



## **E -TENDER DOCUMENT**

**For**

**Selection of Agency to provide Catering Services and  
operations of Canteen in SSR Global Skills Park Bhopal.**

**Sant Shiromani Ravidas Global Skills Park**

**(SSR-GSP)**

**Bhopal**

**Under Department of Technical Education, Skill Development &  
Employment**

**Tender No. SSR GSP/ Tender/Catering/408538/2025-26/25**

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## 1. Disclaimer

All information contained in this bid document is provided in good interest and faith. While adequate care has been taken in its preparation, interested agencies must ensure that the document is complete in all respects.

The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required for formulation of proposals.

Sant Shiromani Ravidas Global Skills Park reserves the right to reject any or all of the proposals submitted in response to the document at any stage without assigning any reasons whatsoever.

Sant Shiromani Ravidas Global Skills Park reserves the right to:

- Reject any or all proposals without assigning any reasons.
- Withhold or withdraw the process at any stage with due intimation.
- Modify or amend any part of the document without prior notice. Any such changes will be communicated through the official website <https://www.mptenders.gov.in>.

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## Notice Inviting Tender (NIT) Invitation for Bid (IFB)

SSR Global Skills Park invites bids from qualified, reputed and experienced agencies to provide **Catering Services and operations of canteen in SSR Global Skills Park Bhopal. Tender No. SSR GSP/Tender/Catering/408538/2025-26/25**

1. The detailed bid document is available on the website of State E- Procurement Portal <https://mptenders.gov.in>. **Interested bidders who qualify as per the criteria mentioned in the BID document, may submit their proposals through e- tendering latest by 31/12/2025 on e- Procurement Website <https://mptenders.gov.in>.**
2. A complete set of bidding documents may be downloaded by any interested bidder from the web site: - <https://mptenders.gov.in>.

### Schedule

| SN | Particulars                                     | Description   |
|----|---|---|
| 1  | Date of issue of Bid document                   | 11/12/2025, (Thursday)  |
| 2  | Pre-Bid written queries by e-mail/post only.    | 18/12/2025, 11.00 AM (Tuesday)  |
| 3  | Pre-Bid Meeting with Site Visit                 | 18/12/2025, 12:00 PM (Meeting Hall SSR GSP)   |
| 4  | Pre-Bid Clarification on website/e-Tender only. | By 19/12/2025 (Friday)  |
| 5  | Start date and time for submission of bid       | 19/12/2025, 12:00 PM (Thursday)   |
| 6  | Last date and time for submission of bid        | 31/12/2025, 04:00 PM (Wednesday) Online on <a href="https://mptenders.gov.in">https://mptenders.gov.in</a>  |
| 7  | Opening of Technical bid online                 | 01/01/2026, 04:00 PM (Thursday)   |
| 8  | Financial bid opening date and time             | Would be communicated to technically qualified Bidders  |
| 9  | Cost of bid document (Non-refundable)           | Rs. 5,000/- (Non-Refundable) to be submitted online.  |
| 10 | Earnest Money Deposit (EMD)/Bid Security        | Rs. <b>3,00,000/-</b> Only (Three Lakhs Only) to be submitted online to Global Skills Park Society.<br><br>As per the Madhya Pradesh Store Purchase Rules 2015 (as amended in 2022) dated 13th January 2023, clause no. 14.1, the "micro and small enterprises and start- ups of Madhya Pradesh will be exempted from payment of earnest money deposit".<br><br>Otherwise, the bidder is required to furnish earnest money deposit (EMD) as per the bid document. The primary services of this bid is to provide Catering Services and operations of Canteen in SSR Global Skill Park Bhopal<br><br><b><i>Submission of the Latest Udyam Certificate issued in FY 2025–26 is mandatory for EMD Exemption; failure to do so will result in rejection of the bid.</i></b> |
| 11 | Bid Validity Period                             | 120 days from the date of opening of bid.   |
| 12 | EMD Validity Period                             | 180 days from the date of Bid Submission.   |
| 13 | Performance Guarantee Value                     | Bank Guarantee for an amount of Rs. 3,00,000/- (Rs. Three Lakhs only) to be submitted by successful bidder before signing of agreement.   |
| 14 | Performance Guarantee validity period           | 03 Months beyond the contract agreement   |
| 15 | Contract Period                                 | 01 Year – plus Extendable for further 02 Year depending upon yearly performance evaluation  |
| 16 | Tentative date of starting Catering services    | Would be communicated separately  |

3. The primary objective of this tender is to select and appoint a competent and experienced service provider to manage and operate catering services within the institute. The selection will be carried out at competitive rates through a transparent and fair bidding process for a specified duration. The successful bidder will be required to enter into a formal agreement based on the approved rates and predefined terms and conditions applicable for the tender period.
4. The bids are to be submitted electronically only on the Portal <https://mptenders.gov.in>.
5. Technical and Price bid will be submitted separately. Technical Bid will be opened first and will be evaluated as per specification and terms & conditions of bid, thereafter; Price Bid will be opened only for those bidders whose bid will be found technically responsive. In any case the price bid should not be uploaded with technical bid document, otherwise bid will be rejected. The date of opening of price bid will be announced later on.
6. Bids will be opened in the presence of Bidder's representatives who choose to attend on the specified date and time.
7. In the event of the date specified for bid receipt and opening being declared as a closed/holiday for purchaser's office, the due date for opening of bid will be the following working day at the appointed times.
8. The bidder has to pay online website registration fee Rs. 500/- + 18% GST and processing fees Rs. 295/- inclusive of GST, along with the cost of **bidding document Rs. 5,000/- (non-Refundable)**.

**CEO,**  
**Sant Shiromani Ravidas Global Skills Park,**  
Hazrat Nizamuddin Colony Road, Bhopal, (M.P.) 462022.  
Contact: +91-9009690699, Email: [sanjay.jain13@mp.gov.in](mailto:sanjay.jain13@mp.gov.in)

**Chapter -1**  
**(Acc. MPSPR –Rule 12)**  
**Instructions for Tenderers**

## **Introduction**

Sant Shiromani Ravidas Global Skills Park (SSR GSP), Bhopal, is an establishment focused on providing internationally recognized Technical Vocational Education and Training (TVET) in India to enhance employment and income prospects for youth in Madhya Pradesh with more than 6,000 intake capacities. The institution has Three Hostels – Two are of 634 (Boys/Girls), one is of 216 (Trainers) capacity and Canteen of 500 Capacity.

**1. Objective of Hiring:**

The objective is to engage eligible Catering/Food Service agency as per the Terms of Reference mentioned in this document. Interested agencies must demonstrate the required qualifications and relevant experience to perform the services effectively.

**2. Submission of Documents:**

The bidder shall furnish the following documents compulsorily on e-portal <https://www.mptenders.gov.in>

Interested agencies must provide information/documentation as outlined in the **Annexure – 6.1 (Eligibility Criteria)**.

**3. Duration of Empanelment:**

Empanelment of agencies is for a period of three years (One year + two year extendable) from the issuance of the Work order.

**4. Material Changes:**

During the contract period, agencies must inform the institute of any material changes (internal or external) that could impact their obligations, which is subject to approval by the institute.

**5. CEO's Rights:**

The CEO of SSR GSP reserves the right to reject any or all proposals submitted in response to this document at any stage without assigning reasons. The CEO also reserves the right to hold, withdraw, or cancel the process at any stage, under intimation to applicants who submit their responses.

**6. Eligibility Requirements:**

Agencies fulfilling the eligibility criteria mentioned in given Chapter -2 (Point -4) & Annexure 6.1 of Chapter- 6 (Contract Forms) of the tender document, must submit their application in the prescribed format with relevant documents before the last date and time of submission.

**7. Proposal Requirements:**

Proposals must be submitted in English and Hindi, and improper submissions will not be considered.

**8. Tender is invited for Providing Catering Services and to operate Canteen in SSR GSP (Main Campus).**

Eligible Caterers are invited to submit their rates through price bid in <https://mptenders.gov.in>.

**9. This tender document outlines the process for selecting catering contractors for the Catering Services and to operate canteen services in the campus. The terms and conditions for the contract are described in the following pages and are divided under the following headings:**

➤ **Terms and Conditions along with Responsibilities of Caterer:**

- Proforma for Technical and Financial Bids. Chapter-4 (Specifications and other technical details)
- General structure of the menu. (Chapter-3 (Schedule of Expectations)  
Prospective bidders are encouraged to attend the pre-bid meeting, though it is not mandatory.

➤ **Submission Details:**

- Deadline for submission of bid as mentioned above in IFB.
- Submission of bids should include an Earnest Money Deposit (EMD) of **Rs. 3,00,000/-** (Refundable) and a Tender Fee of **Rs. 5,000** (Non-Refundable).

➤ **Payment Information:**

- The EMD amount must be submitted online as mentioned above in IFB.
- The EMD will be refunded to unsuccessful bidders upon the award of the contract.

**Please note the following conditions:**

- A. Technical and financial bids must be submitted in <https://mptenders.gov.in>. Interested caterers should submit a technical bid, and the financial bid as per given Eligibility Criteria & Bid Evaluation Criteria respectively.
- B. The technical bids will be opened on as mentioned above in IFB.

**Evaluation Criteria:**

**1. Technical Evaluation Criteria: -**

- a. Bidders who fully meet all the requirements specified in the **Eligibility Criteria (Chapter-4)** shall be declared *Technically Qualified*.
- b. Only the price bids of the *Technically Qualified Bidders* will be opened for the next stage of **Financial Evaluation**.
- c. Bids failing to meet even **one** eligibility requirement shall be treated as *technically non-Responsive* and shall be rejected without any further consideration.

**2. Financial Evaluation Criteria.**

- a. The financial bids (**Chapter 5: Price Schedule**) of only those bidders who are declared technically qualified shall be opened.
- b. Financial bids of technically qualified bidders shall be evaluated **solely on the basis of the lowest amount quoted based on per-head per-day rate (Inclusive of taxes), as per the prescribed Price Bid Format** for Part A of the tender document.
- c. The person who will be awarded the contract will be required to run the canteen at the rate (Inclusive of taxes) prescribed in Part -B (Chapter-3) & for that bidder has to submit the declaration attached as Annexure – 6.7 (Chapter -6 Contract Forms) else clause 10 (Penalty Clause) shall apply.
- d. Bidders must quote the price **strictly in the prescribed Price Bid Format**.  
Any conditional bid, deviation, alteration, incomplete submission, or quotation not furnished in the prescribed format shall be treated as *non-responsive* and rejected.
- e. **Tie-Breaking Procedure:**  
In case two or more bidders quote the same lowest rate:
  - The bidder with the **higher total experience** shall be ranked L1.
  - If still tied, the bidder with the **longest experience in Centrally Funded / State Funded Institutes** shall be ranked L1.

- If the tie persists, SSR GSP may adopt any method deemed appropriate in the interest of the institution.

### 3. Selection:

- a. The bidder offering the **L1 rate** after financial evaluation shall be recommended for award of the contract.
- b. SSR GSP will issue a **Letter of Award (LoA)** to the L1 bidder.
- c. The L1 bidder must commence and complete the establishment of Catering services **within fifteen (15) days** from the date of issuance of the LoA, in full compliance with tender terms.

d. **Failure to commence work:**

If the L1 bidder fails or refuses to commence the work within the stipulated time:

- SSR GSP shall **forfeit the entire Performance Bank Guarantee (PBG)** submitted by the L1 bidder.
- SSR GSP may offer the contract to the **L2 bidder at the L1 accepted rate**, subject to L2's written acceptance of all terms and conditions.
- The L1 bidder shall not be entitled to any claim, compensation, or relief due to forfeiture of PBG or reallocation of the contract.

**CEO,**  
**Sant Shiromani Ravidas Global Skills Park,**  
Hazrat Nizamuddin Colony Road, Bhopal, (M.P.) 462022.  
Contact: +91-9009690699, Email: [sanjay.jain13@mp.gov.in](mailto:sanjay.jain13@mp.gov.in)



**Chapter 2: Terms of Contract**  
**(Acc. MPSPR –Rule 12)**  
**Terms and Conditions along**  
**with Responsibilities of Caterer:**

**1. Legal, License & Financial Terms:**

- Initially the contract agreement will be for a period of 01 years, contract may further be extended for 02 year as per the requirement based on yearly satisfactory performance. (The maximum duration of the contract is 01 year + 01 year (Extension) + 01 year (Extension)).
- After 30 days of operation, the caterer's performance will be evaluated.
- Within 7 days of signing the agreement, the caterer shall furnish a Bank Guarantee amounting to **Rs. 3,00,000/- ( Rs. Three lakhs only)** . The Bank Guarantee must be issued by a government or nationalized bank and shall serve as security against any defaults or non-compliance with the terms of the contract. The Performance Bank Guarantee shall remain valid for a period of twelve (12) months from the date of issue, covering the entire contract period, and must further remain valid for an additional three (03) months beyond the contract period.
- The selected caterer shall be required to pay a monthly rent/license fee of **Rs. 30,000/- (Rupees Thirty Thousand Only) (Non-Refundable)** for the space provided by SSR GSP including supply of electricity for illumination and ceiling fan. This rent/license fee shall be subject to annual revision based on mutual consent between SSR GSP and the caterer.
- Electricity for equipment and heavy machinery used in the kitchen will be provided to the successful vendor on a chargeable basis. The vendor shall be responsible for installing a sub-meter at their own expense. Electricity charges will be levied based on actual consumption, as per the prevailing rates indicated in the latest electricity bill issued by MPMKVCL, Bhopal.
- Water supply for kitchen operations will also be provided to the successful vendor on a chargeable basis. Water charges will be levied subject to the consumption by the caterer, or as per actual consumption based on the prevailing rates indicated in the latest water bill issued by the competent authority in Bhopal, whichever is higher.
- The caterer must register with the Regional Labour Commissioner (Central), Bhopal under the Contract Labour Regulation Act and obtain a Labour License before starting operations.
- The caterer must have a valid **Food Safety and Standards Authority of India (FSSAI) (Central) license and License from Department of Food Safety (Govt. of the state)** to operate a food outlet.
- This license should be kept valid for the entire contract period and submitted as proof during the onboarding process.
- The caterer must adhere to all applicable labour laws, including the Minimum Wages Act, stipulated work hours, bonus payments, issue of salary slip, experience letters, ID cards, Gate Pass, and other such acts which are applicable and provide:
  1. **EPF (Employee Provident Fund) and ESI (Employee State Insurance)** facilities for their workers. (If applicable)
  2. The caterer shall be required to submit proof of compliance with statutory obligations by furnishing the EPF and ESIC payment receipts of their monthly submissions on the Government portal to the concerned authority, without fail.
  3. Monthly proof of compliance with these requirements must be submitted to the finance

department of the institute.

4. **Child labour** is strictly prohibited, and any violation will result in legal action.

- The bidder must demonstrate an average annual turnover of **INR 2 Crores** (or as specified) over the last three financial years.
- CA-certified financial statements for the years **2022-23, 2023-24 & 2024 - 25** with the UDIN (Unique Document Identification Number).
- Supporting documents such as bank statements, MoUs , agreements, or work orders confirming catering-related revenue.
- The caterer is required to maintain a **Complaint and Suggestion Register** at the SSR GSP premises.
- The register must be easily accessible to students and other stakeholders for logging grievances or suggestions.
- Minor complaints must be resolved within 24 hours, while significant issues must be resolved within 72 hours.
- The caterer must deploy an adequate number of trained personnel to ensure smooth operations. The following is the minimum staffing structure required based on the hostel size, however contractor to depute required number for smooth functioning:

| Role                  | Minimum Number   | Responsibilities  | Qualifications   |
|-----------------------|--|---|--|
| Head Chef             | 1 per shift  | Menu preparation, quality control, and overseeing kitchen Operations. | Certified by FSSAI or equivalent, Minimum 5 years' experience in institutional catering. |
| Assistant Chefs       | 2 per shift  | Food preparation and Assisting the head chef.                         | Relevant training in food preparation.   |
| Kitchen Helpers       | 3-5 per Shift  | Cleaning, chopping, and assisting chefs.                              | Trained in kitchen hygiene.  |
| Waiters/Service Staff | 4-6 per Shift<br>or<br>as per the requirement of event | Food service and dining hall maintenance.                             | Trained in hospitality and food service.   |
| Housekeeping Staff    | 2 per shift  | Cleaning kitchen and dining areas.                                    | Experience in maintaining hygiene standards.   |

- All staff members must wear neat and clean uniforms provided by the caterer, which must include:
  - **Chefs and Kitchen Staff:** Chef coats, aprons, caps, and gloves.
  - **Waiters/Service Staff:** All catering staff must be properly attired in full-sleeve shirts, trousers, and formal shoes. The prescribed dress code is mandatory at all times during service to ensure uniformity, professionalism, and hygiene.
  - **Housekeeping Staff:** Easily identifiable uniforms with aprons and gloves.
- Proper identification badges must be worn by all staff members at all times.
- Staff must adhere to high standards of personal hygiene, including regular health check-ups.

- Subletting of work is strictly prohibited. The caterer shall not assign, transfer, or sublet any portion of the contract to another party under any circumstances.
- Nails must be trimmed, and hairnets/caps must be worn at all times during food preparation and service.
- All workers must undergo **periodic medical check-ups** (at least twice a year) to ensure they are free from communicable diseases.
- **Medical fitness certificates** must be submitted to the institute before deployment and during periodic reviews.
- The owner of the firm shall attend a monthly meeting of the council committee, failing which a penalty will be imposed. This meeting shall be attended by the owner himself or a senior representative, who is authorized to take policy & monetary decisions. It is mandatory to sign the minutes of such meetings. All issues related to Canteen need to be discussed in the meeting and no information should be given to students or outsiders without the approval/authorization. Decisions agreed mutually by caterer and Canteen Council will be binding on the caterer.
- It is the duty of the caterer to clear all dues of vendors in time. In case, a complaint for non- payment of dues is received during or after the contract tenure, then Institute have the right to hold appropriate monthly payment and/or PBG, till the same is resolved.

## 2. Hygiene and Services Responsibilities:

- Cleaning and Housekeeping of the kitchen and dining area will be the sole responsibility of the caterer.
- Cleaning utensils, cutlery, crockery, kitchen equipment, furniture, and Canteen water cooler are also the responsibility of the caterer. The highest possible standards are expected in this regard.
- **Proper waste segregation and disposal methods** must be adopted to prevent contamination. They must Follow all the guidelines of Govt. of India/ Govt. of MP in for waste segregation.
- The caterer shall, at their cost, maintain adequate stock of food grain, grocery. The caterer shall be responsible for the proper hygienic storage of all raw materials.
- The caterer must ensure regular pest control activities in all food preparation, storage, and dining areas.
- Pest control shall be conducted at least once every two (02) months by a licensed pest control agency approved by the Institute. The details of the last pest control activity must be prominently displayed at the dining/kitchen area for verification
- The Institute will form Committees comprising groups of Trainees and/or staff members to conduct regular inspections of catering services.
- The inspections will focus on verifying:
  - Quality of food being provided.
  - Hygiene and sanitation standards in kitchen, dining, and service areas.
  - Compliance with contractual obligations and statutory requirements.
- The Committee shall have the authority to make surprise visits at any time, without prior notice to the caterer.
- The caterer shall extend full cooperation during such inspections and provide access to

all relevant areas, records, and facilities.

- Any deficiencies or non-compliance observed during inspections must be rectified immediately by the caterer, failing which penalties or corrective actions may be imposed by the Institute.
- Soap/Handwash at students' handwashing stations must always be available.
- The caterer must make arrangements for their workers to stay outside the campus wherever possible.
- Only the required number of workers for early morning operations will be allowed to stay inside the institute.
- The CEO-SSRGSP, Bhopal reserves the right to inspect the cleanliness and maintenance of the premises, as well as the quality of provisions and food.

### **3. Infrastructural and Equipment-Related Terms:**

#### **A. Major civil and electrical maintenance will be handled by SSRGSP, Bhopal Campus.**

- Minor maintenance tasks, such as replacing light bulbs or tube lights, **including all Consumables** are the caterer's responsibility.

#### **B. Provision and Maintenance of Equipment and Furniture:**

- The **SSRGSP, Bhopal Campus/Hostel** will provide only **dining tables and chairs** for use in the canteen area.
- All other equipment and facilities, including but not limited to **kitchen equipment, cooking gas bank, service counters, cooking utensils, crockery, cutlery, fittings, fixtures, Bain Merrie counter, Kitchen Counter for preparation, Storage Racks for Grocery, Vegetable cutting Table, Exhaust fan and furniture**, etc must be arranged and maintained by the caterer at their own expense. It will be responsibility of Caterer to arrange everything which required to make the canteen functional in the given infra.
- The caterer is solely responsible for the upkeep, safety, and functionality of all equipment and facilities brought by them for the duration of the contract.
- Refilling of cooking gas cylinders, procurement of good quality provisions and other consumables are the responsibility of the caterer. Gas cylinder bills should be paid on time, any violation related to late payments may result in appropriate fines.

#### **C. Security:**

- The caterer will be responsible for the security of the licensed premises, including kitchen and dining areas.

#### **D. Maintenance:**

- Any damages to equipment or infrastructure caused by the caterer's team will be repaired or replaced at the caterer's expense.

#### **E. Penalties for Damages:**

- Damages to civil or electrical infrastructure caused by catering staff will attract fines, in addition to repair costs.

#### **F. Worker Accommodation and Restrictions:**

- Workers must adhere to all campus rules. Unauthorized activities, alcohol, or banned items within hostel premises will lead to strict action and fines.

#### **4. Eligibility:**

- A. Only those caterers who have experience in providing canteen and catering services to established government institutions (National level Educational Institute/Universities, State level Educational Institute/Universities, Central Funded Institute/Universities, State Funded Institute/ Universities, Public Sector Undertakings)

**OR**

- B. The caterer should preferably have prior experience in providing canteen and catering services to registered establishments (Private Industries) that serve a minimum of 3,000 meals per day.

#### **5. Other Conditions:**

- If students are taken out for any activities by the administration, the food charges for those days of these students will not be applicable, subject to mutual agreement with the Canteen Representative.

#### **6. Relationship with Institute:**

- The caterer is provided space and facilities as a licensee, not as a principal employer or contractor of the institute/hostel.
- During renewal, rate may be revised by a maximum of 5% or based on the Consumer Price Index increase, whichever is lower, subject to approval from competent authority.

#### **7. Financial conditions:**

- The caterer will not receive any price increase between term of the tender contract, regardless of changes in the costs or revisions to the tax rates imposed by the government.
- In the event that the Vendor intends to discontinue its services at the SSR GSP Bhopal, it shall provide a prior written notice of at least sixty (90) days to the Authority. Failure to comply with this notice period shall result in forfeiture of the Performance Bank Guarantee (PBG) or Fixed Deposit (FD) submitted by the Vendor.

#### **8. Mode of Billing:**

- All-day dining menu shall be collected directly by the vendor/agency from the trainees/users.
- Events (Conferences, Seminar, Meetings & Other Events – High Tea, Lunch/Dinner, Buffet Items and others), Payment under this category shall be made by SSR GSP as per the approved rates and on submission of monthly invoice.

#### **9. Services to be provided in the Canteen/Cafeteria:**

- The contractor is required to follow a specified system in managing and operating the Canteen/Cafeteria.
- A separate counter must be set up for extras (additional items) in the meals. A sample menu with prices is provided, but the final decision on the rates will be made after consulting with the sCommittee/In charge

## 10. Penalties:

- Confirmed cases of food poisoning linked to the caterer's negligence: **Rs. 50,000 per incident and immediate termination of the contract if found grossly negligent.**
- Failure to maintain the quality standards of the food may attract **penalty of Rs. 25,000 per instance irrespective of order value and has to submit to finance section of SSRGSP or amount will be deducted from**, alongside potential termination of the contract.
- Serving of non-vegetarian food within the campus premises is strictly prohibited. Any instance of serving non-vegetarian food, mixing of vegetarian and non-vegetarian items, or violation of prescribed dietary restrictions shall attract a penalty of **₹10,000** or 25% of the daily billing amount, whichever is higher.
- Failure to maintain hygiene standards in kitchen and dining areas, improper waste management, or non-compliance with periodic medical check-ups: **Rs. 10,000** per instance.
- Failure to maintain the complaint register or discouraging individuals from lodging complaints will result in a **penalty of Rs. 5,000 per instance.**
- If the same violation occurs more than three times/ Failure to address complaints within the stipulated timeline will attract additional fines of **Rs. 25,000 per instance will apply**, alongside potential termination of the contract.
- Non-compliance will attract penalties, including possible **termination of the contract.**
- **Encashment of Performance Bank Guarantee: If the agency fails to comply with any of the contract clauses/fails to run the canteen/ fails to provide catering services as required, Institute reserves the right to en-cash the PBG.**

## 11. Termination for Insolvency

The Purchaser may at any time terminate the contract by giving written notice to the Service provider, if the Service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

## 12. Termination for Convenience

The Purchaser, by written notice sent to the Service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the **Purchaser's** convenience, the extent to which performance of the Service provider under the contract is terminated, and the date upon which such termination become effective.

## 13. Settlement of Disputes

- In case of Dispute or difference arising between the Purchaser and a Service provider relating to any matter arising out of or connected with this agreement, such disputes or

difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996, if dispute or differences is not resolved by mutual consultation.

- Arbitration proceedings shall be held at Bhopal and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- Principal Secretary/Secretary –Govt. of Madhya Pradesh, Department of Technical Education, Skill Development & Employment shall be the sole arbitrator in any dispute arising out of this tender and any matter related to contract and delivery of service.

#### **14. Consumption Estimates and Liability:**

- The **Bill of Quantities (BOQ)** is prepared to notify the items only and Quantity considered is 01 No. for obtaining final quoted amount.
- The stated quantities and amounts are **subject to increase / decrease ( unlimited variation positive and negative +/-)** depending on actual consumption.
- **Vendors shall not claim any additional payment** for any increase or decrease in quantities to any extent whatsoever
- The **Institute shall not be liable** to pay for any financial claims arising from such variations, contractor is supposed to have kept provision in the unit rates quoted

### **Chapter :3 Schedule of Expectations**

#### **(Acc. MPSPR –Rule 12)**

#### **1. Objective**

- Provide hygienic, high-quality catering services for trainees, conferences, seminars, meetings, and events.
- Ensure compliance with food safety standards and use of approved brands.

#### **2. Service Categories**

##### **Part - A – Catering services**

#### **A. General Structure for Conferences, Seminar, Meetings & Other Events – High Tea, Lunch/Dinner, Buffet Items**

All expenses incurred towards catering services for conferences, seminars, meetings, and other events (including High Tea, Lunch/Dinner, and Buffet arrangements) shall be borne by SSR-GSP, subject to submission of duly verified invoices by vendor.

An indicative list of items that would be required is listed below:

##### **1. Plain Buffet (Lunch/Dinner) – Unlimited Quantity**

| <b>Veg – Buffet (includes Item number A, B, C, D, E, F, G, H, I)</b> |                             |                                    |
|--|-----------------------------|------------------------------------|
| <b>A</b>   | <b>Vegetables Items</b>     | <b>Any 2 Items can be selected</b> |
| 1  | Mutter Mushroom             |                                    |
| 2  | Bhindi Masala               |                                    |
| 3  | Mushroom-Do-Piazza          |                                    |
| 4  | Cheese Tomato               |                                    |
| 5  | Mix Vegetable               |                                    |
| 6  | Peas Korma                  |                                    |
| 7  | Kadhi Pakora                |                                    |
| 8  | Gobhi Aloo Masala Veg.Hot   |                                    |
| 9  | Veg. Sweet & Sour Dum Aloo  |                                    |
| 10   | Veg. Manchurian /Palak Corn |                                    |
| 11   | Shahi Paneer                |                                    |
| 12   | Palak Paneer                |                                    |
| 13   | Paneer Pasanda/ Palak Kofta |                                    |
| 14   | Paneer Lababdar             |                                    |
| 15   | Paneer Butter Masala        |                                    |
| 16   | Paneer Bhujia               |                                    |
| 17   | Kadai Paneer                |                                    |
| 18   | Mattar Paneer               |                                    |
| 19   | Chana Masala/Rajma Masala   |                                    |
| 20   | Garlic Malai Kofta          |                                    |
| <b>B</b>   | <b>Dal</b>                  | <b>Any 1 Item</b>                  |
| 1  | Dal Panchratan              |                                    |
| 2  | Dal Fry                     |                                    |
| 3  | Dal Tadka                   |                                    |
| <b>C</b>   | <b>Salads</b>               | <b>Any 2 Items</b>                 |
| 1  | Sprout Salad                |                                    |



|          |  |   |
|----------|--|---|
| 2        | Papad/Achar                                |   |
| 3        | Green Salad /Cucumber Salad                |   |
| <b>D</b> | <b>Raita</b>                               | <b>Any 1 Item</b>   |
| 1        | Plain Curd                                 |   |
| 2        | Boondi Raita                               |   |
| 3        | Mint Raita                                 |   |
| 4        | Mix Veg. Raita                             |   |
| <b>E</b> | <b>Breads</b>                              | <b>Any 3 Items</b>  |
| 1        | Tandoori Roti                              |   |
| 2        | Puri / Kachori                             |   |
| 3        | Naan / Missi Roti                          |   |
| <b>F</b> | <b>Rice</b>                                | <b>Any 1 Item</b>   |
| 1        | Peas Pulao                                 |   |
| 2        | Jeera Rice                                 |   |
| 3        | Plain Rice /Steam Rice                     |   |
| <b>G</b> | <b>Desserts</b>                            | <b>Any 1 Item</b>   |
| 1        | Ice-Cream                                  |   |
| 2        | Kulfi                                      |   |
| <b>H</b> | <b>Sweets</b>                              | <b>Any 2 Items</b>  |
| 1        | Sponge Rasgulla                            |   |
| 2        | Kheer                                      |   |
| 3        | Gulab Jamun                                |   |
| <b>I</b> | <b>Soup</b>                                | <b>Any 1 Item</b>   |
| 1        | Hot & Sour Soup                            |   |
| 2        | Cream Of Tomato Soup                       |   |
|          | <b>Manpower</b>                            |   |
| 1        | Well Dressed Professional Waiters          | In Each Counter, Dedicated Manpower For VVIP, gloves to be used by all staff. |
| 2        | House Keeping (by the caterer)             | Housekeeping Staff to Maintain Hygiene, Cleaning of The Dining Area           |
|          | <b>Cutlery</b>                             |   |
| 1        | Cutlery                                    | <b>Bone China Quality Cutlery to Be Used, Dessert</b>                         |
| 2        | Cutlery                                    | <b>Cutlery, Main Course Cutlery, Or Better to Be Used</b>                     |
|          | <b>Tables</b>                              |   |
| 1        | Clean Table & Table Covers with Decoration | Kitchen Table, Serving Tables Etc.  |
|          | <b>Kitchen Area</b>                        |   |
| 1        | Designated Kitchen Area                    | Proper Masking of Kitchen Area  |

## 2. Executive Buffet (Lunch/Dinner) Unlimited Quantity

| Category                                    | Items / Options              | Presentation / Notes                  |
|---|------------------------------|---------------------------------------|
| <b>A. Vegetable Items (Premium – Any 3)</b> | Mutter Mushroom with Cashews | Garnished with roasted nuts and herbs |
|   | Paneer Pasanda               | Creamy gravy with saffron touch       |

|  |  |  |
|--|--|--|
|  | Shahi Paneer                           | Rich Mughlai style                             |
|  | Paneer Lababdar                        | Lightly spiced with cashews                    |
|  | Veg Sweet & Sour Dum Aloo              | Chef-style plating                             |
|  | Kadai Paneer                           | Served in mini copper bowls                    |
| <b>B. Dal (Any 1)</b>                              | Dal Makhani (Slow-cooked, Creamy)      | Garnished with butter & coriander              |
|  | Dal Panchratan                         | Premium lentils with ghee                      |
| <b>C. Salads (Any 3)</b>                           | Sprout Salad with Lemon Dressing       | Served in mini glass bowls                     |
|  | Exotic Green Salad                     | Lettuce, rocket, baby spinach, cherry tomatoes |
|  | Papad / Achar                          | Elegant plating on side tray                   |
|  | Quinoa & Roasted Veg Salad             | Optional, VVIP preference                      |
| <b>D. Raita / Yogurt (Any 1)</b>                   | Mix Veg Raita                          | Freshly prepared, garnished                    |
|  | Mint Raita                             | Light mint flavor                              |
|  | Fruit Raita                            | Prepared with fresh fruit                      |
| <b>E. Breads (Any 3)</b>                           | Tandoori Roti                          | Soft, fresh from tandoor                       |
|  | Butter / Garlic Naan                   | Premium butter / garlic                        |
|  | Multi-grain / Missi Roti               | Healthy option                                 |
|  | Mini Puri                              | Optional, plated elegantly                     |
|  | Tawa Roti                              |  |
| <b>F. Rice (Any 1)</b>                             | Jeera Rice / Steam Rice                | Fragrant Basmati rice                          |
|  | Peas Pulao                             | Ghee & cashew garnish                          |
|  | Veg Fried Rice                         | Lightly stir-fried, colorful vegetables        |
|  | Aromatic Veg Pulao                     | Premium basmati with saffron essence           |
| <b>G. Desserts (Any 2)</b>                         | Rasmalai                               | Chilled, garnished with pistachio              |
|  | Kulfi (Kesar / Pista)                  | Premium flavors                                |
|  | Ice Cream (Imported / Gourmet)         | Served in mini bowls                           |
| <b>H. Traditional Sweets (Rich / Any 2)</b>        | Soan Papdi                             | Premium flaky texture with nuts                |
|  | Kaju Katli / Kaju Roll                 | Rich cashew-based sweet                        |
|  | Gulab Jamun (Premium, Saffron Infused) | Rich syrup and elegant plating                 |
|  | Moong Dal Halwa                        | Premium ghee and dry fruits                    |
|  | Jalebi with Rabri                      | Rich, saffron-flavored Rabri topping           |
|  | Rasgulla (Stuffed / Premium)           | Premium milk-based sweet                       |
| <b>I. Soups (Any 1, Individual Serving)</b>        | Sweet Corn Soup                        | Served in small soup bowls                     |
|  | Hot & Sour Soup                        | Garnished with spring onions                   |
|  | Cream of Tomato Soup                   | Herb oil drizzle                               |
|  | Cream of Broccoli Soup                 | Garnished with cream and herbs                 |
|  | Manchow Soup                           | Optional, premium garnish                      |
| <b>J. Chinese / Continental (Optional Add-ons)</b> | Veg Manchurian (Dry / Gravy)           | Served in mini copper bowls                    |
|  | Veg Hakka Noodles                      | Premium vegetable cuts                         |
|  | Chilli Paneer                          | Dry / Gravy, chef garnish                      |
|  | Spring Rolls (Veg)                     | Hot and crisp, served on platter               |

|  |                                      |  |
|--|--------------------------------------|--|
|  | Fried Rice (Veg / Schezwan)          | Premium basmati                                |
|  | Paneer Chilli                        | Dry / Gravy, plated elegantly                  |
| <b>L. Veg Snacks (Premium – Any 2)</b> | Mini Samosa / Kachori                | Crispy, served hot with chutney                |
|  | Paneer / Veg Pakoda                  | Served with green chutney                      |
|  | Cheese / Corn Croquettes             | Gourmet snack option                           |
|  | Veg Spring Roll                      | Hot & crisp, premium platter                   |
|  | Paneer Tikka (Mint/Malai/Spicy)      | Tandoor  |
|  | Kebab(Harabhara/Dahi/Veg Seekh)      | Hot & crisp, premium platter                   |
| <b>M. Manpower &amp; Service</b>       | Professional Waiters                 | Gloves, masks, formal attire                   |
|  | Housekeeping                         | Maintain hygiene & polished floors             |
| <b>N. Cutlery &amp; Tableware</b>      | Bone China / Premium Quality Cutlery | Separate cutlery for dessert, main course      |
|  | Table Setup                          | Premium decor, serving tables arranged neatly  |
| <b>O. Kitchen &amp; Service Area</b>   | Dedicated Kitchen Area               | Segregated sections for hot, cold, and dessert |

### 3. Falhari Thali – Fixed Quantity

| Details   |
|---|
| Sabudana Vada (2 pcs), Sabudana Khichdi, Falhari Pudi (4 Pcss), Raita, Falhari Chiwda, Falahri Aloo, Falhari Sweet, Fresh Fruits<br>(with/without sendha namak) |

### 4. Premium Thali – Fixed Quantity

| Details   |
|---|
| Dal tadka/Dal Makhani, Dry Sabji (any seasonal veg), Paneer Sabji (Gravy), 1 Sweet, Roti (5)/Parantha (3)/Naan (2) (With Ghee/Butter), Salad, Papad, Raita (Boondi, Fruit, Veg),<br>Wooden spoon, Napkin, Achar |

### 5. High Tea

| S.No. | Item                     | Details  |
|-------|--------------------------|--|
| 1     | High Tea with Dry Fruits | 1.Cold (Lassi, Chanch, Packed Drinks) / Hot Beverage Station (Tea, Coffee, Green Tea)<br>2.Waffers/Cookies<br>3. Snack – 1<br>4. Dry Fruits – (Any 2) (50 gram each) (Kaju/Badam/Walnut)<br>5. Dry Fruits – (50 gram) (Raisins)<br>5. Water Bottle – 250 ml                                |
| 2     | High Tea                 | 1.Cold (Lassi, Chanch, Packaged Drinks) / Hot Beverage Station (Tea, Coffee, Green Tea)<br>2.Waffers/cookies<br>3. Snack – 1 (Samosa/Kachori/Aloo vada/ Bread Vada/Cheese rolls)<br>4. Snack - 2 (Dhokla/Khandvi/Veg.Sandwhich/Mangode)<br>5.Any Dessert/Sweet<br>6. Water Bottle – 250 ml |

## 6. Snack Boxes

|   |           |  |
|---|-----------|--|
| 1 | Snack Box | <ol style="list-style-type: none"><li>1.Cold (Lassi, Chanch, Packaged Drinks)</li><li>2.Waffers/Cookies</li><li>3. Snack – 1 (Samosa/Kachori/Aloo vada/ Bread Vada/Cheese rolls)</li><li>4. Snack - 2 (Dhokla/Khandvi/Veg.Sandwhich/Mangode)</li><li>5. Any Dessert / Sweet</li><li>6. Water Bottle – 250 ml</li></ol> |
|---|-----------|--|

## Part - B – Canteen – On Chargeable basis

### B. All Day Dinning Menu (Indian + Chinese Items + South Indian Items) to be paid by Trainees/Individual

| SN                  | Item                                       | Quantity / Size   | Rates<br>(Inclusive of taxes) |
|---------------------|--|---|-------------------------------|
| <b>Snacks</b>       |  |   |                               |
| 1                   | Samosa / Kachori                           | 120 gm  | 10                            |
| 2                   | Aloo Bonda/Bread Pakoda                    | 120 gm  | 15                            |
| 2                   | Poha                                       | 150 gm  | 15                            |
| 3                   | Jalebi                                     | 50 gm   | 20                            |
| 4                   | Veg Maggi with veggies                     | 200 gm  | 40                            |
| 5                   | French Fries                               | 150 gm  | 50                            |
| 6                   | Aloo / Gobhi / Veg Paratha                 | 2 pieces  | 60                            |
| 7                   | Sandwich (Veg)                             | Two full bread slices with vegetables   | 60                            |
| 8                   | Pakode / Mangode (Veg / Plain / Paneer)    | 01 Plate  | 20                            |
| 9                   | Dhokla                                     | 04 piece  | 40                            |
| 10                  | Khandvi                                    | 04 piece (150gm)  | 40                            |
| 11                  | Dahi Vada                                  | 2 pieces  | 80                            |
| <b>Drinks</b>       |  |   |                               |
| 13                  | Tea  | 100 ml  | 10                            |
| 14                  | Coffee                                     | 100 ml  | 20                            |
| 15                  | Cold Coffee                                | 200 ml  | 40                            |
| 16                  | Fresh Juice (Mosambi / Orange / Pineapple) | 200 ml  | 50                            |
| 17                  | Refill Water Jar                           | 20 L cane ( RO water )  | 40                            |
| <b>Bakery</b>       |  |   |                               |
| 17                  | Patties – Aloo                             | 1 piece   | 30                            |
| 18                  | Patties – Paneer                           | 1 piece   | 45                            |
| 19                  | Patties – Palak Paneer                     | 1 piece   | 45                            |
| <b>South Indian</b> |  |   |                               |
| 20                  | Idli–Sambar                                | 2 idlis with sambar & chutney   | 45                            |
| 21                  | Vada–Sambar                                | 2 vadas with sambar & chutney   | 55                            |
| 22                  | Plain Dosa                                 | 1 piece with chutney & sambar   | 65                            |
| 23                  | Masala Dosa                                | 1 piece with chutney & sambar   | 75                            |
| 24                  | Uttapam                                    | 1 piece with chutney & sambar   | 75                            |
| <b>Thali</b>        |  |   |                               |
| 25                  | Canteen Thali -1                           | Dal; Dry Sabji (seasonal); Vegetable Sabji (gravy); Raita (Boondi); 1 Sweet; Roti (Tawa) – 4 pcs <b>or</b> Tandoori – 3 pcs (with ghee/butter); Salad; Papad; Achar | 111                           |
| 26                  | Chloe Bhatara                              | 01 plate  | 100                           |
| 27                  | Extra Roti (Wheat)                         | 01 piece  | 5                             |
| 28                  | Khichdi with Butter                        | 150 gm  | 60                            |
| <b>Chinese</b>      |  |   |                               |
| 29                  | Veg Manchurian (Dry / Gravy)               | 150 gm  | 120                           |

|                                |                             |  |     |
|--------------------------------|-----------------------------|--|-----|
| 30                             | Veg Hakka Noodles           | 200 gm   | 120 |
| 31                             | Chilli Paneer (Dry / Gravy) | 150 gm   | 120 |
| 32                             | Spring Rolls (Veg)          | 6 pieces   | 120 |
| 33                             | Fried Rice (Veg / Schezwan) | 200 gm   | 120 |
| <b>Dairy Products (Sanchi)</b> |                             |  |     |
| 34                             | Mattha (Salty Buttermilk)   | 200 ml/250ml/500ml   | MRP |
| 35                             | Dahi (Sweet)                | 50 gm/ 150gm   | MRP |
| 36                             | Shrikhand                   | 50gm/150gm   | MRP |
| 37                             | Lassi                       | 150 gm   | MRP |
| 38                             | Water Bottles               | Bisleri/Aquafina/Kinley/Bailey or Equivalent, 250 ML                       | MRP |
|                                |                             | Bisleri/Aquafina/Kinley/Bailey or Equivalent 500 ML                        | MRP |
|                                |                             | Bisleri/Aquafina/Kinley/Bailey or Equivalent 1000 ML                       | MRP |
| 39                             | Water Dispenser             | Bisleri/Aquafina/Kinley/Bailey or Equivalent 20 L water jar with dispenser | MRP |
|                                |                             |  |     |

## **Quality Control and General Requirements**

### **A. BRANDS OF CONSUMABLES PERMISSIBLE**

|                               |  |
|-------------------------------|--|
| Cheese                        | Amul, Mother Dairy, Britannia  |
| Rice                          | Royal, Daawat, India Gate  |
| Basmati Rice for special rice | Daawat, Devaaya, Kohinoor  |
| Custard Powder                | Wakefield  |
| Handwash                      | Lifebuoy, Santoor, Dettol, Godrej  |
| Oil (Sunflower)               | Sundrop, Godrej, Saffola, Fortune, Dhara<br>use of Hydrogenated (vanaspati) oil is strictly prohibited |
| Pickle                        | Mother's, Priya, Tops, Nilon's   |
| Atta                          | Ashirvad, Pillsbury, Annapurna, Silver Coin, Chakki Fresh Atta   |
| Instant Noodles               | Maggi, Top Ramen, Yipee  |
| Flavoured drinks              | Rasna, Roohafza, Mapro   |
| Papad                         | As decided by the competent Authority  |
| Butter                        | Amul, Mother dairy, Govardhan, Sanchi  |
| Bread                         | Modern, Britannia, Top-n-Town, AM's, Popular   |
| Cornflakes                    | Kellogg's, Others Reputed Brand  |
| Chocos                        | Kellogg's, Others Reputed Brand  |
| Jam                           | Kisan, Mapro, Mala's   |

|               |  |
|---------------|--|
| Ghee          | Amul, Mother Dairy, Britannia, Goverdhan, Sanchi                   |
| Shrikhand     | Amul, Sanchi   |
| Frozen yogurt | Mother dairy, Amul, Sanchi   |
| Milk          | Amul, Mother Dairy, Govardhan, Sanchi, Gokarna                     |
| Paneer        | Amul, Mother Dairy, Sanchi, Gowardhan or As decided by the council |
| Tea           | Brooke bond, Lipton, Tata, Taaza, Bagh Bakri, Tez                  |
| Coffee        | Nescafe, Bru   |
| Ice Cream     | Amul, Mother Dairy, Kwality Walls. Natural's, Havmor, Top nTown    |
| Soya          | Nutrela or As decided by the Competent Authority                   |

|                        |  |
|------------------------|--|
| Frozen Peas            | As decided by the competent Authority  |
| Any other branded item | If available from above list of brands |
| All non-branded        | As decided by the council              |

**Caterers may use any other FPO/FSSAI approved brands only if permitted by Canteen Council, in writing**

## **B. Raw Material and Quality Control**

| Requirement                | Details   |
|----------------------------|---|
| <b>Raw Materials</b>       | All raw materials, including packed items, must be of good, reputed, and branded Products.  |
| <b>Vegetable Quality</b>   | Vegetables must be fresh, free from decay, and meet high standards of hygiene and nutrition.  |
| <b>Regular Checks</b>      | High-quality raw materials must be ensured through regular checks and adherence to Food safety standards.                             |
| <b>Trusted Brands</b>      | Oil, spices, and other cooking essentials must be of trusted brands with proper certification.  |
| <b>Packaged Food Items</b> | All packaged food items must display clear manufacturing and expiry dates. Expired products must not be used under any circumstances. |

**Chapter 4: Specifications and  
other related technical details**  
**(Acc. MPSPR –Rule 12)**

**Eligibility Criteria:**

The applicant fulfilling following criteria should submit valid and relevant documents against each criterion to meet the eligibility for empanelment.

| S. No. | Parameters  | Documents to Attach  |
|--------|---|--|
| 1      | The Bidder shall be a Company, Partnership Firm, Society, or Proprietorship and must be a registered legal entity in India, in existence for at least 10 years from the date of publication of the tender. <b>(Point 04 of chapter 02 – Terms of contract)</b>  | - Certificate of Incorporation<br><i>(Any merger of entities, change in name, or restructuring must be clearly stated on the bidder's letterhead and supported by relevant documentary evidence. Failure to do so will result in rejection.)</i> |
|        |   | - GST Registration Certificate   |
|        |   | - PAN  |
| 2      | Bidder should have successfully executed minimum three (03) contract of catering/mess for at least INR 2 Crores in the last 05 years ending 31st December 2025.   | - Documentary proof such as MOU, agreement & work order<br><i>(Clearly mentioning the duration and amount; an index for the same must be prepared).</i><br>- Satisfactory Completion certificate issued by the competent authority.              |
| 3      | The Bidder shall have an average minimum annual turnover of <b>INR 2 Crores</b> from Catering Services/Mess during the last 03 financial years  | - To be certified & validated by Chartered Accountant (CA) of the bidder's organization with name of CA, registration number, signature and stamp with UDIN.   |
| 4      | Compliance related to Municipal Corporation, Health License to serve food, or License from Department of Food Safety (Govt. of the state) or FSSAI shall be the obligation of the supplier (whichever applicable).  | - Copy of valid license(s) to be submitted at the time of the MOU or when required at the start of work.   |
|        |   | - License validity should extend to the contract duration.   |
| 5      | Bidder should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other Labour authorities including under the Contract Labour (Regulation and Abolition Act) and payment of Gratuity Act   | - Self-Attested copy of the Employee Provident Fund registration letter / certificate.<br>- Self-Attested copy of the Employee State Insurance registration letter /Certificate.   |
| 6      | The bidder or any of its partners/directors etc. should not have been blacklisted/debarred by any of the government caterer or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations. | Self-Declaration in the format (On Notary) at Annexure – 6.6   |



|   |   |   |
|---|---|---|
| 7 | <p><b>The bidder may participate in the scheduled pre-bid meeting and site visit.</b> The bidders will be given an opportunity for site visit and understand user requirements on ground, provide inputs and seek clarifications. All such clarifications and inputs are to be preferably send in advance before the scheduled date of pre-bid meeting to office of SSR GSP</p> | <p>A roll of attendance of all those attending the pre-bid meeting and site visit, authenticated by suitable SSR GSP authority will be recorded by SSR GSP.</p> |
|---|---|---|

- Only bidders fulfilling all the minimum eligibility criteria and quoting the minimum rate will have their proposals presented to the selection committee.
- The final decision regarding the selection of the bidder will be made by the committee.
- Submission of all valid and legal documents listed above is mandatory for consideration.

All bidders are required to submit the documents pertaining to the Eligibility Criteria in a properly organized manner. The submission must include a complete and detailed index clearly listing:

- The name/title of each document,
- The duration/period covered by each document, and
- The corresponding page numbers.
- All documents shall be arranged strictly in the sequence shown in the index. Incomplete, unclear, or unindexed submissions will be liable for rejection.

The document set shall include:

- A clearly structured index sheet placed at the beginning of the submission.
- Accurate titles/descriptions of each document.
- Page numbers corresponding to each document listed in the index.
- All documents arranged in the same sequence as shown in the index.

Non-Compliance:

- Failure to submit the required index with page numbers, or submission of Incomplete/unclear indexing, will result in rejection of the bid by SSRGSP without further consideration.

### Infrastructure details

1. **Boy's Hostel - 634 Capacity**
2. **Girl's Hostel - 634 Capacity**
3. **Trainer's Hostel - 216 Capacity**
4. **Canteen- 500 Seating Capacity**
5. **The total intake capacity of the institute shall be 6,000 trainees when operating at full strength.**

1. Proper food handling, storage, and preparation are essential. Ensure that staff is trained in food safety practices, and follows all local health department guidelines.
2. Prepared to accommodate dietary restrictions, special requests, and changes to the menu or event Timeline.
3. **Maintain a clean and organized buffet area:** Keep your buffet area clean and organized, and dispose of waste properly.
4. **Label dishes:** Clearly label each dish with the name of the dish and any allergen information to ensure guests are aware of the ingredients.

5. **Monitor the buffet area:** Ensure that the buffet area is kept clean and tidy throughout the event, and replenish food and supplies as needed.
6. **Food should be served immediately after it is cooked.** If food needs to be held for more than two hours, it should be kept at the appropriate temperature.
7. **Ensure that you have enough cutlery available for all guests, plus some extra in case of unexpected guests. Use high-quality cutlery that is durable, easy to handle**
8. **Clean cutlery thoroughly:** Ensure that all cutlery is thoroughly cleaned and sanitized before use.
9. **Use separate serving utensils:** Use separate serving utensils for each dish to prevent cross- contamination
10. **Use tongs for self-serve stations:** Provide tongs for guests to use at self-serve stations to prevent them from touching the food directly with their hands.
11. Keep cutlery separate from other utensils, such as serving spoons and tongs, to prevent confusion and cross-contamination.
12. **Label cutlery stations:** Clearly label cutlery stations so that guests know where to find the cutlery they need.
13. Dustbins in different areas
14. Electric equipment like, fridge, cooler, mixture grinder, cooking equipment Power extension cord, etc.
15. New Food items can be added or remove with prior notice.
16. **South Indian Dishes:** Special chutney and sambhar must be served with all South Indian dishes (e.g., idli, dosa, etc.).
17. **Biryani and Pulav:** Raita must be served with Biryani. Plain rice can also be served alongside Biryani or Pulav.
18. **Accompaniments:** Ketchup, butter, jam, curd, and chutney must be provided as needed.
19. **Food Temperature:** Food must be served and maintained warm at all times.
20. **Dining Area Cleanliness:** The caterer must ensure the cleanliness of the dining area at all times.
21. **Curd with Parathas:** Curd must be served with Parathas at all times.
22. **Jain and Boiled Food:** To be served as per requirement with prior notice.
23. **Prohibited Substances:**
  - a) The use of monosodium glutamate (Ajinomoto) is strictly prohibited.
  - b) Coloring agents causing health effects are not allowed.
  - c) Items prohibited under the tender agreement should not be kept in the SSR GSP premises.
24. **Counters:** A Sufficient number of operational counters must be available
25. **Management Contact List:** A formal list of management or supervisory positions must be maintained, stating contact persons for specific issues in the Canteen. Changes in this list must be communicated in advance unless in emergencies.
26. **Complaint and suggestion register:** A complaint and suggestion register must be maintained. Complaints should be addressed promptly with corrective measures in consultation.
27. **Event Catering Services:** Catering for institute events or other hostel events requires written permission from the department at least three days prior to the event
28. **Guest Meal Coupons:** Coupons for guest meals and additional items shall be issued strictly on the basis of requisitions received from hostel residents or against cash payment. The rates for such items must be determined in advance and clearly communicated to the hostel administration and residents as per the terms of the tender.
29. **Fresheners:** Fresheners must be regularly used in the dining, kitchen, and washing

areas to avoid foul smells.

30. **Stale Food Prohibition:** No stale food items should be found in the canteen 12 hours after preparation. Fines will be imposed by the canteen council and Authorized SSRGSP.
31. **Price Bifurcation:** A detailed bifurcation of meal prices must be done and shared.
32. The vendor may be allowed to sale pack snacks, Cold/Hot beverages on MRP of reputed brands
  - Area will be provided to Operate & serve to the Officials/visitors etc, all items should be served
  - In the Directors/Officers or other site(s) as may be demanded.
  - Quantity wherever not mentioned should be served in standard quantity or decided by competent Authority.

**Chapter 5: Price Schedule**  
**Proforma of Financial Bid**  
**(Acc. MPSPR –Rule 12)**

To,

CEO,  
Sant Shiromani Global Skills  
Parks, Bhopal, M.P.

Sub: Contract for providing catering services and to operate Canteen at SSRGSP, Bhopal Campus.

Name of the Party:

[Validate](#) [Print](#) [Help](#)

[Item Rate BoQ](#)

Tender Inviting Authority: Chief Executive Officer

Name of Work: Selection of Agency for Providing Catering Services and to operate Canteen in SSR Global Skills Park Bhopal.

Contract No: SSR GSP/ Tender/Catering/408538/2025-26/25

|                                       |  |
|---------------------------------------|--|
| Name of the Bidder/<br>Bidding Firm / |  |
|---------------------------------------|--|

**PRICE SCHEDULE**

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender.  
Bidders are allowed to enter the Bidder Name and Values only)

| NUMBER #             | TEXT #   | TEXT #           | NUMBER   | TEXT #               | NUMBER                      | TEXT #                                  | NUMBER #  | NUMBER                  | TEXT #                |
|----------------------|--|------------------|----------|----------------------|-----------------------------|---|---|-------------------------|-----------------------|
| Sl. No.              | Item Description   | Item Code / Make | Quantity | Units                | Addition / Deduction Values | Quoted Currency in INR / Other Currency | RATE In Figures To be entered by the Bidder Rs. P | TOTAL AMOUNT With Taxes | TOTAL AMOUNT In Words |
| 1                    | 2  | 3                | 4        | 5                    | 10                          | 12                                      | 13  | 54                      | 55                    |
| 1                    | Part A –General Structure for Conferences, Seminar, Meetings & Other Events – High Tea, Lunch/Dinner, Buffet Items Individual Please refer Veg – 1. Buffet (includes Item number A, B, C, D, E, F, G, H, I) – Chapter 03 of tender document)   | Item.1           |          |                      |                             |   |   |                         |                       |
| 2                    | Veg – Buffet (includes Item number A, B, C, D, E, F, G, H, I)  | Item.2           | 1.000    | per plate per person |                             | 1 INR                                   |   | 0.000                   | INR Zero Only         |
| 3                    | Part A – General Structure for Conferences, Seminar, Meetings & Other Events – High Tea, Lunch/Dinner, Buffet Items Individual Please refer Veg – 2. Executive Buffet (Lunch/Dinner) (includes Item number A, B, C, D, E, F, G, H, I, J, K, L, M, N, O) – Chapter 03 of tender document) | Item.3           |          |                      |                             |   |   |                         |                       |
| 4                    | Executive Buffet (Lunch/Dinner) (includes Item number A, B, C, D, E, F, G, H, I, J, K, L, M, N, O)   | Item.4           | 1.000    | per plate per person |                             | 1 INR                                   |   | 0.000                   | INR Zero Only         |
| 5                    | Falkari Thali (Refer Chapter 03 of tender document)  | Item.5           | 1.000    | Nos                  |                             | 1 INR                                   |   | 0.000                   | INR Zero Only         |
| 6                    | Premium Thali (Refer Chapter 03 of tender document)  | Item.6           | 1.000    | Nos                  |                             | 1 INR                                   |   | 0.000                   | INR Zero Only         |
| 7                    | High Tea – (Refer Chapter 03 of tender document)   | Item.7           |          |                      |                             |   |   |                         |                       |
| 8                    | High Tea with Dry Fruits   | Item.9           | 1.000    | Nos                  |                             | 1 INR                                   |   | 0.000                   | INR Zero Only         |
| 9                    | High Tea   | Item.10          | 1.000    | Nos                  |                             | 1 INR                                   |   | 0.000                   | INR Zero Only         |
| 10                   | Snack Boxes – (Refer Chapter 03 of tender document)  | Item.11          |          |                      |                             |   |   |                         |                       |
| 11                   | Snack Box  | Item.12          | 1.000    | Nos                  |                             | 1 INR                                   |   | 0.000                   | INR Zero Only         |
| Total in Figures     |  |                  |          |                      |                             |   |   | 0.000                   | INR Zero Only         |
| Quoted Rate in Words |  |                  |          |                      |                             |   |   | INR Zero Only           |                       |

1. The prices quoted in the BoQ must be inclusive of taxes.

2. We hereby confirm that we have read, understood, and agreed to the Terms and Conditions pertaining to the provision of catering services and the operation of the canteen under the tendering contract. We further agree to abide by the rules and regulations governing the daily functioning of catering services and canteen operations.
3. We have reviewed the frequency, quantity, (no. of meals) no. of items and all other references from the relevant annexures before quoting the rates. We understand that any discrepancies or mistakes in our submission may result in its rejection.
4. In the event that the MP Tender Portal does not generate the correct L1 bidder as per the conditions stipulated in the tender document due to some reasons, SSR GSP reserves the right to carry out independent calculations based on the tender conditions to determine and declare the L1 bidder.

Signature of the Proprietor(s)/Partner(s) or Authorized Representative

Date: -

Name of the  
signatory:

Place: -

Designation:

Stamp:

**Chapter 6: Contract Forms**  
**(Acc. MPSPR –Rule 12)**  
**Annexure – 6.1 Eligibility Criteria**

The applicant should submit valid and relevant documents against each criterion to meet the eligibility for empanelment.

| S. No. | Parameters  | Documents to Attach  |
|--------|---|--|
| 1      | The Bidder shall be a Company, Partnership Firm, Society, or Proprietorship and must be a registered legal entity in India, in existence for at least 10 years from the date of publication of the tender. <b>(Point 04 of chapter 02 – Terms of contract)</b>  | - Certificate of Incorporation<br><i>(Any merger of entities, change in name, or restructuring must be clearly stated on the bidder's letterhead and supported by relevant documentary evidence. Failure to do so will result in rejection.)</i> |
|        |   | - GST Registration Certificate   |
|        |   | - PAN  |
| 2      | Bidder should have successfully executed minimum three contract of catering/mess for at least INR 2 Crores in the last 05 years ending 31st December 2025.  | - Documentary proof such as MOU, agreement & work order<br><i>(Clearly mentioning the duration and amount; an index for the same must be prepared).</i><br>- Satisfactory Completion certificate issued by the competent authority               |
| 3      | The Bidder shall have an average minimum annual turnover of <b>INR 2 Crores</b> from Catering Services/Mess during the last 03 financial years  | - To be certified & validated by Chartered Accountant (CA) of the bidder's organization with name of CA, registration number, signature and stamp with UDIN.   |
| 4      | Compliance related to Municipal Corporation, Health License to serve food, or License from Department of Food Safety (Govt. of the state) or FSSAI shall be the obligation of the supplier (whichever applicable).  | - Copy of valid license(s) related to Municipal Corporation, Health License to serve food, or License from Department of Food Safety (Govt. of the state) or FSSAI to be submitted at the time of the MOU or when required at the start of work. |
|        |   | - License validity should extend to the contract duration.   |
| 5      | Bidder should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other Labour authorities including under the Contract Labour (Regulation and Abolition Act) and payment of Gratuity Act   | - Self-Attested copy of the Employee Provident Fund registration letter / certificate.<br>- Self-Attested copy of the Employee State Insurance registration letter /Certificate.   |
| 6      | The bidder or any of its partners/directors etc. should not have been blacklisted/debarred by any of the government caterer or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations. | Self-Declaration in the format (On Notary) at Annexure – 6.6   |

- Only bidders fulfilling all the minimum eligibility criteria and quoting the minimum rate will have their proposals presented to the selection committee.
- The final decision regarding the selection of the bidder will be made by the committee.

- Submission of all valid and legal documents listed above is mandatory for consideration.

All bidders are required to submit the documents pertaining to the Eligibility Criteria in a properly organized manner. The submission must include a complete and detailed index clearly listing:

- The name/title of each document,
- The duration/period covered by each document, and
- The corresponding page numbers.
- All documents shall be arranged strictly in the sequence shown in the index. Incomplete, unclear, or unindexed submissions will be liable for rejection.

The document set shall include:

- A clearly structured index sheet placed at the beginning of the submission.
- Accurate titles/descriptions of each document.
- Page numbers corresponding to each document listed in the index.
- All documents arranged in the same sequence as shown in the index.

Non-Compliance:

- Failure to submit the required index with page numbers, or submission of Incomplete/unclear indexing, will result in rejection of the bid by SSRGSP without further consideration.

**Annexure – 6.2- Organization Details [On the letter head of firm]**

|   |   |
|---|---|
| <b>Name of the Firm</b>   |   |
| <b>Date of Incorporation of Firm (DD/MM/YY):</b>                |   |
| <b>Place of Incorporation:</b>                                  |   |
| <b>PAN Card No.</b><br><i>(Copy of PAN card to be attached)</i> |   |
| <b>GSTIN</b><br><i>(Copy of GST certificate to be attached)</i> |   |
| <b>Registered Address</b>                                       |   |
| <b>Turnover of past 3 years</b>                                 | 2024-25 – INR<br>2023-24 – INR<br>2022-23 – INR |
| <b>Telephone:</b>   |   |
| <b>Website:</b>   |   |
| <b>Concerned person's Name and Designation</b>                  |   |
| <b>Mobile No:</b>   |   |
| <b>Email ID:</b>  |   |



### **Annexure – 6.3 - Relevant Experience Details**

To be submitted as a part of Eligibility Criteria (To be submitted as eligibility criteria of Point of Annexure 6.1) **(The copy of work order and the copy of Satisfactory work completion certificate must be enclosed with this Annexure)**

|                                       |  |
|---------------------------------------|--|
| <b>Contract No:1</b>                  |  |
| Name of Client:                       |  |
| Brief of Services/Product Provided:   |  |
| Location and Country:                 |  |
| Work Order No.:                       |  |
| Year:                                 |  |
| Contract Duration:                    |  |
| Contract Value In INR:                |  |
| Email id and contact detail of client |  |
|                                       |  |
| <b>Contract No:2</b>                  |  |
| Name of Client:                       |  |
| Brief of Services/Product Provided:   |  |
| Location and Country:                 |  |
| Work Order No.:                       |  |
| Year:                                 |  |
| Contract Duration:                    |  |
| Contract Value In INR:                |  |
| Email id and contact detail of client |  |
|                                       |  |
| <b>Contract No:3</b>                  |  |
| Name of Client:                       |  |
| Brief of Services/Product Provided:   |  |
| Location and Country:                 |  |
| Work Order No.:                       |  |
| Year:                                 |  |
| Contract Duration:                    |  |
| Contract Value In INR:                |  |
| Email id and contact detail of client |  |

**Annexure – 6.4 - Self-Declaration – No Blacklisting**  
**(Should be submitted on Notary)**

Date: .....

To,

**CEO,**  
Sant Shiromani Ravidas Global Skills Park,  
Hazrat Nizamuddin Colony Road, Bhopal, (M.P.) 462022.

Dear Sir,

Ref: Tender for providing Catering Services and to operate Canteen at SSR GSP Bhopal

1. In response to the Tender Document for providing Catering Services and to operate Canteen at SSR GSP Bhopal, I/ We hereby declare that presently our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body / Any CFI.
2. We further declare that presently our Company/ firm is not blacklisted or debarred and not declared ineligible for reasons on corruption & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body / Any CFI/ Any Private Institute on the date of Bid Submission including violation of relevant labour laws.
3. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be debarred from bidding in future against any other tender.

Yours faithfully,  
Signatures  
Name

Place:

Date:

Seal of the Organization

**Annexure – 6.5- Annual Turnover Details**

**(TO BE PROVIDED ON THE LETTER HEAD OF THE AGENCY)**

| Evaluation Criteria   |                |                 | Remarks  |
|---|----------------|-----------------|--|
| Bidder's Annual Turnover for last three financial years from similar catering services. | Financial Year | Turnover in Rs. | To be certified & validated by Chartered Accountant (CA) of the bidder's organization with name of CA, registration number, signature and stamp with UDIN<br><br>In case of failure to submit aforesaid document, bids will not be considered. |
|   | 2024-25        |                 |  |
|   | 2023-24        |                 |  |
|   | 2022-23        |                 |  |
|   |                |                 |  |

Signature with Seal of the Bidder  
Name in Block Letter:.....  
Designation:.....  
Contact no.:.....  
Full Address:.....

Date:

**Annexure – 6.6 – Proforma for The Technical Bid**

| <b>Sr. No.</b> | <b>Particulars</b>   | <b>Response</b>                           |
|----------------|--|---|
| 1              | Name of the firm/ company/ partnership/ proprietorship   |   |
| 2              | Name(s) of the Proprietor(s)/Partner(s) etc.   |   |
| 3              | Address of the firm/ company/ partnership/ proprietorship  |   |
| 4              | Contact number<br>Email<br>address<br>Mobile No.   |   |
| 5              | Annual turnover<br>FY 2022-23<br>FY 2023-24<br>FY 2024 -25   | Please enclose duly filled Annexure – 6.5 |
| 6              | Shop & Establishment Registration No. from municipality (Please enclose the copy)  |   |
| 7              | Whether have FSSAI Certificate (Yes/ No) If yes, please enclose the copy and all other required documents  |   |
| 8              | PAN Card (Please enclose the copy)   |   |
| 9              | GST. No (Please enclose the copy)  |   |
| 10             | Whether have Employee Provident Fund registration letter / certificate (Yes / No)<br>If yes, please enclose the copy of<br>Number of employees employed. |   |
| 11             | Whether have Employee State Insurance registration letter /certificate (Yes / No)<br>If yes, please enclose the copy                                     |   |

|    |   |  |
|----|---|--|
| 12 | Number of catering contract (Please refer Annexure – 6.3)   | Please enclose duly filled Annexure – 6.3<br><br>Specify the number along with copies of work orders |
| 13 | Whether the bidder or any of its partners/directors etc. have been black listed/debarred by any of the government caterer or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations. | Please enclose duly filled Annexure – 6.4  |

**Signature of the Proprietor(s)/Partner(s) or Authorized Representative**

Date: \_\_\_\_\_ Name of the signatory: \_\_\_\_\_

Place: \_\_\_\_\_ Designation: \_\_\_\_\_

Stamp:

Documents to be provided with the Technical Bid (photocopy)

- b) Bank solvency certificate (**solvent upto Rs 15 Lakh**)
- c) Income tax return certificate (last three years)
- d) Catering (from FSSAI), food outlet & labor license & all Other Documents
- e) Registration Certificate
- f) Details about PF/ESIC registration
- g) Balance Sheet (last 3 years)
- h) Partnership deed (If applicable)
- i) Sales Tax certificate
- j) Shop & Establishment Registration from municipality
- k) PAN card copy

**Please note that bids without the information and documents mentioned above will be rejected without further consider**

**Annexure -6.7**  
**Declaration by Bidder for the Part-B**  
**(For operating Canteen services at SSR GSP)**  
**(Should be submitted on Notary)**

**To,**  
The Chief Executive Officer  
**SSR GSP**

I/We, the undersigned bidder, hereby declare and confirm that:

- 1. Acceptance of Rates (Mentioned in Part B – For Operating of Canteen Services at SSR GSP)**
  - I/We have carefully reviewed the schedule of items listed for supply in the canteen, including Snacks, Drinks, Bakery, South Indian, Thali, Chinese, and Packaged Water.
  - I/We agree to supply the items strictly at the rates mentioned in the schedule, which are **inclusive of all applicable taxes**.
  - No additional charges beyond the quoted rates shall be claimed.
- 2. Compliance with MRP**
  - I/We further agree to establish a station for **dairy products of Sanchi** and **ready-to-eat packaged items** such as wafers, chips, cookies , biscuits, soft drinks, chocolates etc.
  - These items shall be supplied strictly at their **Maximum Retail Price (MRP)** as printed on the packaging, without any deviation.
- 3. Binding Commitment**
  - This declaration shall be treated as a binding commitment to honor the agreed rates and conditions throughout the contract period.
  - Any violation of the above terms shall entitle the canteen management/SSR GSP to take appropriate action, including cancellation of the contract.

**Authorized Signatory**

Name of Bidder: \_\_\_\_\_

Seal/Stamp: \_\_\_\_\_

Date: \_\_\_\_\_