

**Telecom Regulatory Authority of India  
World Trade Centre, Tower-F, (NBCC Complex)  
Nauroji Nagar, New Delhi-110029**

<b>Website:</b>	<a href="http://www.trai.gov.in">www.trai.gov.in</a>	<b>e-mail:</b>	<a href="mailto:sroga@traigov.in">sroga@traigov.in</a>
-----------------	--	----------------	--

**Additional Conditions of Contract (ACC) and Special Conditions of Contract (SCC) of the GeM Bid**

*For*

**HIRING OF “CATERING MANAGEMENT SERVICES AND RUNNING OF CANTEEN”**

*For*

**Telecom Regulatory Authority of India (TRAI), HQ**

Through GeM

**Critical Date Sheet**

**Critical Date Sheet (Indicative)**

I	Published date	01-09-2025
II	Pre-Bid Meeting (Date and Time)	10-09-2025 at 1400 hrs to 1700 hrs
III	Bid Submission Start Date	01-09-2025
IV	Bid Submission End Date / <b>Time</b>	22-09-2025/1500hrs
V	Bid Opening Date	As per GeM portal

**Note: If any date falls on public holiday, the activity will be carried out on next working day.**

Place of Opening e-Bids:

**Telecom Regulatory Authority of India  
World Trade Centre, Tower-F, (NBCC Complex)  
Nauroji Nagar, New Delhi-110029**

## Content

e-Bid Notice.....	3
Section I: Instruction to Bidders.....	4
Section II: Scope of Work (SOW) .....	5
Section III: Bid Evaluation Process.....	15
Section IV: Special Conditions of Contract.....	17
Section V: Payment Terms.....	27
Section VI: Penalties.....	28
Annexure-I: Bidder Information.....	29
Annexure-II: Technical Evaluation Criteria.....	31
Annexure-III: Average Annual Turnover.....	35
Annexure-IV: Bid Security Declaration.....	36
Annexure-V: Authorization for Attending Pre-Bid Conference.....	37
Annexure-VI: Eligibility Declaration/ Undertaking.....	38
Annexure-VII: Draft Agreement format.....	40
Annexure-VIII: EMD Format.....	43
Annexure- IX: Performance Bank Guarantee.....	44
Annexure-X: Financial Proposal.....	46
Annexure X: Part-I: Quote for Deployment of Five Pantry Operator (Unskilled) and Catering Manager (Highly Skilled) .....	47
Annexure X: Part-II: Quote for Total cost of Schedule of Items (Rate Contract).....	48
Annexure X: Part-III: Quote for cost of Tea/Coffee/Soup/Milk/Sugar etc. from vending machine.....	52
Annexure X: Part-IV: Quote for Cost of Snacks/Meeting Items/Buffer Lunch, etc.....	53
Annexure X: Part-V: Quote for Total Rent of Four Vending Machines.....	56
Annexure XI: Performance Statement.....	57
Annexure XII: Menu for Executive Lunch/Dinners.....	58
Annexure XIII: Scoring Criteria (LCS Method) .....	60

**e-BID NOTICE**

**FOR**

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**HIRING OF “CATERING MANAGEMENT SERVICES AND RUNNING OF CANTEEN”**

TRAI Head Office invites online e-Bids from eligible bidders through GeM for **Hiring of “Catering Management Services and Running of Canteen”**. The details of submission of e-Bids are available in the RFP document uploaded on the GeM Portal <https://gem.gov.in/>.

Advisor (Admn.)  
Telecom Regulatory Authority of India  
World Trade Centre,  
Tower-F, (NBCC Complex)  
Nauroji Nagar, New Delhi-110029

## Section I: Instructions to Bidders

**Telecom Regulatory Authority of India (TRAI) Head Office invites bid for Hiring of “Catering Management Services and Running of Canteen” at its office situated in World Trade Centre, Tower ‘F’, Nauroji Nagar, New Delhi -110029 through GeM Portal.**

Clause No.	Title	Description
1.1	Documents/ forms to be submitted with the Bid	<ul style="list-style-type: none"> <li>i. All basic information of the bidder in the format as given in Annexure-I</li> <li>ii. Technical Evaluation Criteria as per Annexure-II along-with requisite documents/ information.</li> <li>iii. Annual Turnover, in the format as given in Annexure- III.</li> <li>iv. Bid Security Declaration (if applicable), in the format mentioned at Annexure-IV.</li> <li>v. Authorization for attending Pre-Bid Conference in the format mentioned at Annexure-V</li> <li>vi. Eligibility Declaration in the format mentioned in Annexure-VI.</li> <li>vii. Draft Agreement format Annexure-VII</li> <li>viii. Submission of EMD in the format given at Appendix -VIII</li> <li>ix. Details of Bank Guarantee in the format given in Annexure-IX.</li> <li>x. Financial Proposal Submission Form as given in- Annexure-X.</li> <li>xi. Performance Statement in the format- Annexure-XI.</li> <li>xii. Menu for Executive Lunch/Dinners- Annexure-XII.</li> <li>xiii. Scoring Criteria (LCS Method)- Annexure XIII</li> </ul> <p><b><i>The bidders are required to submit documents such as declarations, undertaking, formats, annexure etc. on the letter head of the organization/firm. Kindly note that all the documents given in the bid document are compulsory.</i></b></p>
1.2	ISO Certificates	The bidder shall possess a valid <b>ISO 22000:2018</b> (Food Safety Management), <b>9001:2015</b> (Quality management system) and <b>45001:2018</b> (Occupational health and safety management system) certification and shall furnish the document duly self-certified.

## Section-II: Scope of Work (SOW)

Clause Number	Title	Description
2.1	Objective of Assignment	TRAI intends to hire the service “ <b>Catering Management Services and Running of Canteen</b> ” for smooth running of its office canteen.
2.2	Conference Hall & Dining Area	<ol style="list-style-type: none"> <li>1. TRAI Head Office Building (4<sup>th</sup> to 7<sup>th</sup> floors) accommodates 01 full size conference hall with 100 people seating capacity, one mini meeting room on each floor and around 450-500 officers/officials are working in the office. There would be an average footfall of more than 50 daily. The contractor has to make arrangements for serving tea/coffee/soup/ snacks, etc. on all floors.</li> <li>2. TRAI Canteen has dining area of 139.35 sq. meters which can accommodate around 80 persons at a time. The Canteen will be kept open for services from Monday to Friday or as and when required. and the Canteen will be closed for one day in a week for deep cleaning process.</li> </ol>
2.3	Catering and Canteen services	<ol style="list-style-type: none"> <li>1. The following may be required: -               <ol style="list-style-type: none"> <li>i. To serve about 50-100 lunches per day on an average.</li> <li>ii. To serve snacks for about 80-120 people from morning to evening per day on an average.</li> <li>iii. To serve 450-500 tea/coffee/soup per day on an average. (The above numbers are only indicative in nature and may vary on day-to-day basis as per actual consumption).</li> </ol> </li> <li>2. The contractor will also serve packed/buffet lunch, as desired by TRAI. Any eatables like tea or coffee pouches, packed milk from outside, if required, would be paid at a price not more than MRP. In case of failure, TRAI is free to get supply from the market.</li> <li>3. The contractor would supply tea/coffee/soups/snacks/ lunch, etc. against either coupons issued to TRAI officers/officials by Admin Division or a written &amp; stamped requisition from designated officers by GA section and the same shall be verified while making payment.</li> <li>4. In addition to this, if an entitled officer or anybody desires to have tea/coffee/soups/snacks/lunch, etc. without coupons or requisition, he/she may have the same by paying individually to the contractor.</li> <li>5. Payment of Milk (Full Cream/Toned), Tea, Coffee and Sugar will be made on an actual basis.</li> <li>6. The firm shall also supply those eatable items which are not under the contract in case demanded. The cost of such items may be reimbursed on actual market prices/MRP rates plus service charges/flat charges not more than 10 % of the value of the order, on each occasion.</li> <li>7. TRAI GA division authorized representative, or the officer/official may verify the actual market prices before verifying the reimbursement of such bills.</li> </ol>
2.4	Working Hours of Canteen	<ol style="list-style-type: none"> <li>1. TRAI conducts various meetings with Ministries, Departments, Organizations, Foreign Delegations and representatives of Telecom &amp; Broadcasting sector etc. Most of the staff of TRAI works 8-10</li> </ol>

Clause Number	Title	Description
		<p>Hrs. The contractor must make arrangements for serving tea/coffee/soup/snacks/ lunch, etc. during office hours (The canteen should be operational from 8:30 AM to 7.30PM on all working days).</p> <p>2. The canteen may also be operational on weekends, National holidays or other holidays also, if so desired by TRAI. Adequate staff provision shall be made by the bidder for extended late-hour service if required.</p>
2.5	Vending Machines	<p>1. The Contractor shall Install <b>Four (04)</b> vending machines of Fresh milk, tea/coffee beans/soup on each Floor or as per the requirement of TRAI on a rent basis.</p> <p>2. The successful bidder shall be solely responsible for the maintenance of such vending machines installed in TRAI HQ.</p> <p>3. For making Tea, Masala tea or Coffee, consumable like Tea Bags/ Coffee Beans etc., of reputed brand like Café Coffee Day /Bru/Nestle/ Georgia is to be used and shall be procured direly from OEM or from authorized distributor of OEM and milk will be Amul Toned Milk. In case of its non-availability of mentioned brand equivalent alternative can be used after taking prior approval from authorized representatives of TRAI.</p>
2.6	Deployment of Manpower (Pantry Boys)	<p>The contractor shall deploy adequate personnel at his own expenses as per the requirement of TRAI. The details are as mentioned below</p> <p>(a) Canteen Manager (b) Cook (c) Helper (d) Cashier (e) Safaiwala</p> <p>In addition, 5 Waiters (Unskilled) and a Catering Manager (Highly skilled) are to be provided who would be paid as per State / Central Govt wages. The contractor shall take into consideration the said requirement while quoting the rates of the items.</p>
2.7	Provision of Cooking	Cooking gas connection to be provided by TRAI – (actual cost of LPG/PNG to be borne by the Service Provider)
2.8	Payment of Wages to Deployed Manpower	The contractor shall bear all the expenses including wages of engaged/deployed personnel as per the Minimum Wages Act or subsequent enactment of applicable laws for <b>Catering Management Service and Running of Canteen</b> and TRAI shall not in any manner be liable for any damage or injury to deployed personnel caused due to their negligence/ignorance while discharging their duties. The contractor shall take all necessary precautions against fire hazards as per rules and regulations as laid down by concerned authorities and to the satisfaction of the TRAI/Fire agency.
2.9	Arrangement of Serving Trolleys	The contractor will make arrangements for trolleys to serve tea, coffee, soup and other snacks on each floor.
2.10	Quality of grocery items	1. All grocery items should be of high quality (with FSSAI approved, wherever applicable).

Clause Number	Title	Description
		2. All food items should be prepared with FSSAI approved products as listed at clause No. 2.20.
2.11	Selling Packed Items at MRP	All counter sale packed items (biscuits, namkeens, fruit juice etc.) should not be sold more than Maximum Retail Prices (MRP).
2.12	Crockery, Dining Culinary Items	<ol style="list-style-type: none"> <li>1. The contractor shall ensure the availability of biodegradable plates and serving bowls, Spoons and forks (high grade steel) and high standard of napkins for arrangement of snacks during meetings and during buffet /official lunch. The availability of the above items shall be the responsibility of the vendor.</li> <li>2. The contractor shall provide crockery, cutlery, cooking utensils, glassware and other articles in a clean, neat and hygienic condition at his own expense. All time availability should be ensured by the contractor.</li> </ol>
2.13	Weekly Menu	Weekly menu may be decided in advance consultation with representatives of GA Division. The variety of food should be changed on a regular basis.
2.14	Disposal of Waste Materials / Garbage	Disposal of wet and dry garbage on daily basis, outside and away from TRAI premises to be arranged by the Contractor as per NDMC directions.
2.15	Meeting of Canteen Committee	The contractor shall attend canteen committee meetings whenever requested to do so. The primary purpose of such participation is to monitor and ensure the quality and quantity of the food being served. If, at any time, the food quality, quantity, or the service provided by the contractor is found to be unsatisfactory, the competent authority, or any person authorized by them, reserves the right to take appropriate action. This may include immediate termination of the contract without prior notice.
2.16	Inspection of Canteen Committee	<ol style="list-style-type: none"> <li>1. Surprise check/Inspection of contractor base kitchen will be done by staff from TRAI HQ at any time on a working day.</li> <li>2. During the inspection, prescribed canteen inspection form as attached in <b>clause 4.24</b> filled will be signed by both the parties (Service Provider representative and TRAI inspecting official) and submitted to TRAI for further processing.</li> </ol>
2.17	Quality of Food	<ol style="list-style-type: none"> <li>1. There shall be no compromise on the quality of food supplied by the contractor and if any such incidence or food adulteration is found, action deemed fit shall be taken by the competent authority.</li> <li>2. Only freshly prepared food shall be served.</li> <li>3. Serving stale or refrigerated food is strictly prohibited under any circumstances.</li> <li>4. The use of recycled or previously used cooking oil is not allowed.</li> <li>5. All used cooking oil must be properly disposed off by the Vendor in accordance with applicable safety and environmental regulations.</li> </ol>
2.18	Items to be provided at free of cost	<ol style="list-style-type: none"> <li>1. TRAI will provide the following items to the approved contractor: - <ol style="list-style-type: none"> <li>a) Rent free canteen and pantry space</li> <li>b) Free Water</li> <li>c) Free electricity in canteen hall and pantry</li> <li>d) Furniture required/approved will be supplied before the start of canteen service.</li> <li>e) The following tentative kitchen appliances would be provided and installed before start of canteen service: –</li> </ol> </li> </ol>

Clause Number	Title	Description		
		Sl. No.	Particular Item	Quantity
		1	Hot & Cold Bain Marie with GN Pans Of 1200x700x863 Including Connection and Fixing Complete	Latest Model 01
		2	Pick Up Counter with Door of Size 1035X700X863	01
		3	Under Counter Refer Unit on RHS Of Size 1524X600X863	01
		4	Sandwich Griller - Single Jumboo	01
		5	hot case (Table Top)	01
		6	Cooler- 500 ltrs Of size 762X690X182( Fridge)	03
		7	Deep Freezer - Hard Top- 200 Ltrs	01
		8	Work Table With 2 U/S Size: 600x600x863+100	01
		9	Hot Plate (Floor Model)	02
		10	Work Table With 2 U/S Size: 600+450X600X863+100	01
		11	Three Burner Range 1 Round & 2 Square Pan, Support, Size: 1524X610X863+100	01
		12	Single Sink Unit Sink Size - (300X450X250), SIZE:450X600X863 +100,	10
		13	Two Sink Unit Sink Size - (350X450X250) 1100X600X863+100	01
		14	Wall Shelf Perforated, 1100X300	01
		15	Dish Landing Table With Garbage Chute With Glass Rack, SIZE:1500X500X863+ 450	01
		16	Clean Dish SS Storage Rack With 5 Shelves Perforated, Size: 900X450X1828	01
		17	Exhaust Hood with LED Light And Filters (Without Fan & Ducting) For Three Burner Range Section (SS FILTER- 24"X20"-3 NOS), SIZE: 1828X762X508	01



Clause Number	Title	Description		
		18	Double Skin Cabinet Fan with Didiw Backward Curve Blower and Dry Scrubber, 5500 Cfm	01
		19	Grease Trap for Two Sink Size:600x300x300	01
		20	Table (900mm x 900mm x750mm)	11
		21	Chairs (381mm x 419mm x 839mm)	48
		22	Hotline Pro Food Warmer	1
		23	Round Table	2
		2. The successful bidder shall maintain the above-mentioned kitchen appliances and keep the same in good working condition and shall also handover the same to TRAI on completion of the contract. In case of any repair or defect, repair to be carried out by the Vendor from the original equipment manufacturer (OEM) only at his own cost.		

## 2.19 Schedule of Requirement (SoR): -

2.19.1 Requirement of Pantry Staff: **Five (05) (Unskilled) and One (01) Catering Manager (Highly skilled)**

2.19.2 Requirement of Vending Machines: **Four (04)**

2.19.3 Rate contract of eatable as given under Schedule of items: -

### Schedule of Items (Rate Contract):

S.No.	Name of Items	Composition/Description/Quantity	Unit
(i)	(ii)	(iii)	(iv)
1	Tea with Milk (with Cardamom/Ginger)	Standard Cup 120 ml	Per cup
2	Hot Coffee with Milk	Standard Cup 120 ml	Per cup
3	Samosa (including Peas and Dry Fruit)	100 gm	Per piece
4	Stuffed Bread Pakoda	100 gm	Per piece
5	Bread Omelette	1 Egg & Two slices of big size bread	Per Plate
6	Veg. Chowmein	150gm	Per plate
7	Chapati (Tawa Roti)	20 cm Dia (min 50 gms)	Per piece
8	Raita	150 ml	One bowl of medium size
9	Curd	150 gms	One bowl of medium size
10	Dal	200 gms	One bowl of medium size

S.No.	Name of Items	Composition/Description/Quantity	Unit
(i)	(ii)	(iii)	(iv)
11	Sabji	200 gms	One bowl of medium size
12	Special Sabji (Paneer/Egg Curry)	200 gms	One bowl of medium size
13	Thali-Full	Tawa Roti-4, Dal / Kadhi/ Rajma / Paneer / Chhole (150gms), Sabji(150 gms), Raita (100 ml.) & Salad (100 gms), Papad-1 Pc, Sweet Dish-1 Pc/50gms	Full plate
		<b>OR</b> Rice (200 gm.), Tawa Roti-2, Dal / Kadhi/ Rajma / Paneer / Chhole (150 gms), Sabji(150 gms), Raita (100 ml.) & Salad (100 gms), Papad-1 Pc, Sweet Dish-1 Pc/50gms	
14	Thali-Half	Rice (200 gm.) or Tawa Roti-2, Dal / Kadhi/ Rajma / Paneer / Chhole (150 gms), Sabji(150 gms) & Salad (50 gms)	Half plate
15	Stuffed Parantha (Aaloo, Paneer, Gobhi, Onion, Mix)	Parantha of 25 cm dia (min.100gms) with Pickle & Sauce	Per Piece
16	Maggie	Standard Pkt. (Raw-70gms)	Per Plate
17	Maggie with vegetables (onion, tomato and green veg.)	Standard Pkt. (Raw-70gms)	Per Plate
18	Puri Sabji	4 Puri (30-40 gms each) +Sabji (200gm), Pickle & Sauce	Per Plate
19	Idli(2 Pcs) with Sambhar & Chutney	Idli 75-80gms each, Sambhar (150gms), Coconut Chutney (25-30gms)	Per plate
20	Vada (2 Pcs) with Sambhar & Chutney	Vada 70-80gms each, Sambhar (150gms), Coconut Chutney (25-30gms)	Per plate
21	Mixed Pakoda	200 gm with Fresh Green Chutney and Sauce	Per plate
22	Lemon tea/ Green Tea/ Ginger Tea	Standard Cup 120 ml	Per cup
23	Mix Veg Soup	Standard Cup 120 ml	Per cup
24	Tomato Soup	Standard Cup 120 ml	Per cup
25	Veg cutlet	100 gms with Sauce/Green Chutney	Per piece
26	Uttapam	Uttapam 150 gms, Sambhar (150gms), Coconut Chutney (25-30gms)	Per piece
27	Sandwich	Two slices of big size with Mayonnaise (25gms), Cheese (10-20gms), Vegetables crumbled (10-20gms)	Per piece

S.No.	Name of Items	Composition/Description/Quantity	Unit
(i)	(ii)	(iii)	(iv)
28	Upma	Upma 150 gms, Sambhar (100gms), Coconut Chutney (25-30gms)	Per Plate
29	Besan burfi	Sweet (50 gms)	Per piece
30	Baaloo shahi	Sweet (50 gms)	Per piece
31	Coconut barfi	Sweet (50 gms)	Per piece
32	Gulab jamun	Sweet (5cms dia)	Per piece
33	Jalebi	Sweet (50 gms)	Per piece
34	Mix Millets sprout with multi-Veg Green Salad (seasonal)	200 gm	Per plate
35	Raagi dosa with Chutney & Sambhar	Dosa of 25 cm dia (100-125 gms) with Sambhar (150gms), Coconut Chutney (25-30gms)	Per plate.
36	Besan Cheela with Chutney & Sambhar	Cheela of 25 cm dia (100-125 gms) with Sambhar (150gms), Coconut Chutney (25-30gms)	Per plate.
37	Mix Millets Namkin Daliya	Daliya (150gms), Curd(100gms), Pickle, Papad	Per plate
38	Namkin Kangani vegetable millet rice with curd	Namkin Kangani vegetable millet rice(150gms), Curd(100gms), Pickle, Papad	Per plate
39	Raagi & Rawa Mix Idli (2) with Chutney & Sambhar	Idli 75-80gms each with Sambhar (150gms), Coconut Chutney (25-30gms)	Per plate
40	Fresh cut Coconut water	As per tender raw supply	Per piece
41	Fresh Juice (Masumi/Mix/Orange etc.)	Fresh juice unpacked (225-250 ml)	Per glass
42	French fries	200 gms with sauce	Per plate
43	Mix Fruit Salad/Chaat (seasonal without potato)	250 gms	Per plate
44	Makka/Bazra/Ragi Roti (2 Pcs), Sarson Saag	Makka/Bazra/Ragi Roti (2 Pcs) of 15cm dia (min 75 gms each) with Butter Tikki, Sarson Saag (150 gms), Raddish + Onion	Per plate

#### 2.19.4 Schedule of Items for Various Meetings:

S. No.	Name of Items	Composition/Description/Quantity	Unit
(i)	(ii)	(iii)	(iv)
1	Option-I	Tea/Coffee with cookies-2 Pcs. With handful of banana/potato chips	Per Plate
2	Option-II Tea/Coffee+ Any Three items optional)	Tea/Coffee + Dhokla (Above 50gms)/ Khandvi (Above 65gms)/ Cocktail Samosa (Above 50gms)/Veg Cutlet (Above 100gms)/ Paneer Cutlet (above 100 gm)	Any Three Items per plate/Per Packet

S. No.	Name of Items	Composition/Description/Quantity	Unit
	Option-II (High Tea: Tea/Coffee+ Any five items optional)	OR Tea/Coffee + Cocktail Samosa (Above 50gms)/ Bread Pakora (Above 100gms)/ Veg Cutlet (Above 100gms)/ Khandvi (Above 65gms)/ Pastry Small (Above 65gms)/ Dhokla (Above 50gms)/ Gulab Jamun (Above 50gms)/ Kaju Katli (Above 25gms)/ Gulab Burfi (Above 25 gms)/ Banana chips (Handful)/ Soup (Veg/Tomato-150ml)	Any Five Items per plate/Per Packet
3	Option-III	*Dry Fruit plate (Roasted Badam-4 Pcs, Roasted Kaju-04 Pcs, Walnut Half-02 Pcs, Cookies-02 Pcs & Tea/Coffee-01 cup)	Per Plate
4	Option-III	*Dry Fruit plate (Roasted Badam-8 Pcs, Roasted Kaju-06 Pcs, Walnut Half-04 Pcs, Cookies-02 Pcs & Tea/Coffee-01 cup)	Per Plate
5	Option-IV	Buffet Lunch/Dinner for OHD/Seminar/Workshop meeting (As per Menu at <b>Annexure XI</b> ) with drinking water.	Per plate/Buffer
6	Option-V	Packed Thali for Lunch/Dinner for normal meetings contains: - Butter Roti/Butter Naan/ Lachha Paratha (2 Nos.), Jeera Rice/Pulao (200gm), Daal Makhani/Dal Fry (150gm), Shahi Paneer/Malai Kofta (150gm), Raita (100 ml) & Green Salad (150gm) Roasted Papad(1), Pickle(25 gm), Gulab Jamun (1Pc)	Per plate
7	Option-VI	South Indian Mini Tiffin (Idli (2 Pc)/Dosa (1Pc)/Vada (2Pc), Sambhar with Coconut Chutney etc.) as per standard	Per plate
8	Option-VII	South Indian Meal Thali Full (Rasam, Rice, Sambhar, Coconut Chutney, Idli (2) / Vada (2), Upma, Small Papad, Sweet Dish etc.) As per standard	Per plate
9	Option-VIII	Desi Ghee Kesar Laddu -250gm (Box of 4 Laddus) on special occasions for bulk supply like 26 Jan and 15 Aug. etc.	Approx. 500 boxes per occasion (26 Jan. and 15 Aug.) for two years
10	Option-IX	Packed Boxes for parties etc. containing two namkeen cocktail snacks, two sweets or pastries, wafers/popcorn (30/15 gms), tetra pack juice (180 ml) etc.	Approx. 500 boxes per occasion viz. retirement, observation of days etc for two years

**Note:-**

- Service provider/Vendor shall use the serving utensils like Bowls, serving plates etc.(bio-degradable) which must accommodate the quantity of items as prescribed in schedules of item list I & II.
- TRAI (Hq) admin division authorized representative (Food Member) may verify the actual contracted prices before doing the reimbursement of Counter sales packed items like, Chips, Namkeens, Biscuits etc will be sold at a price not more than its MRP.
- Additional items would be supplied only with prior permission of TRAI.
- Vendor has to provide any additional item demanded by TRAI on short notice with a maximum waiting period of half an hour after receiving the order. Delay may lead to penalty as per the penalty clause.
- Supply of Packed Boxes for parties, retirement functions etc. as per option IX.

- vi. Supply of Desi Ghee Kesar Laddu Packets on special occasion like 26 January and 15 August as per option VIII.
- vii. If there is any discrepancy in words and figures, amount mentioned in words will be taken into consideration.
- viii. In case there is a variation in the total cost calculation of an item, the unit price of the item will be considered for evaluation.
- ix. Dry Fruits to be supplied as per sample approved by TRAI.

**2.19.5 Schedule of Various Items for supply of Tea/Coffee/Soup/Milk/Sugar etc.**

Sl. No.	Name of Items	Composition/ Description/ Quantity	Unit
1	Tea	Standard cup 150 ml	Per Cup
2	Coffee	Standard cup 150 ml	Per Cup
3	Veg soup	Standard cup 150 ml	Per Cup
4	Tomato soup	Standard cup 150 ml	Per Cup
5	Amul Toned Milk	Packet	Per litre
6	Tea	1 Kg	Per Packet
7	Coffee	Pouch @0.9g	Per packet
8	Sugar	1 kg	Per Kg

**2.20 Permissible Brands of Consumables:**

Item	Brand (For Example/Guidance)
Atta	Aashirvad, Pillsbury, Nature Fresh, ShaktiBhog, Patanjali, Aahaar, Rajdhani
Besan and Dal	Rajdhani, Aashirvad, Pan Brand, Shakti Bhog, Patanjali, Tata, Mangat Ram
Biscuits	Patanjali, Parle, Britannia, Unibik, Sunfeast,
Bread	Harvest, Britannia, Bonn, English oven
Butter	Amul, Britannia, Mother Dairy
Coconut Tender Water	Patanjali, Real, Tropicana, Paper boat
Coffee (Powered and Nuts)	Nescafe, country beans, Star Bucks, Bru Instant
Cold Drinks	Pepsi, Coke, Thums up
Ice Cream, Lassi, Curd	Amul, Mother Dairy, Country Delight, Vita
Iodized Salt	Tata, Annapurna, Nature Fresh
Jam	Kissan, Tops, Patanjali
Juices	Patanjali, Real, Tropicana, Paper boat
Ketchup	Maggi, Kissan, Heinz
Lemon Water	Patanjali, Real, Tropicana, Paper boat
Maida	Aashirvad, Pillsbury, Nature Fresh, ShaktiBhog, Patanjali, Rajdhani
Milk	Amul, Mother Dairy, Country Delight, Vita
Mineral Water	Kinley, Bisleri, Ganga, Aqua Fina
Mixtures/Chips	Haldiram, Bikanerwala, Bicano, Bikaji

Mustard Oil	Engine, P Mark, Patanjali, Dhara, Fortune, Nature Fresh
Paneer	Amul, Mother Dairy, Country Delight, Vita
Pickle	Mother's, Priya, Tops
Refined Vegetable Oil	Fortune, Patanjali, Sundrop, Sweekar, Dhara, Nature Fresh, Saffola, Olive Active
Rice (Basmati)	India Gate, Daawat, Lal Quila
Spices	MDH, MTR, Ashok, kichen king, Badshah
Suji	Aashirvad, Pillsbury, Nature Fresh, ShaktiBhog, Patanjali, Rajdhani
Sweet	Bikaner, Haldiram, Nathu, Bangla Sweets, Kaleva, Bikanerwala, Bikano, Bikaji
Tea	Brooke Bond, Lipton, Tata, Red label, Tajmahal
In case supply of Special Packed Thali/Tiffin/Continental	Kaleva, Bangla Sweets, Sawarnaa Bhawan, Dasha Prakash or any other restaurant as directed by Admin Div.

Note:

1. The Canteen committee will inspect the quality/brands of raw material and packed food item fortnightly.
2. The items/brands mentioned above are indicative in nature. Items/brands can be deleted or added/modified with the mutual consent of the Contractor and TRAI.

### Section III: Bid Evaluation Process

Clause No.	Title	Description
3.1	Pre-Qualification Criteria	<p>a. Pre-Qualification Criteria for the bid evaluation by TEC will be as under: EMD Amounting to <b><u>Rs 6,46,769/- Lakhs</u></b> with validity of 45 days beyond the final bid validity period. Hardcopy of the same should be submitted in TRAI HQ before the last date and time of Bid submission</p> <ol style="list-style-type: none"> <li>i. The MSE bidders are exempted from EMD.</li> <li>ii. Price Bid to be submitted separately, if found submitted in any other way or along-with Technical Bid, that bid shall be rejected as non-responsive.</li> </ol> <p>b. Bids submitted by the bidder having above deficiencies will be summarily rejected without evaluation of its other documents.</p>
3.2	Evaluation Process	<p>A two-stage process will be adopted for selection of the Bidder:</p> <ul style="list-style-type: none"> <li>• Stage 1 – Technical Bid evaluation</li> <li>• Stage 2 – Financial Bid evaluation</li> </ul> <p>Firms which will successfully qualify in the technical bid, based on the documents submitted as per <b>Annexure-II</b>, would be eligible for financial bid evaluation.</p>
3.3	Qualification/ Eligibility Criteria	<p><b>a. Technical Bid (LCS based Selection): -</b></p> <ol style="list-style-type: none"> <li>i. Bidders must submit all the supporting documents as mentioned in the <b>Annexure-II</b>, for the requirements mentioned. These supporting documents would be an integral part of technical bid.</li> <li>ii. All the documents mentioned in the <b>Annexure-II</b> are compulsory and the responsibility of furnishing these documents lies solely with the bidder.</li> <li>iii. Least Cost based Selection (LCS) method of GeM portal will be adopted for the technical evaluation.</li> <li>iv. The bidder having <b>more than 60 marks (Min 42 marks in Part A and 18 in Part B in Scoring criteria)</b> shall be considered <b>technically qualified</b> for financial bid opening. The scoring criterion is placed at Annexure-XII.</li> </ol> <p><b>b. Financial bid: -</b></p> <ol style="list-style-type: none"> <li>i. Financial Quotes are to be submitted by bidders in the format as per <b>Annexure- X</b>.</li> <li>ii. Financial bids of technically qualified bidders will be opened.</li> </ol>
3.4	Rejection of Bid	<ol style="list-style-type: none"> <li>i. Bids submitted without EMD/Bid Security Declaration (in the format as per Annexure IV) shall be summarily rejected.</li> <li>ii. Bids, inter-alia, including unsigned, tampered and incomplete (i.e. when the required bid formats have not been submitted), shall also be rejected. In case EMD is not deposited in TRAI Head Office before the last date and time of Bid submission, the proposal shall be rejected.</li> <li>iii. The EMD validity is less than the period of 45(forty-five) days, beyond the final bid validity period.</li> </ol>

Clause No.	Title	Description
		<ul style="list-style-type: none"> <li>iv. Any condition put forth by the Bidder, non-conforming to the bid requirements, shall not be entertained and will be liable for rejection.</li> <li>v. Tampered format submitted by the bidder will not be accepted and will be liable for rejection.</li> <li>vi. Price Bid to be submitted separately, if found submitted in any other way or along with Technical Bid, that bid shall be rejected as non-responsive.</li> <li>vii. Bid will be rejected in case bidder fails to provide and/or comply with the required information, instructions etc., incorporated in the Bid Documents or gives evasive information/reply against any such stipulations.</li> </ul>
3.5	Evaluation of Financial Bids	<ul style="list-style-type: none"> <li>i. Evaluation of the Financial Bids shall be on the basis of the price criteria only as per GeM provisions. Financial Bids of technically qualified bidders will be evaluated and will be accordingly ranked to determine the “Lowest Priced Bidder (L-1)”.</li> <li>ii. Lowest rates quoted by a technically qualified bidder as per ‘A’ of <b>Annexure-X</b> will be treated as L-1.</li> <li>iii. Ambiguous Financial bid: There shall be no ambiguity in the financial bid. In case of any ambiguity, in terms of price quoted, the bid will be rejected.</li> <li>iv. A conditional bid would be treated as non-responsive, and no representation shall be accepted.</li> <li>v. The Commercial bid should clearly indicate the price to be charged, inter-alia, including all taxes, duties, fees, levies and other charges, if applicable, in relation to the activities proposed to be carried out.</li> <li>vi. TRAI may seek clarification with respect to taxes, duties, fees, levies, other charges, if required, as per GoI guidelines.</li> <li>vii. Bids quoting the service charges below 3.85% will not be considered as per MoF OM No. F.6/1/2023-PPD Dated 06.01.2023.</li> </ul>



### Section IV: Special Condition of Contract (SCC)

Telecom Regulatory Authority of India (TRAI) Head Office invites e-bid for “**Catering Management Service and running of Canteen**” at TRAI Head Office, New Delhi-110029” through GeM Portal.

Clause No.	Title	Description
4.1	Auto Generated GTC of GeM	Auto generated General Terms and Conditions by the GeM portal while creating the GeM bid shall be construed as part of this Bid/Contract.
4.2	Validity/Period of the contract	<ol style="list-style-type: none"> <li>1. This Contract shall be valid for a period of 2 (two) years from the date of signing of agreement between both the parties i.e. successful bidder and TRAI.</li> <li>2. The contract may be extended further up to a period of one year or part thereof on mutual consent at the same rates, terms and conditions at the discretion of TRAI.</li> <li>3. The successful bidder will have to work for a period of six months beyond the contract period / till the new contract is done (whichever is earlier) at the same rates, terms and conditions.</li> </ol>
4.3	Verification of Original Documents	<ol style="list-style-type: none"> <li>1. Before issuing a Letter of Award (LoA) to the successful Bidder, the Procuring Entity may, at its discretion, ask Bidder for verification of all such documents in original in accordance with the scanned copies submitted online along with the technical bid.</li> <li>2. The photocopies of such self-certified documents shall be verified and signed by the competent officer and kept in the records as part of the contract agreement.</li> <li>3. If the Bidder fails to provide such originals or in case of substantive discrepancies in such documents, it shall be construed as a violation of the Code of Integrity. Such a bid shall be liable to be rejected as nonresponsive in addition to other punitive actions as per GeM.</li> </ol>
4.4	Letter of Award (LoA)	<ol style="list-style-type: none"> <li>1. The Bidder, whose bid has been accepted and documents verified (at the discretion of Procuring Entity), shall be notified for the award by the Procuring Entity before the expiration of the Bid-Validity period by written or electronic means.</li> <li>2. The successful bidder will sign the contract/agreement within 15 days of notification of Award of contract as per the contract/agreement form provided in the bid document (<b>Annexure-VII</b>).</li> <li>3. The Service Level Agreement (SLA) generated by GeM portal will also be part of the contract/agreement.</li> </ol>
4.5	Performance Security/ Performance Bank Guarantee	<ol style="list-style-type: none"> <li>1. The Selected Bidder shall be required to furnish a performance security of 3% (<b>Annexure-IX</b>) of the derived cost of the procurement value of the Contract (“<b>Performance Security</b>”) on the basis of finalized rates in the form of an unconditional and irrevocable Bank Guarantee or FDR from a scheduled commercial bank in India in favor of ‘TRAI’ for the entire period of Contract including any extension therein, with an</li> </ol>

Clause No.	Title	Description
		<p>additional claim validity period not less than one year from the date of its validity.</p> <ol style="list-style-type: none"> <li>2. The Performance Security shall be submitted by the Selected Bidder within 15 (fifteen) days of the notification of the award of Contract but before the signing of the Contract. TRAI is at discretion to verify the instrument from the issuing authority.</li> <li>3. In the event of the Bidder being unable to deliver the Services as per the terms and conditions of the Contract for any reasons, TRAI shall have the right to invoke the Performance Security.</li> <li>4. Performance Security would be returned after successful completion of the contract and only after adjusting/recovering any dues recoverable/payable from/by the Bidder on any account under the Contract.</li> </ol>
4.6	Deployment of Manpower	<ol style="list-style-type: none"> <li>1. The Contractor shall ensure that all personnel deployed by the firm are fully conversant with the premises of TRAI and its related requirements.</li> <li>2. The Contractor must provide salary slips, EPF numbers and ESI Cards, duly activated, to all the deployed manpower at TRAI. The Bidder should also ensure that EPF statements of the deployed manpower are provided immediately after the financial year closing. Any delay in submission of these records will force TRAI to deduct a proportionate amount from the bills, as decided by the Competent Authority of TRAI.</li> <li>3. The Contractor must employ adults (18 years and above) and unskilled personnel only. Child labour shall lead to the termination of the contract at the risk and cost of the Bidder. Bidder shall deploy/engage reliable personnel at TRAI's premises after proper character and police verification and impose any conditions as per prevailing contractual labour laws for such engagements, take disciplinary action or reward any person at work etc., at its sole costs, risks and responsibilities. Bidder should intimate the details like name, age, parentage, address (residential as well as permanent) of all staff to TRAI and shall also intimate changes in addresses of the staff as and when they take place.</li> <li>4. The contractor should ensure that manpower deployed is medically fit. Medical certificate should be submitted. Monthly medical of cooking staff and helpers should be done.</li> <li>5. The Contractor shall not change the canteen manpower frequently or without prior intimation to GA division of TRAI.</li> <li>6. The contractor is responsible for the verification of the character and antecedents of all the personnel before their deployment at TRAI and a certification to this effect will be submitted to TRAI. Police verification of all staff should be done in advance, and a copy should be submitted in TRAI.</li> </ol>
4.7	Code of Conduct	<ol style="list-style-type: none"> <li>1. Bidder's staff shall always be disciplined, properly dressed and be presentable all the time during duty. The people employed by Bidder should be properly trained, have requisite experience and skills for</li> </ol>

Clause No.	Title	Description
		<p>carrying out a wide variety of work. The Bidder shall be solely responsible for tackling matters in case any of its staff deployed under this contract falls sick or is injured or goes on strike/ unfair activities etc. during performance of his/her duty.</p> <ol style="list-style-type: none"> <li>2. Bidder's employees shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the government property/person.</li> <li>3. Bidder shall be solely responsible for any indiscipline, theft, loss or damage to any person or property at the premises on account of acts of omission and commission by the staff deployed by him/her.</li> <li>4. The contract manpower working should be polite, cordial, positive and efficient; their action shall promote good will and enhance the image of this office. The Contractor shall be responsible for any act of indiscipline on the part of persons deployed by him.</li> <li>5. In case of any theft or loss of property due to negligence or carelessness of manpower of the Bidder, canteen contractor will be fully responsible, and contractor will have to make good of the losses so insures to TRAI, otherwise the same will be deducted from the security deposit or from the canteen contractor charges payable.</li> <li>6. The Bidder shall strictly observe that his/her personnel: <ol style="list-style-type: none"> <li>a) Are always presentable and vigilant.</li> <li>b) Are punctual and arrive at least 15 minutes before starting their duty time.</li> <li>c) Take charges of their duties properly and thoroughly.</li> <li>d) Perform their duties with honesty and sincerity, Read and understand their post and site Instructions and follow the same.</li> <li>e) Extend respect to all Officers and staff of the TRAI.</li> <li>f) Shall not drink liquor on duty or come drunk for duty.</li> <li>g) Will not gossip or chit chat while on duty.</li> <li>h) Will never sleep while on duty.</li> <li>i) Will not read newspaper or magazine on duty.</li> <li>j) Will immediately report if any untoward incident / misconduct or misbehavior occurs, to Bidder and to GA Division of TRAI.</li> <li>k) When in doubt, approach concerned person immediately.</li> <li>l) Do not entertain visitors.</li> <li>m) Shall not smoke or use gutka/paan etc. in the office premises.</li> <li>n) Shall not act in a unionized manner.</li> </ol> </li> </ol>
4.8	Telephone Handling	The Bidder's employees shall be instructed by the Bidder strictly not to misuse the telephone facility of the TRAI.
4.9	Frisking / Checking Procedures	All contract staff will be thoroughly frisked at the time of their entering the office premises and leaving the office premises in the evening. If anything untoward is found, it must be reported to GA Division.

Clause No.	Title	Description
4.10	Prohibition of drugs/alcoholic substances	<ol style="list-style-type: none"> <li>1. The TRAI office is a “NO Smoking Zone”. Hence, sale and use of tobacco and any kind of drugs is strictly prohibited.</li> <li>2. The sale and use of liquor (Alcohol) is strictly prohibited in TRAI premises.</li> </ol>
4.11	Uniform	Contractor should provide uniforms to all the deployed personnel during working hours.
4.12	Labour laws and other statutory obligations	<ol style="list-style-type: none"> <li>1. Bidder shall be solely responsible for compliance to provisions of various laws, Industrial and any other laws applicable and all the licenses / statutory obligations etc. relating to “<b>Catering Management Service and running of Canteen</b>” for TRAI New Delhi-110029. The “Bidder” will give proof of fulfilling statutory obligations. The ‘TRAI’ shall have no liability in this regard.</li> <li>2. The bidder shall be responsible to fully comply with and observe all the provisions of the Contract Labour (Regulation &amp; Abolition) Act 1970, the Minimum Wages Act 1949, Employee Provident Fund and Miscellaneous Provision Act, the Payment of Wages Act, the ESI Act and other such statutory enactments, rules and regulations laid down from time to time by the Govt. of NCT and Central Government in force which may apply to this Agreement in the matter of the personnel deployed by the Bidder in the canteen.</li> <li>3. The Bidder shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it, at TRAI, HQ site. The ‘TRAI’ shall have no liability in this regard.</li> </ol>
4.13	Subcontracting/ Transfer of bid	<ol style="list-style-type: none"> <li>1. The subcontracting and transfer of bid is not allowed.</li> <li>2. In such cases, the bid/contract will be rejected/cancelled along with the forfeiture of Performance Security</li> </ol>
4.14	Right to Reserve	TRAI reserves the right to accept/reject any/all bid(s), and to annul the Bid process at any time prior to award of Contract without assigning any reason and without thereby incurring any liability to the affected Bidder/s or any obligation to inform the affected Bidder/s for the TRAI's action.
4.15	Termination of Contract	<ol style="list-style-type: none"> <li>1. This Contract shall be valid for a period of 2(Two) years from the date of signing of the agreement.</li> <li>2. Any extension, maximum up to one year, of the Contract may be with mutual agreement in writing and signed by both the parties.</li> <li>3. Any desired modification(s) in this Contract would be carried out through mutual consent between both parties in writing.</li> <li>4. This Contract may be terminated by either party by giving 60 days prior notice in writing to other party through email and/ speed Post.</li> <li>5. The termination of this contract will not affect validity or duration of any legally binding obligations of confidentiality, information security, assignment, ownership of intellectual property rights made under this contract.</li> </ol>

Clause No.	Title	Description
		<p>6. If any sort of food poisoning, either minor or major, is reported for any of the canteen food, the complete responsibility shall be with the contactor. The contactor shall take immediate steps for the medical aid for the diners, fully at their own cost. Under any such case, Canteen contract may be terminated with the recommendation of TRAI management by forfeiting the security deposit.</p> <p>7. TRAI reserves the right of forfeiture of Security Deposit in addition to other claims and penalties in the event of the Contractor's failure to fulfill any of the contractual obligations or in the event of termination of contract as per terms and conditions of contract with TRAI.</p> <p>8. Cancellation of Contract in Full or in Part: TRAI at its sole discretion can terminate the contract at any time during the period of contract, if the contractor:</p> <ul style="list-style-type: none"> <li>a) At any time makes a default in proceeding with the work and observes negligence and continues to do so even after a notice in writing from the TRAI.</li> <li>b) Commits default in complying with any of the terms and conditions of Contract and does not remedy it or take effective steps to remedy it within 15 days after a notice in writing is given to him in that behalf by the TRAI.</li> <li>c) Fails in yearly performance evaluation of the Service Provider/Contractor by TRAI.</li> <li>d) If the Contractor stops the work continuously for more than 07 days, then TRAI reserves the right to terminate the Contract without giving any notice whatever may be the reason. In such a case, the contractor has no right to claim compensation.</li> <li>e) TRAI can terminate the agreement if the services provided by the Contractor are found to be unsatisfactory. TRAI has the authority to complete the remaining work through other agencies and would recover from the bills due or encashing Performance Bank Guaranty (PBG). The decision of TRAI in this regard would be final &amp; binding.</li> <li>f) Notwithstanding the provisions mentioned herein, TRAI shall have the right to cancel the contract for any default on the part of Contractor due to non-performance thereof, with an advance notice of 60 days.</li> <li>g) Violates any of the terms and conditions stipulated in the agreement/tender document.</li> </ul>
4.16	Non-disclosure of Contract documents	Except with the written consent of the Purchaser (TRAI)/ Service Provider (successful bidder), other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.
4.17	Force Majeure	1. For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is

Clause No.	Title	Description
		<p>unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, pandemic/epidemic, storm, flood, currency restrictions, insurrection and civil commotion, acts of terrorism or other extreme adverse weather conditions, strikes, lockouts or other industrial action, a pandemic situation causing lockdown by the order of the concerned Government (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.</p> <p>2. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agents or resources, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.</p> <p>3. Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.</p>
4.18	Arbitration	<p>1. Any dispute between the Parties arising out or in connection with this Contract or in respect of any defined legal relationship associated therewith or derived there from, shall be referred to arbitration by a sole arbitrator and the Arbitration and Conciliation Act, 1996 shall be applicable to such proceedings. The sole arbitrator shall be appointed mutually by the Parties.</p> <p>2. The parties agree to have their dispute(s) or difference(s) resolved in terms of Section 29B – Fast track procedure, of the Arbitration and Conciliation Act, 1996 (as amended).</p> <p>3. The arbitration proceedings shall be held at New Delhi, India and language used in these proceedings shall be English.</p> <p>4. The decision of arbitrator appointed to deal with such matters shall be accepted by the Parties as final and binding on Parties.</p> <p>5. The decision to continue performance of their respective remaining obligation under this Contract or to rescind the Contract shall be decided mutually, despite the continuation of arbitration proceedings.</p> <p>6. The Parties shall use their best endeavours to procure that the decision of the arbitrator is given within a period of six months or as early as is possible after the reference has been made to the arbitrator.</p> <p>7. The courts in New Delhi, India shall have exclusive jurisdiction in relation to this Contract including this clause.</p> <p>8. All fees pertaining to arbitration proceedings shall be borne by the Parties equally.</p>

Clause No.	Title	Description
		9. All other costs incurred by the Parties shall be borne by the respective Parties.
4.19	Confidentiality	<ol style="list-style-type: none"> <li>1. The contractor shall take all precautions not to disclose, divulge and or disseminate to any third party any confidential information, proprietary information on the TRAI's work or security arrangements (including but not limited to the Assignment Instructions, Schedules and other subsequent Agreements) and or business of the TRAI.</li> <li>2. The obligation is not limited to any scope and the Contractor shall be held responsible in case of breach of the confidentiality of TRAI's information.</li> <li>3. Contractor shall return all confidential information which is in its custody upon termination/ expiry of Contract/Agreement and shall not make or retain any copies or record of any confidential information and shall notify to TRAI promptly of any unauthorized or improper use or disclosure of the confidential information.</li> <li>4. Contractor expressly agrees to be vicariously liable for any breach of confidentiality by any of its staff/personnel.</li> </ol>
4.20	Firm Prices	<ol style="list-style-type: none"> <li>1. Prices quoted/offered must be firm and final. There would be no increase in rates payable to the Agency during the Contract period except GST and other statutory obligations, which will be paid extra as applicable.</li> <li>2. Bidder shall not pay wages to the deployed personnel less than the minimum wages notified by the Chief Labour Commissioner, New Delhi, Ministry of Labour &amp; Employment, Govt. of India or Labour Commissioner, Govt. of NCT Delhi whichever is higher, from time to time.</li> <li>3. TRAI shall regulate the wages of deployed personnel in accordance to the applicable Minimum wages from time to time as per the Govt. notification.</li> <li>4. The bidder shall comply with all statutory obligations under intimation to TRAI as and when required.</li> <li>5. The Commercial bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies and other charges as may be applicable in relation to the activities proposed to be carried out. TRAI may ask for clarification with respect to taxes, duties, fees, levies, other charges, if required.</li> <li>6. The contractor shall be solely responsible for all kinds of statutory compliance including labour regulations.</li> </ol>
4.21	Indemnification	1. Notwithstanding anything to the contrary contained in the contract/Agreement, Contractor shall indemnify, defend and hold harmless TRAI, its agents, affiliates, representatives from and against each and every cause of action, all claims, demands, actions, suits,

Clause No.	Title	Description
		<p>proceedings (including losses, damages, tax, costs, charges and expenses) including reasonable fees of legal/attorney or liability whatsoever that should be brought or made against TRAI by any third party as a result of:</p> <ol style="list-style-type: none"> <li>i. loss or damage to the intellectual property, personal injury to a third party and /or any third-party claim against or damage to the other party resulting from or in connection with any breach hereof, non-compliance therewith.</li> <li>ii. Any act or omission, non-performance, wilful misconduct, negligence or non-observance by Contractor or its Staff/personnel of any provision of the contract/Agreement and/or arising from Contractor's failure to comply with any law, regulation, enactment.</li> <li>iii. Negligence or other tortuous conduct by Contractor or its authorized agents or representations or statements not specifically authorized by TRAI therein or otherwise in writing.</li> </ol> <p>2. Bidder should at all times indemnify TRAI against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit (Amendment) Act, 2017; Delhi Shops and Establishment Act, 1954 or any modification thereof or any other law relating thereto and rules made hereunder from time to time. TRAI will not own any responsibility in this regard.</p>
4.22	Vending Machine	For making Tea, Masala tea or Coffee, consumable like Tea Bags/ Coffee Beans etc., to be used of reputed brand like Coffee Day Beverage/Bru/Nestle/ Georgia and Shall be procured direly from OEM from authorized distributor of OEM and milk will be Amul Toned Milk. In case of its non-availability of mentioned brand alternative equivalent can be used after taking approval from authorized representatives of TRAI. If required, the vendor has to provide low sugar ready mix also.
4.23	Generic Conditions	<ol style="list-style-type: none"> <li>1. The cook should be qualified from the Institute of Hotel Management which is recognized by the central government.</li> <li>2. Food to be served in biodegradable plates.</li> </ol>

**4.24 Format for Inspection of Canteen Items/Operations: -**

<b>TRAI Canteen Inspection Form</b>	
Date	Inspecting Officers' Name -



ITEM	BRAND	YES/NO
Atta	Aashirvad, Pillsbury, Nature Fresh, Shakti Bhog, Patanjali, Aahaar, Rajdhani	
Besan and Dal	Rajdhani, Aashirvad, Pan Brand, Shakti Bhog, Patanjali, Tata, Mangat Ram	
Biscuits	Patanjali, Parle, Britannia, Unibik, Sunfeast,	
Bread	Harvest, Britannia, Bonn, English oven	
Butter	Amul, Britannia, Mother Dairy	
Coconut Tender Water	Patanjali, Real, Tropicana, Paper boat	
Coffee (Powered and Nuts)	Nescafe, country beans, Star Bucks, Bru Instant	
Cold Drinks	Pepsi, Coke, Thums up	
Ice Cream, Lassi, Curd	Amul, Mother Dairy, Country Delight, Vita	
Iodized Salt	Tata, Annapurna, Nature Fresh	
Jam	Kissan, Tops, Patanjali	
Juices	Patanjali, Real, Tropicana, Paper boat	
Ketchup	Maggi, Kissan, Heinz	
Lemon Water	Patanjali, Real, Tropicana, Paper boat	
Maida	Aashirvad, Pillsbury, Nature Fresh, Shakti Bhog, Patanjali, Rajdhani	
Milk	Amul, Mother Dairy, Country Delight, Vita	
Mineral Water	Kinley, Bisleri, Ganga, Aqua Fina	
Mixtures/Chips	Haldiram, Bikanerwala, Bicano, Bikaji	
Mustard Oil	Engine, P Mark, Patanjali, Dhara, Fortune, Nature Fresh	
Paneer	Amul, Mother Dairy, Country Delight, Vita	
Pickle	Mother's, Priya, Tops	
Refined Vegetable Oil	Fortune, Patanjali, Sundrop, Sweekar, Dhara, Nature Fresh, Saffola, Olive Active	
Rice (Basmati)	India Gate, Daawat, Lal Quila.	
Spices	MDH, MTR, Ashok, kichen king, Badshah	
Suji	Aashirvad, Pillsbury, Nature Fresh, Shakti Bhog, Patanjali, Rajdhani	
Sweet	Bikaner, Haldiram, Nathu, Bangla Swwts, Kaleva, Bikanerwala, Bikano, Bikaji	
Tea	Brooke Bond, Lipton, Tata, Red label, Tajmahal	
In case supply of Special Packed Thali/Tiffin/Continental	Kaleva, Bangla Sweets, Sawarnaa Bhawan, Dasha Prakash or any other restaurant as directed by Admin Div.	
Cleaning and Hygienic Status.		
Is Cooking oil being found use for multiple purposes?		
Food Handlers Medical Status		
Fresh Items like Vegetables Fruits Status.		

Canteen Manager/ Rep Signature	Inspecting officer's Signature
Special Remarks If Any.	

### Section: V: Payment Terms

Clause No.	Description
5.1	The Contractor shall raise bills on monthly basis after the satisfactory completion of services duly certified by Manager (FMS) and not below Assistant/ASO (GA), Owner (TRAI). The payment shall be released within 15 days of receipt of invoice along with complete documents after deduction of all dues and towards statutory requirements as per terms & conditions of the Contract document.
5.2	The Service Provider (successful bidder) will raise the bill for a calendar month by 7 <sup>th</sup> of succeeding month along with following documents: <ul style="list-style-type: none"> <li>i. Forwarding Letter addressed to JA (GA), TRAI and summarizing the details of documents, invoice etc annexed.</li> <li>ii. A certificate that all statutory requirements as applicable (including GST, if applicable) have been complied for the submitted bill/ bills.</li> <li>iii. Proof of ESI, EPF and GST compliance documents/certificate.</li> <li>iv. Proof that Salary of all pantry boys for the current month has been paid by 7<sup>th</sup> of the month.</li> </ul> <p>Kindly note that TRAI, at its discretion, may seek the electronic proof of payment of monthly wages to the Pantry boys deployed at TRAI.</p>
5.3	The payment will be made as per the following terms, on production of the requisite documents/certificate: - <ul style="list-style-type: none"> <li>i. The payment to the service provider would be made as per the agreed rates on production of all requisite documents/certificates along with the original bill.</li> <li>ii. Disputed amount or amount on which clarification is required should be held up till the matter is sorted out. However, balance amount shall be released by due date.</li> <li>iii. Payment from TRAI will be made in Indian Currency by means of Electronic Clearance Service (ECS) to the Firm/ Agency's account by NEFT or RTGS for which purpose Service Provider is required to submit their complete bank details.</li> <li>iv. Payment will be made after deducting TDS, Penalty etc. as applicable and reflected in the respective month's payment.</li> </ul> <p>There would be no increase in rates payable to the Bidder during the Service Contract period except reimbursement of the applicable GST, compensation/ Recovery.</p>
5.4	The wages will be paid to Canteen personnel based on their actual deployment in TRAI and attendance duly verified by the Administration Division. The said wages shall be paid for 26 days in a calendar month. The minimum wages shall be as per the rates notified by Chief Labour Commissioner, New Delhi, Ministry of Labour & Employment and Government of India from time to time for Delhi Region.
5.5	The Service Provider shall not be entitled to any increase in the approved rates till expiry of the service contract. However, any revision in minimum wages by Central Government and any amendment in ESI Act, EPF Act and statutory obligations notified by concerned Government authorities during currency of the service contract, would be considered through a written request of the Service Provider well in time with support of adequate documentary proof like copy of Government Notification/ Orders from time to time, for passing it fully to the Canteen personnel against actual number of Canteen personnel deployed by the Service Provider subject to audit check by TRAI HO, New Delhi etc. as and when required.
5.6	The TRAI shall be entitled to deduct in accordance with Applicable Law, Income Tax or withholding tax or other deductions (as the case may be), from any payments made to the contractor, and the amount so deducted shall be deemed to be a payment made to the contractor.
5.7	GST shall be paid against receipt of tax invoice and proof of payment of GST to the Government. In case of no receipt of tax invoice or non-payment of GST by the Contractor, TRAI shall withhold the payment of GST or full payment.
5.8	The successful service provider shall comply with prevailing tax regulations in the country.

## Section VI: Penalties

6.1 TRAI reserves the right to impose Penalty in following cases: -

6.1.1 Penalties Clause: The following penalties may be imposed on the Bidder on the recommendations of the Advisor of Admin division and Officer In-charge of Canteen. The cumulative penalties shall be compiled, and the amount shall be deducted from the payment of monthly bills submitted by the Bidder:

Sr. No.	Types of Service Deficiency/ Default	Penalty (in Rs.)
1	Using of Non branded items (per item per time)	Rs. 500/-
2	Using of Oil for multiple use (per occasion)	Rs. 1000/-
3	Other Issues like Unhygienic conditions etc.(per occasion)	Rs. 1000/-
4	Delay for supply of (Retails/ Thali /refreshment) on day-to-day basis. (per occasion)	Rs. 500/-
5	Delay for supply on bulk items (per occasion)	Rs. 2000/- or 20% of total value of order (whichever is higher).
6	Non-Deployment of the Manpower (per day) against absentee	Rs. 500/-
7	Poor services, improper upkeep or cleaning, (per occasion per day per floor)	Rs. 500/-
8	Non-standard supply of eatables per occasion	Rs. 500/-
9	Personnel not in proper uniform (per person/day)	Rs.500/-
10	Misbehaviour by canteen personnel per occasion in addition to removal	Rs.1000/-
11	Non availability of crockery/disposable items per occasion	Rs.500/-
12	<b>Supply of inedible, rotten or expired items</b>	---
	First Instance	Rs.2500/-
	Second Instance	Rs.5000/-
	Third Instance	Rs.10000/-
	If the same thing is found repeatedly	Contract shall be liable to be terminated
13	Any other non-compliance observed by TRAI, O per occasion	Rs.1000/-

**Note:** - In addition to the above penalty, proportionate wages shall also be deducted from the respective monthly bills for non-deployment of manpower against absentees.

6.2 Moreover, supply of non-standard consumables shall be replaced with the genuine standard as mentioned in the tender along with a penalty mentioned above. Even after the repeated penalties, if services are not upto the mark, TRAI may forfeit the PBG and initiate the process of blacklisting.

6.3 In addition to the above penalties, the Bidder shall disburse salary to its deployed manpower, if any, latest by 7th of every month, failing which penalty of Rs.500/- per day will be imposed.

**Annexure –I: Bidder Information**

(The Bidder shall fill in this Form in accordance with the instructions indicated on its letterhead)

**1. Bidder/ Contractor particulars:**

a) Name of the Bidder	
b) Place of Registration/ Principal place of business	
c) Complete Postal Address:	
d) Mobile Nos.: (with country/ area codes)	
e) Name of CEO/MD/Chairperson	
f) Contact persons/ Designation	
g) Email IDs	

**2. Taxation Registrations:**

b) Type of GST Registration as per the Act (Normal Taxpayer, Composition, Casual Taxable Person, SEZ, etc.)	
c) GSTIN number: in Contractor and Service Site States	
d) Registered/ Certified Offices from where the Services would be supported and Place of Service Site for GST Purpose:	

**3. Authorization of Person(s) signing the bid on behalf of the Bidder:**

Full Name:	
Designation:	
<b>Signing as: (Bidder must fill up one of the relevant category) (<i>Strike out whichever is not applicable</i>)</b>	
A sole proprietorship firm. The person signing the bid is the sole proprietor/ constituted attorney of the sole proprietor, <b>OR</b>	
A partnership firm. The person signing the bid is duly authorised being a partner to do so, under the partnership agreement or the general power of attorney, <b>OR</b>	

A company. The person signing the bid is the constituted attorney by a resolution passed by the Board of Directors or in pursuance of the Authority conferred by Memorandum of Association.	
---	--

**4) Bidder’s Authorized Representative Information:**

Name	
Address	
Telephone/ Mobile numbers	
Email Address	

(Signature with date)  
(Name and designation)

Duly authorized to sign bid for and on behalf of  
[Name & address of Bidder and seal of company]  
Date:  
Place:

*Note: Bidder shall fill in this Form, following the instructions indicated above. No alterations to its format shall be permitted, and no substitutions shall be accepted. Bidder's wrong or misleading information shall be treated as a violation of the Code of Integrity. Such Bids shall be liable to be rejected as nonresponsive, in addition to other punitive actions provided for such misdemeanors in the Tender Document.*

### Annexure-II: Technical Evaluation Criteria

Sr. No.	Qualification Criteria	Supporting Documents	Document uploaded (Yes/No/NA)	Remarks
1.	Bidder Information	To be submitted in "Annexure-I" as mentioned in the RFP		
2.	Name of the Firm/ Company			
3	<p>The Bidder must be a:</p> <p>i. Company registered in India under the Provisions of the Companies Act 1956/2013 or</p> <p>ii. Sole Proprietorship or</p> <p>iii Partnership firm</p>	<p>Relevant supporting documents to be submitted:</p> <p>i. In case of Company: Certificate of Companies Act 2013.</p> <p style="text-align: center;"><b>Or</b></p> <p>ii. In case of Partnership Firm: Partnership Agreement/ Deed.</p> <p style="text-align: center;"><b>Or</b></p> <p>iii. In case of Proprietorship Firm: Registration Certificate like GST etc.</p>		
4	Status of strike off by Registrar of Companies as on date.	Yes/No (In case yes, furnish supporting document.)		
5	<p>Authorization of person(s) signing the bid on behalf of the bidder:</p> <p>i. In case of A sole proprietorship firm:</p> <p style="text-align: center;"><b>or</b></p> <p>ii. In case of A partnership firm:</p> <p style="text-align: center;"><b>or</b></p> <p>iii. In case of A company:</p>	<p>One of the following documents (whichever applicable) to be submitted by the bidder:</p> <p>i. The person signing the bid is the sole proprietor/ constituted attorney of the sole proprietor.</p> <p>ii. The person signing the bid is duly authorized being a partner to do so, under the partnership agreement or the general power of attorney.</p> <p>iii. The person signing the bid is the constituted attorney by a resolution passed by the Board of Directors or in pursuance of the Authority conferred by Memorandum of Association.</p>		

Sr. No.	Qualification Criteria	Supporting Documents	Document uploaded (Yes/No/NA)	Remarks
6.	EMD (Earnest Money Deposit <b>Rs 6,46,769/- Lakhs</b> /- Lakh)/Bid Security Declaration	I. Original Bid Security should be deposited with the o/o DD (Admin), TRAI HO at CR Section Ground Floor before the last date and time of bid submission. Bidders, who are exempted from submitting the EMD as per GoI norms, should submit the BSD (Bid Security Declaration) with the Bid in format as per the Annexure-IV and must furnish valid document for claiming exemption		
7.	In case seeking exemption from Turnover Criteria	Supporting documents for MSME (valid as on date and during currency of Bid) to prove his eligibility for exemption must be uploaded by the bidder.		
8.	Following registrations/ licenses required for the performance of this Service.			
	a) EPF	Self-certified copy to be enclosed		
	b) ESI	Self-certified copy to be enclosed		
	c) Labour License	Self-certified copy to be enclosed		
	d) FSSAI License	Self-certified copy to be enclosed		
	e) Any other	Self-certified copy to be enclosed		
9.	The Bidder shall possess valid ISO 22000: 2018, 9001:2015 and 45001: 2018 certification.	Self-Attested Copy to be furnished valid as on date and during the currency of Bid and contract period.		
10	The bidder should have its own kitchen in the nearby area of TRAI Head Office (within the radius of 10 Km from TRAI Head Office) for prompt and timely delivery of fresh cooked food to be served in hygienic condition for various meetings and occasions.	Proof of the functional Kitchen (Photo) be attached along with supporting documents like rental agreement, electricity, Landline bill etc.		
11.	The Bidder should have presence in NCR of Delhi	Enclosed self-attested evidence in support of address like Certificate of Incorporation/ GST Registration.		



Sr. No.	Qualification Criteria	Supporting Documents	Document uploaded (Yes/No/NA)	Remarks
13.	The Bidder should have registration of GST	Enclosed self-attested copy		
14.	<p>The Bidder should have completed following works in last three financial years ending on 31.03.2025 (i.e. 2022-23, 2023-24 and 2024-25):-</p> <p>(i) One similar work of single contract value not less than Rs.2.16 cr.</p> <p><b>OR</b></p> <p>(ii) Two similar works with each of single contract value not less than Rs. 1.35cr.</p> <p><b>OR</b></p> <p>(iii) <b>Three</b> similar works with each single contract value not less than Rs. 1.08 cr.,</p> <p><b>Note:</b> Similar work shall mean “<b>Catering Management/Running canteen</b> in Central/State Government Departments/PSUs/ Public listed companies”.</p>	<p>Copies of contracts / work orders and self-certification of successful completion.</p> <p>Or</p> <p>Completion certificate from the client containing amount and duration of the work, in support of Past Experience of Similar Services along with names, address and contact details of clients.</p> <p>Above shall be uploaded with the bid for verification by the Buyer.</p> <p>A brief to be submitted in Annexure-XI (Performance Statement)</p>		
15.	The Bidder Should Furnish Proof of Average Annual Turn Over which should not be less than Rs. 6 Cr Only for the last three Financial Year's i.e. 2022-23, 2023-24 and 2024-25	Annual Turn Over duly verified by CA for the preceding three financial years i.e. 2022-23, 2023-24 and 2024-25 in Annexure-III.		

Sr. No.	Qualification Criteria	Supporting Documents	Document uploaded (Yes/No/NA)	Remarks
	(i) FY 2022-23:			
	(ii) FY 2023-24:			
	(iii) FY 2024-25			
	Note: If not available for FY 24-25, then bidder may submit it for FY 21-22.			
18.	The bidder should furnish copy of Annual GST Return (GSTR-9) for FY ending on 31.03.2025	Duly filed and self-certified GSTR-9 form for FY ending on 31.03.2025		
19.	Statement of Performance of Services during Last 3 (Three) Years ending 31-03-2025	To be submitted On Company Letterhead in the format of "Annexure-XI" as mentioned in the BID		
20	Self-Certificate/ Undertaking for Non-blacklisting.	To be submitted as per Annexure- 'VI'		

Signatures of bidder  
or

Officer authorized to sign the bid.

Documents on behalf of the bidder  
[Name & address of Service provider and seal of company]

**Annexure-III: Annual Turnover**

(To be furnished by CA)

GeM Bid No..... / Dated.....; Bid Title: **Hiring of Catering Management Services and Running of Canteen at TRAI Headquarters.**

Bidder's Name \_\_\_\_\_

[Address and Contact Details]

**Annual Turnover of the Company/ Firm for last 3 Financial Years:**

<b>Year</b>	<b>Turnover Amount (in Rs.)</b>
2022-23 (Till 31 <sup>st</sup> March 2023)	
2023-24 (Till 31 <sup>st</sup> March 2024)	
2024-25 (Till 31 <sup>st</sup> March 2025)*	
*If not available for FY 2024-25, then bidder may submit for FY 21-22.	
<b>Average Annual Turnover</b>	

*The bidder should give information strictly in above format.*

Unique Document Identification Number (UDIN).....

Signature of Chartered Accountant

.....

Name of Chartered Accountant

.....

Membership of ICAI Date and Seal

(Signature with date)  
(Name and designation)

Duly authorized to sign bid for and on behalf of  
[Name & address of Bidder and seal of company]

Date

Place

**Annexure– IV: Bid Security Declaration**

(The Service provider shall fill in this Form in accordance with the instructions indicated on its letterhead)

Dated:

To

**Senior Research Officer (GA),  
TRAI HQ, WTC, F Tower,  
Nauroji Nagr,  
New Delhi-110029**

Ref: Bid document No. \_\_\_\_\_ dated \_\_\_\_\_

Sir/Madam,

I/We, the undersigned, declare that:

I/We understand that, according to your conditions, bid must be supported by a Bid Security Declaration.

I/ We accept that I/We may be disqualified from bidding for any contract with TRAI for a period of 2 years from the date of opening of Bid, if I/We are in a breach of any obligation(s) under the bid conditions, because I/We:

- 1) Have withdrawn/modified/amended, impairs or derogates from the bid; or
- 2) After having been notified of the acceptance of our bid by the Competent Authority within the period of bid validity:
  - (i) Fail or refuse to furnish a Performance Security in accordance with the Conditions of the Bid Document No.....

**OR**

- (ii) Fail or withdraw or refuse to sign the contract
- OR**

Submits false information/declaration

I/We understand that this Bid-Security Declaration shall cease to be valid, if contract is not awarded to us, upon:

- a) Our receipt of your notification to us of the name of the successful service provider.
- b) Twenty –eight days after the expiration of the validity of our Bid or any extension to it.

We are submitting this Bid Security Declaration in the name of M/s.....Dated on \_\_\_\_\_ day of \_\_\_\_\_

For and on behalf of M/s. \_\_\_\_\_

Address:

Signature

Name

In the capacity of

**DULY AUTHORISED TO SIGN THE BID**

### Annexure-V: Authorization for Attending Pre-Bid Conference

(The Bidder shall fill in this Form in accordance with the instructions indicated on its letterhead)

Bidder's Name \_\_\_\_\_ Date.....

To

**Senior Research Officer (GA),  
TRAI HQ, WTC, F Tower,  
Nauroji Nagr,  
New Delhi-110029**

Photo of the  
Authorised  
Person attending  
Pre-Bid Meeting

Ref: GEM BID Number:.....

Subject: Authorization for attending Pre-bid Conference on \_\_\_\_\_ (date).

Following persons are hereby authorized to attend the Pre-bid Conference for the tender mentioned above on behalf of \_\_\_\_\_ (Bidder) in order of preference given below.

Sr. No.	Name Government Photo ID Type/ Number	Government Photo ID Type/ Number
1		
2		
Alternate Representative		

Note:

1. Maximum of two representatives (carrying valid Government photo IDs) shall be permitted to attend the Pre-bid opening.
2. Permission to enter the hall where the pre-bid conference is conducted should be refused if authorization as prescribed above is not submitted.

(Signature with date)  
(Name and designation)

Duly authorized to sign bid for and on behalf of  
[Name & address of Bidder and seal of company]

Date:

Place:

## Annexure-VI: Eligibility Declarations/Undertaking

(The Bidder shall fill in this Form in accordance with the instructions indicated on its letterhead)

I/ We, \_\_\_\_\_ Son/Daughter/Wife of Shri/Smt. \_\_\_\_\_ Proprietor / Director / authorized signatory of the Bidder mentioned above, is competent to sign this declaration and execute this bid document. It is further submitted that:

- i. I/ We have carefully read and understood all the terms and conditions of the bid and undertake to abide by them.
- ii. I/We hereby declare that all statutory requirements like ESI, EPF, GST, Minimum Wages, Labour Laws and other Industrial practices etc. are complied.
- iii. We solemnly declare that we (including our affiliates or subsidiaries or constituents):
  - a) are not insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings for any of these reasons;(including our Contractors/subcontractors for any part of the contract):
  - b) do not stand declared ineligible/ blacklisted/ banned/ debarred by the Procuring Organization or its Ministry/ Department/ from participation in its Tender Processes and/or
  - c) are not convicted (within three years preceding the last date of bid submission) or stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of Government of India from participation in Tender Processes of all its entities, for offences mentioned in Tender Document in this regard. We have neither changed our name nor created a new “Allied Firm”, consequent to the above disqualifications.
  - d) That no criminal case or insolvency proceedings are pending against our firm/ organization..... and no Officer or Partner or Director of the organization/firm ..... has been convicted of any criminal offence or offence involving moral turpitude, as per the laws of India.
  - e) Do not have any association (as bidder/ partner/ Director/ employee in any capacity) with such retired public officials or near relations of such officials of Procuring Entity, as counter-indicated, in the Tender Document.
  - f) Have visited the TRAI and have understood all the requirements and shall abide by them
  - g) We certify that we will fulfill any other additional eligibility conditions if prescribed in Tender Document.
  - h) We have no conflict of interest, which substantially affects fair competition. The prices quoted are competitive and without adopting any unfair/ unethical/ anti-competitive means. No attempt has been made or shall be made by us to induce any other bidder to submit or not submit an offer to restrict competition.
- iv. **Restrictions on procurement from bidders from a country or countries, or a class of countries under Rule 144(xi) of the General Financial Rules 2017:** We certify as under:  
*“We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries and solemnly certify that we fulfill all requirements in this regard and are eligible to be considered. We certify that:*

- a) *we are not from such a country or, if from such a country, we are registered with the Competent Authority (copy enclosed) and;*
  - b) *we shall not subcontract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.*
- v. The information /documents furnished along with the bid are true and authentic to the best of my knowledge and belief. I/we am/ are aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my bid at any stage besides liabilities towards prosecution under appropriate law.

(Signature with date)

Name:

Designation:

Duly authorized to sign bid for and on behalf of  
[Name & address of Bidder and seal of company]

Date:

Place:

**Annexure-VII: Draft Agreement Format**  
(To be made on ₹100.00 Non-Judicial Stamp Paper)

This “**Agreement**” is made at New Delhi on the \_\_\_\_\_ day of \_\_\_\_\_ Two thousand Twenty Five (Effective date) between CEO acting through Shri.....(Designation) .....- Telecom Regulatory Authority of India (TRAI), Head Office, World Trade Centre (WTC), F Tower, Nauroji Nagar, New Delhi -110 029 (herein after called ‘TRAI’ which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors, authorized representatives and assigns) of the (First Part)

AND

M/s.....having its registered office at ..... through its \_\_\_\_\_, authorized vide \_\_\_\_\_ to enter and execute this Agreement (hereinafter called the ‘Service provider’ which expression unless repugnant to the context or meaning thereof shall mean and include its successors, authorized representatives and permitted assigns etc. of the Second Part.

**WHEREAS** the ‘TRAI’ is desirous to engage the ‘Bidder’ for **Catering Management Service and Running of Canteen at TRAI, Head Office** on the terms and conditions stated below:

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS: -

1. The Service Provider shall be solely responsible for compliance to provisions of various Labour, Industrial and any other laws applicable and all the statutory obligations, such as, Wages, Allowances, Compensations, EPF, Bonus, Gratuity, ESI, etc relating to the manpower deployed in TRAI, Head Office. The ‘TRAI’ shall have no liability in this regard.
2. The Service Provider shall be solely responsible for any accident/medical/health related liability/compensation for the chauffeurs deployed by it, at TRAI, Head Office. The ‘TRAI’ shall have no liability in this regard.
3. Any violation of instruction/agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.
4. The following documents shall be deemed to form and be read and construed as part of this service contract agreement viz:
  - a) Letter of Award/Acceptance of Service Contract
  - b) Terms and Conditions of the Service Contract.
  - c) Notice Inviting Tender/RFP
  - d) Bill of Quantities.
  - e) Scope of Work of the Service Provider.
  - f) Addendums, if any.
  - g) Annexures.
  - h) Any other additional terms & conditions forming part of the service contract.
5. The contract can be terminated by giving 60 days’ notice on either side.
6. In case of non-compliance with the contract, the ‘TRAI’ reserves its right to:



- a. Cancel/revoke the contract; and/or
  - b. Impose penalty upto 10% of the total annual value of contract.
7. Security deposit equal to **3%** of the Total contract value with validity of 60 days beyond the contractual obligation, in the form of Bank Guarantee of Nationalized and Scheduled Commercial Banks authorized to do Govt. business (i.e. HDFC, ICICI and Axis Bank Ltd) shall be furnished by the ‘Service Provider’ at the time of signing of the Agreement.
8. The ‘Service Provider’ shall be fully responsible for timely monthly payment of wages and any other dues to the manpower deployed in TRAI latest by 7th day of each month.
9. The manpower deployed by the ‘Service Provider’ will not claim to become the employees of TRAI and there will be no Employee and Employer relationship between the personnel engaged by the ‘Service Provider’ for deployment in TRAI, HQ. The Service Provider shall not be a representative of TRAI and maintain Principal to Principal relationship.
10. The ‘Service Provider’ and manpower/staff deployed shall keep all confidential information in connection with and related to TRAI and shall not reveal the same to any third party. Any breach of confidentiality shall be a violation of the terms and conditions of this agreement.
11. Decision of ‘TRAI’ regarding interpretation of the Terms and Conditions and the Agreement shall be final and binding on the ‘Service Provider’.
12. The ‘Service Provider’ shall ensure full compliance with tax laws of India with regard to this Contract and shall be solely responsible for the same. The ‘Service Provider’ shall keep ‘TRAI’ fully indemnified against liability of tax, interest, penalty etc. of the ‘Service Provider’ in respect thereof, which may arise.
13. In case of a dispute between the ‘Service Provider’ and ‘TRAI’, ‘TRAI’ shall have the right to decide. However, all matters shall have the jurisdiction of courts at New Delhi.
14. This agreement shall be effective from ..... and shall initially be effective for a period of two years, extendable to further one year, on the same rates and the same terms and conditions on mutual consent, depending upon the requirement and administrative convenience of TRAI and subject to satisfactory performance of the Agency.
15. Decision of ‘TRAI’ regarding interpretation of the Terms and Conditions and the Agreement shall be final and binding on the ‘Service Provider’.
16. The total value of agreement, including applicable taxes, for hiring of Catering Management Service and Running of Canteen at TRAI HO, New Delhi will be Rs. \_\_\_\_\_ for a period of two years which will be effective from \_\_\_\_\_.
17. The contract will be valid for a period of 24 months w.e.f. \_\_\_\_\_. However, TRAI may extend the contract further with the consent of Bidder subject to satisfactory performance and administrative convenience of TRAI as per **clause 4.20** of the tender document (Firm Prices) as per existing rates and terms & conditions.

IN WITNESS WHEREOF the Parties have set their respective hands the day and year first above Written.  
Signed by the duly authorized representative of the      Signed by the duly authorized representative of

Bidder

TRAI

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

Accepted on behalf of the Bidder

Accepted on behalf of the TRAI

Witness:

Witness:

**Annexure-VIII**  
**FORMAT FOR EMD BANK GUARANTEE**

(To be submitted on non-judicial stamp paper of appropriate value purchased in the name of the issuing)

1. Whereas .....(hereinafter called the “tenderer”) has submitted their offer dated.....for the supply of .....(hereinafter called the “tender”) against the Purchaser’s tender enquiry No. ....

2. KNOW ALL MEN by these presents that WE ..... of.....having our registered office at ..... are bound unto .....(hereinafter called the “Purchaser”) in the sum of ..... for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this..... day of .....20.....

3. CONDITIONS OF THIS OBLIGATION ARE:

(i) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.

(ii) If the tenderer has been notified of the acceptance of his tender by the Purchaser during the period of its validity:-

a. If the tenderer fails to furnish the Performance Security for the due performance of the contract.

b. Fails or refuses to accept/execute the contract.

4. WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

5. This guarantee will remain in force upto and including 100 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above.

.....

(Signature of the authorized officer of the Bank)

.....

Name of the officer .....

Designation of the officer .....

Seal, name & address of the Bank and address of the Branch

**Annexure-IX: Performance Bank Guarantee (Format)  
(To be stamped in accordance with Stamp Act)**

The non-judicial stamp paper should be in the name of issuing Bank

Ref.....Bank Guarantee No.....

Date.....

To,

**Senior Research Officer (GA),  
TRAI HQ, WTC, F Tower,  
Nauroji Nagar  
New Delhi-110029**

Reference: Bid ID Number..... and Date.....

Whereas..... (name and address of the contractor)  
(hereinafter called “the contractor”) has undertaken, in pursuance of contract no ..... date.....  
to supply ..... (description of goods and Works/ Services) (hereinafter called “the contract”).

And Whereas you have stipulated it in the said contract that the contractor shall furnish you with a bank guarantee by a Commercial bank for the sum specified therein as security for compliance with its obligations as per the contract;

And Whereas we have agreed to give the contractor such a bank guarantee.

Now Therefore we hereby affirm that we are guarantors and responsible to you, on behalf of the contractor, up to a total of .....(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the contractor to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the contractor before presenting us with demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall be valid until the ..... day of .....20.....

Our.....branch at.....\*(Name & Address of the  
.....\*(branch) is liable to pay the guaranteed amount depending on the filing of a claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our .....\*  
branch a written claim or demand and received by us at our .....\* branch on or before

Dated..... otherwise, the bank shall be discharged of all liabilities under this guarantee after that.

(Signature of the authorized officer of the Bank)

.....  
.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of Branch

\*Preferably at the Head Offices of the authority competent to sanction the expenditure for the procurement of goods or at the concerned district Head Offices or the state Head Offices.

### Annexure-X: Financial Proposal

Sl.no.	Description	Total Amount for Two Years including GST
(i)	Part-I: Quote for Deployment of Five Pantry Operator (Unskilled) and Catering Manager (Highly Skilled)	
(ii)	Part-II: Quote for Total cost of Schedule of Items	
(iii)	Part-III: Quote for cost of Tea/Coffee/Soup/Milk/Sugar etc. from vending machine	
(iv)	Part-IV: Quote for Cost of Snacks/Meeting Items/Buffer Lunch, etc.	
(v)	Part-V: Quote for Total Rent of Four Vending Machines	
	<b>Grand Total including GST (In Figures)- 'A'</b> (i+ii+iii+iv+v)	
	<b>Grand Total including GST (In Words)- A'</b>	

**Note:**

1. Lowest rates quoted by a technically qualified bidder as per 'A' of Annexure-X above will be treated as L-1.
2. The wages should be calculated as per office order No. (142)/02/MW/VII/Part file/211-241 dated 15.04.2025 issued by Labour Department of Govt. of NCT of Delhi. Bidders are advised to pick only daily wages from this order.
3. Grand Total cost (in words) of bids represented by 'A' shall be considered for evaluation and determining the ranking of the bidders to conclude the successful bidder (L-1).
4. If there is any discrepancy in words and figures, amount mentioned in words will be taken into consideration.
5. In case there is a variation in the total cost calculation of an item, the unit price of the item will be considered for evaluation.

Signatures of bidder

or

Officer authorized to sign the bid.

Documents on behalf of the bidder

[Name & address of Bidder and seal of company]

**Annexure-X: Part-I: Quote for Cost of Deployment of Pantry Operator (Unskilled) Five (05) One (01) Catering Manager (Highly skilled)**

Sl No .	Description of services required	No. of persons	Wages per day per personnel	Wages per calendar month per personnel (22 x col.3)	EPF contribution @ 13% of col (v) (ceiling Rs. 15000/-)	ESI % of col (v) (ceiling Rs. 21000/-)	Total expenditure on offered wages per calendar month Col (v+vi+vii)	% of Agency/Adm in Charges per month (Min.3.85%)	Agency/Adm in Charges in Rs.(viii*ix/100)	Applicable GST. Charges in Rupees. { <b>@18% of Col viii</b> }	Total expenditure on offered wages per month <b>(viii+x+xi)</b>	Total Cost for 24 Months towards deployment of One Pantry operator 24*xii
i	ii	iii	iv	v	vi	vii	viii	ix	x	xi	xii	xiii
1	Pantry operator	5										
2	<b>Catering Manager (Highly skilled)</b>	1										
<b>Total (Rs.) in Figures</b>												
<b>Total (Rs.) in Words</b>												

Note:- The wages will be revised from time to time as per latest Govt. orders on the subject.

Signatures of bidder  
or  
Officer authorized to sign the bid.

Documents on behalf of the bidder  
[Name & address of Bidder and seal of company]

**Annexure-X: Part-II: Quote for Schedule of Items (Rate Contract)**

S.No.	Name of Items	Composition/Description/Quantity	Unit	Approximate Monthly Quantity	Rate/Unit (in Rs.)including GST (upto two Decimal digit)	Cost of Item for per month(in Rs.) including GST, (vii)= (v)*(vi)	Cost of Item for per month(in Rs.) including GST viii= vii*24 months
(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Tea with Milk (with Cardamom/Ginger)	Standard Cup 120 ml	Per cup	12000			
2	Hot Coffee with Milk	Standard Cup 120 ml	Per cup	7600			
3	Samosa (including Peas and Dry Fruit)	100 gm	Per piece	1760			
4	Stuffed Bread Pakoda	100 gm	Per piece	880			
5	Bread Omelette	1 Egg & Two slices of big size bread	Per Plate	100			
6	Veg. Chowmein	150gm	Per plate	100			
7	Chapati (Tawa Roti)	20 cm Dia (min 50 gms)	Per piece	500			
8	Raita	150 ml	One bowl of medium size	100			
9	Curd	150 gms	One bowl of medium size	100			
10	Dal	200 gms	One bowl of medium size	100			
11	Sabji	200 gms	One bowl of medium size	100			



S.No.	Name of Items	Composition/Description/Quantity	Unit	Approximate Monthly Quantity	Rate/Unit (in Rs.)including GST (upto two Decimal digit)	Cost of Item for per month(in Rs.) including GST, (vii)=(v)*(vi)	Cost of Item for per month(in Rs.) including GST viii= vii*24 months
12	Special Sabji (Paneer/Egg Curry)	200 gms	One bowl of medium size	75			
13	Thali-Full	Tawa Roti-4, Dal / Kadhi/ Rajma / Paneer / Chhole (150gms), Sabji(150 gms),Raita(100 ml.) & Salad(100 gms), Papad-1 Pc, Sweet Dish-1 Pc/50gms	Full plate	350			
		<b>OR</b>					
		Rice (200 gm.), Tawa Roti-2, Dal / Kadhi/ Rajma / Paneer / Chhole (150 gms), Sabji(150 gms),Raita(100 ml.) & Salad(100 gms), Papad-1 Pc, Sweet Dish-1 Pc/ 50gms					
14	Thali-Half	Rice (200 gm.) or Tawa Roti-2, Dal / Kadhi/ Rajma / Paneer / Chhole (150 gms), Sabji(150 gms) & Salad(50 gms)	Half plate	300			
15	Stuffed Parantha (Aaloo, Paneer, Gobhi, Onion, Mix)	Parantha of 25 cm dia (min.100gms) with Pickle & Sauce	Per Piece	150			

S.No.	Name of Items	Composition/Description/Quantity	Unit	Approximate Monthly Quantity	Rate/Unit (in Rs.)including GST (upto two Decimal digit)	Cost of Item for per month(in Rs.) including GST, (vii)= (v)*(vi)	Cost of Item for per month(in Rs.) including GST viii= vii*24 months
16	Maggie	Standard Pkt. (Raw-70gms)	Per Plate	100			
17	Maggie with vegetables (onion, tomato and green veg.)	Standard Pkt. (Raw-70gms)	Per Plate	100			
18	Puri Sabji	4 Puri (30-40 gms each)+Sabji(200gm), Pickle & Sauce	Per Plate	440			
19	Idli(2 Pcs) with Sambhar & Chutney	Idli 75-80gms each, Sambhar (150gms), Coconut Chutney (25-30gms)	Per plate	100			
20	Vada (2 Pcs) with Sambhar & Chutney	Vada 70-80gms each, Sambhar (150gms), Coconut Chutney (25-30gms)	Per plate	100			
21	Mixed Pakoda	200 gm with Fresh Green Chutney and Sauce	Per plate	100			
22	Lemon tea/ Green Tea/Ginger Tea	Standard Cup 120 ml	Per cup	50			
23	Mix Veg Soup	Standard Cup 120 ml	Per cup	100			
24	Tomato Soup	Standard Cup 120 ml	Per cup	100			
25	Veg cutlet	100 gms with Sauce/Green Chutney	Per piece	100			
26	Uttapam	Uttapam 150 gms, Sambhar (150gms), Coconut Chutney (25-30gms)	Per piece	100			

S.No.	Name of Items	Composition/Description/Quantity	Unit	Approximate Monthly Quantity	Rate/Unit (in Rs.)including GST (upto two Decimal digit)	Cost of Item for per month(in Rs.) including GST, (vii)= (v)*(vi)	Cost of Item for per month(in Rs.) including GST viii= vii*24 months
27	Sandwich	Two slices of big size with Mayonnaise (25gms), Cheese (10-20gms), Vegetables scrumble (10-20gms)	Per piece	150			
28	Upma	Upma 150 gms, Sambhar (100gms), Coconut Chutney (25-30gms)	Per Plate	100			
29	Besan burfi	Sweet (50 gms)	Per piece	100			
30	Baaloo shahi	Sweet (50 gms)	Per piece	100			
31	Coconut barfi	Sweet (50 gms)	Per piece	100			
32	Gulab jaamun	Sweet (5cms dia)	Per piece	100			
33	Jalebi	Sweet (50 gms)	Per piece	100			
34	Mix Millets sprout with multi veg green salad(seasonal)	200 gm	Per plate	100			
35	Raagi dosa with Chutney & Sambhar	Dosa of 25 cm dia (100-125 gms) with Sambhar (150gms), Coconut Chutney (25-30gms)	Per plate.	200			
36	Besan Cheela with Chutney & Sambhar	Cheela of 25 cm dia (100-125 gms) with Sambhar (150gms), Coconut Chutney (25-30gms)	Per plate.	100			

S.No.	Name of Items	Composition/Description/Quantity	Unit	Approximate Monthly Quantity	Rate/Unit (in Rs.)including GST (upto two Decimal digit)	Cost of Item for per month(in Rs.) including GST, (vii)= (v)*(vi)	Cost of Item for per month(in Rs.) including GST viii= vii*24 months
37	Mix Millets Namkin Daliya	Daliya (150gms), Curd(100gms), Pickle, Papad	Per plate	100			
38	Namkin Kangani vegetable millet rice with curd	Namkin Kangani vegetable millet rice(150gms), Curd(100gms), Pickle, Papad	Per plate	100			
39	Raagi & Rawa mix Idli (2) with Chutney & Sambhar	Idli 75-80gms each with Sambhar (150gms), Coconut Chutney (25-30gms)	Per plate	100			
40	Fresh cut Coconut water	As per tender raw supply	Per piece	50			
41	Fresh Juice (Masumi/Mix/Orange etc.)	Fresh juice unpacked (225-250 ml)	Per glass	100			
42	French fries	200 gms with sauce	Per plate	100			
43	Mix Fruit Salad/Chaat (seasonal without potato)	250 gms	Per plate	100			
44	Makka/Bazra/Ragi Roti (2 Pcs), Sarson Saag	Makka/Bazra/Ragi Roti (2 Pcs) of 15cm dia (min 75 gms each) with Butter Tikki, Sarson Saag (150 gms), Raddish+Onion	Per plate	100			
<b>Total (Rs.) in Figures</b>							

S.No.	Name of Items	Composition/Description/Quantity	Unit	Approximate Monthly Quantity	Rate/Unit (in Rs.)including GST (upto two Decimal digit)	Cost of Item for per month(in Rs.) including GST, (vii)= (v)*(vi)	Cost of Item for per month(in Rs.) including GST viii= vii*24 months
	<b>Total (Rs.) in Words</b>						

**Note:-**

If there is any discrepancy in words and figures, amount mentioned in words will be taken into consideration.

In case there is a variation in the total cost calculation of an item, the unit price of the item will be considered for evaluation.

Signature of bidder

or

Officer authorized to sign the bid.

Documents on behalf of the bidder

[Name & address of Bidder and seal of company]

**Annexure-X: Part-III: Quote for cost of Tea/Coffee/Soup/Milk/Sugar etc. from vending machine**

S.No.	Name of Items	Composition/ Description/ Quantity	Unit	Monthly consumption (Approx)	Approximate rate/unit (in Rs) incl. GST	Estimated Monthly expenditure incl. GST <b>viii=v*vi</b>
i	ii	iii	iv	v	vi	viii
1	Tea (Through Vending Machines)	Standard cup 150 ml	Per Cup	7000		
2	Coffee (Through Vending Machines)	Standard cup 150 ml	Per Cup	3000		
3	Veg soup	Standard cup 150 ml	Per Cup	250		
4	Tomato soup	Standard cup 150 ml	Per Cup	250		
5	Amul Toned milk	packet	Per litre	100		
6	Tea	Kg	Per Kg	25		
7	Coffee	Pouch	Per Pouch	1000		
8	Sugar	Kg	Per Kg	80		
9	Total Amount for One Month					
	<b>Total Amount for 24 months (9*24)</b>					
	<b>Total (Rs.) in Figures</b>					
	<b>Total (Rs.) in Words</b>					

**Note:-**

1. Items mentioned at S.No. 5, 6, 7 and 8 subject to variation depending on the prevalent market rates.
2. If there is any discrepancy in words and figures, amount mentioned in words will be taken into consideration.
3. In case there is a variation in the total cost calculation of an item, the unit price of the item will be considered for evaluation.

Signature of bidder  
or  
Officer authorized to sign the bid.

Documents on behalf of the bidder  
[Name & address of Bidder and seal of company]

**Annexure-X: Part-IV: Quote for cost of Snacks/Bufferet Lunch etc., served during meetings**

S. No.	Name of Items	Composition/Description/Quantity	Unit	Approximate Monthly quantity	Rate/Unit (in Rs.) including GST (upto two Decimal digit)	Cost of Item for two years (in Rs. including GST (vii)= (v)*(vi)*24
(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)
1	Option-I	Tea/Coffee with cookies-4 Pcs. Bakery Biscuit	Per Plate	800		
2	Option-II	(Tea/Coffee)/ Soup (tomato/ Veg /corn )-150ml <b>Any three items from following:-</b> Cocktail Samosa (Above 50gms)/ Bread Pakora (Above 100gms)/ Veg Cutlet (Above 100gms)/ Khandvi (Above 65gms)/ Pastry Small (Above 65gms)/ Dhokla (Above 50gms)/ Gulab Jamun (Above 50gms)/ Kaju Katli (Above 25gms)/ Gulab Burfi (Above 25 gms)/ Banana chips (Handful).	Per plate	350		
	Option-II	OR (Tea/Coffee)/ Soup (tomato/ Veg /corn )-150ml <b>Any five items from following:-</b> Cocktail Samosa (Above 50gms)/ Bread Pakora (Above 100gms)/ Veg Cutlet (Above 100gms)/ Khandvi (Above 65gms)/ Pastry Small (Above 65gms)/ Dhokla (Above 50gms)/ Gulab Jamun (Above 50gms)/ Kaju Katli (Above 25gms)/ Gulab Burfi (Above 25 gms)/ Banana /potato chips ( 40 grams).	Per Plate	350		
3	Option-III	Dry Fruit plate (Roasted Badam-4 Pcs, Roasted Kaju-04 Pcs, Walnut Half-02 Pcs, Cookies-02 Pcs & Tea/Coffee-01 cup)	Per Plate	300		
4	Option-III	Dry Fruit plate (Roasted Badam-8 Pcs, Roasted Kaju-06 Pcs, Walnut Half-04 Pcs, Cookies-02 Pcs & Tea/Coffee-01 cup)	Per Plate	400		

S. No.	Name of Items	Composition/Description/Quantity	Unit	Approximate Monthly quantity	Rate/Unit (in Rs.) including GST (upto two Decimal digit)	Cost of Item for two years (in Rs. including GST (vii)= (v)*(vi)*24
5	Option-IV	Buffet Lunch/Dinner for OHD/Seminar/Workshop meeting (As per Menu at Annexure XII) with drinking water.	Per plate/Buffer	75		
6	Option-V	Packed Thali for Lunch/Dinner for normal meetings contains:- Butter Roti/Butter Naan/ Lachha Paratha (2 Nos.), Jeera Rice/Pulao (200gm), DaalMakhani/Dal Fry (150gm), Shahi Paneer/Malai Kofta (150gm), Raita (100 ml) & Green Salad (150gm) Roasted Papad(1), Pickle(25 gm), Gulab Jamun (1Pc)	Per plate	100		
7	Option-VI	South Indian Mini Tiffin (Idli (2 Pc)/Dosa (1Pc)/Vada (2Pc), Sambhar with Coconut Chutney etc.) as per standard	Per plate	20		
8	Option-VII	South Indian Meal Thali Full (Rasam, Rice, Sambhar, Coconut Chutney, Idli (2) / Vada (2), Upma, Small Papad, Sweet Dish etc.) As per standard	Per plate	20		
9	Option-VIII	Desi Ghee Kesar Laddu -250gm (Box of 4 Laddus) on special occasions for bulk supply like 26 Jan and 15 Aug.	Per Box/Package	2000 (400 Box Per Occasion)		
10	Option IX	Packed Boxes for parties etc. containing two cocktail samosa/cutlet/patties, one sweet or pastrie, wafers/popcorn (30/15 gms), tetra pack juice (180 ml) etc.	Per Box/Package	3000 (Approx. 500 boxes per occasion viz. retirement)		
TOTAL (in Rs.)						
Total (in Figures)						
Total (in words)						



**Note:-**

- i. Service provider/Vendor shall use the serving utensils like Bowls, serving plates etc.(bio-degradable) which must accommodate the quantity of items as prescribed in schedules of item list I & II.
- ii. TRAI (Hq) admin division authorized representative (Food Member) may verify the actual contracted prices before doing the reimbursement of Counter sales packed items like, Chips, Namkeens, Biscuits etc will be sold at a price not more than its MRP.
- iii. Additional items would be supplied only with prior permission of TRAI.
- iv. Vendor has to provide any additional item demanded by TRAI on short notice with a maximum waiting period of half an hour after receiving the order. Delay may lead to penalty as per the penalty clause.
  - v. Supply of Packed Boxes for parties, retirement functions etc. as per option IX.
  - vi. Supply of Desi Ghee Kesar Laddu Packets on special occasion like 26 January and 15 August as per option VIII.
- vii. If there is any discrepancy in words and figures, amount mentioned in words will be taken into consideration.
- viii. In case there is a variation in the total cost calculation of an item, the unit price of the item will be considered for evaluation.
- ix. Dry Fruits to be supplied as per sample approved by TRAI.
  - x. If there is any discrepancy in words and figures, amount mentioned in words will be taken into consideration.
  - xi. In case there is a variation in the total cost calculation of an item, the unit price of the item will be considered for evaluation.

Signature of bidder

or

Officer authorized to sign the bid.

Documents on behalf of the bidder

[Name & address of Bidder and seal of company]

**Annexure-X: Part-V: Quote for Rent of Vending machines**

S. No.	Machinery	Qty	Basic Rent per unit per month	Total Rent per month (iii*iv)	Applicable GST on col. No. (v)	Total Rent per Month Col. (v+vi)	Total Rent for 24 Months (Col. vii* 24)
(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Vending machine for tea/coffee/soup	<b>04</b>					
Total (in Figures)							
Total (in words)							

**Note:-**

In case there is a variation in the total cost calculation of an item, the unit price of the item will be considered for evaluation.

Signature of bidder  
or

Officer authorized to sign the bid.

Documents on behalf of the bidder  
[Name & address of Bidder and seal of company]

**Annexure-XI: Performance Statement**

**(To be submitted On Company Official Letterhead along with supporting documents, if any)**

**Statement of Performance of similar Services during Last Three Years (F.Y. ending on 31-03-2025)**

Bidder's Name \_\_\_\_\_

*Note to Bidder: Bidder must fill in this form to prove conformance to Experience and Past Performance. The list below is indicative only. You may attach more documents as required to showcase your past performance. Add additional details not covered elsewhere in your bid in this regard. Statements and Documents may be mentioned/ attached here.*

<b>Sr. No.</b>	<b>Contract Title, Number and Date</b>	<b>Contracting Entity – Name and Address</b>	<b>Role in Contract</b>	<b>The total value of the order</b>	<b>Status as on date ----</b>
<b>1</b>					
<b>2</b>					
<b>3</b>					
<b>So on</b>					

Signatures of bidder  
or

Officer authorized to sign the bid.

Documents on behalf of the bidder

[Name & address of Bidder and seal of company]

## Annexure-XII: Menu for Executive Lunch/Dinner

<p><b>Salad (Any Two)</b></p> <ul style="list-style-type: none"><li>❖ Green Salad</li><li>❖ Cucumber Salad</li><li>❖ Russian Salad</li><li>❖ Keema Salad</li><li>❖ Assorted Sprouts</li><li>❖ Macroni Delight</li><li>❖ Waldroaf Salad</li><li>❖ Aloo Chana Chat</li><li>❖ Lachha Onion</li><li>❖ Vinegar Onion</li></ul> <p><b>Soup (Any One)</b></p> <ul style="list-style-type: none"><li>❖ Tamatar ka Shorba Lukhnawi</li><li>❖ Cream of Tamatar Soup</li><li>❖ Cream of Almond Soup</li><li>❖ Lemon Coriander Soup</li><li>❖ Cream of Vegetable Soup</li><li>❖ Vegetable Hot &amp; Sour</li><li>❖ Vegetable Sweet Corn Soup</li><li>❖ Murg Shorba Lukhnawi</li><li>❖ Cream of Chicken Soup</li><li>❖ Cream of Mushroom Soup (Seasonal)</li></ul> <p><b>Dal (Any One)</b></p> <ul style="list-style-type: none"><li>❖ Dal Makhni</li><li>❖ Pindi Chana</li><li>❖ Rajma Masala</li><li>❖ Yellow Dal Tadka</li><li>❖ Punjabi Kari</li><li>❖ Dal Haryali</li><li>❖ Dal Panchamel</li></ul> <p><b>Paneer (Any One)</b></p> <ul style="list-style-type: none"><li>❖ Paneer Makhni</li><li>❖ Kadai Paneer Sheheshah</li><li>❖ Pasanda Paneer</li><li>❖ Palak Paneer</li><li>❖ Shahi Paneer Korma</li><li>❖ Malai Kofta</li><li>❖ Paneer Jalfareji</li><li>❖ Paneer Do Pyaja</li><li>❖ Paneer Butter Masala</li><li>❖ Paneer Lababdar</li><li>❖ Panner Takatak</li></ul> <p><b>Rice (Any One)</b></p> <ul style="list-style-type: none"><li>❖ Plain Rice</li><li>❖ Jeera Rice</li></ul>	<p><b>Vegetable (Any Two)</b></p> <ul style="list-style-type: none"><li>❖ Mix Vegetable</li><li>❖ Vegetable Kofta Kari</li><li>❖ Navartan Korma</li><li>❖ Dum Aloo Kashmiri</li><li>❖ Bhindi Masala</li><li>❖ Aloo Gobhi Masala</li><li>❖ Palak Corn</li><li>❖ Soya Chaap Masala</li><li>❖ Began ka Bharta</li><li>❖ Jeera Aloo</li><li>❖ Aloo Capsicum</li><li>❖ Dum Aloo Banarasi</li><li>❖ Nutrela Keema Mutter Masala</li><li>❖ Mutter Korma</li><li>❖ Mutter Makhana Masala</li><li>❖ Mirchi began Ka Salan</li><li>❖ AdrakiGobhi Masala</li><li>❖ Sarso Ka Saag (Seasonal)</li></ul> <p><b>Assorted Breads (Any Three)</b></p> <ul style="list-style-type: none"><li>❖ Naan</li><li>❖ Tandoori Roti</li><li>❖ Paratha</li><li>❖ Missi Roti</li><li>❖ Pudina Paratha</li><li>❖ Lachha Paratha</li><li>❖ Makka/Bazara Roti</li><li>❖ Mix Millets Roti</li></ul> <p><b>Dessert (Any Two)</b></p> <ul style="list-style-type: none"><li>❖ Ice Cream of Choice</li><li>❖ Gulabjamun/Kala Jamun</li><li>❖ Sewaiya</li><li>❖ Rasgulla</li><li>❖ Kheer</li><li>❖ Moong Dal Halwa</li><li>❖ Gajar Ka Halwa (Seasonal)</li><li>❖ Dry Fruit Halwa (Suji)</li><li>❖ Rasmalai</li><li>❖ Jalebi</li><li>❖ Rabri</li><li>❖ Custard</li></ul> <p><b>Raita (Any One)</b></p> <ul style="list-style-type: none"><li>❖ Dahi Bhalla Sauth</li><li>❖ DahiPakodi</li><li>❖ Boondi Raita</li></ul>
--	---

<ul style="list-style-type: none"><li>❖ Peas Pulao</li><li>❖ Vegetable Pulao</li><li>❖ Vegetable Fried Rice</li><li>❖ Onion Pulao</li><li>❖ Adraki Pulao</li><li>❖ Lemon Rice</li><li>❖ Manchurian Rice</li></ul>	<ul style="list-style-type: none"><li>❖ Cucumber Raita</li><li>❖ Mix Vegetable Raita</li><li>❖ Pudina Raita</li><li>❖ Plain Sweetened Curd</li><li>❖ Pineapple Raita</li></ul>
---	--

**Annexure-XIII: Scoring Criteria (LCS Method)**

A duly constituted Technical Evaluation committee (TEC) will evaluate the bids as per following: -

Sl. No.	Document required	Base of Marking /Method of Calculation		Total Maximum Marks	Marks Obtained
<b>Part-A (Documents Part- 70 Marks)</b>					
1	Annual Turnover in Catering Services (minimum Turnover Rs. 6 Cr in catering and canteen services) last three years (FY ending 31-03-2025)	Turnover < 6 Cr	Nil	15	
		6 Cr ≤ Turnover < 8 Cr	6		
		8 Cr ≤ Turnover < 10 Cr	12		
		Turnover ≥ 10 Cr	15		
2	Monetary Value of Contract (Maximum contract value of single contract executed in last 3 FY)	Below Rs.1.08 crore	Nil	10	
		Rs. 1.08 Cr. To 1.35 Cr.	4		
		Rs. 1.35 Cr. To 2.16 Cr.	6		
		Above Rs. 2.16 Cr.	10		
3	Bidder has its own kitchen within 10 Km from TRAI Head Office	More than 15 KM	Nil	15	
		Between 10 Km to 15 KM	10		
		Less than 10 KM	15		
4	Experience criteria (Minimum experience shall be 3 years)	Experience < 3 Yrs.	Nil	15	
		3 Yrs ≤ Experience < 5 Yrs	6		
		5 Yrs ≤ Experience < 7 Yrs	12		
		Experience ≥ 7 Yrs	15		
5	Number of running single contracts having annual value of Rs. 2.16 Cr and above in related services in last three financial years	No of contract=2	6	15	
		No of contract=3	10		
		No of contract ≥ 4	12		
		No of contract ≥ 5	15		
<b>TOTAL MAXIMUM MARKS</b>				<b>70</b>	
If The Bidder is a Micro or Small Enterprise as per latest definitions under MSME rules or Startup, the bidder shall be exempted from the requirement of “Bidder Turnover criteria” subject to meeting of quality and technical specifications and having valid certificate. Further, similar relaxation in the marking criteria as a part of technical evaluation.					
<b>Part-B (Technical Evaluation Committee (TEC) site visit part- Maximum 30 Marks)</b>					
1	Hygiene and Cleanliness of kitchen and service area	To be allotted by TEC after physical inspection at premises of any running contract of the bidders and bidder owned kitchen* within 10Km from TRAI Head Office		10	
2	Staff Hygiene			10	
3	Quality of Raw Materials & cooked Food			10	
<b>TOTAL MAXIMUM MARKS</b>				<b>30</b>	
* Bidder should have its own kitchen (within 10KM from TRAI Head Office) for prompt and timely delivery of fresh hygienic cooked food to serve in various meetings and occasions.					
<b>Part-C (Valid License required)</b>					
1. FSSAI Licence to run canteen, 2. ISO22000:2018 (Food Safety Management), 3. ISO 9001:2015(Quality management system), 4. ISO 45001:2018(Occupational health and safety management system)					

**Note: The bidder scoring Minimum 42 marks in Part (A), Minimum 18 Marks in Part (B) and having valid certificates as mentioned in Part-C would only be considered technically qualified and further to open the financial bid.**