

e -Tender Notice

**No. F. 1-1/2025/Canteen/C&W
(Campus and Welfare Section)
Regional Institute of Education,
Shyamla Hills, Bhopal (MP) 462002**

e -Tender Notice

The RIE, Bhopal invites online bids through e-Tender to provide Catering Services in Gulmohar and Chinar Guest House /Transit Guest House and RIE-Canteen located in Shyamla Hills, Bhopal from eligible firms/caterers. This tender will be valid for a period of 180 days from the date of opening the bid.

CRITICAL DATES

Date of Publication of the Tender Document	26.06.2025
Bid Documents download start date	26.06.2025 (09.00 A.M)
Bid Submission Start Date	26.06.2025 (09.00 A.M)
Pre-bid Meeting Date (visit to RIE premises)	01.07.2025 (03.00 P.M)
Last Date of Submission of Bids and time	10.07.2025 (03.00 P.M.)
Bid Opening Date	11.07.2025 (03.30 P.M.)

More details can be accessed from the Website <http://eprocure.gov.in> and eprocure/app or www.riebhopal.nic.in. For any query relating to the process of online bid submission or queries relating to CPP portal the bidder may contact 24x7 cpp portal helpdesk on toll free no. 18002337315.

Administrative Officer

No. F. 1-1/2024/Canteen/C&W
Regional Institute of Education,
Shyamla Hills, Bhopal (MP) 462002
(Campus and Welfare Section)

Dated: 24.06.2025

e-TENDER NOTICE

Regional Institute of Education, Bhopal invites e-Tender for providing Catering Services in **Gulmohar and Chinar Guest House /Transit Guest House and RIE-Canteen** located in Shyamla Hills, Bhopal. The Guest-Houses in the campus has approx. 50 & 60 rooms respectively. On a daily basis an average of 10/20 guests stay in a guest house. In addition, 10 local participants attend meetings, workshops, training programmes organized in the Institute which require catering services from the Guest House. RIE-Canteen has also caters the day to day requirement of food items/snacks/tea for daily commuting employees of RIE, BHOPAL. At present approximately 250 to 300 employees are working in Institute and Demonstration Multipurpose School (contractual & regular) and approx. 800 students reside in the five Hostels of the Institute. The RIE BHOPAL has paid about Rs. 35,00,000/- (Rupees Thirty-five lakh only) towards catering services during the year-2023-2024. The details of eligibility, specifications, terms and conditions and other are as follows.

1. ELIGIBILITY CONDITIONS

01.	The caterer should have at least 05 years of experience in running hotels, hostel mess/guest house/canteen or provided 5 years of catering services in govt. organizations /autonomous bodies / large private companies. For this the following documents may be considered as proof.
(a)	Shop land Establishment certificate showing the date of initial registration
(b)	Acknowledgement copies of Income Tax Returns / GST Returns
(c)	A list of Institutions/Organizations, with complete postal addresses, served in the past and providing Catering Services currently with duration, names, designations and telephone numbers of officers in those organizations.
02.	The firm should have its registered/operating office at Bhopal (MP). A copy of proof should be uploaded.
03.	The Caterer gives an undertaking that they have minimum infrastructure like LPG/cylinders Stove, Kitchen equipment, utensils, manpower resources etc.
04.	The caterer/firm should have an Annual Average Turnover of minimum of Rs. 25,00,000/- (Rupees Twenty-five lakh only) for three years out of the last 03 years (2022-2024). Copies of Annual Accounts, namely Trading Account Profit and Loss Account and the Balance Sheet for three years or turnover summary certificate duly authenticated by Chartered Accountant needs to be uploaded.

05.	ITR for 03 years out of the last five years (2019-2024) along with a copy of the PAN Card in the name of the firm or the proprietor.
06.	Possess a valid license issued by Bhopal Govt. /Central Govt. for Food Safety & quality assurance certificate issued by the FSSAI and upload the same along with tender documents.
07.	The bidder needs to pay Earnest money Deposit (EMD) of <u>Rs.25,000/- (Rupees Twenty five thousand only)</u> through online mode as per the bank details given in this document.
08.	Give an Undertaking as per Annexure-VIII on non-judicial stamp paper of Rs.100/- in r/o the bidder/Firm/contractor has not been debarred/blacklisted by RIE, BHOPAL in the past.
09.	Possess Municipal/State Certificate as bona fide caterer, restaurant, hotel etc..

2. SPECIFICATIONS, TERMS AND CONDITIONS

1. The bidder shall quote rates on “per head per day” basis in Financial Bid separately for the menu of RIE Guest Houses and RIE Canteen. The rates should include the cost of all raw materials including fuel i.e. gas, washing of table clothes, paper napkins and items for proper servicing. The service utensils used for eating and cooking shall be provided by the Contractor. Use of plastics and disposable paper cups are banned in the catering service area and Canteen. No utensils, plates, tumblers, cups, and other materials made of plastic should be used. All the taxes as applicable from time to time shall be borne by the bidder.
2. The contractor shall follow the Menus and shall seek instructions from the Chairperson of RIE Guest House, and Committees set up to monitor the functioning of RIE Canteen who may modify the menu depending on the needs of the RIE, BHOPAL employees and guests. No change can be made in the Menus by the contractor without written approval.
3. The contractors will have to arrange 01 person for serving Tea/light refreshments (at about 11.00 am and 3.00 pm) on the seats of the officials/officers every day in all the buildings of RIE, BHOPAL / RIE Campus.
4. A complaint register will be kept in the Dining Hall for registering complaints of the guests with regard to all / any aspect of the food including service provided by the Contractor.
5. The contractor shall pay a (i) license fee @ Rs.3000/-pm, electricity charges on actual basis pm and water charges @ Rs.575/-pm for RIE-Guest House & Transit Guest House and (This is payable in advance on or before 10th of the day of the succeeding month. RIE, BHOPAL shall fix a sub-meter for the consumption of electricity installed and accordingly the charges shall be charged. Till such time, the caterer has to pay the electricity/water charges as stated in this tender document.
6. The Contractor shall arrange ;

(a) The Crockery, Cutlery, Table Cloth, Utensils and Kitchen Equipment such as Masala Grinder, Electric hot Plate, Toaster, Dosa Plate, Chapati Plate, Refrigerator, Freezer, Tea/Coffee Machine and Service Counter and various cooking materials and RIE, BHOPAL shall not provide any item for this purpose. The contractor shall use LPG Gas for preparation of food items, hot drinks for cooking purposes.

(b) To bring all the kitchen equipment for both RIE- Canteen and RIE Guest House in working order and thereafter they will be responsible for the maintenance upkeep and repairs of the equipment.

(c) facilities for proper cleaning and upkeep of RIE Canteen premises, dining hall and furniture.

7. The Contractor shall use proper utensils of good quality during serving of tea, snacks, breakfast, lunch & dinner. **All Utensils, cutlery, crockery etc shall be approved by RIE, BHOPAL before being put to use. NO PLASTIC ITEMS ARE ALLOWED IN CANTEEN AND GUEST HOUSE.**
8. The Contractor shall not let out this work on sub contract or otherwise to anybody else. If found guilty of subletting the contractor shall be liable to punitive action by the RIE, Bhopal. The Contractor will be fully responsible for breakage or damages done by them or their staff to the fixture and fittings provided or installed in the space provided to them in the Council. Any loss/damage to the same will have to be repaired by the Contractor, at their own cost.
9. The Contractor shall attend the meetings arranged by the RIE, BHOPAL and implement accepted suggestions, if any.
10. The contractor shall arrange for cooking and serving of bed tea, break-fast, lunch, evening tea and Dinner as per Menu and at the timing given below.

TIMINGS (RIE Guest Houses, Transit Guesthouse)

1. Breakfast: 7.30 am to 9.00 am
2. Lunch: 1.00 pm to 2.00 pm
3. Dinner: 6.30 pm to 9.00 pm (November to March)
7.00 pm to 9.30 pm (April to October)
4. Bed Tea: As per requirement of Guests
5. Evening Tea: 5.00 Pm to 6.00 Pm in the dining hall of RIE-GH

Timings (RIE Canteen)

- | | |
|------------|----------------------|
| Breakfast: | 8.00 am to 9.00 am |
| Lunch: | 1.00 pm to 1.30 p.m. |
| Dinner: | 7.00 pm to 9.30 pm |

Note: Timings are liable to be changed at the discretion of RIE, BHOPAL with prior intimation.

11. Contractor shall buy at his own cost good quality grocery viz., wheat flour, rice, edible oils, vegetables items, fruits and other essentials. Contractor shall use standard FSSAI certified items of reputed brands only. These items are subject to verification at any time without prior notice by RIE, BHOPAL or by its authorized committee, whose recommendations are binding upon the contractor. If found using sub-standard grocery/raw material the contractor shall be liable to punitive action by the RIE, Bhopal.

12. The catering staff will put on proper uniforms as prescribed by the RIE, BHOPAL. Aprons, caps, hand gloves, shoes will also be necessary to be put on by cooks while cooking food. They should be supplied regularly by the contractor. All the catering staff need to behave with RIE, BHOPAL employees and guests politely and keep the catering /canteen premises neat and clean. If there is any violation on this front, the RIE, BHOPAL representatives will request those staff to be replaced immediately by the Contractor on intimation to the RIE, BHOPAL.

13. All waiters and cooks will have photo identity cards so that entry is restricted to only legitimate persons to the RIE Guest House. A notice board will be provided by the Contractor in the RIE Canteen indicating special dish for the day. In addition, they have to display the daily menu of Breakfast/ Lunch/ Dinner in the Notice Board. The same shall be maintained on a regular basis.

14. Cleanliness and hygiene of the staff employed for cooking/ serving should be of extraordinary level. Staff with any skin communicable disease should be immediately withdrawn from service by the Contractor.

15. The contractor shall use only LPG gas for cooking. The electronic equipment for the purpose of heating, 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 house flies/insects. The contractors need to keep a sanitizer in the Catering Service area for use by RIE, BHOPAL guests. The responsibility of pest control in the Canteen area shall be of the contractor during the period of contract.

16. The Bidder shall not sublet the space provided to it by RIE, BHOPAL. The Bidder shall not use the space provided for storage or keeping any other goods or articles other than those required for the use in the Guest House/PG Hostel / RIE Canteen nor shall do any structural addition/alteration in the Canteen / Catering area premises.

17. The accommodation provided for workers will be exclusively used by the persons having the valid / authorized photo pass issued by RIE, BHOPAL and no outsiders will be allowed. Any temporary authorization for entry to person(s) will be given by the Chairperson RIE Guest House / RIE Canteen Committee in writing. If unauthorized persons are found trespassing, the contractor shall be responsible and liable to punitive action by RIE, Bhopal.

18. A flat fine of Rs.1000/- per occasion/instance will be imposed by RIE, BHOPAL authority/ its authorized committee for breach of contract with respect to not maintaining the quality/ quantity/ service / misused accommodation non-conforming to rules as per agreement. Payment will be made by the Guest/Participants /occupants as per occupancy taken on actual stay in Guest House/ hostel on event basis i.e. breakfast, lunch, evening tea and dinner. Breakfast and Dinner are compulsory and the guests will be required to pay to the canteen. All persons registered with Guest House/ hostel will be included except those who have given minimum 12 hours' prior intimation to the Reception, RIE Guest House. No notice will, however, be required for persons leaving due to completion or cessation of workshop/course or due to administrative reason and the Contractor cannot claim any damages due to loss what so ever incurred due to unforeseen reasons, which are beyond the control of the Chairperson RIE Guest House / RIE Canteen Committee.

19. The Contractor will not have any claim on the number of persons boarding in the RIE-GH for which services are rendered by the Council.

20. For Guests/Participants who leave on Friday after the completion of the workshop/any programme in RIE, BHOPAL and who wish to carry food should be provided with food packets. The food packets should contain the following items: Puries-4 Nos (200 gms) or four slices of Bread with Omlette (2 eggs) and Rice pulao 200 gms, Veg and Achar, 1 Fruit & Sweet. The Contractor shall have to arrange food packets whenever the Chairperson RIE Guest House instructs / demands.

21. The Guests/Participants arriving at RIE-GH shall register their names with the Manager Guest House on the first day of arrival and are eligible for taking meals on a daily basis. The bill for the whole month (or part thereof) will be raised by the Contractor within one week of the commencement of workshop/course.

22. Test Samples of food items will be provided at free of cost by the contractor to RIE, BHOPAL food inspection committee for ensuring quality as and when required. The visit shall be made randomly with a purpose to check the quality of food prepared for serving. The inspection committee shall maintain inspection register to record the outcome of the inspection.

23. The Chairperson RIE-GH shall maintain a suggestion/complaint register regarding the quality of food etc. being served in the RIE-GH/PG hostel/transit guest

house which will be placed at the reception counter of RIEGH.

24. The RIE, BHOPAL reserves the right to terminate the contract without assigning any reasons thereof. They will have the right to extend the contract at the same rate, terms and conditions for one year after justifying the performance of the contractor. If the services of the Contractor are satisfactory and there is no complaint of quality & quantity of food items supplied by the Contractor, the contract can be extended for 02 years. The enhancement of rates, if any, are to be recommended by a committee and approved by the Principal, RIE, BHOPAL. Principal RIE, BHOPAL will also have the right to extend the contract further for a period of one year till an alternative arrangement is made.

25. The Contractor for Catering Services in RIE Canteen and RIE-GH shall broadly cover the following jobs.

- a. Cooking and Serving
- b. Cleanliness of the Mess area and surroundings with hand wash liquid soap and towel.
- c. Proper cleaning of utensils, maintenance
- d. Storing the food stuff under hygienic conditions.
- e. Replacement of table-cloths, napkins, towels etc. daily as per events (breakfast, lunch, dinner) as per instruction of RIE, BHOPAL authorities.

26. Making available and serving Bed tea, breakfast, lunch and dinner are broadly covered under cooking. Items shall have to be cooked as per RIE, BHOPAL menu. Timings shall have to be observed strictly. If required, (i) bed tea is required to be served in the rooms of guests individually, in hot condition; (ii) if any special orders are received from different divisions / departments for the RIE Canteen, the contractor supply the food materials in hot condition.

27. Cleanliness/ Housekeeping:

- a. Cleanliness of the area which includes kitchen, dining hall, washing area, wash-basin, water-Coolers, pantry and surrounding areas shall have to be arranged by the Contractor employing his own staff at their own cost.
- b. Cleaning material of good quality shall be used by the Contractor at his own cost
- c. Utensils shall have to be cleaned using hot water and 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.

28. The Food stuff shall have to be prepared & kept under hygienic conditions by the Contractor. 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, BHOPAL. In case of breach of any conditions of the contract and for all types of losses caused by the Contractor, RIE, BHOPAL shall make deductions as deemed suitable from the bills submitted by the Contractor or can

recover the amount from Security Deposit.

29. An inspection team nominated by the RIE, BHOPAL will make a surprise check as and when deemed fit. In the event of any lowering of quality/ quantity, the contractor will be liable for termination of the contract and forfeiture of the performance security deposit.

30. In case the Contractor fails to execute/ perform the assigned works or a part thereof, RIE, BHOPAL shall be authorized to make suitable deductions as deemed fit by RIE, BHOPAL from the bills of the Contractor and damages will be charged to the extent of loss.

31. Contractor shall be responsible for the safety and upkeep of the items supplied to him by the RIE, BHOPAL and will return the items as per inventory on the expiry of the contract. Any loss etc. on this account shall be recovered from the Contractor.

32. Food prepared for serving to the Guests/participants shall be subject to the approval of RIE, BHOPAL and their decision in this regard shall be final and binding on the Contractor. Losses and inconvenience faced on this account by RIE, BHOPAL shall be punishable and suitable recoveries shall be made by RIE, BHOPAL.

33. (a) The Contractor shall have to deploy a sufficient number of cooks, waiters, cleaning staff, safaiwala and supervisors to ensure complaint-free preparation and serving of food.

(b) Waiters in the ratio of one waiter for every two tables shall be provided for smooth and efficient service. At least one supervisor should be engaged for all events in the dining hall.

34. RIE, BHOPAL 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.

35. The Contractor will clearly mention in the Technical Bid minimum number of staff that will be engaged by him and will always be available at the Guest House and PG Hostel as Cooks, Waiters, Cleaning Staff, DishWashers. Head Waiter, Supervisor.

36. The contractor has a bare permission to run a Catering Service in RIE- Guest House/PG Hostel in the RIE, BHOPAL, Office premises during the contract period and nothing contained in this document/agreement shall be construed as demised in law of the said RIE, BHOPAL premises or any part thereof and shall not give any legal title interest or claim whatsoever to the contractor.

37. 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 regulation applicable in such matter, the contractor shall be solely and directly liable and responsible for that. The expenses for execution, registration charges, stamp duty etc. relating to the agreement shall be borne by the contractor.

38. The contractor shall fulfill all other statutory obligations, such as GST etc. in force from time to time as applicable.

3. SCHEDULE OF REQUIREMENTS AND SPECIFICATIONS

1. The Contractor/Caterer should ensure use of good quality/ISI / AGMARK marked quality of Cooking Oil, Food Commodities, Milk & Milk products, Spices, Cereals, Pulses and Mineral Water etc. for the preparation of meals/menus.
2. All cereals including rice, wheat flour and pulses should have AGMARK and be of good quality brand (e.g. pulses - Kendriya Bhandar, Mangatram; Atta-Ashirwad / Aahar/ Pilsbury/Shaktibhog; Oil-Dhara / sundrop / Nature Fresh / Patanjali / Kanodia / Fortune; Rice - Z/ Lal Mahal/ India Gate-Tibar); Bottled drinking water should be of good quality brand (e.g., Bisleri/Aquafina/Kinley/Bailley)
3. Menus showing the following details of items quantity-wise as well as minimum rate to be quoted by the caterer in the Tender Document of RIE Guest House & RIE Canteen.
4. The caterer shall use milk supplied by Sanchi Dairy /AMUL Dairy. The caterer shall procure fresh seasonal vegetables on a daily basis.
5. Serving Dishes, Crockery and Cutlery should be of good quality
6. Personnel
 - (i) The Caterer shall make arrangements to provide cooks and waiters for cooking and serving. There should be a minimum of 2 cooks, 4 waiters, 2 cleaners. The caterer shall provide to RIE, BHOPAL 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 of the Guest House. No child labourer should be employed by the Caterer.
 - (ii) Besides serving official tea / snacks / lunch at the RIE-GH and RIE Canteen or the venue suggested by the RIE, BHOPAL officials from time to time, the contractor has to arrange 01 person for serving tea / light refreshments (at 11.00 am and 3.30 pm all the working days) on the seats of the officials / officers every day in all the buildings of RIE, BHOPAL / RIE Campus.

4. SUBMISSION OF BIDS:

The Tender shall be accepted under Two Bid System. The interested firms have to submit the Technical Bid and Financial Bid online in the prescribed proforma through e-procurement portal <http://eprocure.gov.in/eprocure/app> only. Tenders sent by any other mode will not be considered and the same will be rejected summarily. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.

(i) Technical Bid:

- (a) All the documents should be uploaded as per Performa for Technical Bid;
- (b) All pages of the Technical bid shall be numbered, indexed and the document shall be used as final for all purposes.
- (c) A payment of Rs.25,000/- should be made through online as EMD for RIE Guest House.
- (d) A tender fee of Rs.1000/- (one thousand only) non-refundable should be made through online. Bank details for both the online payment are as follows :-

**Principal, RIE,
BHOPAL State
Bank of India,
RCE Branch
Account No. 100265 15348
Code-SBIN0002889
RIE, BHOPAL , RIE Campus, Shyamla Hills, Bhopal**

The firms/Caterers having MSME document for claiming exemption from EMD/Tender fee must attach the document copy.

A scanned copy of proof of making EMD and Tender Fee should be uploaded with the tender document.

e) Tender Acceptance Letter

- (ii) Financial Bid: Should contain Price Bid only in the BoQ format

4. Opening of bids:

- (i) The Technical Bid shall be opened online on the scheduled date and time.

(ii) As part of the technical evaluation, a Committee will be constituted to assess the food quality, customer service, cleanliness, staff performance and adherence to safety protocols through the physical inspection of shortlisted bidders.

(ii) The Financial Bids of only those bidders who qualify in the technical bid will be opened after evaluation by the Standing Tender Committee.

5. Rates:

- (i) Rates are to be quoted as per Performa for Financial Bid in Rupee/s.
- (ii) The rate should be inclusive of all taxes and shall not be subject to any change/revision during the contract period. This will not apply to cold drinks/ juice and other packed snacks/items sold on MRP. Change in menu (addition /deletion) and rates for new items introduced shall be decided by the mutual consent of RIE, BHOPAL Authorities and the Contractor.
- (iii) No arbitrary enhancement of rates by the contractor will be allowed during the currency of contract.

6. Validity of bid

- i) The bid shall remain valid for 180 days after the date of opening of bids.
- ii) The RIE, BHOPAL may, at its discretion, request the bidder for extension of period of bid validity. The request and responses thereto shall be made through email . 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.

7. Earnest Money Deposit

- i) The Earnest money Deposit (EMD) of Rs.25,000/- (Rupees Twenty five thousand only) shall be payable through online mode as per the bank details given in this document. This will be refunded without interest to the unsuccessful bidders after final selection of the bidder for the award of contract. Bank details for online payment are as follows:-

Principal, RIE,

BHOPAL State Bank

of India, RCE Branch

Account No. 100265 15348 Code-

SBIN0002889

RIE, BHOPAL , RIE Campus, Shyamla Hills, Bhopal .Without prejudice to any other right of RIE, BHOPAL the Earnest Money Deposit may be forfeited by the RIE, BHOPAL:

- (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 within sixty days from the date of issue of award letter to the successful bidder and no interest would be paid thereon.

9. Performance Security

The successful bidder shall be required to deposit an amount equal to Rs. 2,00,000/- (Rs. Two lakh only). Performance Security remains valid for 6 months beyond the date of completion of all contractual obligations. Performance Security shall be

deposited online made to the Principal, as given for EMD in point no.08. Performance Security will be returned after completion of contractor's performance obligations under the contract. The Performance Security deposit will be liable to be forfeited during the period of contract, in case breach of any terms & conditions by the contracting contractor or failure to provide any services under the contract or loss results from contractor's failure and breach of obligation under the contract.

10. Period of Contract

The total tenure of the contract of the present bid is for 01 year. The contract shall initially be for a period of one year which can be extended further every year upto a maximum of 03 years on mutual consent and satisfactory performance, on year to year basis on same rates, terms and conditions.

11. Acceptance/Termination of Bid

The RIE, BHOPAL 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 RIE, BHOPAL's action.

12. Evaluation

1. RIE, BHOPAL 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 stated words shall prevail. Prior to detailed evaluation, RIE, BHOPAL 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 RIE, BHOPAL.

3. The evaluation will be based on financial offer made by the various bidders based on the total value of rates quoted as one value for each category.

4. All the items included in the financial bid are categorized into three – Category - A, B & C. The total amount for both RIE-Canteen and RIE-Guest House will be added to arrive at the one total amount for each category. Weightage given to each category is as follows.

- (i) Category A – 50%**
- (ii) Category B - 30%**
- (iii) Category C – 20%**

The total score will be calculated on the basis of weightage given to all three categories. The normalized score will be estimated and the bidder with lowest score will be awarded the contract.

13. Award of Contract

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

14. Signing of Contract

The signing of contract shall construe the award of contract to the bidder. Upon successful bidder signing the contract, the RIE, BHOPAL shall discharge the bid security. Failure of the successful bidder to comply with the signing requirement shall constitute the sufficient ground for annulment of the award and forfeiture of the **EMD**. In that situation the RIE, BHOPAL may at its discretion award the work to other **subsequent** bidder or call for fresh bids.

15. Relaxation/modification in tender: RIE, BHOPAL 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 RIE, BHOPAL.
- 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.

16. 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. The contractor, if he so desires, may seek termination of the contract by giving written notice of not less than two months duration during the agreement period.
- ii) The contractor shall give one months' notice to the RIE, BHOPAL in case he/she intends to stop the catering services in RIE-GH.
- iii) The contractor will on expiry of the period of the contract, peacefully vacate RIE-GH premises to the RIE, BHOPAL without raising any dispute whatsoever.
- iv) The contractor shall not put up any permanent structure or make any alterations or additions in the RIE-GH.
- 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 RIE-GH.
- vi) In case of loss or damage caused to any of the furniture-fixtures etc. provided by the RIE, BHOPAL, the cost thereof shall be recovered from

the contractor and the same shall be deducted from the Performance Security Deposit.

- vii) If the contractor commits breach of any of the aforesaid terms and conditions, the contract will stand terminated forthwith and the contractor shall have to vacate and hand over the possession of the premises to RIE, BHOPAL peacefully 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 contractor shall not be entitled to claim any right over the catering services activity.
- ix) The contractor shall pay all the dues towards license fee, electricity and water charges and PNG charges etc. before vacating the premises.

17. Downloading of Tender document : -

The tender document can be downloaded from the website <http://eprocure.gov.in/eprocure/app> and also from [www.RIE, Bhopal .nic.in](http://www.RIE,Bhopal.nic.in) .

18. Non-participation of near relatives:

The relatives of RIE, BHOPAL employees are not eligible to participate in the bidding process. Bidders should furnish the undertaking as, this regard. The near relatives for this purpose are defined by RIE, BHOPAL

(a)Members of RIE, BHOPAL employees

(b)Husband or wife

(c) 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).

19. 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 Guest House/PG Hostel under the relevant acts 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 RIE, BHOPAL . And 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.

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

RIE, BHOPAL shall be entitled to recover any such losses or expenses which it may have to suffer or incur on account of such claims, demand loss or injury from the Performance Security deposit / performance deposit of the contractor without

prejudice to its any other rights under the law. That RIE, BHOPAL 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 of Law or other Govt. agencies. In case of an accident arising out of and in the course of this agreement, RIE, BHOPAL 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 person engaged by Contractor shall be treated as Contractor's own employees and can claim no privileges from RIE, BHOPAL. The sole responsibility regarding any legal or financial implication would rest with the contractor. The Contractor will be directly responsible for management or the employees as regards their wages, uniforms, general discipline and courteous behavior is concerned.

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

d) 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 RIE, BHOPAL except GST which will be paid by the Council on receipt of the bills from the vender issued by the concerned authority.

20. Resolution of Disputes

20.01 Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by email and confirmed in writing to the other party's specified address. The same has to be acknowledged by the receiver in writing or by email. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

20.02 The RIE, BHOPAL and the successful bidder shall make every effort to amicably resolve any disagreement or dispute arising between them, under or in connection with the contract.

20.03 If, after 30 days from the commencement of such informal negotiations, the RIE, BHOPAL and the successful bidder is unable to amicably resolve a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism of Arbitration. Arbitration shall be appointed by the Principal, RIE, BHOPAL. The decision of the Arbitrator shall be final and binding on the parties to the contract. The place of Arbitration shall be Bhopal and the jurisdiction of the courts will be Bhopal only.

20.04 The Indian Arbitration and Conciliation Act 1996, the rules there under shall apply to the arbitration proceedings.

22. The interested parties can inspect the **RIE Guest House/Transit Guest House** and RIE-Canteen premises and seek clarification between 10:00AM to 04:00PM on any working day before submission of bid. They may contact Caretaker, C&W

Section, RIE, BHOPAL on telephone No. **0755- 2522044** during office hours on any working day.

23. All entries in the tender form should be legible and filled clearly; if the space provided for furnishing is insufficient; a separate sheet duly signed by the authorized signatory may be scanned and uploaded. No correction either in the Technical Bids or Financial Bids is permitted.

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

24 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.

25. 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.

26. The RIE, BHOPAL 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.

27. The tender documents can be downloaded from the website <http://eprocure.gov.in/eprocure/app> from _____ to _____ upto 4.00 P.M and also from RIE, Bhopal [www.RIE, Bhopal .nic.in](http://www.RIE,Bhopal.nic.in)

28. Any subsequent Updates, Addendums, Corrigendums etc., will be published only on _____ these _____ website <http://eprocure.gov.in/eprocure/app> and [www.RIE, Bhopal .nic.in](http://www.RIE,Bhopal.nic.in) . All bidders are required to regularly check the websites for any updates.

Administrative Officer

To,
The Principal,
RIE, BHOPAL ,
Shyamla Hills,
Bhopal (MP) 462002

Sub: Tender Acceptance letter

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 Corrigendums, if issued in this regard, I shall comply accordingly.

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

PROFORMA FOR TECHNICAL BID

To,
The Principal,
RIE, BHOPAL ,
Shyamla Hills,
Bhopal (MP) 462002

Subject: Quotation for providing Catering Services in RIE-Guest Houses located in
RIE, BHOPAL , Shyamla Hills, New Bhopal-110016.

Sir,

With reference to your Tender No. _____ dated on _____ on
the subject mentioned above, I am submitting the following information about my
firm.

Sr.No.	Particulars	Page Number
1.	Firm Details (as per Annexure-I)	
2.	Vendor's Qualification (As Per Check list)	
3.	Experience Certificate (as per Annexure-V)	
4.	Minimum number of staff that will be engaged by contractor and will always be available at the Guest House/PG Hostel as Cooks. Waiters, Cleaning Staff, Dish Washers, Head Waiter, Supervisor and Safai Walas as per point 37 (a) & (b) of terms and conditions .	
5.	No relation certificate as per para 16 of General Information to Bidder as per Annexure-VII.	
6.	Tender Acceptance Letter as per Annexure-I .	
7.	Any other Supporting Documents submitted by bidder	
8.	Undertaking on non-judicial stamp paper of Rs.100/- (As per Annexure-VI.	

2. A Committee will be constituted to assess the food quality, customer service, cleanliness, staff performance and adherence to safety protocols through the physical inspection of the caterer. It is to certify that above information is correct and a duly certified copy of relevant documents in the proof of above is enclosed herewith. All pages of the Technical bid have been numbered, indexed and the document is final for all purposes.

3. All the above mentioned documents have been scanned & uploaded along with bid documents.

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

PROFORMA FOR
FINANCIAL BID (BoQ)

To,
The Principal,
RIE,
Shyamla Hills, BHOPAL
MP

Subject: Quotation for providing Catering Services in RIE-Guest House and RIE-Canteen located in RIE, BHOPAL , Shyamla Hills, Bhopal 462002.

Sir,

With reference to your e-Tender No. ----- dated on _____ the subject mentioned above, the undersigned have read the terms and conditions of the Tender and quote the rates are as under:-

Menu/Item for RIE- Guest House/PG Hostel/Transit Guest House

Sr. No.	Items	Rate including GST (in Rs.)
Category 'A' (Resource Persons/Participants)		
1.	Bed Tea (as per menu)	Please fill in the BoQ
2.	Breakfast (as per menu)	Please fill in the BoQ
3.	Morning Refreshment (as per menu)	Please fill in the BoQ
4.	Lunch (as per menu)	Please fill in the BoQ
5.	Evening Refreshment (as per menu)	Please fill in the BoQ
6.	Dinner (as per menu)	Please fill in the BoQ
Total		
Category 'B'		
1.	Packed Lunch	Please fill in the BoQ
2.	High Tea on Demand	Please fill in the BoQ
Total		

Category 'C'		
1.	Director's Special Menu	Please fill in the BoQ
2.	VIP High Tea on Demand	Please fill in the BoQ
Total		

Menu for RIE, Guest House (Resource persons/Participants)

Category 'A' (Resource Persons/Participants)

1. Bed Tea :

One cup Tea/Coffee (150ml) Lipton/Tata Tetley, Premium, Gold, Taaza) with Biscuits (2 pieces – e.g., Britannia / Sunfeast / Parle)

2. Breakfast :

Common Items-

- Tea/Coffee/Green Tea-150 ml (Tea-Lipton/Tata Tetley, Premium, gold, Taaza/Coffee-preferably Nescafe)
- Milk with Cornflaks/Muesli/Bournvita-100 gms.
- Banana/ Seasonal fruit(apple/Orange/Guava) any two.

(Note: All milk and milk products should be from Amul/SANCHI.)

Variable Items-

- 4 Bread toast with milk
- Butter/*Jam 20 gms/Vegetables sandwich/Butter-Amul/SANCHI; Jam-kissan/Tops)
02 bread

OR

- Stuffed Paratha (Alu/Gobhi/Alumatar and missi poori/ Onion/Mixed stuffing) with Curd (150 gms) with Curd (150gms.) or curd

OR

- Idli/Vadai/Dosa/Upma/Uttappam with Sāmbhar (Sambhar Powder - MDH/Catch), Coconut Chutney

OR

- Alu Puri/Chana Puri/Poha Dahi/Milk Dalia/Veg poha with curd/Veg Namkeen dalia,

with Pickle, Sliced Onion

OR

- Vegetable cutlets with sauce – 2 Pcs. (100 gms. each) Bread Slices- 2 Pcs.

(Drinking water of good quality brand)

3. Morning Refreshment :

- Tea/Coffee
- 01piece (Bread Roll/Samosa/Kachori/Alu Bonda)
- Cookies/Biscuits (Britannia / Sunfeast / Parle) @ MRP- Rs 5/-

4. Menu for Veg. Lunch:

- Dal/Rajma/Kadhi/Channa etc. (Donga Service)
- Seasonal Vegetable (Donga Service)
- Curd/Raita etc. -150 grams.
- Chapati/Puri
- Boiled Rice/Pulao Rice – (Donga Service)
- 01 Sweet
- Salad
- Pappad
- Pickle/Chutney
- Drinking water of good quality brand

5. Evening Refreshment :

- One cup Tea/Coffee (150ml) Lipton/Tata Tetley, Premium, Gold, Taaza)

or

- Cold Drinks/Juice (Tropicana/Real/Safal) with Biscuits with MRP basis
- Cookies/Biscuits (Britannia / Sunfeast / Parle) @ MRP- Rs 5/-

6. Menu for Veg. Dinner:

- Dal/Rajma/Kadhi/Channa etc. (Donga Service)
- Seasonal Vegetable (Donga Service)
- Curd/Raita etc. -150 grams.
- Chapati/Puri
- Boiled Rice/Pulao Rice – (Donga Service)
- 01 Sweet
- Salad
- Pappad
- Pickle/Chutney
- Drinking water of good quality brand

7. Water Bottle:

Water of good quality brand Bisleri /Aquafina /Kinley /Bailley - 200ml /500m /1000 ml

Category ‘B’

1. Packed Lunch

- Cold Drinks/Frooti
- Aloo Paratha with Pickles.
- Veg. Patty/Cheese Patty with Tomato Ketchup.
- Pomme Frites (French Fried Potatoes)
- Seasonal Fruit (viz. Orange, Banana, Apple etc)
- Sweets (Dry Sweets viz. Boondi Laddu.)

2. High Tea on Demand

- Green Tea with biscuits/wafers
- Lemon Tea with biscuits/wafers
- Salted Kaju /Almonds,
- Sweets and other namkeen (Panner Cutlet / Paneer pakoda / Vegetable sandwich / Vegetable Roll) with high tea
- Tea with Kaju, wafers (Haldiram / Parle) namkeen (Tea Darjeeling / Twinnings / Lipton / Tata gold)
- Coffee Espresso with sweets, Kaju, namkeen, wafers

Category ‘C’

1. Director’s Special Menu

- Choice of Soups/Fruits Juices/Cold Drinks
- One dish of Paneer/Mushroom.
 - (viz. Matar Paneer/Palak Paneer Shahi Paneer/Malai Kofta Curry/Kadahi Paneer/Mushroom Curry/Mushroom Matar etc.
- Seasonal Vegetable.(viz. Gobhi Matar/Bhindi Masala/Arbie Masala/Mixed Vegetable etc.)
- Dal Makhni/Kabuli/Rajma/Dal Fry etc.
- Dahie Bhalla with Sonth/Boondi Raita/Vegetable Raita/Plain Curd etc.
- Assorted Salad (viz. Vegetable Salad, Cabbage Salad in Vinaigrette Dressing/Russian Salad/Macaroni)
- Boiled Rice/Pulao Rice.
- Pickle
- Pappad
- Chapati/Puri/Tandoor Roti/Naan/Rumali Roti etc.
- Sweet Dish/Fruit
 - (Viz. Ice Cream/Fruit Cream/Ras Malai/Gulab Jamun/Rasgulla/Gajar Halwa/Seasonal Fruits etc.)
- Coffee/Tea

2. VIP High Tea on demand

Green /Black/ Lemon/ Readymade tea / coffee, Almond & Kaju, sweet and salty Biscuits, Namkeen, Sweets, sandwich, coconut/tender water, Lemon water, tetra pack juice, fruit salads/muffins, buttermilk/cold coffee.

MENU/ITEM FOR RIE-CANTEEN

Sr.No	Name of items with specification	Rate including GST (in Rs.)
Category 'A'		
1.	One cup Boiled Tea	Please fill in the BoQ
2.	Thali (04 puries/04 chapatis, one seasonal vegetable, one mutter paneer/sahi paneer, Dal, Rice, Raita, Sweet and salad.)	
3.	ONE SAMOSA(70 gms)	
4.	One full piece Bread Pakora	
5.	One Alloo Bonda (70 gms)	
6.	One Bread Roll (70 gms)	
7.	One Dal Vada (70 gms)	
8.	One Chana Vada (70 gms)	
9.	One Gobhi Pakora	
10.	Two pieces Sambar Vada (Each vada weighing 70 gms)	
11.	Two piece Idli Sambhar(Each Idli weighing 70 gms)	
12.	One piece Masala Dosa with Sambhar & Chutney (standard size)	
13.	Two pieces Chholly Bhature (standard size)	
14.	Bread & Butter (two pieces bread slice & butter 25 gms)	
15.	Veg. full lunch thali (04 puries/04 chapatis , one seasonal vegetable , dal and rice)	
16.	One Katori Dal/ Rajma/Chhole (200 gm)	
17.	One Roti (Tawa)	
18.	One Roti (Tandoori)	
19.	One Piece Gulab Jamun (60 gms)	
20.	Tea with Biscuits (served in Bone China cup & saucer)	
21.	Tea with snacks (samosa/bread/pakora/Bonda/cutlets)	
22.	Coffee with snacks(samosa/bread/pakora/bonda/cutlets etc.) served in bone china cup saucer)	
	Total	

S.No	Name of items with specification	Rate including GST (in Rs.)
	Category ‘ B’	Please fill in the BoQ
1	One Cup Green Tea	
2	One Cup Lemon Tea	
3	One Cup Black Tea	
4	One cup Tea Bag	
5	One cup black coffee	
6	One Cup Tea (Readymade) 125 ml (served in chinaware/bone china cup/glass tumbler)	
7	One Cup Tea 125 ml with tea bag & sugar cubes Served in chinaware/bone china cup	
8	One cup Coffee (Readymade) 125 ml (Served in good quality chinaware/bone china cup/glass tumbler)	
9	One Cup Milk Coffee 125ml	
10	Paneer Pakora (70 gm)	
11	Vegetable Pakora (100 gms)	
12	One piece of Vegetable Cutlet (70 gms)	
13	One pieces of Vegetable Sandwich (Big size bread pieces)	
14	One piece Burfi (Khoya/Besan/Nariyal) (60 gms)/Rusgulla, Patisa, Balu shahi (60 gms)	
15	Vegetable Pakora (100 gms)	
	Total	
	Category ‘C’	
1	High Tea (Standard items)	
2	Spl. Veg thali (04 puries/04 chappatis , one seasonal vegetable, one mutter paneer sabji/shahi paneer, dal , rice, sweet and salad)	
	Total	

All readymade/packed items including waters bottle should be sold on MRP rates

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.

I/We undertake that I/we shall furnish the Performance Security within fifteen days after issue of notification of award for an amount equal to 10% of the 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 Principal, RIE, BHOPAL payable at Bhopal. Performance Security shall remain valid for a period of 6 months beyond the date of completion of all contractual obligations of the supplier. No interest will be paid on the amount, the same will be refunded when the contract is over and after clearing all dues in respect of PNG charges, electricity and water charges and license fee etc.

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.

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".

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.

I/We understand that you are not bound to accept the lowest or any bid you may receive.

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.

I/We clarify/confirm that we comply with the eligibility requirements of the bidding documents till our contract remain in operation/force.

Dated this _____ day of _____ 2024

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

DETAILS OF FIRM

1. Name of Firm (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. Income Tax Returns Acknowledgement/GST Returns During Last three Financial Year(Copy to be enclosed):
7. No. of staff (Qualified, Skilled and Unskilled) Available with the firm as on date as per the Master Rolls. (Copy to be enclosed) :
8. Telephone Nos. :
9. Address :
11. Bank Name & Address(Copy of cancelled CTS 2010 cheque / NEFT details to be enclosed) :
12. Experience (Years) :
13. List of Major Clients
14. Annual Turnover during the last 5 years.
15. Any other information/documents which may help in assessing bidder's capabilities for award of contract.

Signature of the Contractor
Name/Firm _____
Address _____

EXPERIENCE CERTIFICATE

Certified that M/s.....has
been awarded the contractor for running the canteen/Guest House/Catering Service in
this PSU/Government Department, provided catering services satisfactorily for the
period fromto.....

Authorised signatory with Office Seal /Rubber Stamp

An undertaking enclosed at Annexure of the tender/bid document on non-judicial stamp paper of Rs. 100

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 agree that all disputes, if arising related to this tender, shall be within the jurisdiction of courts of Bhopal.
3. I/we undertake that the firm/company etc has never been blacklisted by any of the Central/Govt. organization and no criminal case is pending against the firm/company.
4. That the information supplied by the firm/company/bidder in the bid/application are true and nothing has been concealed. 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 Council.
5. An Inspection Team to be nominated by the RIE, BHOPAL Authorities may make surprise inspection to ensure proper quality and hygiene of the food as laid down in the specification standard at any time.
6. In the event of any shortfall in respect of any of the item served to any of the guest /participants or deficiency of Service will make me liable for termination of the contract or / and the RIE, BHOPAL 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

NO RELATION CERTIFICATE

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

Authorized signatory with Rubber Stamp

Dated:

Place