

Directorate of Film Festival
Ministry of I & B
Siri Fort Culture Complex
August Kranti Marg, New Delhi-110049

No.31/31/2009-FFD
Dated: 27/07/2012

To,

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**Subject: Hiring of Catering Services at Siri Fort for the year
2012-13**

Sir,

This Directorate requires the services of Caterer at Siri Fort Auditorium complex during the year 2012-13. In case your firm is in a position to provide the services, you may quote your rate for providing services.

The terms and condition are enclosed. While sending your bids kindly go through terms and conditions carefully. Only agencies who are in position to comply with these terms and conditions shall send their bids.

Kindly send your bids by 21/08/2012 by 2.00pm. Bids will be opened on 21/08/2012 at 3.00pm.

Yours faithfully,

(Rizwan Ahamd)
Deputy Director (Admn.)
T.No.26499378

DIRECTORATE OF FILM FESTIVALS
MINISTRY OF INFORMATION AND BROADCASTING

Due to some un-avoidable circumstances the opening bids for hiring of catering – canteen services at Siri Fort Auditorium for the year 2012-13 has been postponed to 22nd August 2012 at 3.00 p.m. The rest of the terms and conditions as mentioned in the bidding document will remain the same.



(Able Singh)
Deputy Director
D/ 21.8.2012

Copy to :-

1. Notice Board
2. Shri Murari Lal, EE(Elect), CCW, AIR
3. Shri Rajeev Garg, EE(Civil), CCW, AIR

**Directorate of Film Festivals
Ministry of I&B**

Inviting tenders for Hiring of Caterers/ Canteen at Siri Fort Auditorium Complex.

Directorate of Film Festivals (DFF), invites sealed tenders for running canteen at Sirifort Culture Complex, New Delhi for audience at Siri fort as well as for the office of the Directorate of Film Festivals from the contractor/agencies having experience in running canteen facilities. **The minimum reserve license fee is Rs.3.35 lac (Rupees Three lacs thirty five thousand only) per months excluding electricity and water charges. Tender/Tenders below this will be rejected.** The Tenderers should submit the Tenders along with **EMD of Rs. 80, 400/- (Rupees Eighty four thousand four hundred only) in form of DD/Pay order in favour of Pay & Accounts Officer (MS), Ministry of I&B, New Delhi.**

The terms and conditions for the tender can be collected from this Directorate at a **cost of Rs.1000/- (Rupees One thousand only)** in shape of DD during office hours on all working days up to between 11.00 AM to 4.00 PM. The tenders duly filled shall be received up to **21/08/2012 at 2.00PM. The Technical bids will be opened on 21/08/2012 at 3.00PM** at Directorate of Film Festivals, Siri Fort Complex, August Kranti Marg, New Delhi in the presence of the Tenderers desirous to be present. The terms & conditions can also be downloaded from this Directorate website www.dff.nic.in. Downloaded application should be accompanied by a DD of Rs.1000/- (Rupees one thousand only).

**Directorate of Film Festivals
Ministry of I&B**

Notice inviting Tender

Siri Fort Auditorium Complex is a centre of Cultural, economic , business and social events, Situated in the heart of New Delhi, complex has an area of 20,000 square meters and has four Auditoria with a total seating capacity of about 2600 persons.

The Auditoria are booked throughout the year. The guests include VVIPs, Ministers, international dignitaries and audience. The leading film personalities also participate in the film festivals organized in Sir Fort Auditoria.

The Director, Directorate of Film Festivals (DFF), Sirifort Auditorium Complex, August Kranti Marg, New Delhi-110049, invites sealed tenders for running canteen at Sirifort Culture Complex, New Delhi for audience at Siri fort as well as for the office of the Directorate of Film Festivals from the contractor/agencies having experience in running canteen facilities. **The minimum reserve license fee is Rs.3.35 lac (Rupees Three lacs thirty five thousand only) per months excluding electricity and water charges. And Tender/Tenders below this will be rejected.**

The Tenderers should submit the Tenders along with **EMD of Rs. 80, 400/- (Rupees Eighty four thousand four hundred only) in form of DD/Pay order in an envelope indicating EMD** in TWO BID SYSTEM i.e. the technical bid in separate sealed cover along with detailed specifications/information as requested in Form-1-Technical Bid and this cover should be super scribed Technical Bid. The price Bid (Form-II Price) has to be submitted in a separate sealed cover and super scribed as Price Bid. Both the above mentioned covers should be sealed separately and thereafter be kept in third cover and again sealed. This cover should also be super-scribed Tender for Catering Facility and date of Tender opening. Only the first cover i.e. Technical Bid shall be opened on the date of tender opening. Price bids of only those bidders, which is technically accepted will be opened, for which the firms bidders will be informed separately. **In case Technical Bid and Price/License bids are given in**

one envelop, such type of bids will be rejected. The technical bids shall be considered only when EMD is found with the bid.

The terms and conditions for the tender can be collected from this Directorate at a **cost of Rs.1000/- (Rupees One thousand only)** during office hours on all working days up to between 11.00 AM to 4.00 PM. For becoming eligible for issue of tender papers the applicant has to submit the following documents:

- a. Food license issued by appropriate authority,
- b. VAT Registration,
- c. PAN card,
- d. EPF and ESI registration.
- e. Certificate from the office where the canteen facility is being satisfactorily provided by the tenderer, issued by an officer not below the rank of Dy. Director. **The tenders duly filled shall be received up to 21/08/2012 at 2.00PM. The Technical bids will be opened on 21/08/2012 at 3.00PM at Directorate of Film Festivals, Siri Fort Complex, August Kranti Marg, New Delhi in the presence of the Tenderers desirous to be present.**

Before awarding the contract the Directorate of Film Festivals may depute a team to inspect the quality of food, upkeep. Cleanliness etc. at one of the place where the caterer is providing the facility.

The validity of the bid should be for minimum 90 days before which it cannot be withdrawn/modified by the bidder and if he does so, the bid shall be rejected and the EMD shall be forfeited.

The right to reject any or all tenders without assigning any reason is reserved with the Director, Directorate of Film Festivals.

Terms and conditions for Catering Services at Sirifort Auditorium Complex

1. DFF may appoint caterer to provide the catering services in the earmarked space in Siri Fort Auditorium Complex as per the terms and conditions mutually agreed upon between DFF and caterer. (The drawing showing space available for catering is appended as annexure A.)
2. The caterer will ensure deployment of adequate staff and replenishment of their strength as required ensuring smooth service and running of the catering facility.
3. The caterer should have **minimum turnover of Rs. 1.35 Cr. Per annum** in the trade of food & catering service during last two financial years. (The audited balance sheet duly certified by CA is required to be enclosed showing detail of sales, VAT paid and income.)
4. The contractor should have experience in giving canteen facility in Government/Semi Government and other organizations, and should be capable of handling up to 1500 persons at a time. He shall have to produce proof of same.
5. The caterer should not have been convicted in any legal or judicial proceedings by any court of law in India
6. The tenderer should possess proper food license issued from the Corporation of the State in name of company.
7. **The bidder is required to deposit earnest money amounting to Rs.80,400/-(Rupees Eighty Thousand four hundred only)in the shape of DD/Pay order in the name of the Pay & Accounts Officer (MS) Ministry of I&B, New Delhi.** The EMD of the unsuccessful bidders shall be refunded and in case of successful bidder it shall become part of Security Deposit.
8. The caterer will ensure that no additive/preservative banned by the Govt. will be used in any of the food preparations if any such act comes to the knowledge of the DFF the contract is liable to be cancelled and the SD shall be forfeited.

9. The caterer will ensure that all fruits and vegetables and other ingredients are of standard quality.
10. The caterer will ensure that fruits and vegetables are washed in potassium permanganate solution.
11. The caterer will ensure that chipped crockery or greasy/stained cutlery is not used in service.
12. The caterer will ensure that an authorized executive of the caterer is present for managing the services at all times during the operational timings.
13. The staff of Caterer should wear proper uniform while on duty, which should have prior approval of the Directorate of film festival and will be supplied by the caterer. Suitable dress will be provided for summer and winter season.
14. The electricity for the purpose of lighting, refrigeration, desert cooler and water coolers and water supplied are charged by the department at the rates decided by CCW. In case there is any fluctuation towards upward revision in the chargeable rates of electricity/water, the caterer will be liable to pay the revised rates. The decision of DFF in this regard shall be final and binding.
15. Furniture like chairs and tables will not be made available by the Directorate and the caterer shall make his own arrangement for the furniture. The caterer shall not put any furniture or utensils or any other items whatsoever except in the area approved for catering. The catering area will be two pits of A & B wing Redstone Area and near gate number 2 for occasional use, as per annexure A appended herewith. (Without destroying the lawn).
16. Use of Kerosene oil is prohibited and the heating system for cooking has to be with best safety standards the same shall be shown to the DFF or his representative before it is put to use.
17. Use of microwave oven or hot case only is permitted for re-heating, inside the auditorium area.
18. In addition to the standard menu list (enclosed at Annexure-B), the Directorate of Film Festival and caterer shall mutually decide rates for number

of new items/dishes/cold drink/snacks etc. to be prepared, served and supplied through caterer, if any such situation arises. In case of requests from the organizers, to meet their special requirements [for example food/snacks for children etc. which is not part of main menu list] caterer will ensure such supply, rates duly approved by the DFF at mutual negotiated rates.

19. The caterer may be asked by the organizers to meet the catering requirement of International guests. Accordingly, the caterer should have expertise in continental cuisines, vegetarian and non-vegetarian.

20. The caterer shall mark the veg and non veg food with international marking so that these two are not mixed in any case.

21. The rates of items served as a part of main menu shall remain firm throughout the contract period subject to six monthly revisions in rate, on the basis of W.P.I. of food items, milk, sugar & tea and the worked out rate shall be rounded off to nearest rupee.

22. The caterer will prominently display rate list on each counter.

23. The Directorate of Film Festivals may make its own arrangements of catering for its events viz. National, International Film Festivals for which the canteen caterer shall not have any claims.

24. No other caterer will ordinarily be permitted to sell/supply eatables inside the Siri Fort Auditorium Complex except with the specific written permission from the Director, Directorate of film festival in public interest/special requirements.

25. The caterer will have to get the police verification of his staff done and submit the same in the office of Assistant Engineer (Civil) for issue of temporary identity cards.

26. In the case of successful bidder a sum, equal to license fee of two months, will be kept as security deposit after adjusting the EMD, which will be refunded after the completion of the contract and grant of NOC from DFF, CCW (C) & (E). Security Deposit will stand forfeited in case the contractor does not take up the work or leaves the work during the contract period without assigning any reason.

27. The initial period the contract will be one year, which is extendable by two years after reviewing the performance of the caterer and if the caterer so requests. Which he has to do at least two month in advance of the expiry of the contract. In case the period of contract is extended beyond one year the 10% additional license fee will be charged per month.

28. The caterer should have a valid VAT number, and service tax numbers issued in the name of company.

29. A temporary kitchen facility may be provided in the rear side of the Siri Fort Complex where he has to maintain hygienic condition.

Obligations:-

30. Any dispute arising between the management and staff of caterer will be addressed by the contractor and DFF will not entertain or bear any liability in this regards.

31. The caterer will bear the cost, throughout the term of the agreement, for a comprehensive general liability insurance covering injury to or death of any person(s) occurring in the areas of operation, caused by negligence on the part of the caterer. DFF will not be responsible for any consequences due to default in this regard by the caterer.

32. Settlement of dispute & Arbitration: - Any dispute arising during the term of agreement, the caterer shall promptly, within 15 days, of such dispute request the Dy. Director (Admn) DFF, in writing for written instruction or decision, which he shall give within a period of one month from the receipt of his letter. If Dy. Director (Admn.) fails to give his instruction or decision in writing, within the aforesaid period or when his decision is not acceptable to the contractor, he can appeal to The Director of DFF within 15 days of the receipt of Dy. Director (Admn)'s decision, who shall afford an opportunity to the caterer to be heard, if the later so desires and to offer evidence in support of appeal. The Director shall give his decision within 30 days of receipt of caterer's appeal, if the caterer is dissatisfied with this decision may give notice to the Director for appointment of Arbitrator within 90 days of such decision, failing which the said decision shall be final & binding and conclusive and not referable to adjudication by the arbitrator. The Arbitrator shall be appointed by the DFF who shall be in the rank of Director or equivalent in Govt. of it shall not be a disqualification for the arbitrator if he is a serving officer with DFF or in any organization of M/o I&B.

Performance Evaluation:-

33. The performance/quality check of the caterer will be reviewed regularly, the agreement shall only be extended in the event of the performance of the caterer is found satisfactory throughout.

34. DFF will have the right to inspect the catering facilities maintained and food the items being sold/served by the caterer at any time.

35. It will be the liability of the caterer to rectify any complaint received from the public regarding the operation of the canteen or the quality of food item being sold.

36. The contractor and his staff shall behave very courteously and if any complaint of misbehave is received, the guilty person shall be asked to be removed from Siri fort complex.

37. No damage should be done to the property of the DFF and in case of any damage it has to be immediately rectified by the contractor, failing which necessary rectification shall be done by the DFF at his risk and cost.

38. Eating inside the auditorium is strictly prohibited. The canteen contractor shall ensure that no eatable is consumed beyond the area ear marked for it.

Validity and Termination of Agreement:-

39. The agreement shall come into effect from 15.09.2012 and remain valid for a period of one year i.e. up to 14.09.2013. However the period can be extended maximum by two years, if the performance of the contractor is found satisfactory and if he so desires. The agreement shall be comprehensive and its terms shall be binding on both the parties.

40. In case of the closure of the auditoria for renovation/repair for a longer period beyond one month. No License fee will be charged for this period as

there will be no bookings, resulting into no earnings to the caterer. However no compensation would be given on this account.

41. In case DFF or caterer desires to discontinue with agreement, a three months notice will have to be given from either side.

42. The Directorate reserves the right to cancel, the contract in case of any default of the contractor such as; over charging for an item, not maintaining hygienic working condition, expiry of food license, conviction by a court etc, at any time during contract period without assigning any reasons whatsoever. The list of defaults is only indicative and not exhaustive.

43. Canvassing in any form is prohibited and the tender of any agency shall be summarily rejected if found guilty of such practice.

44. The tenderer has to give an undertaking that he is not related to any officer of DFF.

Form -1 Technical Bid

In the first part, which shall be put in separate sealed envelope, the tenderer shall give the details, which shall be evaluated by the DFF on the basis of which any agency shall be declared qualified/disqualified for financial bid.

The documents submitted with the technical bid shall be evaluated with following criteria:

- | | | |
|--|----------|----------|
| 1. Financial status | 25 marks | |
| 2. Man Power status | 20 marks | |
| 3. Kitchen Equipments | 10 marks | |
| 4. All registrations/licenses/retunes filed in time | | 10 marks |
| 5. Awards/Recommendations/International certifications | | 15 marks |
| 6 Actual Site Visit | 20 marks | |

The following Technical information/documents should accompany the quotation:-

S.No	Detail	Remarks
1	Profile of your Organization/restaurants/hotel/canteen (if you have a brochure, please enclose otherwise attach a detailed profile)	Enclosed/not enclosed
2	List of organization where catering facility is being provided at present with full address	Enclosed/not enclosed
3	Income Tax Clearance Certificate or the Income Tax Assessment Order or Acknowledged ITR of the past 2 years	Enclosed/not enclosed
4	List of Govt. Departments/reputed firms/organizations to whom you have provided the catering facilities along with details and address.	Enclosed/not enclosed
5	Expertise in continental cuisines and Serving international guests. Give details	Enclosed/not enclosed

6	Number of trained work force to manage the service	Enclosed/not enclosed
7.	Food license	Enclosed/not enclosed
8.	EPF Registration	Enclosed/not enclosed
9.	ESI Registration	Enclosed/not enclosed
10.	Any other certification like ISO etc	Enclosed/not enclosed
11.	Audited balance sheet of the co. signed by CA showing the turn over clearly.	Enclosed/not enclosed
12.	VAT return upto 31.3.2012	Enclosed/not enclosed
13.	ESI/EPF deposit slip	Enclosed/not enclosed
14.	List of Kitchen Equipments available for the canteen	Enclosed/not enclosed
15.	Any commendation /award received	Enclosed/not enclosed

I have read the terms and conditions and agree to abide with the same

Date:

Signature

Complete address of the company

Form-II License/Price Bid:

This shall be submitted in a separate sealed envelope and the same shall be opened only if the agency is found successful in technical bid, on an assigned day to be intimated in due course.

S.No.	Detail	Amount per month
1	License fee excluding electricity and water charges	

The minimum reserve license fee is Rs.3.35 (Three lakh thirty five thousand only) per month excluding electricity and water charges. Any bid below it shall not be considered.

Dated:

Signature

Complete address of the company

Directorate of Film Festivals
Ministry of I&B
Siri Fort Culture Complex, Gate No. 1,
August Kranti Marg
New Delh-110049

ANNEXURE-B

Rate list of serving snacks/food items in Siri Fort Auditorium Complex Canteen, New Delhi
w.e.f.18.07.2012

S. No.	Items	Pcs./Qty.	Packaging to be inserted	Rate (inclusive of all taxes)
1.	Veg. Samosa/Veg.Bonda/Dal Kachori/Payaj Kachori (Big Size)	01 ----- 100gms	<ul style="list-style-type: none"> • T. Ketchup Sachet12-15 gm • Service in food grade Paper/disposable plate & spoon • 01 paper napkin 	10.00
2.	Veg.Cheese Burger/Cheese Sandwich (Big Size)	01 <hr/> 125 gms	<ul style="list-style-type: none"> • T. Ketchup Sachet12-15 gm • Service in food grade Paper/disposable plate & spoon • 01 paper napkin 	25.00
3.	Veg. Pizza (7"Diameter) (Big Size) From reputed manufacture such as of McDonald/Dominos/Pizza hut		<ul style="list-style-type: none"> • T. Ketchup Sachet12-15 gm • Service in food grade Cardboard/disposable box& fork • 01 paper napkin 	75.00
4.	Dhokla	125 gms	<ul style="list-style-type: none"> • Service in food grade Cardboard/disposable Plate & spoon • 01 paper napkin 	15.00
5.	Rajmah Chawal	1 plate <hr/> 325 gms 150gms Rajmah + 175 gms Golden Sela	<ul style="list-style-type: none"> • Service in food grade Cardboard/disposable Plate & spoon • 01 paper napkin 	35.00

		Rice		
6.	Dal Rice	1 plate 325 gms 150 gms Arhar Dal + 175 gms Golden Sela Rice	<ul style="list-style-type: none"> • Service in food grade • Cardboard/disposable Plate & spoon • 01 paper napkin 	35.00
7.	Lemon/Tamarind/Tomato-Rice	1 plate 300 gms 300 gms Punni/Nellore Rice	<ul style="list-style-type: none"> • Service in food grade • Cardboard/disposable Plate & spoon • 01 paper napkin 	20.00
8.	Kulche Chole	2pcs 250gms Kulche(Harvest Gold or similar brand 02 nos.) 100gms + Chole (150 gms)	<ul style="list-style-type: none"> • 01 Sealed glass of packaged drinking water (250 ml/300 ml) Service in food grade • Cardboard/disposable Plate & spoon • 01 paper napkin 	25.00
9.	Veg. fried Rice with Manchurian	1plate 350gms 200 gms rice with 50 gms vegetables + 150 gms Veg. Manchurian	<ul style="list-style-type: none"> • 01 Sealed glass of packaged drinking water (250 ml/300 ml) Service in food grade • Cardboard/disposable Plate & spoon • 01 paper napkin 	50.00
10.	Matar Paneer with Rice /2 Prantha (with Basmati Rice)	1 plate 350gms Matar Paneer (150 gms) +	<ul style="list-style-type: none"> • 01 Sealed glass of packaged drinking water (250 ml/300 ml) Service in food grade 	40.00

		Basmati Rice (200 gms)/Prantha 2 nos (150gms)	<ul style="list-style-type: none"> • Cardboard/disposable Plate & spoon • 01 paper napkin 	
11.	Chicken Biryani	1 plate 350gms 200 gms rice (basmati) + 100gms chicken+50 gms gravy	<ul style="list-style-type: none"> • 01 Sealed glass of packaged drinking water (250 ml/300 ml) Service in food grade • Cardboard/disposable Plate & spoon • 01 paper napkin 	60.00
12.	Egg Biryani	1 plate ----- 350gms 200 gms rice (basmati) of 02 eggs + 50 gms gravy	<ul style="list-style-type: none"> • 01 Sealed glass of packaged drinking water (250 ml) Service in food grade • Cardboard/disposable Plate & spoon • 01 paper napkin 	45.00
13.	Veg. Biryani	1 plate 350 gms 250 gms rice (basmati) + 100 gms vegetables+ 50 gms gravy	<ul style="list-style-type: none"> • 01 Sealed glass of packaged drinking water (250 ml) Service in food grade • Cardboard/disposable Plate & spoon • 01 paper napkin 	40.00
14.	Packed Lassi (Sweet/Salted)Flavored Milk/ Juice	1 Sealed pack and approved brands		As per MRP
15.	Standard Tea (Nescafe)	1 cup		10.00
16.	Coffee(Nescafe)	1 cup		15.00
17.	Cold drink (Fountain)	Small		As per MRP
18.	-do-	Medium		As per MRP
19.	-do-	Big		As per MRP
20.	Veg. patties	1 pcs	<ul style="list-style-type: none"> • T. Ketchup Sachet 12-15 gm 	20.00

			<ul style="list-style-type: none"> • Service in food grade Paper/disposable plate • 01 paper napkin 	
21.	Paneer Pakoda	1 pcs	<ul style="list-style-type: none"> • T. Ketchup Sachet12-15 gm • Service in food grade Paper/disposable plate • 01 paper napkin 	20.00
22.	Samber Vada/Idly	2pcs		25.00
23.	Mineral Water	1 glass packed		As per MRP
24.	Wafers	1 pkt.		As per MRP
25.	Packed Thali Veg. (Dal +Paneer +Seasonal Veg+ ½ pulao+2 butter Roti + Sweet +Salad+ Achar)			140.00
26.	Non Veg. (Dal +Butter Chicken + SeasnoalVeg +2 Butter Roti + ½ Pulao + Sweet + Salad + Achar			160.00
27.	Packed snacks (six items)			60.00
28.	Packed snacks (eight items)			80.00
29.	Veg Burger/Sandwich	01 pcs	<ul style="list-style-type: none"> • T. Ketchup Sachet12-15 gm • Service in food grade Paper/disposable plate • 01 paper napkin 	20.00
30.	Tomato Soup			20.00
31.	Popcorn			25.00
32.	Packed Thali from reputed manufactures such as Halide Ram/Bike no/Evergreen			As per MRP
	Buffe lunch & Dinner			

	(MENU ATTACHED)			
33.	Economy Lunch/Dinner Only Vegetarian			@ Rs.300/-per head(Inclusive all taxes)
34.	Executive Lunch/Dinner Vegetarian			@ Rs. 400/-per head (Inclusive all taxes)
35.	Non Vegetarian - Chicken/Mutton			@ Rs. 450/- per head (Inclusive all taxes)

*rates include Bone China crockery and waiter services.

Rates for DFF/Sirifort Staff & Official Guests of DFF

Note: 50% discount for DFF/Siri Fort Auditorium Complex Staff/DFE official Guests on above mentioned rate list.

The rates as approved can be changed/reviewed as per decision of Competent Authority of DFF, Ministry of I&B

Note: Branded approved beverages and PAD items should be sold as per MRP

- Water glasses as per ISI specification for packaged drinking water.
- Chicken-No neck or wing pieces should be served.
- Paneer & Curd Manufactured by Co-operative Dairy Societies or branded should be used.
- Basmati Rice of reputed brands such as India gate, Rajdhani, Lal Qila, Shri Lal Mahal Swat or Kohinoor or similar should be used.
- Spices of reputed brand such as Catch, MDH, Kitchen King, Everest, Suruchi, Rajdhani or similar should be used.
- Pulses,-V-needs, Reliance-Select, More, National co-operative Consumer Federation of India (NCCFI), NAFED) or similar brand may be used.
- Atta- Aashirwad, V-needs, Shakti Bhog, Pillsbury, Rajdhani Reliance-Select or similar brand may be used.
- Only agmark material is to be used for items covered under Agmark.