

Terms and Conditions for Selection of Caterer

1. Eligibility

- (a) The bidder shall have a minimum of three years of experience in providing catering services to institutions, clubs, corporate offices, or similar establishments.
- (b) The bidder must possess all valid statutory licenses, including Food Safety and Standards. Authority of India (FSSAI) registration/license, GST registration, and any other licenses required under applicable laws.

2. Scope of Services

- (a) The caterer shall provide hygienic, fresh, and good-quality food and beverages as the institute's requirements.
- (b) Services may include Lunch & Dinner, Snacks, Tea/Coffee, and special event catering as requested.

3. Quality Standards

- (a) Food shall be prepared using fresh ingredients and in compliance with food safety and hygiene standards.
- (b) The institute reserves the right to inspect the kitchen, food preparation process, and storage facilities at any time.

4. Pricing

- (a) The bidder shall submit a detailed menu with item-wise rates.
- (b) The quoted rates shall remain valid for the period specified in the tender and shall include all applicable taxes unless otherwise stated, in this case eleven months.

5. Service Standards

- (a) The caterer shall ensure timely service, adequate staffing, and courteous behaviour by all personnel.
- (b) Staff shall wear clean uniforms and maintain proper hygiene.

6. Performance and Evaluation

- (a) The caterer's performance will be periodically reviewed based on food quality, Hygiene, service standards, punctuality, and member feedback.
- (b) Unsatisfactory performance may result in warnings, penalties, or termination of the contract.

7. **Contract Period**

(a) The initial contract shall be for a period of eleven month with the option for renewal based on satisfactory performance and mutual agreement.

8. **Security Deposit**

(a) The selected caterer shall furnish a refundable security deposit of Rs, 50,000/- before commencement of service.

9. **Compliance**

(a) The caterer shall comply with all applicable labour laws, food safety regulations, health regulations, and statutory requirements.

(b) The institute shall not be responsible for any liabilities arising from non-compliance by the caterer.

10. **Termination**

(a) The institute reserves the right to terminate the contract by giving written notice in the event of breach of contract, poor service, repeated complaints, violation of statutory requirements, or any act detrimental to the institute's interests.

11. **Right to Accept or Reject**

(a) The institute reserves the right to accept or reject any or all bids without assigning any reason and shall not be bound to accept the lowest bid.

12. **Dispute Resolution**

(a) Any dispute arising out of the contract shall first be resolved through mutual discussion. Failing such resolution, the matter shall be subject to the jurisdiction of the competent courts at the location of the institute.

Selection Criteria

The caterer will be evaluated on the following parameters:

- ✓ Compliance with eligibility requirements.
- ✓ Relevant experience and past performance.
- ✓ Quality and variety of the proposed menu.
- ✓ Financial competitiveness of the quotation.
- ✓ Food tasting and presentation (if required).
- ✓ Availability of trained manpower and equipment.
- ✓ References from existing or previous institutional clients.
- ✓ Financial stability and statutory compliance.

The institute's decision regarding the selection of the caterer shall be final and binding.

RFP

EMPANELMENT OF OUTSOURCED CATERERS AND EVENT DECORATORS

1. The Rajendra Sinhji Army Officers' Institute, # 50, MG Road, Opp : Cauvery Emporium, Bangalore – 560 001 (RSAOI Bangalore) invites vendor that provide facilities such as decorations, Music, Lighting, food etc. Invitation is also sought for decoration only for empanelment :-

Ser No	Banquet Halls	Events and functions	Work description	Hall capacity size of banquet hall	Remarks
(a)	Cariappa Hall	Reception	Decorators/ Event Manger	500 Plus	
(b)	Swimming Pool	Reception / Corps Days, Birthdays and Family gatherings	Decorators/ Event Manger	150	
(c)	Roof Top	Reception / Corps Days, Birthdays and Family gatherings	Decorators/ Event Manger	100	
(d)	Cavalier Jaisalmer 50 Emgee	Reception / Corps Days, Birthdays and Family gatherings	Decorators/ Event Manger	20 to 70	

2. Rebate for Decorator per hall as given below :-

- (a) Cariappa Hall - Rs 30,000/- (For wedding Rs 30,000/- and for other function as anniversary/ Birthday etc 15 % of the cost)
(b) Swimming Pool - Rs 10,000/-
(c) All Other Lounges - Rs 3,000/-

3. Rebate for Catering is 15%.

4. Date will be intimated one week in advance for all applicants to bring their catalogues, work experience letter GST details to present before the Borad of Officers.

5. Security deposit for decorator (Vendor) is Rs 50,000/- and caterer (Vendor) is Rs 3,00,000/- (Refundable).

6. Vendors may visit the Secy / web Site for further clarification.

7. Last date of submission of quotation is 20 Jul 2026

