

**Regional Institute of Education: Bhubaneswar  
Sachivalaya Marg, Unit IX, Bhubaneswar -22**

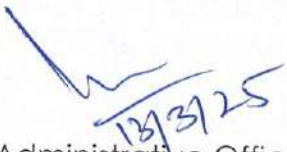
**e -Tender Notice**

Regional Institute of Education, Bhubaneswar (hereinafter also referred to as RIE, Bhubaneswar) invites online bids through e-Tendering method for providing the Catering Services in this institute located at Sachivalaya Marg, Unit IX , Bhubaneswar -22 from the eligible firms/caterers or their authorized dealers which would be valid for a period of 180 days from the date of opening.

**CRITICAL DATES (Tentative)**

Date of Publication of the Tender Document	14-03-2025
Pre-bid meeting date	17-03-2025 at 3:30 PM
Bid submission start date	14-03-2025
Last Date of Submission of Bids	29-03-2025

Further details and complete e-tender documents may be accessed from the GeM Portal or <https://www.riebbs.ac.in/>. Further, any query relating to the process of online bid submission or queries relating to GeM portal in general may be directed to the 24x7 GeM portal.

  
13/3/25  
Administrative Officer

Dated at Bhubaneswar-22 the 13-03-2025

### E-TENDER NOTICE

Regional Institute of Education (RIE), Bhubaneswar, Sachivalaya Marg, Unit IX, Bhubaneswar - 22 invites Tender for running of RIE canteen located in Sachivalaya Marg, Bhubaneswar. The contractor is required to supply tea, coffee, breakfast, lunch, dinner, snacks etc. to employees and students of the Institute and DMS including Guests of Guest Houses. In addition to the above tea, coffee, breakfast, lunch, dinner, snacks etc. are also to be supplied for different meetings, seminars, conferences, workshops etc. as, when & where required by the Institute.

2. The Catering contract will be initially valid for a period of 12 months beginning from the date of assignment of the job and extendable for a maximum period of three years subject to mutual consent on satisfactory performance on year-to-year basis. However, the contract agreement can be discontinued by giving one-month notice by the Institute (except in special conditions as elucidated in Point no. 14 where it can be terminated immediately) or two months' notice by the Contractor without giving any reason thereof.

3. The tender shall be accepted under a Two-Bid System. The interested firm have to submit the Technical Bids and Financial Bids online in the prescribed proforma through GeM Portal only. Tenders sent by any other mode will not be considered and the same will be rejected summarily. **All the documents in support of eligibility criteria etc. are also to be mandatorily scanned and uploaded along with the Tender documents.** No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.

4. All tender documents attached with this invitation to tender including the Specifications, are sacrosanct for considering any offer as complete offer. It is therefore important that Tender Acceptance Letter, which is a written undertaking that all the terms and condition of the tender are understood and accepted, should be signed and submitted through GeM Portal Only.

5. **The Earnest money Deposit (EMD) of Rs. 1,00,000/- (Rupees One Lakh only) shall be payable in the form of Demand draft drawn in favour of "General Fund Account" payable at Bhubaneswar. The Earnest Money Deposit will be refunded to the unsuccessful bidders after issue of award letter to the successful bidder and no interest would be paid thereon. After award of contract, the awarded contractor has to deposit amount equal to 5% of total contract awarded value as**

**Performance Security.** Performance Security should remain valid for 6 (six) months beyond the date of completion of all contract obligations.

6. The interested parties can inspect the premises between 10.00 A.M. to 5.00 P.M. on any working day. They may contact Section Officer (Campus & Welfare Section), Regional Institute of Education, Bhubaneswar during office hours on any working day for ascertaining the job requirements and any other additional information/clarification required by them.

7. All entries in the tender forms and annexures should be filled clearly. No correction, either in the Technical Bids or in Financial Bids is permitted.

8. Conditional bids shall not be considered and will be rejected summarily.

9. The Technical and Financial Bid shall be opened on the scheduled date and time.

10. The Financial Bids of only those bidders who qualify in the technical bid will be opened after evaluation by the Committee constituted for the purpose, which will be intimated later on.

11. No bidding firm will be allowed to withdraw its bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids, its EMD will be forfeited.

12. RIE, Bhubaneswar reserves the right to reject any or all the tenders submitted by the bidders at any time or relax/withdraw/ add any of the terms and conditions contained in the Tender Documents without assigning any reason thereof.

13. RIE, Bhubaneswar reserves the right to make attendance in the pre-bid meeting mandatory for further participation in the e-Tender process.

14. The tender documents can be downloaded from the GeM Portal as well as RIE, Bhubaneswar website <https://www.riebbs.ac.in/>.

15. Subsequent Updates, Addendums, Corrigendum's etc., if any will be published only on the GeM Portal. All bidders are required to check the above-mentioned websites regularly for any updates.

  
13/3/25  
Administrative Officer

## General Information for the Bidders

### 1. Eligibility Conditions

A bona fide caterer having at least 3 years of experience in running a Canteen (in preferably Educational Institutions) at Central Govt./State Govt./PSU/Autonomous Bodies/Reputed organizations supported by the following documents as given below or in Annexure - I is eligible to apply. It is to be noted that each of the below is mandatory and is not to be omitted in any way :-

S.No.	Particulars
1.	Required Earnest Money Deposit (EMD) (In the form of DD)for Rs. 1,00,000/- (Rupees <b>One Lakh only</b> )
2.	Copy of Firm's Registration
3.	Copy of the PAN No of the firm
4.	Copy of firms registration for GST
5.	Name & Address of tenderer's Bank and his current Account No (Attach copy of cancelled cheque)
6.	Name and Address of the Contact persons to whom all references shall be made by the Institute.
7.	Signature of the Bidder or his/her authorized signatory on each page of the Tender Document as acceptance of the terms and conditions contained in the Tender Document
8.	A bona fide caterer having at least 3 years of experience in running a Canteen (in preferably Educational Institutions) at Central Govt. /State Govt./PSU/Autonomous Bodies/Reputed organizations supported by the following documents towards experience of the bidder:- (a) Shop land Establishment certificate showing the date of initial registration (b) Income Tax/Service Tax Assessment/GST orders establishing three-year's existence of the firm
9.	Evidence of minimum infrastructure like LPG/Cylinders Stove, kitchen equipment, utensils, manpower etc.
10.	Copies of Annual Accounts, namely Trading Account, Profit and Loss Account and the Balance Sheet for the last three years duly authenticated by Chartered Accountant
11.	List of institutions/organizations (with complete postal addresses) served in the past and list of institutions/organizations where presently providing Catering Services, Names, designations and telephone numbers of concerned officers in the respective institutions/organizations may also be indicated.
12.	ITR for the last 3 financial years i.e. 2021-22, 2022-23, 2023-24.
13.	Supporting document showing Average Annual Turnover for the last 3 year of minimum Rs. 50,00,000/- per year duly certified by C.A.
14.	Bank's Solvency Certificate of Rs. 50,00,000/- on the financial soundness of the firm.
15.	Agency Details (as per Annexure-VI)

16.	An affidavit of Undertaking on a non-judicial stamp paper of Rs. 10/- as per Annexure-VIII.
17.	Vendor's Qualification (As Per the format given at Annexure-I)
18.	Experience Certificate (as per Annexure-VII)
19.	Adequate number of staff that will be engaged by contractor and will always be available at the Canteen as Cooks, Waiters, Cleaning Staff, Dish Washers, Head Waiter, Supervisor and Safai Walas as per point No.XXXV of terms and conditions of Annexure II.
20.	No Relation Certificate as per para 16 of general information to bidders (Annexure-XI)
21.	Compliance Statement Certificate (Annexure-X)
22.	Undertaking of Sufficient equipments and manpower (Annexure-XII)
23.	Municipal/State Certificate as bonafide caterer, restaurant, hotels etc. as per applicable law.
24.	Valid Food Safety & Standard Authority of India (FSSAI) license issued by State Govt./Central Govt.
25.	Valid registration of GST for outdoor catering :
26.	Tender Acceptance Letter as per Annexure-IV
27.	Copy of Labour License for the workers of the firm from Labour Department.
28.	Any other Supporting Documents submitted by bidder

**Note:** Scanned photocopies of all documents from Sl. No. 1 to 28 above duly signed and stamped on each page by the authorized signatory may be mandatorily uploaded on the GeM website together with the technical bid.

## **2. Submission of Bids:**

The Tender shall be accepted under Two-Bid System. The interested firms have to submit the Technical Bids and Financial Bids online in the prescribed proforma through GeM Portal only. Tenders sent by any other mode will not be considered and the same will be rejected summarily. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender documents. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances whatsoever. RIE, Bhubaneswar reserves the right to make attendance in the pre-bid meeting mandatory for further participation in the e-Tender process.

(i) Technical Bid: Proforma for Technical Bid and should contain the following details:-

- a) Vendor's eligibility Criterion (As per the format given at **Annexure-I**).
- b) Compliance Statement as per proforma at **Annexure-X** in respect of each item under Instructions to Bidder and Scope of Work as per **Annexure-II – Para I to LIV**, Undertaking by Bidder as per **Annexure-VIII**, **Menu** under **Annexure-III**, duly signed and stamped by the bidder. Use of vague terms like 'noted' or 'after getting' shall

lead to rejection of the bid. The compliance statement should be supported by authentic documentation as evidence for substantiation wherever applicable.

c) All pages of the Technical bid and its annexures, enclosures & attachments shall be numbered, indexed, duly signed & stamped by the bidder on each page and the document shall be used as final for all purposes.

d) **Demand draft of Rs.1,00,000/- (One lakh only) is to be submitted as EMD (Earnest Money Deposit). The firms/Caterers having MSME/NSIC document, for claiming exemption from EMD must be attached.**

e) Tender Acceptance Letter signed by bidder with seal as per **Annexure-IV**.

(f) Financial Bid: Should contain Price Bid only (As per Proforma for Financial Bid) (**Annexure-V**).

### **3. Opening of bids:**

- i. The Technical Bid shall be opened online on the scheduled date and time.
- ii. The Financial Bids of only those bidders who qualify in the technical bid will be opened thereafter.

### **4. Rates:**

- i) Rates are to be quoted as per Proforma for Financial Bid in Rupees.
- ii) The rate should be all inclusive and shall not be subject to any change/revision during the contract period. Change in menu (addition /deletion) and rates of new items introduced shall be by the mutual consent of RIE Authorities and the Contractor.
- iii) Rates may only be reviewed after completion of one year of starting/renewal of the contract on mutual basis on recommendation of the Canteen Committee and approval of the competent authority.

### **5. Validity of bid**

- i) The bid shall remain valid for 180 days after the date of opening of bids. A bid valid for a shorter period shall be rejected by the Institute as non-responsive.
- ii) The Institute may, at its discretion, request the bidder for extension of period of bid validity. The request and responses thereto shall be made in writing. In such eventuality of extension of bid validity, the validity of bid security provided shall also be suitably extended. However, modification in Bid will not be allowed at any stage.

### **6. Earnest Money Deposit**

- i) EMD ( Earnest Money Deposit ) amount will be accepted in the form of Demand Draft drawn in favour of "General Fund Account" payable at Bhubaneswar. The bid without EMD is liable to be summarily rejected. However, the firm seeking

exemption in EMD under MSME/NSIC must provide the certificate in the relevant field.

- ii) Without prejudice to any other right of RIE, Bhubaneswar, the Earnest Money Deposit may be forfeited by RIE, Bhubaneswar in the following circumstances:
  - (a) if the Bidder withdraws his bid during the period of bid validity; or
  - (b) in case the successful Bidder refuses to sign the Agreement; or
  - (c) if the bidder fails to furnish the Performance Security.
- iii) EMD will be refunded to the unsuccessful bidders after issue of award letter to the successful bidder and no interest would be paid thereon.

## **7. Performance Security**

**The successful bidder shall be required to deposit an amount equal to 5% of the awarded contract value.** Performance Security should remain valid for 6 (six) months beyond the date of completion of all contractual obligations.

Performance Security shall be submitted in the form of Demand draft in favour of "General Fund Account" payable at Bhubaneswar or in the form of Bank Guarantee issued by a scheduled bank. Performance will be discharged after completion of contractor's performance obligations under the contract. The above security deposit will be liable to be forfeited during the period of contract, in case of breach of any terms & conditions of the contractor or failure to provide any services under the contract or loss that results from contractor's failure, breach of any obligation under the contract or any other reason as found fit by the competent authority of RIE, Bhubaneswar

## **8. Period of Contract**

The contract shall initially be for a period of one year which can be extended further every year upto a maximum of 3 (three) years on mutual consent on satisfactory performance, on a year-to-year basis. However, the contract agreement can be discontinued by giving one-month notice by the Institute (except in special conditions as elucidated in Point no. 14 where it can be terminated immediately) or two months' notice by the Contractor without giving any reason thereof.

## **9. Acceptance/Termination of Bid**

RIE, Bhubaneswar reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of Institute's action.

## **10. Evaluation**

1. Institute shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether documents have been properly signed and whether bids are generally in order.

2. If there is a discrepancy between words and figures, the amount in words shall prevail. Prior to detailed evaluation, institute will determine the substantial responsiveness of each bid. A substantially responsive bid is one, which conforms to all the terms and conditions of bid document without material deviation. A bid determined as substantially non-responsive will be rejected by the Institute.

3. The evaluation will be based on financial offer made by the various bidders based on the total of all rates quoted and other merits of the offer in terms of quality and quantity.

4. Evaluation of the bidders will be based on the strength of the firm as per the documents submitted in the technical bid. Besides that quantity and quality of foods to be supplied by the firm is another aspect for determining the tender.

5. In the Canteen Service- Best Price on Fixed Menu Rate Model in GeM website, the buyer asks the service provider to quote the rate in INR for the "total menu cost" as mentioned in the bid document. The bidder can quote any rate higher or lower than the **estimated "total menu cost"** indicated by the buyer (**herein indicated in Annexure – III of the tender document**). The service provider quoting **minimum "total menu cost"**, is selected for award of this service. Once the L1 service provider is selected, the % of total menu cost above / below the estimated menu cost are equally multiplied across all menu items to arrive at the individual menu item rate keeping the "total menu cost" within the quoted rates.

6. It is to be noted that only the "total menu cost" will be taken into consideration for calculation and not individual item cost, for comparison with estimated menu cost, further multiplication and finally arriving at finalized rates. The rates so finalized in accordance with the above point no. 5 will be final and binding upon the contractor and the contractor will accept the same and supply the items as per the finalized rates without any kind of dispute.

### **11. Award of Contract**

- a) The issue of a work order shall construe the intention of the Institute to enter into contract with the successful bidder.
- b) The successful bidder shall within 07 days of issue order, give his acceptance along with performance security and sign the contract with the Institute.

### **12. Signing of Contract**

The signing of contract shall construe the award of contract to the bidder. Upon successful bidder signing the contract, the Institute shall discharge the bid security. Failure of the successful bidder to comply with the signing requirement shall constitute the sufficient ground for the annulment of the award and forfeiture



of the bid security and in that situation the Institute may at its discretion award the work to other bidder(s) or call for fresh bids.

**13. Relaxation/modification in tender: Institute reserves the right to:**

-Relax the tender conditions at any stage, if considered necessary for the purpose of finalizing the contract in overall interest of Institute.

-Re-tender or modify the terms & conditions of the tender. It also reserves the rights to negotiate the rates with the lowest bidder.

-Accept or reject any or all of the financial bids in part or in full, irrespective of their being the lowest, without assigning any reasons.

**14. Termination of contract, vacant possession etc.**

- i) The Institute reserves the right to terminate the contract at any time after giving one month's notice without assigning any reason, the decision of the Institute in this regard shall be final and binding on the contractor.  
**However, in case of any health hazard or if any expired items/stale food found within the canteen premises or any other compelling reason seen as fit by the Competent Authority, it will result in the termination of the contract with immediate effect without any notice in addition to imposition of any penalty and fine as deemed fit by the Authorities of Regional Institute of Education, Bhubaneswar which will be final and binding on the contractor.**
- ii) The contractor, if so desires, may seek termination of the contract by giving written notice of not less than two months duration during the agreement period.
- iii) The contractor will, on expiry of the period of the contract, peacefully and quietly hand over vacant possession of the premises to the Institute without raising any dispute whatsoever.
- iv) The contractor shall neither make any kind of alternations or additions nor put up any temporary/permanent structure in the premises without the prior consent in writing of the Institute.
- v) The contractor will be at liberty to remove all the movable articles brought by the contractor in the premises during the continuance of the contract, before delivering possession of the premises.
- vi) In case of loss or damage caused to any of the furniture-fixtures etc. provided by the Institute, the cost thereof shall be recovered from the contractor and the same shall be deducted from the Security Deposit.
- vii) If the contractor commits breach of any of the aforesaid terms and conditions, the contract will stand terminated forthwith and with immediate effect without any notice in addition to imposition of any penalty as deemed fit by the Institute and the contractor shall have to hand over vacant and peaceful possession of the premises to Institute without raising any dispute whatsoever.

- viii) In case of the contractor going in liquidation, the contract shall be treated as cancelled and legal heirs/representatives or successors of the licensee shall not be entitled to claim any right over the demised premises.
- ix) The contractor shall pay all the dues towards license fee, electricity and water charges etc. before vacating the premises.

**15. Downloading of Tender document:**

The tender documents can be downloaded from the GeM Portal as well as RIE, Bhubaneswar website, <https://www.riebbs.ac.in/> only.

**16. Non-participation of near relatives:**

Bidder should furnish the undertaking (as per Annexure XI) of Non-Participation of near Relatives of RIE, Bhubaneswar Employees in the tender called for Engagement of service provider for providing catering facility in RIE, Bhubaneswar. The near relatives for this purpose are defined as

- (a) Members of a Hindu undivided family
- (b) They are husband and wife
- (c) The one is related to the other in the manner as father, mother, son(s), & son's wife(daughter in law), daughter(s) & daughter's husband(son in law), brother(s) and brother's wife, sister(s) and sister's husband(brother- in- law).

**17. Statutory Obligations**

a) The successful bidder/contractor will meet all the statutory requirements, obtain all necessary licenses or other approval if any required for running the Institute Canteen under the relevant acts and further any other laws, rules, regulations, guidelines etc. that may be applicable from time to time or that may be introduced by the Central/State Government or Municipal/Local Self Government authorities subsequent to the date of this agreement and he will be responsible for all the consequences for not obtaining such licenses as required by the law from time to time and will have to submit the certified photocopy of the same to the Institute.

b) The Contractor shall keep the Institute indemnified from all acts of omissions, defaults, breaches and/or any claim damages, loss or injury and expenses to which Institute may be put to or involved as a result of Contractor's failure to fulfil any of the obligations here under and/or under statutes and/or any bye-laws or rules framed there under or any of them.

c) Institute shall be entitled to recover any such losses or expenses which may have to suffer or incur on account of such claims, demand loss or injury from the Security deposit / performance deposit of the contractor without prejudice to its any other rights under the law. The Institute will not be liable for any act or breach or omission by the contractor in regards to the statutory obligations whatsoever and shall in no case be responsible or liable, in case of dispute, prosecution or awards made by Court(s) of Law or other Govt. agencies. In case of accident arising out of and in the course of this agreement, Institute will not be responsible for payment of any

compensation or under any other law. It will be the sole responsibility of the contractor for payment towards loss or compensation whatsoever. The persons engaged by Contractor shall be treated as Contractor's own employees and can claim no privileges in any form from the Institute. The sole responsibility of any legal, financial, or any other implication would rest with the Contractor. The Contractor will be directly responsible for administration of his employees as regards to their wages, uniforms etc., general discipline and courteous behaviour.

d) The Contractor will have to obtain general insurance against risk, fire accident for his belonging etc., for the catering services including that of kitchen etc. and provide a copy of the same to Institute.

e) All the taxes/levies/fee charges payable to Govt. Deptt./Local bodies shall be paid by the contractor & no claim whatsoever shall be paid by the Institute.

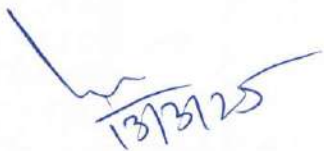
### **18. Resolution of Disputes**

18.01 The Institute and the Contractor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.

18.02 If, after thirty(30) days from the commencement of such informal negotiations, the Institute and the Caterer have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism.

18.03 The Indian Conciliation and Arbitration Act, 1996, the rules there under and any statutory modifications or re-enactments thereof, shall apply to the arbitration proceedings.

18.04 The venue of arbitration shall be the place from where the contract is issued.

  
13/3/25  
Administrative Officer

**Annexure-I**1. Eligibility conditions/Check List of Technical Bid Documents

Sl. No.	Particulars	Submitted Complete in all respects and attached supporting documentary evidence		
		YES	Page No.	No
1.	Required Earnest Money Deposit (EMD) (In the form of DD) <b>for Rs. 1,00,000/- (Rupees One Lakh only)</b>			
2.	Copy of Firm's Registration			
3.	Copy of the PAN No of the firm			
4.	Copy of firms registration for GST			
5.	Name & Address of tenderer's Bank and his current Account No (Attach copy of cancelled cheque)			
6.	Name and Address of the Contact persons to whom all references shall be made by the Institute.			
7.	Signature of the Bidder or his/her authorized signatory on each page of the Tender Document as acceptance of the terms and conditions contained in the Tender Document			
8.	A bona fide caterer having at least 3 years of experience in running a Canteen (in preferably Educational Institutions) at Central Govt. /State Govt./PSU/Autonomous Bodies/Reputed organizations supported by the following documents towards experience of the bidder:- (c) Shop land Establishment certificate showing the date of initial registration (d) Income Tax/Service Tax Assessment/GST orders establishing three-year's existence of the firm			
9.	Evidence of minimum infrastructure like LPG/Cylinders Stove, kitchen equipment, utensils, manpower etc.			
10.	Copies of Annual Accounts, namely Trading Account, Profit and Loss Account and the Balance Sheet for the last three years duly authenticated by Chartered Accountant			
11.	List of institutions/organizations (with complete postal addresses) served in the past and list of institutions/organizations where presently providing Catering Services, Names, designations and telephone numbers of concerned officers in the			

	respective institutions/organizations may also be indicated.			
12.	ITR for the last 3 financial years i.e. 2021-22, 2022-23, 2023-24.			
13.	Supporting document showing Average Annual Turnover for the last 3 year of minimum Rs. 50,00,000/- per year duly certified by C.A.			
14.	Bank's Solvency Certificate of Rs. 50,00,000/- on the financial soundness of the firm.			
15.	Agency Details (as per Annexure-VI)			
16.	An affidavit of Undertaking on a non-judicial stamp paper of Rs. 10/- as per Annexure-VIII.			
17.	Experience Certificate (as per Annexure-VII)			
18.	Adequate number of staff that will be engaged by contractor and will always be available at the Canteen as Cooks, Waiters, Cleaning Staff, Dish Washers, Head Waiter, Supervisor and Safai Walas as per point No.XXXV of terms and conditions of Annexure II.			
19.	No Relation Certificate as per para 16 of general information to bidders (Annexure-XI)			
20.	Compliance Statement Certificate (Annexure-X)			
21.	Undertaking of Sufficient equipments and manpower (Annexure-XII)			
22.	Municipal/State Certificate as bonafide caterer, restaurant, hotels etc. as per applicable law.			
23.	Valid Food Safety & Standard Authority of India (FSSAI) license issued by State Govt./Central Govt.			
24.	Valid registration of GST for outdoor catering :			
25.	Tender Acceptance Letter as per Annexure-IV			
26.	Copy of Labour License for the workers of the firm from Labour Department.			
27.	Any other Supporting Documents submitted by bidder			

**SPECIFICATIONS, TERMS AND CONDITIONS**

- I. (a) The bidder shall quote rate(s) to provide catering service at Institute Canteen in specified Financial Bid proforma (**Annexure – V**). In the GeM - Canteen Service- Best Price on Fixed Menu Rate Model the buyer asks the service provider to quote the rate in INR for the "total menu cost" as mentioned in the bid document. The bidder can quote any rate higher or lower than the **estimated "total menu cost" indicated by the buyer (herein indicated in Annexure – III of the tender document)**. The service provider quoting minimum "total menu cost" is selected for award of this service. Once the L1 service provider is selected, the % of total menu cost above / below the estimated menu cost are equally multiplied across all menu items to arrive at the individual menu item rate keeping the "total menu cost" within the quoted rates.  
It is to be noted that only the "total menu cost" will be taken into consideration for calculation and not individual item cost, for comparison with estimated menu cost, further multiplication and finally arriving at finalized rates. Further, the rates so finalized will be final and binding upon the contractor and the contractor will accept the same and supply the items as per the finalized rates without any kind of dispute.  
(b) **The bidder shall quote the Total Menu Cost in Financial Bid in Annexure – V** separately for the menu as elucidated above and the same should be in consonance with the illustrated and duly filled Menu details as well as **Estimated Total Menu Cost at Annexure - III**. The **Total Menu Cost** should be all inclusive and include cost of electricity charges, license fees, water charges, all raw material including fuel i.e. gas etc., washing of table cloths, provision of paper napkins, hand-washing and drying facilities, all other costs and any other connected works and items for proper servicing. The service utensils used for eating & cooking shall be provided by the Contractor. All the taxes as applicable from time to time shall be borne by the Bidder/Contractor. The Contractor shall comply with all the brand/procurement specifications, canteen timings and all other terms & conditions as stipulated in the Financial Bid in Annexure-V.  
(c) The contractor shall be under further obligation to serve special lunch/ dinner/ breakfast in accordance to demand received from different departments/units/cells/sections etc. of the Institute as per charges as agreeable with authority. The contractor shall be ready at all times even at short notice to cater to demands of the Institute.
- II. The contractor shall follow the Menu (**Annexure – III**) at all times as per finalized rates as arrived at Point I (a) and shall seek instructions from the Institute or any Officer/committee of the Institute appointed for this purpose.
- III. A complaint box will be kept in the Canteen cash counter for registering complaints of the staff/guests/participants etc. with regard to all/ any aspect of the food including service provided by the Contractor.
- IV. The contractor shall pay **License fee @ Rs.5000/-per month**, and **Water charge @ Rs.1000/- per month**. A sub-meter will be fixed for electricity charges and until such time **Electricity Charge @ Rs. 1000/- per month** shall be deposited by the Contractor. These charges are payable in advance and on or before 10th of the day of the succeeding month.
- V. (a) The Crockery, Cutlery, Table Cloth, Utensils and Kitchen Equipments such as Masala Grinder, Electric hot Plate, Toaster, Dosa Plate, Chapati Plate, Refrigerator, Freezer, Tea/Coffee Machine and Service Counter and various all types of Cooking range shall

be arranged by the Contractor himself. Institute shall not provide any item for this purpose. The licensee/contractor shall use LPG arranged by him.

(b) The Contractor will bring all the Kitchen Equipments in working order and thereafter he will be responsible for its maintenance, upkeepment and repairs of the equipments.

(c) The Contractor shall arrange for proper cleaning and upkeep of Dining Hall and furniture in his charge.

- VI. The Contractor shall use proper utensils of good quality preferably of steel during serving of lunch, dinner and breakfast in the Canteen Premises and use Proper Crockery for service in the New Guest House.
- VII. The Contractor shall arrange washing of table cloths, towels and cloth napkins at his own cost and keep them clean at all times.
- VIII. The Contractor shall not let out this work on sub contract or otherwise to anybody else. The Contractor will be fully responsible for breakage or damages done by them or their staff to the fixture and fittings providing or installed in the space provided to them in the Institute. Any loss/damage to the same will have to be made good by the Contractor, at his own cost.
- IX. The Contractor shall attend the monthly/bimonthly meetings arranged by the Committee/ authorities/representatives and implement accepted suggestions if any.
- X. The contractor shall arrange serving of Tea/coffee, Snacks, Breakfast, Lunch, Dinner as per Menu as per schedule, canteen timings and demand.
- XI. Contractor shall buy at his own cost good quality of Atta, Rice, Grocery, Dal items, Edible Oils, Vegetables and Non-Veg. items (No frozen items allowed), and other essentials. Contractor shall use standard FSSAI certified items of reputed brands only and ensure that all such items conform to AGMARK/FSSAI/FPO Standards/Quality/Norms wherever applicable. These items are subject to verification at any time without notice by Institute or by its authorized committee, whose recommendations are final and are to be acceptable by the Contractor **for any action that may be considered deemed fit and will be binding upon the Contractor in addition to any fine of a minimum of Rs. 5000/- if any deviation is noticed.** Further, the caterer would ensure that all the food material used in cooking conforms to the standards laid down in the rules/regulations framed by the FSSAI in with respect to additives, contaminants, toxins, residues, packaging etc. As far as practicable, all consumables, including milk and milk products, oil/ghee/fats (use of Hydrogenated oil or vanaspati is prohibited), cereals/pulses/flour, spices, condiments shall be sourced from Govt. outlets, viz. Kendriya Bhandar, Safal, OMFED, OPOLFED, FISHFED etc., and shall be of reputed brands to be brought, and stored in packaged condition to prevent any deterioration in quality standards.
- XII. Catering Staff if not found satisfactory by the administration of Institute or its representatives will be replaced immediately by the Contractor under intimation to the administration.
- XIII. All staff of the canteen employed by the contractor including waiters, cooks, cleaning persons and all other staff so employed will put on proper uniform as prescribed by the Administration. Aprons, caps, hand gloves, shoes will also be necessary to be put on by cooks while cooking food.
- XIV. All staff of the canteen employed by the contractor including waiters, cooks, cleaning persons and all other staff so employed will have photo identity cards so that entry is restricted to only legitimate persons to the Institute Premises and they will wear the card at all times.

- XV. **A notice board will have to be mandatorily provided by the Contractor in the dining hall at the food service points indicating special dishes (veg/non-veg) for the day. In addition to the above, he has to compulsorily display, daily menu of Breakfast/Morning tea & Snacks/Evening tea & Snacks/ Lunch/Dinner in the Notice Board.**
- XVI. Cleanliness and hygiene of the staff employed for cooking/ serving should be of extra ordinary level. Staff with any communicable/contamination-prone disease should be immediately withdrawn from the canteen by the Contractor. Any deviation will be punishable and will include but not limited to fine and/or termination of contract.
- XVII. The contractor shall use only LPG gas for cooking. The electronic equipment for the purpose of heating and cooling prepared items as well as drinking items can be run on power. Under no circumstances, the contractor will be permitted to use kerosene oil, wood or any other fuel, which emits smoke & bad odour. The contractor shall have to use Fly Catcher or U.V. Light for the houseflies/insects.
- XVIII. The Bidder shall not sublet the space provided to it by Institute. The Bidder shall neither use the space provided for storage or keeping, any other goods or articles other than those required for the use in the RIE Canteen nor shall do any structural addition/alteration in the premises.
- XIX. The premises provided for running canteen will be exclusively used by the persons having the valid / authorized photo pass issued by Institute and no outsiders will be allowed at any stage. Any temporary authorization for entry to person(s) will be given by the Institute Authorities in writing.
- XX. A fine of minimum **Rs.5000/-** per occasion will be imposed by Institute Authority/ its authorized committee for breach of contract with respect to not maintaining the quality/quantity/service/misuse of premises/non-conforming to rules as per agreement.
- XXI. Payment will be made by the Guest/Participants /employees as per the approved contracted rates.
- XXII. Test samples will be provided free of cost by the Contractor to the Institute authorities/administration/Canteen Committee of the Institute, Bhubaneswar for ensuring quality as and when required, directed and/or demanded. The visits shall be made randomly with a purpose to check the quality of food prepared for serving.
- XXIII. The Contractor shall comply with all statutory provisions of Central/State Government and is fully responsible towards observation of labour laws as amended from time to time in regard to his employees (in respect of minimum wages, PF, ESI deduction) and compensation and other benefits/risks in relation to employees to be engaged by him. The persons engaged by the Contractor shall be treated as Contractor's own employees and can claim no privileges from Institute. The sole responsibility of any legal, financial or any other implication in this regard would rest with the contractor. The Contractor shall maintain all the statutory registers, required under labour laws. The Contractor shall also produce these records on demand by Institute authority. The Contractor should submit Labour Clearance report and if he fails to submit the same and any action is to be taken or taken by the labour department, then the contractor shall have the sole responsibility towards facing any consequences that so arise.
- XXIV. Floors, Walls, Ceilings, Ceiling fans in Dining Hall, Kitchen and hand-wash areas shall be maintained spotlessly clean by the Contractor. Failure to keep these in spotless condition shall be dealt with by imposition of penalty of minimum **Rs. 5000/- per occasion.**
- XXV. The Institute reserves the right to terminate the contract with one month's notice (except in special conditions as elucidated in Point no. 14 where it can be terminated immediately) without assigning any reasons thereof. The Institute will have the right to extend the contract on the same rate, terms and conditions for one year after



justification of the performance of the contractor. The Institute will also have the right to extend the contract further for a period of one year or until an alternative arrangement is made. However, in case of any health hazard or if any expired items/stale food found within the canteen premises or any other reason seen as serious by the Competent Authority, it will result in the termination of the contract with immediate effect without any notice apart from imposition of any penalty and fine as deemed fit by the Authorities of Regional Institute of Education, Bhubaneswar.

- XXVI. The Contractor for Catering Services shall broadly cover the following jobs and ensure top quality services at all times in the following amongst others:
- a. Cooking, arrangement and Serving of the food with proper utensils preferably of steel in the Institute & DMS and with proper crockery to the Guests of New Guest House.
  - b. Cleanliness of Mess/Canteen area and its precincts and surroundings.
  - c. Proper cleaning of utensils, crockery and maintenance.
  - d. Storing the prepared food and its raw materials under hygienic conditions.
  - e. Replacement of tablecloths, napkins, towels etc. daily as per events (Breakfast, Tea/Coffee & Snacks, Lunch, Dinner) as per instruction of RIE, Bhubaneswar authorities.
  - f. Avoidance of extra encroachment.
  - g. Appropriate and proper use of the Bio-gas Plant
  - h. Maintaining of proper account of all the transactions of the Canteen and submission of the same to the RIE, Bhubaneswar authorities as and when directed.
- XXVII. Cleanliness/ House Keeping:
- a. Cleanliness of the area, which includes Kitchen, Dining Hall, Washing area, washbasin, Water-Coolers, Pantry, surrounding areas and precincts, shall have to be arranged by the Contractor employing his own staff at his own cost.
  - b. Cleaning material of good and branded quality shall be used by the Contractor at his own cost
  - c. Utensils shall have to be cleaned and sterilised using hot water & proper detergents and finally washed in antiseptic liquid containing Potassium Permanganate.
  - d. Floors, Walls and Ceilings will have to be maintained spotlessly clean. Furniture shall have to be kept perfectly clean.
- XXVIII. **The Food shall have to be prepared & kept under hygienic conditions by the Contractor with proper heating/cooling/maintenance arrangements. The contractor shall not keep, store, deal with or allow the sale /deal with of any item which is prohibited by law and which is injurious to health viz. cigarettes, bidi, gutkha and liquor etc. The contractor shall not entertain any order/supply eatable outside RIE, Bhubaneswar.**
- XXIX. In case of breach of any conditions of the contract and for any and all types of losses caused by the Contractor, Institute shall make deductions as deemed suitable from the bills preferred by the Contractor and/or can recover the amount from Security Deposit and/or impose any penalty as deemed fit.
- XXX. Canteen Committee of the Institute or any other Officers/Staff nominated by the Institute Authority will make a surprise check as & when needed. In the event of any lowering of quality/ quantity, the bidder will be liable for immediate termination of the contract, imposition of any type of penalty including fines of minimum Rs. 5000/- and the performance security deposit amount will be forfeited.
- XXXI. In case the Contractor fails to execute/ perform the assigned works or a part thereof, Institute shall be authorized to make suitable deductions as deemed fit by Institute from the bills of the Contractor, imposition of any penalties as deemed fit and damages will be charged to extent of loss.

- XXXII. Contractor shall be responsible for the safety and upkeep of the items make over to him and will return the items as per inventory on the expiry of the contract. Any loss etc. on this account shall be recoverable from the Contractor or deduction from the bills of the Contractor or Security Deposit alongwith imposition of penalties as deemed fit.
- XXXIII. Food prepared for serving to the Employees/Guests/participants shall be subject to the approval of RIE, Bhubaneswar authorities and their decision in this regard shall be final and binding on the Contractor. Losses and inconvenience faced on this account by Institute shall be punishable and suitable recoveries may be made by Institute.
- XXXIV. The Staff employed including mess manager by the Contractor should be courteous civil and polite in behaviour towards all the Guest/Participants and the Institute establishment at all times.
- XXXV. The Contractor shall have to deploy adequate number of cooks, waiters, cleaning staff, dish washers, head waiters, safaiwalas and supervisors and keep them available to cater to the various programs as well as regular function of the canteen to ensure complaint free servicing of food at all times.
- XXXVI. The Institute is NOT bound to accept the lowest offer and reserves the right to award the work to more than one bidder depending upon urgency and requirement. Further, the Contractor would not have any claim on the number of persons boarding for whom services are rendered in the institute.
- XXXVII. The Vendor will clearly mention in the Technical Bid and tender documents, the minimum number of staff that will be engaged by him and will always be available.
- XXXVIII. The contractor has a bare permission to run RIE Canteen in the RIE, Bhubaneswar Office premises during the contract period and nothing contained in this document/agreement shall be construed as demise in law of the said Institute premise or any part thereof and shall not give any legal title or interest to the contractor.
- XXXIX. In case any proceedings are initiated against the contractor by any Court/Municipal/or Govt. Authority under the provisions or Prevention of Food Adulteration Act 1952 or any other law/rule or regulations, the contractor shall be solely and directly liable and responsible for that.
- XL. The expenses for execution, registration charges, stamp duty etc. relating to the agreement shall be borne by the contractor.
- XLI. The Caterer shall use preferably stainless steel only for serving Tea/ Coffee (beverages) and other eatables in the Canteen Premises, and shall totally avoid the use of wax coated cups as well as any plastic materials in compliance of local Govt. orders/stipulations issued from time to time within RIE, Bhubaneswar premises and use Proper Crockery for service in the New Guest House.
- XLII. The prospective bidder is required to have a valid labour license for their workers from concerned labour department.
- XLIII. The bids must be accompanied with a Bank Draft/Pay Order issued by any Nationalized/Scheduled Bank for **Rs. 1,00,000/- (Rupees One Lakh only)** only to be submitted as EMD in favour of General Fund Account payable at Bhubaneswar.
- XLIV. The Technical Bids shall be opened online.
- XLV. It is the responsibility of Bidders to read all the terms & conditions of this document carefully before filling the bid. Incomplete bid documents or bids not responsive enough to the terms and conditions are liable to be rejected. The bidder should sign the undertaking along with the bid document that he has read the complete tender document and will abide by its terms & conditions.
- XLVI. The bid shall contain no erasures or overwriting.
- XLVII. If, even after award of contract, any information/facts submitted by the bidders are found misleading/incorrect/false etc. or for any other compelling reason as deemed fit

- by the Competent Authority, RIE, Bhubaneswar reserves the right to immediately terminate the contract and forfeiture of EMD/ Security Deposit apart from imposition of any penalty deemed fit by the Institute.
- XLVIII. The successful bidder has to furnish interest free Performance Security Deposit @ of 5% of the total contract value awarded in the form of Account Payee Demand Draft or Bankers Cheque from a Commercial Bank drawn in favour of "General Fund Account" payable at Bhubaneswar. This has to be given within stipulated period as mentioned in the letter of award of contract. The Security Deposit will be valid for a period of 6 (six) months beyond the date of completion of all contractual obligations. No interest will be paid on such deposits. It may be noted that the Performance Security shall stand forfeited in the event of the firm fails to comply with the terms and conditions of the contract in addition to any penalties that may be imposed and thereafter the contract shall be treated as cancelled with immediate effect.
- XLIX. The Earnest Money Deposit will be refunded to the unsuccessful bidders after finalization of tender, without any interest.
- L. However, the Earnest Money of the successful bidder will be liable to be forfeited, if the bidder does not fulfill any of the following conditions:
- (a) The successful bidder shall have to deposit Security deposit before award of supply order. The security so deposited with Regional Institute of Education, Sachivalaya Marg, Bhubaneswar – 751022, shall not carry any interest.
- (b) To undertake the work from the specified date mentioned in the award letter.
- LI. The successful bidder will be responsible for executing the complete catering contract at his own cost as per the requirement of the Institute, irrespective of time. In case of any fault, delay etc., "risk purchase" will be made by the RIE, Bhubaneswar out of the Security Deposit of the said Contractor apart from any penalties imposed.
- LII. In case of supply of contracted items/services, if such articles/ services are found to be deficient in quantity or quality and not of standard quality or not supplied in time, penal action may be initiated against the contractor as decided by the Regional Institute of Education, Sachivalaya Marg, Bhubaneswar – 751022 which includes but is not limited to fines. Repeated faults/delays may result in forfeiture of part or whole of Security Deposit and even termination of the contract.
- LIII. The successful bidder will ensure compliance of all the relevant provisions of the prevailing Laws.
- LIV. Regional Institute of Education, Bhubaneswar, Sachivalaya Marg, Bhubaneswar–751022 reserves the right to visit any or all of the existing or the past customers of the bidder to ascertain the quality of work performed by the bidder and in case any negative report is received against the bidder, the bid may be rejected. In addition, in case any information provided by the bidder is found to be false, such bid may be rejected and part or whole of the security deposit will be forfeited apart from any penalties to be imposed for misrepresentation and/or legal/other administrative action.

**ANNEXURE-III****Schedule of requirements and specifications (Menu)****GeM - Canteen Service- Best Price on Fixed Menu Rate Model.**

In this service, the buyer asks the service provider to quote the rate in INR for the "total menu cost" as mentioned in the bid document. The bidder can quote any rate higher or lower than the estimated "total menu cost" indicated by the buyer (**herein indicated in Annexure - III of the tender document**). The service provider quoting minimum "total menu cost" is selected for award of this service. Once the L1 service provider is selected, the % of total menu cost above / below the estimated menu cost are equally multiplied across all menu items to arrive at the individual menu item rate keeping the "total menu cost" within the quoted rates.

Total Tentative Menu Cost for the Contract Period (Estimated)						
A. Regular Items						
S. No	Menu Item Name	Approximate Quantity per day (A)	Unit Rate (Rupees), including all taxes, duties and services (Estimated Rate) (B)	No of days of working in a month (C)	No of months of Contract Period (D)	Menu Cost 1 for the Contract Duration E = A*B*C*D
1	Milk Tea 100 mL	100	5	30	12	₹ 1,80,000.00
2	Milk Coffee 100 mL	40	8	30	12	₹ 1,15,200.00
3	One Samosa minimum 75 g	25	5	30	12	₹ 45,000.00
4	One half-piece Bread Pakora minimum 70 g	25	5	30	12	₹ 45,000.00
5	Piaji minimum 50 g	25	5	30	12	₹ 45,000.00
6	One Alloo Bonda/ Alloo Chap minimum 50 g	25	5	30	12	₹ 45,000.00
7	One Biri Bada minimum 50 g	25	5	30	12	₹ 45,000.00
8	Paneer Pakora minimum 50 g	25	7	30	12	₹ 63,000.00
9	Besan Pokoda minimum 100 g	25	14	30	12	₹ 1,26,000.00
10	Nimiki minimum 50 g	25	5	30	12	₹ 45,000.00
11	Four piece Idli with one plate Dalma/Motor Curry minimum 200 g	30	15	30	12	₹ 1,62,000.00
12	Four Piece Puri with one plate Dalma /Motor Curry minimum 200 g	30	15	30	12	₹ 1,62,000.00
13	One boiled egg minimum 50 g	20	8	30	12	₹ 57,600.00
14	One Egg omelette minimum 50 g	20	10	30	12	₹ 72,000.00
15	Double egg omelette minimum 100 g	20	17	30	12	₹ 1,22,400.00
16	Daily Veg Lunch/Dinner Thali (Good quality Rice + Chapatis + Dal + One seasonal vegetable fry + one seasonal vegetable curry + curd/raita + salad + achar/chutney + papad)	50	40	30	12	₹ 7,20,000.00
17	Egg Curry (2 Piece) Minimum 2 eggs	21	20	30	12	₹ 1,51,200.00
18	Fish Curry (1 Piece) minimum Weight of Piece -100 g	21	30	30	12	₹ 2,26,800.00
19	Chicken Curry (4 Piece) minimum Weight of total pieces -200 g	22	50	30	12	₹ 3,96,000.00

20	Mutton Curry (1 Piece) minimum Weight of Piece -100 g	15	100	30	12	₹ 5,40,000.00
21	One plate Plain Rice minimum 100 g	50	7	30	12	₹ 1,26,000.00
22	One Roti minimum 25 g	50	4	30	12	₹ 72,000.00
23	One Piece Gulab Jamun minimum 25 g	20	10	30	12	₹ 72,000.00
24	One piece Burfi minimum 25 g	20	10	30	12	₹ 72,000.00
25	One piece Rasogolla minimum 50 g	20	10	30	12	₹ 72,000.00
26	Two Piece Jalebi minimum 40 g	20	10	30	12	₹ 72,000.00
27	Chenapoda minimum 100 g	20	20	30	12	₹ 1,44,000.00
28	One Laddoo minimum 25 g	20	10	30	12	₹ 72,000.00
29	Chhena Gaja minimum 25 g	20	10	30	12	₹ 72,000.00
				TOTAL OF A :		₹ 41,38,200.00

**B. MRP ITEMS (Not included in total value)**

S.No	Menu Item Name	Unit Rate (Rupees), including all taxes, duties and services (B)
1	Cold Drinks, Juice/ Milkshakes etc. (reputed, FSSAI certified and branded only) as per availability	as per MRP
2	All packing items (including chips, biscuits, chocolates, cakes, chhas, lassi or any other items-reputed, FSSAI certified & branded only) as per availability	as per MRP

**C. PAC Items**

S.No	Menu Item Name	Approximate Quantity per day (A)	Unit Rate (Rupees), including all taxes, duties and services (Maximum Rate Rs. 140 for working lunch and Rs. 20 for Tea/Coffee & snacks) (B)	No of days of working in a month (C)	No of months of Contract Period (D)	Menu Cost 2 for the Contract Duration E = A*B*C*D
1	PAC approved working lunch (Basmati Rice + Naan/Kulcha + Dal + One seasonal vegetable fry + one seasonal vegetable curry + one Paneer curry for vegetarians/Fish or Mutton or Chicken Curry as per choice of the individual for non-vegetarians + curd/raita + salad + achar/chutney + papad)	150	140	3	12	₹ 7,56,000.00

2	PAC approved Tea/Coffee and Snacks (One cup milk/liquor tea or milk/black coffee as per choice of the individual alongwith one good quality packet biscuit + One plate snacks which includes Two Samosa/Two Bread Pakora/Two vegetable or egg cutlets + Dry fruits including pistas, cashews, almonds and raisins + One good quality sweet.)	150	20	3	12	₹ 1,08,000.00
				TOTAL OF C:		₹ 8,64,000.00

GRAND TOTAL (TOTAL OF A + TOTAL OF C): ₹ 50,02,200.00

### ESTIMATED TOTAL MENU COST:

To be filled by the Buyer - alphanumeric	<b>Rupees Fifty Lakhs Two Thousand Two Hundred Only Approximately</b>
To be filled by the Buyer - numeric	<b>₹ 50,02,200.00 approximately</b>

**Note 1:-** Every day in lunch & dinner, the Caterer must provide at least one non -veg item (egg/fish/chicken/mutton curry) alternating between the items every day and one veg item (Paneer veg. dish/Mixed Vegetables dish) alternating between the items every day, (unless otherwise ordered) on payment basis.

**Note 2:-** Most running items in the institute are Tea/Coffee/Working Lunch/ PAC approved working lunch/ PAC approved Tea/Coffee and Snacks. Rates may be quoted by the Caterers to satisfy the Institute in terms of quality of items. Maximum rate of the following items are as under: a) PAC approved working lunch - Rs. 140/- , b) PAC approved Tea/Coffee, Snacks- Rs. 40/- (for a total of two instances).

Indicative list of Raw Materials: (Contractor shall use standard FSSAI certified items of reputed brands only)			
S. No	Name of Item	Specific Brand, if applicable (preferably)	Specific place of purchase
1	Vegetables	The caterer shall procure fresh seasonal vegetables on daily basis.	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
2	Non-Vegetarian items	Fresh and procured Daily (No frozen items allowed).	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal/Omfed/Opolfed/Fishfed etc
3	Grocery	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
4	Tea	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
5	Coffee	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
6	Milk and milk products	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal/Omfed etc
7	Biscuits	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
8	Bread	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc

9	Butter	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
10	Jam	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
11	Dry Masala	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
12	Salt	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
13	Refined Oil (including Rice Bran Oil) (use of Hydrogenated oil or vanaspati is prohibited).	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
14	Mustard Oil	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
15	Water	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
16	Atta	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
17	Rice	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
<b>All supplied items should be of AGMARK/FSSAI/FPO Quality/Norms wherever applicable</b>			

- The Caterer shall make arrangements to provide cooks and waiters for cooking and serving. There should always be adequate number of cooks, waiters & cleaners available to cater to the various programs as well as regular function of the canteen. The caterer shall provide to RIE, Bhubaneswar a list of persons deployed for the purpose of cooking, serving and cleaning. The names and addresses of personnel so deployed by the caterer will be displayed on the notice board. No child labour will be employed by the Caterer.
- All staff of the canteen employed by the contractor including waiters, cooks, cleaning persons and all other staff so employed will put on proper uniform as prescribed by the Administration. Aprons, caps, hand gloves, shoes will also be necessary to be put on by cooks while cooking food. They will also have photo identity cards at all times so that entry is restricted to only legitimate persons to the Institute Premises
- The Caterer shall use preferably stainless steel only for serving Tea/ Coffee (beverages) and other eatables in the Canteen Premises, and shall totally avoid the use of wax coated cups as well as any plastic materials in compliance of local Govt. orders/stipulations issued from time to time within RIE, Bhubaneswar premises and use Proper Crockery for service in the New Guest House.
- The Caterer shall be responsible for the cleanliness of the kitchen and the dining hall. The Caterer shall keep the premises clean and neat at all times according to the health and hygiene conditions prescribed by the Bhubaneswar Municipal Corporation. The caterer shall also provide soaps, towels, in the bathroom attached to the dining hall.

#### Tentative Canteen Timings

- |    |                       |                        |
|----|-----------------------|------------------------|
| 1  | <b>Breakfast</b>      | : 8:00 am to 09:30 am  |
| 2. | <b>Lunch</b>          | : 12:30 pm to 2:30 pm  |
| 3. | <b>Evening Snacks</b> | : 5:00 pm to 6:30 pm   |
| 4. | <b>Dinner</b>         | : 08:00 pm to 09:30 pm |

To,

The Principal,  
Regional Institute of Education  
Sachivalaya Marg, Unit IX  
Bhubaneswar -22

Sub: Tender Acceptance letter - reg.

Sir,

I hereby undertake that, I have read and understood the entire tender document and accept & agree to comply with the same. I also accept and agree that any subsequent Addendums and Corrigendum, if issued in this regard, I shall comply accordingly.

Signature of the Authorized Signatory of the Bidder with seal of firm



## PROFORMA FOR FINANCIAL BID

To,

The Principal,  
Regional Institute of Education  
Sachivalaya Marg, Unit IX  
Bhubaneswar -22

Subject: Quotation for providing Catering Services in RIE, Canteen located in Sachivalaya Marg, Unit IX, Bhubaneswar 22 - reg.

Sir,

With reference to your Tender No. GEM\_\_\_\_\_ Dtd.\_\_\_\_\_ on the subject mentioned above, the undersigned have read the terms and conditions of the Tender and quote the rate as under:-

**Schedule of requirements and specifications (Menu)****GeM - Canteen Service- Best Price on Fixed Menu Rate Model.**

In this service the buyer asks the service provider to quote the rate in INR for the "total menu cost" as mentioned in the bid document. The bidder can quote any rate higher or lower than the estimated "total menu cost" indicated by the buyer (**herein indicated in Annexure - III of the tender document**). The service provider quoting minimum "total menu cost" is selected for award of this service. Once the L1 service provider is selected, the % of total menu cost above / below the estimated menu cost are equally multiplied across all menu items to arrive at the individual menu item rate keeping the "total menu cost" within the quoted rates.

Total Menu Cost for the Contract Period						
A. Regular Items						
S. No	Menu Item Name	Approximate Quantity per day (A)	Unit Rate (Rupees), including all taxes, duties and services (B)	No of days of working in a month (C)	No of months of Contract Period (D)	Menu Cost 1 for the Contract Duration E = A*B*C*D
1	Milk Tea 100 mL	100		30	12	
2	Milk Coffee 100 mL	40		30	12	
3	One Samosa minimum 75 g	25		30	12	
4	One half-piece Bread Pakora minimum 70 g	25		30	12	
5	Piaji minimum 50 g	25		30	12	
6	One Alloo Bonda/Alloo Chap minimum 50 g	25		30	12	
7	One Biri Bada minimum 50 g	25		30	12	
8	Paneer Pakora minimum 50 g	25		30	12	
9	Besan Pokoda minimum 100 g	25		30	12	
10	Nimiki minimum 50 g	25		30	12	
11	Four piece Idli with one plate Dalma/Motor Curry minimum 200 g	30		30	12	
12	Four Piece Puri with one plate Dalma /Motor Curry minimum 200 g	30		30	12	
13	One boiled egg minimum 50 g	20		30	12	
14	One Egg omelette minimum 50 g	20		30	12	

15	Double egg omelette minimum 100 g	20		30	12	
16	Daily Veg Lunch/Dinner Thali (Good quality Rice + Chapatis + Dal + One seasonal vegetable fry + one seasonal vegetable curry + curd/raita + salad + achar/chutney + papad)	50		30	12	
17	Egg Curry (2 Piece) Minimum 2 eggs	21		30	12	
18	Fish Curry (1 Piece) minimum Weight of Piece -100 g	21		30	12	
19	Chicken Curry (4 Piece) minimum Weight of total pieces -200 g	22		30	12	
20	Mutton Curry (1 Piece) minimum Weight of Piece -100 g	15		30	12	
21	One plate Plain Rice minimum 100 g	50		30	12	
22	One Roti minimum 25 g	50		30	12	
23	One Piece Gulab Jamun minimum 25 g	20		30	12	
24	One piece Burfi minimum 25 g	20		30	12	
25	One piece Rasogolla minimum 50 g	20		30	12	
26	Two Piece Jalebi minimum 40 g	20		30	12	
27	Chenapoda minimum 100 g	20		30	12	
28	One Laddoo minimum 25 g	20		30	12	
29	Chhena Gaja minimum 25 g	20		30	12	
				TOTAL OF A :		₹

B. MRP ITEMS (Not included in total value)		
S.No	Menu Item Name	Unit Rate (Rupees), including all taxes, duties and services (B)
1	Cold Drinks, Juice/ Milkshakes etc. (reputed, FSSAI certified and branded only) as per availability	as per MRP
2	All packing items (including chips, biscuits, chocolates, cakes, chhas, lassi or any other items-reputed, FSSAI certified & branded only) as per availability	as per MRP

C. PAC Items						
S.No	Menu Item Name	Approximate Quantity per day (A)	Unit Rate (Rupees), including all taxes, duties and services (Maximum Rate Rs. 140 for working lunch and Rs. 20 for Tea/Coffee & snacks) (B)	No of days of working in a month (C)	No of months of Contract Period (D)	Menu Cost 2 for the Contract Duration $E = A*B*C*D$ ₹
1	PAC approved working lunch (Basmati Rice + Naan/Kulcha + Dal + One seasonal vegetable fry + one seasonal vegetable curry + one Paneer curry for vegetarians/Fish or Mutton or Chicken Curry as per choice of the individual for non-vegetarians + curd/raita + salad + achar/chutney + papad)	150		3	12	
2	PAC approved Tea/Coffee and Snacks (One cup milk/liquor tea or milk/black coffee as per choice of the individual alongwith one good quality packet biscuit + One plate snacks which includes Two Samosa/Two Bread Pakora/Two vegetable or egg cutlets + Dry fruits including pistas, cashews, almonds and raisins + One good quality sweet.)	150		3	12	
				TOTAL OF C:		₹
<b>GRAND TOTAL (TOTAL OF A + TOTAL OF C) :</b>						₹

### TOTAL MENU COST:

To be filled - alphanumeric	Rupees
To be filled- numric	₹

**Note 1:-** Every day in lunch & dinner, the Caterer must provide at least one non -veg item (egg/fish/chicken/mutton curry) alternating between the items every day and one veg item (Paneer veg. dish/Mixed Vegetables dish) alternating between the items every day, (unless otherwise ordered) on payment basis.

**Note 2:-** Most running items in the institute are Tea/Coffee/Working Lunch/PAC approved working lunch/ PAC approved Tea/Coffee and Snacks. Rates may be quoted by the Caterers to satisfy the Institute in terms of quality of items. Maximum rate of the following items are as under: a) PAC approved working lunch - Rs. 140/- , b) PAC approved Tea/Coffee, Snacks- Rs. 40/- (for a total of two instances).

Indicative list of Raw Materials: (Contractor shall use standard FSSAI certified items of reputed brands only)			
S. No	Name of Item	Specific Brand, if applicable (preferably)	Specific place of purchase
1	Vegetables	The caterer shall procure fresh seasonal vegetables on daily basis.	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc

2	Non-Vegetarian items	Fresh and procured Daily (No frozen items allowed).	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal/Omfed/Opolfed/Fishfed etc
3	Grocery	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
4	Tea	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
5	Coffee	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
6	Milk and milk products	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal/Omfed etc
7	Biscuits	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
8	Bread	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
9	Butter	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
10	Jam	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
11	Dry Masala	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
12	Salt	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
13	Refined Oil (including Rice Bran Oil) (use of Hydrogenated oil or vanaspati is prohibited).	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
14	Mustard Oil	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
15	Water	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
16	Atta	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc
17	Rice	Reputed brands only	Preferably procured from Govt. Marketplaces like Kendriya Bhandar/Safal etc

**All supplied items should be of AGMARK/FSSAI/FPO Quality/Norms wherever applicable**

1. I/We shall make arrangements to provide cooks and waiters for cooking and serving. **There will always be adequate number of cooks, waiters & cleaners available to cater to the various programs as well as regular function of the canteen.** I/We shall provide to RIE, Bhubaneswar a list of persons deployed for the purpose of cooking, serving and cleaning. The names and addresses of personnel so deployed by the caterer will be displayed on the notice board. No child labour will be employed by Me/Us.

2. All staff of the canteen employed by Me/Us including waiters, cooks, cleaning persons and all other staff so employed will put on proper uniform as prescribed by the Administration. Aprons, caps, hand gloves, shoes will also be necessary to be put on by cooks while cooking food. They will also have photo identity cards at all times so that entry is restricted to only legitimate persons to the Institute Premises.
3. I/We shall preferably use stainless steel only for serving Tea/ Coffee (beverages) and other eatables in the Canteen Premises, and shall totally avoid the use of wax coated cups as well as any plastic materials in compliance of local Govt. orders/stipulations issued from time to time within RIE, Bhubaneswar premises and use Proper Crockery for service in the New Guest House..
4. I/We shall be responsible for the cleanliness of the kitchen and the dining hall. I/We shall keep the premises clean and neat at all times according to the health and hygiene conditions prescribed by the Bhubaneswar Municipal Corporation. I/We shall also provide soaps, towels, in the bathroom attached to the dining hall.

**Tentative Canteen Timings**

1	<b>Breakfast</b>	:	8:00 am to 09:30 am
2.	<b>Lunch</b>	:	12:30 pm to 2:30 pm
3.	<b>Evening Snacks</b>	:	5:00 pm to 6:30 pm
4.	<b>Dinner</b>	:	08:00 pm to 09:30 pm

5. I/We undertake that if our bid is accepted we will provide Catering Services in accordance as specified in the Schedule of Requirements and Specifications.
6. I/We undertake that I/we shall furnish the Performance Security within seven days after issue of notification of award for an amount equal to 5% of the awarded contract value in the form of demand draft or Fixed Deposit Receipt (in original) or Bank Guarantee in an acceptable form from any Nationalized/Commercial Bank in favour of General Fund Account, payable at Bhubaneswar. Performance Security shall remain valid for a period of 6 (six) months beyond the date of completion of all contractual obligations of the supplier. No interest will be paid on amount; the same will be refunded when the contract is over and after clearing all dues in respect of electricity, water charges and license fee and deduction of damages/penalties/other charges if any etc.
7. I/We also agree to abide by this Bid validity period of 180 days from the date of opening of Technical Bid. It shall remain binding upon us and may be accepted at any time before the expiration of that period. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.
8. I/We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
9. I/We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.
10. I/We understand that you are not bound to accept the lowest or any bid you may receive.
11. I/We attach here with an affidavit confirming that the information furnished in the Bid is correct to the best of our knowledge and belief.
12. I/We clarify/confirm that we comply with the eligibility requirements of the bidding documents till our contract remains in operation/force.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20

Signature of the Authorized Signatory of the Bidder with seal of firm

**AGENCY DETAILS**

**(All fields must be filled & documents duly attested, to be enclosed mandatorily)**

(Including performance records, financial viability etc.)

1. Name of Agency (Copy to be enclosed) :
2. Status of ownership of the firm (Proprietary/Partnership/Company) (Copy to be enclosed) :
3. Registration No. for Catering Services (Municipal Corporation) (Copy to be enclosed):
4. GST Registration No. (Copy to be enclosed) :
5. PAN Number (Copy to be enclosed) :
6. Number of Manpower (Qualified, Skilled and Unskilled) Available with the firm as on date as per the Master Rolls. (Copy to be enclosed) :
7. Telephones Nos. :
8. Residential Address :
9. Banker's Name & Address(Copy of cancelled cheque to be enclosed) :
10. Name, details and phone number of contact person of the firm:
11. Experience (As sought for in Tender in years) :
12. Minimum average annual turnover of Rs. 50,00,000/- (Fifty lakhs) per year in last three years duly certified by CA (supporting document to be enclosed):
13. List of Major Clients(Enclose copy of Orders/Contractors alongwith Items Details, Performance Report)
14. Any Other Information/Documents which may help Tenderer's Capabilities for award of contract.

Signature of the Contractor

Name/Firm\_\_\_\_\_

Address\_\_\_\_\_

**EXPERIENCE CERTIFICATE**

Certified that M/s.....has run / is running  
the canteen/Guest House/Catering Services in this PSU/Autonomous Body/Government  
Department, satisfactorily for the period from .....to.....

Authorized signatory with official Seal /Rubber Stamp  
on Official Pad only

**Annexure-VIII**

**An undertaking enclosed at Annexure of the tender/bid document on non-judicial stamp paper of Rs.10/-**

**UNDERTAKING**

I/We have read and understood the contents of tender and agree to abide by the terms and conditions of this tender and undertake the following.

1. I/We also confirm that in the event of my/our tender being accepted, I/we hereby undertake to furnish Performance Security, as mentioned in the bid document.
2. I/We further undertake that none of the Proprietor/Partners/Directors of the firm was or is Proprietor or Partner or Director of any firm with whom the government have banned/suspended business dealing. I/We further undertake to report to the Institute immediately after we are informed but in any case not later than 15 days, if any firm in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such a firm which is banned/suspended in future during the currency of the contract with you.
3. I/We agree that all disputes, if arising related to this tender, shall be within the jurisdiction of courts of Bhubaneswar.
4. I/we undertake that the firm/company etc. has never been blacklisted by any of the Central/State Govt. organization and no criminal/other case is pending against the firm/Company.
5. That the information supplied by the firm/company/bidder in the bid are true and nothing has been concealed and in case at any stage any information is found false our EMD/ Performance Security can be forfeited and our tender can also be rejected by the Institute/Council.
6. An Inspection Team to be nominated by the Institute Authorities may make surprise inspection to ensure proper Quality and hygiene of the Food as laid down in the standard at any time.
7. In the event of any short-fall in respect of any of the item to be served to any of the guest/participants or deficiency of Service will make me liable for termination of the contract apart from any penalties that may be imposed and/or the Institute Authorities can make suitable recovery from the performance Security Deposit for any breach of Contract.

Date:

Signature of the tenderer/bidder  
Name: designation with seal of the firm/company



**PROFORMA FOR TECHNICAL BID**

To,

The Principal,  
Regional Institute of Education  
Sachivalaya Marg, Unit IX  
Bhubaneswar -22

Subject: Quotation for providing Catering Services in RIE, Canteen located in Institute.

Sir,

With reference to your Tender GeM \_\_\_\_\_ dated \_\_\_\_\_ on the subject mentioned above, I am submitting the following information about my firm.

S.No	Particulars	Submitted Complete in all respects and attached supporting documentary evidence		
		YES	Page No.	No
1.	Required Earnest Money Deposit (EMD) (In the form of DD) for Rs. 1,00,000/- (Rupees One Lakh only)			
2.	Copy of Firm's Registration			
3.	Copy of the PAN No of the firm			
4.	Copy of firms registration for GST			
5.	Name & Address of tenderer's Bank and his current Account No (Attach copy of cancelled cheque)			
6.	Name and Address of the Contact persons to whom all references shall be made by the Institute.			
7.	Signature of the Bidder or his/her authorized signatory on each page of the Tender Document as acceptance of the terms and conditions contained in the Tender Document			
8.	A bona fide caterer having at least 3 years of experience in running a Canteen (in preferably Educational Institutions) at Central Govt. /State Govt./PSU/Autonomous Bodies/Reputed organizations supported by the following documents towards experience of the bidder:- (e) Shop land Establishment certificate showing the date of initial registration (f) Income Tax/Service Tax Assessment/GST orders establishing three-year's existence of the firm			
9.	Evidence of minimum infrastructure like LPG/Cylinders Stove, kitchen equipment, utensils, manpower etc.			
10.	Copies of Annual Accounts, namely Trading Account, Profit and Loss Account and the Balance Sheet for the last three years duly authenticated by Chartered Accountant			

11.	List of institutions/organizations (with complete postal addresses) served in the past and list of institutions/organizations where presently providing Catering Services, Names, designations and telephone numbers of concerned officers in the respective institutions/organizations may also be indicated.			
12.	ITR for the last 3 financial years i.e. 2021-22, 2022-23, 2023-24.			
13.	Supporting document showing Average Annual Turnover for the last 3 year of minimum Rs. 50,00,000/- per year duly certified by C.A.			
14.	Bank's Solvency Certificate of Rs. 50,00,000/- on the financial soundness of the firm.			
15.	Agency Details (as per Annexure-VI)			
16.	An affidavit of Undertaking on a non-judicial stamp paper of Rs. 10/- as per Annexure-VIII.			
17.	Vendor's Qualification (As Per the format given at Annexure-I)			
18.	Experience Certificate (as per Annexure-VII)			
19.	Adequate number of staff that will be engaged by contractor and will always be available at the Canteen as Cooks, Waiters, Cleaning Staff, Dish Washers, Head Waiter, Supervisor and Safai Walas as per point No.XXXV of terms and conditions of Annexure II.			
20.	No Relation Certificate as per para 16 of general information to bidders (Annexure-XI)			
21.	Compliance Statement Certificate (Annexure-X)			
22.	Undertaking of Sufficient equipments and manpower (Annexure-XII)			
23.	Municipal/State Certificate as bonafide caterer, restaurant, hotels etc. as per applicable law.			
24.	Valid Food Safety & Standard Authority of India (FSSAI) license issued by State Govt./Central Govt.			
25.	Valid registration of GST for outdoor catering :			
26.	Tender Acceptance Letter as per Annexure-IV			
27.	Copy of Labour License for the workers of the firm from Labour Department.			
28.	Any other Supporting Documents submitted by bidder			

2. It is to certify that above information are correct and duly certified copy of relevant documents in the proof of above is enclosed herewith. All pages of the Technical bid have been numbered, indexed, duly signed & stamped on each page and the document is final for all purposes.

3. All the above-mentioned documents as stated are mandatorily annexed with bid documents. I clearly understand that conditional bids shall not be considered and will be rejected summarily.

Signature of the Authorized Signatory of the Bidder with seal of firm

**COMPLIANCE STATEMENT CERTIFICATE**

I/we do hereby state that each item under instructions to bidder and scope of work as per Annexure II has strictly been complied and nothing has been concealed or left as required in the tender document.

Dated:

Authorized signatory with official Seal / Rubber Stamp

Place:

**NO RELATION CERTIFICATE**

I/We hereby certify that none of my relatives as defined in the bid document is/are employed in Institute. In case at any stage, it is found that the information given by me/us is false/incorrect, Institute shall have the absolute right to take any action as deemed fit without prior intimation to me/us.

Authorized signatory with official Seal / Rubber Stamp

Dated:

Place:

**UNDERTAKING**

I/We, hereby undertake that our firm is having minimum infrastructure like LPG/Cylinders, utensils, trained manpower and kitchen equipment i.e., cutlery, crockery, mixer, grinder, deep freezer, refrigerator, tea kettles, microwave ovens, food warmers, cash/billing machine, cleaning material and tools, raw material storage units/cupboards and any other item/equipment that the Institute may deem necessary for proper and efficient functioning of canteen/guest house etc.

Authorized signatory with official Seal / Rubber Stamp

Dated:

Place:

**List of Annexure**

Sl. No.	Annexure	Subject	Page No.
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3.	III	Schedule Of Requirements And Specifications (Menu)	20-23
4.	IV	Tender Acceptance Letter	24
5.	V	Proforma for Financial Bid with Undertaking	25-29
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7.	VII	Experience Certificate	31
8.	VIII	Undertaking as per Annexure-VIII on Non-Judicial Stamp Paper of Rs. 10/-	32
9.	IX	Proforma for Technical Bid	33-34
10.	X	Compliance Statement Certificate	35
11.	XI	No Relation Certificate	36
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