



Indian Synthetic Rubber Private Limited

(Joint Venture of Indian Oil, TSRC- Taiwan)

Contact Address:

Opposite Naptha Cracker Polymer Terminal Gate.
P.O.: Panipat Refinery, Panipat-132140
Tel.: +91-180-252-9100,9200 & Fax: +91-180-252-9138

Request for Quotation

Vendor Code : 10000232 Vendor Name: Open Tender for Canteen Services at ISRPL Vendor Address: . . 000000 Contact Person: Phone: Email: Vendor GST No.:	RFQ No: 4100014469 RFQ Date: 15.10.2020 PR No.: 2000001492 Purchase Group: Service Contact Person: Sachin Verma ISRPL GST NO.: 06AACCI3980J1ZE
	Service to be delivered at: Indian Synthetic Rubber Private Limited Opposite Naphtha Cracker Polymer Terminal Gate P.O. Panipat Refinery, Panipat

Quotation Deadline Date : 26.10.2020 **Time :** 1300 Hrs

Subject: RFQ for Open Tender for Canteen services at ISRPL complex, Panipat, Haryana

Dear Sir,

Bids are invited in Two Bid System at ISRL, Panipat for the above referred subject work.

Last Date and Time for submission of offer: For Last Date and Time please refer page 1 of the tender.

ISRPL take no responsibility for delay, loss or non-receipt of tender documents sent by post or courier. Fax/E-Mail offers shall not be accepted.

The bid shall be submitted in the manner described in other terms & conditions in the tender.

Item	Service	Quantity	UoM	Delivery date
00010	Canteen Services	1	Activ.unit	01.11.2020

The item covers the following services:

10	10001678	109,500	NO
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Rice 200 Grams
Chappati 2Nos



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Item	Service	Quantity	UoM	Delivery date
	Vegetable Curry 100 Grams. Dal 100 Grams Dry Vegetable 75 Grams With (option) of Non-Veg- Salad / Papad / Pickle Note: 1 vegetable dish to be seasonal, both the dishes not to be made with same vegetable on any day. Saunf&Mishri			
20	10001679 Canteen Mutton Thali	720	NO	
	MUTTON 1 PLATE (3 PC) with 250 Gram Mutton Note: The Vegetable curry in Veg Thali will be replaced by the Non Veg Thali			
30	10001680 Canteen Chicken Thali	1,440	NO	
	CHICKEN 1 PLATE (3 PC) with 250 Gram Chicken Note: The Vegetable curry in Veg Thali will be replaced by the Non Veg Thali			
40	10001681 Canteen Fish Thali	720	NO	
	FISH CURRY ONE PLATE (2 PC) with 100 Gram Fish Note: The Vegetable curry in Veg Thali will be replaced by the Non Veg Thali			
50	10001682 Canteen Veg Biryani	2,880	NO	
	VEG BIRYANI (350 Gram) with Raita			
60	10001683 Canteen Mutton Biryani	1,440	NO	
	Mutton Biryani (350 Gram & 2 pcs weighing 150 Gram Mutton) with Raita			
70	10001684 Canteen Chicken Biryani	2,880	NO	
	Chicken Biryani (350 Gram & 2 pcs weighing 150 Gram Chicken) with Raita			

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Tax Details: GST No.: 06AACCI3980J1ZE PAN No.: AACCI3980J Corporate Identity Number: U25190DL2010PTC205324



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Item	Service	Quantity	UoM	Delivery date
80	10001685 Canteen Mini Meal (Working Lunch) Assorted Fresh Fruit with or without curd Fresh Paneer items Boiled & salted potato Boiled & salted assorted vegetables Rasgulla/ Gulab Jamun- 2 Nos. For Employees wishing to have lesser diet on any given day due to religious or other purposes	1,460	NO	
90	10001686 Canteen Dosa with Samber & Chutney Breakfast & snacks	3,360	NO	
100	10004445 Canteen Idli With Samber & Chutney 03 nos. Idli With Samber & Chutney	3,360	NO	
110	10004446 Canteen Vada With Samber & Chutney 03 Nos. Vada With Samber & Chutney	3,360	NO	
120	10004447 Canteen Bread Pakora 02 Nos. Bread Pakora with sauce	3,360	NO	
130	10001690 Canteen 4 Bread toast with Butter Breakfast & Snacks	3,360	NO	
140	10001691 Canteen 4 Bread tost with jam 4 Bread tost with jam	3,360	NO	
150	10001692 Canteen Vegetable/ Grilled Sandwich	3,360	NO	

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Item	Service	Quantity	UoM	Delivery date
Breakfast & Snacks				
160	10004448	3,360	NO	
Canteen Puri with Bhaji				
05 Nos. Puri with Bhaji				
170	10001694	3,360	NO	
Canteen Chhole with 2 Bhature				
Breakfast & Snacks				
180	10004449	16,800	NO	
Canteen Parantha With Dahi/Sabji				
02 nos. Panteen Parantha (Aloo Paratha/Gobi Paratha/Lachha Paratha/Methi Paratha) With Dahi/sabji				
190	10001696	14,600	NO	
Canteen 2 egg Omlette				
Breakfast & snacks				
200	10001697	16,800	NO	
Canteen Vegetable Cutlet 2 Nos				
Breakfast & Snacks				
210	10001698	16,800	NO	
Canteen Samosa				
Breakfast & Snacks				
UOM : I no. mean per pc.				
220	10004450	16,800	NO	
Canteen Kachori with Sabji				
02 nos. Kachori with Sabji				
230	10004451	16,800	NO	
Canteen Paneer Pakora				
100 gms Paneer Pakora with sauce.				

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Item	Service	Quantity	UoM	Delivery date
240	10004452 Canteen Assorted Vegetable Pakora 100 gms Assorted Vegetable Pakora with sauce.	16,800	NO	
250	10001702 Canteen Tea Beverages UOM : I NO. MEAN PER CUP	306,600	NO	
260	10001703 Canteen Coffee Beverages UOM : I NO. MEAN PER CUP	153,300	NO	
270	10001704 Canteen Milk Beverages UOM : I no. mean Per Glass	365	NO	
280	10004453 Canteen High Tea Tea/ Coffee/ Soft drinks/ Fruit juices (select 2) (With sugar free and sugar cubes) Mineral water Fresh cookies (3 types) Sandwiches Sweets (kaju) (2 types) Veg. Pakoras assorted/ 2 nos. Boiled Egg	720	NO	
290	10001706 Canteen Special Lunch/Dinner Mineral water/ Coconut water or juice or soft drinks	720	NO	

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Item	Service	Quantity	UoM	Delivery date
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Main course- Indian

- Soup (Veg. / Non Veg) - 1 No.
 - Seasonal vegetables - 1 No.
 - Curry Veg. (Paneer) - 1 No.
 - Non Veg - 2 Nos.
 - Dal - 1 No.
 - Raita / Dahi Bhalla - 1 No.
 - Green Salad - 2 types.
 - Assorted Roti - 2 Nos.
 - Rice (Plain/ Fried) - 1 No.
 - Papad, Pickles
 - Deserts - 2 Nos.
 - Saunf / Elaichi & Mishri/Sweet Pan
- Mineral Water in 250 ml water bottle.

Main course- Chinese

- Chow mien (Veg. / Non Veg) - 1 No.

300 10001707 360 NO
Canteen Chinese Special Lunch/Dinner

- Chow mien (Veg. / Non Veg) - 1 No.
- Chilli Chicken/ Chilli Paneer - 1 No.
- Fried Rice (Veg. / Non Veg) - 1 No.
- Manchurian (Veg. / Non Veg) - 2 Nos.

310 10002802 24,000 NO
Canteen- Gulab Jamun

Per Pc of 60 gms.

320 10002803 6,000 NO
Canteen - Halwa (sooji)/ Kheer

Per plate of 100 gms (in disposable plate with spoon)

330 10002804 6,000 NO
Canteen - Lassi(sweet/salty of curd)

Per Glass of 300 ml in disposable glass



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Item	Service	Quantity	UoM	Delivery date
340	10002805 Canteen - Dahi (Curd) Per 100 gms (in disposable bowl)	24,000	NO	
350	10004454 Canteen Fast/Vart Thali Fast/Vart Thali following items to added; Roasted Ground nuts- 50g Boiled & Sliced potato -100g Curd/Sabudana Kheer -100g Seasonal Fruit - 01 nos.	400	NO	
360	10004455 Canteen Packed Lunch Packed Lunch with following items; 05 Nos. Puri/Chhapati 1 Dry Vegetable Rice-100gms 1 Sweet Pickle Salad	400	NO	
370	10004456 Canteen Packed Snacks Packed Snacks Box with following items; Fruits - 1 no. Samosa-01no./Kachori-02 nos./Bread Pakora-01no. Sandwich set of 2 nos. Juice (200 ML packed) Sauce sachets -01 no Tissue paper-02 nos.	400	NO	
380	10004457 Canteen Water Bottle 200 ML Water Bottle 200 ML (Bisleri/Kinley/Aquafine)	7,200	NO	
390	10004458 Canteen Water Bottle 1 Ltr	2,880	NO	

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Item	Service	Quantity	UoM	Delivery date
400	10004459 Canteen Water Bottle 500 ML	2,880	NO	
410	10001708 Canteen Supervisor	730	MAD	
420	10001709 Canteen Highly Skilled	730	MAD	
430	10001710 Canteen Skilled	2,190	MAD	
440	10001711 Canteen Semi Skilled	3,650	MAD	
450	10001712 Canteen Unskilled	1,460	MAD	

Validity:

This Contract will be valid for Two years.

Submission of offer:

The offers shall be submitted under two part bidding system. The Part 1 shall be Techno-Commercial Un-priced bid and Part 2 shall be priced bid.

Part 1 Techno-Commercial/ Un-priced bid: Techno-Commercial Un-priced bid either to be sent in email to **sachin.verma@isrpl.co.in & Varinder.kumar@isrpl.co.in** or by post / hand in a separate envelope.

Part 2 Priced bid: Priced bid either to be sent in email to **offer@isrpl.co.in** without marking copy of the mail to anyone or by post / hand in a separate envelope clearly super scribing on top of envelope "**PRICE PART - DO NOT OPEN**" to the undersigned only. Priced bid shall contain all the details together with the price. Priced bid should be on company's official letterhead, duly signed by the competent authority and company's official seal affixed on all pages. No condition or stipulation shall be taken in this part.

In case of submitting the bid by post (DTDC / First Flight) or by hand, the Techno-Commercial Un-priced bid envelope and Priced bid envelope shall be enclosed in Third envelope super scribing tender no., subject and due date. The full name, address and contact numbers of the bidders shall be written on



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the bottom left hand corner of all sealed envelopes. Bid shall be submitted to the following address.

Mr. Sachin Verma

Assistant Executive - Materials

Indian Synthetic Rubber Private Limited

Plant Address:

Opp. IOCL Naptha Cracker Polymer Terminal Gate

Village Baljattan, Panipat Refinery

Panipat: 132140, Haryana, India

Mobile No: 8199927111

Landline No: 0180-2529115

Techno-Commercial Un-priced bid shall be submitted as per following guidelines.

"Techno-Commercial Un-priced bid shall contain all details of the tender viz. specifications, delivery schedule and other commercial terms and conditions except price.

The "Techno-Commercial Un-priced bid" should not contain any prices or indication thereof in any manner whatsoever.

1. Bidder details for Income Tax, Sale Tax, service Tax, PF, and ESI as per **RFQ Annexure-I**

2. List of reputed clients (either Petrochemicals Companies or Refineries or Big Process Plant) with whom you have executed major similar nature of jobs with copies of Contracts in last **Five (5) Years** as per **RFQ Annexure-II**. If required, ISRPL may visit works of few of your reputed clients. Please mention if there is any overrun of schedule and reasons thereof.

3. Details of present commitment of the bidders as per **RFQ Annexure-III**

4. List of Tools, Tackles, Equipment's required to perform this work & presently available with as per **RFQ Annexure-IV**

5. Statements of audited accounts for the last three (3) years as per **RFQ Annexure-V**

6. **Deviation (if any) as per RFQ Annexure-VI.**

7. PAN Card & Service tax Registration Copy.

Prospective site organization chart for this Job with details of Manpower with relevant qualification & experience.

Bank Solvency Certificate with name and address of your Official Bankers.

Information of current litigation (if any).

Memorandum of understanding (MOU)/Agreement in case of a partnership firm and

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also the names of the partners.

Registration under shops and establishment act.

PF and ESI/Workman Compensation Policy.

List of authorized signatories along with copies of signature(s).

All supporting documents to validate Technical Qualification Sheet attached herein.

8. Stamped and signed copy of this RFQ.

9. Stamped and signed copy of GCC.

Earnest Money Deposit: The amount of EMD is Rs 5 Lac which to be submitted along with Techno-Commercial Un-priced bid (on and before the last date of submission of offer). EMD shall be accepted in the form of pay order or Demand Draft or BG (format enclosed). Demand Draft or Pay Order shall be made in favour of "**Indian Synthetic Rubber Private Limited**" payable at Panipat. EMD of unsuccessful bidders will be returned upon award of Contract. However, EMD of the successful Bidder will be returned upon the Bidder executing the Contract, and furnishing the Security Deposit as specified in the General Conditions of Contract.

Pre-Bid Meeting: If required, you may contact the undersigned for Pre-Bid Meeting for any clarifications regarding Scope of Work, Schedule of Rates, Site conditions or any other queries with prior appointment from undersigned.

In case of violating the above submission procedure, offer shall be liable for rejection.

ISRPL take no responsibility for delay, loss or non-receipt of bid documents sent by post or courier. Fax offers shall not be accepted.

Enclosures:

1. Annexure I - Records of Bidder
2. Annexure II - Details of Similar Jobs Executed
3. Annexure III - Present Commitments of Bidder
4. Annexure IV - Details of Tools and Tackles
5. Annexure V - Statement of Audited Accounts of Last Three Years
6. Annexure VI - Deviations if any
7. Format for Price BID / Schedules of Rates (SOR)
8. General Condition of Contracts of ISRPL

The bid shall be submitted in the manner described in Terms & Conditions in the tender and as per General Conditions of Contract enclosed.

Scope of Work:

SECTION # A

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SERVICES AND ESTABLISHMENT

1.0 Scope & Area:

1.1 The scope of catering services includes:

- a) Coffee/Tea, Breakfast, Lunch, Fast Meal, Packed Meal, dinner, Snacks and service at ISRPL(24 Hour).
- b) Conference room service for meetings, get-together in and outside the Campus.
- c) Pantry services at the Plant premises.

ISRPL office functions round the clock. It is therefore, essential that catering services should be available on all week days and of the year. The timings can be changed as and when required by ISRPL and late night service may be required during exigency.

1.2 Vendor will cover following area-

Sl.No Area Total Operation

1 Canteen Service inclusive of housekeeping
Dining Hall 1 No. 24X7

Kitchen 1 No.

Utensil Washing Room 1 No.

Kitchen Store 1 No.

Wash Rooms 2 No.

Cylinder Cage (Steel framed) 1 no

2 Pantry Services

Admin Building 2 No G Shift

Control Room 1 No 24X7

Stores & Maintenance 1 no. G Shift

QA/QC 1 no. G Shift

3 Conference hall / board room: As per requirement

4 Supervision- Overall supervision canteen services & supply of items.

1.3 This section covers the charges for providing catering, caretaking & operational services of ISRPL CANTEEN& Pantry, Panipat Plant which also covers wages, PF, ESI, Bonus, Leave Salary, Uniform, Insurance and other statutory norms applicable or amended from time to time of the Contractor's workmen, supervisors and others .

1.4 Arranging & providing Official lunch / dinner / High tea and outdoor catering if desired during meetings.

2.0 Manpower

2.1 The minimum staff requirement for round the clock (in all Shifts) for smooth operations of catering services shall be:

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S.N.	Category	Shi	ft
	A B C G Total		
1	Supervisor	1	1
2	Cook 1	1	
3	Asst. Cook	1 1 1	3
4	Service Boy	2 1 - 2	5
5	Helper /Cleaner	1 1	2
6	Off / Leave Reserve		3
	Total	5 3 1 3	15

S.N. Position Job specification

- 1 Supervisor/
Manager Supervisor/ Manager possessing a degree or diploma in catering / Hotel management or having a minimum 5 years' experience in corporate /industry canteen. He must have thorough knowledge of catering service, VIP Service, maintenance of stores, kitchen and canteen related activities. He shall be responsible for maintaining all the assets and he shall maintain the kitchen equipment's in the canteen by periodically getting them serviced. He shall ensure general cleanliness and hygiene of the canteen staff. He shall be responsible for extending canteen services.
- 2 Cook The cooks should be able to prepare South Indian, North Indian, Chinese, and Continental dishes. Should have experience of preparing food in industrial canteen .
- 3 Asst Cook Cook Assit should have experience in similar capacity in an industry canteen/hotel/restaurant.
- 4 Service boy The Service boy must be generally conversant in Hindi and English with suitable experience, smart and well behaved.
- 5 Helpers Helper should have experience in similar capacity in a canteen/hotel.
- 6 Cleaner Unskilled

2.2 The contractor shall arrange for items i.e. crockery, utensils, boilers, juice machine, cooking gas cylinders, cooking store etc. and items of similar nature of good quality as approved by the Institute at his own cost and maintain the said items in proper and hygienic conditions for due discharge of obligations in respect of running of canteen.

2.3 The vendor shall be provided all necessary crockery/ cutlery / utensils / furniture / fittings / facilities for use within the canteen premises by ISRPL. The other consumable or non-consumables items including raw materials at the canteen for the purpose of catering shall be arranged by vendor.

SECTION 'B'

OTHER SERVICES

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2.0 SECTION - B: SCOPE OF WORK

2.1 Attendance: The vendor shall maintain a register to mark daily attendance of the individual employee who has taken meal (Lunch/ Breakfast / dinner) at the Canteen. The attendance complied shall be sent to HR for verification along with the monthly bill.

2.2 Manpower- Initially One Supervisor for over all supervision and statutory compliance.

2.3 Menu- for lunch/Dinner, Snacks, High-tea & Spl. Hi-Tea is attached as annexure 1.

2.4 LPG- Supplying LPG refills (Commercial use) for day to day use in preparing food items.

2.5 First Aid- Providing and maintaining first aid box consisting of items listed below:- Disprin, Crocin, Saridon, Band-Aid, Bandage, Cotton Roll, Dettol, Baralgon, Burnol Antiseptic cream, Avil, Lomotil, Analgin, Zinetac 150 mg, Digene, Strepsils, Vicks Balm (small), Iodex spray, Brufen 200 mg, Dyrade-M.

2.6 Pest Control- Intensive pest control treatment should be provided through a professional and experienced agency rendering these services covering entire premises including special treatment like anti-termite treatment for wooden surfaces, effective treatment for carpets, at least once in three months.

The vendor shall ensure regular pest and flies control. He will providing 3 Fly Catcher in canteen including insects repellent (All Out, Jet, Mortein etc.) in the CANTEEN & PANTRY rooms, twice in a quarter or as and when required.

2.7 No minimum guarantee will be furnished to the Vendor towards consumption of food items. The vendor shall ensure that the cooked or non-cooked food is stored properly and no stale food is served. In case of food poisoning the vendor will be held solely responsible & will be penalized beside legal action at the discretion of ISRPL

2.8 Cleaning- Removal of tainted material from floors, all the rooms, Kitchen, Kitchen Store, Toilets, Stair-case and common approach stair case, corridors of all floors etc. of the CANTEEN besides maintaining all smooth surfaces, parceling fixtures, plastic/ PVC fixtures, all electrical fittings/fixtures/fan, moping of floor fittings, by suitably polishing the same with the use of agents, chemicals, detergents, at least one time during the day and as and when required. All the areas to be suitably disinfected by using / spraying insect repellent / killer, room fresheners etc. Further,



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to effectively polish all surfaces with agents, chemicals & detergents using mechanical devices.

2.09 Any other services which is not explicitly mentioned but is required to provide catering, care taking & operation services of CANTEEN & PANTRY shall be in the scope of Vendor's work and is required to be performed by the vendor within quoted rates.

2.10 The Vendor shall be provide the following facilities:-

The following exiting crockery/ cutlery / utensils / furniture / fittings / facilities for use within the canteen premises will be provided by the ISRPL.

S.No. Items(crockery/ cutlery / utensils / furniture / fittings / facilities) Quantity Remarks

1	Deep Freezer	2	
2	Dosa Plate	1	
3	Potato Piller	1	
4	Idli Pot	1	
5	Lassi Machine	1	
6	Wet Grinder	1	
7	Pot Changing set with lid & Water Pan	7	
8	Commercial Gas Cylinder	15	
9	Fly Cather	3	
10	Water Cooler	1	
11	Weigh Machine	1	
12	Almirah	1	
13	Frying Pan [Kadhai]	3	
14	Water Pan [For Cylinder]	1	
15	Plastic Drum for Dal	14	
16	Plastic Crate for Vegetable	8	
17	Burner [Bhatti Gas]	3	
18	Roti Plate	1	
19	LPG burner [Roti Chulha]	2	
20	Air Duck	1	
21	Rice Strainer	2	
22	Ban Marie with 5 compartments with lid and serving spoon	1	
23	Oven	2	
24	Air curtain Main Gate	1	
25	Ban Marie with 7 compartments with lid	1	
26	Microwave Oven	2	
27	Patila with lid	14	
28	Cooker	1	
29	Tray	4	
30	Frypan	1	
31	Curder	1	
32	Palta	4	
33	Pauna	2	
34	Tawa	3	

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- 35 Donga 1
- 36 Kadhukash 1
- 37 Chapfrypin 4
- 38 Dongi 1
- 39 Parat 4
- 40 Imandala 1
- 41 Lunch Plate 108
- 42 Breakfast Plate 44
- 43 Chai ketli 3
- 44 Aquaguard water purifier 1

The equipment provided should be maintained by the vendor in good condition. An inventory of the same shall be maintained. Any loss damage to the same beyond normal wear & tear should be adequately compensated by the vendor. The decision of ISRPL shall be final with regard to the extent of such loss/damage. Responsibility for repair, maintenance and proper upkeeping of the infrastructure provided by ISRPL shall be of the vendor.

Any new crockery/ cutlery / utensils / furniture / fittings / facilities required shall be provided by ISRPL by the nominated members from the canteen committee.

2.11 Notwithstanding anything to contrary in the contract document expressed or implied, the vendor shall be and remain at all times exclusively responsible to provide all material, manpower, equipment that are needed to ensure that his/her contractual obligations are fulfilled.

2.12 All jobs will be carried out by professional /experienced persons who are well versed in rendering these services.

*All material used for the operational jobs of CANTEEN & PANTRY shall be of the best quality and approved by the Owner.

2.13 TIMINGS & SCOPE OF SERVICES

The timings of the canteen will be as prescribed by the ISRPL from time to time which may be subject to change. In case of requirement skeleton services will also be provided beyond enumerated hereunder.

Normally the service timings will be as follows:

- Tea : 0930 Hrs to 1030 Hrs or as per order.
- Breakfast : 0700 Hrs to 09.00 Hrs
- Mid-morning tea : 1100 Hrs to 1130 Hrs
- Mid-evening tea : 1500 Hrs to 1530 Hrs or as per order
- Lunch : 1300 Hrs to 1430 Hrs.
- Dinner : 2030 Hrs to 2230 Hrs
- Mid Night Tea : 0300 Hrs to 0400 Hrs
- Morning Tea : 0800 Hrs to 0900 Hrs Along with Breakfast time

2.14 Catering Services will primarily involve

-Procurement of materials for food items and beverages.

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-Cooking and preparing food and beverages with such materials. -Serving foods and beverages to ISRPL employees.

-Supply of milk, tea / coffee/ water in the pantry

Catering services also include preparing and serving of tea/ breakfast/ lunch/ dinner, snacks / Hi tea to the officers & guests as per their demand and order from time to time. The vendor if so asked shall serve snacks to guests and shall provide various services at official meetings, conferences, official dinners, special gettogethers, business meetings and various functions.

Materials referred to above shall mean raw materials, condiments and ingredients including tea, coffee and soft drinks required for the preparation and/or service of food and beverages at the CANTEEN & PANTRY.

2.15 Uniform- All the person Deployed should be in proper uniform. Colour of uniform will be approved by ISRPL Representative. Where ever required PPE items has to be wore by the person deployed. PPE items like Safety Helmet, Safety shoe etc will be provided by the vendor.

2.16 Any misuse of premises, equipment or facilities extended to the vendor by the Owner will entail payment by the vendor to the Owner as may be decided by the Owner including termination of contract if called for. The Owner shall decide the amount of such payments or authorized representative and his decision shall be final and binding. Such payments will be recovered / deducted from the vendor's pending bills or security deposit.

2.17 All consumable materials required for periodic operation & maintenance work will be of best quality and approved by the ISRPL Officer Incharge.

2.18 Raw materials and food stuff provided shall be wholesome and should conform to the specification and shall be to the satisfaction of ISRPL representative.

2.19 Statutory Compliance- Vendor has to ensure all the statutory compliances like Minimum Wages, PF, ESI etc. applicable from time to time.

2.20 Waste Disposal - The responsibility of collection and disposal of waste & garbage generated while or after food preparation like food waste, rind of vegetable/ fruits, used oil & its containers is solely lies with the vendor.

2.21 ELIGIBILTY CRITERIA

- i. EPFO Register No.
- ii. ESIC Register No.
- iii. Possession of Labour Licence(As per applicability)
- iv. Service Tax Registration With Latest Return
- v. IT Pan No
- vi. Minimum turn over in last 3 financial years should be Rs. 2 Crore

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vii. Minimum Work Order of Rs. 1 Crore per annum Completed in any of the last 3 Years against operation of industrial canteen services of organization of repute.

viii. Credential Certificates from the clients(attach contact person Phone/Email Id

With designation ix. Work Order completion certificate from the owner must be attached with the

x. Working Experience of minimum 05 years in Round the clock operation of Officer / Staff Canteen of minimum of 200 Persons at any PSU/Govt.

Sector/Semi Govt./ Pvt Sector of repute xi. Audited IT return of last 3 years Return

xii. Supervisor possessing a degree or diploma in catering from a reputed Institute or having a minimum 5 years' experience in a hotel of not less than 3 star rating as Manager (F&B)/ (Banquets). Expertise in maintaining canteen and pantry for smooth operations of CANTEEN & PANTRY, the vendor is required to engage workmen of skilled/unskilled categories to meet the job requirement.

2.22 Efficiency, promptness, quality service, good behavior, attendance and politeness of the vendor and his staff are the essence of the contract. The vendor is required to supervise and control in person or through his authorized supervisor on a daily basis all the work and services at the CANTEEN & PANTRY.

2.23 The vendor shall engage staffs, who are medically fit. They should be free from all infectious diseases. The vendor shall submit proof of his employees being medically fit every 12 months to the owner.

2.24 In case of emergency, the vendor shall arrange portable water from outside on reimbursable basis at the rate to be finalized by the Owner. However, when the water supply cannot be arranged due to defect in the pump, to tide over the immediate crisis.

2.25 PERIOD OF CONTRACT- The period of contract will be for 2 years. However, the same contract may be extended for a further period of 2 year or part thereof on same rates, terms and conditions subject to their satisfactory performance.

The contract shall be in force for the period stipulated in the contract, and on the expiry thereof, it will be deemed to have been terminated automatically unless otherwise intimation in writing is given. Further, the vendor will not have any right either contractual or equitable to demand any fresh contract for another term.

Notwithstanding anything contained in other clauses of the tender document, if at any time during the period of contract it is observed that the services are not being rendered to the entire satisfaction of the owner, the Owner will have a right to terminate the contract after satisfying himself about

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the vendor's inability or unwillingness to render requisite services or for other reasons. The decision in this regard will be final and binding on the Vendor. Upon termination of the contract the Owner shall be entitled, at the risk and cost of the vendor, to carry on the services for the balance period of the contract as contemplated in the scope of work through an independent agency and to adjust any differential amount thus incurred from the vendor in addition to any other amounts, compensation and damage that the Owner is entitled to in terms of the relevant clauses of this existing contract from the security deposit or any other amount due to the vendor.

ESCALATION/DE-ESCALATION:

The rates for food and beverages etc. as above will be firm during the period of the contract except for escalation/de-escalation stipulated as under:

2.26 PRICE ADJUSTMENT FOR FOOD ITEMS:

Rates will be firm during the first year of the Contract.

For the Second year of the Contract & further, billing amount of items will be increased/ decreased quarterly on the basis of Wholesale Prices Index (All Commodities) for the quarter under consideration as published by Ministry of Commerce & Industry, Govt. of India in accordance with the following formula:

The Prices will be adjusted quarterly as per the following formula: $P = P_o + \{(WPIP - WPIC) / WPIC \times 100\}$

P = Variation in quarterly bill amount covered

P_o = Quarterly Bill amount based on quoted rates minus LPG Cylinder Cost during the quarter of billing under consideration.

WPIC=

Wholesale Price Index as published for the last week of last month of completion of 1st year of contract.

WPIP= Wholesale price index as published for the last week of the quarter under consideration. Escalation for the part of quarter shall be calculated on pro rata basis.

- Wages of employees: Govt. issues a notification revising the minimum wages in respect of certain categories of employees as per Govt. notification. Such increase/decrease affected by the Govt. notification will be payable/recoverable.

- TAXES, LABOUR LAWS AND OTHER REGULATIONS

The vendor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.

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The vendor shall fully comply with all applicable laws, rules and regulations relating to P.F. Act, ESI Act, Bonus Act, Minimum Wages Act, Contract Labour Act (including 30 days leave to pay), Workmen's compensation Act, C.L. (R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts of Laws, regulations passed by the Central, States, Municipal and local government agency or authority.

The vendor shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions / obligations. The vendor shall be responsible for making records pertaining to payment of wages act and also for depositing the P.F.& ESI Contributions, with the authorities concerned. The vendor shall be responsible to keep a register for payment of wages to its employees and shall make the payments in the presence of the Officer in charge or his representative. The officer in charge can check the records pertaining to payments or PF ESI contributions at any time.

The vendor shall bind himself/themselves, executors or administrators and shall indemnify, the Owner, in respect of this contract, including all of its claims, damages, proceedings, costs, charges and/or any expenses whatsoever which may be imposed, enforced or brought against the Owner or any of its members, officers, employees for reason of or consequent upon any break or default on the part of the vendor in respect of violation of any of the provisions Law/Act rules or regulations having the force of law or if any award of decision by any competent Tribunal, Court or authority in respect of the workmen or any one employed/engaged by the vendor/sub-vendor in connection with this contract.

2.27 INSPECTION AND TESTING BY THE OWNER

The Owner shall be entitled to inspect and or/test by itself or through any of its representative or any independent agency the premises held by the vendor and raw materials and food-stuff stored and served.

If any material, item or component intended to be used for the work is found to be unsatisfactory (in which matter the decision of the Owner or his authorized representative shall be final) the vendor shall not use such materials.

2.28 OTHER CONDITIONS

i. In matter of dispute regarding quality of Catering and other services, quality of food-stuff, utilization of the premises and of the facilities made available by CANTEEN & PANTRY or any other matter related with these services the decision of the Owner or his authorized representative will be final and binding.

ii. The vendor shall not assign, sub-contract or sub-let the whole or any

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part of the work in any manner.

iii. Gas cylinders in adequate quantity for a gas bank of five cylinders is to be available all the time. The vendor shall provide the gas Cylinders at his cost.

vendor shall be responsible for safety of gas cylinders from fire safety angle.

iv. The Vendor and his staff members shall be responsible for removing used utensils, cleaning and maintaining the same in proper condition, Similarly, all canteen equipment, gadgets etc, should be cleaned properly daily and kept in a ready to use condition.

v. All the workers of the vendor posted in the canteen shall be first checked & verified in line with the criteria set by ISRPL. The vendor shall be responsible for the proper conduct of his worker. It would be the responsibility of the vendor to provide immediate replacement.

vi. Before deployment of his worker, vendor shall ensure that all Gate Pass formalities / requirements is complete. Report to be submitted to the ISRPL Administration InCharge. The vendor would be responsible for submitting medical reports of all his employees at ISRPL offices every six months from the Govt. Hospital or Medical Officer approved by ISRPL to ensure that only medically fit employees are on the job.

vii. Vendor shall maintain the complaint/feedback register under supervisors' custody in the canteen in which all the suggestions and complaints shall be recorded. This register shall be put up to Canteen Committee ISRPL within 24 hours from the time of entry under normal circumstances.

viii. The vendor shall be responsible for timely payment of wages as per rules before 7th of every month to his personnel with submission of proof of payment to ISRPL. The timely payment of PF/ESI and other statutory benefits shall be ensured by the vendor. The bills shall be cleared on satisfactory compliance of the same.

2.29 SERVICES ON SPECIAL OCCASION:

If at any time during the existence of the contract the Owner so desires to utilize the services of the Vendor for any special occasion or otherwise at ISRPL premises in the vicinity, the Vendor will arrange the same at the rates to be mutually agreed upon

Similarly in case the Owner desires to include any new items in the contract for catering or for operational services the same will be negotiated with the Vendor.

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PENALTIES:

Penalty on account of the following shall be levied on the vendor based on the assessment done by the ISRPL:

i. For non- deposit of PF & ESI contributions of the workers engaged by the vendor at CANTEEN & PANTRY with the concerned authorities on time or non/ less payment of wages to the workers, a penalty up to an amount of Rs 2,000/- as may be deemed fit by the Officer in charge will be imposed.

ii. Any insect/foreign particle found in the prepared meal would attract penalty of Rs. 500/- per occasion.

iii. Consequences arising due to supply of adulterated /contaminated/ unhygienic food shall be the sole responsibility of the Vendor. Penalty Amount at the discretion of ISRPL.

iv. Complaints on account of unclean utensils /not adhering to personal hygiene of workers, unsatisfactory maintenance of kitchen, dining area, serving area, etc. shall attract penalty of Rs 500/- per occasion.

v. Serving non-branded/unauthorized items or beyond expiry date shall attract a penalty of Rs. 3,000/- per occasion along with replacement with branded items.

vi. Shortage of Food # Rs. 500/- per occasion.

vii. Non-maintenance of cooking equipment's, vessels, utensils, Refrigerators, Grinders, etc. given by ISRPL # Penalty shall be arrived at based on the extent of damage/repair.

viii. Delay in service more than 30 min then the schedule time Penalty Amount at the discretion of ISRPL

ix. Misbehavior/Act of indiscipline by Vendor's workers # Amount at the discretion of ISRPL including replacement of such Personnel.

x. Willful omission in carrying out responsibility resulting in loss / damage of ISRPL Asset # amount equivalent to the value of loss (value as fixed by ISRPL).

xi. Chewing of gutka/smoking of cigarettes or bidis or similar stuff by canteen staff # Rs. 500/- and may be asked for replacement of such canteen staff.

xii. For repeated failures to adhere to the conditions mentioned above, the penalty amount shall be doubled for each subsequent failure within two months.

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xiii. The above penalties are not exhaustive. The decision of the ISRPL shall be final with respect to the extent of penalties being levied.

Items for cleaning & maintaining Wash room in Canteen and Conférence room

S.N. ITEMS QUALITY BRANDS

1. Washing Powder Surf / Ariel
2. Vim Popular, Hindustan Lever Ltd.
3. Glass Cleaner, Floor Cleaner, Surface Retainer, Tile cleaner Diversify lever, Metropol, Hindustan Lever.
4. Phenyl Cleanzo, Trishul
5. Liquid Toilet Soap Diversify lever, Dettol, Modicare
6. Shampoo (20 ml in plastic bottles) Pantene, Head & Shoulders
7. Toilet paper Wintex, Sofine
8. Room Freshener Yardley, Tahina
9. Moisturizer (20 ml in plastic bottles) Ponds, Nivea,
10. Toilet Freshners Odonil, Admire
11. Urinal Cakes Odonil, Admire
- 14 Detergent and other required material such as duster, broom, Collin, naphthalene balls etc.etc. Quality as approved by Officer- Incharge

Brand /Quality of Materials

(Refer Clause 5)

Only branded items, as given below shall be served. For any change in brand, prior written permission shall be obtained from ISRPL.

S.N. ITEMS QUALITY, BRANDS

Dairy Products

1. Milk-Toned Full Cream Mother Dairy, Amul, Nova
2. Butter Amul, Mother Dairy, Ananda, Nova
3. Cheese Processed Cheddar Amul, Mother Dairy, Ananda, Nova
4. Condensed Milk Milk Maid/ Nestle / Amul, Mother Dairy,
5. Ice-Cream Mother Dairy, Kwality Walls, Amul, Vadilal
6. Fresh Cream Amul , Thick quality

Bakery Products

1. Bread Harvest Gold, Britannia
2. Biscuits Britannia, Fifty-Fifty, Good Day, Butter Bite, hide seek, orio, Bourbon, Hide & Seek

Provision and Stores

1. Atta Shakti Bhog, Nature Fresh, Ashirvad, Rajdhani
2. Basmati Rice Kohinoor, Lal Quilla, Daawat
3. Sugar Cube/ Sugar free Uttam, Suger Free,
4. Tea Bags Taj Mahal, Tata Tetley
5. Coffee Nescafe, Bru



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6. Corn Flakes Kelloggs', Tops
7. Jam Kissan or Tasty Treat
8. Pickle Mother's Recepte or Pachranga
9. Refined Oil (Soya/ Sunflower/ rice bran Fortune or saffola
10. Tomato Sauce Maggi, Kissan, Heinz
11. Chili Sauce Tops or Maggi or Kissan
12. Soya Sauce Tops or Chings
13. Vinegar Tops, Tasty
14. Papad Lijjat or Mothers
15. Chat Masala, Channa Masala,
Garam Masala, Kitchen King,
Kasturi Methi MDH, Everest, MTR
16. Table Salt /Pepper Catch, MDH
17. Custard Powder Brown and Polson, Pillsberry
18. Corn Flour Brown and Polson, Pillsberry
19. Dhania Powder, Chilli Powder, Haldi Powder Agmark brand(MDH, Everest,
Catch)
20. Salt TATA
20. Sambhar Powder, Rasam Powder Agmark brand(MDH, Everest, MTR)
21. Jelly Rex, Tops, Alpenliebe
22. Sweet Corn Kissan or Safal
23. Kaju, Kishimish Best Quality
24. Laung, Dal Chini, Choti Elaichi and other Hot Spices Best Quality
25. Mineral Water Bisleri, Aquafina, Kinley
26. Pulses # Dals and beans Best quality
- 27 Cold Drinks (In 300 ml/Half Lt Bottle/1 Lt & 2 Lt) Pepsi family or Coke
family
- 28 Packed Fruit Juice Tropicana or Real or Natural
- Fruits and Vegetables
1. Frozen Vegetables Mother Dairy or Reliance Fresh or Mc Cain or Safal
2. Fresh Fruits and Vegetables Fresh and Best Quality
- Meat
1. Chicken Broiler # weight per chicken 600 # 700 grams clean without skin.
2. Mutton Goat, Carcass
3. Fish Bhetki # with bone/boneless and without skin, Rohu without skin.

PROVISION OF STITCHED UNIFORMS BY VENDOR

The vendor will have to keep its employees in proper uniforms for service in the canteen. The contract shall provide to its employees following uniform

A. For summer:

S.N Category Description

1. Bearers / Waiters 2 sets of white terry cotton shirts and black

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trousers with matching jacket and Bata leather shoes (1 pair) with 2 pair of socks per year.

2. Cooks 2 sets of cotton cook jackets, white shirt and white cotton stitched trousers and 1 pair of leather shoes (per year) with white scar-chef's hat.

3. Kitchen Helpers 2 sets of grey cotton drill trousers and jacket, rubber shoes, grey apron and grey Gandhi cap.

4. Manager/Supervisor s/Receptionist 2 sets of white terry cotton shirts, black trouser, neck tie, 1 pair of black leather shoes with 2 pair of socks (per year).

5. Room attendants /

Staff 2 Sets of Grey /Brown terry cotton shirts and trousers, 1pair of Bata Canvas shoes with 2 pair of socks per year.

For winter (for all above categories):

One close necked coat / pull over/ jacket of blue colour (of good quality) every year to all as approved by Officer-in-charge.

Two sets of white gloves each for Bearers/ waiters (for special occasion dinner and lunch)

The above uniform materials will be approved by authorized representatives.

2.30 RATE:

i. The cost of LPG Cylinders shall be borne by the Vendor.

ii. The rate of biscuits, namkeen, beverages, etc., shall not exceed the MRP when charged to ISRPL. The scheme of discount available with the product shall be given to ISRPL.

iii. Only those items authorized by ISRPL shall be allowed to be sold in the canteen.

Annexure 1

I. SPECIAL LUNCH MENU (Buffet Style)

1. Lunch Session

Soup / Lime water / Mineral water/ Coconut water or juice or soft drinks

2. Main course- Indian

- Soup (Veg. / Non Veg) - 1 No.

- Seasonal vegetables - 1 No.

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- Curry Veg. (Paneer) - 1 No.
- Non Veg - 2 Nos.
- Dal - 1 No.
- Raita / Dahi Bhalla - 1 No.
- Green Salad - 2 types.
- Assorted Roti - 2 Nos.
- Rice (Plain/ Fried) - 1 No.
- Papad, Pickles
- Deserts - 2 Nos.
- Saunf / Elaichi & Mishri/Sweet Pan - Mineral Water in 250 ml water bottle.

3 Main course- Chinese (as per requirement)

- Chow mien (Veg. / Non Veg) - 1 No.
- Chilli Chicken/ Chilli Paneer - 1 No.
- Fried Rice (Veg. / Non Veg) - 1 No.
- Manchurian (Veg. / Non Veg) - 2 Nos.

4 High Tea

- Tea/ Coffee/ Soft drinks/ Fruit juices (select 2) (With sugar free and sugar cubes)
- Mineral water
- Fresh cookies (3 types)
- Sandwiches
- Sweets (kaju) (2 types)
- Veg. Pakoras assorted / Boiled egg

II. FOOD & BEVERAGES IN NORMAL LUNCH/DINNER AT CANTEEN

RATES FOR FOOD & BEVERAGES

S.N Item Remarks

1. Beverages

Tea As per requirement per
Coffee

Milk Toned

Cold drink

Mineral water

Biscuit & Snacks cup

2. BREAKFAST (Per plate)

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1 Dosa with Samber & Chutney

3 Idli with Samber & Chutney

3 Vada with Samber & Chutney

dhgt251660288fLayoutInCell1fAllowOverlap1fBehindDocument1fHiddenOfLayoutInCell1fBread Items

Bread Pakora

4 Bread toast with Butter

4 Bread toast with Jam

Vegetable/ Grilled Sandwich

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5 Puri with Bhaji

2 Bhature with Chhole

2 Parantha with Dahi

2 egg Omlette

Vegetable Cutlet 2 Nos

1 Samosa

2 Kachori with Sabzi

Paneer Pakora 100g

Assorted Vegetable Pakora 100g Weekly Schedule as decided by Officer Incharge

3. Comprehensive Veg Thali (Served on buffet)

Rice 200 Grams

Chappati 2Nos

Vegetable Curry 100 Grams.

Dal 100 Grams

Dry Vegetable 75 Grams

Salad, Papad, Pickle

Curd 100g / 1 Sweet (Gulab Jamun / Rasmali, /kheer etc.)

Saunf & Mishri

Note: 1 vegetable dish to be seasonal, both the dishes not to be made with same vegetable on any day. Everyday

4. NON-VEG. THALI OPTIONS

CHICKEN 1 PLATE (3 PC) with 250 Gram Chicken

FISH CURRY ONE PLATE (2 PC) with 100 Gram Fish

MUTTON 1 PLATE (3 PC) with 250 Gram Mutton

Weekly Schedule as decided by Officer

In-charge

S.N Item Remarks

MISC VEG BIRYANI (350 Gram) with Raita

Chicken Biryani (350 Gram & 2 pcs weighing 150 Gram Chicken) with Raita

Mutton Biryani (350 Gram & 2 pcs weighing 150 Gram Mutton) with Raita

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Extra Roti/ Parantha

Note: The Vegetable curry in Veg Thali will be replaced by the Non Veg Thali. As & when required and intimated by Officer in-charge in advance

5. Mini Meal (Working Lunch) Per plate For employees wishing to have lesser diet on any given day due to religious or other purposes

Assorted Fresh Fruit with or without curd

Fresh Paneer items

Boiled & salted potato

Boiled & salted assorted vegetables Rasgulla/ Gulab Jamun- 2 Nos.

6 Fast / Brat Thali

Roasted groundnuts # 100g

Boiled & Sliced potato # 100g

Curd # 100g

Sabudana Kheer # 100g

Seasonal fruit # 1 Nos

7 Packed Lunch (per packet)

5 Nos Puri / Chhapati

1 Dry Vegetable

Rice # 100g

1 Sweet

Pickle

Salad In case of requirement

Terms and Conditions:

1.0-Site Particulars:

The intending bidder shall be deemed to have visited the site and familiarized himself with the site conditions before submitting the tender. Non-familiarity with site conditions will not be considered a reason either for extra claims or for not carrying out the work in strict conformity with the drawings and specifications. For site visit, the tenderer may contact representative of ISRPL at plant office of INDIAN SYNTHETIC RUBBER COMPLEX. Quotations to be submitted by the intending tenderers after being satisfied in all respect about the labour conditions including applicable labour wages and benefits for the work force deployed/to be deployed by the Contractor(s)/ subcontractor(s) in the premises of the Company at Panipat. The Company shall not entertain any requests or complaints whatsoever on such account.

2.0-Validity of Offer:

Offers shall remain valid for acceptance for SIX MONTHS from the last date of submission of offers, and if accepted, shall remain valid till completion of work. During the validity of the bid, Bidder shall not modify his bid in any way, unless requested by owner in writing. If required, owner may request for extension of validity. ISRPL also reserve its right not to accept the lowest bidder.

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2.1-Price Negotiation: Negotiations will not be conducted with the bidders as a matter of routine. However, Company reserves the right to conduct negotiations.

It may please be noted that during or after negotiation, contractor cannot increase their rates (i.e. upward revision) wrt to initial quotes rates. In case of violation, ISRPL reserve the right to forfeit the EMD amount submitted to us along with the offer.

3.0-Deviations to Tender Stipulations:

No deviations shall be acceptable on the following tender provisions.

- a) Defect Liability period and latent defects
- b) Termination
- c) Schedule of Rates

Bidder shall quote strictly based on the terms and conditions in the RFQ documents and not stipulate any deviations. However unavoidable, deviations shall be listed separately as per RFQ **Annexure-VI**.

4.0-Taxes and Duties:

The prices shall be exclusive of service taxes but inclusive of all applicable statutory taxes & duties and will be remains firm & fixed for entire period of contract.

5.0-Tax Deduction:

All necessary & statutory tax shall be deducted from your bill amount at the rate prevailing during the time of payment and necessary TDS certificate shall be given to you.

6.0-Payment Terms:

Payment shall be made monthly RA bills by crossed cheque (A/c Payee) within 30 days from the date of receipt of certified bills after deducting Income tax & any other taxes at source at the rates prevailing at that time.

7.0 Splitting of Order: ISRPL reserves the right to split the procurement quantity between two or more suppliers, in any proportion at its sole discretion with maximum share to L1.

8.0 Price Reduction schedule for delayed Job completion:

The date of Job completion as stipulated above shall be deemed to be the essence of the agreement. For any delay in Job Completion or part there of beyond the Job completion date stipulated, the vendor shall be liable to pay compensation @0.5%contract value per week of delay subject to a maximum of 5% of the contract value.

9.0 Idle Labour

Whatever the reasons may be, no claim for idle labour, additional establishments cost of hire and labour charges of tools and plants would be entertained under any circumstances.

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10.0 Clearing Site on Day to Day Basis / on Completion :

On completion of the works the contractor shall clear away and remove from the site all surplus materials, rubbish and temporary works of every kind and leave the whole of the site and the works clean and in a workman like condition to the satisfaction of the Employer.

11.0 Dismissal of Workmen :

The contractor shall on the request of the Employer immediately dismiss from works and remove from site any persons employed thereon by him, who will in opinion of the Employer, be unsuitable or incompetent or who misbehaves. Such discharges shall not be the basis of any claim for compensation or damages against the Employer or any of their officer or employee.

12.0 Personal Protective Equipment:

Contractors have to provide all-necessary personal protective equipment's such as helmet, safety shoes, safety goggles & hand gloves etc. to their labours.

13.0 Safety and work permit:

Contractor shall have to strictly adhere to all the safety rules of ISRPL and always work with proper permit from the operational department.

14.0 Safety regulations:

You shall have to follow all the safety rules and regulations followed by ISRPL and also to ensure that your workers are well equipped with safety shoes and helmets and all other safety appliances required during the execution of the work.

15.0 Penalty for violating safety rules & procedures :

15.1 In case of different types of injuries:

- a) First Aid Case (FAC) - Rs. 2000 per incident per person
 - b) Medical Treatment case (MTC) - Rs. 4000 per incident per person
 - c) Restricted Work Case (RWC) - Rs. 8000 per incident per person
- For any subsequent recurring issues, the penalty will be doubled for each case.

The above penalties will be independent of any statutory penalties and/or other action against the service contractors.

Methodology for identification of violation of safety rules and regulations and recovery of penalty:

1. ISRPL's Occupational Health Centre (OHC) will declare any injury as First Aid Case (FAC), Medical Treatment Case(MTC), Restricted Work Case(RWC), Loss Time Injury(LTI) & (Fatality) FLT.
2. Investigation will be carried out within 24 hours by ISRPL's safety team.



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For major accidents (LTI / FLT) a cross functional investigation team will be formed by management.

3. ISRPL's Team Leader (TL) - Safety will check the nature & cause of such unsafe act or unsafe condition and whether contractor or contract workers are responsible or not.

4. Finance Department will deduct money from the Bills of the Contractor on the certification / confirmation of the ISRPL's Head - HSEF.

5. For violation of any safety rules and for unsafe act safety personnel at site will issue a penalty slip to the contractor representative at site with a copy to Team Leaders and Finance dept.

6. Contractor representative will have to sign in the penalty slip.

16.0 Labour Laws & Regulations:

Contractors will have to comply & abide all the Labour laws prevalent/relevant as per the Government guidelines from time to time. It will be the responsibility of contractor at time of inspection by the labour authority to submit the proof of documents and take clearance & certificate of compliance from the authority at time of inspection or when called-for by the labour authority/ISRPL.

All the labour laws will be applicable to contractor as per the rules/guidelines of law from the date of inception. Contractor will have to submit the relevant compliance certificates as per ISRPL requirement. To name few (Other laws not mentioned will also be applicable, if as per law advised to do so), labour laws are mentioned below:-

16.1 Contract Labour (Regulation & Abolition) Act 1970:

Contractor shall obtain necessary labour license from Licensing Authority under the "Contract Labour (Regulation & Abolition) Act 1970" and central rules made there under.

16.2 Provident Fund:

The provisions of the EPF & MP Act, 1952 and rules/Scheme framed there under shall be applicable to the eligible contractor and his eligible employees to be engaged for this job. The contractor shall furnish the code no. allotted by RPFC Authority to the Engineer -in-charge. For this purpose, the contractor is liable to submit copy of each wage sheet & challan showing PF deposit with each bill to the Engineer-in-charge duly signed. Upon failure of the contractor to do so the ISRPL shall be entitled to deduct applicable labour emoluments as Indemnity amount and shall be released only upon submission of related documents as proof of PF compliance in respect of the employees to be engaged by contractor for this job.

16.3 ESI Scheme:

Contractor shall also comply with the provisions of the ESI ACT, 1948 and Rules framed there under in respect of your workers to be engaged for this job you shall obtain ESI Code No. from the local ESI Authorities for the said purpose and furnish the Code No. allotted by ESI authorities to the Engineer-in-charge before starting the job.

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17.0-Statutory Documents:

17.1 Half Yearly Return under Contract Labour (R&A) Act:

Xerox copies of Form XXIV mentioned under Contract Labour (R&A) Act, need to be submitted along with the bills for services rendered in January and July every year.

17.2 Other Documents:

Other documents that may be required to be produced would be communicated from time to time based on statutory requirements subject to subsequent amendments.

18.0 Maintenance of Leave & Attendance data:

All leave and attendance data pertaining to the personnel to be deployed by the Contractor to carry out the assigned jobs need to be maintained and controlled by the Contractor himself.

19.0 Insurance Cover for Workmen:

The contractor shall obtain adequate insurance policy in respect of his workmen to be engaged for the work towards compensations as admissible under the Workmen's Compensation Act, 1923 and Rules framed there under upon death /disablement of a worker and the same has to be produced to the Engineer-in-charge before start of the work.

In case any person deployed by you or by agencies who have been engaged by you for the execution of this contract suffers work injury or complains of illness within the Plant or in the presence of other ISRPL personnel on duty, the concerned person may be treated by the available medical / Para medical personnel who have been deployed by the Company. Subsequently, subject to the decision and guidance of the Company's Medical Officer, the concerned person may be hospitalized.

In such cases and in the absence of your authorized representatives or of the concerned agencies, all expenses related to the initial treatment and / or hospitalization expenses shall be borne by ISRPL and may be subsequently recovered from your bills. However, ISRPL will arrange to communicate such events to you through any of your personnel or any other suitable medium at the earliest possible opportunity. Once you or your agency takes charge of the situation all relevant medical documents (that had so far been generated) related to the case shall be duly handed over to you to enable you to claim insurance benefits, if any. In such events, all decisions taken by the Company's Medical Officer, related to the treatment and / or hospitalization of the patient may be considered to be final and binding on all concerned.

20.0 Site organization:

Contractor should have adequate manpower, equipment, tools and tackles to carry out the job. Bidders are advised to submit the proposed minimum site organization chart and the list of minimum equipment, tools and tackles they are going to maintain at site including the list of equipment's owned by the



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bidder. However this does not absolve the contractor of his responsibility to mobilize more manpower, equipment, tools and tackles as required to carry out the work. Contractor has to provide adequate skilled worker required for the job including supervisory worker.

21.0 ISRPL Environment Related Requirements:

You shall have to follow all the Environment related rules and regulations followed by ISRPL (as per ISO 14001:2015). ISRPL Environment Policy is to Protect, Utilize and manage our Natural resources in order to prevent Pollution and to continually improve the air breathe, the water we drink, and the earth we inhabit.

22.0 General Conditions of Contract: Other terms and conditions shall be as per General Conditions of contract enclosed.

23.0 General: ISRPL reserves the right to place order of any quantity, which may be higher or lower than as it is appeared in this RFQ. ISRPL also reserves the right to place order of any number of items. ISRPL reserves the rights for Technical Modifications and Commercial Negotiations. ISRPL may accept or reject the offer without assigning any reason what so ever.

Please acknowledge receipt of this enquiry and confirm your participation.

Thanking you,

For INDIAN SYNTHETIC RUBBER PRIVATE LTD.

Assistant Executive - Materials

Annexures:

Annexure - I
SUBMISSION OF RECORDS

Bidder is required to submit the following records strictly as per the table :

Record description	Record details of the Bidder
Name of Bidder	
Registered / Main Office Address	
Phone, Fax No and Email of the Registered Office / Concern Person	
GST	
Income Tax Permanent Account No	
SSI / NSIC Registration no (If Any)	
Document typeSubmitted	(Yes / No) Document reference number

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(Attachment number)
PF & ESI Certificate
ITR copies
AUDITED ACCOUNTS statements

Signature and office stamp of the authorized representative of the bidder

Annexure - II

DETAIL OF SIMILAR WORKS EXECUTED DURING THE LAST 5 (FIVE) YEARS

RFQ NO. :

NAME OF THE WORK :

NAME OF THE BIDDER :

Tenderer should furnish information strictly as per the format.

Sl. No. Full postal address of the client & name of the officer-in-charge with fax / Phone number Contractor on behalf of whom job was done
Description of the work Value of the contract Date of commencement Completion time (months) as stated in work order Actual completion time (months) Remarks

Stamp & Signature of Bidder



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Annexure - III

DETAILS OF PRESENT COMMITMENTS OF THE BIDDER

RFQ NO. :
NAME OF THE WORK :
NAME OF THE BIDDER :

Bidder should furnish information strictly as per the format

Sl No. Full postal address of the client & name of the officer-in-charge with fax / phone number Contractor on behalf of whom job is executing Description of the work Value of contract Date of commencement Scheduled completion time (Months) Copy of work order submitted (Yes / No) Remarks

Stamp & Signature of Bidder

RFQ Annexure - IV

DETAILS OF EQUIPMENTS, TOOLS & TACKLES

RFQ NO. :

NAME OF THE WORK :
NAME OF THE BIDDER :



Indian Synthetic Rubber Private Limited

(Joint Venture of Indian Oil, TSRC- Taiwan)

Contact Address:

Opposite Naptha Cracker Polymer Terminal Gate.

P.O.: Panipat Refinery, Panipat-132140

Tel.: +91-180-252-9100,9200 & Fax: +91-180-252-9138

Vendor Code : 10000232

Vendor Name: Open Tender for Canteen

4100014469 / 15.10.2020

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Tenderer shall submit here in details of equipment, tools, tackles, etc. required to perform this work only and shall indicate in each case whether the name is (a) already owned by tenderer & available to use in this contract (b) anticipated to be hired by the contractor (c) anticipated to be purchased by the contractor. Incase of (a) present location shall be stated. In case of (b) &(c) location of hirer or supplier shall be stated. Information to be furnished strictly as per the format.

Sl. No. Equipment description Make, Model, TypeCapacity / range Year of manufacturingCategory (a) or (b) or (c) above Location Calibration due on Remarks

Stamp & Signature of Bidder

Annexure - V

STATEMENTS OF AUDITED ACCOUNTS FOR THE LAST THREE YEARS

NAME OF THE WORK : RFQ NO. :
NAME OF THE BIDDER :

Bidder should furnish information strictly as per the format

Regd. Office: 10th Floor, Core 2, Scope Minar, District Centre, Laxmi Nagar, Delhi #92. Tel. :+91-11- 43130000 Fax: +91-11-43130007

Corporate Office: 1st Floor, IGL Complex, Plot No. 2B, Sector 126, Noida-201304, U.P. Tel. :+91-120- 4871000 Fax: +91-120-4871030

Plant Address: Opposite Naptha Cracker Polymer Terminal Gate, P.O.: Panipat Refinery, Panipat-132140, Tel.: +91-180-252-9100 & Fax: +91-180-252-9138

Tax Details: GST No.: 06AACCI3980J1ZE **PAN No.:** AACCI3980J **Corporate Identity Number:** U25190DL2010PTC205324



Indian Synthetic Rubber Private Limited

(Joint Venture of Indian Oil, TSRC- Taiwan)

Contact Address:

Opposite Naptha Cracker Polymer Terminal Gate.
P.O.: Panipat Refinery, Panipat-132140
Tel.: +91-180-252-9100,9200 & Fax: +91-180-252-9138

Vendor Code : 10000232

Vendor Name: Open Tender for Canteen

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Sr. No. YEAR TURNOVER PROFIT AFTER TAX Remarks

Stamp & Signature of Bidder

Annexure - VI

DETAILS OF DEVIATIONS FROM ISRL REQUIREMENTS MENTIONED IN RFQ

NAME OF THE WORK : RFQ NO. :
NAME OF THE BIDDER :

Bidder should furnish information strictly as per the format

CLAUSE & PAGE NO. ISRL REQUIREMENT DEVIATION

Stamp & Signature of Bidder

Wef Jan'2020

Annexure-A

Minimum Wage rates consideration

Wage Notification no. IR-02/2020/7740-7868 dated 30.09.2020

Monthly Payments Total including Sub total-1 (per Manday) Annual Total including Sub total- 1 & 2 (per Manday)

Category of labour Present wage rates (Rs) (Subject to revision from time to time as per Govt Notifications) other benefits PF ESI Welfare fund Bonus Uniform (Two pairs of uniform per year) PPE (One safety Shoe, Google and Safety Helmet. Other special PPEs wherever required will be provided by ISRPL) Sub total-1 Leave Encashment Sub total-2

Rate

13.00% 3.25% Rs. 50 per month (A*8.33%) @ Rs. 2000 per year @ Rs.1000 per year per day rate x 1/20

A Statutory Statutory Statutory Statutory ISRPL ISRPL B C=A+B if applicable D E=D+C

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Corporate Office: 1st Floor, IGL Complex, Plot No. 2B, Sector 126, Noida-201304, U.P. Tel. :+91-120- 4871000 Fax: +91-120-4871030

Plant Address: Opposite Naptha Cracker Polymer Terminal Gate, P.O.: Panipat Refinery, Panipat-132140, Tel.: +91-180-252-9100 & Fax: +91-180-252-9138

Tax Details: GST No.: 06AACCI3980J1ZE PAN No.: AACCI3980J Corporate Identity Number: U25190DL2010PTC205324



Indian Synthetic Rubber Private Limited

(Joint Venture of Indian Oil, TSRC- Taiwan)

Contact Address:

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Unskilled 358.42 46.59 11.65 1.92 29.86 5.48 2.74 98.24 456.66
17.92 17.92 474.58
Semiskilled/ Unskilled Supervisory 395.16 51.37 12.84 1.92 32.92
5.48 2.74 107.27 502.43 19.76 19.76 522.19
Skilled / Clerical 435.67 56.64 14.16 1.92 36.29 5.48 2.74
117.23 552.90 21.78 21.78 574.68
Highly Skilled 457.45 59.47 14.87 1.92 38.11 5.48 2.74 122.58
580.03 22.87 22.87 602.91

* ISRPL declared Holidays will be considered as paid holidays to all contractual labour and shall be reimbursed to contractor.

* The price are "no work-no pay basis", sundays will not be considered as paid off.

* Retiral benefits (like Gratuty, Retrenchment etc) if applicable and eligible shall be reimbursed to contractor on submission of proof of payment to workmen

OT rates

minimum wage rates/4 ESI @ 3.25% # Total OT (Per hour)

89.61 2.91 92.52
98.79 3.21 102.00
108.92 3.54 112.46
114.36 3.72 118.08