ETS User-Guidance Center' is available in three categories – Users intending to Register / First-Time Users, Logged-in users of Buyer organizations, and Logged-in users of Supplier organizations. Various links are provided under each of the three categories.
- 10.3 Note: It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups, and minimize teething problems during the use of ETS.
- 10.4 The following 'FOUR KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:
 - 10.4.1. Obtain individual Digital Signing Certificate (DSC / DC) well in advance of your first tender
 - 10.4.2. Register your organization on ETS well in advance of your first tender submission
 - 10.4.3. Get your organization's concerned executives trained on ETS well in advance if it is first tender
 - 10.4.4. Submit your bids well in advance of tender submission deadline on ETS as there could be last minute problems due to internet timeout, breakdown, etc
 - 10.4.5. While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth instruction is relevant at all times.

11. Minimum requirements of Bidders end.

- 11.1 The Operating System should be Windows 7 Professional OR Ultimate OR higher versions.
 - 11.1.1. Java version 7 or above 32bit.
 - 11.1.2. Minimum Intel i3 Processor or equivalent with Minimum 2 GB RAM and 320 GB hard disk
 - 11.1.3. Broadband connectivity with minimum 1MB speed.
 - 11.1.4. The Browser Mozilla Firefox (latest version) OR Google Chrome (latest version).
 - 11.1.5. Digital certificate (Signing and Encryption both) Class 2 or Class 3, Use listed token which is given on the site <https://bsnl.etenders.in/EN-aW5kZXhlcy90ZXN0X2NlcnRpZmljYXRl>



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12. Information & Instructions to the Bidders for using Online Electronic Procurement System (EPS)

12.1 Special Conditions & instructions for using online Electronic Procurement System (EPS) through portal (website) <https://etenders.gov.in/eprocure/app> adopted by TS BSNL Telecom Circle as given in the subsequent pages will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

a) **Service Provider's Information:** The TS BSNL has adopted eProcurement System for its some of SSAs/District Office through <https://etenders.gov.in/eprocure/app>. The details of our eProcurement Service provider are as below:

Central public procurement portal, Contact No: **0120-4001 002, 0120-4001 005,0120-6277787** Email: **eproc@nic.in**

b) **Registration of the Contractors/ Suppliers/ Bidders: All the Contractors/ Suppliers/ Vendors intending to participate in the tenders floated online using Electronic Procurement System (EPS) are required to get registered on the eProcurement Portal (website) <https://etenders.gov.in/eprocure/app>.**

- After successful Registration on above mentioned portal you'll get a link in auto generated e-mail fired to your registered e-mail id. Click on that link to activate your user ID to access the website.
- After that, you will be allowed to participate in the tenders floated by the department using the Electronic Procurement System.

c) **Viewing of Online Tenders:** The contractors/Suppliers/bidders can view tenders floated on online Electronic Procurement System (EPS) hereinafter referred as "eProcurement System" through portal (website) at <https://etenders.gov.in/eprocure/app>. They can view the details like online scheduled dates (Key Dates), Tender details, Terms and Conditions, drawing (if any) and any other information. To download through workflow they need to login on to the above portal and can download the tender documents of an eTender.

d) **Online Schedule:** The contractors/bidders/vendors can view the Online Scheduled dates of eProcurement System (time schedule) for all the tenders floated using the online eProcurement system on above mentioned portal (website) <https://etenders.gov.in/eprocure/app>.

- The bidders are strictly advised to follow dates and time as mentioned in Schedule of a particular tender. The date and time will be binding on all the bidders. The bidders are required to complete the stage within the stipulated time as per the schedule to continue their participation in the tender. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and time of the stage as defined. The Schedule dates are subject to change in case of any amendment in schedule due to any reason stated by the Department.

e) **Obtaining a Digital Certificate and its Usage:** On eTendering System the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The Digital Signature Certificate (DSC) has two keys i.e. Public Key and Private Key with two distinct certificate viz. Signing & Encryption (two certificates). The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption means conversion of normal text into coded language whereas decryption means conversion of coded language into normal text. These Digital Signature Certificates (DSCs) should be purchased from our eProcurement Service Provider. The information regarding details of DSC application forms and cost should be enquired from our Service Provider.

Please contact for DSC issuance:

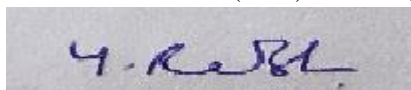
M/s Nextenders (India) Pvt. Ltd.

Help Desk No.: 0771- 4079 400 (Ex-2)

Email: support.bsnl@nextenders.com

-The agreed rate for DSC Class-2 Digital Certificate (SHA-II) with token per annum is Rs 2600/- + applicable GST. However it is not mandatory for bidders to procure the DSC from M/s Nextenders.

12.2 The Bid (Online Offer) for a particular e-Tender may be submitted only using the Digital Signature Certificate (DSC). In case, during the process of a particular e-Tender, the user loses his Digital



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Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.

12. 3 In case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it will be considered equivalent to a no-objection certificate/power of attorney to that User. The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per Indian Information Technology Act 2000 and its amendments. The Digital Signature of this authorized user will be binding on the firm. It shall be the responsibility of management / partners of the registered firms to inform the certifying authority or Sub Certifying Authority; in case of change of authorized user and that a fresh digital certificate is procured and issued an "Authorization Certificate" for the new user. The procedure for application of a Digital Certificate will remain the same for the new user.
12. 4 The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.
12. 5 Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Procurement Portal (website) through <https://etenders.gov.in/eprocure/app>.

13. Submission of Earnest Money Deposit:

13. 1 Techno-commercial Bid shall accompany interest-free EMD through Demand Draft. The details of EMD can be obtained from Tender document of respective Tender OR from above e-Procurement Portal through <https://etenders.gov.in/eprocure/app>.
13. 2 Refund of Earnest Money Deposit to the unsuccessful/successful bidders will be made as per the conditions given in the tender document.
13. 3 A scanned copy of DD against EMD should be uploaded mandatory while Bid Preparation stage (as per the Schedule mentioned in online e-Tender) and original D.D. should be submitted to the designated BSNL office in the sealed envelope on or before the due date mentioned in Schedule of respective e-Tender.

14. Submission of Tender Document Fees:

14. 1 The Contractors/Suppliers/Vendors have to submit the Tender Document fees as mentioned in Tender Document (if applicable). If the bidders are exempted from Tender document fees then they have to upload copy of exemption certificate during bidding process.

15. Tender Download:

15. 1 The Eligible Bidders can download the Tender Document online from above e-Procurement Portal <https://etenders.gov.in/eprocure/app> on or before the Schedule Dates mentioned in the e-Tender floated.

16. Submission of online bids:


16. 1 The bidders are required to prepare their bids on online e-Procurement Portal as mentioned above. During bid preparation the bidders have to Map the Key of DSC hence they are advised to procure DSCs at earliest to participate in the e-Tender. They are required to upload the scan copies of Demand Draft for Tender Document Fees and Earnest Money Deposit. Also bidders are required scan and upload any other documents related to their credentials and submit wherever asked online. The bidders have to prepare their commercial bid online during in this stage only and seal (Encrypt) the online bid with their Digital Signature Certificates. The Bidders should take note of any corrigendum being issued on the web portal on a regular basis. The bidders will not be able to change their technical details and offer (rates) after expiry of due date and time on online portal.

17. Opening of Tender (Electronic offers):

17. 1 The authority receiving the tenders or his duly authorized officer shall first open the "EMD Envelope" (if applicable) of all the contractors/bidders and check for the validity of EMD and other Pre-Qualification Documents (if any) submitted in the "EMD/Technical Envelope", if any, as required by bsnl.etenders.in In case, the requirements are incomplete, the Technical Bid/Commercial (whichever is applicable) of the concerned contractor received shall not be opened. The authority shall then open the tenders submitted by the contractors online through the tsbsnl eTendering Portal (website).

18. Shortlisting of Bids (Electronic Offers):

18. 1 After the evaluation (online/manual) of a specific Envelope (i.e. EMD or Technical) and offers submitted by contractors, the shortlisting process will be executed on online e-Procurement Portal only.



Signature of bidder with Date and Seal

Sub Divisional Engineer
Regional Telecom Training Centre
Gachibowli, Hyderabad - 500 032

SECTION-IV (Annexures)

ANNEXURE – I

Details of the Bidder

.....
.....
(Write in Capital letters only)

VENDOR CODE IN BSNL (If any) : _____

1. Name of the Tenderer / Firm : _____
2. Address of the Firm/Agency : _____
3. Phone Particulars : Mobile No: _____
Phone No: Office _____ FAX: _____
Email id _____
4. GST Registration No. & date : _____
5. PAN Number : _____
6. E.M.D. Particulars: Amount of: Rs. _____/-
(Rupees _____ Only
Demand Draft .No _____ Date _____ Name of the bank &
Branch _____
7. EPF No. & Date : _____
8. ESIC No. & date : _____
9. Labour License No : _____ Valid up to _____
10. List of major clients if any : _____

Any other information/documents that may help the BSNL in assessing the tenders capabilities for supplying the item. :

11. Details of Past Experience: _____



Signature of bidder with Date and Seal

Sub Divisional Engineer
Regional Telecom Training Centre
Gashibowli, Hyderabad - 500 032

12. Status of bidder: _____ (proprietorship/ Partnership/HUF or a Limited Company etc.)
13. Name of the authorized signatory who is empowered to sign the agreement, Documents and correspondence with BSNL:

14. Having read the conditions of contract, the receipt of which is hereby duly Acknowledged, I / We understand conditions of contract and applications for sum shown in the schedule of prices attached herewith and made part of this bid.
15. We undertake to enter into agreement within **10 days** of being called upon to do so and bear all expenses including charges for stamps etc. and agreements will be binding on us.
16. If our bid is accepted we will submit Security Deposit for sum not exceeding 10% of the contract sum for the due performance of the contract.
17. We agree to abide by this bid for a period of 180days from the date fixed for bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period
18. Until the agreement is signed and executed, as per our written acceptance thereof with reference to your notification of acceptance of the bid, the offer made through this bid shall continue and binding on us.
19. Bid submitted by me/us is properly prepared so as to prevent any subsequent replacement.

1) We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated this _____ Day of _____ 2020.

I / we hereby agree to abide by all the conditions mentioned in the tender schedule.

Signature of the Bidder/ Authorized Person



Signature of bidder with Date and Seal

Sub Divisional Engineer
Regional Telecom Training Centre
Gachibowli, Hyderabad - 500 032

DECLARATION

To

**The Principal,
Regional Telecom Training Centre
Gachibowli
Hyderabad**

Dear Sir,

**Sub: Tender for catering services in the RTTC campus Gachibowli Hyderabad–32 –
Details of EMD - Reg.**

I/We have gone through the complete Terms and Conditions of the Catering Services contract in the RTTC campus, Gachibowli, Hyderabad and I accept the same. I am enclosing herewith Bank Draft No._____ drawn on _____ Bank for Rs._____ along with tender as Earnest Money Deposit.

I/We_____ authorized signatory hereby declare that the tender document submitted has been downloaded from the websites: <http://telangana.bsnl.co.in>, <http://www.rttchyd.bsnl.co.in>, <https://etenders.gov.in/eprocure/app> and the bids submitted through <https://etenders.gov.in/eprocure/app>, no additions / deletions /corrections has been made in the proforma downloaded. Further if any modification in the tender schedule is noticed, the bid may be rejected irrespective of that whether the tender is under evaluation of awarding stage or awarded or at any stage as per the decision of the Pr.GM & Principal, RTTC, Hyderabad. The decision of the Pr. GM & Principal, RTTC, Hyderabad is final and binding on both sides. The EMD/SD paid by me can be forfeited. I/We also declare that I/We have enclosed a DD with no._____ for Rs._____ dated_____ drawn on_____ towards the cost of tender document with this bid.

I/We_____ authorized signatory of the _____(name of the firm / Individual)_____ hereby declare that we are regularly filing the GST returns and I / We / firm is/are not blacklisted by the GST authorities as on the date of signing this declaration.

Further I/ We _____ declare that the I/We have visited the RTTC Hyderabad Canteen, Kitchen, Dining Hall, Conference Hall etc., wherever we have to be served as per the tender conditions.

Signature of the Bidder/ Authorized Person

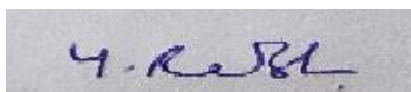
Date: _____

Address: _____

Place: _____

Phone Nos. _____

Name: _____



Signature of bidder with Date and Seal

Sub Divisional Engineer
Regional Telecom Training Centre
Gachibowli, Hyderabad - 500 32

Annexure - III

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

To,

**The Principal,
Regional Telecom Training Centre
Gachibowli
Hyderabad**

Sub:- **Authorisation for attending bid opening on 12.10.2020 in the tender of "Providing RTTC, Hyderabad.**

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of _____ (Bidder) in order of preference given below.

Order of preference	Name	Specimen Signature
I.		
II.		


Alternate Representative

Signature of bidder
Or
Officer authorised to sign the bid
Documents on behalf of the bidder

Note:

- 2) Maximum of two representatives will be permitted to attend bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.

Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.



Signature of bidder with Date and Seal

Sub Divisional Engineer
Regional Telecom Training Centre
Gachibowli, Hyderabad - 500 032

ANNEXURE - IV

PRE-RECEIPT

(FOR RETURN OF EARNEST MONEY)

Received Rupees _____ (in words _____)
from Accounts Officer, O/o Principal, RTTC, Hyderabad being the amount towards earnest
money deposit made under Tender Notification No. BSNL/RHD/HOSTEL/
MessTender/2019-20 Dated 21-09-2020 vide DD No. _____ Dated _____ Of
Bank _____

Signature of the Tenderer


Place :
Date :

Name : _____

Address : _____

Phone Nos: _____

Note: EMD will be returned only after the finalization of the tender. This should be produced only when EMD return is claimed.



Signature of bidder with Date and Seal

Sub Divisional Engineer
Regional Telecom Training Centre
Gachibowli, Hyderabad - 500 032

ANNEXURE - V

Certificate of No-Near relatives in BSNL

Non Participation of near relatives of BSNL employees in the tender / execution of works in BSNL units.

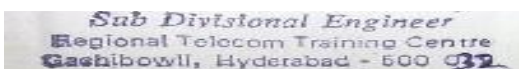
I S/o.
R/o.

.....
hereby certify that none of my relative (s) as defined in **Clause No. 23 of Section-2** of the tender document is/are employed in BSNL unit as per details given in tender document. In case at any stage, if it is found that the information given by me is false/ incorrect, **RTTC (BSNL)** shall have the absolute right to take any action as deemed fit/ without any prior intimation to me.

BIDDER'S SIGNATURE & OFFICIAL SEAL/ STAMP



Signature of bidder with Date and Seal



ANNEXURE - VI

AGREEMENT

This agreement is entered on this day, the _____ of 2020 between the RTTC, HD, BSNL (A Govt. of India Enterprise), Gachibowli, Hyderabad-500032 represented by its Officer, Administration hereinafter referred to as RTTC as one party

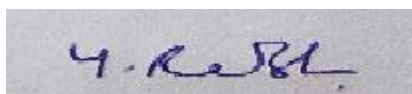
AND

M/s _____ represented by _____ hereinafter called the "Agency" which means expression shall unless repugnant to the meaning of the context thereof is deemed to mean and include his successors and permitted assigns, of the other party.

Whereas the RTTC has decided to give on contract the catering services for their staff and guests (if required, the food items to be procured from reputed vendors and to be served for our guests) and upkeep services for the Hostel & Admn. Building at RTTC, Gachibowli, Hyderabad.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:


1. The contract is valid for a period of one year with effect from _____ and stands automatically terminated on _____. The contract may be terminated earlier by either RTTC by giving one month's clear notice in writing without assigning any reasons whatsoever or on submission of 3 months clear notice by the tenderer after serving for a period of minimum 6 months. In either case the Security deposit stands forfeited. This contract period is extendable upto one year on mutual consent at same rates, terms and conditions of the tender.
2. The Agency will provide catering services, which would mean and include cooking/preparing and serving lunch, dinner, snacks, tea & coffee at the pre-determined time and place as given. All food preparations will be made by the Agency hygienically at the kitchen provided for the purpose in the Hostel & Admn. Building.
3. The Agency will provide upkeep services for the Hostel & Admn. Building at the RTTC premises, which would mean and include upkeep of dining halls hand-wash rooms, toilets, and utensil wash- rooms. The total premises will be under the control of the Agency and should be kept clean and tidy. The cleaning materials like detergents, soaps, hand towels, scrubbers, brooms, etc. have been provided for by the Agency from time to time.
4. The food and beverages will be prepared under the most hygienic conditions and best quality of rice, wheat, dals, vegetables, milk, tea, coffee, refined sunflower cooking oil of reputed brand and other ingredients will be used by the Agency.
5. The Agency will provide as much variation as possible in the items to be served and the menu will be drawn up once a week, preferably on every Thursday, in consultation with the representative of RTTC for the ensuing week. Menus, which have been approved by the representative of RTTC only, will be served. The RTTC also has a mess managing committee consisting of trainees which will meet invariably once a week and the Agency will depute its representative to be present at the meeting to discuss matters concerning quality and variations to be implemented in the menu.
6. The Agency will not serve spoilt or sub-standard food and beverages at any time. The Agency will immediately replace such items, which are rejected by the representative of RTTC/Mess committee and failure on the part of the Agency to do so will entitle RTTC to make alternative arrangements at the cost and risk of the Agency.
7. The provisions of this contract exist between RTTC and the Agency and the Agency is not authorized to sub-contract these services to any other third party.
8. The Agency will bear all expenditure towards the cost of raw material for preparation of the food and beverages including that of cooking gas. The cooking gas connection comprising



Signature of bidder with Date and Seal

Sub Divisional Engineer
Regional Telecom Training Centre
Gachibowli, Hyderabad - 500 032

- of a gas bank with 30 cylinders will be handed over to the Agency, and it will be the entire responsibility of the Agency to obtain replenishments at its cost, and also to observe maximum safety while operating the gas bank and gas lines leading to the kitchen. Loss due to leakage of gas because of negligence of the Agency and its workers will be borne by the Agency only. The Agency will bear all expenditure toward the cost of labour needed for preparing the food and beverages.
9. The Agency will also bear all expenditure towards the cost of labour used by them for providing upkeep of the Hostel & Admn. Building, and for service of food and beverages.
 10. The RTTC will hand over the available utensils, cutlery and other items to the agency along with a list after taking inventory in the presence of the tenderer. Any other items required are to be procured by the agency.
 11. The Agency undertakes to replace shortages of all items handed over to it without any charge to RTTC and the items so replaced shall be in conformity to the standard and quality handed over to the Agency by RTTC
 12. RTTC will take an inventory of all the items handed over to the Agency in the presence of the Agency's representative periodically and at least once in a month. The replenishment of shortages reported should take place within a week from the date of reporting.
 13. The Kitchen at RTTC is equipped with latest kitchen equipment. It will be the responsibility of the agency to keep the equipment clean and avoid any tampering. Any complaints with regard to malfunctioning of the equipment must be reported to the representative of RTTC by the Agency immediately. RTTC will undertake repairs of the equipment. Cost of repairs due to the negligent handling of the Agency will be charged to the Agency. Electricity and water in the Hostel & Admn. building will be provided by RTTC.
 14. The Agency will be responsible for the compliance of statutory provisions of various enactments that are applicable to them. The agency will submit to RTTC copies of bank challans and Annual statements of Provident Fund in form 6A for the remittance made and ESI for the labour deployed at RTTC. The Agency will arrange to take a group insurance policy for their labour against accidents and death in course of their work. The policy should be produced to RTTC within 10 days of signing the contract.
 15. RTTC shall in no case be liable or responsible for payment of compensation under any Act in respect of the Agency's workers. The Agency shall comply with all statutory obligations both under the Central and State Acts from time to time. The Agency will be solely responsible for the death/accidents/injuries to its labour in the course of their duties and will adhere to all regulations in respect thereof, such as reporting to proper authorities about the accidents and treatment of the injured, etc. RTTC shall in no case be liable or responsible for payment of any damage or compensation to such persons or to third parties. Every worker employed by the Agency shall be deemed to be the Agency's workers and no such worker shall have any claim or right whatsoever against RTTC.
 16. The agency will most particularly be held responsible to pay minimum wages every month to their workers deployed at RTTC, Gachibowli, throughout the tenure of this agreement. The minimum wages to be paid to the workers by the Agency will be in accordance with the orders of the government issued from time to time.
 17. The Agency will ensure that they present its workers always in a neat and tidy condition with clean outfit, and the cost incurred towards uniforms etc. issued to the workers will be borne by the Agency. Every worker deployed at RTTC by the Agency shall have an identity card issued by the Agency in the name of its firm.
 18. The agency has to collect the bills from the trainees staying in the hostel as per the rates agreed upon.

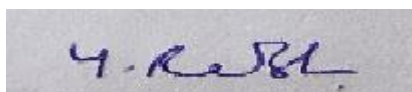


Signature of bidder with Date and Seal

19. The rates agreed to and scheduled in Annexure for the food items will be reviewed only once in a year.
20. The Agency will not misuse the RTTC premises in any way. The Agency's workers will be permitted to work at the specified places of work only and will not be seen in any other parts of the RTTC premises.
21. The Agency will dispose of all garbage waste collected from the Hostel & Admn. Building in refuse-pits provided for the purpose in the open.
22. The Agency will be responsible to comply with all the provisions of Acts of State and Central Governments for providing welfare measures to its labour deployed at RTTC. RTTC will not bear any additional expenditure towards any welfare measures provided by the Agency.
23. In case of any dispute under this contract, the same will be referred to the arbitration of General Manager (operations) or the officer deputed by him as per the clause 23.0 under "conditions of the contract in Section –II".
24. All the conditions are applicable as per the tender document.
25. **Penalty Clause/Forfeiture of SD:**
 - i) If any item supplied for breakfast / lunch / dinner is not up to the mark in Quality / quantity / hygiene a suitable penalty as decided by the Principal / RTTC Admn, Hyderabad will be imposed on the contractor
 - ii) It is the sole responsibility of the contractor to see that left over food items are not mixed with the items to be cooked/ served. If such case is brought to the notice of administration, a suitable penalty as decided by the Principal/ RTTC Admn, Hyderabad will be imposed.
 - iii) Hot water must be used to clean plates, tumblers, cups and any other vessels.
 - iv) In case of complaints received from the trainees during feed back reviews on weekly basis in respect of quality/ quantity and cleanliness, the contractor will be penalized as decided by the committee approved by the Principal RTTC which may lead to the forfeiture of the security deposit and termination of the contract.
In all above cases, the decision of the Principal RTTC is final and binding on the part of the contractor.
 - v) Incase if number of complaints in respect of quality/ quantity and cleanliness are exceeding five complaints per month for two consecutive months, the Principal, RTTC, Hyderabad reserves the right to order suitable penalty or confiscated of Security Deposit including termination of contract.
26. The contractor will be responsible to submit the payment particulars of EPF contribution Paid in respect of Labourers / Employed in RTTC Hyderabad for the period of Engagement.

Accepted and signed at Hyderabad
on the _____ day of _____
2020 for and on behalf of RTTC

Accepted and signed at Hyderabad
on the _____ day of _____
2020, for and on behalf of



Signature of bidder with Date and Seal

Sub Divisional Engineer
Regional Telecom Training Centre
Gashibowli, Hyderabad - 500 032

ANNEXURE - VII

PERFORMANCE SECURITY GUARANTEE BOND FORM

In consideration of the **Principal, RTTC** (hereinafter called "the **RTTC**") having agreed to exempt _____ (hereinafter called the said Contractor(s)') from the demand under the terms and conditions of an agreement/ No. _____ Dated _____ made between _____ and _____ for two and half years for the work of _____ (hereinafter called 'the said Agreement'), of security deposit for the due fulfillment by the said Contractor(s) of the terms and conditions contained in the said Agreement, on production of a bank guarantee for _____ we, (Name of the Bank) _____ (hereinafter referred to as 'the Bank') at the request of _____ (contractors do hereby undertake to pay to the **RTTC** an amount not exceeding _____ against any loss or damage caused to or suffered or would be cause to or suffered by the **RTTC** by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

This performance Security Guarantee Bond is submitted for fulfillment of the Tender "**PROVIDING CATERING SERVICES AT RTTC, Hyderabad**"

We (Name of the Bank) _____ do hereby undertake to pay the amount due and payable under this guarantee without any demur, merely on a demand from the **RTTC** stating that the amount claimed is due by way of loss or damage cause to or suffered by the **RTTC** by reason of breach by the said contractor(s) of any terms or conditions contained in the said Agreement or by reason of the contractor(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of the **RTTC** in these count shall be final and binding on the bank. However our Liability under this guarantee shall be restricted to an amount not exceeding _____.

We undertake to pay to the **RTTC** any money so demanded not withstanding any dispute or dispute raise by the contractor(s)/ supplier(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/ supplier(s) shall have no claim against us for making such payment

We (Name of the bank) _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the RTTC under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till **RTTC** _____ certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of 2 ½ Years from the date hereof, we shall be discharged from all liability under this guarantee thereafter



Signature of bidder with Date and Seal

Sub Divisional Engineer
Regional Telecom Training Centre
Gashibowl, Hyderabad - 500 032

We (Name of the Bank) _____ further agree with the **RTTC** that the **RTTC** shall have the fullest liberty without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable the **RTTC** Against and said contractor(s) and forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance, act or omission on the part of the **RTTC** or any indulgence by the **RTTC** to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

This guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s)/ supplier(s).

We (Name of the Bank) _____ lastly undertake not to revoke this guarantee during its currency except with the previous consent of the **RTTC** in writing.

Dated the _____ day of-----

for _____
(Indicate the name of the Bank)



Signature of bidder with Date and Seal



ANNEXURE - VII
Experience Certificate

No.:.....

Dated:.....

Sub. - Experience Certificate. (To be submitted year wise in the following proforma).

It is certified that M/s.....
(address) Catering services job in the Hostel/ building/ institution/ firm/ in
..... from dated to


The work of M/s
..... was Satisfactory/ very good/
excellent during the above period. The firm has provided services for at an average of ____
members per day at the rate of _____ per person per day. The bid amount paid to him in the
above said period was Rs. (Rupees
.....).

M/s
address is at
present engaged/ not engaged in our institution.

Signature of the Employer/ Authorised Signatory.

Address of the office.....

Stamp.....



Signature of bidder with Date and Seal

Sub Divisional Engineer
Regional Telecom Training Centre
Gachibowli, Hyderabad - 500 032

SECTION – V**QUOTE FOR CATERING SERVICES**

The quality, Quantity taste should be as that of reputed hotels in Hyderabad / standard weights mentioned under Clause E of Section V.

A. FOR RTTC CANTEEN:

A. 1 Morning Break fast (9.00 to 11.00 am): Any one of the following items (on rotation) along with bread, butter & jam must be made available daily.

Sl. No	Item With Accompaniment
1	Idly(2) & Vada(2) with Coconut / Ginger chutney & Sambar
2	Mysore Bajji (4) with Coconut / Ginger chutney & Sambar
3	Utappam (Onion & Tomato) – 2No.s with coconut chutney & sambar
4	Pongal – 200 grams with Chutney/Sambar
5	Poori (4 No.s) with aloo curry
6	Aloo Parata (2) with Suitable Curry
7	Masala Dosai with Coconut Chutney and Sambar.
8	Tamato Bath with Coconut Chutney and Sambar.
9	Pesarattu Coconut / Ginger chutney & Sambar

RATE QUOTED: (A1) Rs. _____ in words Rs. _____

A. 2 Mini Lunch (Plate Meals Unit containing all below Items): 12:30 to 14:30Hrs

- | | |
|--|--|
| 1) Pulka (2No.s) | 6) Chutni / Pickle (10gr) |
| 2) Rice (200gr) of sona mosuri quality | 7) Papad only |
| 3) Curry Vegetable (Dry/Gravy) – 100gm | 8) Curd cup 125ml Made of whole milk of Reputed brand like Amul, Vijaya etc. |
| 4) Dhal – 50gr | |
| 5) Sambar/ Rasam - 150ml | |

RATE QUOTED: (A2) Rs. _____ in words Rs. _____

A. 3 EVENING SNACKS any one Item with suitable accompaniment: 15:30 to 16:30 Hrs

Some of the suggested evening snacks are listed below:

- | | |
|--------------------------------------|------------------------|
| 1. Aloo Samosa Big (1 nos) | 6. Mysore Bajji – |
| 2. Palak Pakoda / Onion Pakoda 100gm | 7. Dal Wada – 3 Nos |
| 3. Punugulu (Medium size - 10 Nos) | 8. Bread Bujji – 2 Nos |
| 4. Aloo Bajji (Big 3 Nos) | 9. Veg Cutlet |
| 5. Onion Samosa (2 Nos) | 10. Boiled Peanuts |

The above Item from 1 to 7 must be served with Tomato Sauce of standard brand like Kissan / Maggi or with suitable Chutney which ever is a right accompaniment for the said snack

RATE QUOTED: (A3) Rs. _____ in words Rs. _____

A. 4 TEA/COFFEE/MILK (During office working hours i.e 9.00 to 1700)

- | | |
|---------------------------|------------------------|
| (1). Coffee (Full) -100ml | Rate Quoted (A4):----- |
| (2). Tea (Full) -100ml | Rate Quoted (A5):----- |
| (3). Single Coffee- 60ml | Rate Quoted (A6):----- |
| (4). Single Tea -60ml | Rate Quoted (A7):----- |
| (5). Milk - 60ml | Rate Quoted (A8):----- |

4. R. S. B.

Signature of bidder with Date and Seal

B. FOR RTTC HOSTEL

B. 1 Morning Tea /Coffee / Milk: (Quantity 100 ml): 06-00 AM to 07-00AM

RATE QUOTED: (B.1) Rs. _____ in words Rs. _____

B. 2 MORNING Break fast: 08:30 to 10:30 Hrs – Suggested Items are given below

- a. Idly(2 Nos) & Vada(2 Nos) with Coconut / Ginger chutney & Sambar
- b. Mysore Bajji (4 Nos) with Coconut / Ginger chutney & Sambar
- c. Utappam (Onion & Tomato) – 2No.s with coconut chutney & sambar
- d. Pongal – 200 grams with Chutney/Sambar
- e. Poori (4 No.s) with aloo curry
- f. Aloo Parata (2 Nos) with Suitable Curry
- g. Masala Dosai (Big 2 Nos) with Coconut Chutney and Sambar
- h. Upma/ Tamoto Bath with Coconut Chutney and Sambar.
- i. Pesarattu (Big 2 Nos) Coconut / Ginger chutney & Sambar

Any one of the above items (on rotation) along with bread, Butter, Jam and Tea/Coffee/Milk must be made available daily.

NOTE: 1. The quality, size & taste should be as that of reputed group of hotels in Hyderabad.
2. The above items are to be rotated, i.e., no item must be repeated in a week.

RATE QUOTED: (B.2) Rs. _____ in words Rs. _____

(ie., Any one Item + Bread, Butter & Jam+Tea/Coffee/Milk)

B. 3 LUNCH: 13:00 to 14:30 Hrs

Meals consisting of the following items with unlimited serving except for items mentioned:

1. Rice of sona mosuri quality
2. Veg. Fried Rice/Biryani with curd rytha (During Lunch)
3. Pulka / Roti / Poori
4. Curry Vegetable (Dry / Fry)
5. Gravy Curry
6. Dhal
7. Sambar
8. Rasam
9. Fresh curd Cup (125 ml)
10. Pickle / Fresh Roti Chutney (Should be rotated)
11. Papad-1 no.
12. Fruit-1 no (repetition of same fruit should not be there in week)

or

One Sweet item twice in a week (During Lunch) from a standard shop.

Note:1) Curd cup must be fresh, sweet and and made of whole milk of reputed brand.

2) Sweet item must be supplied twice in a week during lunch in place of fruit.

RATE QUOTED: (B.3) Rs. _____ in words Rs. _____

(For Unit containing above all items)



Signature of bidder with Date and Seal

B. 4 EVENING SNACKS WITH TEA / COFFEE:

Any one Item with suitable accompaniment from 17:00 to 18:30 Hrs daily. Some of the suggested evening snacks are listed below:

- | | |
|--------------------------------------|-----------------------------|
| 1. Aloo Samosa Big (1 nos) | 6. Mysore Bajji |
| 2. Palak Pakoda / Onion Pakoda 100gm | 7. Dal/ Masala Wada – 3 Nos |
| 3. Punugulu (Medium size - 10 Nos) | 8. Bread Bujji – 2 Nos |
| 4. Aloo Bajji (Big 3 Nos) | 9. Veg Cutlet |
| 5. Onion Samosa (2 Nos) | 10. Boiled Peanuts |

The above Item from 1 to 7 must be served with Tomato Sauce of standard brand like Kissan / Maggi or with suitable Chutney which ever is a right accompaniment for the said snack.

NOTE: 1. Only one number of any item and **Tea/Coffee/Milk** may be served daily.

2. The above items are to be rotated.

RATE QUOTED: (B.4) Rs. _____ in words Rs. _____

B. 5 DINNER: 19:45 to 21:30 Hrs

Meals consisting of the following items with unlimited serving except for items mentioned:

- | | |
|--------------------------------|-----------------------|
| 1) Rice of sona mosuri quality | 6) Sambar |
| 2) Pulka / Roti / Poori | 7) Rasam |
| 3) Curry Vegetable (Dry/ Fry) | 8) Fresh curd -125 ml |
| 4) Curry Vegetable (Gravy) | 9) Pickle / Chutney |
| 5) Dhal | 10) Papad (1 No.) |

RATE QUOTED: (B.5) Rs. _____ in words Rs. _____

(For Unit containing above all items)

C. SPECIAL OCCASIONS – for Corporate Trainees of BSNL / BSNL Official Meetings to be served in Conference hall / Auditorium/ Class Room etc:

C. 1 Lunch / Dinner - Meals consisting of the following items with unlimited serving except for items mentioned:

- | | |
|--|---------------------------|
| a. Special Rice/ Biryani made of Basmathi Rice along with Curd rytha | h. Rasam |
| b. White Rice of sona masuri quality | i. Fresh curd (125 ml) |
| c. Pulka/ Paratha / Poori with suitable subji | j. Pickle / Fresh Chutney |
| d. Curry Vegetable (Fry/Dry) | k. Papad-1 no. |
| e. Vegetable Gravy Curry | l. Fruit |
| f. Dhal | m. Sweet |
| g. Sambar | n. Vegetable Salad |
| | o. somp |

RATE QUOTED: (C.1) Rs. _____ in words Rs. _____

(For Unit containing above all items)


C. 2 Snacks: Some of suggested snacks are given below.

- | | |
|--------------------------------------|--------------------------|
| a. Samosa Big (1) / Onion Samosa (2) | d. Veg Cutlets / Kachori |
| b. Palak Pakoda / Onion Pakoda 100gm | e. Veg Puff |
| c. Aloo Bajji (3) | f. Bakery Biscuits- |

RATE QUOTED: (C.1) Rs. _____ in words Rs. _____

C. 3 Tea & Coffee – 100ml:

RATE QUOTED: (C.1) Rs. _____ in words Rs. _____



Signature of bidder with Date and Seal

D. Extra Items:**D.1 Ice Cream**

RATE QUOTED: (D.1) Rs. _____ in words Rs. _____

D.2 Sweet Pan/ Beeda

RATE QUOTED: (D.2) Rs. _____ in words Rs. _____

E. NORMAL WEIGHT OF FOOD ITEMS TO BE SUPPLIED:

Puri (Wheat flour) each -30 gms	Vegetable Salad 100 gms
Rice Idli (each) 75 gms	Rice Special - 150 gms
Vada (each) 50 gms	Alu Paratha - 100gms each
Masala dosa (each) 150 gms	Butter Milk/Lemon Juice - 250 ml
Chapathi 50 gms	Samosa 60 gms
Onion Dosa / Utappam (each) 150 gms	Sweet 60 gms
Coffee/Tea/milk (with/without Sugar) 100 ml	Daal / Sambar / Rasam 150 ml
Set Dosa 50 gms each	Alu Paratha 100 gms each
Masala Vada /Bajji/ Pakoda/Alu Bonda -35gms	Kootu, Fried curry, veg curry,dry curry,Kadi - 100 gms each

Note : all the above mentioned Items have to be prepared and served with minimum weight mentioned above. For other items, which were not mentioned above, may be correlated with the suitable item weight from the above table.

F. Suggested Items / Combinations


The following items are suggested accompaniment for Breakfast

S.No	Accompaniment
1	Coconut / Peanut Chutney + Sambar
2	Ginger Chutney + Coconut Chutney + sambar
3	Potato curry with onion, Carrot
4	Sauce / Ketchup+ Curd

The following items are suggested for veg. Curries for Lunch/Dinner.

S.No.	Item
1	Brinjal, Green Banana with Ginger
2	Brinjal mix with Aloo, Onion
3	Capsicum and Aloo
4	Green Banana / Aloo / Donda / Bendi / Brinjal Fry (may use Peanuts / pakodi)
5	Bendi/ Cucumbar / Bootle Goard/ cauliflower/ Cabbage / Ridge Gourd etc for wet / Gravy curry
6	Paneer Curry

- Suggested special curry items: Manchuria, Paneer, Malai Kofta, and Chana Masala. In addition Buttermilk is also to be supplied.
- Suggested Sweets: Halwa, Ravva Kesari, Jilebi, Sonapapad, Jangri, Badshaw, etc.
- Suggested Fruits: Seasonal Fruits, Banana, Papaya Pieces, Mango Pieces, etc
- Suggested special Rice: Lemon rice/ Tomotto rice/ Puliogare/ Veg Bath/ Veg Biryani/ Jeera Rice/ Coconut rice/ Bisibele Bhath etc.,



Signature of bidder with Date and Seal

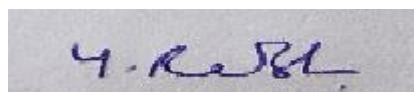
Section – VI

SUMMARY OF SALIENT ASPECTS & CHECK LIST

- | | |
|--|--|
| 1) Validity of offer (Bid validity) | 180 days from the date of submission |
| 2) Period of Contract | 12 months (Extendable to another one year in two spells each of 6 months duration on mutual consent at same rates, terms and conditions of tender) |
| 3) Date of commencement | Within 10 days from the date of letter of intent |
| 4) Earnest Money deposit | Rs 64,000/- |
| 5) Cost of Tender document | Rs 590/- |
| 6) Security deposit | Rs. 1,28,000/- |
| 7) Installment of security deposit | The security deposit shall be released upon virtual completion of the contract period. |
| 8) General: | |
| b) All cleaning equipment and chemicals, soaps, hand wash etc, to be provided for by the contractor. | |
| c) Uniforms to be provided for working staff by the contractor | |
| d) Principal, RTTC has the right to add /delete areas stated herein | |
| e) All Appendices should be properly read and filled. | |
| f) Contractor is advised to visit the site and then quote the rates. No utensils/ tools will be supplied by the Principal, RTTC. | |

CHECK LIST

- | | |
|---|--------|
| 1. Details of present commitments giving contract values, details of work & rendered experience at least for 2 years out of the last 3 years as on the date of bid | [] |
| 2. A certificate for experience of two years during last 3 years | [] |
| 3. Pan card, GSTIN Registration, ESI and EPF Registration documents. | [] |
| 4. Power of Attorney in the name of person who has signed the tender document. | [] |
| 5. Firm Registration/Partnership deed in case of partisanship firm document | [] |
| 6. IT assessment, Profit/loss statement and Balance sheet for last 3 yaers | [] |
| 7. Valid Trade License from GHMC. | [] |
| 8. Solvency certificate or Banker's certificate in original worth of Rs. 25 Lakh. | [] |
| 9. EMD for Rs 64,000/-(Rupees Sixty Four thousand only) in the form of Demand Draft drawn in favour of Accounts Officer (Cash), BSNL, RTTC, Hyderabad payable at Hyderabad. | [] |
| 10. <i>DD/ Bankers cheque against payment of tender fee.Rs 590/-(five hundred ninety rupees only). In case of MSME bidder, he must submit valid certification from MSME.</i> | [] |
| 11. Bidder Signed copy of the Tender document | [] |
| 12. Bidder Details in annexure - I | [] |
| 13. Declaration of Annexure-II to be uploaded | [] |
| 14. Authorisation to attend Bid Opening at Annexure-III | [] |
| 15. Pre Receipt at Annexure-IV to be uploaded | [] |
| 16. Certificate of No- Near relatives in BSNL at Annexure-V to be signed and uploaded by all the partners individually | [] |
| 17. Price Bid at Section- V to be uploaded | [] |



Signature of bidder with Date and Seal