

**TENDERER's PROFILE**  
**PROVIDING OF CATERING SERVICES**  
**(To be filled in & returned with the documents)**

1.	Name of Proprietor / Partner / Director. (In Capital letters)	
2.	Details of address (Registered Office and Operating Branch)	Office:-  Residence:-  Mobile :-  Fax No :-  e-mail Id :-
3.	Details of amount towards paper cost.	<b>Rs. 1,000/-</b> D.D. / B.C. No ..... Date: ..... Drawn on Bank.....
4.	Details of amount of Earnest Money Deposit	<b>Rs. 50,000/-</b> D.D. / B.C. No ..... Date: ..... Drawn on Bank.....
5.	GST Registration No. (Photo copy must be attached)	
6.	Income Tax acknowledgement receipt should be furnished for 2018-19.	
7.	Income Tax Account No. / PAN / GIR No. (Last I.T. Clearance certificate to be attached)	
8.	Documentary evidence in respect of Food License (Photo copy must be attached)	
9.	Details of credentials of similar nature of work at least for three years in 4 different Government offices. (Photo copy to be attached). (Exclusively in Training Institutions)	

**DECLARATION**

- I ..... Son / Daughter / Wife of Shri ..... Proprietor / Partner / Director / authorized signatory of the Service Provider mentioned above that I am competent to sign this declaration and execute these tender documents.
- I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.
- The information / documents furnished along with the above application are true & authentic and to the best of my knowledge and belief. I / we do hereby undertake that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides accruing of liabilities towards prosecution under appropriate law.

Place:  
Date:

Signature of Authorized person  
Full Name:  
Seal:

## TERMS & CONDITIONS FOR PROVIDING OF CATERING SERVICES.

1. The firm should be registered under CGST / SGST Act.
2. The tenderers are to deposit **Rs. 1,000/-** towards cost of tender documents (Non Refundable) in shape of Bank Draft / Banker's Cheque favouring the Director, SIRD & PR, Bhubaneswar. The tender documents submitted without paper cost shall not be entertained at any stage.
3. The tenderers are to deposit **Rs. 50,000/-** as EMD in shape of Bank Draft / Banker's Cheque favouring the Director, SIRD & PR, Bhubaneswar along with the tender documents. The tender documents submitted without EMD shall not be entertained at any stage. The EMD deposited will be refunded (Refundable without interest) to the unsuccessful tenderers soon after completion / finalization of the tendering process.
4. The authorization letters if any to be enclosed in the tender with due attestation.
5. The quoted amount must be inclusive of GST.
6. The Agencies / Tenderers should ensure regarding payment of the minimum wages with all statutory dues to the workers engaged for the purpose observing the guide lines / executive instructions of the Government.
7. The Service Provider should preferably procure the groceries, vegetables etc. from women SHGs / Socially Disabled Groups / Farmers Club.
8. The contract / rates of the successful bidder for the year 2019-20 may be extendable, up-to two years subject to satisfactory performance review by the undersigned at the end of 1<sup>st</sup> year of contract.
9. No conditional / incomplete tender will be accepted by the authority from the tenderers.
10. No advance payment will be made to the party after acceptance of tender or execution of order
11. Original documents are to be produced for verification by the members of the committee.
12. If any information / document furnished by the tenderers with the tender papers **as asked for** are found to be misleading or incorrect at any stage their tenders will be rejected without assigning reasons thereof
13. The tenders received beyond the scheduled date & time will not be entertained / considered at any cost.
14. The Director, SIRD & PR reserves the full right to accept in full or part or reject any or all the tenders without assigning any reason thereof. The Director, SIRD & PR is not bound to accept the lowest rates.
15. In case of any legal dispute, it will be adjudicated within the jurisdiction of Bhubaneswar court only.
16. All pages of the bids are to be signed & stamped by the tenderer.
17. Details of information are to be submitted following **Two Bids i.e. Technical Bid (Tenderer's Profile with all relevant documents including paper cost & EMD) & Financial Bid**. The technical bid and the financial bid should be sealed by the bidder in separate envelope duly superscribed and both these sealed envelope are to be put in a bigger envelope which should also be sealed and duly superscribed.
18. The Tenderers should furnish the particulars in the specific format attached (to be sealed on sealing wax) in a sealed envelope superscribed as **"PROVIDING OF CATERING SERVICES"** on the top to the sealed cover within the date & time specified above by Registered / Speed Post / Courier Service. No Tender will be received by hand. The authority shall not be responsible for any postal delay. The Tender received after due date and time shall not be taken into account for consideration.
19. The technical bid and the financial bid shall be opened on the scheduled date and time in the office of the Director, SIRD & PR, Bhubaneswar in presence of the tenderers or their any authorized representative.
20. The tenderers qualified in the technical bids shall be eligible for the financial bid.
21. Penalty @ Rs. 500/- per day on account of delay in providing services will be levied for non-compliance of assigned work without any reason thereof & the same will be deducted from the monthly bill of the successful bidder.
22. For any services / supply, the firm / organization should not be blacklisted by any Government organization If found later on, the action deemed to fit will be initiated against the firm as per the law.
23. The Interested tenderers may contact Sri Abhaya Kumar Mulia of SIRD & PR, Bhubaneswar (Phone No. 9861065090) for detailing of work & any clarification thereof.
24. The Director, SIRD & PR reserves the rights to terminate the contract at any time without notice if the supplier / firm fails to provide the services within the time line according to the menu finalized in the terms and conditions.

**DIRECTOR**

## 1. **SCOPE OF WORK**

The Agencies / Tenderers shall provide regular catering services to the Guests / Participants Numbering in between 30 to 500 attending training in various training programmes per day in the Dining Halls (Hostel) / Annex Room of Administrative building at SIRD & PR Premises as & when required even beyond SIRD & PR premises i.e. State Secretariat Conference Hall / Any other training venue within the city as given below.

- a) Bed Tea
- b) Breakfast.
- c) Class Room Tea (morning & afternoon).
- d) Lunch.
- e) Dinner.
- f) VIP Lunch / Dinner.
- g) High Tea.

## 2. **TERMS & CONDITIONS.**

- (a) The Agency shall provide varieties in Menu / Cuisine in basket format for breakfast / lunch / dinner in consultation with respective officers / course co-ordinator & shall get the weekly menu approved from the authorized Officer of SIRD & PR.
- (b) The Agency shall have its own adequate crockery, cutlery, table cloth, mats etc. of superior quality in the kitchen & dining halls.
- (c) The Agency shall deploy chef & adequate catering staff, trained & well experienced to ensure timely & prompt service. The Agency shall provide trained manpower services both in the dining hall & Administrative building (class rooms, conference halls, VIP Lounge). However, sufficient manpower shall be deployed depending upon the number of programmes / events in progress on a day to day basis. The Agency may use the pantry rooms available in the Administrative building for the purpose.
- (d) Serving of potable drinking water from the source to the dispensers & water coolers placed at all locations in SIRD&PR shall be the responsibility of the Agency.
- (e) The waiters / serving staff shall be well dressed, presentable, well-mannered & trained. Adequate sets of uniform shall be provided by the Agency to their staff.
- (f) The Agency shall arrange for such of those special equipments & apparatus if any required for cooking etc. in the cafeteria and kitchen at his own cost.

## 3. **PERSONAL HYGIENE:**

The Agency shall ensure that staff deployed in catering services is free from any infection or communicable diseases & arrange their regular health check-up. The staff should trim their nails regularly, wear caps & gloves at the work place. Smoking, eating or chewing tobacco / zarda / gutkha etc., spitting is strictly prohibited.

## 4. **QUALITY MAINTENANCE:**

- (a) The Agency shall be equipped to undertake hygiene audit on daily basis. SIRD & PR will also undertake independent hygiene and quality audits as & when deemed necessary.
- (b) The eatables served by the Agency to the Guests / SIRD & PR Trainee officers shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served.
- (c) Non-vegetarian dishes shall be made from fresh & good quality mutton, chicken or fish; and shall be purchased from standard authorized shop. The pieces of non-vegetarian items shall not be too small or too big. Unnecessary shreds and small bone pieces shall be removed. The non-vegetarian items shall be washed & marinated properly before cooking.
- (d) Vegetarian & Non-vegetarian dishes shall be prepared & served separately.

- (e) All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Agency shall be responsible for their hygiene & safety. Milk or milk products such as curd, yoghurt, cheese etc. shall be of good quality & should be prepared & served fresh. All the items being used shall be stored properly & used before the expiry.
- (f) Disposable paper napkins (of approved quality) / Cloth napkins shall be placed along with each plate for breakfast, lunch, and dinner or dining purpose as well as small ones while serving soup, tea coffee etc.

**5. OPERATION**

- (a) Normally, the timings of providing catering services as per Menu is given below:

Bed Tea in Room	–	06:00 A.M. onwards
Breakfast	–	08:00 A.M. to 09:00 A.M.
Class Room Tea / Coffee	–	11:00 A.M. to 11:30 A.M.
Lunch	–	01:00 P.M. to 02:00 P.M.
Class Room Tea / Coffee	–	03:00 P.M. to 03:30 P.M.
Evening Tea	–	06:00 P.M. to 07:00 P.M.
Dinner	–	08:30 P.M. to 09:30 P.M.

- (b) The Agency however shall be required to adjust / change the above timings as and when required depending upon the progress of the training programme(s). It shall be ensured that tea / coffee are served steaming hot.
- (c) The Agency should be prepared to serve for parties in the dining hall, lawn or other location for which he may be required to have other arrangements like fans, candle burners / gas burners, tableware & thermo ware etc.

**6. MANPOWER:**

The bidder while quoting the rates, adequate manpower are to be taken note as there are 3 to 4 Nos. of training programmes conducted at SIRD & PR simultaneously & services like bed tea, class room tea & snacks, lunch & dinner are attended within a given time frame work i.e. 30 – 60 minutes duration.

**7. INSPECTION:**

- (a) SIRD & PR will check the quality of grains (Superfine) , edible oil (Double refined of reputed brand like Double Hiran / Engine / Nature fresh / Sundrop etc) , Atta (flour), fruits, vegetables & provisions used or stored in the store room for cooking. Any deficiency relating to quality / expiry pointed out during inspection will lead to imposing penalty / blacklisting of the agency taking the gravity of the inspection report.
- (b) The Agency shall allow the Hostel Superintendent / Hostel Manager / Course Director to inspect the food items and services for their quality, as per prevailing rules and regulations. The Agency shall abide by all laws applicable.
- (c) In case of dispute regarding the services, quality or the quantity of the food stuff, snacks, tea etc., the decision of the Director, SIRD & PR will be final and binding.

**8. MAINTENANCE OF DINING HALL:**

- (a) The Agency shall prepare and serve the breakfast / lunch / dinner, as per Menu, in a pleasing and presentable manner. White clothes required for covering the serving table & dining tables shall be provided by the Agency.
- (b) The Agency shall provide table Mats on the dining table & maintain it neat & clean condition.

**9. SERVICE DURING THE TRAINING:**

- (a) Arrange for Tea and Coffee with snacks and cookies (2 types) at the assigned place during the mid-session breaks.
- (b) The Agency shall place Tea / Coffee Dispenser (to be provided by Agency) along with service boys to serve tea / coffee in front of all the Training Halls to the participants during the mid-session breaks.

- (c) The Agency shall arrange to serve tea & coffee and water in the training halls as & when required.
- (d) Any deficiency relating to quality / expiry pointed out through inspection will lead to blacklisting of the agency.
10. **PROVISION OF CANTEEN SERVICES:**
- (a) The Agency shall provide regular canteen service (Tea / Coffee / Lunch / snacks) on mutually agreed rates to the employees of the offices functioning in the premises of SIRD & PR at their work place as per requirement.
- (b) The Agency shall provide consumables like Biscuits / Snacks / Cold Drinks / Juice / Tea / Coffee etc. to guests on payment basis as approved by SIRD & PR whenever requested.
- (c) SIRD & PR shall not be responsible for any amount due of the agency arising out of supply of service or material by him to any guests / unauthorized persons / individuals.
11. **TERMS & CONDITIONS OF COMMON CATERING:**
- (a) The Agency shall be responsible for proper maintenance and safety of all furniture, fixture, materials, goods, electronic items, stocks lying in SIRD&PR dinning & kitchen premises etc.
- (b) The Agency shall maintain its gadgets and equipment etc. in good working conditions with all safety measures at its own costs and expenses.
- (c) The Agency shall devote his full attention to the work of housekeeping and catering most diligently and honestly.
- (d) The Agency shall clean and sweep all the wash basins, dinning hall, kitchen and other floor areas pre and during the provision of any services within the hostel under their usages.
12. The firm shall at his own cost comply with the provision of labour laws, rules and orders and notification as of Central & State Govt. as applicable to this contract from time to time and will be liable to any penal action including blacklisting in case of violation of these laws.
13. The tenderes should submit photo copy of the work orders / contract agreement at least 4 Nos. of different Central / State Government offices as documentary evidence for the last 3 Years.
14. The annual transaction / turnover of the tenderers having not less than 5 Crore per annum can participate in the tender.
15. The Agencies / Tenderers must have its own infrastructure with sufficient nos. of manpower for arranging catering services for 30 to 500 participants per day.
16. The tenders are to submit **FOOD LICENSE** along with related documents.
17. The tenderer is to furnish the financial bid in the prescribed format attached.
18. Dining Hall of this organization cannot be used by the firm for any kind of Cooking / Supplies of Food beyond domain of SIRD & PR activities.

**DIRECTOR**

## **WEIGHT / QUANTITY OF MENU PER PERSON**

### **BREAKFAST**

1. Idli – 6 Pcs (300gms) with Sambar, Chatni / Mutter Curry
2. Upma- 200 gms with Sambar, Chatni / Aloo Sabji
3. Puri (6 Pcs) – 250 Gms with Mutter/ Aloo Sabji
4. Parathas (4 Pcs) – 250 Gms with Potato/Seasonal vegetable
5. Bread – 200 gm.
6. Sweets – 2 Pcs
7. Tea / Coffee – 100 ml.
8. Biscuits – 3 Pcs
9. Bara / Samosa / Aloo chop / Vegetable Chop – 2 Nos.
10. Egg – 1 Piece.
11. Banana – 2 Pcs.
12. Milk – 200 ml.

### **LUNCH / DINNER**

1. Rice – 250 Gms / Roti – 6 Pcs. (200 Gms)
2. Dal – 150 ml.
3. Mixed Veg. Curry – 250 gms
4. Khata – 50 gms
5. Veg Fry - 100 gms
6. Fish Curry – (2Pcs) 200 gms + 2 Pcs Potato
7. Chicken Curry – (5 Pcs Chicken + 2 Pcs Potato) – 250 gms
8. Mutton Curry – (4 Pcs Mutton + 2 Pcs Potato) – 250 gms
9. Paneer Curry – (8 Pcs Paneer + 4 Pcs Potato) – 250 gms
10. Egg Curry – (2 Eggs + 2 Pcs Potato)
11. Mixed Salad – 50 gms
12. Ice Cream – 1 Scoop (100 gm)

**FINANCIAL BID**  
**PROVIDING OF CATERING SERVICES**

Sl. No.	Approved budget. (in Rs.)	Break-up	Menu	Amount to be quoted. (Including GST)
1.	200	Breakfast		
		Lunch		
		Dinner		
		Tea / Coffee (Min. 4 times)		
2.	250	Breakfast		
		Lunch		
		Dinner		
		Tea / Coffee (Min. 4 times)		
3.	300	Breakfast		
		Lunch		
		Tea / Coffee (Min. 4 times)		
		Evening Snacks		
		Dinner		
4.	350	Breakfast		
		Lunch		
		Evening Snacks		
		Dinner		
		Tea / Coffee (Min. 4 times)		
5.	400	Breakfast		
		Lunch		
		Dinner		
		Evening Snacks		
		Tea / Coffee (Min. 4 times)		
6.	500	Breakfast		
		Lunch		
		Evening Snacks		
		Dinner		
		Tea / Coffee (Min. 4 times)		

Sl. No.	Approved budget. (in Rs.)	Break-up	Menu	Amount to be quoted. (Including GST)
7	200	Working Lunch		
8	300	Working Lunch		
9	400	Working Lunch		
10	500	Working Lunch		
11	75	High Tea		
12	100	High Tea		

N.B.:

1. **While stating the menu against the respective break-up for the above, the details of items to be served against the package are to be mentioned clearly.**
2. **Mineral Water of 500 ml. (2 times) is to be provided to the participants in classrooms for the budget starting from Rs. 300/- & above including working lunch & high tea.**

Signature of the bidder with office seal