

AIRPORTS AUTHORITY OF INDIA OFFICERS' INSTITUTE
SAFDARJUNG AIRPORT
NEW DELHI-110003

RFP Document

FOR THE WORK OF

**“Providing Food & Beverage/Catering Services in Restaurant,
Bar & Small Venues at Airports Authority of India Officers’
Institute (AAIOI), Safdarjung Airport, New Delhi-110003”**

I N D E X

Name of Work:- ““Providing Food & Beverage/Catering Services in Restaurant, Bar & Small Venues at Airports Authority of India Officers’ Institute (AAIOI), Safdarjung Airport, New Delhi-110003”

S. No	Description	Page No.	
		From	To
1	Notice Inviting Tender	01	04
3	Scope of work	05	06
4	Minimum Manpower Requirement (Annexure X)	07	12
5	Quality & Hygiene	12	12
6	Pre-Qualification Criteria (Envelope-1)	13	13
7	Technical Bid Criteria (Envelope-II)	13	14
8	Financial Bid (Envelope-III)	14	14
9	Technical Evaluation Numbering Criteria	14	18
10	Financial Bid Opening Procedure	18	18
11	Mode of submission of RFP	18	20
12	Legal liability and Responsibility of the agency & AAIOI	20	21
13	Exit clause/Termination of contract	21	22
14	Dispute Resolution and Arbitration	22	22
15	General Terms & Condition of the contract (GTCC)	23	27
16	Special Condition of Contract	28	35
17	RFP Declaration	35	36
18	Acceptance Letter undertaking (Unconditional Acceptance) (Annexure-A)	37	38
19	Bank Guarantee Form	40	42
20	Undertaking for Non-Blacklisting of company	43	43
21	Schedule of Quantities/SOQ/Financial Bid	44	44
22	Annexure-E (Menu & Small party Menu)	46	59

Notice Inviting Tender Document Contains pages 59 Nos.

AIRPORTS AUTHORITY OF INDIA OFFICERS' INSTITUTE
SAFDARJUNG AIRPORT
NEW DELHI-110003
NOTICE INVITING TENDER

1. Tender/Proposal are invited by AAIIOI on behalf of Secretary, AAIIOI, from Firms / Companies working in the field of food and Beverage/catering Services for the work of "Providing Food & Beverage/Catering Services in Restaurant, Bar & Small Venues at Airports Authority of India Officers' Institute (AAIOI), Safdarjung Airport, New Delhi-110003" for period of 1 + 2 years (in which 1st year will be probation period) extendable for further 02 years on satisfactorily completion of 1st Year of probation. Eligible agency can download the RFP from AAIIOI website "www.aaioi.org and www.aai.aero"

2. Following three envelopes shall be submitted off-line/physical mode by the bidders at AAIIOI. Last date and time of submission of bids (Envelope I , II & III) is as per critical date sheet.

Envelope-I/Cover-I will be Pre-Qualification Bid : Will be scrutinize as per clause 12 A documents requirements.

Envelope-II/Cover-II will be Technical Bid: Will be scrutinize as per documents requirements. This envelop will be opened only of those agencies who will qualify the Pre- Qualification stage.

Envelope-III/Cover-III will be Financial Bid : This envelop will be opened only of those agencies who will qualify the Technical criteria. This envelope shall contain the financial quote/offer of the bidder.

3. **DEFINITIONS**

- a) "Institute" shall mean the Airports Authority of India Officers' Institute (AAIOI).
- b) "RFP" shall mean the 'Request for Proposal'.
- c) "Beverage" shall mean an alcoholic or non-alcoholic liquid intended for human consumption.
- d) "Venues" shall mean Restaurants, Bar & Bar lounge, Indoor and outdoor Venues e.g. Dakshin, Meeting room, Executive Lounge, Swimming Pool area, Ala-carte lawn, Convention hall & Utsav lawn etc. and any other area notified by AAIIOI from time to time.
- e) Services shall mean Ala- carte or buffet catering services at AAIIOI venues.

4. **RFP PROCESSING FEE, EARNEST MONEY, & SECURITY DEPOSIT:**

4.1 Eligible agency can download the RFP from AAIIOI website "www.aaioi.org and www.aai.aero"

- (i) RFP processing Fee - Rs. 23,600 (i.e. RFP processing fee Rs. 20,000.00 + GST Rs.3600) (Rupees Twenty-Three Thousand Six Hundred Only) (Non-refundable).
- (ii) Earnest Money -Rs. 10,00,000/- (Rs. Ten Lac Only)

- (iii) Security Deposit – Rs. 25,00,000/- (Rs. Twenty-Five Lac Only), which will be refunded back to agency after completion of tenure after deduction of any dues, if any.

The above payments shall be made in the shape of deposit of pay order / demand draft only of a scheduled bank issued in favour of "**Airports Authority of India Officers Institute**" payable at **New Delhi**.

- 4.2 RFP processing Fee & Earnest Money instrument in original is to be attached along with unconditional acceptance letter in **Envelop-I** and dropped in the sealed Tender box kept along with other documents i.e Envelop-II and Envelop-III as per RFP at Reception, AAIIOI B-1, Safdarjung Airport, New Delhi-110003 up to given time limits. EMD of unsuccessful agencies will be returned within 15 days of finalization of results of RFP. However, the EMD of successful agencies will be converted to security deposit and balance amount have to deposit by the agencies towards security deposit as per clause 4.3 below.
- 4.3 **Security Deposit of Rs. 25,00,000/- (Rs. Twenty-Five Lac Only) in the form of Demand Draft/Pay order/Bank Guarantee (As per Annexure-C) in favour of "AAIOI" shall be deposited by the Successful bidder within 15 days of issue of letter of award, which shall be returned after completion of period of contract after deduction of penalties/dues, if any.** If any agency does not deposit the SD in time, then agency will be debarred from future participation in AAIIOI tenders for a period of 1 year & EMD will be forfeited. Agency will not be allowed to make any bookings for any party/ function until deposit of the full amount of Security Deposit. No interest will be paid on the SD deposited. Agency has to recoup the SD amount to full value in 15 days, if due to any penalty or pending bill which is deducted from the SD deposited.

5. **TECHNICAL ELIGIBILITY CONDITIONS/CRITERIA**

- a) The agency should have min. turnover of Rs. 4 Cr per annum in any 3 years during the last 7 (Seven) years ending on FY-2021-22 in providing Food & Beverage/Catering Services.
- b) Net Worth of the bidder should not be negative at the close of FY 2021-22 and also should not eroded by more than 30% (thirty percent) in the last three years at the close of FY 2021-22 excluding FY 2020-21 and FY 2021-22 due to pandemic, duly certified by Chartered Accountant/Statutory auditor.
- c) The Agency should have experience (with documentary proof) of at least 5 years in Food & Beverage/Catering Services in any one of the following categories:
- (i) Managing or running minimum 1 or more Institutes or Clubs similar to AAIIOI

- (ii) Managing or running minimum 3 or more Restaurants with seating capacity not less than 50 at one place.
- (iii) Managing or running minimum 8 or more Restaurants with seating capacity not less than 20 at one place.
- (iv) Managing or running minimum 10 or more F&B outlets

Note: Food packing/ delivery only outlets, canteen facilities, onsite services Cloud Kitchens etc. will not be considered for the purpose of experience.

- d) In addition to above, agency must have experience of providing BAR services at least in any one of the outlets for which experience has been claimed.
- e) Agency should have min. manpower (i/c Managers, Chef, Captains, Waiters etc.) of 100 nos. on payroll during the year 2022-23. The PF/ ESIC related documentation need to enclosed for this.
- f) Agency should have valid Labour License, EPF & ESI Registration
- g) Agency should have FSSAI license.

Note: Joint venture firms and consortium shall not be considered/permitted.

6. DISQUALIFICATION CRITERIA:

A party fulfilling the eligibility criteria specified in the RFP can participate in the process. However, any party (a company, firm or a person) falling under the following categories are not eligible for consideration of the RFP. These clauses shall also form the part of RFP documents / conditions.

- (a) A working agency with AAIOI, having more than one month current outstanding dues i.e. dues up to the month just preceding the month during which RFP has been published shall be cleared. The party shall have to submit No Dues Certificate in Original issued by AAIOI.
- (b) De-barred / black listed by CBI/AAI or AAIOI or Any Dept. / Ministry of Govt. of India i/c Public Sector Undertakings / Departments like; Railways, Defense, MES, or any other Department of Govt. of India, State Government. Declaration to this effect in the form of affidavit shall be submitted by the bidder(s) as per Annexure-D
- (c) Parties facing action under The Public Premises (Eviction of Unauthorized Occupants) Act, 1971 or any other act applicable in this regard from time to time. Declaration to this effect in the form of affidavit shall be submitted by the bidder(s)
- (d) Parties either an individual or a business establishment, who has been ordered by a Court of Law to pay the outstanding dues of AAIOI and has not paid such dues to AAIOI. The associated firms / subsidiaries of such defaulting party shall also not be eligible for consideration of RFP. Declaration to this effect in the form of affidavit shall be submitted by the bidder(s)
- (e) Any party who fails to deposit the requisite EMD/ SECURITY DEPOSIT for the disputed amount referred to arbitrator in any matter between AAIOI and Agency.
- (f) Contract terminated due to non-performance by any Central/State govt.

organization or PSUs

- (g) Any proprietorship entity, firm or private limited company whose proprietor / partner / director is the proprietor / partner / director of another proprietorship entity / firm / private limited company which have revenue contract with AAIIOI and have outstanding dues other than current dues and disputed dues stayed by court or arbitrator.

Note: A declaration in the form of an Affidavit duly notarized to the effect that he does not fall under the categories (a) to (g) above shall be furnished on a non-judicial stamp paper of Rs.10 at the time of submitting the RFP.

- (h) Agencies which are not registered under GST Act shall not be considered.
- (i) In case the information is found to be incorrect / false, RFP of such party shall be liable to be rejected by giving the reasons and Earnest Money Deposit (EMD) forfeited besides debarring the participation of such party in AAIIOI's RFP for a period of up to 3 years as maybe approved by AAIIOI management.

CRITICAL DATE SHEET

Publishing Date	24.04.2023 (1700 Hrs.)
RFP Document Download Start Date	24.04.2023 from 1700 Hrs.
Clarification Start Date	24.04.2023 from 1700 Hrs.
Clarification End Date	01.05.2023 upto 1800 Hrs.
RFP (Physical Mode Only) Submission Start Date (Envelop-I, II & III)	24.04.2023 from 1700 Hrs.
RFP (Physical Mode Only) Submission End Date (Envelop- I, II & III)	15.05.2023 upto 1800 Hrs.
RFP Opening Date Envelope-I	16.05.2023 at 1200 Hrs.
RFP Opening Date Envelope-II (Tentative)	18.05.2023 at 1200 Hrs.
Financial Bid Opening Date Envelope-III (Tentative)	14.06.2023 at 1200 Hrs
RFP Processing Fee (Non-refundable) (DD in original in favour of "AAIOI", payable at Delhi)	Rs. 23,600 (i.e. RFP processing fee Rs. 20,000.00 + GST Rs.3600) (Rupees Twenty-Three Thousand Six Hundred Only)
EMD (DD in original in favour of "AAIOI", payable at Delhi)	Rs. 10,00,000.00 (Rupees Ten Lakh Only)

7. SCOPE OF WORK:

- a) The caterer shall be responsible to provide catering services at/in the space described above to the AAIIOI, the members of the AAIIOI, their families and guests and for any other function of AAIIOI as per the menu enclosed.
- b) AAIIOI has fully equipped in house Kitchen for Restaurant with fixed assets such as burners, exhaust, water coolers, deep fat fryer, deep freezers etc. of the Institute at B-1, Old Area, Safdarjung Airport, New Delhi-03. Except all the available kitchen equipment no additional equipment will be provided by AAIIOI. The successful bidder has to take over the kitchen along with available equipment & replace the unserviceable equipment with new equipment and arrange all other necessary equipment whatsoever is needed and no reimbursement or payment will be given for that. Further the agency has to setup a separate kitchen with proper equipment for south Indian preparations in the additional covered area provided by AAIIOI for providing service in the Dakshin venue which will be exclusive vegetarian south Indian restaurant. No stained, sub-standard or chipped crockery/glassware/serving dishes/cutlery/ chafing dishes to be used under any circumstances. AMC/Maintenance of all these items in serviceable condition will be the sole responsibility of the Caterer. Any non-working equipment at the kitchen or service-related delays/ service hampering due to non-functioning of any equipment will be levied a LD @Rs. 3,000/- per incident.
- c) PNG connection has applied and till date line has been laid but not active. Till the time, PNG is available the LPG connections will be taken by the successful bidder i.e. Caterer in the Kitchen, the cost of consumption & maintenance with complete safety norms shall be fully borne by the caterer. When PNG is available then bidder should be allowed to use the PNG with security deposit with AAIIOI equal to IGL security and undertaking affidavit to pay all the bills produced by IGL from time to time without fail.
- d) On completion of contract period, the kitchen equipment handed over to agency has to be returned to AAIIOI in serviceable condition.
- e) The billing software (POS) will be provided by AAIIOI.
- f) The Caterer shall remove garbage from the Kitchen/ Restaurant/ Bar/any other venues as explained by AAIIOI in the premises on daily basis at his own cost and dispose-off at disposal points as per the Municipality Laws. Any cost in this regard for dumping the kitchen waste up to last point (should not in the vicinity of AAIIOI and as per NDMC norms) has to bear by the caterer.
- g) It will be the responsibility of caterer to provide the organic waste of the kitchen to the AAIIOI's Organic Composter Machine placed in the premises in coordination with Housekeeping Manager/ Supervisor on daily basis. A separate register for the same to be maintained for record by the caterer which will have details of organic

waste (Kgs) handed over with date wise and the signature of person to whom handed over etc. The caterer will dispose off all the additional garbage from kitchen premises in the govt. prescribed bags/ covered trollies on daily basis without fail.

- h) The caterer shall ensure that fumigation & pest control in the kitchen, Restaurant, bar and inside area of small venues or any other area as specified by AAIOI need to be done on every Tuesday and whenever needed after catering operations, at their own cost. The records of fumigation and pest control shall be maintained by the agency and shall be made available to AAIOI whenever required.
- i) Caterer will also ensure the removal of any leftover food on daily basis to keep the area free from pest, rodents, insects, flies, etc. Any violation of this will impose a LD @ Rs. 2,500/- per incident.
- j) The caterer will also deploy the manpower as per Annexure -X. Any short coming of staff will result in imposition of LD@ Rs. 800/- for waiter & Housekeeping, Rs. 1000/- for Captain/ Supervisor/ Asstt. Mgr/ Bar Tender and Rs. 1500/- for Manager/ GM per day basis. The same will be deducted from monthly bills.
- k) Caterer will produce a daily attendance sheet to Manager-AAIOI without fail, failing which a LD @ Rs. 1000/- will be levied on the agency.

8. **SERVICE AREAS :**

- a. The service areas in AAI Officers Institute at Safdarjung Airport, New Delhi includes Restaurants, Bar & Bar lounge, Indoor and outdoor Venues e.g. Dakshin, Meeting room, Executive Lounge, Swimming Pool area, Ala-carte lawn, Convention hall & Utsav lawn etc. and any other area notified by AAIOI from time to time.
- b. Any area as above can be reduced or increased as per the requirement of AAIOI Management but the number of staff will remain same as per Annexure X if the area is reduced.
- c. Any area of Safdarjung Airport, DGCA, AERA and Rajiv Gandhi Bhawan will also be served on same rates as per RFP and no additional charges will be given on account of movement of man & material to that place.
- d. The caterer will also provide the service to all the guest rooms as & when asked to do so.
- e. The caterer has to provide the service to the sports areas, if required and as & when asked to do so. However, AAIOI has full rights to involve any other specific agency as per Mgmt. approval for providing catering services at any specific place as per AAIOI requirement. Caterer will not raise any question on the decision of Mgmt.

Minimum Manpower Requirement:

The Firm has to depute min. following or increased sufficient manpower for running the Catering & Bar Services at AAI/OI:

S. No.	Staff Designation	Qty	Education	Experience
1.	Head Chef	1	Degree or Diploma in Catering Science and Hotel Management. Certificate in Food Production/PG Diploma in Culinary Arts/ BA in Culinary Arts/ or any other equivalent course	Min. 10 yrs of experience with min. 3 star or higher rank Hotel/ Restaurant and has worked as Head Chef for at least 2 years at any Restaurant / Hotel.
2.	North-Indian Food Chef	1	Degree or Diploma in Catering Science and Hotel Management. Certificate in Food Production/PG Diploma in Culinary Arts/ BA in Culinary Arts/ or any other equivalent course	Min. 5 yrs of experience with min. 3 star or higher rank Hotel/ Restaurant.
3.	South-Indian Food Chef	1	Degree or Diploma in Catering Science and Hotel Management. Certificate in Food Production/PG Diploma in Culinary Arts/ BA in Culinary Arts/ or any other equivalent course	Min. 5 yrs of experience with min. 3 star or higher rank Hotel/ Restaurant.
4.	Chinese Food Chef	1	Degree or Diploma in Catering Science and Hotel Management. Certificate in Food Production/PG Diploma in Culinary Arts/ BA in	Min. 3 yrs of experience with min. 3 star or higher rank Hotel/ Restaurant.

			Culinary Arts/ or any other equivalent course	
5.	Italian/ Continental Food Chef	1	Degree or Diploma in Catering Science and Hotel Management. Certificate in Food Production/PG Diploma in Culinary Arts/ BA in Culinary Arts/ or any other equivalent course	Min. 3 yrs of experience with min. 3 star or higher rank Hotels/ Restaurant.
6.	Assistant Chef	4	Degree or Diploma in Catering Science and Hotel Management. Certificate in Food Production/PG Diploma in Culinary Arts/ BA in Culinary Arts/ or any other equivalent course or certificate course related with food production.	Min. 2 yrs of experience with to assist the Head Chef/ Chef in min. 3/4 / 5 star Hotel/ Restaurant.
7.	Halwai/ Chef	1		Min. 5 yrs of experience in making sweets for any caterer/ branded shops or min. 3/4 / 5 star Hotel/ Restaurant.
8.	Captain	5	Min.10 th pass	Should have min. 7 yrs. experience as a waiter and should be aware Restaurant menu with dish preparation basics/ Bar menu, should also have reading/ writing/ speaking skills of

				English & Hindi Language.
9.	Waiters	22	Min. 8 th /10 th Pass	Should have min. 3 yrs. experience as a waiter in hotel/ restaurant and should be aware Restaurant menu with dish preparation basics/ Bar menu, should also have reading/ writing skills of English & Hindi Language.
10.	Housekeeping/ Table cleaning staff	3	Min. 8 th /10 th Pass	Should have worked in catering industry and should be aware of the work requirement
11.	Bartenders	2	Min. 10th pass	Should have min. 3 yrs. experience as a bar RFP in any reputed hotel/ restaurant and should be aware with Bar menu and should know the preparations of Cocktails/ Mocktails etc., and should also have reading/ writing skills of English & Hindi Language.

12.	Asstt. Manager	3	Should have graduation preferably from hotel Mgmt. background	Should have min. 7 years of experience for managing any reputed 3 / 4 star Hotel or Restaurant in the capacity of Supervisor/ Senior Supervisor/ Asstt. Mgr.
13.	Manager / Senior Manager/ General Manager	1	Should have graduation preferably from hotel Mgmt. background with certificate course in Food Management/ production by recognised institute	Should have min. 10 years of experience for managing any reputed 3 / 4/ 5 star Hotel or Restaurant in the capacity of Senior Supervisor/ Asstt. Mgr./ Manager. Should have managed a team of min. 20-25 people. Should be capable of making future requirements/ predictions for material requirement based on current consumption trends etc.

NOTE:

1. All these above mentioned manpower will be provided by the Caterer without fail everyday except weekly off i.e. Tuesday. However, AAIOI reserves right for opening the restaurant on Tuesday and the agency has to arrange the manpower accordingly, if required.
2. Any absenteeism needs to be filled by equivalent level person and any leaves more than 2 days for Head Chef, Chefs, Manager/SM/ General Manager need to come in the knowledge of AAIOI management.

3. Caterer will be fully responsible for maintaining the salary records, deposits of EPF & ESIC to concerned authorities on monthly basis. A self-attested copy of respective deposit challans needs to be deposited along with bills to AAIIOI. Any lapse in the regular deposit may levy a withheld@ double the amount which was supposed to deposit in PF & ESIC from running bills.
4. The Caterer shall provide above said manpower at all times as work out by AAIIOI and shall also provide extra manpower as and when required to cater for weekends / important occasions whenever required without any extra cost.

9. **BAR SERVICES**

- a. AAIIOI bar will operate from 12 Noon to 2.30pm & 7pm to 11.00pm (Tuesday being closed day for the institute). However, the timing may be altered as per requirements of AAIIOI / govt. notifications.
- b. AAIIOI will provide complete hard drinks/liquor (Alcoholic beverages including Beer) for the bar. The service provider will provide professional bartenders, supervisors and service boys to serve liquor to the members/guests in the bar or parties etc.
- c. Liquor will be issued on daily/weekly basis and closed at the end of the day with a consumption summary, duly signed by the manager and the bartender. Non-submission of daily liquor consumption summary will be levied a LD@Rs. 2,000/- per day.
- d. A fixed percentage of revenue share @5% (excluding VAT or any other applicable taxes) based on turnover of the Bar sales (Hard Drink Liquor Sales) will be given to caterers for service rendered in Bar (Alcoholic beverages including Beer). This Bar sales Commission may change time to time as decided by the management of AAIIOI.

10. **STAFF CONDITIONS:**

- a. Staff employed for restaurants and bars will be separate from the staff engaged for the parties in the Institute. They will be checked for their attire by the Captain/supervisors of the Caterer before the party and briefed on areas of their duties. Any deficiency found in the attire e.g. Full dress, Cap, Gloves, Mask (If mandated by Govt.), Shoes etc. will be levied LD @ Rs.1000/- for each incident on reporting by AAIIOI Member/ Host of the party / AAIIOI Manager. A very strict dress code will be followed for summer & winter uniforms.
- b. The serving staff hired by caterer for parties would be provided with well ironed uniforms (white hand gloves for service staff only) along with name badges including headgear for Kitchen staff, working on tandoors in open areas
- c. The caterer will submit list of all staff members along with their photographs, ESI details, PF, health card, police verification, etc. to AAIIOI within 30 days of commencement of operation, including casual employees hired for the parties.

- d. It is the responsibility of the caterer to keep the entire service area including tables and chairs clean and quick turnover of tables/covers. The service staff should immediately clear the tables used by the members after the guest leaves the table.
- e. Caterer shall be responsible for compliance of provisions of Prevention of Food Adulteration Act, 1954 or any other amendments thereto.

***Note: - Bar timings can be changed at any time by the management of AAIIOI & in conformance with Rules & Regulations of Excise Department, Delhi.**

11. **Quality & Hygiene:**

- a. In order to maintain the quality of the products, handling, storage, hygiene and the reputation of the institute, the successful bidder will strictly comply with the best industry norms & practices regarding the Quality & Hygiene control procedures in the Kitchen.
- b. The caterer will be solely and fully responsible of any case arising out of food adulteration. Any compensation, fine and punishment etc. imposed as a result of food adulteration would be borne fully and solely by the Caterer as service provider to AAIIOI. Prevention of Food Adulteration Act, 1954 (PFA) nomination must be made by the successful bidder with a copy to AAIIOI after award of work to the successful bidder
- c. Raw materials purchased for cooking shall bear the AGMARK/FPO / or any other mark as per norms of the industry. No loose items are allowed to purchase in groceries except fresh vegetables. All purchased items should be packed and used as per their usable dates. No items should be present in the store after expiry of the date. Caterer's manager or kitchen in-charge i.e. Head Chef will show expired stock to Manager-AAIOI and will dispose off or remove the same in the presence of Manager-AAIOI. Any item found after expiry in the kitchen or kitchen store with regular items will result in imposition of LD @ Rs. 10,000/- per incident.
- d. Caterer will arrange fresh quality vegetables from market on daily basis and no old or rotten vegetables will be allowed to use in the kitchen. Any violation of this will result in imposition of LD@ 2500/- per incident.
- e. Separate tables, knives, utensils and other necessary items will be used for Veg. & Non- veg items and any mixing of food at any stage during preparations or serving or any incident of wrong serving & consumption (non-veg by vegetarian person) by member/ guest due to will be viewed very seriously and a LD @ 15,000/- per incident will be levied for such failure. The entire will amount of restaurant bill of that person / table where the incident happened will be borne by the agency/ caterer.
- f. All kitchen staff will wear Cap, Apron and other necessary accessories while on duty.
- g. Caterer shall maintain dry & wet garbage as per NDMC norms. Caterer will also arrange any number of dustbins (still or with wheels) in all color coding as per NDMC requirement.
- h. Caterer shall ensure the staff engaged at AAIIOI is having a health certificate as per applicable norms.

- i. Caterer will also take any necessary license required related with Restaurant & Bar facility at AAIIOI. The institute will provide any necessary documents required but the coordination and any expenditure involved has to be borne by the caterer himself.
- j. Caterer will also provide the identity, education & experience certificates of the staff which are to be deputed at AAIIOI for checking as per RFP. Caterer will also arrange the police verification of the staff within 1 month of deployment at AAIIOI.

12. A. **Envelope-I (Pre-qualification Criteria): -**

Envelope-I shall contain the following documents: -

- i. Signed original copy of unconditional acceptance of AAIIOI's RFP Conditions on letterhead of the bidder (as per Annexure-A).
- ii. RFP processing Fee i.e. Rs. 23,600/- (Rupees Twenty-Three Thousand Six Hundred Only) (Non-refundable) in the form of DD/Pay Order in favor of "AAIOI", payable at New Delhi.
- iii. EMD (Rs. 10,00,000/- i.e. Rupees Ten Lakh Only) in original in the form of DD/Pay order in favor of "AAIOI", payable at New Delhi.
- iv. Copy of No Dues Certificate (NDC) issued by AAIIOI. (Only for the agencies who has worked in past with AAIIOI or are presently working with AAIIOI.) For clarity it is specified that the bidders have to clear all the dues of AAIIOI until 28/02/2023.

B. **Envelope-II (Technical Bid Criteria): -**

Envelope-II shall contain the following documents:

- i. Self-attested copy of PAN card.
- ii. Self-attested copy of GST registration certificate
- iii. Self-attested copy of valid FSSAI license.
- iv. Self-attested copy of valid Labour license.
- v. Self-attested copy of EPF & ESI registration
- vi. Self-attested copy of Certificate of Incorporation, Memorandum and Articles of Association in case of Company/Partnership deed in case of Partnership firm, self-attested by the authorized signatory.
- vii. Self-attested copies of duly audited and certified abridged Balance Sheet, profit and loss account statement of firm, annual report in case of a company. Certificate from Chartered Accountant with UDIN number, indicating the Net Worth for the year 2021-22 and the turnover of last 07 (Seven) years preceding F.Y 2021-22 from F&B/catering business.
- viii. Certificate from Chartered Accountant with UDIN number regarding experience certificate in support of claim under clause 5 and their sub clauses.

Note: The documents submitted by bidders without UDIN shall not be entertained.

Self-attested copy of submission of PF/ ESIC for employee on its payroll in support of claim under clause 5e.

- ix. Copy of complete RFP duly signed & stamped by authorized signatory on each & every page.
- x. Details of Official email-id & mobile number for communication with AAIOI mentioned on letterhead of agency signed by authorized person.
- xi. Name of the Proprietor / Partners / Directors with their full address, mobile number & e-mail address on letterhead of the agency signed by authorized person.
- xii. The agency has to submit the power of attorney or GPA in the name of signatory, who is signing all the documents of RFP, passed in board resolution signed by all stake holders/ partners etc. This is not required in case of Proprietor Firm if the documents are signed by the Proprietor himself.
- xiii. Undertaking for Non-Black listing of company as per Annexure-D
- xiv. A declaration on a non-judicial stamp paper of Rs.100 in the form of an Affidavit duly notarized to the effect that bidder does not fall under the 'Disqualification criteria' given at 6 (a) to (g) of RFP.

Note: - All documents shall be signed by Authorized Person only.

C. Envelope-III (Financial Bid)

Envelope-III shall contain the following documents

- i) Dully filled Schedule of Quantities as per Annexure- SOQ
Note: Agency shall quote their revenue share offered to AAIOI % age in multiple of 1% only between 15% (minimum) to 30% (maximum) excluding GST or any other applicable taxes. Fractions and Decimals are not allowed.

13. TECHNICAL EVALUATION NUMBERING CRITERIA

The RFP of the eligible agencies will be evaluated as per following:

- (i) Envelope – I : Agencies should be qualified as per Envelope-I as per RFP clause 5A and no marks for the same will be awarded.
- (ii) Further, Envelope-II will be opened only for those agencies, who will be qualified in Pre-Qualification Criteria as per Envelope-I, after qualifying in Env.-I agencies will be given maximum 60 marks as per following criteria:
 - a) Technical Bid marks: 60 Marks (based on marks system given in RFP)
 - b) Financial Marks: 40 Marks (based on marks system given in RFP)

The technical bids shall be evaluated on the basis of available documents submitted by the bidder. To assist in the scrutinizing documents, evaluation, comparison of the bids, and qualification of the bidders, the AAIOI may, at its discretion, ask any bidder for any clarification of its bid. Any clarification submitted by a bidder that is not in response to a request made by AAIOI shall not be considered. The AAIOI's request for clarification and the response shall be in writing and will only be intimated on the email-id given in the RFP documents.

If a bidder does not provide clarifications of its bid by the date and time set in the AAIIO's request for clarification, its bid may be rejected and no other chance will be given.

All agencies will be checked for min. eligibility criteria and further for technical evaluation marks followed by other segments as explained above.

However, it is to inform that revenue share quoted by selected bidder will be applicable for all Food & Beverages billing except alcoholic beverages done by Caterer either in Restaurant/Small Parties at various venues as per RFP. In case of Alcoholic beverages, AAIIO shall make all necessary arrangements like procurement of Liquor, License from Excise etc. and the selected bidder will be paid services charges at Flat rate of 5% for such billing.

Agencies will be short-listed based on technical evaluation, Trade test, PPT presentation & Financial Marks.

- I. The RFP evaluation shall be done on weightage as mentioned above as per AAIIO.
- II. During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:
- III. The technical bid evaluation shall be done based on the following criteria:

S. No	Criteria	Max Marks	Conditions & Score	Remarks/Documents for submission in technical bid folder
01	Firm turnover from Catering & Bar Service	20	<p>(a)If firm turnover from 4 Cr to 7.5 Cr. from catering services (10 Marks)</p> <p>(b)If firm turnover is greater than 7.5 Cr. And up to 15 Cr. range (15Marks)</p> <p>(c)If firm turnover is more than 15 Cr (20 Marks)</p>	<p><i>Firm turnover from catering & Bar service is defined as the Average turnover in any 03 years during the last 07 years ending on 2021-22</i></p> <p><i>Chartered Accountant verified / audited turnover statements with UDIN numbers to be furnished as proof for the same.</i></p>

02	Company Operations in Catering & Bar services	25	<p>Number of years in operation: -</p> <p>(a) Min. Five (05) years (10 marks)</p> <p>(b) More than 05 years & up to 10 years (15 marks)</p> <p>(c) More than 10 years and upto 15 years (20 marks)</p> <p>(d) More than 15 years (25 marks)</p>	<i>The Bidders to submit the proof of the operations/memorandum of association with certificate of incorporation of the firm/company in catering services. A certificate from CA also need to be submitted certifying the same with UDIN number.</i>
03	Manpower on Roll	20	<p>(a) Overall min. manpower of 100 on roll (10 marks)</p> <p>(b) Overall manpower on roll more than 100 & up to 150 (15 Marks)</p> <p>(c) Overall manpower on roll more than 150 (20 Marks)</p>	Manpower on roll with CA audited statement. Duly CA audited statement with UDIN number for manpower wages/manpower roll for the year 2022-23 to be submitted as part of the technical bid.
04	Chef qualification and Chef offered to AAIOI	10	<p>Diploma in Hotel Management or equivalent (03 Marks)</p> <p>Bachelor in Hotel Management or equivalent</p>	Qualification certificates of Chef duly attested by authorized signatory of the bidder has to be submitted.

			(07 Marks) Masters in Hotel Management or equivalent (10 Marks)	
05	Trade Test	15	Based on the professional efficiency in food production & services.	Agencies will be called for preparation of multiple dishes from given options and evaluated based on presentation, taste, quality, hygiene, time taken and few other factors as decided by the committee approved by AAIOI Mgmt.)
06	Presentat ion	10	Agencies have to explain their strong points i.e. strength, previous works, company profile, achievements, effectiveness, strategy for execution at AAIOI, planning, Team details, quality control, feedback system.)	'Presentation will be evaluated by a panel appointed by AAIOI on the aspects defined in scoring criteria Date of Presentation will be intimated.

IV. **A Bidder should secure mandatorily a minimum of 70% marks** (i.e. 70 marks out of total 100 marks as per above table) in Technical Evaluation in order to be a qualified bidder **for opening of Financial bid**. AAIOI shall intimate the bidders, the time / venue for the **trade test & presentations separately on given mail-id in the documents only**.

However, AAIOI reserves the right to lower the qualification marks of 70% Limit if sufficient number of bidders (min. 2 number) do not achieve the 70% marks out of total 100 marks as per above.

V. The total marks obtained by a Bidder in the technical bid, Trade Test and Presentation shall be allocated 60% of technical weightage and the financial bids shall be allocated 40% of the financial weightage, and thereby making a total of 100% weightage for the complete bidding.

A. Illustration 1 (for Technical Evaluation)

If Bidder has secured 80 marks out of the total 100 marks in technical evolution after following above (technical evaluation), his technical evaluation value shall be: 48 i.e. $(80 \times 60\%) = 48$ marks (based on 60% weightage).

14. FINANCIAL BID OPENING PROCEDURE

The Financial Bids of all the technically qualified Bidders shall be opened after evaluation of technical bids, Trade test and PPT presentation, for which communication shall be sent through email/phone/SMS/telephone.

- a. The financial evaluation shall be carried out and financial bids of all the bidders shall be given 40% of weightage and the financial bid evaluation shall be done as below:

Criteria	Max. Marks	Conditions & Score	Remarks
Financial Bid	100	(a) If quoted 15% (25 Marks) (b) Every additional 01 %: 05 Marks will be given.	Note: Agency shall quote their revenue share offered to AAIOI %age in multiple of 1% only between 15% (minimum) to 30% maximum), fractions are not allowed excluding GST or any other applicable taxes

Illustration:

If the 'X' Bidder for Illustration quoted 27% Revenue Sharing with AAIOI, then his total value shall be **measured accordingly** i.e. Marks Secured = $85 \times 40\% = 34$ marks only and If the 'X' Bidder for Illustration quoted 30% Revenue Sharing with AAIOI, then his total value shall be **measured accordingly** i.e. Marks Secured = $100 \times 40\% = 40$ marks only

Limit for quoting financial %age is between 15% (minimum) to 30% (maximum) excluding GST or any other applicable taxes. Any quote Lesser and higher than this limit than the bid will not be considered and their bid will be summarily rejected.

15. MODE OF SUBMISSION OF RFPS:

- (a) RFP for the work shall be submitted physically/dropped in the sealed Tender box kept along with other documents as per RFP at Reception, AAIIOI B-1, Old, Area, Safdarjung Airport, New Delhi-110003 up to given time limits or through speed post to Manager-I, AAIIOI, B-1, Old Area, Safdarjung Airport, New Delhi on or before __. __. 2023 up to 1800 Hrs. Any postal delay and missing/loss of tender documents will not be entertained by AAIIOI in any circumstances.
- (b) This notice of RFP shall be the part of the contract documents. The successful Agency/Caterer, on acceptance of his RFP by the Accepting Authority, shall within 10- days from the date of award of Work or date mentioned as per the work award order, will sign the Agreement.
- (c) The subject contract is non-exclusive. AAIIOI reserves the right to engage more caterers in future to cater to the existing or new **restaurant/Bar/small venues of AAIIOI.**
- (d) Sub-letting of this contract is not permitted.
- (e) The Agency/Licensee is liable to pay all Govt. Taxes including GST applicable at the rates declared by Govt. of India/State Govt. from time to time. RFP documents are not transferable.
- (f) It is the responsibility of the Agency/Caterer/Licensee to pay minimum wages, bonus, uniform ESI, PF etc. to the workers/labour working with him at AAIIOI. These minimum wages are to be paid as per circular/notification of the Delhi labour law Department & may change from time to time. It is the responsibility of the caterer/Caterer to comply with all the legal & wages rules & regulations as per the Labour Law.
- (g) GST or any other tax on material in respect of this contract shall be payable by the Caterer and Airports Authority of India Officers Institute will not entertain any claim whatsoever in respect of the same.
- (h) On the spot surprise checks could be conducted by AAIIOI/third party authorized by 'AAIOI', anytime and if any shortcomings are observed then AAIIOI may penalize the Caterer as per discretion of Secretary, AAIIOI or the contract may be terminated by giving written notice of 30 days.
- (i) It will be imperative for the Agency/Service Provider to fully acquaint himself with the local conditions and factors, which may have an effect on the performance of the Contract and/or the cost.
- (j) The Agency/Service Provider shall be solely responsible for the acts and deeds of his personnel deployed by him for the services. "AAIOI" will, in no way, be responsible for violation of any Laws /rules/regulations/instructions of the

concerned agencies and/or for any loss or damage caused by his personnel to "AAIOI" or third party and such loss or damage shall have to be compensated/borne by the Service Provider/Agency. Further, the Agency/Service Provider shall indemnify and hold AAIIOI harmless against such loss.

- (k) None of the personnel supplied by the Agency shall not claim to be employee of AAIIOI. All the manpower supplied/deputed for work at AAIIOI by the Agency/Caterer/agency are/will be the employees of the Agency/Caterer/agency. They will not be treated as employee/personnel of AAIIOI in any condition. Further they cannot claim any services or any other benefits at AAIIOI. Supervision of personnel provided by the Agency/Service Provider shall be his responsibility. The Agency/Service Provider shall ensure that the quality of services is performed by its personnel and in case of any complaint; the Agency/Service Provider shall have to replace the concerned personnel failing which "AAIOI" shall have right to refuse entry of any such personnel.

16. Notice of the AAIIOI:

Subject to as otherwise provided in the RFP documents, all notices to be given on behalf of the AAIIOI and all other actions to be taken on its behalf may be given or taken by the Secretary, or any authorized official of the AAIIOI.

17. LEGAL LIABILITY AND RESPONSIBILITY OF THE AGENCY:

- 17.1 It will be the responsibility of the agency to get all the related clearances as applicable under the Indian Government / Delhi Govt. Laws and fulfill the requisite formalities as applicable to the Court as per the requirements of Act and Rules etc.
- 17.2 The agency shall comply with all the statutory requirements as laid down under various Labour Laws/ Act/ Rules like Minimum Wages, Provident Funds, ESI, Delhi Shops and Establishment Act, Bonus, Contract Labour Act, Delhi Works Contract Act and other Labour Laws/ Acts/ Rules etc. in force from time to time at its own cost. In case of non-compliance or violation of such statutory requirements the agency shall be liable for any breach or non-compliance, as the case may be including termination of Contract.
- 17.3 In every case in which by virtue of the provisions of the Workman's Compensation Act or any other Act, the AAIIOI is obliged to pay the work, then the AAIIOI will be entitled to recover the same from the agency the amount of compensation so paid.
- 17.4 The agency shall be required to maintain all the relevant records, registers and documents as per requirements under different laws viz. Labour Department of Government of NCT of Delhi, Regional Provident Fund Commissioner, Employee State Insurance Corporation or other local laws etc.
- 17.5 The agency shall indemnify the AAIIOI against any payments to be made under and for the observance of the above-mentioned various laws and rules.

18. LIABILITY OF THE AAIIOI:

- 18.1 The AAIIOI shall not provide any residential accommodation to the personnel employed by the agency.
- 18.2 The AAIIOI will be under no obligation to provide employment to any of the employees of the agency during or after expiry of RFP / agreement / contract period and the AAIIOI recognizes no Employer-employee relationship between AAIIOI and the catering employees deployed by the agency.
- 18.3 The AAIIOI shall not be responsible financially or otherwise for any injury or death to the catering personnel in the course of performing the catering services as per this RFP. Agency will have to bear all expenses in such cases i/c any monetary help as decided by any court or otherwise.

19. **Exit Clause / Termination of contract:** The contract can be terminated under the following circumstances:

- a. "AAIOI" may at any time terminate the Contract with immediate effect by giving written notice to the Service Provider, in case Service Provider becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to "AAIOI". In this case, no compensation shall be made available to the Service Provider.
- b. In case of unsatisfactory performance or breach of any of the clauses of the Contract, "AAIOI" would issue a notice to the Service Provider to rectify the breach and improve the performance within reasonable period failing which "AAIOI" shall be at liberty to terminate the agreement by giving a 30 days written notice to the party. The Service Provider shall not have any right to dispute or question the judgment of unsatisfactory performance of the Service Provider.
- c. AAIIOI reserves the right to terminate the contract, without assigning any reason, by giving to the agency 30 days' notice of its intention to do so and on the expiry of the said period of notice, the contract shall come to an end without prejudice to any right or remedy that may be accrued to the agency.
- d. If there is a change in the requirement or if the agency's services are no longer required due to change in operational requirements, the contract shall be terminated by "AAIOI" by giving **30 days** written notice.
- e. In case the agency wants to terminate the contract, it shall have to give 03 (three) months' notice in advance to this effect to the AAIIOI. However, the decision of AAIIOI shall be final & binding on damages in this regard apart from forfeit of 50% amount from SD and deductions of all the pending bills/payments, if any.
- f. In such event, the terminated party shall have no right to claim compensation/damages etc. from the terminating party on account of early termination. However, the party shall duly comply with their respective obligations during the notice period and thereafter, shall discharge the obligation arising out of the agreement till the termination.
- g. Any expenditure incurred by the AAIIOI to handle any situation arising out of the conduct of such deployed personnel or otherwise shall be deducted from the bills / Security Deposit of Service Provider.

- h. If any information furnished by agency is found to be incorrect or false at any time, the contract is liable to be terminated immediately and the security deposit will also liable to be forfeited to the AAIIOI.

20. **Dispute Resolution:**

- 20.1 In case of a dispute, the Parties shall use their respective reasonable endeavors to settle any dispute, difference, claim, question or controversy between the Parties arising out of or in relation to this Agreement. For the purposes of clarity, it is stated that Disputes arising beyond this Agreement shall not be considered as disputes.
- 20.2 Dispute Resolution Committee (DRC)
- 20.3 Any dispute which remains unresolved amicably, the same shall be referred to Dispute Resolution Committee ("**DRC**") appointed by the President, AAIIOI and their decision shall be final & binding on both sides. In general, the Secretary, AAIIOI will be Chairman of DRC, while any 1 member appointed by Secretary, AAIIOI & Treasurer, AAIIOI will be another member.

21. **ARBITRATION:**

- 21.1 In the event of any dispute arising out of this RFP / agreement or in connection with the interpretation of any clause in the terms and conditions of the RFP / agreement or otherwise, the matter shall be referred to the arbitrator appointed by the President, AAIIOI. The decision of the arbitrator appointed by the President, AAIIOI will final & binding to both AAIIOI & Agency. Courts at Delhi / New Delhi shall have jurisdictions in connection with any dispute / litigation arising between the parties concerned to the given Contract/ agreement.
- 21.2 It is hereby clarified that in the event of any Dispute, the Concessionaire would be liable to pay all its dues to the AAIIOI, even if these dues are under Dispute. In the event, the Dispute is settled in favor of the Caterer, AAIIOI shall refund ~~any~~ the disputed ~~dues~~ amount as per the decision of the DRC or Arbitration, without any additional interest or penalties.

22. **Compliance of Security regulations:**

The Service Provider shall ensure that all the safety and security regulations of AAIIOI and other Govt. Authorities are strictly adhered to and complied with by personnel deployed by the Services Provider. Any violation of security regulations and indulging in illegal-activities by his personnel will be at the cost and risk of the Service Provider.

The Service Provider will ensure verification of character and antecedents of his personnel by Police, since AAIIOI is "protected industry", every employee's

photograph, copy of Police verification of character and antecedents, and Services Provider/Caterers' Undertaking are to be furnished to AAIIOI.

The Service Provider shall provide at its own cost proper uniforms, passes and appropriate essential training for the personnel deployed under the contract.

The personnel so deployed must be in possession of photo identity cards provided by the Service Provider under his signatures, company's name and seal.

- a. Any lapse noticed on the part of Caterer or Caterer employee involvement in theft/pilferage/malpractices, shall be inquired into by AAIIOI Security/other officials and suitable action including legal proceedings initiated for breach of contractual liability and also it will attract penal provisions of law.
- b. The Caterer shall take responsibility for good conduct of his/her employees during the contract period. If any of the Caterers' employees is involved in any theft/pilferage of property of AAIIOI crew/official/AAIIOI property, AAIIOI reserves the right to impose penalty on the Caterer apart from the legal provisions.
- c. It will be the responsibility of the Agency/Service Provider to ensure that no unauthorized personnel other than those deployed specifically for the job / services gains access to the AAIIOI premises where the services are to be provided.
- d. The Agency should have requisite clearances from all Govt. Agencies/Legal Authorities etc. on the date of the RFP.
- e. The Agency/Service Provider shall be responsible for imparting all requisite trainings to its employees at its own costs.

23. General Terms & Conditions of the Contract (GTCC)

23.1 The RFP form should be clearly filled in blue/black ball point pen (Use of ink pen should be avoided) legibly or typed and no column should be left blank. No interpolation is permissive.

23.2 Change in the name of the Contactor/agency during the RFP process shall not be allowed under any circumstances.

23.3 Each page of the RFP should be signed & sealed by the Authorized person of agency / firm / company.

23.4 No change in constitution / shareholding of the successful Agency will be allowed under any circumstances without prior approval of the AAIIOI in writing.

- 23.5 The Agency shall not be allowed to give its work to any other party or subletting of work during the RFP Agreement period nor change of the name/ agencies shall be allowed under any circumstances, in any manner whatsoever.
- 23.6 The agency submitting the RFP would be presumed to have considered and accepted all the terms and conditions of this RFP. No inquiry, verbal or written shall be entertained in respect of the acceptance/rejection of the RFP.
- 23.7 In case any person signing the RFP /contract / Agreement on behalf of agency, he will produce letter of authority/Resolution passed by the company/agency empowering him to sign the RFP/agreement/contract on behalf of the company/agency.
- 23.8 The agency shall indemnify the AAIIOI against all other damages/changes and expenses for which the AAIIOI held liable or pays on account of the negligence of the agency or his employees or any person under its control, whether in respect of accident, injury to the person or damages to the property of any member of the public or any person in the event or in executing the work or otherwise and against all claims and demands thereof.
- 23.9 The AAIIOI shall not be responsible financially or otherwise for any injury to Agency's personnel in the course of performing the duty and agency will be responsible for any medical expenditure required.
- 23.10 If any damage / theft is caused to the assets / property / office equipment by Agency's personnel, then the agency shall bear the cost of repair or replacement or damages, as the case may be, failing which the cost will be recovered from security deposit after a written mail/ notice/ intimation to the agency and may lead to suspension of the agency from doing any work at AAIIOI as decided by the AAIIOI management.
- 23.11 Any person who is in Government/PSU Service or an employee of the AAIIOI / AAI should not be made a partner to the contract by the agency directly or indirectly in any manner whatsoever.
- 23.12 Agency will provide police verification of each personnel deputed at work or shall take full responsibility on Letter head for their behavior & antecedents till the police verification reports of all personnel are made available.
- 23.13 The agency shall provide a non-judicial stamp paper of Rs.100/- (Rs. One Hundred Only) for preparing the contract / agreement. The successful Agency shall enter into a contract/agreement with the AAIIOI as per the terms and conditions of the RFP within Fifteen days from the date of issue of letter of award or whenever called upon to do so by the AAIIOI whichever is earlier.

- 23.14 The agency will have to ensure cleanliness of the Kitchen and Venues by deputing the adequate manpower, machine & tools and cleaning materials to the entire satisfaction of the AAIIOI. If, AAIIOI intimate that the cleanliness is not adequate, a penalty of Rs. 5000 per day will be imposed from the date of such intimation till the corrective action is taken by the agency to the satisfaction of AAIIOI Management.
- 23.15 The Catering arrangements must be such that it does not cause any damage to the fittings, fixtures, walls, floor finish and/or other articles lying at the site, in case of any damage to the AAIIOI property, then the cost of the same will be recovered from the agency in addition to the penalty decided by Secretary, AAIIOI.
- 23.16 The AAIIOI reserves the right to cancel the contract or to withhold the payment at such rate as it deemed fit, in the event of non-compliance of terms and conditions to the agreement or unsatisfactory performance of the work. Also, the agency shall be black listed by the AAIIOI for a period of one (01) year or more as decided by the competent authority from participating in future tenders of the AAIIOI in addition to forfeiture of bid security/security deposit as the case may be. In such eventuality, AAIIOI further reserves the right to get the work done from some other agencies and the entire cost will be recovered from the dues of the agency.
- 23.17 The agency shall not employ any person who has not completed Eighteen years of age.
- 23.18 The agency will have to timely disburse the salary to its personnel on regular basis and any complaint in this regard will be taken seriously. In case of non-compliance, AAIIOI may take suitable necessary action as deemed fit by AAIIOI management.
- 23.19 AAIIOI shall be at liberty to direct and to require the agency to remove from the work, any person employed by the agency who in opinion of AAIIOI is incompetent or negligent in the proper performance of his/her duties or indulge in unlawful activities or does not exhibit proper conduct. Such person shall not be deployed again without written permission of the AAIIOI.
- 23.20 All the terms and conditions contained in these RFP documents will be a part and parcel of Agreement/Contract to be executed by the successful agency with the AAIIOI.
- 23.21 Canvassing in any manner on the part of the participating agencies in connection with the RFP shall lead to their disqualification. The RFP submission must be unconditional.
- 23.22 For any clarification regarding the scope of work and/or any terms and conditions of RFP, the intending agency can seek clarification from official mail id mentioned in RFP only on AAIIOI's e-mail id tenders.aaioi@gmail.com.

- 23.23 **Any existing agency or has worked earlier at AAIIOI in connection with any work has to submit a “No Dues Certificate” from the AAIIOI, failing which the agency will not be allowed to take part in the RFP. The proposal submitted without NDC will be rejected summarily without any intimation to the agency.**
- 23.24 Agencies **have to submit UDIN generated documents like Balance Sheet/ Turnover certificate, Net Worth, Tax Deduction at Source (TDS) Certificates etc. The documents submitted by bidders without UDIN shall not be entertained.**
- 23.25 The Licensee/Caterer will, during the continuance of this licensee insure against any claim for workmen's compensation or otherwise of all persons employed by him in connection with his business to be carried on as aforesaid with such insurance company as the Institute (AAIOI) shall approve of and shall produce for inspection on demand by the Institute (AAIOI), all policies in respect thereof and the receipts from time to time for current premium.
- 23.26 The Concessionaire shall maintain a complaint book in a prominent place in the premises and in such a way that it is easily accessible to any person who wishes to record any complaint and the said book shall be open for inspection by the officer authorized by the Institute (AAIOI).
- 23.27 If because of any reason i.e lock-out or any maintenance work happen in the premises of AAIIOI and due to this, the business of agency is affected i.e unable to held functions etc. and suffer for any loss, the Institute (AAIOI) shall not be liable for any loss which the Licensee may suffer in such an event.
- 23.28 The concessionaire shall carry out only those activity, which are required for the performance of the obligations stated in this RFP and any other activity can only be performed after obtaining written permission/approval from AAIIOI management.
- 23.29 On expiry of the license/ contract period or on termination of the license by the Institute (AAIOI) on account of any breach on the part of the Licensee or early closure notice due to non-performance, the Licensee shall deliver the possession of the premises in good condition and in peaceful manner along with furniture, fittings, equipment's and installations, if any, provided by the Institute (AAIOI). Further, Licensee/Caterer shall remove his/their goods and other materials from the premises immediately, failing which Institute (AAIOI) reserve its right to remove such goods/materials at the risk & cost of the Licensee/Caterer and demand payment for such removal. If such payment is not made within 10 days, Institute (AAIOI) shall be at liberty to dispose off the goods/materials of the Licensee by public auction to recover the cost. The Licensee/Caterer shall not be entitled to raise any objection in such an eventuality.

23.30 The officer inviting RFP or his duly authorized representative will open RFPs in the presence of any intending Caterers who wish to be present at the time.

23.31 If the agency does not earn any profit or incurs any loss in providing the catering work, the AAIOI shall not be liable for the same in any manner and this shall not be a ground for the agency to discontinue the services and not paying the charges of storage rent, Electricity bills or any other dues as per agreement.

24. **Sufficiency of RFP:**

The Caterer shall be deemed to have satisfied himself before bidding/tendering as to the correctness and sufficiency of his proposal for the works and of the rates/percentage quoted in the Schedule of Quantity (SOQ).

If there are varying or conflicting provisions made in any one document forming part of the contract, the Accepting Authority shall be the deciding authority with regard to the intention of the document and his decision shall be final and binding on the Caterer.

No payment for the work done will be made unless contract in form of agreement is signed by the Caterer.

SPECIAL CONDITIONS FOR CONTRACT (SCC)

1. GENERAL

These Special Conditions shall be read in conjunction with the General conditions of the contract (GCC). In case of any discrepancy between these Special Conditions and the GTCC, the SCC shall have the overriding value.

2. AAIOI has reserve the right to increase or decrease of prices of food and beverages to be served at restaurant/bar and other location of the institute as per the decision of AAIOI management.
3. The period of contract will be 3 **(Three) years i/c 1st (first) year as probation.** After the expiry of first year, contract will be extended for 2 years on the satisfactory performance of agency/concessionaire. In this regard, the decision of AAIOI management will be final.
4. **The Caterer will bear the cost, throughout the term of contract, for comprehensive general liability insurance for his men and material (as per their value). No liabilities whatsoever incurred on men and material due to any cause/accident/disaster will be borne by AAIOI.**
5. A Service Level Agreement (SLA) will be signed between the Caterer and AAIOI. The caterer shall not directly or indirectly accept any kind of sponsorships or complimentary liquor or other gifts on behalf of AAIOI from any Institution/firm/supplier/manufacturer etc. Any such involvement may debar the caterer for min. 3 years in working with AAIOI.
6. The Caterer shall be responsible for the safety from fire/accident/disaster of all the workers engaged for the performance of his contractual services.
7. Agency will obtain & renew all necessary licenses, certificates and permits etc in the name of AAIOI for running Restaurants and providing catering service in small venues for functions e.g. FSSAI license, Eating House License, Health/Trade License, DPCC license, Fire or Safety Related Licenses and any other license which is not mentioned here but required for running the institute etc. at its own cost. However, any documentation required will be provided by the AAIOI.
8. The Caterer shall issue Identity Cards to all its workers and submit police verified list with certificates of employees in the Institute to AAIOI within 30 days.
9. AAIOI will not be liable for any liability arising under the labour laws, non-payment of any statutory taxes or any other law of the land, incurred by the Caterer. The bidder shall be liable for depositing all taxes, levies, etc. on account of services rendered by him in AAIOI to the concerned authorities as per the rules and regulations in the matter.
10. All billing transactions for catering and bar services will be handled by the AAIOI.

11. **Electricity charges: - A separate electricity meter will be installed in kitchen Area. Caterer/Caterer is liable to pay electricity charges (monthly basis) as per bill raised by AAIIOI on actual consumption of electricity. The bill needs to pay within 7 days otherwise the same will be deducted from running monthly bill/ payments.**

12. Water Charges: As far as possible, water will be provided by AAIIOI free of cost, otherwise agency has to make their own arrangement of water at their own cost.

13. **GRAFTS AND COMMISSIONS ETC.:** Caterer indulging in any unlawful activity shall render himself liable for cancellation of contract and will be banned for all future contracts beside criminal prosecution.

14. **BILLING & PAYMENTS**

a) Caterer will follow the restaurant menu as decided by AAIIOI management, (Menu i/c rates is given in the RFP for reference as per Annexure-E) and provide the services as mentioned in RFP. All the billing will be done by AAIIOI hired staff as per the software installed & approved rates at AAIIOI. Any corrections/ updation / suggestions in the menu or the software are required to be in the knowledge of Secretary/Manager-AAIOI by Agency.

b) All Payments for Smart card, Food, Beverage, bar, Parties etc. will be received by AAIIOI Office/ AAIIOI accounts department and a payment receipt will be provided by the AAIIOI.

c) Daily sales report will be shared between Caterer/Licensee and AAIIOI.

d) Prices of products at which the bills would be raised shall indicate prices and Taxes separately. Billing format will be provided by AAIIOI.

e) AAIIOI will make payment to caterer on account of food Sale, Beverages, Bar items etc. after calculating Caterer share based on quoted percentage in tender/RFP.

f) GST as applicable shall be charged from members and will be paid to govt. which shall be the sole responsibility of AAIIOI.

g) The Caterer will raise his bills on monthly basis.

h) Payment will be released by AAIIOI within fifteen days from the submission of bills after verification. The Caterer shall submit the relevant challans for the taxes deposited every quarter to AAIIOI office, however no interest shall be payable by AAIIOI on delay of payment in any cases. Caterer will also provide the PF & ESIC challans along with the bills failing which suitable deductions/ withheld @double the actual sum will be done by AAIIOI.

15. No T&P / tackles shall be supplied or nor any accommodation shall be provided by AAIIOI for the staff/workers of the Caterer. He shall make his own arrangements for all the above items/facilities.

16. The Caterer has to follow the local security/safety rules and regulations and the Caterer shall follow the local by-laws/regulations/rules.

17. The Caterer has to keep the materials in store provided by the AAIIOI free of cost and Caterer will be responsible for watch & ward of the same till the work is completed. No extra claim will be entertained on account of this. Any damage caused to the materials

during transit or under storage will be the Caterer's responsibility. If caterer need more space than the same may be provided by AAIIOI with approved space rent charges i.e Non Air Conditioned space @ Rs. 956.75/sqm, Air Conditioned office space @ Rs.1440.50/- per sqm, Unpaved Land @ Rs. 203.99 per sqm as mentioned in the RFP. These rates are excluding applicable GST.

Note: Notified Space rent for Non AC & AC space subject to compounded annual escalation of 7.5% every year in April starting from 2024.

18. AAIIOI reserves the right to inspect the materials /works. All inspecting arrangements shall be the responsibility of the Caterer.

19. The Caterer shall stock the material at the site of work strictly as per the instructions of officer in charge keeping in view the requirements of AAIIOI.

20. Caterer has to comply with necessary statutory requirement on contract labour regulations and abolition act 1970 as well as arrange comprehensive insurance policy of his workmen before deploying them on the job.

21. BY-LAWS

The Caterer shall comply with all by-laws and regulations of local and statutory authorities having jurisdiction over the works and shall be responsible for payment of all fees and other charges and for giving and receiving of all necessary notices and keeping the Secretary, AAIIOI, informed of the said compliance with the bye-laws, payments made, notices issued and received.

22. SITE PRECAUTIONS

(i) He shall be responsible for all damages and accidents caused due to negligence on his/ their staff's part. No claim shall be entertained for execution of work.

(ii) No payment will be made to the Caterer for damage caused by rains or other natural calamities during the execution of the works and no such claim on this account will be entertained.

(iii) The Caterer shall co-operate with any other agency working on the same place.

23. **Security:** - The Caterer and his employees shall abide by security regulations framed by AAIIOI or the Police Authorities. Any worker of the Caterer, whose presence is found undesirable activities in AAIIOI, shall not be allowed to work. The Caterer shall be fully responsible for the working of his staff.

24. **Care of Building and Equipment's:** - Care shall be taken during working, cooking etc. to avoid damage to building and other fitting & fixtures. On completion of the terms of the contract, the Caterer shall hand over all the installations in good working condition.

25. **Uniform:** -The agency shall provide uniform of approved quality and color to his staff. No extra payments shall be made in this regard. All workmen will attend duty only in the approved uniform, which has to be maintained neat and clean and it is the responsibility of the Caterer to issue at least **two numbers** of uniform sets with shoes to staffs during the execution of the contract. Agency's logo and badge of person on the uniform shall be displayed. The uniform of staffs shall consist of Shirt, Pant & shoe as approved by Secretary, AAIOI failing which the recovery @Rs. 500/- per day per person for shirt & pant and shoes individually shall be made in running bills.
26. **Induction Training & Periodical Refresher Training to Workmen:** -The Caterer shall ensure that initial induction training and mandatory periodical refresher training on quarterly basis shall be arranged for the staff engaged by him. AAIOI shall extend help and support for making the workers familiar with the AAIOI. However, the Caterer shall be fully responsible for arranging any external trainer, if found necessary and also for all overhead charges, if any required in this regard
27. If any worker engaged is found to be not suitable for work, the Caterer has to remove the person from the site immediately and has to depute his substitute.
28. The Caterer himself or an experienced supervisor engaged by the Caterer shall personally visit AAIOI under services and exercise frequent checks, properly organizing the staff, follow up action for day to day activity for which nothing shall be paid extra.
29. **Inventory:** -
- a. Agency shall also make inventory record of all the items as available at the times of taken over of the AAIOI and properly kept in the store. He has to keep the record of all items updated which can be checked by AAIOI any time.
 - b. At the end of completion of contract, all the items/ materials shall be handed over to AAIOI in good working condition. If any items/materials found missing, suitable recovery as decided by officer in-charge shall be recovered from the bill.
30. **The Caterer shall be responsible for the following points during period of contract:** -
- a. The Caterer will be bound by the labour laws, industrial rules and the contract labour (Regulation and Abolition) Act 1970 with up to date amendments. Any violation for not following the labour laws shall be the Caterer's responsibility.
 - b. The minimum rates of the wages of the staffs shall be payable as per the minimum wage Act 1948 and as per the notification of the Regional Labour Commissioner (Central) time to time.
 - c. Maintaining of all the records of workers deployed for the works as per contract labour (Regulation) and Abolition Act 1970.

31. Food Quality:

The Caterer shall maintain a highest standard of food quality and catering services as rendered by a reputed club/Institute. The Caterer will ensure excellent Food quality and very good standards of services during the currency period of the contract. The approved caterer will submit a list of additional menu items to be served in the restaurants, Bar snacks, Bar-be-que, parties, packed food, etc. based on the seasons (winters and summers) which will be changed at least twice a year to avert 'Menu Fatigue' for approval of the Working Committee of AAIIOI. This List will be approved by AAIIOI with rates for making changes in the menu as and when required. The date of changes of these menus will have to be approved before its implementation. The caterer will also provide bakery items including pastries, cakes, counters viz. Chaat/Delhi Six specialties as per the menu to the members. However, the Caterer will be fully responsible for ensuring the quality and standard of raw material and finished products being bought/supplied/used / sold by him in AAIIOI.

Crockery & Cutlery and Staff (waiters/ HK staff/ Captains/ Managers etc.): - Good quality of Crockery & Cutlery will be provided by the Caterer/Caterer for Restaurant, Bar, Small Venue Functions & Parties. No extra charge will be levied for the Crockery & Cutlery.

The agency will also provide the sufficient staff in small functions/ events based on above e.g. min. 1 waiter on every 10 members for small party but 1 waiter on every 15 persons after 100 persons and min. 1 HK/ plate removing staff for every 25 persons in party, 1 Captain on min. 30 members up to 80 members and 2 after 80 and so on. E.g. If small party strength is 190 (Min. Guarantee) then min. staff should be :

Waiters : $190/15 = 12.66 = 13$ nos. (min.)

HK/ table Cleaning/ Plate removing : $190/30 = 6.33 = 6$ nos. (min.)

Captains : $190/80 = 2.35 = 2$ nos. (min.)

Agency has to provide the 1 manager/supervisor on full time basis for every event of gathering more than 100 nos. but less than or equal to 150 and 2 managers/supervisors for more than 150 numbers and up to 300 and so on.

These numbers are min. indicative and will be based on min. guarantee only but agency will provide the increased number as per site requirement, whenever required. Agency will show the staff before the start of the function and AAIIOI representative will verify the same.

Any shortage from this min. quantity may impose a LD @ Rs. 750/- per person for waiter and HK staff, while LD@ Rs. 1000/- for Captain & Rs 1500/- for Managers from the bills.

32. The Caterer will observe all fire safety norms and ensure safety of the firefighting equipment's installed in the kitchen, by AAIIOI. Agency will also keep additional fire safety or firefighting equipment's at his own expenditure as required at site.

33. Only computerized bills will be generated. The required computer with printers will be provisioned by the AAIOI for the purpose of billing in different facilities. The Billing Software and all the data generated by billing will be the sole property of the AAIOI.
34. The service provider will ensure correct accounting of bar stock under his custody. Daily sale report will be generated and balance at the end of the day will be taken on charge by the AAIOI. The caterer and his staff shall not be allowed under any circumstances to bring their own liquor inside the Bar nor to take the liquor out from the Bar. Surplus liquor will be taken on charge daily by the AAIOI and reflected in the closing sale summary.

35. **Staff uniform & Hygiene:**

Caterers' staff (Managers, Captains, Stewards/ Waiters, Chefs etc.) will be well groomed and dressed in fresh laundered staff uniform as prescribed by AAIOI with name badge for easy identification and check. The Caterer will provide two set of uniforms stitched in good fabric to each employee for a period of six months. In case the staff is found improperly dressed or the same is not in order for reasons of cleanliness, AAIOI will be at liberty to prohibit the entry of such staff till such time the person is well dressed to the satisfaction of AAIOI. The staff of the Caterer will not visit the Lobby/reception area or use member's telephone/toilet or remove any Books/ Magazines/or any other items from anywhere in the premises. The kitchen staff shall use separate sets of shoes, aprons and caps while working in Kitchen. The employees of the Caterer **shall not use public areas** such as lounges, restaurants, bars, health club, wash room, library and reception area. The Caterer will have maintained a Health check record card for each employee duly certified by a Medical Officer.

The staff employed will have six monthly medical checkups by the medical officer from a Govt. Hospital. TAB & TT injections will be administered before the commencement of the contract and vaccinations of cooks/chefs will be done every year.

The caterer will also ensure highest standards of hygiene are maintained in the Kitchen and the staff washes their hands regularly with liquid Dettol soap. **The cleaning /washing of the utensils, dishes and floor of Kitchen will be undertaken twice a day before and after operations.** Fly catchers will be placed in Kitchen, stores and any exposed area by the Caterer.

All the waiters would be provided with cloth dusters by the caterer in order to clean the tables before providing the service. Separate waiters would be employed for speedy removal of the used plates and glasses etc. from all areas of the Institute.

36. **Overhead Expenses:**

The caterer shall bear the expenses for the printing of approved Menu Cards, billing stationery, stock registers in bar, expenses on linen (table cloth, full size thick paper napkins, frill etc.). However, the design, color, etc. will be approved by AAIOI. Registers and other stationery required for Bar and Catering services would be provided/cost borne by the caterer. The caterer will also maintain a three-month reserve stocks of such items.

Potable filtered RO water in the Kitchen area, Restaurants and Bars shall be arranged by AAIOI. Liquor, for the Bar will be provided by AAIOI.

37. **PENALTY CLAUSE:**

The competent authority in AAIIOI shall nominate a Manager/supervisor, who shall be authorized to inspect and conduct surprise checks of the premises provided to the Caterer and make on the spot assessment of hygienic conditions/cleanliness of the premises, quality of material being used, upkeep of staff and any other aspect that he may like to check. Based on the report submitted by the Officers, AAIIOI will take action, such as imposing penalties/charges towards stale food, bad and unhygienic services etc.

Further, on the basis of the report submitted by the Officers, AAIIOI shall be competent to the extent of even terminating the contract, if deemed necessary, by giving the requisite notice. If the Caterer supplies product/item other than specified or of low quality and quantity that is not of the approved standard, then a penalty of Rs.5000/- (Rs. Five thousand only) per instance shall be imposed on the Caterer with a warning.

38. Any stale and/or rejected material (raw or cooked) leftover food of parties shall be removed from AAIIOI premises immediately at night by the Caterer and will not be served next day under any circumstances. The standard of cleanliness of kitchen utensils, crockery, glassware, cutlery; linen etc. shall be of very high order and any laxity in this regard will attract severe penalties to be determined by AAIIOI. The decision of the AAIIOI in this matter will be binding on the Caterer.
39. The Caterer will engage trained manpower as per annexure-X to ensure prompt services and cleaning work. The caterer shall be free to employ the employees subject to screening of personnel documents by AAIIOI and for such duration as may be deemed appropriate in order to fulfill his obligation under this agreement. A list of all the employees with photographs and residential address will be submitted to AAIIOI for security reasons within 10 days of the commencement of the contract. Caterer shall have to undertake continuous training of these service boys throughout the period of the contract and submit the training schedule in advance to AAIIOI, failing which a LD@ Rs. 10,000/- shall be recovered from the bills of the Caterer per quarter.
40. Use of Institute's premises and its facilities are for members only. The caterer shall not use the address of AAIIOI for his private business and will not promote his private business amongst the members of AAIIOI. The Caterer must have skilled chefs for cooking Indian/Chinese/Continental/ south Indian, (vegetarian and non-vegetarian dishes), bakery items. The Caterer would cater for additional manpower for special events and Functions organized in the Institute viz. New Year Eve, Diwali Mela, etc. without any additional cost.
41. If at any point of time a staff of the Caterer proceeds on leave, it will be the responsibility of the agency to arrange for a substitute, so as to ensure prompt services. If the workmen of contractor remain absent due to any reason and the services are suffering, AAIIOI shall have the right to engage the workmen on its own at the cost of the Caterer and debit the cost incurred, from the monthly bills of the Caterer.
42. If complaints are received against any of the staff deployed by the Caterer, the Caterer will immediately arrange for replacement.
43. The Caterer will ensure that his employees observe all security norms and discipline as required in Govt. Ministries/Departments. Only Indian citizen should be employed by the agency for deployment at AAIIOI.

44. The caterer shall be issued adequate stock of Bar liquor and its replenishment would be done through written indents to be placed by the caterer or his authorised representatives. At the closing hour, the Bar would be locked with dual locking system by AAIIOI and the caterer.
45. Any genuine loss on account of spoilage/breakage of liquor at Bar arising due to circumstances beyond the control of staff of the caterer on certification by an authorized representative of the AAIIOI would be borne by AAIIOI. In all other cases, making up of loss would be the exclusive responsibility of the service provider. The caterer shall ensure the availability of adequate stock in the Bar for its efficient running. For this purpose, the indents would be placed by him well in advance for daily operations and for parties.
46. The licensee/Caterer may start operation of the business within 30 days (Thirty days) from the issue of award letter.
47. The caterer shall include Additional menu items which are not listed/declared in the Restaurant menu/ Small Party Menu only after written approval at amical rates in consultancy with AAIIOI.
48. Agency should have a running office in Delhi/ New Delhi or shall establish its office in Delhi/New Delhi within 30 days after issue of award letter.

5. RFP DECLARATION

I/We have read and examined the notice inviting RFP, schedule, Specifications applicable, General Rules and Directions, Conditions of Contract, Clauses of contract, Special conditions, Schedule of Rates & other documents and Rules referred to in the conditions of contract and all other contents in the RFP document for the work.

I/We hereby RFP for the execution of the work specified for AAIIOI within the time specified in Schedule and in accordance in all respects with the Rules and Directions Conditions of contract and in respects in accordance with, such conditions so far as applicable.

We agree to keep the RFP open for Ninety (90) days from the date of opening of financial bid and not to make any modifications in its terms and conditions.

A Sum of Rs. 10,00,000/- (Rs. Ten Lac only) is hereby forwarded in form of demand draft as earnest money deposit. Apart from this, I/we also provide BG of Rs. 15 Lac as a PBG after getting H-1 bidder status and intimation receiving from AAIIOI and If I/we, fail to furnish the prescribed Security Deposit/Performance guarantee within prescribed period, I/we agree that the said AAIIOI or his successors in office shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money absolutely. Further, if I/ we fail to commence work as specified, I/we agree that AAIIOI or his successors in office shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said earnest money and the Security Deposit/performance guarantee absolutely, otherwise the said earnest money shall be retained by him towards security deposit to execute all the works referred to in the RFP documents upon the terms and conditions contained or

referred to therein and to carry out such deviations as may be ordered, up to maximum of the percentage mentioned in Schedule and those in excess of that limit at the rates to be determined in accordance with the provision contained in of General Rules & Direction of the RFP form. Further, I/We agree that in case of forfeiture of earnest money or both Earnest Money & Security Deposit/Performance Guarantee as aforesaid, I/We shall be debarred for participation in the re-Tendering process of the work.

I/We hereby declare that I/we shall treat the RFP documents and other records connected with the work as secret/confidential documents and shall not communicate information/derived there from to any person other than a person to whom I/we am/are authorized to communicate the same or use the information in any manner prejudicial to the safety of the State.

Date.....

Witness Name & Signature :

Address:

Occupation:

Signatures & Stamp of
Caterer
Address:

**ACCEPTANCE LETTER (Undertaking)
(To be submitted on the Letter Head by the Agency in Envelope-I)**

Date:

Name of Work: “Providing Catering & Bar Services in Restaurant, Bar & small venues at Airports Authority of India Officers’ Institute (AAIOI), Safdarjung Airport, New Delhi-110003”

To,
The Secretary
The Airport Authority of India Officers Institute.
B1, Old Area, Safdarjung Airport
New Delhi-110003

1. I/We have read and examined the RFP document of work as mentioned above.
2. In consideration of I/We being invited to RFP and promised by AAIOI to consider the award of work if I/We are found to be the highest responsive bidder as stipulated in the conditions of contract, I/We agree to keep the RFP open for acceptance for ninety days from the date of opening of Financial Bid and not to make any modifications in its terms and conditions which are not acceptable to AAIOI.
3. If I/We fail to keep the RFP open as aforesaid or make any modifications in the terms and conditions of the RFP which are not acceptable to AAIOI, I/We agree that AAIOI shall, without prejudice to any other right or remedy, be at liberty to forfeit the fully said earnest money absolutely and I/We shall not be considered as unsuccessful Agency for the purpose of return of earnest money as provided in the Notice Inviting RFP. If my/our RFP be accepted, I/We hereby agree to abide by and fulfill all the terms, conditions and provisions of the aforesaid documents.
4. If, after the RFP accepted, I/We fail to commence the execution of the Works as provided in the Conditions, I/We agree that AAIOI shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money absolutely and take suitable actions against me/us as deemed fit under the terms and conditions of the contract.
5. If the RFP is accepted, I/We agree that the earnest money deposited at the time of RFP shall be returned offline and total part of security deposit shall be accepted as per conditions of contract vide from Scheduled Bank vide Bank Guarantee/DD.
6. The RFP document for the above work have been sold to me/us by Airports Authority of India Officers’ Institute and I/We hereby certify that I/We have inspected the site and read the entire terms and conditions of the RFP documents made available on AAIOI website Which shall form part of the contract agreement and I/We shall abide by the conditions/clauses contained therein.
7. I/We hereby **unconditionally accept (s)** the existing terms & conditions of AAIOI’s RFP documents for the above work.

8. I / We hereby agree to abide by the terms and provisions of the said conditions of the contract and provisions contained in the notice inviting RFP. It is certified that I/We have not stipulated any condition(s) in our RFP in Envelopes I & II In case, any condition(s) are found in the Envelope 'I', then Envelope 'II' shall not be opened, or if any condition is found in Envelope 'II' the RFP may be rejected and full amount of EMD may be forfeited.
- 9 It is confirmed that we will deploy the required machinery/manpower asked in the RFP notice / document of the work required for completion of work, in time. If additional machinery/manpower is required at site, same will be deployed, without claiming any extra cost on AAIIOI.
10. That, I/We declare that I/We have not paid and will not pay any bribe to any officer of AAIIOI for awarding this contract at any stage during its execution or at the time of payment of bills, and further if any officer of AAIIOI asks for bribe/gratification, I will immediately report it to the Appropriate Authority of AAIIOI.
11. I/We agree that "If at any stage, any information/documents submitted by us is found to be false, we shall be liable for debarment from Tendering in AAIIOI, apart from any other appropriate/Legal action".

Seal &Signature of Caterer _____

Duly authorized to sign the RFP on behalf of
the Caterer/agency (in block capitals) _____

Date: _____

Postal Address _____

Telephone/Mobile No. _____

Annexure-B

The Caterer shall submit list of units where at present the agency is doing Catering Services in the following form:-

Name of work	Location/Name of place and office (from whom work is being received or Details of Independent Restaurant/Hotels etc.	Date of Start	Period of work	Value of work	Annual Turnover on the site for previous 03 years	Number of Manpower Deployed	Serving Liquor or not	Remark
---------------------	---	----------------------	-----------------------	----------------------	--	------------------------------------	------------------------------	---------------

**FORM OF BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT IN INDIVIDUAL
CONTRACT**

(On Non-judicial stamp paper of Rs. 100 only)

To
The Secretary,
Airports Authority India Officer's Institute (AAIOI)
Safdarjung Airport, New Delhi-03

1. In consideration of the Airports Authority India Officer's Institute (AAIOI) having its head office at New Delhi (hereinafter called the "AAIOI" which expression shall unless repugnant to the subject or context include its administrators, successors and assigns) having agreed under the terms and conditions of Contract Agreement No. _____ dated _____ made between _____ and AAIOI in connection with the work of _____ (hereinafter called the said contract), to accept Deed of Guarantee as herein provided' for Rs. _____ (Rupees _____ only) in lieu of the Security deposit to be made by the Caterer or in lieu of the deduction to be made from the Caterer's bills, for the due fulfillment by the said Caterer of the term and conditions contained in the said Contract. We, the _____ bank (hereinafter referred to as "the said Bank" and having our registered office at do hereby undertake and agree to indemnify and keep indemnified AAIOI from time to time to the extent of Rs. _____ (Rupees _____ only) against any loss or damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by AAIOI by reason of any breach or breaches by the said Caterer of any of the terms and conditions contained in the said contract and to unconditionally pay the amount claimed by AAIOI on demand and without demur to the extent aforesaid.
2. We, the _____ Bank, further agree that AAIOI shall be the sole judge of and as to whether the said Caterer has committed any breach or breaches of any of the terms and conditions of the said contract and the extent of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by AAIOI on account thereof and the decision of AAIOI that the said Caterer has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by AAIOI from time to time shall be final and binding on us.
3. We, the said 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 Contracts and till all the dues of AAIOI under the said Contract or by virtue of any of the terms and conditions governing the said Contract have been fully paid and its claims satisfied or discharged and till the Accepting Authority of the contract certifies that the terms and conditions of the said Contract have been fully and properly carried out by the

said Caterer and accordingly discharges this guarantee subject, however that AAIIOI shall have no claim under this Guarantee after 120 (one twenty) days from the date of expiry/termination of the contract, as the case may be unless a notice of the claim under this Guarantee has been served on the Bank before the expiry of the said period in which case the same shall be enforceable against the Bank notwithstanding the fact, that the same is enforced after the expiry of the said period.

4. AAIIOI shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee or Indemnity from time to time to vary any of the terms and conditions of the said contract or to extend time of performance by the said Caterer or to postpone for any time and from time to time any of the powers exercisable by it against the said Contactor and either to enforce or forbear from enforcing any of terms and conditions governing the said Contract or securities available to AAIIOI and the said Bank shall not be released from its liability under these presents by any exercise by AAIIOI of any liberty with reference to the matters aforesaid or by reason of time being given to the said Caterer or any other forbearance, act or omission on the part of AAIIOI or any indulgence by AAIIOI to the said Caterer or any other matter or thing whatsoever which under the law relating to sureties would but for this provisions have the effect of so releasing the Bank from its such liability.
5. It shall not be necessary for AAIIOI to proceed against the Caterer before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank, notwithstanding any security which AAIIOI may have obtained or obtain from the Caterer at the time when proceedings are taken against the Bank hereunder be outstanding or unrealized.
6. We, the said Bank, lastly undertake not to revoke this Guarantee during its currency except with the previous consent of AAIIOI in writing and agree that any change in the Constitution of the said Caterer or the said Bank shall not discharge our liability hereunder.

In presence of: Dated this ____ Day of _____

WITNESS

1. For and on behalf of (The Bank)

2. Signature _____

Name & Designation _____

Authorization No. _____

Name & Place _____

Bank's Seal _____

The above Guarantee is accepted by Airports Authority of India Officer's Institute

Signature _____

Name _____

Designation _____

Dated _____

To,

The Branch Manager

_____ Bank

Subject: My/our Bank Guarantee bearing No. Dated for
Rs. issued in favour of Airports Authority of India A/C
.....

Sir,

The Subject Bank Guarantee is obtained from your branch for the purpose of Security
Deposit on account of contract awarded/to be awarded by M/s. Airports Authority of India
Officers' Institute to me/us.

I hereby authorize the Airports Authority of India in whose favour the deposit is made
to encash/close the subject Fixed Deposit/Bank Guarantee before maturity/on
maturity/after maturity till claim period towards adjustment of dues without any
reference/consent/notice from me/our side and the bank is fully discharged by making the
payment to Airports Authority of India.

Seal & Signature of Agency

Place :

Date

UNDERTAKING FOR NON-BLACK LISTING OF COMPANY

(This has to be given on letter head of the company)

I/We(name and post of authorized signatory)..... on behalf of.....(Name of agency)..... do here by solemnly of agency and declare as follows:

Our agency is not debarred/blacklisted by AAI/OI/AAI or Central /State Govt Depts./Any PSUs/World Bank/ ADB etc. and any debarment is not in force as on last date of submission of proposal. Our agency understands that in case above is discovered at later stage, our agency shall be liable for restraining from bidding in AAI/OI, apart from any other appropriate contractual action including debarment/blacklisting, termination of the contract in addition to forfeit of the entire EMD (during process) or the security deposit.

Place:

Date:

Name of Person:.....

Designation:.....

Stamp.....

Annexure-SOQ

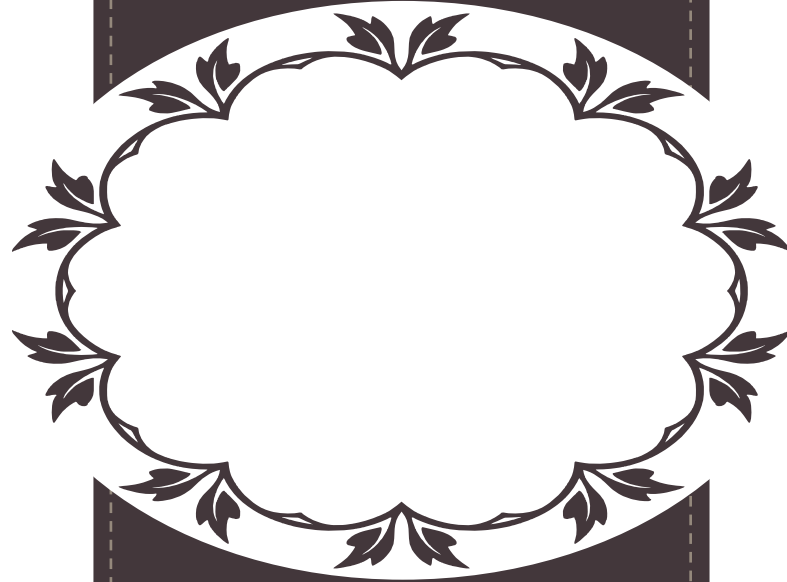
Schedule of Quantities

Name of work: - Providing Food & Beverage/Catering Services in Restaurant, Bar & Small Venues at Airports Authority of India Officers' Institute (AAIOI), Safdarjung Airport, New Delhi-110003.

S.NO.	Description of work	Revenue Share in Figure (in % age only) excluding GST or any other applicable taxes	Revenue Share in words excluding GST or any other applicable taxes	Remarks
1	Providing Food & Beverage/Catering Services in Restaurant, Bar & Small Venues			Agency has to quote their Revenue Share in between 15% (minimum) to 30% (maximum) excluding GST or any other applicable taxes

Seal & Signature of Authorized person(s)

(Name & Address in Capital Letters)



FOOD MENU



AIRPORTS AUTHORITY OF INDIA
OFFICERS' INSTITUTE (Regd.)

B-1, OLD AREA, SAFDARJUNG AIRPORT, NEW DELHI-110003

STARTERS

SOUPS

CREAM OF TOMATO	Rs. 60/-
SWEET CORN SOUP (VEG.)	Rs. 60/-
HOT 'N' SOUR SOUP (VEG.)	Rs. 60/-
MANCHOW SOUP (VEG.)	Rs. 60/-
VEG. CLEAR SOUP	Rs. 60/-
LEMON CORIANDER SOUP	Rs. 60/-
SWEET CORN SOUP (NON VEG.)	Rs. 70/-
HOT 'N' SOUR (NON VEG.)	Rs. 70/-
MANCHOW SOUP (NON VEG.)	Rs. 70/-



SALAD

GREEN SALAD	Rs. 40/-
ONION SALAD	Rs. 30/-
CUCUMBAR SALAD	Rs. 40/-
RUSSIAN SALAD	Rs. 70/-
CHICKEN HAWAIIAN SALAD	Rs. 180/-



GST EXTRA AS APPLICABLE

SNACKS

VEGETARIAN

PAPAD ROASTED/FRIED	Rs. 30/-
MASALA PAPAD (2Pcs.)	Rs. 50/-
PEANUT MASALA	Rs. 70/-
MUTTER CHAAT	Rs. 70/-
VEG. SPRING ROLL (06 Pcs)	Rs. 80/-
VEG. MACHURIAN DRY (06 Pcs)	Rs. 100/-
CHILLI POTATO	Rs. 100/-
HONEY CHILLI POTATO	Rs. 100/-
PANEER CHILLI DRY (6Pcs.)	Rs. 100/-
HARA BHARA KABAB (6Pcs.)	Rs. 100/-
TANDOORI MINT ALOO (6Pcs.)	Rs. 100/-
VEG. MOMOS (6Pcs.)	Rs. 100/-
SAUTE VEGETABLE	Rs. 120/-
PANEER SHASHLIK (6Pcs.)	Rs. 120/-
MUSHROOM TIKKA (6Pcs.)	Rs. 120/-
TANDOORI MASALA CHAAP	Rs. 120/-
DAHI KABAB (6Pcs.)	Rs. 120/-
SOYA CHAAP CHILLI DRY	Rs. 120/-
VEG. FRIED MOMOS (6Pcs.)	Rs. 130/-
CRISPY CORN	Rs. 130/-
VEG. SALT 'N' PEPPER	Rs. 130/-
VEG. SEEKH KABAB	Rs. 130/-
TANDOORI MALAI CHAAP	Rs. 130/-
MUSHROOM CHILLI DRY	Rs. 130/-
TANDOORI VEG. MOMOS (6Pcs.)	Rs. 150/-
VEG. PLATTER (10 Pcs.)	Rs. 200/-



GST EXTRA AS APPLICABLE

SNACKS

NON-VEGETARIAN




CHICKEN MOMOS	Rs. 140/-
TANDOORI CHICKEN (HALF)	Rs. 160/-
MURGH AFGHANI (HALF)	Rs. 160/-
CHICKEN MOMOS FRIED	Rs. 160/-
MURGH TIKKA (6PCS.)	Rs. 180/-
CHICKEN CHILLI DRY (6PCS.)	Rs. 180/-
CHICKEN 65 (4PCS.)	Rs. 180/-
LEMON GARLIC CHICKEN (6PCS.)	Rs. 180/-
CRISPY CHICKEN WINGS (6PCS.)	Rs. 180/-
CHICKEN LOLLYPOP (4PCS.)	Rs. 180/-
TANDOORI CHICKEN MOMOS	Rs. 180/-
MURGH MALAI TIKKA (6PCS.)	Rs. 190/-
MUTTON/CHICKEN SPL. (6PCS.)	Rs. 190/-
NON VEG. PLATTER (9PCS.)	Rs. 260/-
FISH FINGER (6PCS.)	Rs. 270/-
FISH AMRITSARI (6PCS.)	Rs. 270/-
FISH AJWAINI TIKKA (6PCS.)	Rs. 270/-
TANDOORI CHICKEN (FULL)	Rs. 290/-
MURGH AFGHANI (FULL)	Rs. 290/-



GST EXTRA AS APPLICABLE

MAIN COURSE

VEGETARIAN

BHINDI MASALA		Rs. 80/-
ALOO GOBHI MASALEDAR		Rs. 80/-
JEERA ALOO		Rs. 80/-
DAL TADKA		Rs. 80/-
PANEER BUTTER MASALA		Rs. 100/-
KADHAI PANEER		Rs. 100/-
PALAK PANEER		Rs. 100/-
MUTTER PANEER		Rs. 100/-
MUTTER MUSHROOM		Rs. 100/-
MUSHROOM MASALA		Rs. 100/-
MIX VEG.		Rs. 100/-
BHINDI DO PYAZA		Rs. 100/-
DAL MAKHANI		Rs. 100/-
DAL PANCHMEL		Rs. 100/-
RAJMA MASALA		Rs. 100/-
CHANA MASALA		Rs. 100/-
SHAHI PANEER		Rs. 100/-
PANEER LABABDAR		Rs. 100/-
MALAI KOFTA		Rs. 100/-
VEG. JAIPURI		Rs. 100/-
VEG. JALFREZI		Rs. 100/-
PANEER CHILLI GRAVY		Rs. 100/-
VEG. MACHURIAN GRAVY (06 Pcs)		Rs. 100/-

INDIAN BREADS

TANDOORI ROTI		Rs. 10/-
BUTTER ROTI		Rs. 15/-
PLAIN NAAN		Rs. 20/-
LACHHA PARATHA		Rs. 20/-
BUTTER NAAN		Rs. 30/-
MISSI ROTI		Rs. 30/-
STUFFED NAAN/KULCHA		Rs. 40/-
PAPER GARLIC NAAN		Rs. 30/-

GST EXTRA AS APPLICABLE

MAIN COURSE

NON-VEGETARIAN

EGG CURRY (2PCS.)
MURGH MAKHANWALA (4PCS.)
MURGH CURRY (4PCS.)
MURGH KADAHI (4PCS.)
MURGH LABABDAR (4PCS.)
MURGH SAAGWALA (4PCS.)
CHICKEN CHILLI GRAVY (6PCS.)
MUTTON CURRY (4PCS.)
MUTTON ROGANJOSH (4PCS.)
BHUNA GOSHT (4PCS.)
GOSHT SAAGWALA (4PCS.)
FISH CURRY



RICE

Rs. 100/-
Rs. 190/-
Rs. 190/-
Rs. 190/-
Rs. 190/-
Rs. 190/-
Rs. 190/-
Rs. 220/-
Rs. 220/-
Rs. 220/-
Rs. 220/-
Rs. 280/-

CHICKEN DUM BIRYANI (2PCS.)
MUTTON DUM BIRYANI (2PCS.)
VEGETABLE DUM BIRYANI
STREAMED RICE
JEERA RICE
PEAS PULAO
VEG. PULAO
VEG. FRIED RICE
VEG. NOODLES

Rs. 220/-
Rs. 220/-
Rs. 180/-
Rs. 80/-
Rs. 80/-
Rs. 80/-
Rs. 90/-
Rs. 90/-
Rs. 90/-



GST EXTRA AS APPLICABLE

MAIN COURSE

CURD

PLAIN CURD
JEERA RAITA
MIX VEG. RAITA
BOONDI RAITA
CUCUMBER & CHILLI
RAITA
PINEAPPLE RAITA



Rs. 50/-
Rs. 60/-
Rs. 60/-
Rs. 60/-
Rs. 60/-
Rs. 65/-

DESSERTS

GULAB JAMUN (2PCS.)
CHOICE OF ICE CREAM
HALWA- GAJAR (SEASONAL)
(100Gms.)
MOONG DAL (100 Gms)
RASMALAI (02 Pcs)

Rs. 40/-
Rs. 70/-
Rs. 70/-
Rs. 60/-
Rs. 70/-



GST EXTRA AS APPLICABLE

SOUTH INDIAN

VADAS

DAHI VADA SINGLE
MEDU VADA (2Pcs)
IDLI (2Pcs)
DAL VADA (2Pcs)
DAHI VADA (2Pcs)
RASAM VADA (2Pcs)

Rs.50/-
Rs.60/-
Rs.60/-
Rs.70/-
Rs.80/-
Rs.100/-



FUSION DOSAS

PLAIN DOSA
MASALA DOSA
ONION DOSA
RAVA ONION DOSA
PANEER BUTTER
MASALA DOSA
SPECIAL PANEER DOSA
MYSORE PANEER DOSA
RAVA PANEER DOSA
RAVA ONION PANEER
DOSA

Rs.60/-
Rs.80/-
Rs.80/-
Rs.100/-
Rs.120/-
Rs.130/-
Rs.140/-
Rs.140/-
Rs.145/-
Rs.150/-
Rs.150/-



GST EXTRA AS APPLICABLE

SOUTH INDIANS

UTTAPAMS

PLAIN UTTAPAM
TOMATO UTTAPAM
ONION UTTAPAM
TOMATO ONION
UTTAPAM
MIXED VEGETABLE

Rs. 100/-
Rs. 110/-
Rs. 110/-
Rs. 120/-
Rs. 125/-
Rs. 135/-



SOUTHERN SPECIAL RICE

LEMON RICE
BISIBELE
BHAAT
CURD RICE
SAMBHAR

Rs. 100/-
Rs. 100/-
Rs. 100/-
Rs. 100/-
Rs. 110/-



GST EXTRA AS APPLICABLE

SMALL PARTY MENU



AIRPORTS AUTHORITY OF INDIA OFFICERS' INSTITUTE (AAIOI)
B-1, Old Area Afdarjaung Airport, New Delhi -110003

Members are advised to settle the Catering Menu for functions in the presence of AAIOI representative only

CONTACT NUMBER: - Raushan kumar Jha (M) 7011403275, 9354968768

Email: manager.aaioi@gmail.com, Website: aaioi.org

VEGETARIAN ●

SILVER VEG.		GOLDEN VEG.		PLATINUM VEG.	
Rates (Rs.)	Rs.330+Taxes	Rates (Rs.)	Rs.440+Taxes	Rates (Rs.)	Rs.550+Taxes
		Snacks-Two		Snacks- Four	
		Soup-One		Soup- Two	
Salad-One		Salad-One		Salad-Two	
Paneer - one		Paneer - one		Paneer - one	
Vegetables - Two		Vegetables - Two		Vegetables - Three	
Dal -One		Dal - one		Dal - one	
Rice -One		Rice - one		Rice -One	
Raita - one		Raita - one		Raita - one	
Assorted Breads		Assorted Breads		Assorted Breads	
Desserts- One		Desserts- Two		Desserts - Two	
				Mineral Water	

NON-VEGETARIAN ●

SILVER NON-VEG.		GOLDEN NON-VEG.		PLATINUM NON - VEG.	
Rates (RS.)	Rs.365+Taxes	Rates (RS.)	Rs.500+Taxes	Rates (RS.)	Rs.640+ Taxes
		Snacks Veg-Two		Snacks Veg-Three	
		Snacks Non Veg-Two		Snacks Non Veg-Three	
		Soup-One (Veg/Non-Veg)		Soup-Two (1 Veg/1 Non- Veg or both Veg)	
Salad-One		Salad-One		Salad-Two	
Paneer Dish- One		Paneer Dish- One		Paneer Dish- One	
Non-Veg Dish- One		Non-Veg Dish- One		Non-Veg Dish-Two	
Vegetables – Two		Vegetable – Two		Vegetable – Two	
Dal –One		Dal –One		Dal –One	
Raita-One		Raita-One		Raita-One	
Rice-One		Rice-One		Rice/ Pulao-One	
Assorted Breads		Assorted Breads		Assorted Breads	
Desserts –One		Dessert –Two		Dessert – Two Mineral Water	

SALAD	SOUP	PANEER
GREEN SALAD	SWEET CORN	KADAI PANEER
RUSSIAN SALAD	HOT N' SOUR	MATAR PANEER
KIMCHI	TOMATO SHORBA	PALAK PANEER
MACARONI SALAD	LEMON CORRIANDER	MALAI KOFTA
CREAMY POTATO SALAD	CREAM OF TOMATO	CHILLY PANEER
KACHUMBER SALAD	TOMATO SOUP WITH BASIL	SHAHI PANEER
CHIC PEAS SALAD	MONCHOW	PANEER LABABDAR

VEGETABLES		DAL
MIX VEG	ALU PALAK	PUNJABI DAL TADKA
VEG. KOFTA CURRY	ALU GOBI ADHRAKI	DAL MAKHANI
MATAR METHI MALAI	VEG KORMA	DAL PANCHRATTAN
KURKURI BHINDI	STIRED FRIED VEG	MOONG MASOOR KI DAL
BHINDI DO PYAZA	DUM ALU KASHMIRI	
ALU CAPSICUM	ALU MATTER	
ZEERA ALU	VEG IN HOT Gr. SAUCE	
NAVRATTAN KORMA	VEG. MANCHURIAN	

RICE	RAITA	CHICKEN (WITH BONE)
STEAM RICE	PLAIN CURD	MURG MAKHANI
ZEERA PULAO	BOONDI RAITA	MURG KALI MIRCH
PEAS PULAO	MIX VEG. RAITA	KADHAI MURG
ONION FRIED RICE	ALU RAITA	CHICKEN DO PAYAZA
GARLIC RICE		ROGAN E MURG

MUTTON	DESSERT	
MUTTON ROGAN JOSH	ICE CREAM	
	(V/S/BS)	
GOSHT SAAGWALA	GULAB JAMUN	
MUTTON CURRY	KHEER	
SH LAMB IN HOT GR SAUCE		

SNACKS

VEG

SINGAPORI CAULIFLOWER
POTATOS ROLL
VEG. SPRING ROLLS
VEG. MANCHURIAN
V EG PAKORA
CRISPY CHILLY POTATO
HARRA BARRA KEBAB
VEG. SEEK KEBAB
COCKTAIL SAMOSA
POTLI KEBAB
FRENCH FRIES
PEANUTS MASALA
CHEESE CORN ROLL
POTATO ROLL
CHILLI PANEER
CHAT PATTEY ALOO
PANEER PAKORA
PANEER TIKKA

NON VEG

HARYALI TIKKA
DRUMS OF HEAVEN
CHICKEN LOLLYPOP
CHICKEN MANCHURIAN
CHICKEN NUGGETS
CHICKEN CHAAT
MUTTON SEEKH CHAAT
PHANKDI KEBAB
NON VEG. SPRINGS ROLL
MUTTON SEEKH KEBAB
MUTTON SHAMMI KEBAB
MUTTON GILAFI KEBAB
CHICKEN SEEKH KEBAB
CHILLY CHICKEN
FRIED WINGS
CRISPY CHILLI WINGS
MURG MALAI TIKKA
CHICKEN TIKKA

ADD ONS ITEMS (Per Head Per Item)

Item	Qty.	Rate (RS.)
Veg Snacks	Per item	30
Non-Veg Snacks	Per item	45
Veg Main Course	Per item	40
Veg Soup/Tea and Coffee	Per item	20
Non- Veg soup	Per item	30
Non-Veg Main Course	Per item	55
Raita/Rice	Per item	20
Soft Drinks/Assorted Juices/Mineral Water	Per bottle	MRP+30% of MRP+ TAXES

Additional Dessert (Gulab Jamun/Ice Cream (v/s/BS)/Kheer	Per item	35
Any Chaat Items (Minimum 100 Pax & Minimum 3 Items)	Per item	30
Moong Daal Halwa/Gajar Halwa/Rasgulla/Rasmalai/any other		60
Mocktails (3 types)		60
Additional fish items in snacks	Per head	90
Additional fish items in Main Course	Per head	110
Salads	Per head	15
YOGURT (DAHI BHALLA/DAHI PAKODI)	Per head	30

Special Items Minimum Guarantee 100 Pax: -

Fruit Indian (4 Variety)	- Rs. 80
Fresh Fruits Indian [Indian (3) + Imported (3)]	- Rs. 110
South Indian counter(Idli, Vada, Dosa/Utupam/Rasam/Papadam) -	- Rs.110
Chinese Counter (3 Items)	- Rs.100

Special Dessert:-

Tilla kulfi	Rs. 45
Kadhai Milk	Rs. 45
Rasmali	Rs.60
Gajger / Moong halwa	Rs.60
Jalebi Rabri	Rs.60

- Note- 1. Taxes as applicable shall be extra.
2. Above rates may be escalated by 5% per annum.
3. The caterer shall include Additional menu items which are not listed/declared in the above menu at amical rates in consultancy withAAIOI.