



ITPO

Established under the aegis of Department of Commerce, Ministry of Commerce & Industry Government of India

REQUEST FOR PROPOSAL

For

Selection of Catering Service Provider for Convention Centre at Bharat Mandapam, New Delhi

No. ITPO/145 (54)/BM/24

(Bharat Mandapam, New Delhi-110001)

Email: gmprojects@itpo.gov.in

Website: <http://www.indiatradefair.com>

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Disclaimer

1. The information contained in this Bid document or subsequently provided to Bidders, whether verbally or in documentary form or otherwise by or on behalf of India Trade Promotion Organisation (ITPO), or by any of its employees, is provided to bidders on the terms and conditions set out in this Bid document and such other terms and conditions subject to which such information is provided.
2. The Bid document is neither an agreement nor an offer by ITPO to prospective Bidders or any other person. The purpose of this Bid document is to provide interested parties with information to assist in the formulation of their proposals for selection pursuant to this Bid. The assumptions, assessments, statements, and information contained in this Bid document may not be complete, accurate, adequate, or correct and each Bidder should conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this Bid document and obtain independent advice from appropriate sources.
3. ITPO, or its employees, make no representation or warranty and shall have no liability to any person, including any Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Bid or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the Bid any assessment, assumption or information contained therein or deemed to form part of this Bid document.
4. ITPO may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, its assessment or assumptions contained in this Bid document. Such changes shall be intimated to all the Bidders. In case additional period for submission, if required due to such amendments, is necessitated the same shall be intimated to all the Bidders.
5. The issue of this Bid document does not imply that ITPO is bound to select or to appoint any Bidder for the contract and it reserves the right to reject all or any of the Bidders without assigning any reasons whatsoever.
6. ITPO reserves the right not to proceed with the Bidding Process any time or stage, without notice or liability, and to reject any or all Bid(s) without assigning any reasons whatsoever.

1. Data Sheet

S.No.	Description	Detail		
1.	Name of Work	Selection of Catering Service Provider for Convention Centre at Bharat Mandapam, New Delhi		
2.	Scope of Work	Provide comprehensive catering services exclusively for the Convention Centre at Bharat Mandapam. Services shall encompass, but not be limited to, food procurement, preparation, serving, presentation, maintenance, pest control, and waste management.		
3.	Eligibility Criteria	<ul style="list-style-type: none"> • The bidding entity should be a Company as per laws of India. • Consortium or joint ventures are prohibited. • FSSAI, HACCP certified • Minimum average turnover for 3 of last 5 years Rs 125 crore • Minimum staff strength 500 • Refer details in Chapter 5 		
4.	Person In charge of Bid	General Manager (F&B), ITPO		
5.	Tender Fee (Non-Refundable)	Rs. 5,900 incl GST		
6.	Earnest Money	Rs. 5,00,000 (Rupees Five Lakhs Only)		
7.	Performance Bank Guarantee	Rs. 3,00,00,000 (Rupees Three Crore Only)		
8.	Accepting Authority	Chairman & Managing Director (CMD), ITPO		
9.	Bid Validity Period	90 days from the date of opening of the financial bid.		
10.	Bank Details	<table border="1"> <tr> <td>Name of the Beneficiary</td> <td>India Trade Promotion Organisation (ITPO)</td> </tr> </table>	Name of the Beneficiary	India Trade Promotion Organisation (ITPO)
Name of the Beneficiary	India Trade Promotion Organisation (ITPO)			

S.No.	Description	Detail	
		Name of the Bank	CENTRAL BANK OF INDIA
		Bank Address	PRAGATI MAIDAN, NEW DELHI-110001
		Account No.	1167404133
		Type of Account	SAVINGS
		IFSC	CBIN 0284078
11.	Method of Selection	<ul style="list-style-type: none"> Bidders must meet all eligibility criteria to qualify for financial bid submission. The bidder offering the highest revenue share will be declared the successful bidder. 	
12.	Queries and Clarification	<p>The bidder shall submit queries for clarifications using MS word file/PDF in soft copy. The address for requesting clarification is:</p> <p>Senior General Manager India Trade Promotion Organisation, Bharat Mandapam, New Delhi-110001 (INDIA) Ph. No: 011- 23489605, 23489606 Email: pushpam1701@itpo.gov.in</p>	
13.	Last Date of Submission of Queries	12.09.2024	
14.	Last Date of Response to Queries by ITPO	20.09.2024	
15.	Proposal Submission Last Date	04.10.2024	
16.	Pre-Bid Meeting Details	<p>URL: to be shared later Start date/time: 17.09.2024 End date/time: 17.09.2024 Venue: Bharat Mandapam, ITPO, New Delhi</p>	
17.	Date of Technical Opening	07.10.2024	

S.No.	Description	Detail
18.	Date of Financial Bid Opening	08.10.2024
19.	Duration of Assignment	3 Years
20.	Mode of Tender Submission	Central Public Procurement Portal (URL: eProcurement System Government of India)
21.	Payment Schedule	Refer Chapter 8
22.	Currency of Financial Proposal	The bidder to quote cost in Indian Rupees only.

2. Definitions

- 2.1 “Authority” shall mean Competent Authority.
- 2.2 “Annexure” referred to in the Tender document shall mean the relevant annexure appended to the Tender Document and the Contract.
- 2.3 “Approved” shall mean approved in writing.
- 2.4 “Bidder” shall mean the Bidder who submits the tender for the Catering Services and shall include the successors and authorized / permitted assignees of the Bidder.
- 2.5 “Bharat Mandapam” is an International Exhibition-cum-Convention Centre. Bharat Mandapam is ITPO’s property. The possession and ownership of the premises to be assigned by ITPO to Service Provider for providing Food & Beverage Service Operations will always remain with ITPO, even if the premises are in use or not. The Service Provider shall vacate the premises immediately after termination of the Service Agreement.
- 2.6 “Bharat Mandapam Visitors” shall mean the visitors/guests, persons using or involved in activities at, or in connection with or in relation to the Bharat Mandapam to whom the services(s) shall be provided by the Service Provider in accordance with the terms of the Service Agreement.
- 2.7 “Commencement Date” shall mean the date from which the Successful Bidder receives the notice to commence the Services.
- 2.8 “Competent Authority” shall mean the Chairman and Managing Director (CMD), ITPO.
- 2.9 “Competent Officer” shall mean an officer authorized by the CMD, ITPO.
- 2.10 “Contract” shall mean the contract for the services and shall include the Tender Documents, the Special Conditions of Contract, the General Conditions of Contract, the Letter of acceptance and the accepted rates in the offer, the Agreement and mutually accepted

conditions as per the correspondence exchanged between the Licensee and the Competent Authority.

- 2.11 “Earnest Money Deposit (EMD)” shall mean the amount submitted by a Bidder to ITPO for participating in the Bidding Process.
- 2.12 Subsidiary Company: A legal entity controlled by another company (the parent company) through ownership of more than 51% of its voting shares.
- 2.13 “Catering Service Provider” means a qualified and experienced entity that provides food and beverage services, including preparation, presentation, delivery and undertaking maintenance of ITPO’s F&B facilities. They are responsible for catering at events of various sizes, from small meetings to large conventions.
- 2.14 “GoI” means the Government of India and any agency, authority (including regulatory authority), department, inspectorate, ministry, or statutory person (whether autonomous or not) under the control and direction of the Government of India.
- 2.15 “ITPO” shall mean “India Trade Promotion Organisation”
- 2.16 “Letter of Intent to Award/LOIA” means the written notice issued by ITPO to the Successful Bidder intimating the acceptance of Successful Bidder’s Proposal for the award of the services under this RFP.
- 2.17 “Letter of Award/LOA” means the written notice issued by ITPO to the Successful Bidder after submission of Performance Bank Guarantee by the Successful Bidder.
- 2.18 “Prescribed” shall mean as prescribed in the Tender Document.
- 2.19 “Revenue from Operations” shall refer to the total income generated by the catering operations in Bharat Mandapam through its core activities, including but not limited to, the sale of food and beverages (both alcoholic and non-alcoholic), service charges for catering services (such as setup, service during the event, and cleanup), rental fees for catering equipment and party supplies (such as tables, chairs, vs, and dinnerware), fees for event planning services, delivery charges, and charges for custom menus or special food preparations beyond the standard offerings. Revenue from Operations explicitly

excludes any non-operating income such as interest, dividends, taxes (including GST) and income generated from investments, as well as any grants, subsidies, or financial assistance received from government or non-governmental organizations. The Caterer shall ensure compliance with applicable Indian laws, including the Goods and Services Tax (GST) Act, 2017, and the Income Tax Act, 1961, and maintain accurate records of all revenue from operations, which shall be available for inspection upon request and certified by a Chartered Accountant. Any disputes regarding this clause shall be resolved as per the dispute resolution mechanism specified in the RFP, or through arbitration in accordance with the Arbitration and Conciliation Act, 1996, with the place of arbitration being New Delhi, India, and the language of arbitration being English.

2.20 “Performance Bank Guarantee (PBG)” shall mean the deposit made in the form and manner specified in this document by the Successful Bidder towards satisfactory performance of services mentioned in the scope of services / work.

2.21 “Services” and “Scope of services” shall mean the Catering and related services to be rendered to the ITPO. The totality of the services and supplies of fresh and hygienic food and materials by expression or implication envisaged in the contract and shall include all material, equipment and labour required for commencement, maintenance of equipment, performance, provision or completion thereof.

2.22 “Tender” means the Bidder’s bid offered to the Competent Officer for the supply of the Food and Beverages Services and remedying of any defects herein in accordance with the provisions of the Contract and conditions of the tender.

3. Letter of Invitation

- 3.1 India Trade Promotion Organisation invites tender from Catering Service Providers to undertake catering operations at Bharat Mandapam Complex. The Service Provider shall be responsible for providing Food & Beverages Service Operations at the International Exhibition-cum-Convention Centre ("Bharat Mandapam"), New Delhi for the events.
- 3.2 India Trade Promotion Organisation (hereinafter called ITPO) intends to select a Catering Service Provider for providing catering services in the Bharat Mandapam Convention Centre.
- 3.3 ITPO invites prospective bidders to participate in bidding process for Selection of Catering Service Provider for Convention Centre at Bharat Mandapam, New Delhi. The bidders interested in obtaining the full RFP documentation are kindly requested to visit the ITPO Website or the Central Procurement Portal (CPP).

4. Instruction to Bidders

4.1 Introduction

4.1.1 ITPO, established under the aegis of Department of Commerce, Ministry of Commerce and Industry, Government of India. ITPO is committed to showcase excellence achieved by the country in diverse fields especially trade and commerce. Its mission is to promote, facilitate, encourage, and coordinate various activities and programme to enhance India's share of exports. The organisation provides a wide spectrum of services to trade and industry and acts as a catalyst for growth of India's trade and commerce.

4.1.2 ITPO's Bharat Mandapam Convention Centre is the largest convention centre of India. It provides a world-class facility equipped with modern infrastructure and technology, suitable for hosting conclaves, summits, meetings, cultural events, and congregations.

4.1.3 Since its inauguration in 2023, Bharat Mandapam has hosted over 130+ events in its Convention Centre, including more than 30+ VVIP events featuring the Honourable Prime Minister, President, and Vice President.

4.1.4 ITPO invites qualified and experienced catering service providers to submit their bids for catering services at Bharat Mandapam Convention Centre. The selected service provider will have the opportunity to cater to a variety of events held in Bharat Mandapam. Interested parties are encouraged to submit their proposals on the Central Procurement Portal (CPP Portal).

4.2 General Terms and Conditions of the RFP

4.2.1 The CMD, ITPO reserves the right to select the service provider or to reject any bid wholly or partly without assigning any reason. The CMD, ITPO also reserves the right to relax any eligibility criteria to ensure participation of the bid by maximum number of bidders and for the interest of ITPO in getting quality service at affordable & reasonable price. Incomplete tenders,

amendments & additions to tender after opening or late tenders are liable to be ignored & rejected.

- 4.2.2 No tender document will be sold and manual bid shall not be accepted. Bidder have to download the bidding documents from the website www.indiatradefair.com or the Central Procurement Portal & shall ensure that their bids, complete in all respect should be uploaded online before the closing date & time as indicated in the fact sheet stated above.
- 4.2.3 Tender must be uploaded in two-bid system – (a) for Technical bid, (b) for financial bid- Bidder will participate in tender online through Central Public Procurement Portal (URL: [eProcurement System Government of India](http://eProcurementSystemGovernmentofIndia)).
- 4.2.4 Bid will be opened online at Bid Opening Date in the ITPO Office. If the office happens to be closed on the date of opening of the bids as specified, the bids will be opened on the next working day at the same time and venue.
- 4.2.5 The bidder will bare all the costs associated with the preparation and submission of their bid document and the bid inviting authority will in no case be responsible and liable for those costs.
- 4.2.6 The proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

4.3 Earnest Money Deposit

- 4.3.1 Bidders shall submit, along with their Bids, EMD amount mentioned in the Data Sheet in the form of Demand Draft or Bank Guarantee issued by any nationalized bank in favour of ITPO and should be valid for a period of 90 days beyond the Bid Validity Period (Refer Data Sheet).
- 4.3.2 EMD of all unsuccessful bidders would be refunded by ITPO within 90 days of the bidder being notified as being unsuccessful. The EMD for the amount mentioned in the Data Sheet, of successful bidder would be returned upon submission of

Performance Bank Guarantee as per the format prescribed in the RFP.

4.3.3 The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

4.3.4 The bid / proposal submitted without EMD, will be summarily rejected.

4.3.5 EMD may be forfeited if:

- i. The bidder withdraws its bid during the period of bid validity.
- ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

4.4 Performance Bank Guarantee

4.4.1 ITPO will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of Award, for a value mentioned in the Data Sheet. The Performance Bank Guarantee should be valid for the period mentioned in the Data Sheet. The Performance Bank Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Bank Guarantee shall contain a claim period of 3 months from the date of expiry of contract (3 years). The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, ITPO at its discretion may cancel the order placed on the selected bidder without giving any notice. ITPO shall invoke the performance guarantee in case the selected vendor fails to discharge their contractual obligations during the period of ITPO incurs any loss due to vendor's negligence in carrying out the project implementation as per the agreed terms and conditions.

4.5 Instructions for Online Bid Submission

4.4.1 The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature

Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in>

4.4.2 Registration

- i. Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: [eProcurement System Government of India](https://eprocure.gov.in)) by clicking on the link “Online Bidder Enrolment” on the CPP Portal which is free of charge.
- ii. As part of the enrolment process, the Bidders will be required to choose a unique username and assign a password for their accounts.
- iii. Bidders are advised to register their valid e-mail address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- iv. Upon enrolment, the Bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g Sify/TCS/nCode/eMudhra etc.) with their profile.
- v. Only one valid DSC should be registered by a Bidder. Please note that the Bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- vi. Bidder then logs in to the site through the secured log-in by entering their User ID / password and the password of the DSC / e-Token

4.4.3 Searching for Tender Documents

- i. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID< Organization Name, Location, Date, Value, etc. There is also an option of Advanced search for tenders, wherein the bidders may combine a number

of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

- ii. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable CPP Portal to intimate the bidders through SMS / e-mail in case there is any Corrigendum issued to the tender document.
- iii. The bidder should make note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification / help from the helpdesk.

4.5 Bid Documents, Amendment, Preparation and Submission

4.5.1 Bid Document

- i. One set of Bid Document will comprise of the Technical Documents and another set will comprise of the Financial Documents. In any circumstances if any Bidder uploads the Financial Documents in the Technical Document folder, then that bidder will be summarily rejected.

4.5.2 Amendment to Bid Documents

- i. Before the last date for submission of Bids, the bid Inviting Officer may modify any of the Contents of the Bid Notice, bid documents by issuing amendment / Addendum/Corrigendum.
- ii. Any addendum/ amendments/ Corrigendum issued by the bid Inviting Officer shall be part of the bid Document and it shall be published on the e-procurement website (CPP Portal) and ITPO's Website. However, ITPO shall bear no responsibility or liability arising out of non-receipt of the same in time or otherwise. Bidders are requested to visit the website frequently to check whether there is any related Corrigendum(s) or not.

4.5.3 Bid Offer

- i. For Item rate tender, BOQ contains the quantities worked out by the Department and bidder shall quote the rate for all items/ selected items in MS Excel BOQ sheet with which he intends to execute the work. Thus, the total amount (for overall quoted bid percentage) as computed through Macro Enabled MS Excel BOQ Sheet would be the quoted offered amount for the work, which will be shown in figures & words automatically.

4.5.4 Validity of Bids

- i. Bids shall remain valid for a period mentioned in the Data Sheet from the date of opening of Financial Bid. During the above-mentioned period, no plea by the bidder for any sort of modification of the bid based upon or arising out of any alleged misunderstanding of misconceptions or mistake or for any reason will be entertained.
- ii. Any alteration which is made by the bidder in the contract form, the conditions of the contract, the drawings, specifications or statements / formats or quantities accompanying the same will be recognized; and, if any such alterations are made the bid will be void.

4.5.5 Submission of Bids

- i. The bidders, who are desirous of participating in bid, shall submit their Pre-Qualification and other details etc., in the Standard formats prescribed in the bid document.
- ii. List of documents to be scanned and uploaded: All the documents mention in the Document Checklist (List of the documents to be scanned and uploaded with the Bid) must be submitted online on the CPP Portal.
 - Eligibility documents should be uploaded in Eligibility cover and
 - Financial Document should be uploaded in Financial Cover, otherwise the bid will be rejected.

Note: If any of the above-mentioned documents (Document Checklist) (List of the documents to be scanned and uploaded with the Bid) is not applicable for a particular Bidder than he / she shall prepare a PDF Document containing the remark as

'NOT APPLICABLE' WITH NAME OF THE BIDDER & ADDRESS and upload the same in the relevant Folder.

- iii. If any of the certificates/documents furnished by the Bidder, found to be false / fabricated / bogus, the bidder will be liable to blacklisted and their E.M.D. will be forfeited.
- iv. Last date / time for Submission of the Bids: Bids must be submitted within the Bid Submission start and end date and time specified in the Data Sheet. ITPO may extend the dates for issue and receipt of Bids by issuing Corrigendum in which case all rights and obligations of the ITPO and the bidders will remain same as previously.
- v. Late Bids: The CPP Portal will not allow any Bidder to attempt bidding, after the scheduled date and time prescribed in the Data Sheet.

4.6 Bid Opening and Evaluation

4.6.1 Bid Opening

- i. The bid will be opened online by the authorized officer on behalf of the CMD, ITPO at the time, date and venue as specified in the bid documents. Bids shall be scrutinized in accordance with the conditions stipulated in the Bid document. In case of any discrepancy of non-adherence Conditions, the Bid accepting authority shall communicate the same which will be binding both on the bid opening authority and the Bidder. In case of any ambiguity, the decision taken by the Bid Accepting Authority on bids shall be final.
- ii. The sequence of Bid opening will be as follows:
 - The technical documents will be opened on the date mentioned in the data sheet
 - The bids that are found responsive and meet the eligibility criteria will be called for presentation
 - The financial bids will be opened after the technical evaluation process is completed, for those bidders who pass the technical marking criteria.

4.6.2 Discrepancy in Bid rate quoted.

- i. The Bids shall be scrutinized in accordance with the conditions stipulated in the Bid document. Bidder shall quote rate in figures only. BOQ (in MS-Excel format) shall be open with Macro Enabled for automatic conversion from figures to words. In case of any ambiguity, the decision taken by the Bid Accepting Authority on Bidders shall be final.

4.6.3 Bid Evaluation

- i. ITPO will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- ii. The Proposal Evaluation Committee constituted by the ITPO shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- iii. The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- iv. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- v. The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- vi. Each of the responses shall be evaluated as per the criteria and requirements specified in the RFP.

4.7 Right to Accept Any Proposal and to Reject Any or All Proposal(s)

- 4.7.1 ITPO reserves the right to accept or reject any proposal, and to annul the tendering process / public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for ITPO.

4.8 Notification of Award Criteria

- 4.8.1 Prior to the expiration of the validity period, ITPO will notify the Successful Bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, ITPO may extend the validity period of the bid.
- 4.8.2 The notification of award will constitute the formation of the contract. Upon the Successful bidder's furnishing of Performance Bank Guarantee, ITPO will notify each unsuccessful bidder and return their EMD.

4.9 Notification of Award and Signing of Contract

- 4.9.1 The Bidder whose Bid has been accepted will be notified of the award of contract by any authorized official of ITPO, prior to expiration of the Bid Validity period by E-Mail on registered E-Mail ID.
- 4.9.2 The written agreement to be entered into between the bidder and the ITPO shall be the foundation of the rights and obligations of both the parties and the contract shall not be deemed to be complete until the agreement has been signed by the bidder and then by the ITPO authority to enter into contract on behalf of the Government.
- 4.9.3 All communications with respect to the tender shall be addressed to the E-Mail mentioned on the Data Sheet.

4.10 Fraud and Corrupt Practices

- 4.10.1 The Bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, ITPO shall reject a proposal without being liable in any manner whatsoever to the bidder, if it determines that the bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the ITPO shall without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or Performance Bank

Guarantee, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the ITPO for, inter alia, time, cost and effort of the ITPO, in regard to the RFP, including consideration and evaluation of such bidder's proposal.

4.10.2 Without prejudice to the rights of the ITPO under the clause above and the rights and remedies which the ITPO may have under the LOA or the Agreement, if the bidder is found by the ITPO have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA or the execution of the Agreement, such bidder shall not be eligible to participate in any tender or RFP issued by the ITPO.

4.10.3 For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assign to them:

- i. “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything value to influence the action of any person connected with the Selection Process (For avoidance of doubt, offering the employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the ITPO who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the ITPO, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial, or technical consultant/adviser of the ITPO in relation to any matter concerning the Project.
- ii. “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

- iii. “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirect, any persons or property to influence any person’s participation or action in the Selection Process;
- iv. “Undesirable practice” mean (i) establishing contact with any person connected with or employed or engaged by ITPO th the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- v. “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

4.11 Conflict of Interest

4.11.1 The Bidder shall hold the “ITPO’s” interests paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments or their own corporate interests. If during the Contract Period, a conflict of interest arises for any reasons, the Bidder shall promptly disclose the same to ITPO and seek its instructions.

4.11.2 The payment of the Successful Bidder in accordance with this Contract shall constitute the Successful Bidder’s only payment in connection with this Contract and, the Successful Bidder shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the Successful Bidder shall use its best efforts to ensure that Personnel involved shall not receive any such additional payment.

4.11.3 The Successful Bidder and its affiliates are strictly prohibited from engaging and participating in any conflicting activities of the business of ITPO conducted inside Bharat Mandapam. The Successful Bidder shall not engage, and shall cause their personnel not to engage, either directly or indirectly, in any business or and their professional activities with the Occupants and Users of ITPO property which shall safeguard any kind of

conflict with the activities assigned to them under this Service Contract.

4.12 Pre-Bid Meeting

4.12.1 Pre-Bid Meeting of the Bidders will be convened off-line / online at the designated date, time and place as provided in the data sheet. A maximum of two representatives of each Bidder will be allowed to participate on production of an authorization letter from the Bidder. Bidders intending to attend the Pre-Bid Meeting should inform Authority in writing (email) beforehand.

4.12.2 During the course of Pre-Bid Meeting, the Bidders will be free to seek clarification and make suggestions for consideration of the Authority. The Authority will endeavor to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent, and competitive selection process.

4.13 Queries & Clarifications

4.13.1 A prospective bidder requiring any clarification of the tender document may send an email to the email address mentioned in the Data Sheet.

4.13.2 ITPO will respond electronically to any request for clarification of the Bid that is received as per date and time given in the Data Sheet for the submission of proposals. The bidders are requested to send their queries as per the timelines. Queries received after the set time limit will not be addressed by ITPO.

4.13.3 It would be deemed that prior to the bid submission, the bidder:

- a. Has examined completely and carefully the project proposed in this tender and has taken necessary precaution to build in all costs necessary for execution of the project considering the magnitude of the work and logistics involved.
- b. Has determined to its satisfaction the nature and extent of any issue's incidental to the performance of its obligations.

5. Eligibility Criterion

The interested bidder should meet the following minimum qualifying criteria:

5.1 Qualification Requirements

S. No.	Qualification Required	Documentary Evidence
1.	i. Should be a company registered under the provisions of the Companies Act, 1882/1956/2013.	Copy of certificate of incorporation along with name change, if any.
	ii. Valid Registration with the Income Tax Authorities	Copy of PAN Card
	iii. Valid Registered with GST	Copy of GST registration certificate
	iv. Minimum 10 years of business operation.	Copy of Incorporation Certificate
	v. Minimum 8 years of F&B business experience in the last 10 years.	Proof of Possession of FSSAI License for any 8 out of 10 years before the tender due date. 1. 2014-15 2. 2015-16 3. 2016-17 4. 2017-18 5. 2018-19 6. 2019-20 7. 2020-21 8. 2021-22 9. 2022-23 10. 2023-24
	Consortium or joint ventures are prohibited.	
2.	The bidder must demonstrate a minimum average annual financial turnover exceeding Rs. 125 Crores, exclusively from food and beverage operations, for at least three of the last five financial years. <ul style="list-style-type: none"> • 2018-19, • 2019-20, 	Certificate from the chartered accountant. The details relating to the total financial turnover, financial turnover for food and beverage operation must be provided as per

S. No.	Qualification Required	Documentary Evidence
	<ul style="list-style-type: none"> • 2020-21, • 2021-22, • 2022-23 	the format given in this RFP at Annexure 2
3.	Bidder shall produce a certificate of solvency from its bank to the minimum extent of Rs. 5 Crores (“Certificate of Solvency”) along with the Proposal.	Certificate of Solvency from Scheduled bank provided as per the format given in this at Annexure 4
4.	The Bidder should not have been blacklisted or made ineligible by the GOI from participating in future bids due to unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or any other reasons, as on date of submission of the Proposal.	Certificate duly signed by an authorized signatory of the Bidder as per Annexure 12
5.	Bidders must fulfill the following mandatory requirements:	
a	Bidders must have valid FSSAI certificate and other related credentials for food and beverage operation.	Copy of FSSAI license / related credentials
b.	Bidders must have valid HACCP certificate and other related credentials for food and beverage operation.	Copy of HACCP Certificate / related credentials
6.	<p>Previous experience in last 5 (five) fiscal years</p> <p>a) Demonstrated experience in catering at least two events for government entities (including state, Central and government-owned corporations/PSUs), each with a minimum guest count of 3,000</p>	<p>Work Orders from Govt. entity, or its appointed event management company.</p> <p>and</p> <p>Invoice or Payment proof of above.</p>

S. No.	Qualification Required	Documentary Evidence
	<p>b) Experience in managing catering services for an exhibition center with a floor area exceeding 20,000 square meters</p> <p>OR</p> <p>A minimum of two years' experience managing banquet operations within a 5-star accredited hotel</p>	<p>Copy of Valid running contract / work order / agreement with an Exhibition Centre of greater than 20,000 sq mtr. Area as on bid closing date.</p> <p>OR</p> <p>Proof of 5-Star Accreditation from India Tourism Development Corporation.</p>
	<p>The agency is required to fill the details in Annexure 3 and attach proofs accordingly.</p> <p>The contract/ work order should be in the name of bidder / subsidiary company.</p>	
7.	A minimum workforce of 500 employees dedicated to the F&B sector as of March 31, 2024	Relevant document showing EPF and ESI contribution, including Form 11 of EPF Act, 1952 (In case exemption from PF contribution is to be claimed), may be enclosed as proof of meeting the manpower criterion.

- Self-Certified documents submitted to ITPO shall be duly notarized and accredited.

6. Scope of Work

- 6.1 The Catering Service Provider shall provide catering services at Bharat Mandapam Convention Centre and designated spaces as per **Annexure 10**. The catering will include, but not limited to breakfast, lunch, dinner, snacks, beverages and high teas with Indian and international cuisines.
- 6.2 The Catering Service Provider shall have the flexibility to create and propose their own menu options and rates to the organizers for their events. Additionally, the Catering Service Provider shall provide catering as per menu matrix provided by ITPO in **Annexure 9**.
- 6.3 The Catering Service Provider shall have exclusive rights for catering within the Convention Centre of Bharat Mandapam. However, ITPO reserves the right for waiver up to 10 events per year, where outside vendor may be allowed.
- 6.4 Operation Manual
- 6.4.1 Within 20 days of issuance of the LOIA, the Service Provider shall prepare a manual for the Food & Beverage Service Operations describing the specific procedures it will use to manage and operate the F&B Facilities prior to commencing operations under the Service Agreement and submit to ITPO for its approval or disapproval.
- 6.4.2 The operations manual must include, but is not to be limited to, the following sections:
- 6.4.2.1 Organizational chart.
- 6.4.2.2 Kitchen management (including, but not limited to, setup, cleaning, and closing procedures, inventory controls, food safety, etc.)
- 6.4.2.3 Menu management (including the process to be followed to finalise the menu for each event with ITPO, such as notice requirements for each category of event, timelines for submitting menu matrix options and discussions with ITPO, and the circumstances for which or timelines within which ITPO may require a change in the menu post finalization).
- 6.4.2.4 F&B serving area management (including, but not limited to,

customer service policies and procedures, opening and closing procedures, seating plan, complaint resolution, ordering procedures, and closeout procedures, liquor inventory and management, dining room and bar cleanup, etc.).

6.4.2.5 Personnel administration (including, but not limited to, job descriptions, application and hiring process, termination, orientation, scheduling, performance review, employee discipline, vacation and sick time policies, overtime, operational rules and policies, sexual harassment policy, and timekeeping procedures).

6.4.2.6 Employee training (including, but not limited to, training schedules by position, training manuals by position, cleanliness and sanitation training, foodborne illness prevention training, and customer service training).

6.4.2.7 Purchasing and inventory (including, but not limited to, product specifications, vendor policy/approved vendors, inventory levels, ordering procedures, receiving procedures, inventory control, handling of spoilage, and physical inventory counts).

6.4.2.8 Safety and security (including, but not limited to, safety management, emergency procedures, security policies and procedures, safety rules and practices, fire prevention, and first aid).

6.4.2.9 Equipment management (including, but not limited to, equipment maintenance schedule, handling breakdowns and repairs, repair vendor management, warranty management, equipment replacement procedure, and new equipment request procedure, testing procedure).

6.5 The Catering Service Provider shall obtain HACCP and FSSAI certification for the premises within 3 months of issuance of the LOIA.

6.6 The Catering Service Provider shall commence the F&B service operations within 7 days of the effective date. The Catering Service Provider shall present a ramp-up plan for manpower deployment to ITPO.

6.7 The Catering Service Provider shall operate the F&B facilities 7 days a week in accordance with the time schedule provided by ITPO.

- 6.8 The Catering Service Provider shall be responsible for cleaning and maintaining the F&B facilities. All costs incurred for the same shall be borne by The Catering Service Provider. This includes but not limited to duct cleaning and scrubber cleaning.
- 6.9 The Catering Service Provider shall be responsible for maintaining cleanliness and pest-free environment within F&B facilities. The Catering Service Provider agrees to notify ITPO within 24 hours if pest control services are needed at the F&B facilities. The Catering Service Provider shall conduct the pest control only after approval from ITPO.
- 6.10 The Catering Service Provider shall ensure smooth operations in case of utility outages by making alternative arrangements. The Catering Service Provider shall seek approval from ITPO to implement the necessary alternative arrangements to ensure smooth operations.
- 6.11 The Catering Service Provider shall be responsible for purchasing necessary materials and supplies, ensuring quality and quantity. ITPO shall not be liable for any payments for the same.
- 6.12 The Catering Service Provider shall operationalize the F&B facilities, managing kitchen supplies, food preparation, presentation, and specialized services as required.
- 6.13 The Catering Service provider shall ensure all linens, including tablecloth, napkins, chair covers, and table runners are of high quality, free of stains, tears or significant wear. Linens should be ironed and neatly presented during the catering service.
- 6.14 The Catering Service Provider shall procure raw materials adhering to HACCP/FSSAI standards.
- 6.15 Serving equipment, utensils, cutlery, crockery, glassware, smallware, tableware, chinaware and other items required for catering services will be procured and maintained by the Catering Service Provider at its own expense.
- 6.16 ITPO shall provide Special Category Tableware to the Catering Service Provider for special events. Upon expiry of the term of the Service Agreement, the Catering Service Provider shall return all cutlery, tableware, chinaware items provided by ITPO. A breakage allowance of up to 10% for chinaware and glassware is permitted. The Caterer shall be fined accordingly if the breakage of chinaware and glassware is more than 10%.

- 6.17 The Catering Service Provider shall seek approval from ITPO to make any alteration to the facility provided by ITPO for F&B operations.
- 6.18 ITPO reserves the right to impose a penalty of Rs. 50,000/- per instance on the Catering Service Provider in the following cases. The penalty amount may be increased upto 5 times in case of repeated violations at the discretion of ITPO:
- 6.18.1 Inappropriate behaviour of the Catering Service Provider / Staff
 - 6.18.2 Inappropriate quality / quantity of food items.
 - 6.18.3 Using ITPO's property or premises other than the activities mentioned in the scope of work.
 - 6.18.4 Non-Maintenance of hygiene, cleanliness (except for reason beyond control of the Catering Service Provider like natural disasters etc.)
 - 6.18.5 Not maintaining adequate staff to cater to the guests, visitors, and exhibitors in Bharat Mandapam.
 - 6.18.6 Any other misconduct noticed by the Competent Authority or its subordinates.
 - 6.18.7 Any damage to ITPO's property which includes but not limited to carpets, crockery, equipment and other furnishings due to the negligence of the Catering Service Provider or their staff. The same shall be repaired by the Catering Service Provider at their own expense.
 - 6.18.8 No penalty will be imposed without first providing the Catering Service Provider an opportunity to present their viewpoint. However, Competent Authority's decision will be final and binding with regard to the imposition and extent of penalty. The amount of penalty to be paid by the Catering Service Provider.
- 6.19 The Catering Service Provider is responsible for employing, training, and managing the staff, with replacements made promptly if required by ITPO.

- 6.20 ITPO shall provide basic utility service including but not limited to gas, electric, sewer, water, garbage, recycling, scrubber and ventilation for F&B Facilities.
- 6.21 The Catering Service Provider's employees at the F&B facilities will not solicit or accept tips or other gratuities.
- 6.22 The Catering Service Provider or its agent shall provide and maintain uniforms for all employees. Selection type, color, style, and dress code of uniforms, including specialty uniform designated to fit the exact nature of the various operations shall be at the discretion and approval of ITPO. The Catering Service Provider shall provide written and graphic presentation of choice of uniform styles and availability to and at ITPO's request.
- 6.23 ITPO reserves the right to examine/or sample the Catering Service Provider's products at any time for the purpose of assessing quality and portion controls. ITPO reserves the right to appoint officers/officials to inspect the quality of raw materials, food and other items prepared and served in Bharat Mandapam. Any defect(s) pointed out by such officers/officials during their visit shall be properly and expeditiously attended to by the Catering Service Provider. The Catering Service Provider shall follow all the norms, processes and procedures for getting the food samples tested from authorized laboratories as per requirement. ITPO may employ, at its discretion, a qualified third-party food / catering service auditor to check the quality of food and catering service. The Catering Service Provider shall co-operate with the audit process. The Catering Service provider shall, to the best of its ability, incorporate improvements suggested by the audit.
- 6.24 The Catering Service Provider understands and agrees that food or beverage may be germane to the function itself, and in such cases. ITPO may permit it to dispense samples of food and beverages, in quantities smaller than normally offered for serving.
- 6.25 The Catering Service Provider shall be responsible for providing well-qualified kitchen staff for special purposes as required by ITPO, separate from regular operational staff.
- 6.26 The Catering Service Provider shall be responsible for handling waste materials and recycling, with all costs borne by The Catering Service Provider.

- 6.27 ITPO shall provide certain kitchen equipment mentioned in Annexure 11 on as is where is basis. The Catering Service Provider shall maintain / repair /upkeep the equipment at its own cost. All the equipment will be handed over in proper working condition at the end of contract. The Catering Service Provider may add / modify or delete any equipment only after prior written approval from ITPO.
- 6.28 The infrastructure available in ITPO will be used by The Catering Service Provider on AS is Where is basis for which The Catering Service Provider will be required to pay ITPO as per the Revenue percentage quoted by the Catering Service provider in the price bid.
- 6.29 The Catering Service provider shall ensure availability of manpower for at least 50 pax tea / snacks / lunch within 2 hours of notification by ITPO.
- 6.30 The Catering Service Provider may offer additional services such as podium, microphone, projector, decorations, stage, furniture, valet parking, dining seating, tables, linens, and other equipment or services. These services may be charged to clients at rates specified in a separate rate card. It is understood that the provision of these additional services shall be on a non-exclusive basis.
- 6.31 The Catering Service Provider shall ensure that medical checkups of their employees stationed at Bharat Mandapam are conducted every 6 months. The results of these checkups shall be reported to ITPO. The costs of the same shall be borne by the Catering Service Provider.

6.32 Canteen Operations

- 6.32.1 The Catering Service provider shall be allotted a space of approx. 400 sqm. at Bharat Mandapam, New Delhi to run the Canteen Operations. **Refer Annexure 13 for Canteen Menu Matrix.**
- 6.32.2 ITPO will provide the designated space of 400 square meters within the Convention Centre with the following arrangements:
- i) Adequate electrical points for necessary equipment
 - ii) Supply of piped natural gas (PNG), and both RO and domestic water supply.
 - iii) Fire safety system including extinguishers, sprinklers, smoke detectors, heat detectors, PA system, and fire hydrants.

iv) ITPO will grant permission for the installation of an LAN connection for the billing terminal.

6.32.3 The Catering Service Provider shall be required to arrange furniture at their own cost which includes Tables, Chairs, Dishwasher Machine, and other prerequisites to start Canteen Operations.

6.32.4 The Catering Service Provider will be required to start Canteen Operations within T+60 days of signing of agreement. This excludes any delay from ITPO's part from providing the Catering Service Provider with the arrangements as per clause 6.31.2

“Canteen Operations” means setting up the canteen area, arranging necessary furniture and equipment, and ensuring the availability of utilities such as electricity, gas, and water. It involves planning the menu, sourcing and preparing food, serving customers.

6.32.5 Revenue share will not be applicable for Canteen Operations.

7. Evaluation Criterion

7.1 Eligibility Check

7.1.1 The Bidder shall submit a detailed proposal demonstrating its compliance with all eligibility criteria as outlined in Section 5 of this tender document. The Evaluation Committee shall assess the Bidder's eligibility based on the submitted proposal and supporting documentation.

7.1.2 Non-compliance with any eligibility criterion shall lead to automatic disqualification of the Bidder.

7.2 Financial Evaluation

7.2.1 The Eligible Bidders shall quote on the percentage of Revenue from Operations in the format provided as a standard BOQ format with the tender document.

7.2.2 The minimum Revenue from Operations percentage is fixed at 10%. The minimum guarantee amount per annum of revenue share shall be Rs 4 Crores.

7.2.3 Bidders must propose a revenue share percentage greater than 10%.

7.2.4 Successful Bidders shall submit an upfront payment equivalent to six months' projected operating revenue share prior to commencement of the contract.

7.2.5 Any deviation from the prescribed financial bid format without prior written approval from ITPO in the form of an Addendum shall result in the automatic rejection of the Bid.

8. Payment Schedule

- 8.1 The minimum guarantee per year shall be Rs 4 crore (excluding applicable taxes) payable in half yearly instalments (Rs 2 crore per six months) in advance.
- 8.2 The Catering Service Provider shall pay the first instalment to ITPO within 15 days of issuance of LOA.
- 8.3 The Catering Service Provider shall pay the difference between the minimum guaranteed revenue and the actual revenue share from operations at the end of each six-month period. The payment shall be calculated based on the higher of the two amounts.

For example:

- Revenue from operations percentage quoted by successful bidder: 20%
- Revenue from operations 1 October 2024 to 31 March 2025: Rs 20 crore
- Amount payable by 25th September 2024 : Rs 2.0 crore
- Revenue from operations (of successful bidder): Rs. 30 crores
- 20% revenue share : Rs 6.0 crore
- Amount payable by end of six months i.e. 31 March 2025: Rs. 6.0 crore – Rs. 2.0 crore = Rs. 4.0 crore

Notes:

- *The example percentage is for reference purposes. The final revenue share percentage will be calculated according to the financial proposal of the awarded bidder."*
- *The **minimum guaranteed revenue** shall be Rs 4 Crore annually, to be paid in advance every six months.*
- ***Revenue from operations** shall include all the revenue generated by the successful bidder from catering as well as extra services.*
- *All payments shall be made in Indian Currency only.*
- *Tax implications, if any, shall be borne by the catering service provider.*

Payments and Reconciliation

8.4 Invoicing

- 8.4.1. The catering service provider shall provide the details of each event including order form, menu, extra services, and consumption signed off by the end user in prescribed formats.
- 8.4.2. The catering service provider shall submit event wise invoice to ITPO along with details and supporting documents of each event in prescribed format.

Billing Example

Scenario:

- **Total Invoice Amount:** ₹100,000
- **ITPO Revenue Share:** X%

Steps:

1. Catering Service Provider generates a bill of amount ₹100,000
2. ITPO receives the bill of ₹100,000 and forwards the bill to the client.
3. The client pays the full amount of ₹100,000 to ITPO.
4. ITPO remits the received amount to the Catering Service Provider

Summary:

- **ITPO shall invoice the exact amount to the third party.**
- **ITPO shall not deduct any amount from the invoiced amount**
- **The catering service provider shall pay the revenue share in advance, every six months.**
- **The Catering Service Provider shall pay the difference between the minimum guaranteed revenue and the actual revenue share from operations at the end of each six-month period**
- ***Tax implications, if any, shall be borne by the catering service provider.***

8.5 Payment Verification and Release

- 8.5.1 ITPO shall review and verify invoices. Payment will be released upon verification of the invoice and supporting documents.
- 8.5.2 For third-party events, payment will be released after receipt of full payment from the third-party organizer.

8.6 Deductions and Penalties

- 8.6.1 Non-compliance or under-declaration of revenue will result in penalties amounting to 200% of the under-declared amount and may lead to contract termination and legal action.

8.7 Tax Deductions

- 8.7.1 All payments shall be subject to tax deductions at source (TDS) as applicable under the relevant laws.

8.8 GST Declaration

- 8.8.1 The Service Provider shall separately mention Goods and Services Tax (GST) on all invoices submitted to ITPO.

9. Draft Agreement

9.1 General Terms of Service Agreement

This Service Agreement (“Agreement”) is executed at New Delhi on this _____ day of _____ 2024

BETWEEN

India Trade Promotion Organization, a company incorporated under the Companies Act, 2013, having its registered office at Bharat Mandapam, New Delhi -110001 (hereinafter referred to as "**First Party**" (or “ITPO”) which expression shall unless it be repugnant to the context or meaning thereof be deemed to mean and include its successors and permitted assigns), acting through its authorized signatory, _____, party of the First Part;

AND

M/____, a company incorporated under the Companies Act, 1956 /2013, having its registered office at(hereinafter referred to as the “**Second Party**” acting through its authorized signatory, duly authorized vide board resolution dated _____, party of the Second Part;

The Second Party is referred to as the “**Catering Service Provider(s)**”. References to the Catering Service Provider under this Agreement shall be deemed to be references to provide Food & Beverage Service Operations, respectively, as the context may require.

ITPO and the Catering Service Providers are collectively referred to as the Parties and individually as the Party wherever the context so requires.

WHEREAS

- 9.1.1 ITPO intends to engage Service Providers for providing Food & Beverages Service Operations at Bharat Mandapam (as defined hereinafter), New Delhi.
- 9.1.2 The Catering Service Provider has represented to ITPO that it is a F&B operator, a company of international repute and has expertise in the business of providing catering and F&B services similar to the Scope of Services (as defined hereinafter) and has the necessary infrastructure, latest technology, know-how, skills, experience and fully qualified, trained, and experienced manpower required for performing the Scope of Services on its own.
- 9.1.3 The Catering Service Provider hereby represents and provide assurance to ITPO that:
- (i) it shall be able to assume complete control and supervision with regard to its obligations as provided under this Agreement;
 - (ii) it is fully competent and entitled under all Applicable Laws (as defined hereinafter), to enter into this Agreement with ITPO on a principal-to-principal basis and shall perform its obligations under this Agreement on a principal-to-principal basis.
 - (iii) It is a law-abiding entity and is fully aware of all Applicable Laws and requisite Approvals (as defined hereinafter), as may be required as a Service Provider and also for the purposes of performance of Services hereunder, including its status as a principal “ITPO” under all Applicable Laws including but not limited to labour laws for the property.
- 9.1.4 Relying on the representations and assurances of The Catering Service Provider and further to the bid submitted by The Catering Service Provider on [•] in response to the RFP (as defined hereinafter), ITPO has agreed to enter into this Agreement on the terms and conditions contained herein.
- 9.1.5 It is understood and has been agreed between the Parties that this Agreement is entered into by and between the Parties as “ITPO/Client” and “Service Provider” and nothing in this Agreement shall create, or be deemed to create, a partnership, joint venture or the relationship of principal and agent, between the Parties.

NOW THIS AGREEMENT WITNESSETH AS AND IT IS HEREBY MUTUALLY AGREED BY AND BETWEEN BOTH THE PARTIES AS FOLLOWS:

9.2 Definitions

9.2.1 “Applicable Laws” means all applicable laws in force and effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India or such other territorial jurisdiction outside India, by any authority, including any Governmental Authority, including any revisions, amendments or re-enactments including without limitation statutes, rules, regulations, bye-laws, policies made there under, judgments, decrees, injunctions, writs, orders issued by any court of record or other requirement or official directive of any Governmental Authority or any person acting under the authority of any Governmental Authority or any statutory authority, including any notification issued by the Reserve Bank of India or by any Governmental/Statutory Authority, as may be in force and effect during the subsistence of the Service Agreement, including but not limited to Contract Labour (Regulation & Abolition) Act, 1970, Payment of Bonus Act, Minimum Wages Act, Inter State Migrant Workmen (Regulation of employment and Conditions of Service) Act 1979, Provident Fund Act, ESIC Act, The Child Labour Prohibition and Regulation Act, 1986, Industrial Dispute Act, 1947, Maternity Benefit Act, 1961, Payment of Gratuity Act, 1972, Employee Compensation Act, 1923, Shops and Establishments Act, and other laws related to fire, safety, environment, lift, explosives etc.

9.2.2 “Approvals” means all authorizations, consents, approvals, including any statutory approvals, notifications and permissions and any license, permit, ruling, exemption or other authorization of whatsoever nature which is required to be obtained under Applicable Laws for or in respect of this Service Agreement, and all other approvals as may be required to execute, give effect to, and perform its obligations under this Service Agreement including but not limited to the approvals and consents required from ITPO or any other authority pursuant to this Service Agreement, including any third party approvals as may be required by The Catering Service Provider.

9.2.3 “Applicable Permits” means all clearances, licenses, permits, authorizations, no objection certificates, consents, approvals and exemptions required to be obtained or maintained under Applicable Laws in connection with the Scope of Services during the Contract Period;

- 9.2.4 “Business Day” means a normal working day on which the Parties are ordinarily open for business;
- 9.2.5 “Building(s) shall mean the buildings specified in this Agreement at one or more locations and shall include the entire complex, superstructures, erections, plant, machinery, equipment, common areas, facilities, services, maintenance, operations and amenities relating to the Building(s);
- 9.2.6 “Capital Asset” are core assets installed by ITPO including but not limited to Air Conditioning Chillers, Cooling Tower, AHUs, FCUs, HVAC Main Panels and Starter Panels, Generators, Transformers, HT< Panels, UPS, Fire Alarm Panel, BMS- (Building Management System/ Integrated Building Management System (IBMS) Controller, CCTV system, Lifts, Escalators, Pumps (Fire, Water, Sewage and Air Conditioning), Solar Panel System, STP, etc.
- 9.2.7 “Confidential Information” shall mean all information that is not generally known and which is obtained/received during the tenure of the contract and relates directly to the business of the Parties whether or not such information have any commercial value;
- 9.2.8 “Communication” between parties are the written and signed letters, notices, reminders, memorandum and instructions recorded in the instruction book or books kept at site.
- 9.2.9 “Contract” or “Agreement” means this agreement signed between ITPO and Service Provider on[Insert Date].
- 9.2.10 “Contract Period” shall have the meaning ascribed to it in Clause 9.10.1 below.
- 9.2.11 “Effective Date” shall mean the date on which this Agreement comes into effect and the site is handed over to The Catering Service Provider for commencement of the Services, as notified by ITPO.
- 9.2.12 “EPC Contractor” means the Engineering Procurement and Construction Contractor appointed for the construction and completion of the BHARAT MANDAPAM, i.e., Shapoorji Pallonji Qatar W.L.L. (JV). ITPO is in the process of entering into an O&M agreement for 5 years with the EPC Contractor in accordance with the terms and conditions of the existing EPC contract.
- 9.2.13 “Event Day” shall mean the day of event scheduled to be conducted at BHARAT MANDAPAM as notified by ITPO. “Non -event Day” shall mean the day in which no event is scheduled to be conducted at BHARAT MANDAPAM.

- 9.2.14 “Fee” shall have meaning ascribed to in Clause 9.15.1;
- 9.2.15 “Food & Beverage” or “F&B” shall mean any substance, whether processed or partially processed, which is intended for human consumption and includes packaged drinking water, alcoholic and non-alcoholic beverages but does not include any animal feed, live animals unless they are prepared or processed for placing on the market for human consumption, plants prior to harvesting, drugs and medicinal products, cosmetics, narcotic or psychotropic substances.
- 9.2.16 “F&B Items” shall mean good quality, edible/ potable hot and cold beverages, vegetarian and non-vegetarian food items including snacks, fast foods, desserts, packaged food and beverages, etc. of international/national/local food cuisines and such other items as may be approved by ITPO from time to time.
- 9.2.17 “F&B Facilities” shall mean the area and facilities provided by ITPO at the Locations to undertake the Food & Beverages Service Operations, as more particularly described in Annexure 11.
- 9.2.18 “Food & Beverage Service Operations” shall mean the F&B related services to be provided by The Catering Service Provider to ITPO under this Agreement, as more particularly described in the Terms of Reference.
- 9.2.19 “Governmental Authority” means any government authority, statutory authority, government department, ministry, secretariat, agency, commission, board, tribunal or court or other law making body/entity having or purporting to have jurisdiction on the parties to the Service Agreement, including the GoI or GoNCT or any other regulatory authority appointed by the GoI or GoNCT having jurisdiction in relation to the subject matter of the Service Agreement under Applicable Laws, Ministry of Commerce and ITPO.
- 9.2.20 “Performance Security” shall have the meaning ascribed to it in Clause 9.1.1.
- 9.2.21 “Price Bid” shall mean the price bid and bill of quantities submitted by the Selected Bidder in accordance with the RFP, as set out in Annexure 6.
- 9.2.22 “Project Facility” refers to all the assets owned by ITPO which includes the Buildings, equipment, exhibits, artifacts etc.
- 9.2.23 “Revenue from Operations” shall refer to the total income generated by the catering operations in Bharat Mandapam through its core

activities, including but not limited to, the sale of food and beverages (both alcoholic and non-alcoholic), service charges for catering services (such as setup, service during the event, and cleanup), rental fees for catering equipment and party supplies (such as tables, chairs, linens, and dinnerware), fees for event planning services, delivery charges, and charges for custom menus or special food preparations beyond the standard offerings. Revenue from Operations explicitly excludes any non-operating income such as interest, dividends, taxes (including GST) and income generated from investments, as well as any grants, subsidies, or financial assistance received from government or non-governmental organizations. The Caterer shall ensure compliance with applicable Indian laws, including the Goods and Services Tax (GST) Act, 2017, and the Income Tax Act, 1961, and maintain accurate records of all revenue from operations, which shall be available for inspection upon request and certified by a Chartered Accountant. Any disputes regarding this clause shall be resolved as per the dispute resolution mechanism specified in the RFP, or through arbitration in accordance with the Arbitration and Conciliation Act, 1996, with the place of arbitration being New Delhi, India, and the language of arbitration being English.

9.2.24 “Scope of Services” or “Services” shall mean services agreed to be performed/ rendered by The Catering Service Provider wherever specified under this Agreement including the Food & Beverage Service Operations.

9.2.25 “Sub Contractor” is an eligible person or entity, who has a valid contract with The Catering Service Provider to carry out a part of the Scope of Services.

9.2.26 “Terms of Reference” means the detailed scope of the Catering Service, as set out in Chapter 6 of RFP.

9.3 Interpretation

9.3.1 Any reference herein to any recital, clause or annexure is to such recital, clause or annexure to this Agreement unless the context otherwise requires. The recitals and annexures to this Agreement shall be deemed to form part of this Agreement.

9.3.2 Any references to laws of India or Indian law or regulation having the force of law shall include the laws, acts, ordinances, rules, regulations, bye laws or notifications which have the force of law in

the territory of India and as from time to time may be amended, modified, supplemented, extended or re-enacted.

9.3.3 The table of contents, headings or sub-headings in this Agreement are for convenience of reference only and shall not be used in, and shall not affect, the construction, linkage or interpretation of this Agreement

9.3.4 Unless the context requires otherwise, words importing the singular include the plural and vice versa, and pronouns importing a gender include each of the masculine, feminine and neutral genders.

9.3.5 References to the knowledge, information, belief or awareness of any person shall be deemed to include the knowledge, information, belief or awareness such person would have if such person had made due and careful inquiries.

9.3.6 The words and phrases "other", "including" and "in particular" shall not limit the generality of any preceding words nor be construed as being limited to the same class as any preceding words where a wider construction is possible.

9.3.7 The penalties defined in the RFP are a genuine pre-estimate of the loss likely to be suffered by ITPO on account of a shortfall in performance levels by The Catering Service Provider and shall in no way deemed to be in the nature of a penalty.

9.3.8 The words "hereof," "hereunder", "herein" and "hereto," and words of like import, refer to this Agreement as a whole and not to any particular Clause hereof.

9.3.9 Priority of agreements and errors/discrepancies.

9.3.9.1 This Agreement, the RFP and all other agreements and documents forming part of or referred to in this Agreement are to be taken as mutually explanatory and, unless otherwise expressly provided elsewhere in this Agreement, the priority of this Agreement and other documents and agreements forming part hereof or referred to herein shall, in the event of any conflict between them, be in the following order:

(a) Service Agreement; and

(b) The RFP; and

(c) All other agreements and documents forming part hereof or referred to herein; i.e. this Service Agreement at (a) above shall prevail over the RFP and the agreements and

documents at (c), and the RFP shall prevail over the agreements and documents at (c).

9.3.9.2 Subject to the provisions of this clause, in case of ambiguities or discrepancies within this Agreement, the following shall apply:

- (a) between two or more Clauses of this Agreement and documents forming part of the Agreement, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in other Clauses;
- (b) between the Clauses of the Service Agreement and the documents forming part of this Agreement, the Clauses of Service Agreement shall prevail and between Service Agreement and Annexures thereto, the Service Agreement shall prevail;
- (c) between any two Annexures, the Annexure relevant to the issue shall prevail;
- (d) between any value written in numerals and that in words, the latter shall prevail.

9.3.10 The word “will” shall be construed to have the same meaning and effect as the word “shall” and vice versa.

9.3.11 The Annexure and Schedules shall form an integral part of this Agreement.

9.4 Governing Law and Jurisdiction

9.4.1 This Agreement shall be construed and interpreted in accordance with and governed by the extant laws of India, and the courts at New Delhi shall have exclusive jurisdiction over matters arising out of or relating to this Agreement.

9.5 Code of Integrity

9.5.1 The Catering Service Provider and their respective employees, agents and advisers shall observe the highest standard of ethics during the Bid Process.

9.6 Confidentiality

- 9.6.1 The Catering Service Provider shall not at any time use or disclose to others any information of BHARAT MANDAPAM project and “ITPO” which is considered and/or observed as confidential by ITPO and which is disclosed or provided to The Catering Service Provider under this Agreement.
- 9.6.2 That Service Provider shall ensure that its personnel shall at no time, without the consent of ITPO, disclose to any person any information relating to the affairs of ITPO which they may have come to know during the course of performing services as per this Agreement.
- 9.6.3 The personnel(s) of The Catering Service Provider shall not indulge in any activity, of whatsoever nature, which is or which may be damaging to the reputation/goodwill of ITPO and will also maintain secrecy/confidentiality of any task assigned to them from time to time by The Catering Service Provider relating to Scope of Services at the Building(s).

9.7 Conflict of Interest

- 9.7.1 The Catering Service Provider shall hold the “ITPO’s” interests paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments or their own corporate interests. If during the Contract Period, a conflict of interest arises for any reasons, The Catering Service Provider shall promptly disclose the same to ITPO and seek its instructions.
- 9.7.2 The payment of The Catering Service Provider in accordance with this Contract shall constitute The Catering Service Provider’s only payment in connection with this Contract and, The Catering Service Provider shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and The Catering Service Provider shall use its best efforts to ensure that Personnel involved shall not receive any such additional payment.
- 9.7.3 Service Provider and its affiliates shall not become otherwise interested in the Scope of Services in any manner. Service Provider agrees that, during the Contract Period, The Catering Service Provider and any entity affiliated with Service Provider shall be disqualified from bidding and providing consultancy, goods, works, or services resulting from and/or directly related to the Scope of Services for the BHARAT MANDAPAM.

9.7.4 Service Provider and its affiliates are strictly prohibited from engaging and participating in any conflicting activities of the business of ITPO conducted inside BHARAT MANDAPAM. The Catering Service Provider shall not engage, and shall cause their personnel not to engage, either directly or indirectly, in any business or and their professional activities with the Occupants and Users of ITPO property which shall safeguard any kind of conflict with the activities assigned to them under this Service Contract.

9.8 Force Majeure

9.8.1 “Force Majeure” shall mean the conditions beyond control of either parties like war, hostility, acts of public enemy, civil commotion, sabotage, serious loss or damage by fire, explosions, epidemics, strikes, lockouts or acts of God come under the purview of Force Majeure (FM).Delays in performance of contractual obligations under influence of FM conditions are condonable by the other party without any right to termination or damages, provided, notice of the happening of any such event is given by the affected party to the other within 30 (thirty) days from the date of occurrence. Works under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist.:

9.8.2 Provided that the same:

- (i) materially and adversely affects the performance of an obligation; and
- (ii) are beyond the reasonable control of the affected Party; and
- (iii) such Party could not have been prevented or reasonably overcome with the exercise of good industry practice or reasonable skill and care; and
- (iv) do not result from the negligence or misconduct of such Party or the failure of such Party to perform its obligations hereunder;

9.8.3 If a Party claims relief on account of a Force Majeure event, then the Party claiming to be affected by the Force Majeure event shall, immediately on becoming aware of the Force Majeure event, give notice of and describe in detail: (i) the Force Majeure event(s) that has occurred;(ii) the obligation(s) affected; (iii) the dates of commencement and estimated cessation of such event of Force Majeure and (iv) the manner in which the Force Majeure event(s) affect the Party's obligation(s) under this Agreement. No Party shall be able to suspend or excuse the non- performance of its obligations hereunder unless such Party has given the notice specified above.

- 9.8.4 The affected Party may suspend the performance of the obligation(s) affected due to a Force Majeure event, upon delivery of the notice of the occurrence of a Force Majeure event in accordance with this Clause provided that the Party claiming to be affected by an event of Force Majeure has established to the full satisfaction of the other Party that it has been materially and adversely affected against performance of its obligations under the Agreement.
- 9.8.5 If Force Majeure event continues for more than 120 (One Hundred Twenty) days either Party shall have the right to terminate this Agreement by giving a notice of termination in respect thereof and the consequence of termination shall follow.
- 9.8.6 While any such prevention or delay continues, the Parties shall continue to comply with their obligations under this Agreement which is/ are not affected by it to the extent that they are able lawfully to do so. Upon cessation of such Force Majeure events the Parties shall resume their respective Performance.
- 9.8.7 It is clearly agreed and understood that The Catering Service Provider shall not be absolved from its obligations during the term of this Agreement on the ground that the Premises/ Building(s) cannot be used because of non-availability of amenities and facilities in any manner whatsoever other than established Force Majeure event(s).

9.9 Dispute Resolution

- 9.9.1 In the event of any disputes or difference relating to the interpretation and application of the provisions of this Agreement (whether during the performance of the Scope of Services or after their completion), which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to an arbitral tribunal consisting of a sole arbitrator, appointed by the Parties mutually. The seat and venue of arbitration shall be at New Delhi, India. The arbitration shall be conducted in the English language. The parties to the dispute will share equally the cost of arbitration as intimated by the arbitrator.
- 9.9.2 During the Contract Period, if any difference/dispute arises between the Parties or any litigation between the Parties is pending before any arbitrator/court/authority relating to the terms and conditions of this Agreement, The Catering Service Provider shall not discontinue the performance of Services unless so desired by ITPO.

9.10 Commencement and Duration

- 9.10.1 The Scope of Services shall include Food & Beverages Service Operations at Bharat Mandapam, New Delhi. The term of the Service Agreement shall commence from the Effective Date and end on the expiry of 3 (Three) years from the Effective Date (**Contract Period**). The Contract Period may be extended on mutual agreed rates, terms and conditions subject to satisfactory services by The Catering Service Provider.
- 9.10.2 This Agreement covers the Scope of Services in separate parts for respective items of Service Provider as per Chapter 6 - Scope of Works of RFP.
- 9.10.3 With effect from the date of signing of the Service Agreement, the “First Party” engages the “Second Party” and the “Third Party”, collectively referred to as The Catering Service Provider, and The Catering Service Provider hereby agrees, to perform the Scope of Services subject to the terms and conditions of this Agreement.
- 9.10.4 After the expiry of the Contract Period, this Agreement may be renewed/ extended in writing for such further period and on such terms and conditions as may be mutually agreed between the Parties and in such an event, the Parties shall execute a fresh agreement or amend this Agreement.

9.11 Performance Security

- 9.11.1 Within 15 (fifteen) days from the date of the LOIA, The Catering Service Provider shall have delivered to ITPO an irrevocable and unconditional bank guarantee for an amount INR 3 Crore only. (Performance Security).
- 9.11.2 The Performance Security can be provided: (i) as per the form provided in the Annexure 7 the RFP; (ii) through a Demand Draft/ Fixed Deposit Receipt of a Scheduled Bank in favour of the “India Trade Promotion Organization” payable at New Delhi; or (iii) through RTGS / NEFT payments made in the designated bank account of ITPO.
- 9.11.3 The Catering Service Providers can submit the Performance Security separately such that the aggregate quantum of the securities provided by both Service Providers is as per Clause 9.11.1 above.

9.11.4 The Performance Security shall remain valid and in effect for six months after the end of the Contract Period.

9.11.5 If the Contract Period, for whatever reason is extended, The Catering Service Provider, shall at his own cost, get the validity period of Performance Security extended, and shall furnish the extended / revised bank guarantee to ITPO at least 15 days before the expiry date of the previously submitted bank guarantee.

9.12 Scope of Work

9.12.1 The Catering Service Provider shall provide catering services at Bharat Mandapam Convention Centre and designated spaces as per **Annexure 10**. The catering will include, but not limited to breakfast, lunch, dinner, snacks, beverages and high teas with Indian and international cuisines.

9.12.2 The Catering Service Provider shall have the flexibility to create and propose their own menu options and rates to the organizer's for their events. Additionally, the Catering Service Provider shall provide catering as per menu matrix provided by ITPO in **Annexure 9**.

9.12.3 The Catering Service Provider shall have exclusive rights for catering within the Convention Centre of Bharat Mandapam. However, ITPO reserves the right for waiver up to 10 events per year, where outside vendor may be allowed.

9.12.4 Operation Manual

9.12.4.1 Within 20 days of issuance of the LOIA, the Service Provider shall prepare a manual for the Food & Beverage Service Operations describing the specific procedures it will use to manage and operate the F&B Facilities prior to commencing operations under the Service Agreement and submit to ITPO for its approval or disapproval.

9.12.4.2 The operations manual must include, but is not to be limited to, the following sections:

9.12.4.3 Organizational chart.

9.12.4.4 Kitchen management (including, but not limited to, setup, cleaning, and closing procedures, inventory controls, food safety, etc.)

- 9.12.4.5 Menu management (including the process to be followed to finalise the menu for each event with ITPO, such as notice requirements for each category of event, timelines for submitting menu matrix options and discussions with ITPO, and the circumstances for which or timelines within which ITPO may require a change in the menu post finalization).
- 9.12.4.6 F&B serving area management (including, but not limited to, customer service policies and procedures, opening and closing procedures, seating plan, complaint resolution, ordering procedures, and closeout procedures, liquor inventory and management, dining room and bar cleanup, etc.).
- 9.12.4.7 Personnel administration (including, but not limited to, job descriptions, application and hiring process, termination, orientation, scheduling, performance review, employee discipline, vacation and sick time policies, overtime, operational rules and policies, sexual harassment policy, and timekeeping procedures).
- 9.12.4.8 Employee training (including, but not limited to, training schedules by position, training manuals by position, cleanliness and sanitation training, foodborne illness prevention training, and customer service training).
- 9.12.4.9 Purchasing and inventory (including, but not limited to, product specifications, vendor policy/approved vendors, inventory levels, ordering procedures, receiving procedures, inventory control, handling of spoilage, and physical inventory counts).
- 9.12.4.10 Safety and security (including, but not limited to, safety management, emergency procedures, security policies and procedures, safety rules and practices, fire prevention, and first aid).
- 9.12.4.11 Equipment management (including, but not limited to, equipment maintenance schedule, handling breakdowns and repairs, repair vendor management, warranty management, equipment replacement procedure, and new equipment request procedure, testing procedure).

- 9.12.5 The Catering Service Provider shall obtain HACCP and FSSAI certification for the premises within 3 months of issuance of the LOIA.
- 9.12.6 The Catering Service Provider shall commence the F&B service operations within 7 days of the effective date. The Catering Service Provider shall present a ramp-up plan for manpower deployment to ITPO.
- 9.12.7 The Catering Service Provider shall operate the F&B facilities 7 days a week in accordance with the time schedule provided by ITPO.
- 9.12.8 The Catering Service Provider shall be responsible for cleaning and maintaining the F&B facilities. All costs incurred for the same shall be borne by The Catering Service Provider. This includes but not limited to duct cleaning and scrubber cleaning.
- 9.12.9 The Catering Service Provider shall be responsible for maintaining cleanliness and pest-free environment within F&B facilities. The Catering Service Provider agrees to notify ITPO within 24 hours if pest control services are needed at the F&B facilities. The Catering Service Provider shall conduct the pest control only after approval from ITPO.
- 9.12.10 The Catering Service Provider shall ensure smooth operations in case of utility outages by making alternative arrangements. The Catering Service Provider shall seek approval from ITPO to implement the necessary alternative arrangements to ensure smooth operations.
- 9.12.11 The Catering Service Provider shall be responsible for purchasing necessary materials and supplies, ensuring quality and quantity. ITPO shall not be liable for any payments for the same.
- 9.12.12 The Catering Service Provider shall operationalize the F&B facilities, managing kitchen supplies, food preparation, presentation, and specialized services as required.
- 9.12.13 The Catering Service provider shall ensure all linens, including tablecloth, napkins, chair covers, and table runners are of high quality, free of stains, tears or significant wear. Linens should be ironed and neatly presented during the catering service.
- 9.12.14 The Catering Service Provider shall procure raw materials adhering to HACCP/FSSAI standards.

- 9.12.15 Serving equipment, utensils, cutlery, smallware, tableware, chinaware and other items required for catering services will be procured and maintained by the Catering Service Provider at its own expense.
- 9.12.16 ITPO shall provide Special Category Tableware to the Catering Service Provider for special events. The details of the Special Category tableware are given in Annexure 11. Upon expiry of the term of the Service Agreement, the Catering Service Provider shall return all cutlery, tableware, chinaware items provided by ITPO. A breakage allowance of up to 10% for chinaware and glassware is permitted. The Caterer shall be fined accordingly as per the purchase price if the breakage of chinaware and glassware is more than 10%.
- 9.12.17 The Catering Service Provider shall seek approval from ITPO to make any alteration to the facility provided by ITPO for F&B operations.
- 9.12.18 ITPO reserves the right to impose a penalty of Rs. 50,000/- per instance on the Catering Service Provider in the following cases. The penalty amount may be increased upto 5 times in case of repeated violations at the discretion of ITPO:
- 9.12.18.1 Inappropriate behaviour of the Catering Service Provider / Staff
 - 9.12.18.2 Inappropriate quality / quantity of food items.
 - 9.12.18.3 Using ITPO's property or premises other than the activities mentioned in the scope of work.
 - 9.12.18.4 Non-Maintenance of hygiene, cleanliness (except for reason beyond control of the Catering Service Provider like natural disasters etc.)
 - 9.12.18.5 Not maintaining adequate staff to cater to the guests, visitors, and exhibitors in Bharat Mandapam.
 - 9.12.18.6 Any other misconduct noticed by the Competent Authority or its subordinates.
 - 9.12.18.7 Any damage to ITPO's property which includes but not limited to carpets, crockery, equipment and other furnishings due to the negligence of the Catering Service Provider or their staff. The same

shall be repaired by the Catering Service Provider at their own expense.

- 9.12.18.8 No penalty will be imposed without first providing the Catering Service Provider an opportunity to present their viewpoint. However, Competent Authority's decision will be final and binding with regard to the imposition and extent of penalty. The amount of penalty to be paid by the Catering Service Provider.
- 9.12.19 The Catering Service Provider is responsible for employing, training, and managing the staff, with replacements made promptly if required by ITPO.
- 9.12.20 ITPO shall provide basic utility service including but not limited to gas, electric, sewer, water, garbage, recycling, scrubber and ventilation for F&B Facilities.
- 9.12.21 The Catering Service Provider's employees at the F&B facilities will not solicit or accept tips or other gratuities.
- 9.12.22 The Catering Service Provider or its agent shall provide and maintain uniforms for all employees. Selection type, color, style, and dress code of uniforms, including specialty uniform designated to fit the exact nature of the various operations shall be at the discretion and approval of ITPO. The Catering Service Provider shall provide written and graphic presentation of choice of uniform styles and availability to and at ITPO's request.
- 9.12.23 ITPO reserves the right to examine/or sample the Catering Service Provider's products at any time for the purpose of assessing quality and portion controls. ITPO reserves the right to appoint officers/officials to inspect the quality of raw materials, food and other items prepared and served in Bharat Mandapam. Any defect(s) pointed out by such officers/officials during their visit shall be properly and expeditiously attended to by the Catering Service Provider. The Catering Service Provider shall follow all the norms, processes and procedures for getting the food samples tested from authorized laboratories as per requirement. ITPO may employ, at its discretion, a qualified third-party food / catering service auditor to check the quality of food and catering service. The Catering Service Provider shall co-operate with the audit process. The Catering Service provider shall, to the best of its ability, incorporate improvements suggested by the audit.

- 9.12.24 The Catering Service Provider understands and agrees that food or beverage may be germane to the function itself, and in such cases. ITPO may permit it to dispense samples of food and beverages, in quantities smaller than normally offered for serving.
- 9.12.25 The Catering Service Provider shall be responsible for providing well-qualified kitchen staff for special purposes as required by ITPO, separate from regular operational staff.
- 9.12.26 The Catering Service Provider shall be responsible for handling waste materials and recycling, with all costs borne by The Catering Service Provider.
- 9.12.27 ITPO shall provide certain kitchen equipment mentioned in Annexure 11 on as is where is basis. The Catering Service Provider shall maintain / repair /upkeep the equipment at its own cost. All the equipment will be handed over in proper working condition at the end of contract. The Catering Service Provider may add / modify or delete any equipment only after prior written approval from ITPO.
- 9.12.28 The infrastructure available in ITPO will be used by The Catering Service Provider on AS is Where is basis for which The Catering Service Provider will be required to pay ITPO as per the Revenue percentage quoted by the Catering Service provider in the price bid.
- 9.12.29 The Catering Service provider shall ensure availability of manpower for at least 50 pax tea / snacks / lunch within 2 hours of notification by ITPO.
- 9.12.30 The Catering Service provider may provide, items like podium, mic, projector, decoration, stage, furniture, parking valets, and other equipment or services. The same can be charged to customers. The above services will be on non-exclusive basis.
- 9.13 The Catering Service Provider shall ensure that medical checkups of their employees stationed at Bharat Mandapam are conducted every 6 months. The results of these checkups shall be reported to ITPO. The costs of the same shall be borne by the Catering Service Provider.

9.13.1 Canteen Operations

- 9.13.1.1 The Catering Service provider shall be allotted a space of 387 sqm. In the Administrative Block at Bharat Mandapam, New Delhi to run the Canteen Operations. **Refer Annexure 13 for Canteen Menu Matrix of the RFP.**
- 9.13.1.2 ITPO will provide the designated space of 387 square meters within the Administrative Block with the following arrangements:
- i) Adequate electrical points for necessary equipment
 - ii) Supply of piped natural gas (PNG), and both RO and domestic water supply.
 - iii) Fire safety system including extinguishers, sprinklers, smoke detectors, heat detectors, PA system, and fire hydrants.
 - iv) ITPO will grant permission for the installation of an LAN connection for the billing terminal.
- 9.13.1.3 The Catering Service Provider shall be required to arrange furniture at their own cost which includes Tables, Chairs, Dishwasher Machine, and other prerequisites to start Canteen Operations.
- 9.13.1.4 The Catering Service Provider will be required to start Canteen Operations within T+60 days of signing of agreement. This excludes any delay from ITPO's part from providing the Catering Service Provider with the arrangements as per clause 6.31.2
- 9.13.1.5 "Canteen Operations" means setting up the canteen area, arranging necessary furniture and equipment, and ensuring the availability of utilities such as electricity, gas, and water. It involves planning the menu, sourcing and preparing food, serving customers.
- 9.13.1.6 Revenue share will not be applicable for Canteen Operations.

9.14 Best Practices and Quality of Services

- 9.14.1 ITPO intends to achieve sustainable and measurable cost optimization and net cost savings while maintaining and improving upon the asset reliability and quality of service and The Catering Service Provider agrees to undertake its operations in a manner consistent with this requirement.
- 9.14.2 The Catering Service Provider acknowledges that standard and quality of services are of paramount importance and essence of this Agreement, and The Catering Service Provider shall not do or allow to be done any act, deed or thing that may directly or indirectly affect the reputation and goodwill of ITPO and/other Building(s).
- 9.14.3 The Catering Service Provider shall use internationally accepted best standards and good industry practice, efficient methodologies, processes, standards, technologies and work practices so as to strengthen and evolve the best standard operating procedures and practices for the Services to be provided for the respective Building(s).
- 9.14.4 ITPO intends to allow Service Provider discretion to define and deliver any and all work tasks required to deliver the defined outcomes and service expectations, within the limits set out in the Agreement. However, ITPO reserves the final decision authority to require Service Provider to provide, or cease to provide, specific resources (including employees and Subcontractors), methodologies, processes, technologies and work practices at any time it deems such intervention to be in its business interest.

9.15 Clarification on Scope of work between Service Provider and EPC Contractor

- 9.15.1 Service Provider shall be responsible to arrange the additional manpower and consumables required for the services related to Area during the events. The cost of such activities is separately provided to The Catering Service Provider as per approved rates under the Price Bid submitted by The Catering Service Provider.
- 9.15.2 The Catering Service Provider shall note that the EPC Contractor under their scope of operation and maintenance activities for area under this scope of works shall deploy its own operation and maintenance team.
- 9.15.3 If the Buildings, Capital Assets, F&B Facilities or any other facility, area, or equipment provided by ITPO to the Service Provide for

performance of the Services is destroyed, lost, or damaged in any manner due to negligence on part of The Catering Service Provider or any of its employees, Subcontractors, associates or representatives, The Catering Service Provider shall report such damage or incident to ITPO immediately. The EPC Contractor appointed by ITPO shall repair, replace or restore the damage or defect. Cost of such repair, replacement, restoration of destroyed, lost or damaged material, goods, machinery, equipment, capital components and spares etc. shall be recovered from The Catering Service Provider by ITPO. ITPOs decision on this cost of recovery shall be final and binding.

9.15.4 The Catering Service Provider shall provide adequate service standards and to ensure that the Buildings and F&B Facilities are transferred to ITPO in a good condition except for the normal wear and tear having regard to their life, the period of use, in accordance with the terms of this Agreement.

9.15.5 The Catering Service Provider shall remove promptly from the Buildings and F&B Facilities all surplus materials, hazardous materials, rubbish and other debris (including, without limitation, accident debris) at its own cost in accordance with the Waste Management policy of the property.

9.16 Services Detail and Billing Model

9.16.1 The minimum guarantee per year shall be Rs 4 crore (excluding applicable taxes) payable in half yearly instalments (Rs 2 crore per six months) in advance.

9.16.2 The Catering Service Provider shall pay the first instalment to ITPO within 15 days of issuance of LOA.

9.16.3 The Catering Service Provider shall pay the difference between the minimum guaranteed revenue and the actual revenue share from operations at the end of each six-month period. The payment shall be calculated based on the higher of the two amounts.

For example:

- Revenue from operations percentage quoted by successful bidder: 20%
- Revenue from operations 1 October 2024 to 31 March 2025: Rs 20 crore
- Amount payable by 25th September 2024 : Rs 2.0 crore
- Revenue from operations (of successful bidder): Rs. 30 crores
- 20% revenue share : Rs 6.0 crore

- Amount payable by end of six months i.e. 31 March 2025: Rs. 6.0 crore – Rs. 2.0 crore = Rs. 4.0 crore

Notes:

- *The example percentage is for reference purposes. The final revenue share percentage will be calculated according to the financial proposal of the awarded bidder."*
- *The **minimum guaranteed revenue** shall be Rs 4 Crore annually, to be paid in advance every six months.*
- ***Revenue from operations** shall include all the revenue generated by the successful bidder from catering as well as extra services.*
- *All payments shall be made in Indian Currency only.*
- *Tax implications, if any, shall be borne by the catering service provider.*

Payments and Reconciliation

Invoicing

9.16.4 The catering service provider shall provide the details of each event including order form, menu, extra services, and consumption signed off by the end user in prescribed formats.

9.16.5 The catering service provider shall submit event wise invoice to ITPO along with details and supporting documents of each event in prescribed format.

Billing Example

Scenario:

- **Total Invoice Amount:** ₹100,000
- **ITPO Revenue Share:** X%

Steps:

1. Catering Service Provider generates a bill of amount ₹100,000
2. ITPO receives the bill of ₹100,000 and forwards the bill to the client.
3. The client pays the full amount of ₹100,000 to ITPO.
4. ITPO remits the received amount to the Catering Service Provider

Summary:

- ITPO shall invoice the exact amount to the third party.
- ITPO shall not deduct any amount from the invoiced amount
- The catering service provider shall pay the revenue share in advance, every six months.
- The Catering Service Provider shall pay the difference between the minimum guaranteed revenue and the actual revenue share from operations at the end of each six-month period
- *Tax implications, if any, shall be borne by the catering service provider.*

9.16.6 ITPO shall review and verify invoices. Payment will be released upon verification of the invoice and supporting documents.

9.16.7 For third-party events, payment will be released after receipt of full payment from the third-party organizer.

9.16.8 Non-compliance or under-declaration of revenue will result in penalties amounting to 200% of the under-declared amount and may lead to contract termination and legal action.

9.16.9 All payments shall be subject to tax deductions at source (TDS) as applicable under the relevant laws.

9.16.10 The Service Provider shall separately mention Goods and Services Tax (GST) on all invoices submitted to ITPO.

9.17 Workforce and Resources Standards

9.17.1 The Catering Service Provider agrees and undertakes to provide Services:

- (i) by assuming complete supervision and control with regard to its obligations as provided under this Agreement.
- (ii) in proper, efficient and effective manner to the full satisfaction of ITPO.
- (iii) in accordance with internationally accepted best standards and good industry practice.
- (iv) in compliance with all Applicable Laws and Applicable Permits (including renewals as required) in the performance of its obligations under this Agreement.

- 9.17.2 The Catering Service Provider undertakes to follow the standard operating procedures and maintenance procedures applicable for the management, of respective Building(s), common areas, basements and parking areas, F&B Facilities, and Capital Assets, as notified by ITPO.
- 9.17.3 The Catering Service Provider shall mobilize its resources, necessary infrastructure, latest technology, know-how, skills, experience and fully qualified, trained, and experienced manpower required for performing the Services during the contract period in a safe and reliable manner, and in accordance with the manpower deployment plan/standard operating procedures agreed between The Catering Service Provider and ITPO pursuant to this Agreement.
- 9.17.4 The Catering Service Provider shall depute its responsible and duly authorized person as The Catering Service Provider's point of contact in respect of this Agreement to interface and interact with ITPO.
- 9.17.5 The Catering Service Provider agrees that the personnel, employees or workmen deployed to provide the Services shall not be and shall always remain the employees of The Catering Service Provider and ITPO, and ITPO shall have nothing to do with their recruitment, compensation, monetary and non-monetary benefits, training or termination. It is understood that the deployed personnel could be employees of The Catering Service Provider, sub-contractors, or interns from hospitality institutions, deployed for the large events and conventions.
- 9.17.6 The Catering Service Provider shall control the unplanned leaves and absenteeism of its employees and sub contractual staff and a minimum of 95% attendance are maintained on daily basis. The Supervisory staff will be eligible for statutory leaves as per the law. Their leaves shall be approved by ITPO. Service Provider shall also ensure that the attrition rate is minimized.
- 9.17.7 The Catering Service Provider undertakes to exercise all due care and diligence at their own cost while deploying the personnel, employees or workmen at the Premises, Building(s) which include inter alia ensuring that no person having a criminal record or a person with dubious character and/ or integrity is deployed at the Building(s). Mandatory police verification is required to be carried out for all the personnel, employees or workmen.
- 9.17.8 The Catering Service Provider shall ensure that the personnel, employees or workmen who are deployed to perform Services at the Building(s) conduct themselves in befitting manner and do not

cause/stage or permit any demonstration, nuisance at the Building(s) or do anything which may cause unnecessary disturbance or inconvenience to others at the Building(s).

- 9.17.9 The Catering Service Provider and its personals including Subcontractors at the ITPO property shall work as per ITPO's calendar and work schedule agreed for the property.
- 9.17.10 In case ITPO objects to the deployment/deputation of any of The Catering Service Provider's employee(s) at the Building(s) due to any reason, the concerned employee(s) shall be removed/ transferred from the Building(s) and The Catering Service Provider shall immediately arrange/depute a suitable replacement for the same.
- 9.17.11 The Catering Service Provider shall depute/deploy requisite skilled (as mentioned in the scope of works), trained, uniformed, well equipped, experienced and medically fit personnel and should be free from any diseases especially contagious, frequently recurring diseases. The employees or workmen shall have relevant educational/technical qualification, and Sub Contractors along with items/apparatus/vehicles etc. as required and as are necessary for providing the Services shall be engaged under its own direct supervision and control.
- 9.17.12 All preventive and safety measures shall be taken by the personnel, employees or workmen deployed by The Catering Service Provider to ensure that no damage/loss is caused to any machine, material, equipment, person(s), Building(s), F&B Facilities, and/or Capital Assets.
- 9.17.13 The Catering Service Provider shall ensure providing regular training to the personnel, employees or workmen deployed at the building to enhance their skills to effectively perform the Services and to maintain the best standards of service.
- 9.17.14 The Catering Service Provider's fee and cost shall be deemed to cover cost of all above items/ provisions.
- 9.17.15 Deployment of manpower on site by The Catering Service Provider during the event or non event days would be based on the prior approval of ITPO. Monthly deployment of the manpower should be shared with ITPO by The Catering Service Provider 15 days in advance for review and approval. ITPO reserves the right to increase or decrease the deployment of manpower at site ,which would be paid by ITPO as part of Variable fee, and would inform, in writing,

The Catering Service Provider seven (7) days in advance of such change.

9.18 Safety and Security Standards

- 9.18.1 That The Catering Service Provider shall perform the Services in fully safe, secure and compliant manner and shall be fully responsible for safety and security of Building(s) and/ or any person or property in or around the Building(s).
- 9.18.2 That The Catering Service Provider understands and acknowledges the importance of safety and security of the Building(s) and the occupants and assures that the personnel, employees or workmen so deployed by it for rendering/performing Services shall be trained on safety & security aspects including to handle emergencies.
- 9.18.3 The Catering Service Provider shall ensure that its personnel, employees or workmen do not smoke in the Premises and should not be under the influence of liquor, drugs, tobacco or any other forms of intoxicants while working in the building(s) and shall not receive any gratuity or reward in any shape from anyone.
- 9.18.4 The Catering Service Provider shall ensure that all emergency situations arising on account of fire or safety are dealt with in prompt, efficient and effective manner.
- 9.18.5 The Catering Service Provider shall coordinate with external firefighting agencies, Delhi Fire Services, DDMA/NDMA or any other statutory authority in the event of any mishap, fire and emergency situations.
- 9.18.6 That all preventive and safety measures shall be taken by The Catering Service Provider to ensure that no damage to material / Building/person(s)/machinery and or to equipment takes place during the course of performance of the Services or due to any act, omission or commission of The Catering Service Provider.
- 9.18.7 The Catering Service Provider will take effective necessary measures to prevent spread of COVID-19 epidemic and will implement of various measures issued by government time to time while ensuring

maintenance of essential services such as housekeeping/ conservancy services & health infrastructure etc.

9.18.8 In the event of any restrictions being imposed by the Security agency, ITPO, Traffic or any other authority having jurisdiction in the area on the working or movement of labour /material, The Catering Service Provider shall strictly follow such restrictions and nothing extra shall be payable to The Catering Service Provider on this account. The loss of time on this account, if any, shall have to be made up by generating additional resources etc.

9.18.9 No claim whatsoever will be entertained by the department on account of any restriction (s) imposed by the security agencies in execution of work including temporary suspension of work due to VVIP movements.

9.19 Working Office & Staff Accommodation:

Service Provider shall set up full working office at the designated location/in the core and shell premises provided by ITPO for which no rentals shall be charged by ITPO. All tools, tackles, air conditioners, internet & intranet services including requisite hardware and software, fans, water dispenser, pantry, office furniture, tables, chairs, storage racks, printers, paper, stationary, storage etc. and any other item necessary for running an office shall be arranged by The Catering Service Provider at no extra cost to ITPO. ITPO may at his own discretion, if situation demands, direct The Catering Service Provider to shift Service Provider's office without any cost to ITPO. Storage space shall be provided by ITPO at designated area/location. The Catering Service Provider shall submit the requirement of storage space within one week of LOIA. Service Provider shall have to make his own arrangements for housing facilities for its staffs and for transportation of staff and all material and equipment including all plant and machineries.

9.20 Electricity, Water and Gas charges

9.20.1 ITPO will provide water and electricity to The Catering Service Provider as per his requirement. The Catering Service Provider will be charged for consumption of electricity and water for kitchen area and office area on actual basis.

9.20.2 Separate electricity and water consumption sub-meters will be installed by ITPO for The Catering Service Provider.

9.20.3 A PNG connection is being obtained by ITPO. Cost of monthly PNG consumption bill and any repair & maintenance towards the same will also be borne by The Catering Service Provider and The Catering Service Provider shall make timely payments of all such bills directly to the relevant gas company providing the PNG connection.

The service provider shall also bring commercial gas cylinders (as and when required) so as to ensure there is no interruption in the services, and all other requirements /supplies as necessary for the smooth F&B operations.

9.21 Registrations and Compliances

9.21.1 In accordance with the provisions of the Contract Labour (Regulation & Abolition) Act, 1970 and the rules framed there under, the “Service Provider” shall be responsible to apply and obtain the certificate of registration for the “First Party” as the principal “ITPO” with respect to ITPO property in its name and shall coordinate for providing a certificate in Form-V for itself which shall include all its Subcontractor employed by the “Service Provider” it in relation to respective Building(s)/Item of works and to do all such acts, deeds and things as are required.

9.21.2 The Catering Service Provider shall mandatorily obtain Labour License for itself inclusive of all its Subcontractor employed for the project against the issued Form V.

9.21.3 The Catering Service Provider shall get mandatorily registered for under all other Applicable Laws including but not limited to PF Act, ESIC Act etc. and obtain license(s) under the Contract Labour (Regulation & Abolition) Act, 1970 in its own name for the purposes of this Agreement and the rules made there under.

9.21.4 The Catering Service Provider hereby represents, warrants and undertakes that it shall solely pay and deposit all statutory dues/contributions e.g. provident fund contributions, employee state insurance contributions etc. with the appropriate authority/agency/office/ departments in a timely manner in relation to its personnel, employees and workmen engaged including direct and contractual employees in providing the Services and to file all and/or any statutory returns/forms/ statements under Applicable Laws from time to time. All such dues shall be collectively paid by The Catering Service Provider itself on monthly basis for complete workforce and this responsibility shall not be passed on to any of its Sub Contractor engaged for the services.

9.21.5 The Catering Service Provider agrees and undertakes to be responsible for and ensure compliance of all Applicable Laws. It shall be the sole responsibility of The Catering Service Provider to identify and ensure compliance of any other statutory requirements to be fulfilled under the provisions of this Agreement. Any penalty or fine imposed by the concerned authority related to Operational issues, mismanagement or failure to abide statutory compliances covered under the provision of this Service agreement shall be borne by Service Provider and ITPO shall not be liable to pay any such fines and penalty.

9.21.6 The Catering Service Provider shall provide a monthly Compliance Certificate along with the proof of Compliance maintained in form of certificates, return and proof of depositing all statutory dues/payments with the competent authority in respect of required compliances to be maintained at the premise.

9.21.7 The Catering Service Provider shall at all times abide by the Applicable Law(s) and shall always ensure procurement and possession of all Approvals required from the competent authorities for performance of all obligations hereunder.

9.22 Assignment and Subcontracting

9.22.1 The Catering Service Provider shall not assign or transfer any of its rights and/or obligations under this Agreement to any third party, except as follows: Catering Service Provider may engage a subsidiary company in which it owns more than 76% equity, and that has been operations for at least 3 years to perform its operations. However, the Catering Service Provider shall remain solely responsible for all obligations, liabilities, penalties, and quality standards under this Agreement, regardless of whether such obligations are performed by the Catering Service Provider or its affiliate.

9.22.2 The subsidiary that satisfies these criteria can operate and raise invoices independently on the Client for the performance of the services under this Agreement. However, the Catering Service Provider shall remain solely responsible for all obligations, liabilities and quality standards under this Agreement, regardless of whether such obligations are performed by the Catering Service Provider or its Subsidiary.

9.22.3 The Catering Service Provider may engage Sub Contractors and/or third-party service providers for the performance of a part of the Scope of Services.

- 9.22.4 In the event the “Service Provider” engages Sub-Contractors at commencement of the services and post commencement of services due to termination of the existing Sub Contractors, The Catering Service Provider shall mandatorily take approval for such engagement from ITPO at least 30 (thirty) days in advance by submitting detailed credentials of the shortlisted Sub Contractor which shall include relevant technical experience along with its financial capabilities for past 3 years in the same set of services for which the Sub Contractor is intended to be engaged by The Catering Service Provider.
- 9.22.5 Service Provider shall ensure that Sub Contractor engaged for specific set of services is awarded a single Service contract for the project and cannot be issued multiple contracts during the tenure of this agreement.
- 9.22.6 Service Provider shall ensure that for any specific service under scope of works required for ITPO property, the bidder can engage subcontractors after the approval of ITPO for similar or partially similar set of services except for the supervisory staff.
- 9.22.7 The approval from the “First Party” shall not be unreasonably withheld, subject to the condition that such Subcontractor agrees to abide by the terms and conditions of this Agreement in writing as if the same had been entered into by such Subcontractor.
- 9.22.8 In all the contracts, sub-contracts, agreements entered into by The Catering Service Provider, The Catering Service Provider shall ensure adequate provisions to be inserted and/ or taken up by The Catering Service Provider so that the terms and conditions of all such contracts, sub-contracts and agreements with Contractors, suppliers, vendors, subcontractors are strictly brought within the purview of this Service Agreement. Failure of The Catering Service Provider to ensure the same shall amount to material breach of the terms of this Agreement.

9.23 Client’s Obligations and Rights

- 9.23.1 The Client/ITPO undertakes during the Contract Period to supply The Catering Service Provider with such information, assistance and documents as The Catering Service Provider may reasonably require enabling The Catering Service Provider to fulfill its obligations under this Agreement.
- 9.23.2 ITPO shall (either directly or through an independent audit team or any other representative) has, at all times, the right to access/assess, inspect, conduct/ cause to be conducted audit of all documents,

systems, procedures, data and information maintained/ used by The Catering Service Provider, in any of its offices or otherwise and may demand or required to be produced all or any records, data, books, documents of The Catering Service Provider, information of any kind to the extent such documents and/or information reasonably relate to The Catering Service Provider in connection with this Agreement including inventory receipts (GST), credit/cash/bank statements, store records, books of accounts, ledgers, journals, entries, notings etc. to make assessments of expenditure, claims and/ or their reasonableness by any method/tool as are employed by ITPO.

9.23.3 The Catering Service Provider shall proactively assist ITPO for this purpose and shall make available all such records and information required by ITPO for assessing the performance of The Catering Service Provider.

9.24 Rights of Third Parties

This Agreement shall not confer any rights or remedies upon any person or entity who is not a Party to this Agreement.

9.25 Liability and Indemnification

9.25.1 The Catering Service Provider hereby indemnifies and undertakes to always hold harmless and keep indemnified and defend ITPO, its affiliates, associate/ group companies and their respective employees, officers, representatives, agents and directors at its cost against all actions, demands, claims, losses, damages, penalty, costs, punishments, consequences and other liabilities arising out of or as a consequence of a failure by The Catering Service Provider to comply with the requirements of this Agreement. The Catering Service Providers shall be liable to indemnify ITPO under this Agreement on a joint and several basis.

9.25.2 The Catering Service Provider shall be solely responsible for:

- (i) Ensuring payment of wages/ salaries and other remunerations and benefits to its Personnel in accordance with their term of employment and the applicable laws.
- (ii) providing the personnel, employees or workmen, regular intervals and all other statutory facilities/benefits during the daily working hours and all other monetary or non-monetary

benefits as are applicable under Applicable Laws, at its own cost and expenses.

(iii) the work, acts or omissions, all negotiations relating to salaries, wages and benefits of the personnel, employees or workmen, assessments and monitoring of their performance and for all disciplinary matters.

9.25.3 That The Catering Service Provider shall obtain insurance in the joint names of Service Provider and ITPO for its personnel, employees or workmen at its own cost and expenses for accidents/injuries/death which may occur during the course of performance/rendering of the Services and The Catering Service Provider shall be solely responsible for payment of all claims /damages/compensation in case of accidents/injuries/death of any personnel, employees or workmen deployed by it for performing/rendering the Services.

9.25.4 That The Catering Service Provider undertakes to fully defend and protect ITPO and/ or owners of the respective Building(s) against all or any legal, civil, criminal and monetary liabilities arising out of or pursuant to performance, non-performance, lapse, negligence, misrepresentation, breach, default or fraud on the part of The Catering Service Provider, or its representatives, Subcontractors in connection with this Agreement;

9.25.5 The Catering Service Provider hereby indemnifies and undertakes to always hold harmless and keep indemnified and defend ITPO, its affiliates, associate/ group companies and their respective employees, officers, representatives, agents and directors at its cost against all actions, demands, claims, losses, damages, penalty, costs, punishments, consequences and other liabilities arising out of or as a consequence of:

(i) breach of any of the terms and conditions of the Agreement by The Catering Service Provider;

(ii) any acts, commissions, omissions, negligence or contribution of The Catering Service Provider, its officers, representatives, employees, agents, Sub-Contractors relating to any failure to ensure, procure or maintain adequate safety measures under the provisions of this Agreement;

(iii) any injury, harm or damage caused to any person, property, material or Building(s) that takes place due to any accident, incident, etc. for whatsoever reason on account of any activity of The Catering Service Provider pursuant to this Agreement;

- (iv) failure of The Catering Service Provider to comply with any Applicable Laws including but not limited to Contract Labour (Abolition & Regulation) Act, 1970, Employee State Insurance Act, 1948, Employees Provident Fund and Misc. Provisions Act, 1952, Factories Act, 1948, relevant Shops & Establishment Act or any other labour laws as applicable. The Catering Service Provider shall always remain solely responsible for the consequences of such non-compliance as stated herein.
- (v) Failure of The Catering Service Provider in obtaining any requisite Approvals for the purposes of provision of Services required under this Agreement.
- (vi) Infringement of any third party's intellectual property rights on account of any activity carried out by The Catering Service Provider.
- (vii) If ITPO is dragged into any arbitration proceedings, litigation or dispute for any purposes whatsoever between/ amongst The Catering Service Provider and/or its Contractors, sub-Contractors or any third party, persons or entity.

9.25.6 The Catering Service Provider undertakes and assures ITPO that in case ITPO is made a party to any arbitration, litigation or dispute arising out of or touching upon this Agreement by any person or party, The Catering Service Provider shall at its own expense and cost take all appropriate & necessary steps to defend/resolve such claims/demands/disputes on behalf of ITPO in consultation with ITPO so as to ensure discharge of ITPO free from any such liability.

9.25.7 Further, if required, The Catering Service Provider undertakes that it shall fully pay/ compensate ITPO in respect of the cost & expenses incurred by ITPO, if any, in defending such claims/ demands/ disputes on account of any court order or otherwise

9.25.8 It is however, agreed between the Parties that the aggregate financial liability of The Catering Service Provider arising out of or in connection with any breach of the terms and conditions of this Agreement by The Catering Service Provider shall not exceed a sum equivalent to the Total Fee. The limitation of liability shall not affect The Catering Service Provider's liability, if any, on account of the following:

- (i) Breach of Applicable Laws by The Catering Service Provider, its officers, representatives, employees, agents, sub-Contractors acting on its behalf;

- (ii) Damage to any third party or person caused by The Catering Service Provider, its officers, representatives, employees, agents, sub-Contractors acting on its behalf; and/or
- (iii) Gross misconduct or willful misconduct on the part of The Catering Service Provider, its officers, representatives, employees, agents, sub-Contractors acting on its behalf.

9.26 Insurance

9.26.1 The “Service Provider” shall be responsible to identify the need and recommend to ITPO, facilitate and apply to obtain in the names of the “First Party” insurance cover for the project including but not limited to:

- (i) loss of or damage to the F&B Facilities;
- (ii) loss of or damage to kitchen and other equipment used in connection with the Services;
- (iii) loss of or damage of any other property used for the purpose of the Services.

The cost of this insurance shall be borne by ITPO.

9.26.2 The Catering Service Provider shall maintain at its own cost insurance for the entire Contract Period to cover for the Contractor's All risk, personal injury or death of its personnel. The Contractor All risk shall be obtained for not less than the 115% of amount of the Total Fee for the entire Contract Period.

9.26.3 The Catering Service Provider shall maintain at its own cost insurance against claims, actions or proceedings brought or instituted against The Catering Service Provider or principal employer, by any of its direct employee, Subcontractors’ employees or any other third party in connection with, relating to or arising out of the performance of the Services under the Agreement.

9.26.4 Policies and certificates for insurance shall be delivered by the “Service Provider” to ITPO for record and necessary clearance on the coverage before the Effective Date. All such insurance shall provide for compensation to be payable in the types and proportions of currencies required to rectify the loss or damage incurred.

9.26.5 If The Catering Service Provider does not provide any of the policies and certificates required, ITPO may affect the insurance which The Catering

Service Provider should have provided and recover the premiums ITPO has paid from payments otherwise due to The Catering Service Provider or, if no payment is due, the payment of the premiums shall be a debt due along with the penalty for non-compliance as applicable.

9.26.6 Alterations to the terms of acquired insurance(s) shall not be made without the approval of ITPO.

9.27 Termination

9.27.1 It is specifically made clear to The Catering Service Provider that each and every default, breach, non-observance and/or non-compliance of any of the terms and conditions of this Agreement shall be construed to be an event of default liable for consequences stipulated herein. With a view to acquaint The Catering Service Provider, some of the events of defaults are mentioned below, which are merely indicative/illustrative and are not exhaustive and may include other instances of defaults as determined by ITPO:

- (i) Failure by The Catering Service Provider to comply with all relevant norms with respect to electrical safety, fire safety and any other safety norms in contravention of NBC, Bureau of Indian Standards, Specifications/Codes of Practice or relevant international standards, building rules, or any other Applicable Laws or what has been approved by ITPO.
- (ii) Safety of all occupants/ visitors of the Building(s), and the Building(s) itself are of paramount importance and The Catering Service Provider shall perform all acts and deeds necessary for complying with all safety requirements. Upon any such failure of The Catering Service Provider to comply with the aforesaid requirements, the Agreement shall stand terminated forthwith without any prejudice to ITPO's claims against The Catering Service Provider or any other remedies available to ITPO.
- (iii) In the event The Catering Service Provider fails to maintain its corporate/ juridical existence during the Contract Period, or The Catering Service Provider files a petition for being declared as insolvent and/ or fails to maintain its corporate/ juridical existence and/ or is adjudicated as insolvent, then the Agreement shall stand terminated forthwith.

9.27.2 Further, this Agreement shall stand terminated in the event of:

- (i) any representations made by The Catering Service Provider under this Agreement or during Bid process, are found to be incorrect, false or misleading;
- (ii) any deterioration below the agreed standard of service as per the terms of the Service Agreement is observed or reported;
- (iii) Service Provider fails to comply with any Applicable Laws and provisions on the Code of Integrity in Clause 9.5 above;
- (iv) any labour unrest, formation of any union/association by the personnel(s) deployed / deputed at the Building(s), labour problems between the personnel and The Catering Service Provider or any such other problem(s) involving the personnel;
- (v) any other acts, deeds or things which The Catering Service Provider may commit or fail to perform in terms of this Agreement or any other document, if any, or as required pursuant to this Agreement which in the opinion of ITPO amounts to an event of default and The Catering Service Provider agrees and confirms that the decision of ITPO in this regard shall be final and binding on The Catering Service Provider and The Catering Service Provider fails to rectify/cure to the satisfaction of ITPO any default specified in this Agreement, within 7 (seven) days of being intimated of such default by ITPO.

9.27.3 Without in any manner diluting the joint and several liability of The Catering Service Providers, if in ITPO's opinion, one of The Catering Service Providers is in breach of this Agreement or if its performance levels are unsatisfactory and this does not impact performance of the other Service Provider, ITPO may, at its sole discretion, partially terminate this Agreement with respect to the defaulting Service Provider. Upon such termination, the other Service Provider shall be required to continue performing its obligations under this Agreement in accordance with the Scope of Services, which shall stand amended on and from the date of such termination.

9.27.4 ITPO shall have the right to terminate this Agreement, without assigning any reasons whatsoever, by giving an advance written notice of 180 (One Eighty) days to The Catering Service Provider.

9.27.5 The Service Provider shall have the right to terminate the Agreement by giving 3 (three) months' notice in case ITPO fails to perform its obligations under the Agreement despite being given 2 months advance written notice to cure such default.

9.27.6 In case of expiry/termination of this Agreement:

- (i) The Catering Service Provider shall comply with the post termination obligations of The Catering Service Provider as may be specified by ITPO in its termination notice;
- (ii) The Catering Service Provider shall handover all documents, data, information (i) handed over by ITPO; (ii) developed or collected by ITPO, during the Contract Period or before execution hereof and obtain a handover & no dues certificate from ITPO.
- (iii) The Catering Service Provider shall be required to execute such documents and/ or do such acts, deeds and things as may be required for seamless transition and continuous operations, management and maintenance of the Buildings.
- (iv) On termination of this Agreement or partial termination of the F&B Services, The Catering Service Provider will hand over back to ITPO, all the Capital Assets, F&B Facilities and kitchen equipment, and any other equipment, furniture, material supplied by ITPO, in good working condition.

9.28 Cost corrections and Increments

- 9.28.1 Total Fee shall be valid for the Contract Period subject to revision, if any, only due to reasons described in following clauses.
- 9.28.2 The incremental fee revisions during the tenure of Service agreement shall be based on the following factor only:
 - (i) Any change mutually agreed, between ITPO and the Catering Service Provider.

9.29 Miscellaneous

- 9.29.1 The Catering Service Provider shall be permitted to display a small signage having such content as is pre- approved by ITPO, at a space identified by ITPO of such size and shape as ITPO may deem fit within the Premises.
- 9.29.2 That failure of either party to this Agreement to enforce at any time or for any period of time, all or any provision(s) of this Agreement shall not be construed to be waiver of such provision(s) or of the right thereafter, to enforce all or any such provision(s) of this Agreement.

- 9.29.3 That if any provision(s) of this Agreement shall be determined to be void or unenforceable under any law, such provision(s) shall be deemed amended or deleted to the extent necessary to conform to Applicable Law(s) and the remaining provision(s) of this Agreement shall remain valid and enforceable. Provided however that, whenever a question of interpretation of any provisions this Agreement is involved, The Catering Service Provider agrees to the interpretation and intent already captured in this Agreement and shall not resort to any interpretation that seeks to dilute the obligations and/ or liabilities of The Catering Service Provider vis-à-vis ITPO, and/ or shifts the same against the interests of ITPO.
- 9.29.4 That all costs, charges, and expenses payable on or in respect of this Agreement and on all other instruments and deeds to be executed, if any, pursuant to this Agreement, including stamp duty and registration charges of this Agreement, if any, shall be borne and paid by Service Provider.
- 9.29.5 That any notice, letter or communication to be made, served or communicated to a party to this Agreement shall be in writing and be deemed to be duly made, served or communicated, only if, the notice or letter or communication is addressed to the party at its address as mentioned in this Agreement or to any such other address as may be intimated in this behalf and sent by either e- mail/ speed post/ registered post/ fax or personally handed over with acknowledgement due.
- 9.29.6 That this Agreement constitutes the entire agreement between the Parties and revokes/supersedes all previous discussions/ correspondence/ memorandum of understanding or Agreements between the parties whether written, oral or implied, if any, concerning the matters covered herein in this Agreement. This Agreement shall not be changed or modified except by written amendment duly agreed and signed by the parties to the present Agreement.
- 9.29.7 The parties to the Agreement, before executing the Agreement, have clearly understood their rights/duties/liabilities/ responsibilities or obligations under all clauses of this Agreement and have agreed to abide by the term(s) and condition(s) of this Agreement.
- 9.29.8 That Annexure (s) to this Agreement is/are part and parcel of this Agreement and be read in conjunction with this Agreement while interpreting the terms and conditions of this Agreement.
- 9.29.9 That this Agreement shall be executed in two counterparts and each Party shall retain one original copy.

IN WITNESS WHEREOF the Parties hereto have set their hands and seal to these presents on the day, month and year first mentioned above.

Signed for and on behalf of ITPO ITPO Limited.	Witness: 1
Signed for and on behalf of the Second Party “Name of the company”	Witness: 2
Signed for and on behalf of the Third Party “Name of the company”	

Annexure 1: Technical Proposal for Eligibility

(I) Letter for Submission

We, [Bidder Name], hereby submit our Technical Proposal in response to the Request for Proposal (RFP) issued by India Trade Promotion Organisation (ITPO) for Selection of Catering Service Provider for Bharat Mandapam.

Enclosed herewith are documents required as per Document Checklist providing comprehensive details of our company's background, our track record in the Food and Beverage (F&B) industry, and our financial capabilities.

We hereby declare that all the information and statements made in this Technical Bid are true and accept that any misrepresentation contained in it may lead to our disqualification.

(II) Document Checklist

S.No	Document Requirement	Eligible (Yes / No)	Document Attached	Pg. No
1.	Firm Registration			
1.1	Certificate of Incorporation			
1.2	Copy of PAN Card			
1.3	Copy of GST registration certificate			
2.	Financial Eligibility:			
2.1	Summarized Balance Sheets and Statements of Profit and Loss (Audited) and attested by Chartered Account for last 5 years. (2018-19,2019-20,2020-21,2021-22,2022-23) (Annexure 2)			
2.2	Certificate of Solvency from Scheduled Bank to the minimum extent of Rs. 5 Crores. (Annexure 4)			
4.	Undertaking and Certifications			
4.1	Undertaking of Not being blacklisted signed by an authorized signatory of the bidder (Annexure 12)			
4.2	Copy of FSSAI License / Related Credentials			
4.3	Copy of HACCP Certificate / related credentials			
4.4	Relevant document showing EPF and ESI contribution, including Form 11 of EPF Act, 1952 (In case exemption from PF contribution is to be claimed), may be enclosed as proof of meeting the			

S.No	Document Requirement	Eligible (Yes / No)	Document Attached	Pg. No
	manpower criterion as on 31 st March 2024			
5.	Previous Experience and Other Documents for Technical Evaluation			
5.1	To be submitted in the format prescribed in Annexure 3.			
5.2	10 Years of Experience in F&B Business (As per eligibility criteria Point No. 1 (iv))			

Signature of Authorized Person: Name

Designation and Seal.....

Note: The following list of documents need to be mandatorily submitted by the Bidders as part of Technical Proposal. Non-submission of the documents may result in disqualification of the Bidder from the bidding process

Annexure 2: Format for CA Certificate

Format for CA Certificate indicating minimum average annual turnover

Amount in Rupees Crore _____.

Sr. No.	Particulars	FY 2022-23	FY 2021-22	FY 2020-21	FY 2019-20	FY 2018-19	Average of any 3 of last 5 Years
1.	Operating Revenue						x
2.	Other Revenue						x
3.	Revenue from F&B						x
4.	Total Turnover (1+2)						

This is to certify that _____ (name of the bidder) has Annual Turnover as shown above against the respective/s financial year/s

Unique Document Identification Number (UDIN): _____

Signature _____

Name of the Statutory Auditor _____

Membership No _____

Designation _____

Name of the Audit Firm _____

FRN _____

(Seal of the firm)

DATE _____

Note:

1. The Bidder shall submit annual reports (financial statements: balance sheets, profit and loss account, notes to accounts etc. in support of the financial data duly certified by the statutory auditor/s. In case, company does not have statutory auditor/s, it shall be certified by the chartered accountant that ordinarily audits the annual financials of the company)

SIGNATURE _____

NAME _____

DESIGNATION _____

COMPANY SEAL

COMPANY _____

DATE _____

Annexure 3: Format for listing Similar Work Experience

This is to certify that _____ has successfully completed the following catering assignments. We understand that proof of the same in terms of work order or tax invoice or completion certificate in name of bidder / sister organization / 100% owned subsidiary company can be produced by us on demand.

A. Experience in managing banquets of more than 3,000 pax (Government Work Orders, invoice, Payment proof to be attached)

Sr. No	Customer Name & Address	Venue	Date of Event	Pax*	Event description
1.					
2.					
3.					
4.					

B. Experience in running catering operations in an Exhibition centre.

Work Orders, invoice, Payment proof to be attached for catering operations at Exhibition Centre.

Exhibition centre should have over 20,000 sq. mtr. of exhibition space.

C. Minimum 2-year Experience in managing a hotel with banquet operations and 5-star accreditation

Attach work order or ownership certificate for managing catering services at 5-star hotel dated 2 years before the tender due date,

Attach accreditation certificate for 5-star rating approved by Ministry of Tourism

We hereby declare that the information and statements made in this Annexure 3 are true and accept that any misrepresentation contained in it may lead to our disqualification.

FOR BIDDER

Signature of Authorized Representative [In full and initials]:

Name of Bidder:

(Name and seal of the Bidder)

Annexure 4: Form of Bankers Certificate from Scheduled Bank

This is to certify that to the best of our knowledge and information that M/s/Sh.

.....

.....

.....

.....hav
ing marginally noted address, Customer of our bank
are/is respectable and can be treated as good for any engagement up to a limit of
Rs..... Rupees). This certificate is issued
without any guarantee or responsibility on the bank or any of the officers.

(Signature) For the Bank

NOTE:

(1) Bankers' certificates should be on letter head of the Bank, addressed to
General. Manager (F&B), ITPO.

(2) In case of partnership firm, certificate should include names of all partners as
recorded with the Bank.

Annexure 5: Financial Letter

<Covering Letter (On Applicant's letter head)>

(Date and Reference)

To,

Dear Sir,

Subject: Appointment of Catering Service Provider for Convention Centre at Bharat Mandapam, New Delhi

I/ We, (Applicant's name) herewith enclose the Financial Proposal for selection of my/our firm for providing Catering Services at Bharat Mandapam Convention Centre in New Delhi.

I/ We agree that this offer shall remain valid for a period of 90 (ninety) days from the Proposal Due Date or such further period as may be mutually agreed upon.

Yours faithfully,

Annexure 6: Financial Proposal

FINANCIAL BID

Name of Work: _____

Name of Catering Service Provider: _____

S.No	Description	Revenue Share % to be quoted	
		(in fig.)	(in words)
1.	REVENUE SHARE PERCENTAGE FROM REVENUE FROM OPERATIONS AT BHARAT MANDAPAM, NEW DELHI	_____ %	

Annexure 7: Performance Bank Guarantee Form

To,

India Trade Promotion Organisation,

Ministry of Commerce and Industry, Govt. of India

Pragati Maidan, New Delhi

Pin – 110001

In consideration of the India Trade Promotion Organisation (herein called the “Authority”) having to enter into an Agreement with M/s..... (herein called the “Catering Service Provider”) as a follow up to the Letter of Award no..... dated..... Issued by the Authority for **“Selection of Catering Service Provider for Convention Centre at Bharat Mandapam, New Delhi”** on production of Performance security in the form of Bank Guarantee for INR (Rupees.....only), at the request of Consultant, We, (Bank) do hereby undertake to pay the Authority an amount not exceeding INR..... (Rupees Only) against any default or failure on the part of the Catering Service Provider to perform the contract in accordance with the terms & conditions or any breach of the said Agreement.

1. We, (Bank) do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely on a demand from the Authority stating the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Authority by reason of breach by the said Catering Service Provider or any of the terms conditions contained in the said timeframe or by reason of the Consultant’s failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding INR..... (Rupees only).
2. We, (Bank) undertake to pay the Employer any money so demanded notwithstanding any dispute or disputes raised by the Catering Service Provider in any suit or proceeding pending before any court or Tribunal relating thereto, liability under this present being absolute unequivocal. The payment so made by us under this guarantee shall be valid discharge of our liability for payment there under and the Catering Service Provider shall have no claim against us for making such payment.

3. We, (Bank) further agree that the Guarantee herein contained shall remain full force and effect till completion of project work to the complete satisfaction of the Authority in terms of conditions of contract and Letter of Award (LoA) and that it shall continue to be enforceable till all the dues of the Employer under or by virtue of the said Agreement have been fulfilled and its claim satisfied or till the scheduled date of completion of Works as per the Agreement. We (Bank) shall consider that the terms and conditions of the said Agreement have been fully and properly carried out by the said Architect / Consultant and accordingly discharge this Guarantee after 90 days from the date of completion of the said contract unless a demand or claim under this Guarantee is served by the Authority in writing on the bank but before the expiry of the said period in which case it shall be enforceable against the bank notwithstanding the fact that same is enforced after the expiry of the said period or after the extended period as the case may be.

4. We, (Bank) further agree with the Authority that the Authority shall have fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time or performance by the said Catering Service Provider from time to time or to postpone for any time or from time to time any of the powers exercisable by the Employer against the said Consultant and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Catering Service Provider or for any forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Catering Service Provider or by any such matter or thing whatsoever which under the law relating to sureties would, but for the provision, have effect of so relieving us.

5. It shall not be necessary for the Employer to proceed against the Catering Service Provider before proceeding against the Bank and the guarantee herein contained shall be enforceable against the bank notwithstanding any security which the Authority may have obtained or obtain from the Catering Service Provider at the time when proceedings are taken against the bank hereunder be outstanding unrealized.

6. Notwithstanding anything contained herein above our liability under the guarantee is restricted to INR (Rupees..... Only) and shall remain in force until or otherwise until the extended date by the Employer. Unless a claim or suit under this guarantee is filed

with us on or before the extended date ALL
OUR RIGHTS UNDER THE GUARANTEE SHALL BE FORFEITED and
the bank shall be relieved and discharged from all liabilities therein.

- 7. This Guarantee will not be discharged even if there is a change in the constitution of the Bank or the Consultant.
- 8. We, (Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the Employer in writing.

2024 Dated the of.....

For.....
(Indicate the name of bank)

Signature.....
Name of the Officer
(In Block

Capitals)

Designation

Code No.....
Name of the bank and Branch

(SEAL)

Annexure 8: Letter of Award to Successful Bidder

<<Letter Head of Company>>

Subject: <Appointment of Catering Service Provider>

Reference: Your Proposal Against Tender <No.> dated <dd/mm/yyyy>

Sir/Madam,

- I. Subsequent to the Submission of your bid against the reference cited above and having qualified in the selection of Catering Service Provider for the <Name of Project> , the approval of the competent authority is hereby conveyed through this LoA.
- II. The Letter of Award (LoA) is sent herewith in duplicate along with the copy of the Contract Agreement, You are requested to return one copy of the LoA duly accepted and signed by the Authorized signatory within 07 (seven) days of the issue of this LoA
- III. The Performance Security of Rs (<Amount in Words>) to be submitted to ITPO at Address xxxx within 15 days of the issue of this LoA.
- IV. Furthermore, you shall execute the Contract Agreement confirming the acceptance to the Terms & Conditions of the RFP document.
- V. It may be further noted that until formal contract agreement is executed, this LoA will constitute a binding contract between <Name of Catering Service Provider> and ITPO.
- VI. The Scope of work, other terms and condition as covered in the tender document as well its subsequent amendments through Corrigendum also form part of this LoA.

Your Faithfully,
<Signature of Officer>

<Name of Officer>
<Designation>
<Stamp & Seal>

LoA Accepted
<Signature of Authorised
Signatory>
<Designation>
<Name of Firm & Seal>
<Name of Firm & Seal>

Annexure 9: Menu Matrix

Rate Rs / Pax

1. Buffet Service for Lunch / Dinner				
Pax	<500	501-1000	1001-2500	2500+
Grade 1	3300	3200	3100	3000
Grade 2	2800	2700	2550	2400
Grade 3	1400	1400	1400	1400
Grade 4	800	800	800	800
Grade 5 (Packed Thali)	375	375	375	375

S.No	Service Category	Rate	Includes
1.	Budget Hi-Tea	400	2 Snacks + 1 Dessert + Tea Coffee & Cookies
2.	Tea /Coffee with Cookies	150	Tea, Coffee and Cookies

Rates for Beverages / Drinking Water		
S.No	Service Descriptions	Proposed Rates
1	Water dispenser + paper glass	500 / 20L
2	Packaged water / drinks Must have popular brands	MRP

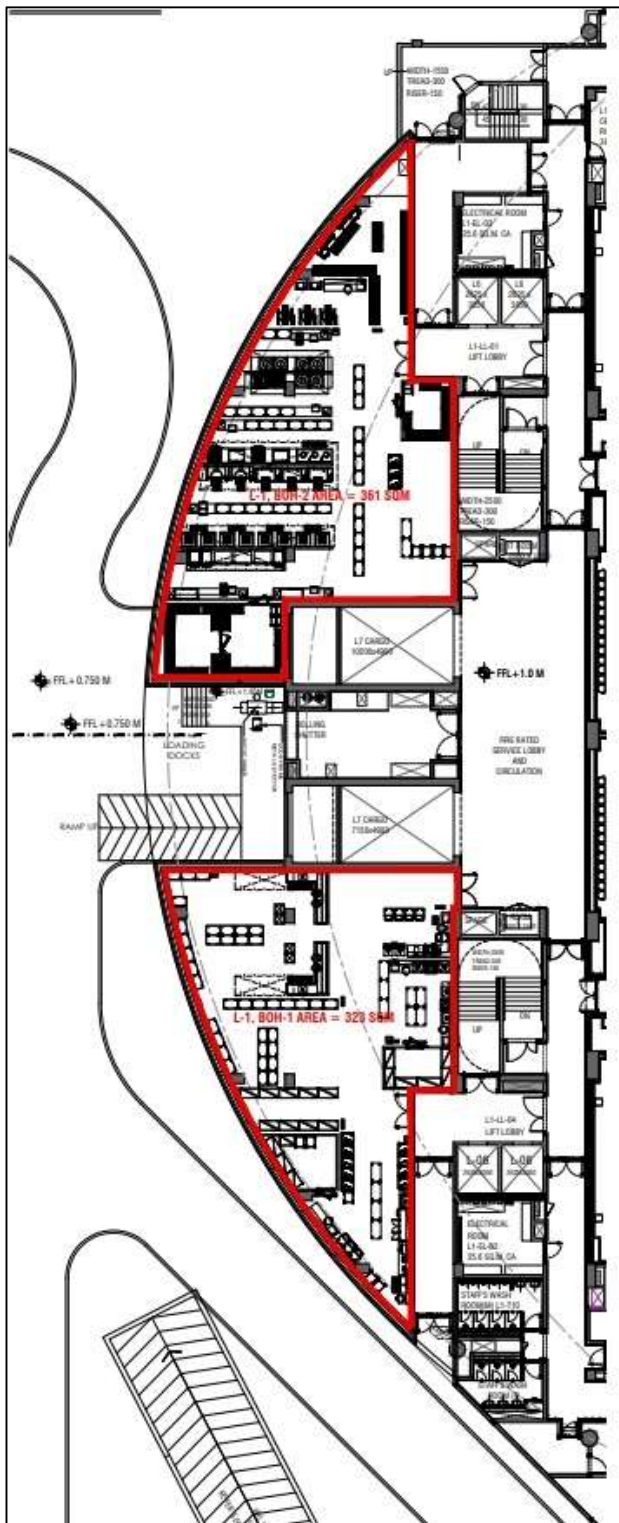
Menu Items	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5
Salad - Veg	2	1	1	1	1
Salad - Non Veg	1	-	-	-	-
Soup	2	1	-	-	-
Veg Snacks	2	1	1	-	-
Non Veg Snacks	1	-	-	-	-
Main Course - Veg	3	2	2	2	1
Main Course - Non Veg	1	1	-	-	-
Dal	2	2	1	1	1
Rice / Biryani / Pulao	2	2	1	1	1
Breads	Assorted	2	2	2	1
Papad/Pickle/Curd	Yes	Yes	Yes	Yes	Yes
Water	Yes	Yes	Yes	Yes	Yes
Dessert	2	1+ice cream	1	1	1
Buffet table linen	Standard	Standard	Basic	Basic	-
Seating arrangement	Standard	Basic	-	-	-

Note:

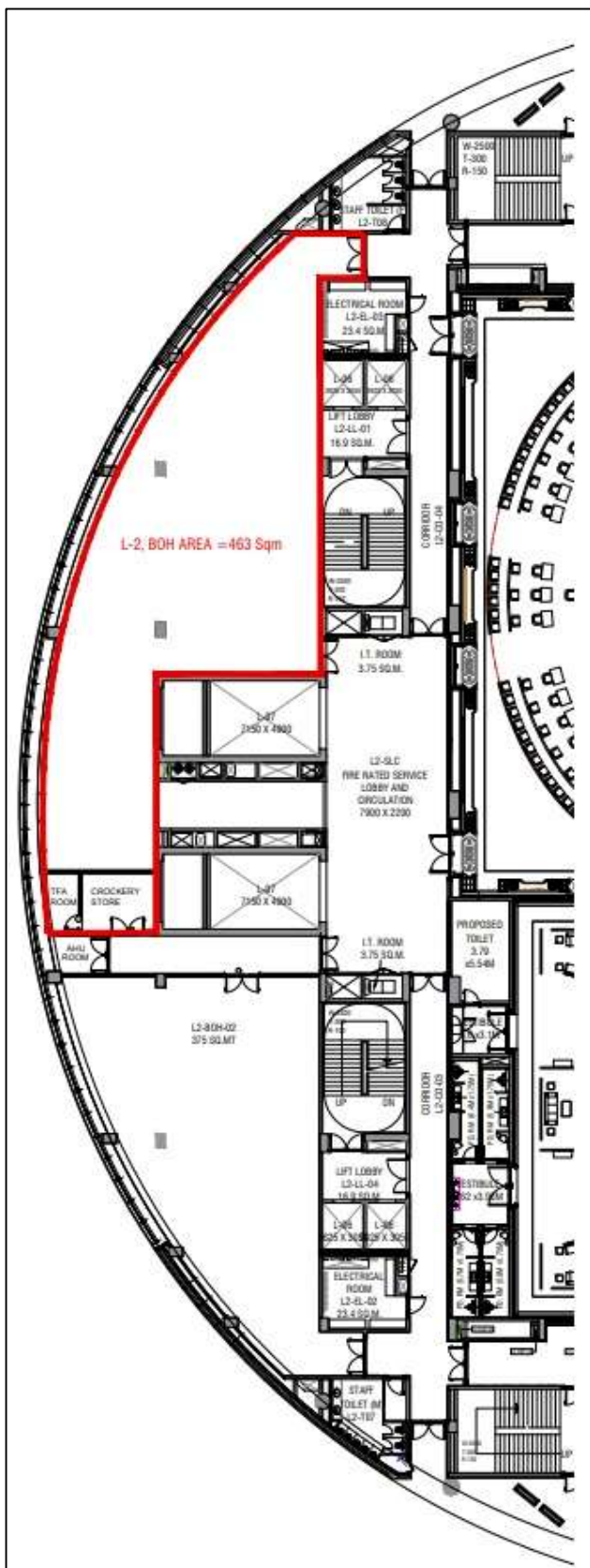
1. Taxes Extra As Applicable
2. 5% Escalation allowed at end of every year

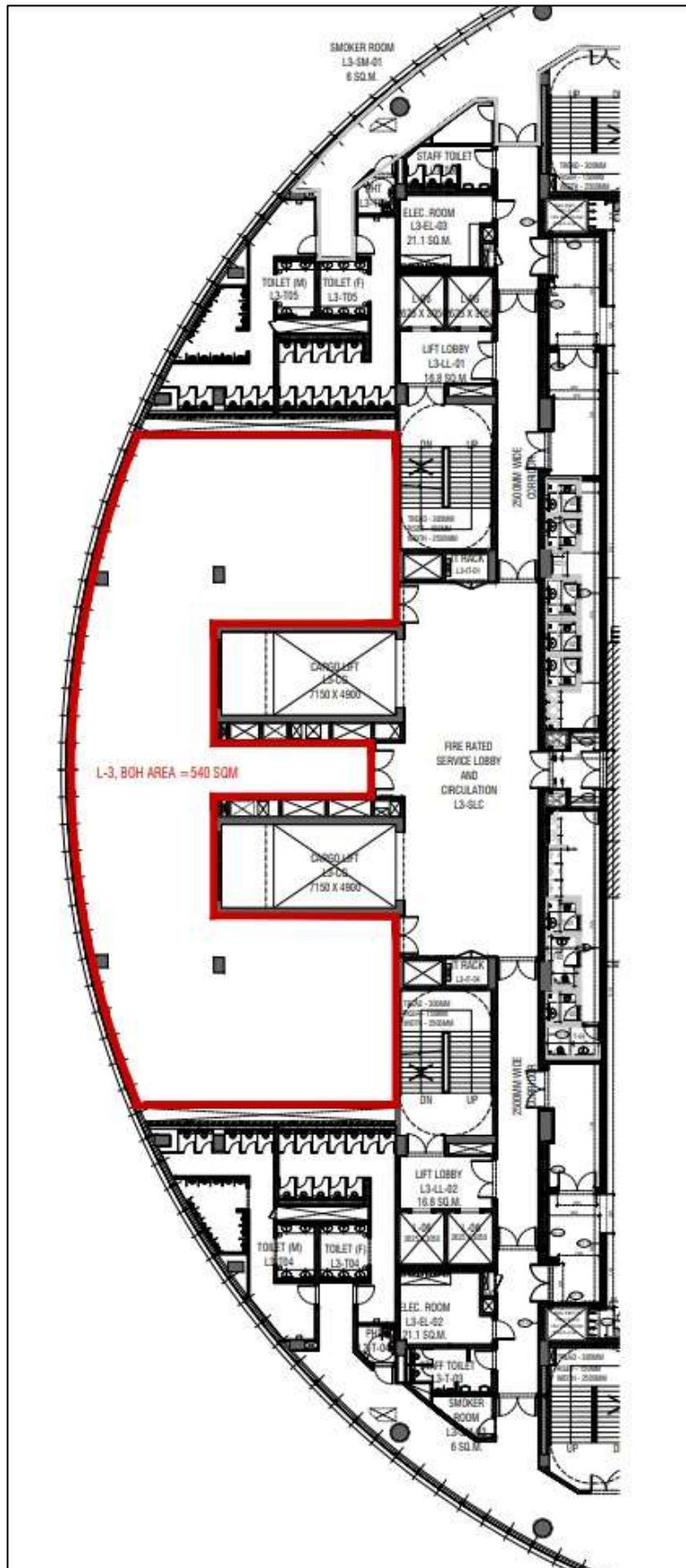
Annexure 10: Layout of Kitchen Facility

Convention Centre Level 1

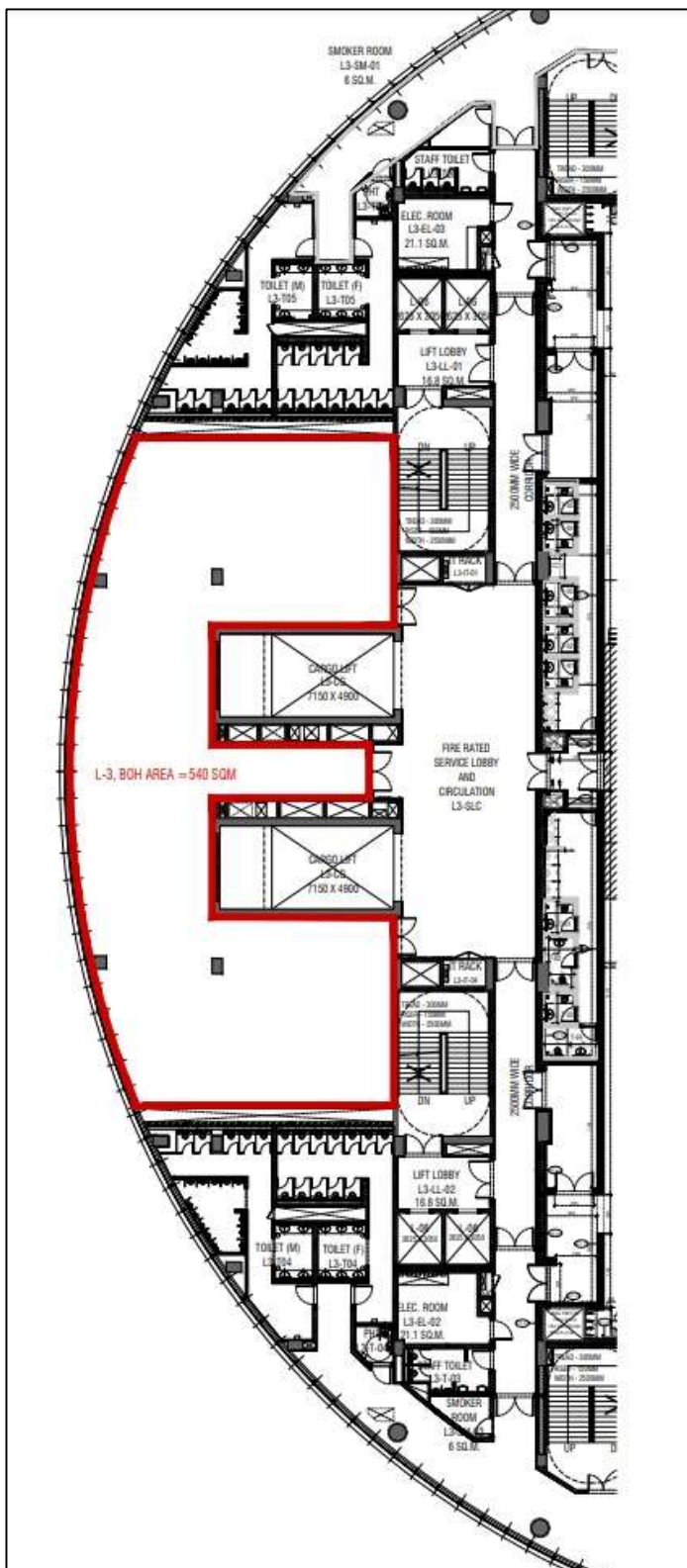


Convention Centre Level 2

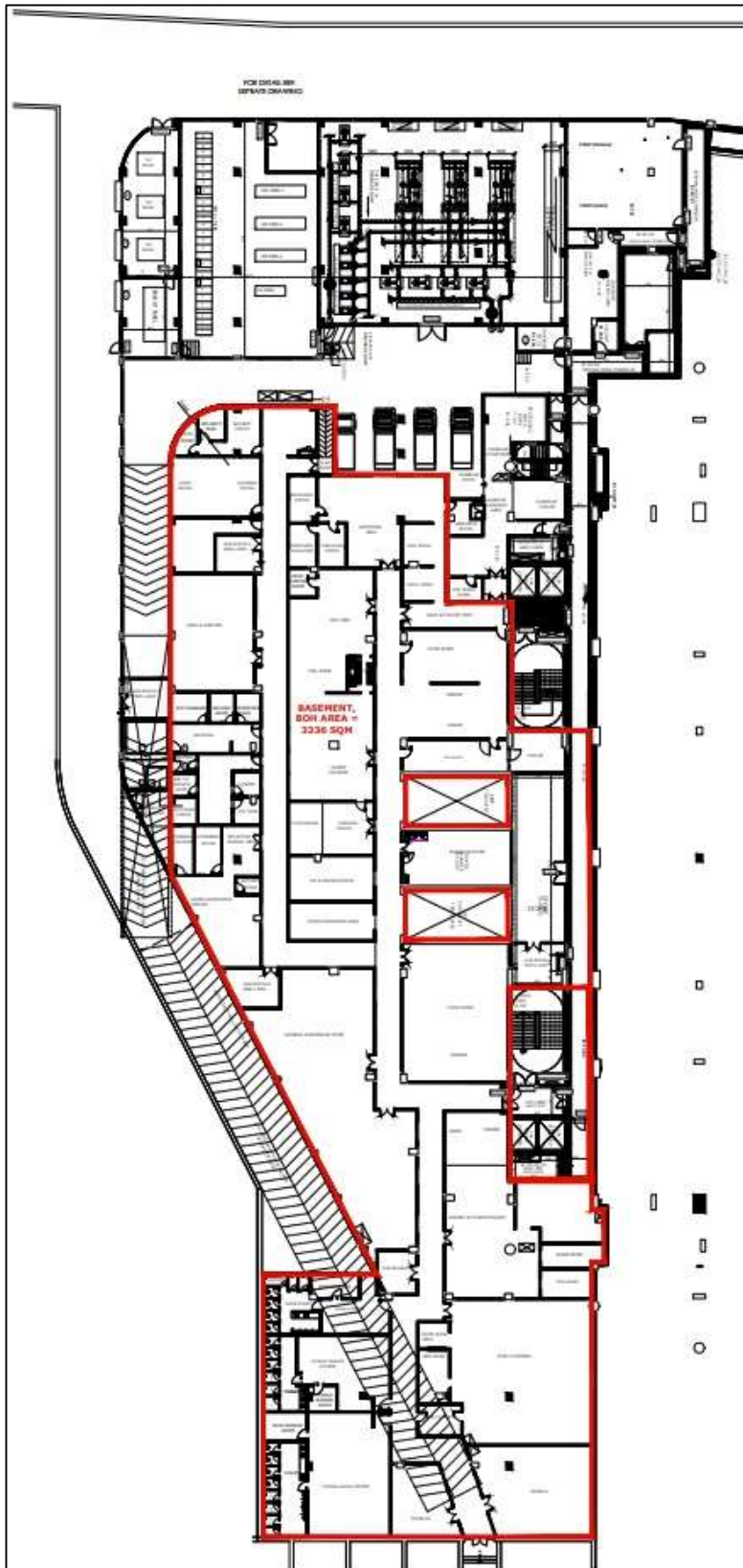




Convention Centre Level 3



Convention Centre Basement



Back of House areas of Convention Centre:

- Basement-1, BOH Area = 3336 Sqm
- L-1, BOH-1 Area = 323 Sqm
- L-1, BOH-2 Area = 361 Sqm
- L-2, BOH Area = 463 Sqm
- L-3, BOH Area = 540 Sqm

Annexure 11: List of Kitchen Equipment

Sr.Ag No.	ITEM	ITEM CODE
1	RECEIVING AREA	
1.01	DRAIN TROUGH GRATING	R-01
1.02	AIR CURTAIN	R-02
1.03	FLUSHING HOSE UNIT	R-03
1.04	DRAIN TROUGH GRATING	R-04
1.05	HAND WASH SINK UNIT	R-05
1.06	INSECT-O-CUTOR	R-06
1.07	PLATFORM WEIGHING SCALE	R-07
1.08	WEIGHING TABLE WITH DRAWER	R-08
1.09	WALL SHALVES	R-09
1.1	BENCH WEIGHING SCALE	R-10
1.11	MOBILE PLATFORM TROLLEY	R-11
1.12	MOBILE BUSSING CART	R-12
1.13	MOBILE VEGETABLE CRATE RACK	R-13
1.14	AIR CURTAIN	R-14
1.15	MANUAL FORK LIFT TROLLIES WITH PALLETS	R-15
2	VEG. WASH	
2.01	DOUBLE SINK UNIT	R-17
2.02	WALL SHELF	R-18
2.03	MOBILE GARBAGE CAN	R-19
2.04	DRAIN TROUGH GRATING	R-20
2.05	VEGETABLE WASHER (TILT TYPE)	R-23
2.06	DRAIN TROUGH GRATING	R-24
2.07	VEG TRANSPORTATION TROLLEY	R-25
3	MEAT. WASH	
3.01	HAND WASH SINK UNIT	R-28
3.02	INSECT-O-CUTOR	R-29
3.03	DOUBLE SINK UNIT	R-30
3.04	WALL SHELF	R-31
3.05	MOBILE GARBAGE CAN	R-32
3.06	DRAIN TROUGH GRATING	R-33
4	GARBAGE AREA	
4.01	AIR CURTAIN	G-01
4.02	HAND WASH SINK UNIT	G-02
4.03	FLUSHING HOSE UNIT	G-03
4.04	DRAIN TROUGH GRATING	G-04
4.05	GARBAGE SORTING TABLE WITH TROUGH	G-07
4.06	MOBILE GARBAGE CAN	G-08
4.07	MOBILE CAN STORAGE RACK	G-10
4.08	INSECT-O-CUTOR	G-11

Sr.Ag No.	ITEM	ITEM CODE
4.09	SLOT CHANNEL / DRAIN RAIL	G-14
4.1	WALK IN WASTE CHILLER	G-15
4.11	EVAPORATOR UNIT	G-15A
4.12	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	G-15B
4.13	GARBAGE SKIP FOR FOOD WASTE	G-16
4.14	GARBAGE COMPOSTER (500 KG/DAY)	G-19
4.15	DRAIN TROUGH GRATING	G-20
4.16	GARBAGE SKIP FOR FOOD WASTE	G-21
4.17	AIR CURTAIN	G-22
4.18	AIR CURTAIN	G-23
4.19	STORE ROOM SHELVING-DRY TRASH	G-26
5	VEG PREP.	
5.01	INSECT-O-CUTOR	VP-01
5.02	HAND WASH SINK UNIT	VP-02
5.03	MOBILE CHOPPING BOARD SANITIZER TROLLEY	VP-03
5.04	POTATO PEELER WITH STAND	VP-04
5.05	POTATO/ONION STORAGE BIN	VP-05
5.06	DRAIN TROUGH GRATING	VP-06
5.07	DOUBLE SINK UNIT	VP-08
5.08	CEILING HUNG TWO- TIER SHELVES	VP-09
5.09	MOBILE GARBAGE CAN	VP-10
5.1	MOBILE CHOPPING BOARD SANITIZER TROLLEY	VP-11
5.11	CHOPPING BOARD	VP-12
5.12	KNIFE STERLIZING CABINET	VP-13
5.13	DRAIN TROUGH GRATING	VP-14
5.14	DOUBLE SINK UNIT	VP-18
5.15	WALL SHALVES	VP-19
5.16	MOBILE GARBAGE CAN	VP-20
5.17	DRAIN TROUGH GRATING	VP-21
5.18	MOBILE WORK TABLE	VP-22
5.19	BULK VEG. PROCESSOR	VP-23
5.2	WORK TABLE	VP-26
5.21	WALL SHALVES	VP-27
5.22	BUFFALO CHOPPING MACHINE	VP-28
5.23	WORK TABLE WITH UNDER SPACE FOR EQUIPMENT	VP-29
5.24	WALL SHALVES	VP-30
5.25	UNDER COUNTER REFRIGERATOR	VP-31
5.26	BENCH WEIGHING SCALE	VP-32
5.27	VEG CUTTER MIXER	VP-33
5.28	VEG PROCESSOR	VP-34

Sr.Ag No.	ITEM	ITEM CODE
5.29	CONVEYOR TYPE VEGITABLE CUTTER (FREE STANDING)	VP-35
5.3	SLOT CHANNEL / DRAIN RAIL	VP-37
5.31	VEG. CHILLER	VP-38
5.32	EVAPORATOR UNIT	VP-38A
5.33	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	VP-38B
5.34	CHILLER SHELVING	VP-39
5.35	MOBILE G.N PAN TROLLEY	VP-40
5.36	STORE ROOM SHELVING-RIPPING STORE	VP-41
6	POT WASH-COMMISORY KITCHEN	
6.01	POT WASH THREE SINK UNIT	VP-46
6.02	S.S. WALL MOUNTED POT RACK	VP-47
6.03	DRAIN TROUGH GRATING	VP-48
6.04	PRE-RINSE SPRAY UNIT	VP-49
6.05	GARBAGE CAN	VP-50
6.06	MOBILE POT RACK	VP-51
6.07	FLUSHING HOSE UNIT	VP-52
6.08	DRAIN TROUGH GRATING	VP-53
7	GARDE MANGER	
7.01	INSECT-O-CUTOR	GM-01
7.02	HAND WASH SINK UNIT	GM-02
7.03	WORK TABLE	GM-03
7.04	CEILING HUNG TWO- TIER SHELVES	GM-04
7.05	WORK TABLE	GM-05
7.06	CEILING HUNG TWO- TIER SHELVES	GM-06
7.07	WORK TABLE WITH UNDER SPACE FOR EQUIPMENT	GM-07
7.08	CEILING HUNG TWO- TIER SHELVES	GM-08
7.09	MOBILE GARBAGE CAN	GM-09
7.1	MOBILE CHOPPING BOARD SANITIZER TROLLEY	GM-10
7.11	SLICER	GM-11
7.12	UNDER COUNTER REFRIGERATOR	GM-12
7.13	COUNTER TOP REFERIGERATED SALADE UNIT	GM-13
7.14	TABLE TOP INDUCTION PLATE	GM-14
7.15	CENTERIFUGAL JUICER EXTRACTOR	GM-15
7.16	ICE CREAM CABINET	GM-16
7.17	WORK TABLE WITH DRAWER AND UNDER SPACE FOR EQUIPMENT	GM-17
7.18	WALL SHELVES	GM-18
7.19	UNDER COUNTER REFRIGERATOR	GM-19
7.2	BENCH WEIGHING SCALE	GM-20
7.21	BLENDER	GM-21
7.22	HIGH SPEED PANINI GRILL	GM-22

Sr.Ag No.	ITEM	ITEM CODE
7.23	CHOPPING BOARD	GM-23
7.24	KNIFE STERLIZING CABINET	GM-24
7.25	KNIFE SHARPNER	GM-25
7.26	WORK TABLE	GM-26
7.27	WALL SHELVES	GM-27
7.28	DOUBLE SINK UNIT	GM-28
7.29	CEILING HUNG TWO- TIER SHELVES	GM-29
7.3	MOBILE GARBAGE CAN	GM-30
7.31	DRAIN TROUGH GRATING	GM-31
7.32	MOBILE WORK TABLE	GM-32
7.33	SLOT CHANNEL / DRAIN RAIL	GM-35
7.34	GARDEMANGER CHILLER	GM-36
7.35	EVAPORATOR UNIT	GM-36A
7.36	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	GM-36B
7.37	CHILLER SHELVING	GM-37
7.38	MOBILE G.N PAN TROLLEY	GM-38
7.39	WORK TABLE	GM-39
7.4	CEILING HUNG TWO- TIER SHELVES	GM-40
8	MEAT PREP	
8.01	INSECT-O-CUTOR	MP-01
8.02	HAND WASH SINK UNIT	MP-02
8.03	FLUSHING HOSE UNIT	MP-03
8.04	DRAIN TROUGH GRATING	MP-04
8.05	MOBILE WORK TABLE	MP-05
8.06	DOUBLE SINK UNIT	MP-08
8.07	WALL SHELVES	MP-09
8.08	MOBILE GARBAGE CAN	MP-10
8.09	DRAIN TROUGH GRATING	MP-11
8.1	WORK TABLE	MP-12
8.11	WALL SHELVES	MP-13
8.12	CHOPPING BOARD	MP-14
8.13	MOBILE CHOPPING BOARD SANITIZER TROLLEY	MP-15
8.14	KNIFE STERLIZING CABINET	MP-16
8.15	KNIFE SHARPNER	MP-17
8.16	WORK TABLE	MP-18
8.17	CEILING HUNG TWO- TIER SHELVES	MP-19
8.18	WORK TABLE	MP-22
8.19	WALL SHELVES	MP-23
8.2	WORK TABLE	MP-24
8.21	WALL SHELVES	MP-25
8.22	MEAT SAW MACHINE	MP-28
8.23	BUTCHER'S CHOPPING BLOCK	MP-29

Sr.Ag No.	ITEM	ITEM CODE
8.24	WORK TABLE	MP-30
8.25	MEAT MINCER	MP-31
8.26	SLICER	MP-32
8.27	WORK TABLE WITH SINK, DRAWER AND UNDER SPACE FOR EQUIPMENT	MP-33
8.28	VACUUM PACKAGING MACHINE	MP-34
8.29	UNDER COUNTER REFRIGERATOR	MP-35
8.3	BENCH WEIGHING SCALE	MP-36
8.31	WALL SHELVES	MP-37
8.32	MOBILE GARBAGE CAN	MP-38
8.33	SLOT CHANNEL / DRAIN RAIL	MP-41
8.34	WALK IN MEAT CHILLER	MP-42
8.35	EVAPORATOR UNIT	MP-42A
8.36	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	MP-42B
8.37	MOBILE G.N PAN TROLLEY	MP-43
8.38	CHILLER SHELVINGS	MP-44
8.39	WALK IN MEAT/FISH FREEZER	MP-45
8.4	EVAPORATOR UNIT	MP-45A
8.41	REFRIGERATION SYSTEM FOR FREEZER (WATER COOLED)	MP-45B
8.42	FREEZER SHELVINGS	MP-46
8.43	SLOT CHANNEL / DRAIN RAIL	MP-49
8.44	WALK IN CHILLER	MP-50
8.45	EVAPORATOR UNIT	MP-50A
8.46	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	MP-50B
8.47	MOBILE G.N PAN TROLLEY	MP-51
8.48	CHILLER SHELVINGS	MP-52
8.49	WALK IN FREEZER	MP-53
8.5	EVAPORATOR UNIT	MP-53A
8.51	REFRIGERATION SYSTEM FOR FREEZER (WATER COOLED)	MP-53B
8.52	FREEZER SHELVINGS	MP-54
9	SEA FOOD PREP.	
9.01	INSECT-O-CUTOR	SFP-01
9.02	HAND WASH SINK UNIT	SFP-02
9.03	FLUSHING HOSE UNIT	SFP-03

Sr.Ag No.	ITEM	ITEM CODE
9.04	DRAIN TROUGH GRATING	SFP-04
9.05	FISH PREP. SINK UNIT WITH CHOPPING BOARD	SFP-06
9.06	PRE- RINSE SPRAY UNIT WITH FAUCET	SFP-07
9.07	DRAIN TROUGH GRATING	SFP-08
9.08	CHOPPING BLOCK	SFP-09
9.09	WORK TABLE	SFP-10
9.1	WALL SHELVES	SFP-11
9.11	WORK TABLE WITH DRAWER	SFP-14
9.12	WALL SHELVES	SFP-15
9.13	MOBILE CHOPPING BOARD SANITIZER TROLLEY	SFP-16
9.14	CHOPPING BOARD	SFP-17
9.15	VACUUM PACKAGING MACHINE	SFP-18
9.16	FISH FILE REFRIGERATOR	SFP-19
9.17	WORK TABLE WITH SINK AND UNDER SPACE FOR EQUIPMENT	SFP-20
9.18	WALL SHELVES	SFP-21
9.19	MOBILE GARBAGE CAN	SFP-22
9.2	DRAIN TROUGH GRATING	SFP-23
9.21	UNDER COUNTER REFRIGERATOR	SFP-24
9.22	BENCH WEIGHING SCALE	SFP-25
9.23	SLOT CHANNEL / DRAIN RAIL	SFP-28
9.24	WALK IN CHILLER	SFP-29
9.25	EVAPORATOR UNIT	SFP-29A
9.26	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	SFP-29B
9.27	MOBILE G.N PAN TROLLEY	SFP-30
9.28	CHILLER SHELVINGS	SFP-31
9.29	WALK IN FREEZER	SFP-32
9.3	EVAPORATOR UNIT	SFP-32A
9.31	REFRIGERATION SYSTEM FOR FREEZER (WATER COOLED)	SFP-32B
9.32	FREEZER SHELVINGS	SFP-33
10	CARVING ROOM	
10.01	FLUSHING HOSE UNIT	CR-01
10.02	DRAIN TROUGH GRATING	CR-02
10.03	SLOT CHANNEL / DRAIN RAIL	CR-05
10.04	WALK IN CHILLER	CR-06
10.05	EVAPORATOR UNIT	CR-06A
10.06	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	CR-06B
10.07	MOBILE G.N PAN TROLLEY	CR-07

Sr.Ag No.	ITEM	ITEM CODE
10.08	CHILLER SHELVINGS	CR-08
11	ICE & WATER STAION	
11.01	ICE FLAKE MACHINE WITH BIN	IWS-01
11.02	WATER FILTER FOR ICE FLAKE MACHINE WITH i20002 REPLACEMENT CARTRIDGE	IWS-01A
11.03	ICE MAKING MACHINE WITH BIN	IWS-02
11.04	WATER FILTER FOR ICE CUBE MACHINE WITH i20002 REPLACEMENT CARTRIDGE	IWS-02A
11.05	DRAIN TROUGH GRATING	IWS-03
11.06	MOBILE ICE BIN	IWS-04
11.07	WATER COOLER	IWS-07
11.08	WATER FILTER FOR WATER COOLER	IWS-07A
11.09	MOBILE GLASS RACK	IWS-08
11.1	DRAIN TROUGH GRATING	IWS-09
12	DOUGH KNEADER AREA	
12.01	INSECT-O-CUTOR	DKA-01
12.02	HAND WASH SINK UNIT	DKA-02
12.03	MOBILE WORK TABLE	DKA-03
12.04	MOBILE FLOUR BIN	DKA-04
12.05	SPIRAL DOUGH KNEADER	DKA-05
12.06	ATTACHMENT HOLDING RACK	DKA-06
12.07	WATER CHILLER	DKA-07
12.08	WATER MIX MEASURE DEVICE	DKA-08
12.09	WATER FILTER FOR WATER CHILLER	DKA-09
13	LIQUOR STORE	
13.01	HONEY COMB SHELF	LS-01
13.02	DUNNAGE RACKS	LS-02
13.03	STORE ROOM SHELVING	LS-03
14	STAFF CAFETERIA	
14.01	TRAY REST RAIL	SC-01
14.02	STONE TOP BUFFET COUNTER	SC-02
14.03	DROP IN REFRIGERATED COLD PAN WITH SNEEZE GUARD	SC-03
14.04	DROP IN HOT BAIN MARIE WITH SNEEZE GUARD	SC-04
14.05	TEA/COFFEE DISPENSER	SC-05
14.06	MOBILE HOT FOOD HOLDING CABINET	SC-06
15	STAFF KITCHEN	
15.01	SPREADER TABLE	SC-07
15.02	S.S CLADDED MOBILE TANDOOR	SC-08
15.03	SMOOTH GRIDDLE PLATE	SC-09
15.04	DRAIN TROUGH GRATING	SC-10
15.05	INDUCTION STOCK POT	SC-11
15.06	WALL MOUNTED POT FILLER FAUCET	SC-11A

Sr.Ag No.	ITEM	ITEM CODE
15.07	EXHAUST HOOD	SC-12
15.08	FIRE SUPPRESSION FOR EXHAUST HOOD	SC-12A
15.09	INSECT-O-CUTOR	SC-15
15.1	HAND WASH SINK UNIT	SC-16
15.11	WORK TABLE WITH SINK	SC-17
15.12	WALL SHELVES	SC-18
15.13	MOBILE GARBAGE CAN	SC-19
16	DISH WASH	
16.01	HAND WASH SINK UNIT	SC-20
16.02	INSECT-O-CUTOR	SC-21
16.03	L-SHAPED SOILED DISH DROP OFF TABLE WITH SINK, RACK SHELF AND GARBAGE CHUTE	SC-22
16.04	MOBILE GARBAGE CAN	SC-23
16.05	DRAIN TROUGH GRATING	SC-24
16.06	PRE- RINSE SPRAY UNIT WITH FAUCET	SC-25
16.07	HOOD TYPE DISH WASHING MACHINE	SC-26
16.08	VAPOUR HOOD	SC-27
16.09	CLEAN DISH LANDING TABLE	SC-28
16.1	WALL MOUNTED RACK SHELF	SC-29
16.11	MOBILE CLEAN DISH RACK	SC-30
16.12	WATER COOLER	SC-31
16.13	WATER FILTER FOR WATER COOLER	SC-31A
16.14	MOBILE GLASS RACK TROLLEY	SC-32
16.15	DRAIN TROUGH GRATING	SC-33
17	HAND WASH	
17.01	HAND WASH SINK UNIT	SC-34
18	BAKERY CONFECTIONARY	
18.01	SPIRAL DOUGH KNEADER	BC-01
18.02	ATTACHMENT HOLDING RACK	BC-01A
18.03	WATER FILTER FOR WATER CHILLER	BC-01B
18.04	WATER CHILLER	BC-01C
18.05	WATER MIX MEASURE DEVICE	BC-01D
18.06	PLANETARY MIXER	BC-02
18.07	DOUGH DIVIDER CUM ROUNDNER	BC-03
18.08	DOUGH SHEETER	BC-04
18.09	MOBILE INGRADIENT BIN	BC-05
18.1	GRANITE TOP WORK TABLE WITH UNDER SPACE FOR EQUIPMENT	BC-06
18.11	GRANITE TOP WORK TABLE WITH UNDER SPACE FOR EQUIPMENT	BC-06A
18.12	GRANITE TOP WORK TABLE WITH UNDER SPACE FOR EQUIPMENT	BC-06B
18.13	CEILING HUNG TWO- TIER SHELVES	BC-07
18.14	CEILING HUNG TWO- TIER SHELVES	BC-07A

Sr.Ag No.	ITEM	ITEM CODE
18.15	CEILING HUNG TWO- TIER SHELVES	BC-07B
18.16	MOBILE INGRADIENT BIN	BC-08
18.17	UNDER COUNTER REFRIGERATOR	BC-09
18.18	DRAIN TROUGH GRATING	BC-10
18.19	GRANITE TOP WORK TABLE WITH SINK AND UNDER SPACE FOR EQUIPMENT	BC-11
18.2	GRANITE TOP WORK TABLE WITH SINK AND UNDER SPACE FOR EQUIPMENT	BC-11A
18.21	MOBILE GARBAGE CAN	BC-12
18.22	UNDER COUNTER REFRIGERATOR	BC-15
18.23	CEILING HUNG TWO- TIER SHELVES	BC-16
18.24	GRANITE TOP WORK TABLE WITH SINK AND UNDER SPACE FOR EQUIPMENT	BC-17
18.25	MOBILE GARBAGE CAN	BC-18
18.26	MOBILE INGRADIENT BIN	BC-19
18.27	UNDER COUNTER REFRIGERATOR	BC-20
18.28	UNDER COUNTER REFRIGERATOR	BC-21
18.29	MOBILE INGRADIENT BIN	BC-22
18.3	CEILING HUNG TWO- TIER SHELVES	BC-23
18.31	HAND WASH SINK UNIT	BC-26
18.32	GRANITE TOP MOBILE WORK TABLE	BC-27
18.33	INSECT-O-CUTOR	BC-28
18.34	HAND WASH SINK UNIT	BC-29
18.35	WORK TABLE WITH DRAWER AND UNDER SPACE FOR EQUIPMENT	BC-30
18.36	TABLE TOP PLANETARY MIXER	BC-31
18.37	UNDER COUNTER REFRIGERATOR	BC-32
18.38	ATTACHMENT HOLDING RACK	BC-33
18.39	BENCH WEIGHING SCALE	BC-34
18.4	BREAD SLICER	BC-35
18.41	UNDER COUNTER FREEZER	BC-37
18.42	WALL SHELVES	BC-38
18.43	TABLE TOP INDUCTION PLATE	BC-39
18.44	WORK TABLE WITH UNDER SPACE FOR EQUIPMENT	BC-40
19	OVEN ROOM	
19.01	INSECT-O-CUTOR	BC-44
19.02	MOBILE COOLING RACK	BC-45
19.03	MOBILE BAKING TRAY RACK TROLLEY	BC-46
19.04	WORK TABLE	BC-47
19.05	TABLE TOP INDUCTION PLATE	BC-48
19.06	TABLE TOP DONUT DEEP FRYER	BC-49
19.07	DRAIN TROUGH GRATING	BC-50
19.08	ROLL- IN-ROTARY BAKING OVEN WITH INTEGRATED HOOD	BC-51

Sr.Ag No.	ITEM	ITEM CODE
19.09	SCALE INHIBITOR FEEDER FOR ROTARY BAKING OVEN	BC-51A
19.1	THREE DECK BAKING OVEN WITH STEAM INJECTOR & CABINET BASE (4 TRAY)	BC-52
19.11	SCALE INHIBITOR FEEDER FOR BAKING OVEN	BC-52A
19.12	ROLL – IN – PROOFING CABINET	BC-53
19.13	SCALE INHIBITOR FEEDER FOR PROOFING CABINET	BC-53A
19.14	EXHAUST HOOD	BC-54
20	PAN WASH	
20.01	HAND WASH SINK UNIT	BC-57
20.02	DRAIN TROUGH GRATING	BC-58
20.03	FLUSHING HOSE UNIT	BC-59
20.04	PAN WASH TWO SINK UNIT	BC-60
20.05	DRAIN TROUGH GRATING	BC-61
20.06	S.S. PIPE WALL SHELF	BC-62
20.07	MOBILE GARBAGE CAN	BC-63
20.08	MOBILE PAN RACK	BC-64
21	COLD ROOM	
21.01	WALK IN BAKERY CHILLER	BC-65
21.02	EVAPORATOR UNIT	BC-65A
21.03	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	BC-65B
21.04	SLOT CHANNEL / DRAIN RAIL	BC-66
21.05	MOBILE G.N PAN TROLLEY	BC-67
21.06	CHILLER SHELVINGS	BC-68
21.07	WALK IN BAKERY FREEZER	BC-69
21.08	EVAPORATOR UNIT	BC-69A
21.09	REFRIGERATION SYSTEM FOR FREEZER (WATER COOLED)	BC-69B
21.1	SLOT CHANNEL / DRAIN RAIL	BC-70
21.11	MOBILE G.N PAN TROLLEY	BC-71
21.12	FREEZER SHELVINGS	BC-72
21.13	BAKER STORE ROOM SHELVING	BC-73
22	FOOD STORES	
22.01	WEIGHING TABLE WITH DRAWER	FS-01
22.02	BENCH WEIGHING SCALE	FS-02
22.03	WALL SHELVES	FS-03
22.04	PLATFORM WEIGHING SCALE	FS-04
22.05	DUNNAGE RACKS	FS-05
22.06	STORE ROOM SHELVING	FS-06

Sr.Ag No.	ITEM	ITEM CODE
22.07	WALK IN GENERAL CHILLER	FS-07
22.08	EVAPORATOR UNIT	FS-07A
22.09	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	FS-07B
22.1	SLOT CHANNEL / DRAIN RAIL	FS-08
22.11	MOBILE G.N PAN TROLLEY	FS-09
22.12	CHILLER SHELVINGS	FS-10
22.13	WALK IN GENERAL FREEZER	FS-11
22.14	EVAPORATOR UNIT	FS-11A
22.15	REFRIGERATION SYSTEM FOR FREEZER (WATER COOLED)	FS-11B
22.16	FREEZER SHELVINGS	FS-12
23	GENERAL & BEVERAGE STORE	
23.01	WEIGHING TABLE WITH DRAWER	FS-15
23.02	WALL SHELVES	FS-16
23.03	BENCH WEIGHING SCALE	FS-17
23.04	PLATFORM WEIGHING SCALE	FS-18
23.05	DUNNAGE RACKS	FS-19
23.06	GENERAL & BEVERAGE ROOM SHELVING	FS-20
24	GENERAL & BEVERAGE STORE	
24.01	STORE ROOM SHELVING	FS-22
25	FLOWER ROOM	
25.01	HAND WASH SINK UNIT	FR-01
25.02	GRANITE TOP WORK TABLE WITH SINK	FR-02
25.03	MOBILE GARBAGE CAN	FR-03
25.04	DRAIN TROUGH GRATING	FR-04
25.05	CEILING HUNG TWO- TIER SHELVES	FR-05
25.06	GRANITE TOP WORK TABLE	FR-06
25.07	WALL SHELVES	FR-07
25.08	GRANITE TOP WORK TABLE	FR-08
25.09	WALL SHELVES	FR-09
25.1	GRANITE TOP WORK TABLE	FR-10
25.11	CEILING HUNG TWO- TIER SHELVES	FR-11
25.12	GRANITE TOP WORK TABLE	FR-14
25.13	WALL SHELVES	FR-15
25.14	GRANITE TOP WORK TABLE	FR-16
25.15	WALL SHELVES	FR-17
25.16	WALK IN CHILLER	FR-18
25.17	EVAPORATOR UNIT	FR-18A
25.18	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	FR-18B

Sr.Ag No.	ITEM	ITEM CODE
25.19	MOBILE G.N PAN TROLLEY	FR-19
25.2	CHILLER SHELVING	FR-20
25.21	SLOT CHANNEL / DRAIN RAIL	FR-21
26	UNIFORM ROOM	
26.01	SOILED LINEN SORTING BINS	UR-01
26.02	MOBILE HANGER TROLLEY	UR-02
26.03	DOUBLE LAYER UNIFORM CONVEYOR	UR-03
26.04	STORE ROOM SHELVING UNIFORM ROOM	UR-04
27	SOILED LINEN COLLECTION	
27.01	SOILED LINEN SORTING BINS	UR-05
27.02	STORE ROOM SHELVING SOILED LINEN COLLECTION ROOM	UR-06
28	COLD FOOD AREA	
28.01	HAND WASH SINK UNIT	CF-01
28.02	MOBILE COLD FOOD HOLDING CABINET	CF-02
28.03	WORK TABLE WITH UNDER SPACE FOR EQUIPMENT	CF-03
28.04	WALL SHELVES	CF-04
28.05	UNDER COUNTER REFRIGERATOR	CF-05
28.06	WORK TABLE WITH DRAWER	CF-06
28.07	WALL SHELVES	CF-07
28.08	MICROWAVE OVEN	CF-08
28.09	CENTERIFUGAL JUICER EXTRACTOR	CF-10
28.1	DOUBLE SINK UNIT	CF-11
28.11	WALL SHELVES	CF-12
28.12	MOBILE GARBAGE CAN	CF-14
28.13	MOBILE ICE CADDY	CF-17
28.14	WORK TABLE WITH UNDER SPACE FOR EQUIPMENT	CF-18
28.15	WALL SHELVES	CF-19
28.16	MOBILE G.N PAN TROLLEY	CF-20

Sr.Ag No.	ITEM	ITEM CODE
28.17	MOBILE WORK TABLE	CF-21
28.18	CHILLER	CF-22
28.19	EVAPORATOR UNIT	CF-22A
28.2	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	CF-22B
28.21	MOBILE G.N PAN TROLLEY	CF-23
28.22	CHILLER SHELVING	CF-24
28.23	JACK STACK TROLLEY WITH THERMO COVER	CF-25
28.24	SLOT CHANNEL / DRAIN RAIL	CF-26
28.25	ICE CREAM CABINET	CF-28
28.26	WORK TABLE WITH SINK	CF-29
28.27	WALL SHELVES	CF-30
28.28	MOBILE GARBAGE CAN	CF-31
28.29	INSECT-O-CUTOR	CF-32
28.3	ORANGE JUICER-AUTOMATIC	CF-33
29	DAY STORE	
29.01	STORE ROOM SHELVING	DS-01
30	SERVICE BAR	
30.01	MOBILE WORK TABLE	SB1-01
30.02	WORK TABLE WITH SINK & COCKTAIL STATION & GLASS RACK SLIDE	SB1-02
30.03	WALL MOUNTED LOCKABLE STORAGE CABINET	SB1-03
30.04	MOBILE GARBAGE CAN	SB1-04
30.05	WORK TABLE WITH SINK & COCKTAIL STATION & GLASS RACK SLIDE	SB1-05
30.06	BLENDER	SB1-06
30.07	SERVICE BAR CHILLER	SB1-10

Sr.Ag No.	ITEM	ITEM CODE
30.08	EVAPORATOR UNIT	SB1-10A.
30.09	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	SB1-10A
30.1	CHILLER SHELVING	SB1-11
30.11	SLOT CHANNEL / DRAIN RAIL	SB1-12
30.12	HAND WASH SINK UNIT	SB1-13
30.13	INSECT-O-CUTOR	SB1-14
31	BEVERAGE SUPPORT	
31.01	BEVERAGE TABLE WITH SINK	BS-01
31.02	WALL SHELVES	BS-02
31.03	MOBILE GARBAGE CAN	BS-03
31.04	DRAIN TROUGH GRATING	BS-04
31.05	MOBILE ICE CADDY	BS-05
31.06	WORK TABLE WITH TROUGH	BS-06
31.07	WALL SHELVES	BS-07
31.08	FULLY AUTOMATIC COFFEE MACHINE WITH MILK COOLER & CUP WARMER	BS-08
31.09	CLARIS HEAD & CARTRIDGE FOR FULLY AUTOMATIC COFFEE MACHINE	BS-08A
31.1	WATER BOILER	BS-09
31.11	WATER FILTER FOR WATER BOILER	BS-09A
31.12	MILK WARMER	BS-10
31.13	SCALE INHIBITOR FEEDER FOR MILK WARMER	BS-10A
31.14	BULK TEA/COFFEE BREWER WITH CONTAINER AND SERVING TROLLEY	BS-11
31.15	CLARIS HEAD & CARTRIDGE FOR BULK TEA/COFFEE BREWER	BS-11A
31.16	INSECT-O-CUTOR	BS-12
32	DISH WASH AREA	

Sr.Ag No.	ITEM	ITEM CODE
32.01	HAND WASH SINK UNIT	DW-01
32.02	FLUSHING HOSE UNIT	DW-02
32.03	MOBILE CUTLERY SOAK SINK UNIT	DW-03
32.04	L-SHAPED SOILED DISH DROP OFF TABLE WITH SINK, RACK SHELF AND GARBAGE CHUTE	DW-04
32.05	L-SHAPED SOILED DISH DROP OFF TABLE WITH SINK, RACK SHELF AND GARBAGE CHUTE	DW-04A
32.06	MOBILE GARBAGE CAN	DW-05
32.07	PRE- RINSE SPRAY UNIT WITH FAUCET	DW-06
32.08	DRAIN TROUGH GRATING	DW-07
32.09	CONVEYOR TYPE DISH WASHING MACHINE WITH DRYER MOUNTED ON 180 DEG OFF LOADER AND CLEAN DISH ROLLER	DW-08
32.1	CONVEYOR TYPE DISH WASHING MACHINE WITH DRYER MOUNTED ON 180 DEG OFF LOADER AND CLEAN DISH ROLLER	DW-08A
32.11	VAPOUR HOOD	DW-09
32.12	MOBILE CLEAN DISH RACK	DW-11
33	CLEAN DISH STORE	
33.01	MOBILE CLEAN DISH RACK	DW-14
34	BULK & HOT FOOD PREP.	
34.01	MOBILE PICK UP TABLE	HF-01
34.02	MOBILE WORK TABLE	HF-02
34.03	MOBILE GARBAGE CAN	HF-03
34.04	WORK TABLE WITH SINK	HF-04
34.05	EXHAUST HOOD	HF-05
34.06	FIRE SUPPRESSION FOR EXHAUST HOOD	HF-05A
34.07	FOUR BURNER RANGE	HF-06
34.08	SPREADER TABLE WITH DRAWER AND GN PAN	HF-07

Sr.Ag No.	ITEM	ITEM CODE
34.09	SMOOTH GRIDDLE RANGE	HF-08
34.1	DRAIN TROUGH GRATING	HF-09
34.11	CHINESE WOK RANGE-THREE BURNER	HF-11
34.12	SERVICE CONSOLE	HF-12
34.13	DRAIN TROUGH GRATING	HF-14
34.14	TILTING BRAISING PAN	HF-15
34.15	GAS FIRED TILTING STEAM KETTLE	HF-16
34.16	SCALE INHIBITOR FEEDER FOR TILTING STEAM KETTLE	HF-16A
34.17	WORK TABLE WITH SINK	HF-18
34.18	MOBILE WORK TABLE	HF-19
34.19	MOBILE PICK UP TABLE	HF-20
34.2	SINGLE BURNER STOCK POT RANGE	HF-22
34.21	WALL MOUNTED POT FILLER FAUCET	HF-22A
34.22	DRAIN TROUGH GRATING	HF-23
34.23	SERVICE CONSOLE	HF-24
34.24	SERVICE CONSOLE	HF-24A
34.25	MODULAR BLAST CHILLER WITH ROLL-IN CART	HF-25
34.26	TROLLEY FOR COMBI OVEN/BLAST CHILLER	HF-26
34.27	ROLL IN COMBI OVEN (20 PAN)	HF-27
34.28	WATER FILTER FOR COMBI OVEN	HF-27A
34.29	EXHAUST HOOD	HF-28
34.3	FIRE SUPPRESSION FOR EXHAUST HOOD	HF-28A
34.31	SLOT CHANNEL / DRAIN RAIL	HF-30

Sr.Ag No.	ITEM	ITEM CODE
34.32	COOKED FOOD CHILLER	HF-31
34.33	EVAPORATOR UNIT	HF-31A
34.34	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	HF-31B
34.35	MOBILE G.N PAN TROLLEY	HF-32
34.36	CHILLER SHELVING	HF-33
34.37	UNDER COUNTER REFRIGERATOR	HF-35
34.38	WALL SHELVES	HF-36
34.39	MOBILE MASALA TROLLEY	HF-37
34.4	MOBILE GARBAGE CAN	HF-38
34.41	WORK TABLE WITH SINK, DRAWER AND UNDER SPACE FOR EQUIPMENT	HF-39
34.42	SLOT CHANNEL / DRAIN RAIL	HF-40
34.43	COOKED FOOD CHILLER	HF-41
34.44	EVAPORATOR UNIT	HF-41A
34.45	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	HF-41B
34.46	MOBILE G.N PAN TROLLEY	HF-42
34.47	CHILLER SHELVING	HF-43
34.48	COOKED FOOD FREEZER	HF-44
34.49	EVAPORATOR UNIT	HF-44A
34.5	REFRIGERATION SYSTEM FOR FREEZER	HF-44B
34.51	FREEZER SHELVING	HF-45
34.52	UNDER COUNTER REFRIGERATOR	HF-46
34.53	MOBILE GARBAGE CAN	HF-47
34.54	WORK TABLE WITH SINK AND UNDER SPACE FOR EQUIPMENT	HF-48

Sr.Ag No.	ITEM	ITEM CODE
34.55	MOBILE HOT FOOD HOLDING CABINET	HF-51
34.56	WORK TABLE	HF-52
34.57	WALL SHELVES	HF-53
34.58	MICROWAVE OVEN	HF-54
34.59	TABLE TOP TWO ZONE INDUCTION RANGE	HF-55
34.6	MOBILE GARBAGE CAN	HF-56
35	TANDOOR SECTION	
35.01	MOBILE PICK UP TABLE	TS-01
35.02	WORK TABLE WITH SINK	TS-02
35.03	WALL SHELVES	TS-03
35.04	MOBILE GARBAGE CAN	TS-04
35.05	MOBILE MASALA TROLLEY	TS-05
35.06	MOBILE WORK TABLE	TS-06
35.07	SPREADER TABLE WITH DRAWER AND GN PAN	TS-08
35.08	S.S CLADDED MOBILE TANDOOR (GAS OPERATED)	TS-09
35.09	SERVICE CONSOLE	TS-10
35.1	SPREADER TABLE WITH DRAWER AND GN PAN	TS-11
35.11	CHAR/LAVA GAS GRILL	TS-12
35.12	SINGLE BURNER FULL HEIGHT KADAI RANGE	TS-13
35.13	WALL MOUNTED POT FILLER FAUCET	TS-13A
35.14	SPREADER TABLE WITH DRAWER AND GN PAN	TS-14
35.15	EXHAUST HOOD	TS-15
35.16	FIRE SUPPRESSION FOR EXHAUST HOOD	TS-15A

Sr.Ag No.	ITEM	ITEM CODE
35.17	WORK TABLE WITH SINK	TS-16
35.18	MOBILE WORK TABLE	TS-17
35.19	HAND WASH SINK UNIT	TS-18
35.2	INSECT-O-CUTOR	TS-19
36	TROLLEY & CART PARKING	
36.01	MOBILE WORK TABLE	TP-01
36.02	MOBILE G.N PAN TROLLEY	TP-02
36.03	MOBILE HOT FOOD HOLDING CABINET	TP-03
36.04	MOBILE COLD FOOD HOLDING CABINET	TP-04
37	MASALA GRINDING ROOM	
37.01	MASALA GRINDER (TILTING)	MG-01
37.02	DRAIN TROUGH GRATING	MG-02
37.03	PULVERISER	MG-03
37.04	WORK TABLE WITH SINK AND DRAWER	MG-04
37.05	WALL SHELVES	MG-05
37.06	MOBILE GARBAGE CAN	MG-06
38	POT WASH AREA	
38.01	HAND WASH SINK UNIT	PW-01
38.02	POT WASH THREE SINK UNIT	PW-02
38.03	S.S. PIPE WALL SHELF	PW-03
38.04	PRE- RINSE SPRAY UNIT WITH FAUCET	PW-04
38.05	MOBILE GARBAGE CAN	PW-05
38.06	DRAIN TROUGH GRATING	PW-06
38.07	MOBILE POT RACK	PW-07

Sr.Ag No.	ITEM	ITEM CODE
38.08	FLUSHING HOSE UNIT	PW-08
38.09	DRAIN TROUGH GRATING	PW-09
39	REHEATING KITCHEN	
39.01	SPREADER TABLE WITH DRAWER AND GN PAN	KT2-01
39.02	S.S CLADDED MOBILE TANDOOR (GAS OPERATED)	KT2-02
39.03	SPREADER TABLE WITH DRAWER AND GN PAN	KT2-03
39.04	EXHAUST HOOD	KT2-04
39.05	FIRE SUPPRESSION SYSTEM FOR EXHAUST HOOD	KT2-04A
39.06	WORK TABLE WITH SINK	KT2-05
39.07	WALL SHELVES	KT2-06
39.08	MOBILE GARBAGE CAN	KT2-07
39.09	WORK TABLE	KT2-08
39.1	WALL SHELVES	KT2-09
39.11	WORK TABLE WITH SINK	KT2-10
39.12	WALL SHELVES	KT2-11
39.13	MOBILE GARBAGE CAN	KT2-12
39.14	ROLL IN COMBI OVEN (20 PAN)	KT2-14
39.15	WATER FILTER FOR COMBI OVEN	KT2-14A
39.16	EXHAUST HOOD	KT2-15
39.17	FIRE SUPPRESSION SYSTEM FOR EXHAUST HOOD	KT2-15A
39.18	MOBILE WORK TABLE	KT2-16
39.19	SPREADER TABLE	KT2-17
39.2	SINGLE BURNER STOCK POT RANGE	KT2-18

Sr.Ag No.	ITEM	ITEM CODE
39.21	WALL MOUNTED POT FILLER FAUCET	KT2-18A
39.22	DRAIN TROUGH GRATING	KT2-19
39.23	EXHAUST HOOD	KT2-20
39.24	FIRE SUPPRESSION SYSTEM FOR EXHAUST HOOD	KT2-20A
39.25	SERVICE CONSOLE	KT2-21
39.26	KITCHEN CHILLER	KT2-22
39.27	EVAPORATOR UNIT	KT2-22A
39.28	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	KT2-22B
39.29	CHILLER SHELVING	KT2-23
39.3	MOBILE G.N PAN TROLLEY	KT2-23A
39.31	SLOT CHANNEL / DRAIN RAIL	KT2-24
39.32	MOBILE HOT FOOD HOLDING CABINET	KT2-25
40	HOT FOOD PLATING AREA	
40.01	MOBILE WORK TABLE	KT2-26
40.2	RETRACATBLE FOOD LAMP	KT2-27
40.39	HEATED STORAGE CABINET TABLE	KT2-28
40.58	MOBILE HOT FOOD HOLDING CART	KT2-29
41	POT WASH	
41.01	INSECT-O-CUTOR	PW2-01
41.02	HAND WASH SINK UNIT	PW2-02
41.03	FLUSHING HOSE UNIT	PW2-03
41.04	DRAIN TROUGH GRATING	PW2-04
41.05	POT WASH THREE SINK UNIT	PW2-05

Sr.Ag No.	ITEM	ITEM CODE
41.06	PRE- RINSE SPRAY UNIT WITH FAUCET	PW2-06
41.07	MOBILE GARBAGE CAN	PW2-07
41.08	DRAIN TROUGH GRATING	PW2-08
41.09	WALL MOUNTED POT RACK	PW2-09
41.1	MOBILE POT RACK	PW2-10
42	DISH WASH	
42.01	INSECT-O-CUTOR	DW2-01
42.02	L- SHAPED SOILED DISH DROP OFF TABLE WITH SINK , TABLE MOUNTED RACK SHELF AND GARBAGE CHUTE	DW2-02
42.03	MOBILE GARBAGE CAN	DW2-03
42.04	MOBILE CUTLERY SOAK SINK UNIT	DW2-04
42.05	PRE- RINSE SPRAY UNIT WITH FAUCET	DW2-05
42.06	DRAIN TROUGH GRATING	DW2-06
42.07	CONVEYOR TYPE DISH WASHING MACHINE WITH DRYER MOUNTED ON 180 DEG OFF LOADER AND CLEAN DISH ROLLER	DW2-07
42.08	VAPOUR HOOD	DW2-08
42.09	BASKET RACK TROLLEY	DW2-10
42.1	FLIGHT TYPE DISH WASHING MACHINE	DW2-11
42.11	VAPOUR HOOD	DW2-12
42.12	DRAIN TROUGH GRATING	DW2-13
42.13	MOBILE CLEAN DISH RACK	DW2-14
42.14	HAND WASH SINK UNIT	DW2-15
42.15	FLUSHING HOSE UNIT	DW2-16
42.16	DRAIN TROUGH GRATING	DW2-17

Sr.Ag No.	ITEM	ITEM CODE
43	SERVICE BAR	
43.01	PICKUP TABLE	SB2-01
43.02	WORK TABLE WITH SINK & COCKTAIL STATION & GLASS RACK SLIDE	SB2-02
43.03	WALL MOUNTED LOCKABLE STORAGE CABINET	SB2-03
43.04	MOBILE GARBAGE CAN	SB2-04
43.05	BLENDER	SB2-06
43.06	WORK TABLE	SB2-09
43.07	SERVICE BAR CHILLER	SB2-10
43.08	EVAPORATOR UNIT	SB2-10A
43.09	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	SB2-10B
43.1	CHILLER SHELVING	SB2-11
43.11	SLOT CHANNEL / DRAIN RAIL	SB2-12
44	COLD FOOD STAGING AREA	
44.01	ICE CREAM CABINET	CF2-01
44.02	FOOD PICKUP TABLE	CF2-02
44.03	CEILING HUNG TWO- TIER SHELVES	CF2-03
44.04	MOBILE COLD FOOD HOLDING CABINET	CF2-04
44.05	COLD FOOD CHILLER	CF2-05
44.06	EVAPORATOR UNIT	CF2-05A
44.07	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	CF2-05B
44.08	MOBILE G.N PAN TROLLEY	CF2-06
44.09	CHILLER SHELVING	CF2-07
44.1	SLOT CHANNEL / DRAIN RAIL	CF2-08

Sr.Ag No.	ITEM	ITEM CODE
44.11	WORK TABLE WITH TWO SINK UNIT	CF2-09
44.12	WALL SHELVES	CF2-10
44.13	MOBILE GARBAGE CAN	CF2-11
44.14	DRAIN TROUGH GRATING	CF2-12
44.15	WORK TABLE	CF2-13
44.16	WALL SHELVES	CF2-14
44.17	UNDER COUNTER REFRIGERATOR	CF2-15
44.18	WALL SHELVES	CF2-16
44.19	WORK TABLE	CF2-17
44.2	WALL SHELVES	CF2-18
44.21	MOBILE ICE CADDY	CF2-19
44.22	CENTERIFUGAL JUICER EXTRACTOR	CF2-20
44.23	JACK STACK TROLLEY WITH THERMO COVER	CF2-21
45	WATER,BEVERAGE & ICE PRODUCTION	
45.01	L-SHAPED BEVERAGE TABLE WITH SINK, TROUGH AND UNDER SPACE FOR EQUIPMENT	IC2-01
45.02	L-SHAPED WALL SHELVES	IC2-02
45.03	MOBILE GARBAGE CAN	IC2-03
45.04	DRAIN TROUGH GRATING	IC2-04
45.05	FULLY AUTOMATIC COFFEE MACHINE WITH MILK COOLER & CUP WARMER	IC2-05
45.06	CLARIS HEAD & CARTRIDGE FOR FULLY AUTOMATIC COFFEE MACHINE	IC2-05A
45.07	WATER BOILER	IC2-06
45.08	WATER FILTER FOR WATER BOILER	IC2-06A
45.09	MILK WARMER	IC2-07

Sr.Ag No.	ITEM	ITEM CODE
45.1	SCALE INHIBITOR FEEDER FOR MILK WARMER	IC2-07A
45.11	ICE CUBE MACHINE WITH BIN	IC2-08
45.12	WATER FILTER FOR ICE CUBE MACHINE WITH i20002 REPLACEMENT CARTRIDGE	IC2-08A
45.13	WATER COOLER	IC2-09
45.14	WATER FILTER FOR WATER COOLER	IC2-09A
45.15	DRAIN TROUGH GRATING	IC2-10
45.16	MOBILE ICE CADDY	IC2-11
45.17	BULK TEA/COFFEE BREWER WITH CONTAINER AND SERVING TROLLEY	IC2-12
45.18	CLARIS HEAD & CARTRIDGE FOR BULK TEA/COFFEE BREWER	IC2-12A
45.19	ICE FLAKE MACHINE WITH BIN	IC2-13
45.2	WATER FILTER FOR ICE FLAKE MACHINE WITH i20002 REPLACEMENT CARTRIDGE	IC2-13A
45.21	MOBILE GLASS RACK	IC2-14
46	HOT FOOD STAGING AREA	
46.01	MOBILE HOT FOOD HOLDING CABINET	HF1-01
46.02	WORK TABLE	HF1-02
46.03	TABLE TOP TWO ZONE INDUCTION RANGE	HF1-03
46.04	WORK TABLE	HF1-04
46.05	WALL SHELVES	HF1-05
46.06	MICROWAVE OVEN	HF1-06
46.07	MOBILE GARBAGE CAN	HF1-07
47	REHEATING KITCHEN	
47.01	FOOD PICKUP TABLE	KT3-01
47.02	MOBILE WORK TABLE	KT3-02
47.03	SPREADER TABLE	KT3-03
47.04	S.S CLADDED MOBILE TANDOOR (GAS OPERATED)	KT3-04
47.05	SPREADER TABLE	KT3-05

Sr.Ag No.	ITEM	ITEM CODE
47.06	SPREADER TABLE	KT3-05A
47.07	SINGLE BURNER STOCK POT RANGE	KT3-06
47.08	DRAIN TROUGH GRATING	KT3-07
47.09	WALL MOUNTED POT FILLER FAUCET	KT3-06A
47.1	SERVICE CONSOLE	KT3-08
47.11	EXHAUST HOOD	KT3-09
47.12	FIRE SUPPRESSION SYSTEM FOR EXHAUST HOOD	KT3-09A
47.13	MOBILE WORK TABLE	KT3-10
47.14	WORK TABLE W/SINK	KT3-11
47.15	MOBILE GARBAGE CAN	KT3-12
47.16	ROLL IN COMBI OVEN (20 PAN)	KT3-14
47.17	WATER FILTER FOR COMBI OVEN	KT3-14A
47.18	TROLLEY FOR COMBI OVEN/BLAST CHILLER	KT3-15
47.19	EXHAUST HOOD	KT3-16
47.2	FIRE SUPPRESSION SYSTEM FOR EXHAUST HOOD	KT3-16A
47.21	INSECT-O-CUTOR	KT3-17
47.22	SHELVING	KT3-18
47.23	CHILLER	KT3-20
47.24	EVAPORATOR UNIT	KT3-20A
47.25	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	KT3-20B
47.26	MOBILE G.N PAN TROLLEY	KT3-21
47.27	CHILLER SHELVING	KT3-22
47.28	SLOT CHANNEL / DRAIN RAIL	KT3-23
47.29	MOBILE HOT FOOD HOLDING CABINET	KT3-25
47.3	WORK TABLE	KT3-26
47.31	WALL SHELVES	KT3-27
47.32	MICROWAVE OVEN	KT3-28
47.33	TABLE TOP TWO ZONE INDUCTION RANGE	KT3-29
47.34	MOBILE GARBAGE CAN	KT3-30
47.35	HAND WASH SINK UNIT	KT3-31
48	POT WASH	
48.01	HAND WASH SINK UNIT	PW3-01
48.02	FLUSHING HOSE UNIT	PW3-02

Sr.Ag No.	ITEM	ITEM CODE
48.03	DRAIN TROUGH GRATING	PW3-03
48.04	POT WASH THREE SINK UNIT	PW3-04
48.05	PRE- RINSE SPRAY UNIT WITH FAUCET	PW3-05
48.06	WALL MOUNTED POT RACK	PW3-06
48.07	MOBILE GARBAGE CAN	PW3-07
48.08	DRAIN TROUGH GRATING	PW3-08
48.09	MOBILE POT RACK	PW3-09
48.1	INSECT-O-CUTOR	PW3-10
49	DISH WASH	
49.01	INSECT-O-CUTOR	DW3-01
49.02	“L”- SHAPED SOILED DISH DROP OFF TABLE WITH SINK , TABLE MOUNTED RACK SHELF AND GARBAGE CHUTE	DW3-02
49.03	MOBILE GARBAGE CAN	DW3-03
49.04	MOBILE CUTLERY SOAK SINK UNIT	DW3-04
49.05	PRE- RINSE SPRAY UNIT WITH FAUCET	DW3-05
49.06	DRAIN TROUGH GRATING	DW3-06
49.07	CONVEYOR TYPE DISH WASHING MACHINE WITH DRYER MOUNTED AND CLEAN DISH ROLLER	DW3-07
49.08	VAPOUR HOOD	DW3-08
49.09	BASKET RACK TROLLEY	DW3-10
49.1	FLIGHT TYPE DISH WASHING MACHINE	DW3-11
49.11	VAPOUR HOOD	DW3-12
49.12	DRAIN TROUGH GRATING	DW3-13
49.13	MOBILE CLEAN DISH RACK	DW3-14
49.14	HAND WASH SINK UNIT	DW3-15
49.15	FLUSHING HOSE UNIT	DW3-16
49.16	DRAIN TROUGH GRATING	DW3-17
50	SERVICE BAR	
50.01	MOBILE WORK TABLE	SB3-01
50.02	WORK TABLE WITH SINK & COCKTAIL STATION & GLASS RACK SLIDE	SB3-02
50.03	WORK TABLE WITH SINK & COCKTAIL STATION & GLASS RACK SLIDE	SB3-02A
50.04	CEILING HUNG TWO TIER SHELF	SB3-03
50.05	CEILING HUNG TWO TIER SHELF	SB3-03A
50.06	MOBILE GARBAGE CAN	SB3-04
50.07	BLENDER	SB3-06

Sr.Ag No.	ITEM	ITEM CODE
50.08	SERVICE BAR CHILLER	SB3-10
50.09	EVAPORATOR UNIT	SB3-10A.
50.1	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	SB3-10A
50.11	CHILLER SHELVING	SB3-11
50.12	SLOT CHANNEL / DRAIN RAIL	SB3-12
51	COLD FOOD STAGING AREA	
51.01	MOBILE WORK TABLE	CF3-01
51.02	FOOD PICKUP TABLE	CF3-02
51.03	CEILING HUNG TWO- TIER SHELVES	CF3-03
51.04	MOBILE COLD FOOD HOLDING CABINET	CF3-04
51.05	WORK TABLE	CF3-05
51.06	ICE CREAM CABINET	CF3-06
51.07	COLD FOOD CHILLER	CF3-07
51.08	EVAPORATOR UNIT	CF3-07A
51.09	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	CF3-07AB
51.1	MOBILE G.N PAN TROLLEY	CF3-08
51.11	CHILLER SHELVING	CF3-09
51.12	SLOT CHANNEL / DRAIN RAIL	CF3-10
51.13	WORK TABLE W/TWO SINK UNIT	CF3-11
51.14	WALL SHELVES	CF3-12
51.15	MOBILE GARBAGE CAN	CF3-13
51.16	DRAIN TROUGH GRATING	CF3-14
51.17	WORK TABLE WITH UNDER SPACE FOR EQUIPMENT	CF3-15
51.18	WALL SHELVES	CF3-16
51.19	MICROWAVE OVEN	CF3-17
51.2	SANDWICH GRILLER	CF3-18
51.21	CENTERIFUGAL JUICER EXTRACTOR	CF3-19
51.22	MOBILE ICE CADDY	CF3-20
51.23	UNDER COUNTER REFER	CF3-21
51.24	JACK STACK TROLLEY WITH THERMO COVER	CF3-22
52	WATER,BEVERAGE & ICE PRODUCTION	
52.01	BEVERAGE TABLE WITH SINK, TROUGH AND UNDER SPACE FOR EQUIPMENT	IC3-01
52.02	WALL SHELVES	IC3-02
52.03	MOBILE GARBAGE CAN	IC3-03
52.04	DRAIN TROUGH GRATING	IC3-04
52.05	FULLY AUTOMATIC COFFEE MACHINE WITH MILK COOLER & CUP WARMER	IC3-05
52.06	CLARIS HEAD & CARTRIDGE FOR FULLY AUTOMATIC COFFEE MACHINE	IC3-05A
52.07	WATER BOILER	IC3-06

Sr.Ag No.	ITEM	ITEM CODE
52.08	WATER FILTER FOR WATER BOILER	IC3-06A
52.09	MILK WARMER	IC3-07
52.1	SCALE INHIBITOR FEEDER FOR MILK WARMER	IC3-07A
52.11	ICE CUBE MACHINE WITH BIN	IC3-08
52.12	WATER FILTER FOR ICE CUBE MACHINE WITH i20002 REPLACEMENT CARTRIDGE	IC3-08A
52.13	ICE FLAKE MACHINE WITH BIN	IC3-09
52.14	WATER FILTER FOR ICE FLAKE MACHINE WITH i20002 REPLACEMENT CARTRIDGE	IC3-09A
52.15	WATER COOLER	IC3-10
52.16	WATER FILTER FOR WATER COOLER	IC3-10A
52.17	MOBILE GLASS RACK	IC3-11
52.18	DRAIN TROUGH GRATING	IC3-12
52.19	MOBILE ICE CADDY	IC3-13
52.2	TEA / COFFEE BREWER AND CONTAINER	IC3-14
52.21	CLARIS HEAD & CARTRIDGE FOR BULK TEA/COFFEE BREWER	IC3-14A
53	KITCHEN PANTRY	
53.01	S.S CLADDED MOBILE TANDOOR (GAS OPERATED)	KP3-01
53.02	SPREADER TABLE	KP3-02
53.03	TWO BURNER STOCK POT RANGE	KP3-03
53.04	DRAIN TROUGH GRATING	KP3-04
53.05	WALL MOUNTED POT FILLER FAUCET	KP3-03A
53.06	SMOOTH GRIDDLE PLATE	KP3-05
53.07	ROLL IN COMBI OVEN (20 PAN)	KP3-06
53.08	WATER FILTER FOR COMBI OVEN	KP3-06A
53.09	MOBILE WORK TABLE	KP3-07
53.1	EXHAUST HOOD	KP3-09
53.11	FIRE SUPPRESSION SYSTEM FOR EXHAUST HOOD	KP3-09A
53.12	WORK TABLE W/SINK	KP3-12
53.13	WALL SHELVES	KP3-13
53.14	MOBILE GARBAGE CAN	KP3-14
53.15	MOBILE COLD FOOD HOLDING CABINET	KP3-15
53.16	MOBILE HOT FOOD HOLDING CABINET	KP3-16
53.17	HAND WASH SINK UNIT	KP3-17
53.18	INSECT-O-CUTOR	KP3-18
53.19	SLOT CHANNEL / DRAIN RAIL	KP3-21
53.2	CHILLER	KP3-22
53.21	EVAPORATOR UNIT	KP3-22A
53.22	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	KP3-22B
53.23	CHILLER SHELVING	KP3-23
54	POT WASH	

Sr.Ag No.	ITEM	ITEM CODE
54.01	HAND WASH SINK UNIT	KP3-25
54.02	MOBILE POT RACK	KP3-26
54.03	FLUSHING HOSE UNIT	KP3-29
54.04	DRAIN TROUGH GRATING	KP3-30
54.05	POT WASH THREE SINK UNIT	KP3-31
54.06	PRE- RINSE SPRAY UNIT WITH FAUCET	KP3-32
54.07	WALL MOUNTED POT RACK	KP3-33
54.08	MOBILE GARBAGE CAN	KP3-34
54.09	DRAIN TROUGH GRATING	KP3-35
55	HOT FOOD STAGING AREA	
55.01	HAND WASH SINK UNIT	HFS-01
55.02	INSECT-O-CUTOR	HFS-02
55.03	FOOD PICKUP TABLE	HFS-03
55.04	CEILING HUNG TWO- TIER SHELVES	HFS-04
55.05	MOBILE GARBAGE CAN	HFS-05
55.06	MICROWAVE OVEN	HFS-06
55.07	MOBILE HOT FOOD HOLDING CABINET	HFS-07
55.08	FOOD PICKUP TABLE	HFS-09
55.09	CEILING HUNG TWO- TIER SHELVES	HFS-10
55.1	MOBILE GARBAGE CAN	HFS-11
55.11	TABLE TOP TWO ZONE INDUCTION RANGE	HFS-12
56	WATER BEVERAGE & ICE PRODUCTION AREA	
56.01	ICE FLAKE MACHINE WITH BIN	WBI-01
56.02	WATER FILTER FOR ICE FLAKE MACHINE WITH i20002 REPLACEMENT CARTRIDGE	WBI-01A
56.03	ICE CUBE MACHINE WITH BIN	WBI-02
56.04	WATER FILTER FOR ICE CUBE MACHINE WITH i20002 REPLACEMENT CARTRIDGE	WBI-02A
56.05	DRAIN TROUGH GRATING	WBI-03
56.06	MOBILE ICE CADDY	WBI-04
56.07	WATER COOLER	WBI-07
56.08	WATER FILTER FOR WATER COOLER	WBI-07A
56.09	MOBILE GLASS RACK	WBI-08
56.1	DRAIN TROUGH GRATING	WBI-09
56.11	WORK TABLE WITH SINK	WBI-10
56.12	MOBILE GARBAGE CAN	WBI-11
56.13	FULLY AUTOMATIC COFFEE MACHINE WITH MILK COOLER & CUP WARMER	WBI-12
56.14	CLARIS HEAD & CARTRIDGE FOR FULLY AUTOMATIC COFFEE MACHINE	WBI-12A
56.15	HAND WASH SINK UNIT	WBI-13
56.16	INSECT-O-CUTOR	WBI-14
56.17	BEVERAGE TABLE WITH TROUGH	WBI-17
56.18	MOBILE GARBAGE CAN	WBI-18

Sr.Ag No.	ITEM	ITEM CODE
56.19	BULK TEA/COFFEE BREWER WITH CONTAINER AND SERVING TROLLEY	WBI-19
56.2	CLARIS HEAD & CARTRIDGE FOR BULK TEA/COFFEE BREWER	WBI-19A
56.21	MILK WARMER	WBI-20
56.22	SCALE INHIBITOR FEEDER FOR MILK WARMER	WBI-20A
56.23	WATER BOILER	WBI-21
56.24	WATER FILTER FOR WATER BOILER	WBI-21A
57	COLD FOOD STAGING AREA	
57.01	INSECT-O-CUTOR	CFS-01
57.02	HAND WASH SINK UNIT	CFS-02
57.03	FLUSHING HOSE UNIT	CFS-03
57.04	DRAIN TROUGH GRATING	CFS-04
57.05	WORK TABLE	CFS-05
57.06	WALL SHELVES	CFS-06
57.07	MOBILE COLD FOOD HOLDING CABINET	CFS-07
57.08	FOOD PICKUP TABLE	CFS-10
57.09	CEILING HUNG TWO- TIER SHELVES	CFS-11
57.1	MOBILE GARBAGE CAN	CFS-12
57.11	UNDER COUNTER REFRIGERATOR	CFS-13
57.12	SLICER	CFS-14
57.13	MICROWAVE OVEN	CFS-15
57.14	SLOT TOASTOR	CFS-16
57.15	WORK TABLE WITH SINK UNDER SPACE FOR EQUIPMENT	CFS-17
57.16	WALL SHELVES	CFS-18
57.17	BLENDER	CFS-19
57.18	ICE CREAM CABINET	CFS-20
57.19	WALL SHELF	CFS-21
57.2	SLOT CHANNEL / DRAIN RAIL	CFS-24
57.21	KITCHEN CHILLER	CFS-25
57.22	EVAPORATOR UNIT	CFS-25A
57.23	REFRIGERATION SYSTEM FOR CHILLER (AIR COOLED)	CFS-25B
57.24	CHILLER SHELVING	CFS-26
58	DISH WASH AREA	
58.01	HAND WASH SINK UNIT	DW4-01
58.02	INSECT-O-CUTOR	DW4-02
58.03	FLUSHING HOSE UNIT	DW4-03
58.04	DRAIN TROUGH GRATING	DW4-04
58.05	MOBILE CUTLERY SOAK SINK UNIT	DW4-05
58.06	MOBILE GARBAGE CAN	DW4-06
58.07	L-SHAPED SOILED DISH DROP OFF TABLE WITH SINK, RACK SHELF AND CHUTE	DW4-07
58.08	PRE- RINSE SPRAY UNIT WITH FAUCET	DW4-08

Sr.Ag No.	ITEM	ITEM CODE
58.09	CONVEYOR TYPE DISH WASHING MACHINE WITH DRYER MOUNTED ON 180 DEG OFF LOADER AND CLEAN DISH ROLLER	DW4-09
58.1	VAPOUR HOOD	DW4-10
58.11	DRAIN TROUGH GRATING	DW4-11
58.12	MOBILE CLEAN DISH RACK	DW4-14

EXTRA ITEM

1	2 DOOR VERTICAL REFER Make-COOL-MAX, Model No.GN600TN2	MRP-03, MRP1-03, MRP2-03, MRP3-03, MRP4-03, MRP5-03, & MRP6-03
2	GLASS CUM DISH WASHER Make- Winterhalter Model No.-U-50	MRP-23, MRP1-23, MRP2-23, MRP3-23, MRP5-23, MRP6-23 & RLP2-06
3	HIGH SPEED OVEN fo EXTERIOR CONSTRUCTION Make- TURBOCHEF Model No.-SOTA	MRP-31, MRP1-30, MRP2-30, MRP3-30,& MRP5-30
4	SS THREE GLASS DOOR BOTTLE COOLER Make-Cool-Max Model No.CM-300	MRP6-13
5	FOOD WASTE TREATMENT UNIT/COMPACTOR Make- Custom Built (KEI)	DW-10
6	FULLY AUTOMATIC HYDRAULIC TYPE COOK WOK Make-SPLENOR, MODEL No.- SPL-250(AT)	Mis-01
7	SS 304 CORNER GUARD	Mis-02
8	EMERGENCY & ISOLATION BALL VALVE : 3" FLANGED SINGLE PIECE WCB GRADE, (CF8 BALL), WITH REQUIRED F/L ENDS, PACKING, JUMPERS ALONG WITH ALL FITTINGS	
9	EMERGENCY & ISOLATION BALL VALVE : 2" FLANGED 3 PCS DESIGN WCB GRADE, (CF8 BALL), WITH REQUIRED F/L ENDS, PACKING, JUMPERS ALONG WITH END FITTINGS	
10	4" DIAL PRESSURE GAUGE WITH REQUIRED ISOLATION NEEDLE/HANDLE VALVE ALONG	

Sr.Ag No.	ITEM	ITEM CODE
11	FLAME ARRESTOR WITH REQUIRED FITTINGS - 50 NB - TO BE INSTALLED AT THE BEGINNING OF THE 50 NB LINE COMPLET ETC	
12	50 NB NRV WITH REQUIRED FITTINGS - TO BE INSTALLED AT THE BEGINNING OF THE 50 NB LINE COMPLET ETC	
13	3" DIA PRESSURE REGULATORS WITH OUTPUT OF MAX 600 NM3/HR AND REQUIRED FITTINGS - FLANGED TO MATCH THE PNG INWARD LINE OF 3"	
14	MS C CLASS HEAVY ERW PIPING - 80 NB (SIZE- 3 INCH) WITH REQUIRED FITTINGS, DULY CLAMPED AND PAINTED	
15	MS C CLASS HEAVY ERW PIPING - 50 NB (SIZE- 2 INCH) WITH REQUIRED SW FORGED FITTINGS, DULY CLAMPED AND PAINTED	
16	MS C CLASS HEAVY ERW PIPING - 40 NB (SIZE- 1.5 INCH) WITH REQUIRED SW FORGED FITTINGS, DULY CLAMPED AND PAINTED	
17	2ND STAGE PRESSURE REGULATION UNIT - A SECONDARY PRESSURE REGULATOR (R-2202 OR SIMILAR MATCHING THE FLOW AND PRESSURE REQUIREMENT OF THE KITCHEN) ALONG WITH 40 NB FLANGED DESIGN WCB GRADE BALL VALVE, (CF8 BALL), WITH REQUIRED F/L ENDS, PACKING, JUMPERS AND END FITTINGS AND AN OUTLET PRESSURE GAUGE OF 4" DIA WITH NEEDLE CONTROL VALVES AND FITTINGS COMPLET	
18	300 MB GAS TAPPINGS WITH SOCKET, ISOLATION BALL VALVE & 5 FEET R1 BLACK HOSE - AS REQUIRED WITH REQUIRED END FITTINGS - (3/8", 1/2", 3/4")	
19	3RD STAGE PRESSURE REGULATION SYSTEM INCLUDING AN ADJUSTABLE HIGH - LOW PRESSURE REGULATOR (30-100 MBAR OUTPUT) AS PER EQUIPMENT REQUIREMENT AND SUITABLE 3/4" / 1/2" TH. BALL VALVE WITH 3/4" / 1/2" DIA - 5' HYDRAULIC HOSE PIPE AND MATCHING END NUTS WITH W/C PRESSURE GAUGE	
20	2" FLANGED 3 PCS DESIGN WCB GRADE BALL VALVE, (CF8 BALL), WITH REQUIRED F/L ENDS, PACKING, JUMPERS AND END FITTINGS	
21	1 1/2" FLANGED 3 PCS DESIGN WCB GRADE BALL VALVE, (CF8 BALL), WITH REQUIRED F/L ENDS, PACKING, JUMPERS AND END FITTINGS	
22	1 1/2" NON RETURN VALVE WITH REQUIRED BSP END FITTINGS	
23	1 1/2" FILTER WITH REQUIRED F/L END FITTINGS COMPLET	
24	INCORPORATION OF FIRE SUPPRESSION AUTO CUT OFF SOLENOIDV VALVE WITH REQUIRED FITTINGS - 25 MM DIA COMPLET	

Sr.Ag No.	ITEM	ITEM CODE
25	40 NB FLP COILED SOLENOID VALVE WITH REQUIRED PIPING ,FITTINGS, FLANGES & 3 NOS OF 1 1/2" FLANGED 3 PCS DESIGN WCB GRADE BALL VALVE, (CF8 BALL), WITH REQUIRED F/L ENDS, PACKING, JUMPERS AND END FITTINGS FOR BY PASS ARRANGEMENT AND ISOLATION	
26	DIGITAL GAS LEAK SENSOR MODULES GV 108, CE, PESO AND ATEX APPROVED - ALONG WITH SPLASH GUARDS (IF REQ) - CUSTOM	
27	CABLING (WITH FRLS CONDUIT IN ACCESSIBLE AREAS) - , INSTRUMENTATION TYPE AS REQUIRED	
28	CONTROL PANELS FOR SECTIONS/KITCHENS WITH DISPLAY ALONG WITH GSM MODEL FOR IOT PLATFORM INTEGRATION - UPTO 12 SENSORS	
29	CONTROL PANELS FOR SECTIONS/KITCHENS WITH DISPLAY ALONG WITH GSM MODEL FOR IOT PLATFORM INTEGRATION - UPTO 20 SENSORS	
30	INITIAL IOT MAIN DASHBOARD WITH REQUIRED INTEGRATION TO INDIVIDUAL KITCHEN PANELS.	
31	1 1/2" FLAME ARRESTORS WITH REQUIRED BSP END FITTINGS	
32	4" DIAL PRESSURE GAUGE WITH REQUIRED ISOLATION NEEDLE/HANDLE VALVE ALONG WITH REQUIRED FITTINGS	

Annexure 12: Letter of Undertaking for Blacklist

[This undertaking shall be provided by the Bidder] [On the letter head of the Bidder]

[Date]_____

Subject: RFP for Selection of Service Provider for Food & Beverages Service Operations At Bharat Mandapam, New Delhi

Capitalized terms used herein and not defined shall have the meaning ascribed to them under the Request for Proposal dated (“RFP”).

We [please insert the full name of the Bidder] hereby declare and confirm that we have read and understood all the terms and conditions of the RFP including the specific conditions of RFP, the Annexures therein and we hereby confirm the said terms and conditions are acceptable to us. We declare and confirm that we satisfy, and are compliant with, the Eligibility Criteria as set out under Chapter 5 to the RFP. We undertake to execute the Service Agreement in the manner and within such period as may be required by ITPO and further undertake to abide by the terms and conditions of the Letter of Intent to Award and the Service Agreement in case we are declared as Selected Bidder.

We declare that there is no pending, active, previous or threatened litigation against us in relation to or in connection with the operation of the F&B being run by us across India or anywhere else that (i) materially affects our subsistence; or (ii) would prevent us from making the Proposal or executing the Service Agreement and fulfilling the terms and conditions of the same in the event that we are the Selected Bidder.

We further declare and confirm that we are aware of the required Approvals and other clearances to be obtained for undertaking our obligations for commencing and operating the F&B and Property Management under the Applicable Laws and undertake.

We further declare and confirm that we have never been debarred/blacklisted by ITPO or any Govt Department/PSU pursuant to any business activity undertaken with them.

We further declare and confirm that (i) making and submission of Proposal under RFP; (ii) acceptance of Letter of Intent to Award; (iii) execution of the Service Agreement and thereby undertaking our obligations to undertake

Food & Beverages Service Operations as provided in RFP and that may be approved and/or notified, in writing, by the Authority from time to time during the events at Bharat Mandapam, New Delhi. does not infringe in any manner, whatsoever the existing contracts that we have entered into as on the date of the RFP.

We confirm that no benefit, either in cash or in kind, has been provided by us to any officer or employee, or any relative/associate of any officer or employee of ITPO or any of its associate companies, in order to secure the Contract, and undertake not to provide any benefit, either in cash or in kind, to any such officer/employee/relative/associate as a reward or consideration either for securing the award or any other matter relating to this RFP.

We accept that in the event that the documents submitted by us along with the Proposal are found by ITPO to be inadequate/ false/ incorrect/misleading/ incomplete, the Proposal may be rejected by ITPO without assigning any reasons thereof. In addition, ITPO reserves its right to prohibit us from participation in any further tenders/bids of ITPO.

We acknowledge that ITPO reserves itself the right to reject the Proposal without assigning any reason thereto. We further acknowledge that ITPO is not bound to accept the highest or any Proposal.

We acknowledge that ITPO may share the Proposal and any other information provided by us during the Bid Process or at any time thereafter with its advisors and agents, and we consent to the same.

Upon being issued the Letter of Intent to Award, we undertake to (a) fulfill the conditions specified in the Letter of Intent to Award; (b) furnish the Performance Bank Guarantee; (c) such other undertakings as are prescribed to be issued under and in accordance with the Service Agreement and/or the Letter of Intent to Award; (d) execute the Service Agreement upon completion of the conditions specified in the Letter of Intent to Award; (e) ensure compliance with our obligations as per the terms and conditions of the Agreements and be liable and responsible for such compliance.

We confirm that this RFP is confidential and personal to us and we will not disclose any information set out in this RFP to any person, association of persons or body corporate, except as permitted by ITPO.

[Name of the Bidder]

Address :

Tel no (Office):

Authorized Signatory

Name and Designation:

Annexure 13: Menu Matrix for Canteen Operations

S.No.	Items	Rate (Including GST)
Beverages		
1	Selection Tea (With Milk/Lemon)/Green Tea 125Ml	40
2	Selection of Coffee 125 Ml	50
3	Cold Drink (Coke / Pepsi) / Packed Juice	MRP
4	Sweet Lassi	MRP
5	Masala/ Plain Butter Milk	MRP
6	Packaged drinking Water	MRP
Breakfast/ Snacks		
1	Samosa/ Bread Pakoda (1 Pc)	50
2	Yippee Noodles	100
3	Egg Bhurji/ Omelette/ Fried egg	100
4	Cheese Chilli Toast	85
5	Veg Sandwiches	100
6	Cheese Sandwich	125
Lunch		
1	Veg Thali(Rice/ Roti/ Dal / Salad/Subzi)	200
2	Paneer Of the Day	200
3	Aloo/ Onion/ Gobi Paratha with curd/ pickle (1 pc)	75
4	Matra Kulcha (2pc Kulcha)	120
5	Tandoori Roti (1pc)	25
6	Tawa Roti (2 pcs)	25
7	Steamed Rice (1 portion)	125
8	Egg Curry (with 2 pcs of Eggs)	200
9	Non Veg of the day(Chicken)	250
Desserts		
1	Gulab Jamun (1pc) subject to availability	40
2	Fruit Cake Slice (125 grams)	100
3	Walnut Brownie	150

S.No.	Items	Rate (Including GST)
Additional Items		
1	B NATURAL COCONUT WATER 200 ml	MRP
2	CHOCOLATE/STARWBEERY/VANILLA MILK SHAKE 180 ml	MRP
3	SUNFEAST (LICH/STRAWBERRY & CHIA SEEDS/PINEAPPLE & PEACH) SMOOTHIE 300ml	MRP
4	B NATURAL JUICE 300ml	MRP
5	VEGGIE UPMA 80 GMS	120
6	POHA 80 GMS	120
7	MINI IDLI SAMBHAR 75GMS	125
8	PASTA : PENNE/ SPAGHETTI WITH CHEESE / TOMATO SAUCE	150
9	CHEESE JALAPENO POPPER 8PCS	120
10	PANEER PAKORA 6PCS	150
11	MINT ONION RINGS 6PCS	120
12	PERI PERI FRENCH FRY 100GMS	120
13	BATATA VADA 2PCS	120