

Bihar State Haj Committee, Patna  
(Haj Bhawan Coaching & Guidance Cell)  
Haj Bhawan, 34-Ali Imam Path (Hardinge Road), Patna-800001

### **TENDER NOTICE FOR CATERING SERVICES**

BIHAR STATE HAJ COMMITTEE invites sealed tenders under **two-bid** system from reputed and experienced agencies for providing Catering Services at the Hostel of Haj Bhawan, 34-Ali Imam Path (Harding Road), Patna-800001. The bids in Sealed Cover-I containing "Technical Bid" along with bid security (EMD) and Sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover super scribed "Tender for Catering Services" and should **reach at above mentioned address before 05:00 PM on or before 20/07/2023.**

The Detailed tender document and draft agreement can be obtained from BIHAR STATE HAJ COMMITTEE, Haj Bhawan, 34- Ali Imam Path ( Harding Road), Patna-800001 on any working day between 10:00 to 17:00 hrs till 20/07/2023 or can be downloaded from the website [www.biharstatehajcommittee.org](http://www.biharstatehajcommittee.org) and used for submitting the bids.

Detailed Tender Document can be seen at our above mentioned website.



Chief Executive Officer  
Bihar State Haj Committee, Patna

# **Bihar State Haj Committee, Patna**

Haj Bhawan  
34-Ali Imam Path (Harding Road)  
Patna-800001

## **Tender Document**

For

**CATERING MANAGEMENT**  
**Haj Bhawan, 34-Ali Imam Path (Harding Road)**  
**Patna-800001**

TENDER DOCUMENT FOR CATERING MANAGEMENT  
AT Hostel, BSHC, Patna

TERMS AND CONDITIONS OF CONTRACT

**1. SCOPE OF WORK**

Providing catering services at hostel meant for students undergoing physical training and coaching for Prohibition Constable in CSBC.

The purpose of this tender is to engage a competent agency for taking care of the entire catering arrangements. The scope of work of the contract as well as terms and conditions will be as under:-

**1.1 Catering services within BSHC premises and related terms & conditions**

The Agency shall provide Catering in Dining Hall of Haj Bhawan Coaching & Guidance Cell, Haj Bhawan, Patna as per detailed given in appendix -1. The services like cleaning, maintenance, disposal of garbage, provisioning of potable drinking water or other materials/ consumables etc. already included in the above clauses are also applicable under the Catering Services. Meals will be provided at fixed rates as per the menu approved by Minority Welfare Department, Government of Bihar. The details are given in appendix-2.

**1.1.1 Scope of Catering Services**

- a) The Agency shall provide catering services in the Dining Area and/or administrative building premises for the guests, or in such other area as BSHC directs them.
- b) The Agency shall provide regular catering services to the guests/participants in the dining hall or Guest House premises as per the following Menu/courses (details as per **Appendix-I**):

**AFTER MORNING EXERCISE & TRAINING :-**

Lemonade, Glucose-D, Two glass juice, Mineral Water.

**BREAKFAST :-**

Four piece bread with jam, butter, 25 peanut, Almonds, Jaggery (gur), 2 banana, 2 egg, Daliya / Sabudana / Cornflax / half liter milk, Mineral Water.

**LUNCH :-**

Rice, Roti, Dal, Green Vegetables, Salad, Fish fry, 1 glass mosambee juice, Mineral Water.

**EVENING SNACKS :-**

Tea & Biscuit

**DINNER :-**

Roti, Green Vegetables, Egg curry, Salad, Chicken/Mutton, Kheer, half liter milk, Mineral Water.

- c) It is envisaged that approximately 200 resident trainees will be availing catering services at any given time. In addition to the resident trainees, non-resident trainees will also be provided catering services (tea, snacks and lunch). However, the above number of resident trainees can change on need basis.
- d) The agency will be required to ensure the required catering services even for minimum number of twenty trainee Candidate enrolled at Haj Bhawan for physical training & Coaching. The Maximum number may even increase from 200 in case of more enrolments.
- e) An indicative menu is at appendix-1.
- f) Agency shall provide adequate crockery and cutlery and table cloth, mats etc. of superior quality in the kitchen and dining halls.
- g) The Agency shall deploy adequate cooking and catering staff, trained and well experienced to ensure timely, efficient and prompt service.
- h) The Agency shall provide manpower services both in the dining hall and the designated kitchen/kitchens.
- i) The waiter/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 in a neat and clean manner.
- j) The Agency shall arrange for all equipments and apparatus required for cooking etc. in the Cafeteria and Kitchen at its own cost.

1.1.2 Personal Hygiene:

The Agency shall ensure that staff deployed in the 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 & gloves at the work place. Smoking, eating or chewing of Pan, tobacco/zarda/gutka etc., spitting is strictly prohibited.

### 1.1.3 Quality Maintenance:

- a) The Agency should be equipped to undertake Hygiene audit as per **Appendix-4** on daily basis and submit its report to BSHC. BSHC will also undertake independent hygiene and quality audits as and when deemed necessary.
- b) The eatables served by the Agency to the Guests shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served.
- c) Vegetarian and Non Vegetarian dishes shall be prepared and served separately.
- d) All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry.

### 1.1.4 Operation

Normally, the timing for providing catering services as per Menu are given below:

Bed Tea – 06:00 a.m. onwards

Breakfast – 08:00 a.m. to 09:00 a.m.

Lunch – 01:00 p.m. to 03:00 p.m.

Evening Tea and Snacks – 05:00 p.m. to 06:00 p.m.

Dinner – 08:00 p.m. to 10:00 p.m.

The Agency, however, shall be required to adjust/change the above timing as and when required depending upon the arrival/request of the Guests staying. It shall be ensured that tea/coffee is served steaming hot. The Cafeteria/Kitchen shall remain open on all days.

### 1.1.5 Inspection:

- a) Bihar State Haj Committee will periodically check the quality of grains, oil, vanaspati oil, atta (flour), fruits, vegetables and other provisions used or stored in the store room for cooking . Any deficiency pointed out shall be promptly removed.

- b) The Agency shall allow designated officer of Bihar State Haj Committee to inspect the food items and services for their quality. The Agency shall abide by the laws applicable.
- c) In case of dispute regarding the services, quality or the quantity of the foodstuff, snacks, tea etc. the decision of Bihar State Haj Committee will be final and binding.

#### 1.1.6 Maintenance of Dining Hall/Kitchen

- a) The Agency shall prepare and serve the breakfast/lunch/dinner, as per Menu, in a pleasing and presentable manner. Table clothes required for covering the services 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.
- c) Adequate disposable paper napkins shall be placed along with each plate for breakfast, lunch and dinner for dining purpose as well as small ones while serving soup, tea coffee, etc., and be available otherwise for use.

#### **2. Provision of equipments, cleanliness and staff in canteen**

- a) The Agency will arrange all utensils ( for cooking and serving), Water cooler, water purifier and generator in the canteen ( kitchen and dining hall) on its own.
- b) The Agency will be responsible for proper maintenance and safety of all furniture & fixtures, materials, goods, electronic items in Hostel premises, etc. The cost of missing items/ shortage of stocks/ materials etc. will be deducted from the monthly Payments / any other sum/ deposit due to the Agency.
- c) The Agency will maintain its gadgets & equipments, etc. in good working conditions with all safety measures at its own cost and expenses.
- d) The Agency shall devote its full attention to the work of Catering and shall discharge its obligations under the agreement most diligently and honestly.
- e) The Agency shall provide summer and winter uniforms, identity card, name badges and safety items/kits, shoes etc. to its employees, as required under law, and as per BSHC's instructions at his own cost and expenses. All personnel of the Agency will wear the same in clean condition while on duty. BSHC shall not pay any extra charges to the Agency against these items.
- f) Desired level of cleanliness in the entire canteen, dining and kitchen area will be maintained and for this all materials/ instruments/ tools etc. will be provide

by the agency. The supervisor of the Agency will attend to complaints on urgent basis round the clock.

- g) Provision of the following services and specialized staff will be ensured,
  - a. Service boys to ensure upkeep of office room, reception counter/store room/lobby/canteen/kitchen etc. with provision for adequate manpower for prompt cleaning of the premises including corridors.
  - b. Skilled, semiskilled and unskilled staff wherever required
  - c. Provision of daily services –
    - i) Removals of waste material from open areas and or other areas not covered under horticulture.
    - ii) Filling water in water coolers etc. wherever provided.
  - h) The agency shall ensure that staff deployed are trained in catering services, bear good conduct and are physically fit and healthy. The agency will get their antecedents, character and conduct verified.
  - i) The skilled, semiskilled and/or unskilled persons deployed by the agency shall be of sound physical & mental health and should not be under influence of any drug or liquor and have full knowledge & experience to competently complete the job assigned to them.
  - j) The Agency shall deploy adequate trained manpower in all facets of Housekeeping and Catering work. The Agency shall provide necessary undertaking and documentary evidence in this regard.

### **3. Contract Period**

Contract for rendering catering services in Hostel of Bihar State Haj Committee, Haj Bhawan campus will be for three years but at first contract will be made for one year and it will be extended for next year if the services are found satisfactory. Contract can be further extended (after three years) on mutual consent basis for further period of two years. Five percent (5%) increase in Agency charge will be permitted every year.

### **4. MANPOWER DEPLOYMENT AND OFFICE MANAGEMENT**

- a) The agency shall arrange to deploy sufficient manpower so as to see that no inconvenience is caused to the guests/ trainees.

- b) The Agency shall provide details of positions and number of personnel manning each position.
- c) The agency or its authorized representative shall employ only adult labourer/worker for this work and those staff acceptable to BSHC as per Govt. rules applicable from time to time. Before engagement, the Agency shall at its cost get all the workers engaged by it, medically examined as directed by BSHC. The Agency shall also arrange police verification of all the employees to be deployed and submit such verification report to BSHC.
- d) The Agency shall recruit labourers/workers for the contract at its own risk. The Agency's staff shall not be treated as BSHC staff for any purpose, whatsoever, and facility/benefits applicable to BSHC staff will not be applicable to Agency's employees. Any dispute connected with the Agency's staff shall be settled by the Agency at its own cost and risk.
- e) The Agency shall be responsible for fulfilling the requirement of all the applicable statutory provisions of Minimum Wages Act, Payment of Wages Act (including leave salary), Workmen Compensation Act, Industrial Disputes Act, Contract Labour (Abolition & Regulation) Act, Employees Provident Fund Act, Payment of Bonus Act and all other labour and industrial enactments at its own cost and risk in respect of all the staff employed by it.
- f) Wages for workers engaged by the Agency shall be paid by the Agency at the minimum wages rate applicable to the category (skilled and unskilled) and shall be revised from time to time as applicable.
- g) The Agency shall be responsible for its employees to observe the security and safety regulation of BSHC.

## **5. OTHER TERMS AND CONDITIONS**

- a) The interested parties are requested to submit the technical bid and financial bid separately. The bids in Sealed Cover-I containing "Technical Bid" and sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover superscribed "Tender for Catering Services" duly indicating "Tender number and date". The bid should reach the office of the Chief Executive Officer, BSCH, Haj Bhawan, Patna up to 20/07/2023 before 05:00PM. the technical bid will be opened on the same day at 06:00 PM. After evaluation of Technical Bids, Fiscal Bids will be opened for which intimation regarding date, time and venue will be given/sent to successful bidders whose Technical Bids are accepted.



- b) The contract shall be valid for a period of three years but at first contract will be made for one year and will be extended for subsequent years if the services are found satisfactory. The period of contract can be extended for a further period of two year on mutual agreement. In case either party wants to discontinue the contract for any reason, before completion of the contract period, it should give 3 months advance notice to the other party.
- c) The rates quoted by the Agency shall be firm and inclusive of all catering and other services, consumables, labour, equipments, tools appliances and any other expenses that the Agency may incur in executing the job and include all contractual obligations to carry out the above job. Further the rates would be inclusive of all taxes including service tax, if any.
- d) The Agency shall not appoint any sub-contractor for the work assigned to him.
- e) In case the furniture/furnishing are damaged due to misuse by the Agency or its employees except normal wear and tear, the Agency will be liable to get the same exchanged/repaired at its cost.
- f) The Agency shall remit Rs. 1,00,000/- as security deposit for the services. The earnest money deposit of Rs. 50,000/- submitted by the Agency along with the offer shall be treated as part of above amount of security deposit. The balance security deposit of Rs. 50,000/- will be submitted to Chief Executive Officer, BSHC within 15 days from the date of issue of the work order. In case the agency submitted fresh security deposit of whole amount (Rs. 1,00,000/-) EMD will be returned.
- g) The bid shall be kept valid for a period of one hundred twenty (120) days from the last date of submission of bids. The overall offer for the assignment and bidder's quoted price shall remain unchanged during the period of validity. In case the bidder withdraws modifies or changes his offer during the bid validity period the Earnest Money deposit paid by him shall be forfeited without assigning any reason.
- h) Bihar State Haj Committee reserves the right to accept or reject any or all proposals without giving or assigning any reason for its decision. The whole work may be split between two or more Agency or accepted in part and not entirely, if considered expedient by Bihar State Haj Committee.
- i) Tenders are liable to be rejected in case any of the particulars / prescribed information is either missing or incomplete in any respect and / or if the prescribed conditions are not fulfilled.

- j) Canvassing in connection with the tender is strictly prohibited and proposals submitted by bidders who resort to canvassing will be liable to rejection.

## **6. Payment Terms :**

- a) The Agency will submit training-wise bill after completion of the training programme. In long term training programmes bill will be submitted montly.
- b) The Agency shall ensure payment of wages at par with the existing Minimum Wages and disburse the salary / wages to its employees as per Minimum wages Act.
- c) Income tax and Service Tax will be deducted from catering bills as per income tax and Service Tax rules applicable from time to time.
- d) If the Agency fails to provide proper service as agreed upon or neglects to comply with any directions given to it, CEO, Bihar State Haj Committee shall be competent to terminate the contract by giving a notice of the one month and security deposit paid by the Agency will be forfeited.
- e) The Agency shall be liable to pay any expenses, loss or damage, which Bihar State Haj Committee may incur or sustain for reason attributable to Agency's lapses if it exceeds the amount of security deposit.
- f) The Agency is liable for payment of penalty for unsatisfactory services, inadequate deployment of staff on the discretion of CEO, Bihar State Haj Committee subject to a maximum of 10% of the monthly catering bill of the Agency.
- g) The Agency fails personnel will not engage themselves in any business activities in the Bihar State Haj Committee premises.
- h) If the Agency fails at any time to render the services under this contract satisfactorily in the opinion of the CEO, Bihar State Haj Committee whose decision shall be final and binding on the contract, he may at his option get the work done by the other parties at Agency's risk and cost. In such an event the Agency is liable to reimburse the loss/extra expenditure incurred by Bihar State Haj Committee on this account.

## **7. Jurisdiction**

The courts of law situated in Patna alone shall have jurisdiction to adjudicate on matters arising out of this contract.

## **8. General**

In the above conditions are satisfactory and acceptable, the Agency shall submit the technical bid and financial bid for catering services separately in the prescribed format.

The Agency shall abide by other general instructions given by Bihar State Haj Committee for improving services and making the Agency more responsive.

## **9. Eligibility criteria**

The Bidder may be an individual, proprietary firm, Partnership firm, Limited Company, Corporate body or society legally constituted and possessing the required licenses, registration etc. as per law valid at least for 12 months on the date of the opening of tender.

### **Essential Conditions :-**

- i. The firm should have at least five years of continuous experience in providing catering services. The service may have been provided to any Govt. affiliated Institution/Government department / public sector undertaking, educational institution (Enclose experience certificate issued by the concerned Institution / Government department / public sector undertaking).
- ii. The firm should not have been blacklisted (Self declaration on letter head in support thereof has to be filed along with Technical Bid).
- iii. The Firm should have a minimum average annual turnover of Rs two crores during the last two years (Enclose supporting evidence in the form of self attested photocopy of Income Tax return for Assessment Year 2021-22 and 2022-23 or of audited account).
- iv. Documents to be enclosed :
  - a) Self-attested Photocopies of the following :-
    - i) PAN
    - ii) GST Registration Certificate & up-to-date tax deposit receipt
    - iii) Service Tax Registration Certificate
    - iv) TAN (optional)
    - v) Audited Financial Statement (Last two years)
    - vi) Labour License (if applicable)
    - vii) ISO Certificate
    - viii) Registration Certificate (company/firm/other relevant organization)

- ix) Undertaking of the Agency confirming the availability of adequate manpower of requisite qualification and experience for deployment in Bihar State Haj Committee, Patna.
  - x) Self declaration on letter head that firm is not blacklisted.
  - xi) Acceptance of terms and conditions.
  - xii) Written submission that no case is pending with the police against the Proprietor/Firm/Partner on the Company (Agency).
- b) Demand draft for rs. 50,000/- (Rs. Fifty thousand) only payable to Chief Executive Officer, Bihar State Haj Committee payable at Patna.

10. Selection of Agency

The bidders who fulfill all the requirements of para 9, their financial tender will be opened Institute will decide on the points explained hereunder.

If the rates tendered by two parties are found equal, that agency will be preferred which earns more points on the following criteria :-

- |     |                  |   |                 |   |           |
|-----|------------------|---|-----------------|---|-----------|
| (a) | Yearly Turn Over | - | 02 to 03 crores | - | 10 Points |
|     |                  | - | 03 to 04 crores | - | 15 Points |
|     |                  | - | 04 to 05 crores | - | 20 Points |
|     |                  | - | Above 05 crores | - | 25 Points |
- (b) Experience of providing catering facilities to Institutions with residential facilities (having minimum 50 beds) such as boarding schools, colleges, training institute.
- |  |                     |   |           |
|--|---------------------|---|-----------|
|  | 3 Years' Experience | - | 10 Points |
|  | 4 Years' Experience | - | 15 Points |
|  | 5 Years' Experience | - | 20 Points |

TENDER DOCUMENT

Bihar State Haj Committee, Patna

FOR PROVIDING CATERING SERVICES IN Hostel

**TECHNICAL BID**

(To be submitted in separate sealed Cover-I superscribed as **Technical Bid**)

Sl.No.	Particulars required	Relevant Information			
01	Name & Address of the Contractor / Organization / Agency with phone number, fax number, e-mail etc.	1.2.1			
01.A.	Clearly indicate the status i.e. Individual / Firm / Registered / Society / Limited Company etc.				
02.	Name, Designation and address of contact person with telephone / mobile number / e-mail etc.	1.2.2			
03.	Experience in the work of providing catering services : Particulars of experience shall cover the details of works of similar nature, approximate magnitude and duration carried out and/or and hand for last three years. Relevant certificates and testimonials from the agency where the job was carried out should be attached :				
<b>FORMAT FOR FURNISHING EXPERIENCE IN THE RELEVANT FIELD</b> (Attach separate sheet if necessary)					
SI. No.	Name of the Organization to whom services were provided with complete address and telephone numbers	Period		Contracted amount (Rupees per month)	Reasons for termination
		From	To		

04. (a)	Organization details : Set-up of your organization clearly indicating details of managerial, supervisory and other staff.	
(b)	Is the establishment registered with the Government please give details with document/evidence.	2.1.1
(c)	Labour license, where applicable (Please attach a copy)	
(d)	Undertaking of the Agency confirming the availability of adequate manpower of requisite qualification and experience for deployment in Bihar State Haj Committee	2.1.2
05.	Are you covered by the labour legislations such as ESI, EPF, etc (if applicable)	
06.	Please attach copy of last three years Income tax return (i.e. 2020-21, 2021-22 & 2022-23)	
07.	Please attach balance sheet of the company, duly certified	
08.	PAN Number (Please attach copy)	
09.	GST Reg. No. & up-to-date tax deposit receipt (Please attach copy)	
10.	Certification of Registration / Trade License of the firm/agency (Please attach copy)	
11.	Acceptance of terms and conditions.	2.1.3

12.	Power of Attorney/authorization for signing the bid documents	
13.	Self declaration on letter head that firm is not blacklisted.	
14.	Please submit an undertaking that no case is pending with the police against the Proprietor / Firm / Partner or the Company (Agency). Indicate	2.1.4
15.	Details of the Demand Draft of Rs. <b>50,000/-</b> towards EMD	

**DECLARATION BY THE TENDERER**

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

**Encl: Demand Draft No.** \_\_\_\_\_

**Terms and Conditions (each page must be signed and sealed)**

**(Signature of tendered with seal)**

\_\_\_\_\_  
**Name :** \_\_\_\_\_

**Address :** \_\_\_\_\_

\_\_\_\_\_  
**Phone No. (Off) :** \_\_\_\_\_

TENDER DOCUMENT

Bihar State Haj Committee, Patna

FOR PROVIDING CATERING SERVICES in Hostel of Haj Bhawan.

**FINANCIAL BID**

(To be submitted in separate sealed Cover-II superscribed as **Financial Bid**)

Sl.No.	Description	Rate for services per participant per day in Rs.	Remark if any
01	Providing, CATERING SERVICES Including all raw materials and services as per tender document of approved quality to meet all requirements as per terms and conditions for following two types of training programmes.		
	i) Day Scholars (It includes Lunch and two time tea and biscuits in classroom)		
	ii) Full Day (It includes all course explained in para 1.1.4 of the Terms and Conditions above)		

Declaration by the Tendered :

Certified that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note: i) No other charges would be payable by Bihar State Haj Committee, Patna

ii) There would be no increase in rates during the Contract period except for provision made under terms and conditions of the Contract.

Date \_\_\_\_\_

Signature \_\_\_\_\_

Place \_\_\_\_\_

Seal \_\_\_\_\_



**FOOD MENU**

**AFTER MORNING EXERCISE & TRAINING :-**

Lemonade, Glucose-D, Two glass juice, Mineral Water.

**BREAKFAST :-**

Four piece bread with jam, butter, 25 peanut, Almonds, Jaggery (gur), 2 banana, 2 egg, Daliya / Sabudana / Cornflax / half liter milk, Mineral Water.

**LUNCH :-**

Rice, Roti, Dal, Green Vegetables, Salad, Fish fry, 1 glass mosambee juice, Mineral Water.

**EVENING SNACKS :-**

Tea & Biscuit

**DINNER :-**

Roti, Green Vegetables, Egg curry, Salad, Chicken/Mutton, Kheer, half liter milk, Mineral Water

**PROFORMA FOR HYGIENE AUDIT**

1. Head gears / caps are worn Yes / No
2. Gloves are worn Yes / No
3. Smoking, eating or chewing of tobacco, zarda, gutka etc spitting are strictly prohibited –  
Prohibition observed or not Yes / No

**(A) Food Preparation**

- (i) Is the food prepared properly under hygienic conditions Yes/No
- (ii) Are the prepared items covered properly Yes/No
- (iii) Proper cleaning of the utensils Yes/No

**(B) Kitchen / Pantry Hygiene**

- (i) Floors are hygienically clean Yes/No
- (ii) Walls are dust/damp free Yes/No
- (iii) Furniture is regularly cleaned Yes/No
- (iv) Washing area provides hygienic environment Yes/No
- (v) Cooking counter is adequately clean Yes/No

**(C) Condition of Equipment in Food Preparation**

- (i) Work worthy Yes/No
- (ii) Clean Yes/No
- (iii) Safe to handle Yes/No

**(D) Food Handler's Health**

- (i) Health check up done or not Yes/No
- (ii) Nail are clean and healthy Yes/No

**(E) Hygiene of Eating Place**

- (i) Floor is hygienically clean Yes/No
- (ii) Walls are dust/damp free Yes/No
- (iii) Furniture is regularly cleaned Yes/No

**(F) Food Quality**

- (i) Palatability is tasted by the Company's Representative Yes/No