



OFFICE OF THE PRINCIPAL
BHUBANANANDA ORISSA SCHOOL OF ENGINEERING, CUTTACK.
SCB Medical College Road, Mangalabag, Cuttack – 753007, Odisha
E-mail : principalbose@rediffmail.com, Website : www.bosecuttack.com, Phone No. : 0671-2414092, 2414086

Request for proposal for Providing Catering Services at Gents Hostel

Bhubanananda Orissa School of Engineering (BOSE) is a Premier Govt Technical Institute in the state offering Diploma education, established in the year 1923 and now running under the control of Directorate of Technical Education & Training, Odisha, Cuttack & Skill Development & Technical Education Department, Government of Odisha.

BOSE requires running of different canteen to be managed by an outsourcing Agency at Cuttack for about 680 boarders in three different canteens of the hostel and 1500 Gents day scholar students in the Institution for cafeteria canteen, which situated at near SCB Medical college Road, Jobra, Cuttack. The hostel is situated within the campus of BOSE having three canteens.

The above service and facilities are required initially for **one year** and may be extended further every year based on need & satisfactory performance of the service provider.

Sealed Proposals are invited from Reputed Catering agencies having similar experience of running hostel mess and campus together as agency to hostellers. The tender document can be downloaded from the website **www.bosecuttack.in**. The last date of submission of proposal is up-to 02.11.21 by 3 **PM** and opening of Technical bid on 05.11.21 at **4.00 PM**. **Separate bid is required to be submitted for each canteen i.e . 1) First Year. 2) Second Year.3) Third Year & Cafeteria.**

The Tender should be sealed and addressed to the Principal, BOSE, Cuttack, Pin-753007, super scribing the envelope “**Proposal for Providing Catering Services at Gents Hostel of BOSE, Cuttack.**”

BOSE reserves the right to accept or reject any tender without assigning any reason to the agencies at any stage of process.



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INSTRUCTIONS TO BIDDERS

1. Bhubanananda Orissa School of Engineering authority (BOSE) invites Proposal for hiring of Agency for providing catering services at Hostel of BOSE, Cuttack as per specifications given in the Annexure attached to the tender.

Tender Notification No	
EMD	EMD Rs.20,000/- (Rupees Twenty Thousand Only) DD in favour of "Principal, BOSE, Cuttack"
Last Date and Time for Receipt of Tender	3.00 PM of 02.11.2021
Address for Communication	Bhubanananda Orissa School of Engineering, SCB Medical Road, Cuttack-753007
For Details Contact	9861594483 & 9439111479
Opening of Proposal	4.00 PM of 05.11.2021.

2. The Bid documents are not transferable and the firm's seal and signature of the authorized official must appear on all papers and envelopes submitted. The Proposal document should be sealed, signed and super-scribed with the tender Reference No. and details as appended hereunder.

3. Eligibility Criteria:

Sl No	Criteria	Comply (Yes/No)	Page number in support of compliance. Deviations (if any) should be mentioned clearly and details thereof should be indicated.
01	The Bidder should have Valid Food Licence & at least one Year of experience in similar assignment. (Similar Assignment means managing and running Mess/Cafeteria at educational institution).		
02	Annual Turnover from such bidder/agency must be above INR Ten Lakhs each in Last 3 Years.		
03	EMD Rs.20,000/- (Rupees Twenty Thousand Only) DD in favour of "Principal, BOSE, Cuttack"		
04	GST Registration No & PAN no		
05	Valid Licence from Municipal Corporation/Registration Certificate from IGR for running canteen.		



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TERMS AND CONDITIONS PROVIDING CATERING SERVICES AT HOSTEL & WSC Building

1. The Bidders are required to submit their offer in two parts (**Technical & Financial Bid**) **separately** in sealed covers. The first part shall consist of **EMD of Rs.20,000/-** (Rs. Twenty Thousand only) and Tender processing fees of Rs.500/- in the form of Demand Draft. The envelope should be super scribing "**Earnest Money Deposit & Processing Fee for running canteen at Hostel/ cafeteria of BOSE**". The tenderer should note that they are not required to disclose their quoted price in the **first part (Technical Bid)**. The **first part** shall consist of Technical Part of tender document issued to them and **second part is the offer rate (Financial Bid)** in the appendix.
2. The part I and II should be clearly super scribing "**first part (Technical Bid) & second part (Financial Bid) respectively** on the envelopes. The Part-I (Technical Bid) will be opened in Presence of the tenderers or their authorized representatives on the date of tender opening and the Part-II (Financial Bid) of the successful qualified agencies would be opened after physical inspection of the performance of agencies at their client's premises & technical evaluation Based on grading system.
3. Each page of the tender document is required to be signed by the tenderer. The Tender document must be filled in English. If any of the documents are missing or unsigned, the tender may be considered as invalid. Overwriting of figures is not permissible.
4. The tenderer whose tenders have been selected have to deposit the **Performance Security deposit (to be decided by the Mess Committee)** within 7 working days of acceptance of contract. Earnest Money Deposit amount of Rs. 20,000/- shall be forfeited, if in case of refusal of deposit of the Performance security immediately or fails to implement the requirements of the tenders. The EMD of unsuccessful tenderers shall be returned within 7 working days after finalization of Tender. **The Demand Draft shall be drawn in favor of Principal,BOSE,Cuttack & payable at Cuttack only.**
5. The complete tender document may be downloaded from our website <http://www.bosecuttack.in>. Application made on such form shall be considered valid for participating in the tender process only after depositing the required tender fees i.e. Rs. 500/- along with the bid.
6. The agency should be well established and possess a Valid Registration of Municipal Corporation, Cuttack and Food License for operation and running of the Canteen/Mess, preferably Food Manufacturer under Rule 4 of Food Safety & Standard Act (FSSA) 2006 (Act 34 of 2006).
7. No further discussion/interface will be held with the bidders whose bids would be Rejected/Disqualified/Technically Disqualified.



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8. Tendering authority is not bound to accept the lowest tender and may reject any tender or any part of the tender without assigning any reason thereof.

9. The Agency shall be responsible for running the hostel canteen as per the rules applicable and ensure the compliance of the provisions of Employees Provident Fund Act, ESI Act, Child Labour Abolition Act and rules framed there under and other relevant statutes including Municipal Rules and Regulations, relating to the canteen in force from time to time, during the Contract period.

The details of Terms & Conditions for MESS facility at Hostel of BOSE required under this assignment are given hereunder:

(A) MESS FACILITY AT HOSTEL:

10. Every day hygiene meal to be provided with different and seasonal vegetables. Lunch & Dinner to be provided two times every day.
 11. There are dining hall for serving meals etc. to a group of at least 50 persons at a time and proportionately bigger for more persons for the purpose.
 12. The agency shall procure food articles and vegetables of good quality to the satisfaction of the committee. The committee shall have the right to change any brand of material used for cooking, provided the cost of the same does not exceed the cost of specified brand.
 13. The Food should be cooked in the kitchen of the hostel and outside cooked food is not allowed.
 14. The food shall be cooked, stored and served under hygienic conditions. The Agency shall ensure that only freshly cooked food is served and the stale food is not served. Stale food (after 5 hrs of preparation) shall be removed from the canteen premises as soon as possible.
 15. The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard. The utensils shall have to be maintained sparkling clean at all times.
 16. The agency shall ensure that only hot food is served to the students. Complaint, if any, in this regard shall be dealt severely with penalty.
 17. The agency shall ensure that sufficient man power is deployed for preparation and service of each meal including cleaning, washing and overall upkeep of Canteen assets and premises.
 18. No child labour should be engaged in Canteen.
 19. Meals to be provided as detailed in the Annex-B
- a) The quoted rates should be inclusive of all. Any other charges shall not be paid. Applicable taxes, if any, shall be paid extra.



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b) BOSE Hostel management will approve daily menu as decided by Student Committee/ Hosteller.

RESPONSIBILITIES OF THE CONTRACTOR:

1) Certified norms for Quality Assurance/Quality Control shall be strictly adhered to.

2) The contractor shall provide:

- Sufficient additional manpower as required on specific requirement by BOSE.
- Uniform, Caps, Shoes, hand gloves, Identity Cards, Name Badges to all the personnel deployed in BOSE Hostel Campus.
- Contractor shall ensure that hygiene and cleanliness is maintained in the canteen. The tables and chairs in the canteen area must be cleaned at least twice every day and additionally as and when required.
- Provide lunch and dinner items at timings as specified by Hostel Management from time to time.

3) The contractor shall ensure that the manpower provided shall adhere to the following: - Etiquette and manners –

- Be polite to Employees / Guests Service with a smile Good posture. Personal Hygiene, Appearance and Grooming –
- No sick person should be on duty.
- Have self confidence
- Clean habits (avoid smoking, chewing tobacco, betel nut / pan, etc.)
- While on duty Wear Clean Uniform Clean and properly cut & trimmed hair & nails.
- Use of Uniform - Wear prescribed uniforms, caps, shoes, hand gloves, name badges giving or displaying a pleasant, neat and tidy look.



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4) Taking Orders –

Orders to be taken politely

Orders to be taken carefully

Noting orders correctly

Sense of urgency

5) Serving Meals-

Clean crockery/cutlery

No spilling

Sugar & tea bag requirement / quantity

Timely cleaning of crockery/cutlery and periodic replacement

Proper serving of Meals

Timely clearance of Meal Plates

6) Cleaning the Canteen –

Daily Cleaning –

Sweeping

Mopping

Cleaning of Furniture

Cleaning of utensils properly

Cleaning of kitchen and cooking equipment

Weekly Cleaning –

Cleaning Windows / doors, Kitchen area

Cleaning cobwebs



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Cleaning of store rooms etc.

7) Menu shall be rotated periodically. The menu list shall be drawn fortnightly/monthly and prior approval must be obtained from the Administrative In-Charge. Any last-minute changes in the menu shall be carried out only on approval from the Admin In-Charge.

8) Any new brand / additional menu shall be used/ introduced only after obtaining approval of Hostel management.

9) Contractor shall provide –

a) Its mandatory to use proper uniform by all the staff, serving gloves, chef-caps etc.

b) Adequate stock of high quality raw materials (brands as specified in the contract), vegetables for cooking as per standards fixed by BOSE authority.

c) Cleaning materials like brushes, dusters &cleansing liquid/Bar for cleaning utensils.

d) Utensils like steel plates/thalis, spoons, katories, fork, knife for use during lunch/dinner in the canteen shall be of Salem steel of high quality SS304 grade (to be supplied by BOSE) for 500 pax at all the times.

e) Sufficient number of Water glasses of good quality and make in the canteen all the times for catering of 500 students at any given time shall be maintained. Any breakage must be replenished within a day.

10. Contractor should ensure:

a) All cooking must be in standardized stainless steel of best quality (like SS 304), brass or in cookers. Cooking in Aluminum or Hindalium utensils shall not be permitted.

b) All consumables shall be of branded as provided in the list.



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c) Rice of high quality to be used in the canteen

11. Fumigation/pest control shall be carried out by the contractor on regular basis, minimum on fortnightly basis. The same shall be monitored by Manager/Supervisors of the contractor as per norms. The cost of fumigation/pest control treatment shall be the responsibility of the contractor. Days of the pest control treatment shall have to be notified to the Admin.
12. The procurement of raw materials / vegetables, etc. is the responsibility of the contractor which are to be procured well in advance. However, the same shall be inspected by BOSE representative at any time. Unauthorized brands and poor quality of vegetables bought in, shall be out rightly rejected and removed immediately.
13. Only branded items shall be served. For any change in brand, prior written permission shall be obtained from Hostel authority. A list of permissible brands is enclosed.
14. Items used/consumed shall have a prior verification from the BOSE officials. Proper inventory of daily needed items supplied shall be ensured.
15. Gas cylinders in adequate quantity for a gas bank of six cylinders is to be available all the time. The contractor shall provide the gas Cylinders at his cost. Contractor shall be responsible for safety of gas cylinders from fire safety angle.
16. Equipment like Bain Marie, Fridge, walk-in-freezer, cooking equipment, burners, exhaust chimneys, mixers/grinder, etc., will be provided by BOSE which should be maintained by the contractor in good condition. An inventory of the same shall be maintained. Any loss or damage to the same beyond normal wear & tear should



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be adequately compensated by the contractor. The decision of BOSE shall be final with regard to the extent of such loss/damage. Responsibility for maintenance and proper up keeping of the infrastructure provided by BOSE shall be of the contractor.

17. The agency and their staff members shall be responsible for removing used utensils, cleaning and maintaining the same in proper condition, Similarly, all canteen equipment, gadgets etc, should be cleaned properly daily and kept in a ready to use condition.
18. Before deployment of his staff, Contractor shall ensure that their police verification is complete. Report to be submitted to the BOSE Administration In-Charge.
19. Contractor shall maintain the complaint/feedback register under supervisors' custody in the canteen in which all the suggestions and complaints shall be recorded. This register shall be countersigned by BOSE Representative within 24 hours from the time of entry under normal circumstances. In case of unaddressed complaints of same nature, penalty as deem proper shall be imposed.
20. The contractor shall maintain, the nominal roll attendance register, leave register, holiday register and any other register required to be maintained statutorily.
21. The contractor shall be held responsible for any act of omission or commission, on part of his employees, in case of any deficiency of service. Contaminated/adulterated/unhygienic food/ food beyond expiry date being served and any complications (civil/as per IPC) and consequences thereafter shall be the sole responsibility of the contractor.
22. The Contractor and his personnel shall strictly follow the Security Procedure of Hostel



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RESPONSIBILITY OF BOSE:

23. BOSE shall provide Water and electricity along with space free of cost.
24. Equipment like Bain Marie, fridge, freezer, tables, chairs, counter, cooking equipment, burners, exhaust chimneys, ,etc shall be provided.
25. Storage space to keep raw materials in safe custody.
26. Sitting and serving space at canteen.

RATES / ITEMS:

27. Price quoted for the products and services shall be inclusive of all statutory levies and duties, taxes prepared at BOSE canteen premises.
28. The cost of LPG Cylinders shall be borne by the Contractor.
29. Only those items authorized by BOSE shall be allowed to be sold in the canteen.

METHODOLOGY OF PAYMENT:

30. The Firm/ Caterer shall be solely responsible to collect the cost of the meal from the students in advance in the beginning of each month.
31. The Firm/ Caterer have to maintain proper record of meals consumed by each student and notify the cost and number of meals before collection in the Notice Board of the Hostel.
32. If any dispute arises then the mess committee decision in this regard is final and binding



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PENALTY CLAUSE:

33. Unavailability of complaint register/discouraging the complaint would attract a penalty of Rs 1,000/- per occasion.
34. Any insect/foreign particle found in the meal would attract penalty of Rs. 2,000/- per occasion.
35. Consequences arising due to supply of adulterated/contaminated/unhygienic food shall be the sole responsibility of the Contractor. Penalty towards the same shall be @ Rs, 3,000/- per occasion.
36. Complaints on account of unclean utensils /not adhering to personal hygiene of workers, unsatisfactory maintenance of kitchen, dining area, serving area, etc. shall attract penalty of Rs 1,000/- per occasion.
37. In case of Poor quality of food being served, genuine complaint as assessed by BOSE shall attract penalty of Rs. 2,000/- per occasion.
38. In case the food is not properly cooked, genuine complaint as assessed by BOSE shall attract penalty of Rs. 2,000/- per occasion.
39. Shortage of Food – Rs. 500/- per occasion.
40. Non-maintenance of cooking equipment, vessels, utensils, Refrigerators, Grinders, etc. given by BOSE – Penalty shall be arrived at based on the extent of damage/repair.
41. Non-maintenance of the serving area, kitchen-area, Store room etc. – Rs. 1000/- per occasion.
42. Shortage of Manpower – Amount at the discretion of BOSE Hostel management



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43. Frequent Absenteeism – Amount at the discretion of BOSE Hostel management
44. Misbehavior/Act of indiscipline by contractor's Personnel – Amount at the discretion of BOSE Hostel management including replacement of such Personnel.
45. Willful omission in carrying out responsibility resulting in loss / damage of BOSE Asset – amount equivalent to the value of loss (value as fixed by BOSE).
46. Repair or damage caused to BOSE asset due to negligence of contractor's Personnel – cost equivalent to acquisition of the asset.
47. Chewing of gutka/smoking of cigarettes or bidis or similar stuff by canteen staff – Rs. 1000/- and may be asked for replacement of such canteen staff.
48. The above penalties are not exhaustive. The decision of the BOSE shall be final with respect to the extent of penalties being levied.

GENERAL CONDITIONS:

49. All the rules, regulations, laws and by-laws of the Municipal Corporation or any other local authority having jurisdiction over the demised premises shall be complied with by the party.
50. Conditional bids shall not be considered and will be out rightly rejected in very first instance.
51. Each page of the tender should be signed by the tenderer or by his authorized signatories with seal of the agency.
52. Bids shall remain valid for 6 months from the last date of bid submission.
53. The received bids will be evaluated by the Committee of BOSE on the basis of requisite documents. The financial bid will be opened for technically qualified bidder only. **To qualify in the Technical Evaluation,**



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Bidder has to score at least 70 out of 100 Marks, as per the evaluation criteria to be decided in the committee. Financial Bid of non-qualified bidders shall be returned unopened along with the Bid-Security.

Lowest quoted financial proposal of technically qualified bidders shall be the most responsive bidder for the assignment.

54. BOSE reserves all rights to accept or reject in part or full any or all the offers without assigning any and/or to withdraw/relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.

55. Successful bidder will have to execute an agreement within a week of acceptance of the offer in the form of lease with BOSE on a non-judicial stamp paper as per the Stamp Act.

56. The EMD of qualified bidders will be refunded after submission of Performance Security amount.

57. The offers of the agency who do not fulfill the requisite criteria and who do not furnish documentary evidence will be summarily rejected. Any misleading information will lead to disqualification of offer.

58. Tenders received without prescribed Earnest Money Deposit (EMD) shall not be considered.

59. All legal matter will be under Cuttack Judiciary only.

60. Rates should be quoted for all two parts separately mentioned in Price bid. BOSE reserves the right to consider the rates as decided by management.

61. The bids can be sent to us by Hand/ Speed post/ Courier so as to reach the marked address within the due date and time. Late bids due to postal/courier etc. delay will not be accepted. The Institute reserves the right to cancel/reject any or all bids without assigning any reason thereof.

62. The vendor should read the Tender documents carefully before quoting. It shall be deemed that the vendor has gone through the documents carefully and has understood its implication. Any lack of information shall not relieve the bidder of its responsibility to fulfill its



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obligations under the Bid. Banker's details of quoting firm/ vendor should be clearly mentioned as attached.

63. Conditional tenders shall not be accepted.

64. Late and delayed tender will not be considered. In case any unscheduled holiday occurs on prescribed closing/opening date the next working day shall be the prescribed date of closing/opening.

65. The tenders are liable to be rejected if the conditions mentioned in the tender documents are not complied with. The tender should be complete in all respects and duly signed wherever required. Incomplete and unsigned offer will not be accepted.

66. BOSE may accept or reject any or all the bids in part or in full without assigning any reason and doesn't bind himself to accept the lower bid, without thereby incurring any liability to the affected bidder or bidders.

67. BOSE at its discretion may change the quantity / upgrade the criteria / drop any item or thereof at any time before placing the order.

68. Furnishing of wrong/ambiguous information in the compliance statement may lead to rejection of bid and further black listing of the bidder, if prima-facie it appears that the information in the compliance statement was given with a malafide/ fraudulent intent.

69. BOSE may waive off any minor informality non-conformity or irregularity in a bid stage which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

70. A responsive bid is one in which the bid is substantively responsible i.e. the bid which conforms to all the terms and conditions of the bidding documents without material deviations. Deviations from or objections or reservations to critical provisions such as those concerning Security deposit, Applicable law, and Taxes & Duties will be deemed to be a material deviation. The Purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

71. Any effort by a Bidder to influence BOSE in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the bidder's bid. The tender proposals may be given in the format attached herewith.



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72. The decision of BOSE with respect to any of the matter pertaining to the tenders for hiring of agency for providing catering services at BOSE Gents hostels shall be final and binding and shall not be called in question.
73. The agency/agency shall be an independent entity engaged to produce the required result and compliance with all law and regulations applicable in this behalf and also keep institute authority and its officers indemnified for any breach or default.
74. If during evaluation of Technical Proposal and/or Financial Proposal, the score or the bid price is tied then the agency having more number of experiences and more credibility shall be preferred for evaluation.
75. If the COVID-19 situation persists at the time of start of the assignment, then the guidelines /notifications of Ministry of Health & Family Welfare has to be followed in hostel mess.
76. BOSE at its sole discretion, reserves the right to accept or reject any of the tenders without any reason in the evaluation and comparison of the same.
77. BOSE reserves the right to select the agency for providing catering services for Hostel both Part Annexure -A&-B.



Annexure-A

Technical Bid (Part-I)

BIDDER'S DESCRIPTION

1.	Name of the Firm/Agency (Agency should furnish the Registration details with the documentary evidence) & Year of establishment	
2.	Address of Office/ Owner's residence (proof to be attached like electric Bill/ Telephone Bill)	
3.	Telephone No. Mobile No. E-mail	
4.	Valid license for running hostel catering agency from Municipal Corporation/Register of Firm from IGR-cum-Registrar of Firms, Odisha, Cuttack . (License No/ Firm Registration No.) Enclose Copy	
5.	Valid Food Licence Registration Certificate (Enclose Copy)	
6.	GST No	
7.	PAN No.	
8.	Aadhar No.	
9.	No. of years of experience in the field of similar assignments (catering services)	
10	Copy of Audited Financial Statement for last Three Financial Years (17-18,18-19,19-20)	
11	Facilities provided (Enclosed in separate paper)	



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12	Does Bidder Company/Agency agree to Terms and Conditions	Yes/No
13	Statutory Requirements (as applicable)	1) Labour Registration Details 2) EPF, ESI, Gratuity Registration Details (Enclose copy of latest remittance of EPF &ESI made by Agency). 3) FSSAI Registration (Copy of certificate)
14	What is the time limit you require to take over the services if you are selected.	
15	Tender processing fee is enclosed herewith vide DD no. _____Dated drawn on ,,..... (name of the Bank)	
16	EMD of is enclosed herewith vide Demand DraftNo. _____ date_____drawnon _____(Name of theBank)	

I have read all the terms & conditions and I shall be agreed to them.

Signature of the Tenderer



Annexure-B

Name of the Agency:

Menu

Item	
Lunch	Dinner
a. Rice-Plain good quality b. Daal/Dalma c. Salad- Green Salad d. Pickles (Two Types)/ curry e. 1 Seasonal vegetable dry and 1 Vegetable with gravy f. Papad/chips	a. Rice/Roti-Plain b. Dal/Dalma c. Vegetable d. Pampad
Thrice a week: (Additional) Non-Veg Items : Chicken one day / Fish one day/Egg one day Equivalent Veg Items: Paneer/Mushroom for the vegetarian students	Tadaka veg/non veg
The average approximate cost of Lunch is Rs.45/& Dinner is Rs. 45/- .Quantity of Rice and Dal should be sufficient for every boarder.	
NB: The additional Menu of Cafeteria will be decided and accordingly rate will be fixed as per market.	

Financial Quotation

(Monthly/Meal basis)

Item	Rate per meal	For Hostel/ Cafeteria
1. Lunch As given above		
2. Dinner As given above		
Total excluding taxes		

I have read all terms and conditions and I shall be agreed to them.

Place:

Date:

Signature of the Tenderer