



World Skill Center

Block B, Sector A, Tower, 2010, Mancheswar Industrial Estate,
Bhubaneswar-751007 Country: India

Telephone/Fax: +91-674-2580079

Website: www.worldskillcenter.org, Email address: tenders@worldskillcenter.org

RFP FOR CATERING SERVICES AT HOSTELS OF WORLD SKILL CENTER, BHUBANESWAR

RFP Enquiry No: **WSC/95/Admin/2023-24/630**

Date: **15.03.2024**

World Skill Center, a Government of Odisha company, invites Request for Proposal for Catering Service at Hostels of WSC, Bhubaneswar.

Eligible Companies/Firms/agencies are requested to submit their offer in prescribed application form. The detailed terms & conditions, eligibility etc are in the RFP document which can be downloaded from the WSC website: www.worldskillcenter.org/tender. Proposals duly filled in and complete in all respects should reach the office of the Chief Executive Officer, World Skill Center at Mancheswar Industrial Estate, Bhubaneswar-751007.

For any queries related to tender, please contact Mr. Chandan Kumar, GM-Procurement & Contract Management, World Skill Center, Bhubaneswar Contact No: +91 9650607819, Email: tenders@worldskillcenter.org

Last date & Time for Submission of bids

10.04.2024 at 02:00 PM IST

Date & Time of Opening of bids

10.04.2024 at 04:30 PM IST

Sd/-
Chief Executive Officer

Request for Proposal (RFP) Notice for Catering Service at Hostels of World Skill Center, Bhubaneswar

(Tender No.: WSC/95/ADMIN/2023-24/630

Dt. 15/03/2024)



World Skill Center

Block B, Sector A

Mancheswar Industrial Estate

Bhubaneswar, Odisha 751007

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RFP NOTICE FOR PROVIDING CATERING SERVICES AT HOSTELS OF WORLD SKILL CENTER,

BHUBANESWAR

World Skill Center, a Section 8 company registered under Companies Act, 2013 by Government of Odisha invites sealed RFP in QCBS method through Two bid system (Technical & Commercial bid in two separate envelopes) from eligible professional caterers for providing catering services at various Hostels of World Skill Center, Bhubaneswar having capacity of students ranging from 100 to 600 Nos. Interested bidders may participate with complete details as per specifications of items mentioned in Annexure 4.

DESCRIPTION
Request for Proposal for Catering Service at Hostels of World Skill Center, Bhubaneswar

Note:

- The complete details regarding scope, eligibility conditions, evaluation process and format for submission of technical and financial bids etc. is mentioned in this “RFP Notice” document.
- The time, date and venue details related to the proposal submission are mentioned in the “Schedule of Tender”. Proposals must be received not later than time, date and venue mentioned in the “Schedule of Tender”. Proposals that are received after the deadline will not be considered and no request for acceptance shall be entertained whatsoever.
- Bidder will be selected under Quality Cost Based Selection (QCBS) method described in this Tender Notice.
- Interested, authorized and eligible agencies who are willing to meet the stated requirement are requested to kindly submit their competitive bids/offers.
- Interested and eligible bidders may view and download detailed tender documents from www.worldskillcenter.org. Bidders are requested to submit a hard copy of the bid duly sealed and signed to **Chief Executive Officer, World Skill Center, Block B, Sector A, Tower, 2010, Mancheswar Industrial Estate, Bhubaneswar - 751007, India on or before 10.04.2024 by 02.00 PM.**
- Bid must be submitted through Speed Post or Courier. Email & Facsimile are not acceptable and will not be considered.
- The non-refundable Tender Application Fee of **Rs. 10,000 /- including GST** shall be in the form of Demand Draft only drawn through any Indian Nationalized Bank favouring “**World Skill Center**”

payable at Bhubaneswar and shall be submitted along with the tender documents.

- This RFP Notice is Two Bid System (Technical & Commercial bid in two separate envelopes)
- Technical and Commercial Terms & Conditions and details submitted by bidder will be considered Fixed & Final for offer evaluation. Conditional bids will not be accepted. Bid is liable for rejection, if the same is not in line with Terms and conditions enclosed (Annexure-1)
- The competent authority in WSC reserves the right to amend any of the terms and conditions contained in this tender document or reject any or all the bids without giving any notice or assigning any reason thereof. The decision of a competent authority in this regard will be final and binding.
- All the prospective bidders are requested to read and understand the terms and conditions of the contract as detailed in this tender document before submitting their bids, as no change or alteration of the terms and conditions is permissible once the bid is accepted by this office.
- Interested Bidders are advised to study all instructions, forms, terms, requirements and other information in the tender documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its terms, conditions & implications. The response to this tender should be full and complete in all respects. Failure to furnish all information required by the tender documents or submission of a proposal not substantially responsive to the tender documents in every respect will be at the bidder's risk and may result in rejection of its proposal.
- All Addendum/Corrigendum with respect to RFP/Tender will be notified only on the website of WSC www.worldskillcenter.org/tender
- The Bid proposer should sign at the bottom space of all pages of tender document.
- The technical bids shall be opened first and evaluated by the Tender Evaluation Committee (TEC).
At the second stage, financial bids of only technically qualified bidders will be opened.

-Sd-

**Chief Executive Officer,
World Skill Center, Bhubaneswar**

SCHEDULE OF TENDER (SOT): -

1	Name of Work	:	RFP FOR CATERING SERVICE AT HOSTELS OF WORLD SKILL CENTER, BHUBANESWAR
2	Mode of Tender	:	BY REGISTERED POST/ SPEED POST / COURIER
3	Contact Persons at WSC	:	Chief Executive Officer World Skill Center, Block B, Sector A, Tower, 2010, Mancheswar Industrial Estate, City: Bhubaneswar ZIP code: 751007 Country: India Telephone: +91-674-2580079 E-mail: tenders@worldskillcenter.org
4	Bid Submission Start Date	:	Date: - 16.03.2024 Time: -10:00 AM (IST) Onwards
5	Bid Submission End Date	:	Date: - 10.04.2024 Time: - 02:00 PM (IST)
6	Technical Bid Opening Date / Time	:	Date: - 10.04.2024 Time: - 04:30 PM (IST)
8	Financial Bid Opening Date / Time		Shall be intimated to the technically qualified bidder.

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1. INFORMATION TO BIDDERS

The bids must be submitted in accordance with the instructions, procedures, and the terms and conditions mentioned in this RFP.

Any person signing the tender form or any documents forming part of the contract shall be deemed to have necessary authority on behalf of the bidder and if it subsequently comes to light that the person so signing had no authority to do so, the purchaser may without prejudice to other civil and criminal remedies cancel the order or the tender and hold the supplier liable for all costs and damages.

1. Minimum Eligibility Criteria

- i. The Bidder must be a registered Caterers of central or state government or reputed Private Firm. The bidder, anywhere in India, declared blacklisted or debarred by any competent authority, shall not be allowed to participate in bid process.
- ii. The Bidders must possess and furnish the following documents:
 - a) Valid license from the Food Safety and Standards Authority of India (FSSAI) from any state or Centre.
 - b) Accredited ISO, if any.
 - c) Contract Labour Registration Certificate.
 - d) GSTIN Registration Certificate.
 - e) ESI, PF registration.
 - f) PAN registration.
 - g) Registered Trade License.
- iii. Work Experience:
 - (A) Running of Hostel Messes successfully in renowned Educational Institutions such as Sainik Schools/ Reputed institutes like IITs, NITs, IIMs, AIIMS, Central/ State/ Deemed Universities/ Renowned Private Educational Institutions/ Universities/ Schools or any Academic Institution functioning under Ministry of Human Resources Development.
 - (B) Successful Running of Executive Canteen/Mess in large organizations which includes State/Central/ Private Sector.

Catering Service Work Orders should be attached.
- iv. The bidder should have an office in Bhubaneswar registered by the Odisha registering authority.
- v. The bidder should have an average annual turnover of Rs. 1.00 Crore (One Crore) or above

during audited financial years 2020-21, 2021-22 and 2022-23, and submit the following in support of the same:

- a. Copy of audited financial statements for financial years 2020-21, 2021-22 and 2022-23.
- vi. Bidder has to submit a detailed list of clients to whom similar service has been/ is being provided. A list of clients to whom similar services have been supplied in the past three years should be furnished with particulars like name of the organization, nature and quantum of service supplied, name, address & phone number of contact person. **Certificates from the past and present clients for successful completion of the work order (along with the work order) must be enclosed.**
- vii. The bidder should have executed (during the last 5 years) at least five or more works with a Work Order value of minimum INR 1,00,00,000/- each work. Detail of such projects along with certificates from the organizations for successful and satisfactory completion of project to be furnished.
- viii. The bidder should not have been debarred or blacklisted by any Central Government Ministry, Department, Attached Office, subordinate office, Statutory Body, Regulatory Body, Central University, Autonomous Body, CPSEs or State Government Department, Attached Office, subordinate.

2. Submission of Bids

- I. All the information mentioned for pre-qualification shall be provided by the bidder. Failure to provide information, which is essential to evaluate the bidder's qualification, or to provide timely clarification or substantiation of the information supplied may result in disqualification of the bidder.
- II. Pre-qualification will be based on meeting all the following minimum eligibility criteria regarding the Bidders' general and special experience, personnel, equipment and financial capabilities, as mentioned by the bidder in its response form attached.
- III. The non-refundable Tender Application Fee of Rs. 10,000/- shall be in the form of Demand Draft only drawn through any Indian Nationalized Bank favouring "**World Skill Center**" payable at Bhubaneswar and shall be submitted along with the tender documents.
- IV. Bidders intending to participate in the bid has to submit bid security as Earnest Money Deposit (EMD) of **INR 1,80,000/- (Rupees One Lakh Eighty Thousand Only)** in the form of demand draft/ Bank Guarantee in favour of "**World Skill Center.**"

- V. EMD will be exempted as per MSE's & Startup policy upon submission of declaration in the letter head along with supporting documents/certificate.
- VI. Preference shall be given to SHG's registered under Mission Shakti.
- VII. Tenders received without Tender fees shall outrightly be rejected and will not be considered for evaluation under any circumstances. The EMD of unsuccessful bidders will be returned / refunded within 15 days of award of the contract.

3. Instruction to Bidders

TENDER shall be submitted through Registered Post/ Speed Post/ Courier/By Hand only clearly super scribing "**Tender for Catering Service at Hostels of World Skill Center, Bhubaneswar**" so as to reach the address mentioned hereunder by **10-04-2023 by 02:00 PM. However, No Fax/ Email will be entertained.**

The Chief Executive Officer,

World Skill Center

Block-B, Sector-A, Tower 2010

Mancheswar Industrial Estate, Bhubaneswar-751007

- (a) Bid must comprise of one Outer Envelope super scribing "**Tender for Catering Service at Hostels of World Skill Center, Bhubaneswar**" containing sealed & marked **Technical Bid** and sealed & marked **Price Bid** in separate envelopes duly sealed and signed.
- (b) Bid must **be typed or written in indelible ink and shall be signed by authorized representative.** Without a signature in the bid, tender will not be considered further.
- (c) Offer must be valid for a period of **180 days** from the deadline for submission of the tender as detailed in the tender document. If a bidder withdraws the tender during the validity period and/or refuse to accept the award of a contract when and if awarded, then EMD will be forfeited and the bidder will be blacklisted for 02 years to participate in any of the tender of WSC.
- (d) The bidders must maintain highest standard of ethics while bidding for the tender. Canvassing in any form is strictly prohibited and the bidders who are found canvassing are liable to have their tenders rejected outrightly.
- (e) While submitting this tender, the bidders will be deemed to have read, understood and accepted all the items and conditions stated in this Tender Document. Any doubts or clarifications with regard to the interpretation of the Terms & Conditions stipulated in this Tender Document, may

be clarified from WSC, Bhubaneswar at least 05 days before tender closing date. Requests for postponing the tender opening date for the same shall not be accepted.

- (f) The Successful Bidder shall not in any case assign the awarded contract in full or any part thereof to any third party. Joint Ventures are not allowed.
- (g) Subject to other terms of the Tender Document, the bidder(s) who will secure the **gross weighted highest marks through QCBS Method** will be notified for the award of contract by WSC, Bhubaneswar. The terms and conditions stipulated in the Tender Document shall be fully applicable to the resultant contract and taken as an integral part of the contract concluded based on this Tender Document.
- (h) The successful bidder will enter into a formal, legally enforceable contract with the Chief Executive Officer, WSC, Bhubaneswar to abide the quoted rates, Terms & condition of the Tender Document within 15 days from the date of award of this tender in his favor and **needs to furnish a performance security as per the terms of the Tender Document**.
- (i) Bidders are required to quote their unconditional fixed rates strictly **as per food menu** enclosed in the Tender Document for the entire period of the Contract. Rates quoted by the bidder will be fixed throughout the entire contract period. Tenders received with prices quoted on variable basis shall be rejected straightaway.
- (j) Any request for the enhancement of contracted rates shall not be considered under any circumstances. It may be noted that no compromise on quality would be made, and no firm will be permitted to change the specifications mentioned in the tender notice and if any firm submits the tender with changed specification, their tender will be rejected.
- (k) Tenders received after due date and time of submission will be not considered and rejected.

4. Evaluation and Comparison

The TENDER is being issued on Quality Cum Cost Based (QCBS) selection method wherein the weightage of Technical Bid: Price Bid weightage is 70:30. Bidder who will secure the gross weighted highest marks through QCBS method will be awarded with the contract by WSC. For the purpose of the evaluation of the bids, the technical bid documents of all the bidders who meets the Minimum Eligibility Criteria will be evaluated by Technical Evaluation Committee (TEC) on the basis of documents provided by them as per the tender document. The Bidders who qualify in each & every aspect as per the terms & conditions of the TENDER and secures **minimum qualifying 70 marks** in the technical evaluation criteria (given

later in this bid document), will be declared eligible for opening of their financial bids. The entire process will be carried out in a transparent manner by the Tender Evaluation Committee as appointed and approved by the competent authority at WSC.

- i. The techno-commercial bids will be evaluated by Technical Evaluation Committee (TEC) on the basis of eligibility criteria given in this bid documents. The bidders who fulfil all the criteria shall be qualified technically and financial bids of only technically qualified firms will be opened. The technical scrutiny shall be done on the basis of documents/ work order/client's certificate etc., submitted by the bidder with the bid document.
- ii. TEC will open the techno-commercial proposals for qualification in the presence of bidder/ bidders' representatives who wish to attend, as per time schedule published.
- iii. Based on the documents submitted, the TEC will evaluate the bids as per following marking scheme:

Sl. No.	Parameter	Maximum Marks
i.	<p>An Average Annual turnover of (A) Running of Hostel Messes successfully in renowned Educational Institutions such as Sainik Schools/ Reputed institutes like IITs, NITs, IIMs, AIIMS, Central/ State/ Deemed Universities/ Renowned Private Educational Institutions/ Universities/ Schools or any Academic Institution functioning under Ministry of Human Resources Development.</p> <p>(B) Successful Running of Executive Canteen/Mess in large organizations which includes State/Central/ Private Sector in India in the last 3 FYs (till FY 22-23) has to be at least INR 1 Crores (Cr).</p> <ul style="list-style-type: none"> • >INR 1.00 cr and <INR 2.00 cr.: 10 marks • >INR 2.01 cr and <INR 4.00 cr.: 20 marks • >INR 4.01cr and more.: 30 marks (Full Marks) 	30 Marks

ii.	No. of similar catering projects executed in last 5 years (till 31.10.2023) Number of Projects: - =5 Projects: 10 Marks >5 and ≤10 Projects: 20 Marks >10 Projects: 30 Marks (full marks)	30 marks
iii.	No. of similar catering projects already completed in Odisha Number of Projects: - =2 Projects: 3 Marks >2 and ≤5 Projects: 5 Marks >5 Projects: 10 Marks (full marks)	10 marks
iv	Presentation on Understanding of the objective and scope of work	30 marks
v	Total	100 Marks

- iv. Bidders who will secure 70 marks or more would be deemed to be technically qualified and eligible for financial bid opening.
- v. The demand draft for Tender Paper Cost & EMD shall be attached with technical bid failing which bid shall be rejected.
- vi. During evaluating the bids, WSC will adjust for any arithmetical errors as follows:
- a) where there is a discrepancy between amounts in figures and in words, the amount in words will govern; and
 - b) where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.

5. Selection of Successful Caterer:

The Caterer firm / entity will be selected based on Quality cum Cost Based Selection (QCBS) in the ratio of 70% (Technical) and 30% (Financial). The following formula will be used for the evaluation of the bids:

The Final scores will be calculated as:

$$Bb = (0.7) * Tb + (0.3) * (Cmin/Cb * 100)$$

Where

Bb = Overall score of Caterer under consideration

(calculated up to two decimal points)

Tb= Technical Score of the Caterer

Cb= Financial Bid Value of the Caterer under consideration

Cmin=Lowest Financial Bid Value among the financial proposals under consideration

The Caterer securing the highest Composite Bid Score will be adjudicated as the most responsive Caterer for award of contract. In the event the bid composite bid scores are tied, the Caterer securing the highest score (Tb) will be adjudicated as the Best Value Caterer for award of Contract.

The Caterer securing highest combined score shall be treated as first ranked Caterer. The second ranked Caterer shall be kept in reserve and may be invited for negotiations in case the first ranked Caterer withdraws, or fails to comply with the requirements, as the case maybe.

2. Scope of Work/Service

WSC intends to award Catering Service Contract of its Hostel at Bhubaneswar on its Academic Calendar basis to a professionally run & managed firm who can serve breakfast, lunch, snacks and dinner to students around 500 - 600 Nos which also includes the following activities as part of Scope of Work/ Services.

1. There will be four meals to be provided to the hostel students/ training participants which include breakfast, lunch, evening snacks and dinner as per the mess menu finalized by the WSC. The Caterer should also display the Mess Menu in the hostel mess.
2. The Caterer must provide meals to the person on Hostel duty i.e., Hostel Superintendents/Hostel Wardens etc., without any charges.
3. No DG supply will be given for running Deep Freezers, Microwaves, Ovens, Refrigerators, and other major electrical equipment's except for lights/Fans/Water coolers.
4. The Caterer will provide only those food items during meals which are in accordance with the menu provided by the WSC.
5. The Caterer must ensure that the food is prepared and served in the most hygienic conditions, the staff must wear glove and head masks while serving food, there should sufficient counters for students so that students/ training participants do not stand in queue for long. WSC reserves the right to surprise check and impose penalties in case of lapses.
6. The Caterer must have proper racks to keep its items, nothing should be kept on floor.
7. The Cater must open and close Canteen as per the schedule time and will provide only those food items in the canteen of the hostel which are allowed by WSC and they must be displayed prominently.
8. Maintenance jobs such as replacement of light bulbs, tube lights etc. in the canteen/kitchen area are the sole responsibility of the Caterer.
9. Heavy duty/ Industrial kitchen equipment, gas, chulhas, automatic roti maker, automatic dish washer, automatic batter machine, electric Idli making machine, deep freezer if required will be installed by the Caterer at his own cost. Fly trappers in the dining hall etc. will be installed by the Caterer. All service utensils like plates, glasses, service spoons etc. will be arranged by the Cater. Upkeep and maintenance of such furniture provided in the dining hall by WSC will be the sole responsibility of the Cater. If it is found that there is any damage to the furniture or property of WSC, then WSC would be entitled to the penalties detailed hereinafter and would also be, competent to deduct the cost of repairs and replacements of such furniture and fixtures which are to be borne by the Caterer.

10. The Caterer has to take utmost care for disposal of leftover food, no leftover food should be disposed in drains which will block the drain and will produce a foul smell. Any sort of deficiency or carelessness in this regard will not be tolerated and penalty will be imposed by WSC. The Caterer should make their own arrangement for the disposal of the leftover food at their own cost on daily basis.
11. On the completion/termination of the Contract, physical possession of the kitchen area, dining hall & washrooms etc. will have to be resorted in the condition at the time of initiation of the contract, failing which, charges incurred for replacements etc. will be deducted from the security and/or from the final bill.
12. Cleaning of the dining hall area and kitchen area premises, utensils, cutlery and crockery, kitchen and other equipment, furniture and consumables are the responsibility of the Caterer. Procurement of gas, high quality provisions and other consumables is the responsibility of the Caterer. Use of domestic cylinders & wood as fuel are strictly prohibited.
13. Deployment of required staff with uniforms etc. shall be done by the Caterer. The Caterer must submit the list of workers and their ID proof (Aadhar Cards) who will be working in the Canteen/mess. If any staff of Caterer found misbehaving with any Faculty, Staff or Student of WSC, strict action will be taken against the Caterer.
14. It is mandatory for the Caterer to make suitable staying arrangements for its staff and if any staff are required to stay in kitchen/canteen area, a prior permission be taken by the Caterer from the Authorities.
15. WSC would reserve the right to check on cleanliness and upkeep of premises, quality of provisions, and quality of the food and any deficiency found penalty procedure will be applied.
16. The Caterer shall attend all meetings of the committee as and when scheduled. The prior information of the meeting will be given to the Caterer.
17. Late-night services must be made available by the Caterer in case of urgency.
18. Fumigation/ Pest Control shall be carried out by the Caterer on regular interval basis at their own cost.
19. The Caterer will maintain an attendance register of students availing canteen services and a complaint/ feedback register under the direct supervision of Hostel Superintendent and Hostel Warden and submit the duly signed copy of the same to WSC every month along with the monthly invoice.
20. The Caterer will NOT employ any child labour and shall adhere to all the government rules and regulations.
21. The Caterer should submit all necessary statutory documents.

22. The Caterer should register himself/herself with the Regional Labour Commissioner, as a Caterer under the Contract Labour Regulation Act and obtain Labour License and complete all required formalities.
23. The Caterer should adhere to the provisions of the GST, Provident Fund Act, the Minimum Wages Act, and other such acts which are applicable.
24. The Caterer should ensure that the payment is made to the labourers as per the Minimum wages act.
25. The Caterer must obtain FSSAI and trade license from the competent authority to run the canteen.
26. The Caterer will adhere to all the laws of the land at his own responsibility and costs. WSC will not be responsible for life and safety at workplace; the staff of the Caterer should be duly insured.
27. Consumption of alcohol or alcoholic beverages and smoking is banned by WSC. Any violation will attract legal action and the contract will be terminated.
28. In case of inspection of sanitation and hygiene by the health department or other statutory authorities, the Caterer will have to satisfy the provision of law. If found guilty, will have to bear the penalty as decided by WSC.
29. The Caterer will not sublet the contract. If found so, it will invite termination of contract and forfeiture of security if any.
30. WSC reserves the right to make any amendments in the Terms & Conditions as & when required and deemed fit and mutually accepted to both the parties.
31. WSC reserves the right to terminate the contract with 02 months prior notice.
32. In the event of the any dispute with regard to any of the term(s) and/or conditions of this agreement, the same shall be referred to the CEO, WSC as sole arbitrator and its decision thereon shall be final and binding on both the parties, further it will be subjected to the jurisdiction limits of Bhubaneswar only.
33. Brands of consumables to be used:

Salt:	Tata, Annapurna, Nature fresh etc
Cooking Oil:	Sundrop, Godrej, Saffola, Fortune
Spices:	MDH, Catch, Ramdev etc
Atta:	Ashirvad, Pillsbury, Fortune Atta etc
Ketchup:	Maggi, Kissan, Heinz, Tops etc
Pickle:	Mother's or Nilon's or Tops etc

Milk & Curd:	Amul, Omfed, Pragati, Milk Moo etc
Butter & Paneer:	Amul, Britannia, Nutralite etc
Bread:	Natraj, Moerish, Sajitha, Danish etc

Responsibility of housekeeping, operation & maintenance, pest control & waste management of the facilities handed over to the caterer lies with the caterer only. Caterer shall take all possible measures to carry out these functions smoothly. Details explained below:

34. The scope of work includes housekeeping of dining hall, entrance of dining hall, kitchen area, washing area, wash basin, stores and any other facility allotted to him.
35. Periodic cleaning of fixtures (such as lights, fans, switches, wires, cables, exhaust hood, filters of chimney, gas burners, gas pipes, gas burners' knobs, refrigerators, and other kitchen equipment etc.) shall be carried out by the caterer on regular basis.
36. The caterer shall ensure that entire facilities are kept neat and clean, free of clutter, free from unwanted odor & always in a hygienic condition. Walls, windows, staircases are regularly cleaned and kept free of dirt and clutter. All sitting places are kept clean and well arranged. Wet floors should be sign-posted.
37. Tops and insides of all cupboards, shelves, tables, drawers etc. available in the kitchen shall be free of unwanted items.
38. Caterers should ensure cleaning and clearance of all the drains in and around kitchen and dining hall area. All clogged drains shall be cleared immediately, and no water stagnation shall be allowed in the kitchen and washing area.
39. Cleaning of all crockery, cutlery and kitchen utensils after its use or after availing food by the students / staffs / guests shall be done by the caterer in all the facilities
40. Soaking the vessels in hot water at the end of the day, Crockery to be washed with hot water using best quality dish washing liquid/detergent/solutions.
41. Caterer shall deploy sufficient manpower for cleaning and shall be responsible for maintaining the equipment all the time.
42. Caterer shall provide consumables required for cleaning & upkeep of areas. The consumable shall include, but not limited to handwash, sanitizer, floor cleaner & disinfectant, dishwashing soap/liquid, detergents etc.
43. Cleaning frequency for all the facilities, kitchenware, equipment etc handed over to the caterer are

mentioned below to which caterer has to comply without any conditions and maintain the records for reporting and checking to WSC, Mess In charge.

Sn	Facilities/Items	Frequency of cleaning
1.	Kitchen floors	Twice daily & as and when required
2.	Dining hall floor	Twice daily & as and when required
3.	Dining furniture	Twice daily & as and when required
4.	Storeroom	Daily & as and when required
5.	Washing area	Daily & as and when required
6.	Counters	Daily & as and when required
7.	Crockery, kitchenware	Daily & as and when required
8.	Refrigerators, bottle-coolers, water coolers, microwave, grinders, toasters, and other kitchen equipment	Weekly once and as and when required
9.	Cobwebs, clean doors and windows, kitchen & dining walls	Weekly once and as and when required
10.	Fumigation & cleaning of electrical items, fixtures etc.	Once in every month

44. The caterer shall arrange for rodent control measures in the main dining hall / kitchen / stores on monthly basis or as and when basis of its requirement, free of cost.
45. The caterer shall take adequate measures to ward off domestic / stray animals/birds from the mess.
46. For daily waste removal the caterer shall ensure collection of waste food & other garbage from the mess premises on daily basis. The waste duly segregated into dry and wet (organic) waste for further processing of the same. The process should be followed twice-a-day i.e after lunch and dinner and if required after break-fast also.
47. For segregation purpose the service provider shall place the required type of bin (marked or colored bins) in dining hall/dining area and kitchen area/ pantry area.
48. Caterer shall be responsible for cleaning and dlying the bins inside out and replacement of dustbin liners on daily basis at their respective locations.
49. Food waste shall be weighed daily for all meals and shall be displayed in the mess.
50. **Inventory control:** The caterer shall strictly follow the FIFO (First in, First Out) method for inventory control of food materials and ensure that under no circumstance food items after its expiry date are used in preparation of food in the kitchen. Besides the contractor shall also ensure that no packed food items after its expiry date are served to anyone. All food items / packed food after its expiry date

shall be removed from the store immediately. Besides the contractor shall ensure that rules for detecting non-moving stocks are adhered to & disposal standards are maintained without fail.

51. Only food grade plastic / stainless steel containers / boxes with tight fitting lids properly labeled on each shall be used for storing all raw materials and shall be kept only on racks provided for this purpose in the kitchen store and no food containers shall be kept on the floor. Cleaning of all food containers shall be done as per schedule and caterer shall maintain the records in proper register for checking of SDI-B management.
52. Spices shall be stored in containers / spice boxes and always kept clean. Kitchen staff shall use separate spoons for each spice container.
53. Perishable food items shall always be kept in Freezer. No perishable food items shall be stored in dry storage area. For the same thermostat of the refrigerator shall be checked and kept functional all the time.
 - a) Vegetables and fruits shall be stored only after proper washing with running tap water.
 - b) For wrapping chapattis / such other food items aluminum foil shall be used.
54. The caterer shall provide adequate number of competent and well-trained staff for cooking, cleaning, dining and other related services.
55. A minimum number of staffs shall be maintained at any point of time sufficient to manage the activities of the mess, canteen at all times. The caterer should have full control of such employees and shall give necessary guidance and direction to carry out the jobs assigned to them by the caterer.
56. Efficiency, promptness, quality of food, good behavior and politeness of the caterer and his staff are the essence of the contract. For carrying out various activities, the caterer shall deploy properly trained manpower like chef/cooks, kitchen helpers, waiters, attendants, pantry boys, supervisors etc. who are skilled and have good working experience in catering and canteen maintenance services including organizing, operating, supervising, managing kitchen, preparing various types of food items, dining hall and pantries.
57. The caterer or his manager / supervisor shall personally supervise the cooking and services in the kitchen and dining area daily.
58. The manager / supervisor must have good communication skills in English, Hindi and Oriya and working knowledge of computer operation (for maintaining records). The mobile phone numbers of manager and supervisors shall be displayed in the dining hall.
59. All the catering staff should wear neat and clean uniform, shoes, aprons, disposable gloves, headgear,

hair resistant caps and sweat bands, masks, while on duty and should have name badge during working hours.

60. No staff shall be allowed in vests / shorts / or improper clothes or without shoes in the hostel / kitchen / dining hall / any other location at any time.
61. Catering staff is not allowed to smoke bidis, cigarettes, pan, gutka, tobacco, or take alcoholic drinks inside the campus.
62. All the catering staff should be physically & medically fit. They should be free from any contagious diseases. No person suffering from any communicable, infectious disease, wounds, sneezing, cold or viral infection will be allowed to work in the kitchen, catering, food services.
63. The caterer will not sub-let the contract to any other Service provider or individual(s).
64. Wage Act and Labour Laws: The caterer will be responsible for compliance of various statutory obligations like minimum wages act, work man compensation act, contract labour (regulation & abolitions) act 1970,1971, leave rules, PF, ESI, Insurance acts or any other act/rule statute enacted by Govt. of India or Govt. of Odisha.
65. Food Safety and Standards Act, 2006: The contractor shall comply Food Safety and Standards Act, 2006 and has at all relevant times, have the requisite and valid licenses and permissions from all regulatory and statutory authorities, for provision of services including the service under this contract and that the same shall be kept renewed and in force and effect at all times and shall have adequate title/rights over requisite equipment and materials for provision of the service under this contract. If any consequences arise for not maintaining any such law / standard, then it shall be the sole responsibility of the contractor.
66. Licenses: The caterer must have labor license, FSSAI (Food Safety and Standards Authority of India) license. In case of non-availability of FSSAI certificate, the vendor should submit an undertaking to furnish same in 30 days' time.
67. Other Acts: The caterer will also be exclusively responsible to meet and comply with all legal requirements with respect to the food items prepared and sold, including with respect to raw materials and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to the preparation, storage, and sale of food like prevention of food adulteration act, the essential commodities act, and weights and measures act, and all rules, regulations and orders framed there under.
68. The caterer shall indemnify WSC against risks and damages arising out of the fault on the part of caterer due to negligence or non-compliance of any of the aforesaid rules, regulations etc. laid down by the

Government and other statutory authorities from time to time.

69. Caterer has to provide its services throughout the year including holidays and Sundays.
70. The following minimum documents will be maintained and submitted by the caterer at the end of every month:
1. Complaint / suggestion registers.
 2. Daily attendance register
 3. Monthly unused/leftover food report.
 4. Incident/accident report
 5. Documents related to labour department and authenticated by local labour officer like employment register, wages register, bonus register, overtime register etc.
71. The caterer shall be solely responsible for all acts of commission and /or omission on the part of their personnel posted at WSC Hostel. The Contractor shall be responsible and liable for all the claims of his employees.
72. The caterer shall immediately notify WSC in writing of the occurrence of any event which may result in, or which may indicate likely work stoppage, slowdown, labour dispute, strike, any labour related disruption of its own staff impediment or disruption in the due performance of the obligations of the caterer under this agreement. The caterer also agrees that in the event any such work stoppage, slowdown, labour dispute, strike, disruption, or impediment continues for a period exceeding 24 hours, then, notwithstanding what is contained in the agreement; WSC may at its sole discretion terminate this agreement forthwith.
73. The workers employed by the caterer shall follow the security instructions as directed by the security in-charge of WSC Hostel.
74. WSC will not be responsible for any accident/illness and any other casualties during the stay of the catering staff at the campus or during service.
75. The caterer shall arrange first aid box(s) at the canteen halls at a suitable location for all the time during the contract period.
76. The catering works will be periodically checked by the competent authority, or any person authorized by WSC to ensure quality and quantity of the items supplied and served.
77. The caterer shall be solely responsible in case of incident(s) of food poisoning etc. and shall bear the complete expenditure arising out of this for medical treatment of the boarders of the mess. In addition,

penalty may be imposed on the caterer as per the tender penalty clause. Further, legal action may also be taken as per the provisions of law.

78. The caterer shall co-operate with the other contractors working in the campus.
79. Dos & Don'ts shall be displayed on display board in kitchen / other conspicuous places and all catering and food handling staff / helpers shall be adequately made aware / trained.
80. The caterer shall not use the WSC address on his letterhead/stationery for purposes of Registration with any Government/Local Body or any other organization or person and no tenancy shall be created by the presence of his workmen/employee on WSC premises.
81. The workmen/employees engaged by the caterer shall not have any right/claim for employment in WSC at any stage. It is clearly understood that the contractor's employees shall not have any employee-employer relationship with WSC.
82. In case of theft of any material/cash takes place from the occupant's room / hostel on account of the negligence on the part of the employees employed by the caterer, the caterer would be liable for such lapse and the amount, if any, would be recovered from the caterer while settling the bill.
83. The caterer, notwithstanding anything to the contrary in the contract document expressed or implied, shall be and remain at all times exclusively responsible to provide within the scope of work all materials, manpower and consumables that are needed and necessary to provide best catering service and to ensure smooth running and functioning of all the activities under the scope of work of this contract in fulfilment of contractual obligations by the contractor.
84. The caterer shall also provide various miscellaneous services in conformity with the provisions made herein under this part or elsewhere in the special terms & conditions and tender documents of this contract. With regard to quality of food, cleanliness, hygiene etc. and other aspects of canteen / catering services, the caterer shall ensure that services to be rendered under this part shall be read in conjugation with provisions made in other parts which are relevant to organizing, operating, supervising, managing kitchen, dining hall and pantries.

The scope of work, description and the terms and conditions maintained herein above are only indicative and not exhaustive and the caterer shall meet any other requirements of WSC from time to time, relating to the catering services of the WSC.

3. General Terms & Conditions

1. DISCLAIMER

All the information contained in this tender document is stated only for the purpose expressed in the document. It is amply made clear that any indications given by the WSC about the future plans if any, are only broad indicators and are subject to change without any notice. There is no commitment or obligation whatsoever on the part of the issuer of this document, or officials associated, regarding the implementation of this or any future plans. Any assumptions made by Bidders, on the basis of information shared herein, will be at their own risk and responsibility.

2. SEVERABILITY

Every paragraph, part, term or provision of this tender document is severable from the others. If any paragraph, part, term or provision of this tender document is construed or held to be void, invalid or unenforceable by order, decree or judgment of a court of competent jurisdiction, the remaining paragraphs, parts, terms and provisions of the tender document shall not be affected thereby but shall remain in full force and effect.

3. RELATIONSHIP BETWEEN THE PARTIES

Nothing contained herein shall be construed as establishing a relation of WSC and employee, principal and agent, partners, or joint ventures between WSC and the Agency, or WSC's and Consultant's officers, directors, partners, managers, employee or agents. The Agency, subject to this tender document, has complete charge of personnel performing the Services and shall be fully responsible for the Services performed by it or on its behalf hereunder.

4. PENALTY FOR DEFAULT

Penalties for violation of Rules, Terms and Conditions

The Caterer will be fined in case of violation of the following rules:

- I. The penalty or fine may be imposed in violation of rules, terms, and conditions and/ or with regard to the discrepancy found in the quality of food, serving of food, cleanliness of dining & kitchen area, personal hygiene of workers, changing of the employed staff without information to WSC.

II. Penalty

First Time	Warning in writing
Second Time	Rs.5,000/- plus Warning in writing
Third Time	Rs.10,000/- plus Warning in writing
Forth Time	Rs.20,000/- plus Warning in writing
After That	Termination of agreement

III. Absence of the Caterer or his representative from the meeting called by WSC may attract a fine of Rs.5,000/- on the FIRM.

5. INDEMNIFICATION

The Caterer shall indemnify, defend and hold WSC harmless from any and all claims, demands, causes of actions, losses, damages, fines, penalties, liabilities, costs and expenses, including reasonable attorney's fees and court costs, sustained or incurred by or asserted against WSC by reason of or arising out of the Agency's gross negligence or wilful misconduct with respect to Agency's duties and activities within the scope of this tender document.

6. CONFIDENTIALITY

The Caterer shall treat all the information, records, reports, technical data, financial data, contracts, agreements, maps, drawings and any other documents provided to them for performing their responsibilities and obligations to perform their duties as confidential and not disclose to others during or subsequent to the duration of this tender.

7. COMPLIANCE WITH LAWS

The Caterer shall take due care that all its documents comply with all relevant laws and statutory regulations or ordinances, guidelines in force which includes all laws in force and effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India including

judgements, decrees, injunctions, writs of or orders of any court of record, as may be in force and effect during the subsistence of this tender.

8. DISPUTE RESOLUTION

Amicable resolution

Any dispute, difference or controversy of whatever nature between the Parties, howsoever arising under, out of or in relation to this tender (the "Dispute") shall in the first instance be attempted to be resolved amicably through discussions between the Parties.

ARBITRATION

Procedure

Any dispute which is not resolved amicably within 30 days from the date of last written communication from either Party shall be referred to the Chief Executive Officer of the WSC, who may himself/ herself act as the arbitrator, or appoint any sole arbitrator to undertake the arbitration, in accordance with the provision of the Arbitration and Conciliation Act, 1996 ("Arbitration Act"). The appointment of sole Arbitrator shall be made within 30 days to be counted on and from the date of receipt of the written request from the concerned party. For all purposes, the Civil Court, Bhubaneswar, shall have jurisdiction.

Place of Arbitration

The place of Arbitration shall be at Bhubaneswar and in case of any dispute about the venue of the arbitration the decision of the arbitrator shall be final and binding between the parties.

English Language

The request for Arbitration, the answer to the request, the terms of reference, any written submissions, any orders and awards shall be in the English language and, if oral hearings take place, the English language shall be used in all such hearings.

Enforcement of Award

The Parties agree that the decision or award resulting from arbitration shall be final and binding upon the Parties and shall be enforceable in accordance with the provisions of the Arbitration Act subject to the rights of the aggrieved parties to secure relief from any higher forum.

9. MODIFICATION

Modification to the terms and conditions of this is not permitted, including any modification of the scope of Services, shall only be made by corrigendum, addendum etc.

10. LAW GOVERNING THE TENDER

This tender, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law in India.

11. LANGUAGE

This tender has been prepared in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this tender.

12. HEADINGS

The headings shall not limit, alter or affect the meaning of this tender.

13. AUTHORIZED REPRESENTATIVES

Any action required or permitted to be taken, and any document required or permitted to be executed, under this tender by the Client or the Agency may be taken or executed by the authorized representative only.

14. TAXES

The Caterer shall pay the taxes, custom duties; fees, levies and other impositions levied under the existing, amended or enacted laws during life of this Contract and the Client shall perform such duties in regard to the deduction of such tax as may be lawfully imposed in accordance with contract conditions. But the contract price is exclusive of GST which will be paid extra by WSC in pursuance to applicable rule & regulations.

15. FORCE MAJEURE

Definition

For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances which includes, but is not limited to, war, riots, civil disorder, earthquake, fire explosion, storm, flood or other adverse

weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies.

16. WORKING HOURS, OVERTIME, LEAVE, ETC.

Working hours, over time, leave and holidays for personnel of Caterer are to be decided suitably by the Caterer to meet the objectives / results / outcome during tenure of security services of WSC. The Caterer shall ensure that absence for leave purposes will not hamper the security services.

17. LIMITATION OF LIABILITY:

The Caterer shall indemnify WSC for any direct loss or damage which will be accrued due to deficiency in services in carrying out desired services as described in the tender document.

18. PAYMENT:

a. Payment to the caterer will be made on **actual consumption** basis every month within 20 working days from submission of bills and work completion certificate(s) from the authorized representative of WSC. In case of any discrepancy in service or inadequate payment of wages, non-payment to vendors / suppliers, bill payment will be withheld till resolution of all issues.

b. Deductions shall also be made from caterer's bills during implementation of the contract that may become due as penalties for violation of rules, terms and conditions, damages, liabilities or for other causes.

19. COST OF BID PREPARATION:

The bidder shall bear all costs associated with the preparation and submission of their bids and WSC shall in no case be responsible or liable for such costs regardless of the result of the bidding process. The bidder whose bid is not accepted shall not be entitled to claim any cost, charges and expenses of and incidental to or incurred by him through or in connection with his submission of bid, even though WSC may elect to modify/ withdraw the bid.

20. BID CURRENCY:

All costs and charges related to the bid shall be expressed and indicated in Indian Rupees only.

For any queries, please contact

Mr. Chandan Kumar,

General Manager-Procurement & Contract Management,

World Skill Center,

Contact No: 09650607819,

Email: tenders@worldskillcenter.org

4. Bidder's Information Data Sheet
(To be filled in by the bidder legibly)

Sl.No	Description	Details
1	Name of the Bidder/ Firm	
2	Status of the Firm (Proprietor/ Company/ LLP) etc	
3	Registered address of the Firm	
4	Communication address of the Firm	
5	Phone No	
6	Email Id	
7	Contact Person Details	
8	PAN Details (Attach Copy of the PAN)	
9	GST Details (Attach Copy of the GST)	
10	FSSAI Details (Attach Copy of the FSSAI Certificate)	
11	ISO Details if any	
12	Contract Labour Registration (Attach Copy of Labour License)	
13	EPF Registration (Attach Copy of EPF Certificate)	

14	ESI Registration (Attach Copy of ESI Certificate)	
15	Trade License (Attach Copy of Trade License)	
16	Turnover from running Mess/ canteen	
	FY-2020-21	
	FY-2021-22	
	FY-2022-23	
17	No. of similar projects executed in last 5 years with Order Value of One Crore. (Attach Copy of Work Order/ Completion Certificate)	
18	No. of similar projects already completed in Odisha with Order Value above One Crore. (Attach Copy of Work Order/ Completion Certificate)	
19	Has the bidder ever been debarred or blacklisted by any of the Central and/or State Government Ministry, Department?	
20	Does the bidder have office in Bhubaneswar?	

Signature of the Bidder/ Caterer with Seal & Date

Days	5. Food Menu			
	Breakfast	Lunch	Snacks	Dinner
MONDAY	Upma & Curry (Ghuguni)	Plain Rice, Dal, Roti (2 Pcs), Green Salad, Papad, Pickle, Bhaji/ Dahi Boondi/ Badi Chura/ Ambula Rai and Seasonal Vegetable Sabji	Vada (3 Pcs) & Chutney	Plain Rice + Roti (2Pcs) or Roti (4Pcs) Dal Fry, Pickle Kheer (100 grms)
TUESDAY	Idli (3Pcs), Peanut chutney & Curry (Ghuguni)	Plain Rice, Dal, Roti (2 Pcs), Green Salad, Papad, Pickle, Bhaji/ Dahi Boondi/ Badi Chura/ Ambula Rai Fish Curry (1 Pc)	Samosa (3 Pcs) & Chutney	Plain Rice + Roti (2Pcs) or Roti (4Pcs) Dal Tadka, Pickle Gulab Jamun (2 Pcs)
WEDNESDAY	Bread (4 Pcs), Butter or Jam, Banana (1 Pc) & Boilded Egg (1 Pc)	Plain Rice, Dal, Roti (2 Pcs), Green Salad, Papad, Pickle, Bhaji/ Dahi Boondi/ Badi Chura/ Ambula Rai Paneer Sabji (4 Cubes of adequate size)	Aloo Chop (3 Pcs) & Chutney	Plain Rice + Roti (2Pcs) or Roti (4Pcs) Seasonal Vegetable Curry Pickle Besan Ladoo (2 Pcs)
THURSDAY	Poori (4 Pcs) & Curry (Ghuguni)	Plain Rice, Dal, Roti (2 Pcs), Green Salad, Papad, Pickle, Bhaji/ Dahi Boondi/ Badi Chura/ Ambula Rai Seasonal Vegetable Sabji	Bread Chop (2 Pcs) & Chutney	Plain Rice + Roti (2Pcs) or Roti (4Pcs) Rajma Curry, Pickle Boondi Ladoo (2 Pcs)
FRIDAY	Moong Dal Khichdi & Curry (Ghuguni)	Plain Rice, Dal, Roti (2 Pcs), Green Salad, Papad, Pickle, Bhaji/ Dahi Boondi/ Badi Chura/ Ambula Rai Chicken Curry (3 Pcs of adequate size)	Egg Chowmin	Plain Rice + Roti (2Pcs) or Roti (4Pcs) Seasonal Vegetable Curry Pickle Boondi Ladoo (2 Pcs)
SATURDAY	Chakuli (2 Pc) & Curry (Ghuguni)	Plain Rice, Dal, Roti (2 Pcs), Green Salad, Papad, Pickle, Bhaji/ Dahi Boondi/ Badi Chura/ Ambula Rai Mashroom Sabji (6 Pcs half cut button Mushroom)	Vegetable Chop (3 Pcs) & Chutney	Plain Rice + Roti (2Pcs) or Roti (4Pcs) Egg Dal Tadka, Pickle Seviyan Kheer (100 grms)

SUNDAY	Dahi Vada (4 Pcs) & Alu Dam	Egg Biryani (2 Pcs Egg) Raita Papad	Piaji (3 Pcs) & Chutney	Plain Rice + Roti (2Pcs) or Roti (4Pcs) Dal Tadka, Pickle Fruit Salad (100 grms)
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6. PRICE BID

PAX Details	Price Details to be filled both in figures & words			
	Breakfast	Lunch	Snacks	Dinner
Fixed Price per Plate for 1-200 Nos Students in INR				
Fixed Price per Plate for 201 - 400 Nos Students in INR				
Fixed Price per Plate for 401 & above Students in INR				

N:B:

- GST as applicable will be paid extra.
- Payment to the caterer will be made on actual consumption basis.

Signature of the Bidder/ Caterer with Seal & Date