

The India Islamic Cultural Centre (IICC) invites applications from experienced vendors and service providers with a proven track record of excellence in catering and tent/decoration, and essential services for events and functions held at the IICC.

Interested vendors and service providers are requested to submit their applications along with relevant documentation by 6th November, 2024.

Terms and Guidelines for the Registration and Empanelment of Vendors and Service Providers for Catering, Tent/Decoration, and Essential Services for Meetings, Events and Social Gatherings at the IICC

The IICC is unwavering in its commitment to preserving the highest standards of Indian cultural integrity, decency, and respect. To uphold these values, all vendors and service providers engaged in culinary offerings, tent and decoration, and other essential services across the Centre's venues—including the party lawn (main lawn), amphitheatre, banquet hall, courtyards, and other spaces for meetings and social gatherings—must adhere to the terms and guidelines outlined herein. These criteria are meticulously designed to ensure that all vendors not only meet the IICC's rigorous quality expectations but also promote complete transparency in their operations.

Eligibility Criteria for Vendor and Service Provider Empanelment

To ensure the highest standards of service and quality, only vendors and service providers meeting the following eligibility criteria will be considered for registration empanelment:

- 1. Documentation Requirements:** Vendors must possess all requisite documentation:
 - **GST Registration:** A valid GST registration certificate.
 - **Licenses:** Necessary licenses specific to their field of operation.
 - **Financial Statements:** A certified statement of annual turnover, along with the balance sheet and tax return details for the last three financial years, demonstrating financial stability.
 - **Establishment Details:** Comprehensive details of the establishment, including the nature of the business, years of operation, and ownership structure.
 - **Permits:** Any additional permits required to operate legally within the designated industry.

Shahed Ali Khan

2. **Experience and Expertise:** Vendors should have a proven track record of at least 5 years in their respective fields, showcasing their experience and expertise in delivering high-quality services or products.
 3. **References and Testimonials:** Submission of at least 10 client references and testimonials that demonstrate prior successful engagements and satisfaction from previous clients.
 4. **Quality Assurance Standards:** Vendors must adhere to recognized quality assurance standards relevant to their industry, including certifications, compliance with health and safety regulations, and any other industry-specific benchmarks.
-

Quality Standards

- All vendors must adhere to the Centre's high standards for food safety, hygiene, and quality. Regular audits and inspections will be conducted to ensure compliance.
 - Tent and decoration vendors must use high-quality materials and provide professional setups that reflect the elegance and cultural integrity of the Centre.
-

Service Transparency

- Vendors and service providers must declare all costs and offerings in advance, ensuring uniformity in their services for catering and tent/decoration for meetings, social gatherings, and functions at the IICC.
 - Vendors and service providers must maintain transparency in pricing, ensuring that all costs are clearly outlined in advance.
 - Any changes to pricing or services must be communicated and approved by the Centre prior to the event.
-

Shahid Ali Khan

Commitment to Excellence

- Vendors and service providers must demonstrate a commitment to excellence in both service delivery and customer satisfaction.
 - For catering, all culinary offerings must meet the Centre's expectations in taste, presentation, and service.
-

Compliance with Centre Policies

- Vendors and service providers must comply with the Centre's policies regarding the prohibition of alcohol, tobacco, and any non-culturally appropriate practices.
 - Tent and decoration setups must align with the Centre's guidelines for aesthetics and safety.
-

Security Deposit Policy

- An interest-free security deposit of Rs.200,000 (two lakh) is required from all eligible vendors and service providers. This deposit serves to guarantee the vendor's performance, protect the Centre's property, and ensure compliance with the agreed-upon service terms.
 - If the vendor or service provider fails to meet their contractual obligations, the Centre reserves the right to forfeit the deposit, either in part or in full, and may also be subject to removal from the empanelled list.
 - Any claims or disputes regarding the security deposit will be resolved according to the terms of the contract and the Centre's dispute resolution procedures.
-

Vendor Accountability

- All complaints and feedback from event organizers will be meticulously reviewed. Vendors and service providers who do not meet IICC's standards and criteria may face forfeiture of their deposit, either in part or in full, and may be subject to removal from the empanelled list.
-

Shahid Afridi

Coordination and Compliance

- All event and function arrangements must be coordinated directly with the Centre to ensure availability and alignment with event requirements. Vendors and service providers are not permitted to make any agreements with event organizers independently.
-

Designated Area Usage and Compliance Policy

- All event and function arrangements must be confined to designated areas only. Vendors and service providers are not permitted to use any undesignated areas of the Centre for cooking, production, storage, or any other activity. Failure to adhere to these guidelines will result in the Centre reserving the right to forfeit the deposit, either in part or in full.
-

Post-Event Departure and Cleanup Policy

- After the event, vendors and service providers must vacate the Centre's premises within the stipulated time. All materials must be removed without causing any damage to Centre property. Vendors are responsible for cleaning the space. Any delay will result in a penalty, as determined by the Centre. The Centre reserves the right to forfeit the deposit, either in part or in full, in case of non-compliance.
-

Indemnity Guidelines and Recommendations

To ensure the protection and safeguarding of the India Islamic Cultural Centre (IICC), the following Indemnity Guidelines and Recommendations have been established. These guidelines are intended to govern the empanelment and engagement of vendors, service providers, and other stakeholders involved in catering, tent/decoration, and essential services for various events, including meetings, workshops, and social gatherings.


Shahid Ali Khan

1. Scope of Indemnity

All vendors and service providers engaged by the IICC must agree to indemnify the Centre against any damages or liabilities arising from their services. This indemnity includes the following:

- Damages to IICC property or equipment.
- Injuries or accidents involving guests, staff, or third parties.
- Violations of local laws, safety regulations, or contractual agreements.

2. Vendor Obligations

- Vendors must ensure all required compliances and maintain comprehensive coverage, including liabilities and compensation, to mitigate potential risks.
- All vendors and service providers must submit a signed indemnity agreement as part of the empanelment process, ensuring their commitment to upholding the IICC's operational and safety standards.
- Any subcontracting by vendors must be pre-approved by IICC management, with the subcontractor bound by the same indemnity requirements.

3. Risk Management Procedures

- Vendors must implement all safety measures and protocols during service delivery at all events, meetings, and functions to prevent accidents or harm to attendees and IICC property. Non-compliance may lead to termination of empanelment, financial and legal accountability.

4. Accountability and Dispute Resolution

- In the event of a breach of contract or negligence resulting in harm to IICC's reputation or assets, the vendor will be held financially and legally accountable.

A handwritten signature in blue ink, reading "Shakti Mishra", with a horizontal line underneath.

5. Implementation of Indemnity Guidelines

- These guidelines will be implemented as part of the broader vendor empanelment process, and all service providers must adhere to the outlined indemnity requirements. Failure to comply with the Indemnity Guidelines will result in immediate removal from the IICC's list of approved vendors and service providers, with potential legal action to follow.
-

Vendor Registration Criteria

Only vendors and service providers who are registered, pre-qualified, and included on the Centre's approved vendor list will be considered for empanelment.

Registration Fee: A non-refundable registration fee of Rs. 1000/- is required for processing the vendor application.

The India Islamic Cultural Centre's (IICC) terms and guidelines will be rigorously implemented as integral components of the comprehensive vendor empanelment process. All vendors and service providers are required to fully comply with the specified requirements, ensuring alignment with the Centre's unwavering commitment to excellence.

Regards,



Shahid Ali Khan

**Convener, Hospitality
India Islamic Cultural Centre
New Delhi.**