

**Regional Institute of Planning, Applied Economics and Statistics
(RIAPES), A/65, Nayapalli, Bhubaneswar**
(A Govt. Training Institute under Planning & Convergence Department)

TENDER DOCUMENT

For award of contract for catering services to RIPAE&S, Bhubaneswar

Sealed Tenders are invited from intending service providers having valid TIN/ SRIN for providing catering services to RIPAE&S, Bhubaneswar.

The detailed tender document may either be downloaded from the website www.desorissa.nic.in or can be obtained in person from the Office of Principal, RIPAE&S, Bhubaneswar in any working day from **18.05.2016 to 08.06.2016** between 11.00 A.M. to 4.00 P.M. on payment of Rs.500/- + Rs.25/- (VAT) in cash or in shape of Bank Draft for Rs.525/- which is non-refundable. The downloaded Tender Document from the website should be submitted along with a Bank Draft/Bankers Cheque of Rs.525/- (non-refundable). The Bank Draft/ Bankers cheque should be in favour of **Assistant Director, RIPAE&S, A/65, Nayapalli, Bhubaneswar-12.**

The tender document will be received only through speed post/ registered post during office hour. The last date and time for receipt of filled in Tender Documents is **10.06.2016 by 5.00 P.M.** The office shall not be responsible for any kind of postal delay.

Tender Schedule

Period of issue of tender Documents	From 18.05.2016 to 08.06.2016 between 11.00 AM to 4.00 PM
Last date & time for submission of tender Documents	10.06.2016 by 5.00 PM
Place of submission of completed tender Documents	Office of the Principal, RIPAE&S, A/65, Nayapalli, Bhubaneswar-12 (Contact No. 0674 - 2392283)
Place, date & time for opening of Technical Bids	Office of the Director, Economics and Statistics, Heads of Deptt. Building, 4th floor, Bhubaneswar Date: 17.06.2016 at 11.30 AM
Likely date of commencement of required Services	Date: 01.07.2016

- Tenders received after due date and time will be summarily rejected.
- The undersigned reserves the right to extend the date and accept or reject any or all tenders without assigning any reasons thereof.

Sd/-
Principal

TERMS AND CONDITIONS OF THE CONTRACT

1. **Scope of work**

The Agency shall provide regular catering services to the Guests / Participants in the Dinning Hall (Hostel) / RIPAE&S Premises as given below.

- i. Tea/Coffee and snacks as per schedule
- ii. Breakfast
- iii. Working lunch
- iv. Dinner

2. **Personal Hygiene:**

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

3. **Quality Maintenance:**

- a. The Agency shall be equipped to undertake hygiene audit on daily basis. RIPAE&S will also undertake independent hygiene and quality audits as and when deemed necessary.
- b. The eatables served by the Agency to the Guests / RIPAE&S 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 and 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. The non-vegetarian items shall be washed and marinated properly before cooking.
- d. Vegetarian and Non-vegetarian dishes shall be prepared and 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 and safety. Milk or milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and 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.

4. **Operation**

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

Breakfast	—	08.00 A.M. to 09.00 A.M.
Midsession Tea/Coffee	—	11.45 A.M. to 12.00 Noon
Lunch	—	01.15 P.M. to 02.15 P.M.
Midsession Tea/Coffee	—	03.30 P.M. to 03.45 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 and thermo ware etc.

5. **Inspection:**

- a. RIPAE&S will check the quality of grains, oil, vanaspati oil, atta (flour), fruits, vegetables and provisions used or stored in the store room for cooking. Any deficiency pointed out shall be promptly removed.
- b. The Agency shall allow the Officers of RIPAE&S 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 RIPAE&S will be final and binding.
 - d. At any of time if, it is found by RIPAE&S that quality of food served & hygiene maintained by the agency is not satisfactory, the assignment may be cancelled.
6. **Maintenance of Dinning Hall:**
- a. The Agency shall prepare and serve the breakfast / lunch / dinner, as per Menu, in a pleasing and presentable manner. White clothes and coloured frill clothes required for covering the serving table and dinning tables shall be provided by the Agency.
 - b. Table Mats shall be provided on white table cloth and maintained in a neat and clean condition.
7. **Serving 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 hot Tea / Coffee Dispenser (to be provided by Agency) along with service boys to serve tea and coffee in front of all the Training Halls to the participants during the midsession breaks.
 - c. The Agency shall arrange to serve tea and coffee and water in the training halls as and when required.
8. **Provision of Certain Services:**
- a. The Agency shall provide consumables like Biscuits / Snacks / Tea / Coffee etc. to guests on payment basis as approved by RIPAE&S whenever requested,
 - b. RIPAE&S shall not be responsible for any amount due to the Agency arising out of supply of any of the above service or material including food stuffs supplied by him to any guests / unauthorized persons / individuals.
9. **Terms and conditions for catering services.**
- a. The Agency shall provide varieties in Menu/Cuisine in consultation with RIPAE&S and shall get the weekly menu approved from the authorized Officer of RIPAE&S.
 - b. The Agency shall provide adequate approved crockery and cutlery and table cloth, mats etc. of superior quality in the kitchen and dinning halls.
 - c. The Agency shall deploy chef and adequate catering staff, trained and well experienced to ensure timely efficient and prompt service.
 - d. The Agency shall provide trained manpower services both in the dining hall and 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.
 - e. The Agency may use the pantry rooms available in the hostel building for the purpose of cooking. Serving of potable drinking water from the source to the dispensers and water coolers placed at all locations in RIPAE&S shall be the responsibility of the Agency.
 - f. The waiters / serving staff shall be well dressed, presentable, well-mannered and trained.
 - g. Adequate sets of uniform shall be provided by the Agency so that they can present themselves neat and clean daily.
 - h. The Agency shall arrange for such of those special equipment and apparatus if any required for cooking etc. in the cafe area and kitchen at his own cost.
 - i. The Agency shall be responsible for proper maintenance and safety of all furniture, fixture, materials, goods, electronic items, stocks lying in RIPAE&S dinning premises etc.
 - j. The Agency shall maintain its gadgets and equipment etc. in good working conditions with all safety measures at its own costs and expenses.
 - k. The Agency shall devote his full attention to the work of housekeeping and catering and shall discharge its obligations under the agreement most diligently and honestly.
 - l. The Agency shall clean and sweep all the wash basins, dining hall, kitchen and other floor areas within the hostel under their usages.
 - m. RIPAE&S Dining Hall cannot be used by the firm for any kind of Cooking / Supplies of Food beyond domain of RIPAE&S activities.

General Terms and Conditions: Technical, Financial, Legal and Evaluation Process

1.	The firm should be registered under OST, ACT-1974 and having valid VAT Clearance Certificate etc.
2.	Attested copies of valid Service Tax/VAT Clearance Certificate TIN/SRIN No. should be furnished along with the tender paper.
3.	The tender documents must be accompanied with the original money receipt obtained from Accounts Branch of this office for purchasing the tender paper or the Bank Draft/Banker Cheque if the tender document is downloaded. Tender documents submitted without money receipt/ Bank Draft/Banker Cheque shall not be entertained at any state.
4.	Rs.5,000/- (Rupees Five thousand only) as EMD in shape of Bank Draft /Banker's Cheque favouring the Assistant Director, RIPAE&S, Bhubaneswar should be submitted along with the tender paper. The EMD deposited along with the tender documents will be refunded to the unsuccessful tenderers soon after completion finalization of the tendering process. Tender documents submitted without EMD shall be summarily rejected.
5.	The tenderer is to furnish the filled in format as per Annexure – I & II . Separate sheet may be annexed to this annexures if required.
6.	The authorization letters if any to be enclosed in the tender with due attestation.
7.	The tenderers are to submit copy of FOOD LICENSE along with related documents which is mandtory.
8.	Approved budget as indicated in the Annexure-II is exclusive of taxes . The tenderer should mention the menus against each item.
9.	The rates quoted by the tenders should be valid up to 1 year from the date of signing of the contract.
10.	No conditional tender will be accepted by the authority from the tenderers.
11.	No advance payment will be made to the party after acceptance of tender or execution of order.
12.	The tenderer will offer the menus against each item against the approved budget. Tenderers will prepare the food and place the sample of menu's before the tender committee to be tasted by the member of the committee as per the date specified to them in advance.
13.	The tenders will be evaluated on the basis of type of menus and quality of sample food and quality of hygiene and services by each member of the committee on a ten point scale. Average score of all the members on the above specified criteria will be the basis for selection of the firm for the catering services. The tasting of sample food will be in the premises of RIPAE&S.
14.	Original documents are to be produced for verification by the members of the committee
15.	If any information/document furnished by the tenderers with the tender papers are found to be misleading or incorrect at any stage their tenders will be rejected without assigning reasons thereof
16.	The tenders should be furnished in a sealed cover duly superscribed as “TENDER FOR CATERING SERVICES TO RIPAE&S” on the top to the sealed cover.
17.	The tenders received beyond the scheduled date and time will not be entertained /considered at any cost.
18.	The undersigned/committee reserves the full right to accept in full or part or reject any or all the tenders without assigning any reason thereof.
19.	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 in case of violation of these laws.
20.	In case of any legal dispute, it will be adjudicated within the jurisdiction of Bhubaneswar court only.
21.	All pages of the bids are to be signed & stamped by the tenderer.
22.	The duly filled in Tender's Profile as enclosed is submitted along with tender.
23.	For any services 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. The Tenderer has to submit an undertaking to this effect along with the tender document.
24.	The Principal reserves the rights to terminate the contract at any time without notice if the firm fails to make the supply within the specified time or in accordance with the specifications & samples

Sd/-
PRINCIPAL

TENDERER'S PROFILE

(To be filled in & submitted with the documents)

1.	Full Name of the Firm (In Capital letters)	
2.	Firm Address	
3.	Telephone No.	Office: - Residence: - Mobile: - Fax No.: - E-mail ID:-
4.	Name/Names of Proprietors Partners/ Directors.	
5.	Service tax/ Sales tax/ VAT Regd. No. (Last Sales tax/Vat Clearance Certificate and copy of registration must be furnished).	
6.	Income tax account number/ PAN Number (Last Income Tax Clearance certificate and copy of PAN to be attached).	
7.	Attach copy of Food License issued by appropriate authority.	
8.	Details of similar past work and experience of similar nature. (Certificate from the past employer should be enclosed)	

I do hereby certify that the above mentioned particulars are true and correct.

Signature of the bidder

N.B.: The documents indicated at Sl. No. 5 & 6 are mandatory. Non submission of the same will lead to the rejection of the tender.

Day wise menu chart to be provided by the tenderer

Sl. No.	Budget (in Rs.) *	Break-up	Menu					
			Day-1	Day-2	Day-3	Day-4	Day-5	Day-6
A	General Category							
1.	100	Working Lunch						
2	25	Tea/Coffee and snacks (Min. 2 times)						
B	Special Category (ISSP, FC Grant & Centrally Sponsored Schemes etc)							
3	50	Breakfast Tiffin						
4	250	Lunch						
5	200	Dinner						
6	50	Tea/Coffee and snacks (Min. 2 times)						

* The above budget provision is exclusive of VAT/other taxes

Signature of the bidder