

CATERING SERVICES

1. Area Covered:

1.1 During the period of the agreement the contractor shall be fully responsible for the entire catering arrangement for the trainees at the said training centre, employees of ZTC and for such other persons as may be required by the ZTC, Akurdi.

1.2 The contractor will be permitted to use the kitchen and the store room in the Hostel No.3 (Godavari) to carry out the catering arrangements being entrusted to him.

1.3 The contractor is entitled to use the infrastructural facilities, furniture, fixtures and fittings, belonging to ZTC Akurdi in the canteen premises as enumerated in **Annexure-A** and the contractor shall ensure that the above are always properly maintained at his own cost.

2. Workmen engaged by the Contractor:

2.1 Going by the past experience, it is observed that manpower of approximately 19 persons (as tabulated below) is required to render quality services such as cooking, cleaning and washing of utensils, serving of food items etc. as and when required, however, we do not specify number of workmen required.

Sl.	Designation	Minimum Number
1	Canteen manager	1+1 = 2*
2	Head Cook	1+1 = 2
3	Assistant Cook	2+2 = 4
4	Kitchen Helper	2
5	Steward	5
6	Table Cleaner	2
7	Kitchen /Dining Cleaner and Pot washer	2
	TOTAL	19

* 1 during day shift and 1 during night shift

2.2. The total number of staff employed shall be maintained at an adequate number sufficient to manage the activities of the training centre at all times.

2.3. Names of Managers engaged by the Contractor for supervising the functions should be communicated to ZTC Akurdi by the contractor and the persons so named shall supervise and be accountable for all the services covered by the contract at all times.

2.4. The contractor should have full control over his/her employees and shall give necessary guidance and direction to carry out the jobs assigned to them by the contractor and the contractor will also be responsible for the payment of their wages/dues and other facilities as per prevailing rules/ standards/ statutes.

2.5. The catering and kitchen staff is to be identified separately from the housekeeping and General Maintenance staff. The catering and kitchen staff should not be allotted sundry duties elsewhere in the premises. Under no circumstances 'Housekeeping and General Maintenance Staff' should be made to work in kitchen or canteen either for cleaning utensils or for serving food.

2.6. Persons working in the canteen shall be provided with apron, gloves, headgear etc. All those employed by the contractor shall wear their respective uniforms with badges throughout, while they remain in ZTC campus. In case the workers are not found in proper uniform, ZTC reserves the right to impose penalty and not allow such persons within the premises.

2.7. The Cooks should be proficient in different cuisine (Maharashtrian /South Indian/North Indian/ Gujarati/ Multi cuisine/Chinese etc.). One of the Cooks should be available until completion of the dinner. Allocation of duties/shifts etc. shall be the responsibility of the contractor. In case of absence for a day or more, alternate arrangement should be made.

3. Equipments:

3.1. The contractor shall provide at his own expense crockery, cutlery, cooking utensils, glassware of high quality. He shall also provide juicer/ mixer, toasters, Micro wave oven, tissue papers, cloth napkins and other articles in adequate quantity/number which are necessary for running the canteen. These items are detailed in Annexure 'B'. He shall maintain all the items given by ZTC (as per Annexure B).

3.2. The contractor shall provide at his own cost all the equipments as per Annexure 'B' and shall maintain the same in good working condition at his own cost and put it to regular use for purposes solely connected with his catering arrangements.

3.3. The crockery used should be of high quality and approved by ZTC. He shall at all times keep and maintain all these articles in a clean, neat, hygienic and tidy condition. ZTC Akurdi shall not be responsible in any way for the loss and/ or damage caused whatsoever to any of the aforesaid articles. Items that get cracked or broken or develop malfunction during use or in storage should be replaced forthwith.

3.4. The contractor shall also arrange at his own cost for the regular supply of gas cylinders of commercial type and pay directly to the supplier for cooking gas purchased. The contractor must ensure prompt supply of gas without any break by placing order with the Gas Company sufficiently in advance. Deposit for 12 gas cylinders is already paid by ZTC Akurdi. The Contractor should always keep the stock of atleast 2 filled cylinders.

3.5. In future, if any pipe line gas supply is taken by ZTC the Contractor will be bound to take supply of gas from that gas supply company as per terms & conditions of the company.

3.6. He shall provide all utensils and equipments of good quality for buffet style (Dinner/Lunch/Breakfast).

3.7. ZTC Akurdi shall provide equipment for keeping the food warm at the service counters and the contractor shall bear all costs towards paraffin, etc. Maintenance of gas burners, gas pipes, etc. and their regular servicing shall be the responsibility of the contractor. Cost of this repair will be borne by the contractor.

4. Water and Electricity:

4.1. The water and electricity consumption charges will be borne by ZTC Akurdi, provided that the contractor shall

(i) Ensure that the items of usage e.g. taps, switches etc are always properly maintained at his own cost and also

(ii) Ensure utmost economy in the consumption of water, electricity and abide by such restrictions as may be imposed or such instructions as may be issued by the appropriate Government/Civic authorities and the Director, ZTC or any other person authorized by him.

4.2. ZTC Akurdi reserves the right/option to levy penalty on the contractor in case it is found that the water and electricity are not used reasonably.

4.3. In times of occasional scarcity of water, if any, the contractor shall ensure at his own cost, availability of modern, safe, alternative modes of water and ensure that the operations/ programmes of the ZTC are not adversely affected in any manner.

5. Services:

5.1. A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services.

5.2. The contractor shall pay for all the food items and articles used for the cooking and catering and have always on hand stock of good and sufficient supply of all articles, food items and provisions necessary for the catering and the same shall be kept in a proper, hygienic manner in suitable containers.

5.3. Raw food stuffs such as vegetables, milk, fish, meat, fruits shall be of fresh supply.

5.4. The purchases should be made from reputed stores. Bills for the purchases made should be produced to ZTC, whenever called for.

5.5. All food items should be of reputed brands as listed in Annexure 'E'.

5.6. A separate cooking and storing arrangement and use of distinct / separate utensils shall be ensured for Vegetarian and Non Vegetarian dishes. The non vegetarian utensils

are to be earmarked separately indicating “non vegetarian” and the same should not be used for cooking or serving of vegetarian items.

5.7. Usually the training sessions are conducted throughout the year, but the number of trainees may vary from time to time and ZTC Akurdi does not guarantee any minimum number. There may be breaks between periods of sessions. A situation could arise where no session is conducted during a particular week or month, even then the Contractor's catering services should be available for ZTC staff during such periods. The yearly average number of participants is **6957** for last 3 financial years (The annual average number of ‘Trainee days’ being **23060** for the same period). Generally, the duration of training session varies from 2 days to 4 days. Periodically, continuous training may also take place. ZTC does not guarantee any minimum number of participants during any period.

5.8. On the day previous to the day of commencement of the session and on the day following the last day of the session, the contractor shall keep the mess open and arrange for catering services for such of the participants as are expected to be present in the hostel on such days and bill for the actual attendance should only be claimed. The trainees are allowed to report one day before the actual session and stay up to the breakfast time next day (maximum 10.00 a.m.) after close of the session. In this regard, payment of catering bill will be made item wise.

5.9. However, for the session days, ‘package rate’ as mentioned in Annexure ‘D’ shall be payable per participant per day.

5.10. The kitchen and the dining hall should be maintained in a spic and span manner round the clock by using branded disinfectants (such as Lizol, Domex, Kiwi etc.). The contractor should arrange for cleaning the tables immediately after meals and dispose off kitchen garbage/leftover food without causing any environmental hazards. He should liaise with the local municipal / civic authorities for disposal of garbage on day to day basis at his own cost.

5.11. Leftover food will not be served under any circumstances (lunch left over shall not be served for Dinner and vice-a-verse).

5.12. Door-bell of hostel rooms is to be rung once to indicate that morning tea has been provided outside the room.

5.13. If a participant falls ill or indisposed, such special diet as and so long as needed by him/her shall be provided by the contractor without any extra charges in lieu of the normal food supplied in the canteen and the food shall be served in the participant's room.

5.14. The contractor shall carry out improvements as may be necessary for ensuring satisfactory services and shall take due notice of complaints made by the participants or by the faculty members or by the Director, ZTC or any person so authorized. Suggestion –cum- Complaint register will be maintained by the contractor at reception of Hostel No.2 for registering the complaints by the trainees and this register with remarks of remedial action taken should be submitted to the office every week for observations / instructions.

Action taken by the Contractor in such cases shall be reported to the Administrative Office of ZTC.

5.15. Whenever local excursions/trips for the trainees are arranged, the contractor shall arrange for serving tea, snacks, lunch etc. for them during the excursion/trips and no extra charge will be payable for the same. Cost of transportation of the trainees for such excursions / trips will be borne by ZTC.

5.16. Details of food items to be included in the menu to be served in the canteen and the timings of serving thereof, shall be as indicated in Annexure-C.

5.17. The contractor shall provide clean, pure drinking water (warm, ordinary or cool - as per the choice of the participant) in each room of the hostel, as frequently as required by the inmates.

5.18. The morning bed Tea / Coffee shall be served in thermos flasks to each participant in his/her room. Breakfast, lunch, snacks and dinner shall be served in the dining hall, unless otherwise required. Forenoon and afternoon tea/coffee shall be served at the tea counter near the classrooms and near the Auditorium on the days of the training sessions, unless otherwise required. The coffee/tea/milk/lunch/snacks for the, Director, Vice Principal, Faculty Members, Officers and Staff of ZTC Akurdi shall be served in the canteen or at their respective tables, as desired by these persons. There is a separate dining hall meant for Faculty Members, guest faculties and other VIPs (even single) visiting ZTC, who shall be served coffee/tea/milk/breakfast/lunch/snacks/dinner in this separate dining hall.

5.19. Coffee/tea flasks should be well maintained.

5.20. Timings prescribed by the Director , ZTC or a person authorized by him/ her for each service as given in Annexure-C shall be strictly adhered to by the contractor and ZTC Akurdi is free to change the timings from time to time or prescribe different timings for different groups of participants.

5.21. The menu shall be drawn up weekly in full detail for each day and approval thereof be obtained by the Contractor latest by Friday of the preceding week from the Director or anyone authorized by him/her. The menu once approved should be strictly adhered to. Deviation, if any, will be allowed by ZTC only in case of exigencies. The approved menu should be displayed prominently on a board inside the dining hall.

5.22. The contractor shall provide special lunch/dinner in buffet style whenever required, in the canteen or in the Lawn. The menu for the same shall be prescribed by the Director or by his/her authorized representative. The rates for special buffet style lunch/dinner will be as negotiated and agreed to between the Competent Authority and the Contractor. The entire arrangement and catering and serving vessels will be the sole responsibility of the contractor.

5.23. Utensils, cups, saucers, flasks (especially the rims), crockery, etc. should be scrubbed and cleaned thoroughly with branded cleansing agents (such as 'Vim'/ 'Pril'/

'Pitambari' / 'Patanjali' etc.) with hot water. A thorough master cleaning ought to take place every weekend for all equipments, fixtures, utensils by removing the grime, grease, stains, oil etc. and wiped well by clean cloth and dried.

5.24. Cost of cleaning material for cleaning of Dining Hall, Kitchen, Wash rooms, utensils, equipments etc. (including liquid soap) shall be borne by the Contractor.

5.25. Dining Table should have water jug, drinking water glasses, paper napkins, salt and pepper etc. and properly arranged to seat four persons or more as per requirement. Although there will be self service by the trainees, the Contractor should have sufficient number of workers for serving the food.

5.26. The soap containers in the hand-wash area and washroom should have sufficient liquid soap of standard make (such as Dettol/ Lifebuoy/ Santoor/ Patanjali etc.) and should have neat and clean towels.

5.27. All vegetables and fruits should be washed first and then cut. Aqua Guard water, available in ZTC, shall be served for drinking purpose (in clean glasses) and it shall also be used for preparing food-items not requiring cooking such as chutney, butter-milk, etc.

5.28. The contractor may be required to produce the bills of items purchased from market i.e. cooking oil, rice, atta, pulses, spices, tea, tea bags, coffee, corn flake, pickles, jam, milk products, bread, biscuits, sauce, etc. to the office for verification.

5.29 Food should be cooked only in the kitchen of the canteen. Contractor should not bring or serve any food prepared or cooked outside (except with prior permission of the competent authority). No outsider should be permitted inside hostel and canteen block. Food should not be served to any outsider, either on payment or free of cost.

5.30 As LIC ZTC Akurdi, is under process of acquiring the ISO Certification, hence all the services rendered by the Contractor should comply with the ISO requirements.

6. Penalty Clause:

6.1 If the quality/quantity of food served or service rendered by the contractor is not found satisfactory at any point of time, the Director, ZTC or any one authorized by him/her is entitled to withhold the contractor's bills in part or full, effect cuts in the bills, demand compensation from the contractor or take any other action deemed necessary including termination of the contract with due notice to the contractor. The decision of the Director, ZTC or any one authorized by him/her will be binding and final in these matters.

6.2 In case the Contractor uses provisions / oil / vegetables / etc. of substandard quality or other than the brands suggested in this Contract, then a recovery up to 10% or more, of total food bill for each such session where these material(s) are used may be effected.

6.3 A recovery in terms of the percentage of total food bill for each session shall be effected as per the table given below on the basis of participants giving 'Average' Ratings with regard to the quality of food served to them.

SN	Percentage of participants giving ‘average’ ratings in a session	Recoverable % of total food bill for respective session.
1	Above 10%-upto 15%	10 %
2	Above 15%-upto 20%	20%
3	Above 20%	25%

In the event of persistent adverse ratings, a penalty higher than that specified above may be imposed.

6.4 Further, the Director, ZTC may, based on recommendation by the canteen committee or at his/her sole discretion, impose additional penalties as considered appropriate or take any other action as deemed necessary, including termination of the contract with due notice to the contractor, in case of deficiencies, such as:

- (a) Stale food
- (b) Unhygienic food
- (c) Inadequate food
- (d) Failure to serve within prescribed hours
- (e) Unauthorized deviation from approved menu.
- (f) Failure of room services viz., supply of bed tea / coffee / milk in the thermos flasks between 6.00 a.m. to 7.00 a.m. every day .
- (g) Non-compliance with the deficiencies pointed out by the Canteen Committee.
- (h) The contractor shall provide uniform and identity cards with photo to the persons engaged by him and ensure that they wear the same daily, failing which a penalty upto 2% of the fortnightly canteen bill may be recovered from the contractor's bills.

6.5 Use of vegetable oils / ghee vanaspati (such as ‘Dalda’), artificial colors and reuse of oil is strictly prohibited. Adulteration or use of sub-standard items will be penalized and the items will be confiscated.

6.6 The Contractor shall ensure that the food items supplied are as per the standards of fitness prescribed by the Government authorities and, if at any time, any fine or penalty is imposed by the Government authorities (e.g. by the food inspectors/ food dept.) the

same shall be borne by the contractor and ZTC Akurdi will not pay any fine or penalty that may arise /or that may be imposed on account of the fault of the Contractor and the Contractor will be solely liable for the consequences. Such instances may lead to termination of the Contract.

6.7 In the event of any incident of food poisoning or on inspection, if it is found that the food item is injurious to health or of a substandard quality, the contractor will be held solely responsible and shall be liable to pay a penalty as may be decided by the Director, ZTC on each occasion and the Contractor will be solely liable for the consequences.

7. Rates:

7.1. The rates payable per participant to the contractor shall be as per rates for individual items as mentioned in Annexure D for the following categories:

- (a) for participants on their arrival and departure days, when training sessions for these participants are not held on these arrival or departure days;
- (b) for the guests (on training days or on their arrival and departure days) and
- (c) for the participants who attend the training on non-residential basis.

However, for the days when the training session(s) is/are held, combined package rate, as mentioned in Annexure D, will be paid per day per participant. This package rate will be the discounted rate of sum total of individual rates of above items for an entire day.

7.2. The Contractor has to maintain a record of dates and timings of arrival and departure of the participants, in such format as may be decided by ZTC (manual format or on computer) to facilitate billing as per actual attendance or as per package rate, as applicable, as per rates as mentioned in Annexure 'D' for the following items:-

- Bed tea/coffee/Milk
- Breakfast
- Mid-session Tea/ Coffee/ Milk
- Lunch
- Snacks
- Dinner

7.3 The contractor shall provide breakfast, lunch, coffee/tea/milk twice or more than twice a day, evening snacks & dinner to the faculty members, Officers, Staff & Course- Coordinators of ZTC at 50% of the rates mentioned in Annexure 'D' and the food items shall be served in the Canteen/Office premises of ZTC. It shall be the responsibility of the contractor to keep account for the personal catering bills so incurred, collect the cost

thereof from the concerned Faculty Members, Officers or Staff by issuing them with receipts for the amount received from them. ZTC shall not be responsible in any way for non-receipt or delayed receipt of any amount on this count of personal bills.

7.4 The contractor shall also arrange to provide Tea/Coffee/Milk for various meetings held by ZTC Officials in ZTC premises from time to time. The cost of such tea/coffee/milk will also be at 50% of the rates mentioned in Annexure 'D'. The Course-Coordinator shall be entitled to breakfast, lunch, coffee or tea or milk twice a day, evening snacks & dinner at 50% of the agreed rates and the food items shall be served in the Canteen/Office premises of ZTC. The bill for the Co-ordinator shall be borne by ZTC and it shall be included as a part of the session bill of participants.

7.5 The contractor shall submit his bills for catering service fortnightly every month, in the manner and format as prescribed by the ZTC within 5 days of the end of the relevant fortnight. ZTC shall settle the bill within 10 days of its receipt, subject to the bill being found satisfactory, all statutory remittances being made by the contractor and no other recoveries being pending. The contractor shall assign the job of fortnightly canteen bill preparation to a competent and trained person and ensure high quality, accuracy, neatness and full details in the fortnightly canteen bills, to facilitate speedy checking and prompt settlement by ZTC. Bills found defective are liable to be returned to the contractor without settlement till such time as proper and valid bills are submitted.

7.6 Annual hike of upto 5% on the basic initial rate of Catering Services only (as mentioned in Annexure "D" i.e. individual rates & package rates) may be examined at the sole discretion of the Competent Authority considering the Consumer Price Index (CPI), only on the basic initial rate, as agreed upon at the commencement / renewal of the contract in Annexure 'D', [i.e. individual rates & package rates], subject to such request to this effect having been made by the Contractor.

8. Checks:

8.1. The Contractor shall permit the concerned Authorities (Director, Vice Principal, Canteen Committee members and / or Officials from Estates Department) of ZTC at all times to enter the canteen premises, including kitchen / store-room to make inspection of following :-

- Cooking arrangements
- Raw material being used
- Quality & Quantity of eatables and articles of food and drinks stored & served
- Conditions of the fittings, fixtures and furnitures
- Sanitary arrangements, hygiene and general cleanliness
- Upkeep of the canteen premises
- Canteen and kitchen employee's hygiene.

8.2 The deficiency pointed out by the Canteen Committee members and/or authorized Officials shall be remedied immediately.

8.3 ZTC Akurdi insists on the highest quality in preparation of food items and also the associated services. To ensure this, the Director / Vice Principal or the Canteen Committee shall call meetings from time to time, as and when the requirement is felt. The contractor should attend such meetings whenever he is called upon to do so. This is mainly to keep a check on the quality and the quantity of food to be served and the standards of servicing. The contractor is also required to provide the food items prepared for test and taste by designated ZTC Officials to ensure quality.

9. Conditions:

9.1. The Contractor shall maintain in good condition all furniture, equipments, fittings, premises etc provided to him and handover the same on termination of the contract. All the furniture, fixtures, equipments and articles brought or made available by ZTC in/or to the hostel/canteen block shall remain the exclusive property of ZTC.

9.2. The contractor shall be responsible for the pilferage and/or any damage to the administrative block/or hostel block or portion of the building under the contractors occupation or the fittings, fixtures, furniture's or other equipments entrusted in his charge, when such damage is, in ZTC's opinion, caused due to the negligence or carelessness or any fault on contractors part or on the part of his manager or supervisor or servant or agent or employee and he shall be liable to pay to ZTC such amount in respect of such damage as may be assessed by ZTC's officials authorised in this behalf.

9.3. The, Director, ZTC or any one authorized by him/her is entitled to issue instructions to the contractor on any matters covered by this contract or not specifically covered but found necessary in the discharge of the training operations of ZTC Akurdi. In all such matters, the decision of the Director shall be final and binding on the Contractor.

9.4. It will be the Contractor's responsibility to ensure that the obligations under the terms of this catering contract are duly performed and observed.

9.5. Sale of eatables and cold drinks are not allowed in the canteen of ZTC or anywhere within ZTC Premises either by Contractor or his employees.

Furniture, Fixtures & Other Material supplied by ZTC Akurdi in the Hostel and Canteen Block:

Sr.No.	Particulars	Stock as at 31/05/2017
1	A.C.Units	57
2	Alluminium Laddar	1
3	Ash Trays	Nil
4	Auto Hand Dryer	1
5	Auto Shoe Shine Machine	1
6	Bath Stools [Plastic]	53
7	Bath Towels	350
8	Beds with Headboards	157
9	Bedsheets	337
10	Blankets	131
11	Carrom Boards with Stands	1
12	Centre Round Tables	51
13	Chairs	124
14	Chefing Dishes	6
15	Cooking Platform	2
16	Dining Tables	22
17	Door Mats	106
18	Dust Bins	50
19	Eagle Flasks	125
20	Exercise Cycle	2
21	Fire Extinguishers	12
22	Geysers	56
23	Mosquito Liquidator	32
24	Hangers	314
25	Hostel Reception Desks	3
26	Hostel Reception Key Unit	1
27	Insect Catchers	3
28	Jugs [Plastic]	110
29	Locks with two sets of keys	57
30	Magazine Racks	2
31	Matresses	163
32	Mirrors with Dressing Tables	55
33	Mugs [Plastic]	110
34	Napkins	5
35	Notice Boards	8
36	Pelments	110
37	Pillows	163
38	Pillow Covers	348

Sr.No.	Particulars	Stock as at 30/06/2017
40	Plastic Buckets	110
41	Plastic Chairs	10
42	Side Tables	110
43	Sofas with Chairs	3 sets
44	Solapuri Chadars	151
45	Solar Water Heating Systems	4
46	Stainless Steel Trays	55
47	Stand Dryers	45
48	Steel Buckets	20
49	Steel Glasses	60
50	Study Lamps	100
51	Table Tennis Bats	4
52	Table Tennis Board	1
53	Television Sets	3
54	Telephone Instruments	58
55	Toaster	1
56	Vacuum Cleaner	1
57	Venetian Blinds	NIL
58	Wall Clocks	12
59	Ward Robes	55
60	Wash Basin Mirrors	57
61	Water Coolers (including 2 in Canteen)	7
62	Water Glasses	60
63	Water Purifiers (including 2 in Canteen)	7
64	Window Curtains	240
65	Writing Tables	110
66	Tread mill machine	1
67	Stabilizer	1
68	Badminton Rackets	4

The above stock may vary at the time of handing over to the Contractor.

ANNEXURE 'B'

List of items and services that are provided in the Canteen Premises by ZTC, Akurdi, Pune and those items that are to be provided by Contractor:

Provided by the ZTC,Akurdi	To be provided by the Contractor
22 tables and 109 chairs	Crockery such as plates, quarter plates, cups, saucers, glasses, juice glasses, etc
Kitchen with platform and storage space	Cutlery such as big spoons, small spoons, forks and knives etc
No of burners (cooking platform) = 6	Utensils as required
Gas Cylinders [19 kg.] Total 12 [cost of gas refilling to be done by contractor]	Juicer
Chapati rolling table 1	Oven of recognized make and suitable size
Bain-marie =3	
Dosa Hot Plate (Gas Bhatti) = 1	Utensils and equipment for buffet style dinner/lunch
Exhaust System, Deep-freezer	articles such as Tissue paper, napkins, etc.
Cylinder cabinet 2	Any other equipment as and when required.
Idli steamer & Toaster = 1	
Room with cupboards for keeping belongings of Canteen Staff = 6	
Shelves [stainless steel] = 2	
Dirty dish landing table = 2	
Single sink unit = 2	
Light grinder = 1	
Wet Grinder = 1	
Clean dish rack = 4	
Sink wash units = 4	
Basins = 4	
Two water coolers each with Aquaguard water filter	
Deep-freezer & Refrigerator = 2	
Fixtures in Wash room = 1	
Fixtures in Bath room = 1	
Eagle Thermos Flasks (units) = 125	
Atta Kneading Machine = 1	
Dosa Hot Plate = 1	

ANNEXURE 'C'

The menu for Breakfast, Lunch, Snacks & Dinner and its timings for serving is as under: (Quantities/ serving sizes are per participant)

Particulars	Timings
A. <u>Bed Tea:</u>	6.00 a.m. to 7.00 a.m.
Tea / Coffee / Milk (150 ml.) with / without sugar.	
B. <u>BREAKFAST:</u>	8.00 a.m. to 10.00 a.m.
1.Cornflakes (Branded) (at least 50 gm) with milk (200 ml)	
AND	
2. Bread (min 3 pieces) with butter and jam AND	
3. Egg (2 nos.) Boiled / Omelets / Half Fry / Scrambled	
AND	
4. Any one of the following:	
Idli, Sambar with Chatni 03 Nos. (Chatni will be made from coconut /coriander /ginger / tomato/ groundnut)	
OR	
Chhole Poori. (4 Pooris)	
OR	
Stuffed Paratha with Achar/Curd 02 Nos.	
OR	
Plain Paratha (03 Nos) with Subji	
OR	
Vada (03 Nos.) Sambar with Coconut Chatni	
OR	
Methi-thepla (04 Nos) with curd and achar	

OR	
Poha 100 gms. 1 plate	
OR	
Masala-Dosa (1 No.) with Sambar & chutney	
OR	
Pooris (5 Nos.) with Aloo Subji/ Aloo Masala	
OR	
Uttapam – (Plain/Onion/ Tomato) 2 Nos. (Medium-size) with Sambhar and chutney	
OR	
Upma with Chutney 150 gms. (1 plate)	
OR	
Tomato Omelet (with Sambhar & chutney) 2 Nos.	
OR	
Aloo Paratha (2 Nos.) with Pickle/ Curd	
5. Seasonal fruit – Banana / Papaya/ Melon/Orange/Mango/ Apple/Grapes/Guava/Chiku 1 Plate (150 gm)	
AND	
6. Coffee / Tea / Milk with / without sugar (150 ml.)	
C. Mid-session (Forenoon):Tea / Coffee / Milk:	11.00 a.m. to 12.00 noon.
Tea / Coffee / Milk (150 ml.) (With Tea Bags / Coffee sachets)	
D. Lunch - Unlimited (except for sweet items (100 gm)	12.45 p.m. to 2.00 p.m.

1) Soup (Tomato /onion / palak/ Chinese/ sweet-corn/ macaroni/ cream of veg)	
2) Chatni, Achar, Salad (Sprouts, cucumber, onion, tomato, carrot, beetroot), Papad AND Curd OR Raita (Boondi, Cucumber, Onion, Tomato) and Buttermilk.	
3) Tawa Roti or Poories or Phulkas	
4) Dal fry / Dal Makhani / Dal of Masoor/ Moong / Arhar / Kadhi at least twice a week	
5) Two types of Seasonal Vegetables - One dry & one curry dish (Good quality Paneer at least twice a week) (List of curries to be given: Undhio, legumes like Rajma/ Chana/ Chhole and Sprouts like Matki/ Moong/ Chawli)	
6) Rice (Plain/Jeera fry) / Vegetable Pulao/ Vegetable Biryani / Fried Rice / Dal Khichadi	
7) Sweet Items (100 gm): Kheer (sevai) / Rasagulla / Gulab Jamun / Sheera/ Malpua/ Laddoo/ / Balushahi/ Kala Jamun/ Fruit Salad with custard /Paysum /Gajar halwa/ Dudhi Halwa / Jalebi/ Moong dal halwa/ Srikhand / Ice Cream	
AND	
'Upavas' items (for persons observing fast):	
1) Sago (Sabudana) Khichadi / Sabudana Vada / Varai	
2) Curd	
3) Finger Chips (Potato) / Wafers	
AND	
4) Shrikhand (100 gm) / Fruits	

<u>E. Mid-session (Afternoon):Tea / Coffee / Milk:</u>	
Tea / Coffee / Milk (150 ml.) with / without sugar	3.00 p.m. to 4.00 p.m.
(With Tea Bags / Coffee sachets)	
<u>F. Snacks:</u>	
Tea / Coffee / Milk (150 ml.) with ANY ONE of the following:	
Veg. Pakora 1 plate (4/5 pieces) OR	
Alloo Vada / Vada Pav – 2 pieces OR	
Bread Pakora - 2 pieces OR	
Samosa - 2 pieces OR	
Pastry 1 piece OR	
Vegetable Sandwich - 2 pieces OR	
Dalwada- 1 plate (4/5 pieces) OR	5.00 p.m. to 6.30 p.m.
Dhokla – 4 pieces OR	
Kachoris 2 pieces OR	
Veg.cutlet 2 pieces OR	
Bread roll 2 pieces OR	
Bread pakoda 2 pieces OR	
Shev-batata Dahi poorie(SBDP)-1 plate OR	
Bhel-puri-1 plate OR	
Kachchi Dabeli-2 pieces OR	
Pav-Bhaji 1 plate (with 2 pav) OR	
Dahi Vada / Ragara Pattis / Misal Pav	

		8.30 p.m. to 10.00 p.m.
<u>G. Dinner - Unlimited (except for sweet items 100 gm):</u>		
1) Soup (Tomato /onion / palak/ chineese/ sweet-corn/ macaroni/ cream of veg)		
2) Chatni, Achar, Salad (Sprouts, cucumber, onion, tomato, carrot, beetroot), Papad AND Curd/ Raita (Boondi, Cucumber, Onion, Tomato) / Buttermilk.		
3) Tawa Roti or poories or Phulkas		
4) Dal fry / Dal Makhani/ Kadhi (Dal of Masoor/ Moong / Arhar and Kadhi at least twice a week)		
5) Two types of Seasonal Vegetables - One dry & one curry dish (Good quality paneer at least twice a week)		
(List of curries to be given: Undhio, legumes like Rajma/ Chana/ Chhole and Sprouts like Matki/ Moong/ Chawli)		
6) Rice (Plain/Jeera fry) / Vegetable Pulao / Fried Rice		
7) Sweets (100 gm):		
Kheer (sevai) / Rasagulla / Gulab Jamun / Sheera/ Malpua/ Laddoo/ / Balushahi/ Kala Jamun/ Fruit Salad with custard /Paysum /Gajar halwa/ Dudhi Halwa / Jalebi/ Moong dal halwa/ Srikhand / Ice Cream		
8) One non-vegetarian item:		
Chicken curry	OR	
Mutton curry	OR	
Egg curry (Egg curry only once a week)	OR	
Mutton masala	OR	
Chicken masala	OR	
Fish Fry/ Fish Masala	OR	
Roasted chicken	OR	
Mutton korma	OR	

Chicken kadhai	OR
Mutton Vindaloo	
9) Fruits (1 plate / Minimum weight 150 gm) : Banana / Apple / Chikku/ Orange / Mango / Pineapple / Papaya / Melon / Orange	
AND	
‘Upavas’ items (for only those persons observing fast):-	
1) Sago (Sabudana) Khichadi / Sabudana Vada 2) Dahi 3) Finger Chips (Potato) / Wafers AND 4) Shrikhand (100 gm) / Fruits / Varai with groundnut curry.	
<u>Special Buffet Dinner:</u>	
Indicative Menu:	
1) Chinese Starter (Soup / Noodles)	
2) Jal freizy	
3) Biryani	
4) Roti / Naan/ Lachcha Paratha	
5) Vegetable Curry: Paneer, Kofta	
6) Non-Veg	
7) Ice Cream	
8) Sweets	
9) Fruits	
	Special Buffet Dinner to be served as and when decided by Director, ZTC.

Note:

- Tea/coffee /milk should be supplied with or without sugar as per the requirement.
- The service of all food items, except tea / coffee / milk / sweet / curd, will be on buffet basis as per the requirement of the participants/guests/ ZTC Officials as specified above.
- No pre-portioning is allowed.
- Sounf, betel nut powder, lavang, elaichi, tooth-picks and tissue papers of good quality to be supplied after breakfast, lunch and dinner everyday.
- The bowls/ containers for vegetable / non-vegetable curries shall be of at least 150 ml size.

SCHEDULE OF RATES FOR THE FOOD ITEMS AS DETAILED IN ANNEXURE 'C'**PLEASE DO NOT FILL ANY RATES HERE****This Annexure is for illustrative purpose only.****Actual Rates to be quoted by the Bidder are to be filled in only in the "Financial Bid"**

SI.	PARTICULARS	RATE (₹) PER PERSON PER DAY
01	Bed Tea	₹XX
02	Breakfast	₹XX
03	Mid-session (Forenoon):Tea / Coffee / Milk	₹XX
04	Lunch	₹XX
05	Mid-session (Afternoon):Tea / Coffee / Milk	₹XX
06	Snacks	₹XX
07	Dinner	₹XX
	TOTAL COST PER PERSON PER DAY	₹XX
	Package Rate for participants for the days when training session is held (Discounted rate of sum total of above rates for an entire day)	₹XX

Note: The rate quoted above towards catering charges shall be inclusive of cost of materials, remuneration/wages of workmen engaged and all types of taxes, charges, levies, duties, etc. if any. The Contractor should quote the rates taking into account the Minimum Wages and various other statutory payments to be paid by him/her.

ANNEXURE 'E'

All the food ingredients to be used for preparing the tea / coffee/ milk, breakfast, meals and snacks should be of good quality and should correspond to the standards specified below:

Ingredients	Standard Specified
COOKING OIL	Ground Nut Oil/ Sun Flower Oil/ Fortune and standard brands / Desi Ghee of standard brand.
RICE	Surati Kolam, HMT Kolam, Chinor
FLOUR	Reputed Agmark brands like Aashirwad, Annapurna, Shaktibhog, MP Wheat Flour
PULSES & BESAN	Reputed Agmark brands like Shaktibhog, Aashirwad
Sweets	1. The items such as Rasgulla, Gulab Jamun and other sweets are to be purchased from shop approved by ZTC, if not prepared on premises 2. Kheer, Sevan, fruit custard are to be prepared in milk
TEA /TEA BAG	Taj Mahal, Assam, Brook Bond, Lipton, Tata Tea
PICKLES	Mother's Recipe, Nilons, Pravin, Kepra and Bedekar
MILK/MILK PRODUCTS	Amul, Katraj, Chitale, Gokul.
BUTTER	Amul, Mother Dairy, Nutrela
JAM (MIXED FRUIT)	Kissan, Tops, Mala, Mapro
SAUCE (TOMATO/CHILLI)	Kissan, Maggi
CHICKEN, MUTTON & FISH	To be purchased from shop approved by ZTC
ICECREAM	Kwality, Mother Dairy, Vadilal, Amul, Kaware
VEGETABLES	Should be fresh and not stale
FRUITS	Should be fresh and ripe
SPICES	Reputed brands like MDH, Ashoka, Everest, Badshah, Maharaja, MTR

Note: ZTC, Akurdi may change these Brands of food material from time to time if the aforesaid Brands are not available in the market, or discontinued, or the Competent Authority feels that the Brand(s) need(s) to be changed so as to ensure the quality of materials.

DIRECTOR