

GOVERNMENT OF ODISHA
REVENUE & DISASTER MANAGEMENT DEPARTMENT

REVENUE OFFICERS' TRAINING INSTITUTE, GOTHAPATNA, BHUBANESWAR

General Terms and Conditions

For the Tender Papers of different out sourcing services for Revenue Officers' Training Institute, Gothapatna, Bhubaneswar for the year 2017-2018

1	The firm should be registered under OVAT, Act-2004 and having valid clearance in Form VAT-612
2	Attested copies of valid Service Tax/VAT Clearance have been TIN/SRIN should be furnished alongwith the tender paper.
3	Rs. 30,000/- (Rupees- Thirty thousand only) as EMD in shape of Bank Draft/Banker's Cheque favoring the Director, ROTI, Bhubaneswar should be submitted along with the tender paper.
4	The authorization letters if any to be enclosed in the tender with due attestation.
5	The quoted rate will be inclusive of all Taxes including VAT. The rates need to be quoted in tabular form.
6	The rates quoted by the tenders should be valid for one year.
7	No additional tender will be accepted by the authority from the tenderers.
8	No advance payment will be made to the party after acceptance of tender of execution of order.
9	Selection of items will be followed after screening by the purchase committee of the Revenue and DM Department.
10	Original documents are to be produced for verification by the members of the committee.
11	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.
12	It is the responsibility of the tenderers for timely delivery of the articles at the site of Revenue Officers' Training Institute, Gothapatna at their own cost.
13	The tenderers should furnish in a sealed cover (to be sealed on sealing wax) duly super scribed as "TENDER FOR ----- YEAR 2017-2018 on the top to the sealed cover.
14	The tenders received beyond the scheduled date and time will not be entertained/ considered at any cost.
15	The Tender Committee reserves the full right to accept in full or part or reject any or all the tenders without assigning any reason thereof. The Committee is not bound to accept the lowest rates.
16	In case of any legal dispute, it will be adjudicated within the jurisdiction of Bhubaneswar court only.
17	All pages of the bids are to be signed & stamped by the tenderer.
18	Selection of the items will be followed on finalization of samples whenever necessary.
19	The duly filled in Tender's profile as enclosed is submitted along with tender.
20	For any services/supply, the firm/ organization should not be blacklisted by any Govt. organization. If found later on, the action deemed fit will be initiated against the firm as per law.
21	The Director, ROTI reserves the rights to terminate the contract at any time without notice if the supplier/firm fails to make within the specified time or in accordance with the specifications & samples.
22	The Tenderer shall indemnify the Institute in case of any penalty imposed by any public Authority for violation of any rule or breach of peace.


OSD-cum-Director, ROTI

CATERING SERVICE

TERMS AND CONDITIONS OF CATERING SERVICE OF R.O.T.I

1. Scope of Work

The Agency shall provide regular catering services to the guests/Trainers in the Dining Hall (Hostel) R.O.T.I. Premises as given below.

- (i) Buffet Breakfast
- (ii) Midsession Tea/Coffee & Snacks (morning)
- (iii) Buffet Lunch and Dinner
- (iv) Mid-session Tea/Coffee & Snacks (afternoon)
- (v) Dinner

The approved rates for Lunch, Dinner, Breakfast, Tea and Snacks are given below-

1 .	Working Lunch	Rs.120/-
2 .	Dinner	Rs. 60/-
3 .	Breakfast	Rs. 40/-
4 .	Tea & Snacks (2times a day)	Rs. 30/-

The above rates are inclusive of all taxes including VAT. The items required to be served in the Working Lunch , Dinner, Breakfast and Tea & Snacks have been noted in separate sheets in Bid document. The Cater/Hotel selected through tender is required to supply the items noted in the Menu of Bid Document at the above mentioned rates to the trainee participants/faculties/guests of this Institute.

2. Terms and Conditions.

- (a) The initial period of contract will be for one financial year and may be extended further depending on performance of the Agency and at discretion of OSD-cum-Director, ROTI, Bhubaneswar.
- (b) The Agency shall provide varieties in Menu/Cuisine in consultation with R.O.T.I and shall get the weekly menu approved from the authorized Officer of R.O.T.I.
- (c) The Agency shall provide adequate approved crockery and cutlery and table cloth, mats etc. of superior quality in the kitchen and dining halls.
- (d) The Agency shall deploy chef and adequate catering staff, trained and well experienced to ensure timely efficient and prompt service. The Agency shall provide trained manpower services both in the dining hall and Administrative building (class rooms, auditorium, Hostel). However, sufficient manpower shall be deployed depending upon the number of programmes /events in progress on a day to day basis. The Agency may use the kitchen room of the Institute for the purpose.
- (e) Serving of portable drinking water from the source to the dispensers and water coolers placed at all locations in R.O.T.I. shall be the responsibility of the Agency.
- (f) The waiters/serving staff shall be well dressed, presentable, well-mannered and trained. Adequate sets of uniform shall be provided by the Agency so that they can present themselves neat and clean daily.

(g) The Agency shall arrange for such of those special equipment's and apparatus if any required for cooking etc. in the cafeteria and kitchen at his own cost.

3. Personal Hygiene:

The Agency shall ensure that staff deployed in catering services is free from any infection or communicable diseases and arrange their regular health checkups. The staff should trim their nails regularly and wear caps and gloves at the work place. Drinking of alcohol, smoking, eating or chewing tobacco/zarda/gutkha etc. Spitting is strictly prohibited. Any kind of situation if arises due to food consumed by the trainee officers / guests, the agency will be liable for such and the Institute reserves the right to initiate necessary action as per prevailing law and the agency will borne all expenses related to such incidence.

4. Quality Maintenance:

- (a) The Agency shall be equipped to undertake hygiene audit on daily basis. R.O.T.I will also undertake independent hygiene and quality audits as and when deemed necessary.
- (b) The eatables served by the Agency to the Guests/R.O.T.I 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. Unnecessary shreds and small bone pieces shall be removed. 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 vegetarian, 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.

5. Operation

(a) Normally, the timings of providing catering services as per Menu is given below-	
Breakfast	07.45 A.M to 08.45 A.M.
Midsession Tea/Coffee	11.30 P.M. to 11.45 P.M.
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 etc.

6. Inspection:

(a) R.O.T.I. 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 Hostel Caretaker/ Authorities of R.O.T.I. 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 ROTI will be final and binding.

7. Maintenance of Dining Hall:

(a) The Agency shall prepare and serve the breakfast/lunch/dinner, as per the Menu, in a pleasing and presentable manner. White clothes and colored frill clothes required for covering the serving table and dining 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.

8. Services to be provided during the Training:

(a) Arrange for Tea and Coffee with snacks 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 mid —session breaks.

(c) The Agency shall arrange to serve tea and Coffee and water in the training halls as and when required.

9. At present, the catering services will be provided to the officer trainees of ROTI against payment made by the trainee officer concerned directly to the selected caterer on weekly/ monthly basis as decided by both the parties. However, on receipt of specific instruction, the catering service shall be provided on mutual agreed basis.

10. Provision of certain Services:

- (a) The Agency shall provide regular canteen service (Tea/Coffee/Lunch items/snacks) on mutually agreed rates to the R.O.T.I. employees and other Outside agencies personnel in the R.O.T.I premises at their work place as per requirement.
- (b) The Agency shall provide consumables like Biscuits/Snacks/Tea/Coffee etc. to guests on payment basis as approved by R.O.T.I whenever requested,
- (c) R.O.T.I. shall not be responsible for any amount due to the Agency arising out of supply of any the above service or material including food stuffs supplied by him to any guests/ unauthorized persons/individuals.
- (d) The staff of the canteen shall be the sole staff of the contractor and no relationship of master and servant shall exist between R.O.T.I. Bhubaneswar and such staff.
- (e) The electricity charges shall be on metered basis.
- (f) The water charges shall be on fixed basis which will be decided by the Authority of ROTI during execution of agreement.
- (g) The space shall be provided for kitchen & store on payment of monthly rental @ **Rs. 12,863/-** per month.

11. Terms and conditions common to Catering.

- (a) The Agency shall be responsible for proper maintenance and safety of all furniture, materials, goods, electronic items, stocks lying in R.O.T.I dinning premises etc.
- (b) The Agency shall maintain its gadgets and equipment etc. in good working conditions with all safety measures at its own costs and expenses.
- (c) The Agency shall devote his full attention to the work of housekeeping and catering and shall discharge its obligations under the agreement most diligently and honestly.
- (d) The Agency shall clean and sweep all the wash basins, dining hall, kitchen and other floor areas within the hostel under their usages.
- (e) The garbage, peel-offs etc. should be disposed of as per Bhubaneswar Municipal Corporation norms.

12. The firm shall at his own cast comply with the provision of labour laws, rules and Orders and notification of 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.
13. The tenders are to submit food license along with related documents.
14. R.O.T.I. Dining Hall cannot be issued by the firm for any kind of cooking / Supplies of Food beyond domain of R.O.T.I. activities.
15. In case more than one bidder found successful in Technical bid, the Tender Committee shall call for a fair competition among the participants for providing quality food. In such circumstances the committee will evaluate the quality of sample food served by different bidders by inviting such other experts from outside for selection of the successful bidder.



OSD-cum-Director, ROTI

Prescribed items required to be served.

Buffet Lunch:

Menu

Rate (inclusive of all taxes)

Rs. 120.00(For Lunch)

- a. Plain Rice
- b. Hot Roti
- c. Dal Fry
- d. Veg Curry (Seasonal Veg)
- e. Special items like paneer/mushroom alternatively (Vegetarians)
- f. Veg Fry: Ladies finger/Bean/Bitter gourd/Potato Chips etc.
- g. Leafy vegetables
- h. Salad/Raita/Cured
- i. Papad

Dinner:

Rs. 60.00 (For Dinner)

Menu

- a. Hot Roti
- b. Rice (plain)
- c. Dal Fry/Tadka/Rajma/Chole
- d. Veg.Curry/Mushroom/Paneer

Breakfast:

Rs. 40.00 (For Breakfast)

Menu

- a. Idli/Puri/Dosa/Veg Paratha/Bada/Upama (Suji+Seemai Mix) with Curry or samber
- b. Tea/ Coffee

Tea & Snacks:-

Rs. 30.00 (For Tea & Snacks)

Menu

- a. Quality Tea / Coffee (Twice a day)- Sugar and Sugar free
- b. Quality biscuits four pieces with Tea/ Coffee.

Proforma for the Technical Bid

(In Separate sealed cover-1 subscribed as "Technical Bid")

(A) Name of the party : _____

1. Name of the catering Agency :

2. Constitution of catering Agency : Individual/Sole Proprietor firm/ Partnership firm/

Ltd Company

3. Contact person with designation : (i.e. Sole Proprietor/ Partner/Director)

4. Tender fee Demand Draft No. _____ Rs. _____

5. Bank _____ Branch _____

6. EMD (DD/BG) _____ No _____ Date _____

Bank _____ Branch _____ 4. Contact

Address

7. (a) Land Line Contact Phone No : __ (b) Fax : _____

(c) E-mail address: _____ (d) Cell Phone:

8. Copy of license for food processing/ catering from the appropriate Authority.

9. Major establishments in/ around Odisha. Where catering services are provided:

(i) Name : _____

Period : _____

Persons _____

Veg/ Non Veg (Average) _____

10. A notarial declaration that the firm has not been black listed by any Organization.

11. A notarial declaration that there is no criminal cases pending or continuing with police or any court of law.

12. A declaration standing any details of arbitration pending or concluded.

Signature of the Proprietor or Authorized Representative Date:

Name of the Signatory: _____

Place: _____

Designation: _____

Documents to be provided with the Technical Bid

1. Two References.
2. Xerox copy of the following documents duly attested by Gazetted Officer of Central/State Government
 - a) Last Income tax Return
 - b) Food, Catering license
 - c) Labor License
 - d) Municipal License
 - e) PF/ ESIC Information
 - f) Balance Sheet -last 3 years
 - g) Partnership Deed
 - h) Sales Tax Certificate
 - i) Work orders from other Organizations

Proforma for Financial Bid

(In separate sealed cover subscribed as "Financial Bid")

To

The OSD-cum-Director, ROTI

Sub: Contract for Canteen meant for Trainees/Faculty/ Guests at R.O.T.I.,
Bhubaneswar

Item	Rate Quoted
Working Lunch	
Dinner	
Breakfast	
Tea & Snacks (2 times a day)	

Name of the Agency/Address: _____

Our quotation for the Canteen is as follows. The rate includes all taxes as detailed below:

For special vegetable/Non-veg dish of limited quantity as mentioned in the Tender, the Tenderers may quote their rate reasonably. The guest meals may be provided on receipt of advance information in the rate to be charged with (B) above.

We have read the contract document in detail and agree to be abided by the terms and condition mentioned there in.

Date:

Place:

Signature of the Proprietor or

Authorized Representative

Designation:

Name of the Signatory:

Stamp