

कॉ.ऑ.: 254-260, अक्वै षणमुगम सालै, रायपेट्टा, चेन्नै – 600 014
CO: 254-260, Avvai Shanmugam Salai, Royapettah, Chennai-600 014

टेंडर संख्या /TENDER NO.:SC_LKO/Tender/2024/01	दिनांक / Dated : 23.09.2024
आरएफपी: इंडियन बैंक स्टाफ कॉलेज लखनऊ में कैटरिंग सेवाओं हेतु वार्षिक संविदा RFP: ANNUAL CONTRACT FOR CATERING SERVICES AT INDIAN BANK STAFF COLLEGE, LUCKNOW	

कैटरिंग सेवाएं उपलब्ध कराने हेतु
निविदा दस्तावेज / TENDER DOCUMENT
FOR PROVIDING
CATERING SERVICES

AT



इंडियन बैंक स्टाफ कॉलेज लखनऊ
INDIAN BANK STAFF COLLEGE LUCKNOW

इंदिरानगर, सेक्टर - 21, रिंग रोड,
INDIRANAGAR, SECTOR - 21, RING ROAD,
लखनऊ / LUCKNOW – 226 016

दूरभाष सं./ Tel No.: 0522-2715826
ई-मेल/ Email id: stc.lucknow@indianbank.co.in
वेबसाइट / Website: <https://www.indianbank.in>

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RFP: ANNUAL CONTRACT FOR CATERING SERVICES AT
INDIAN BANK STAFF COLLEGE, LUCKNOW

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**NOTICE INVITING TENDER FOR CATERING SERVICES AT
INDIAN BANK STAFF COLLEGE LUCKNOW
Indira Nagar, Sector-21, Ring Road, Lucknow-226016**

INTRODUCTION:

1. Sealed tenders in **two bid system** on items rate basis are invited in the prescribed format from interested reputed, resourceful, experienced and registered (Including GST Registered) /licensed contractors/caterers possessing a minimum of Five (05) years' experience in execution of similar work with relevant record of providing unblemished Catering Services in a medium sized organization including Bank, Govt. Offices, reputed Staff Training Centers/Colleges and having a complement of minimum Twenty (20) persons on their pay rolls and **set up at Lucknow** for providing undernoted services to the participants and members of the faculty of Staff College, Lucknow at **Indian Bank Staff College, Indira Nagar, Sector 21, Lucknow-226016 (U.P.)**.

Item No.	Nature of Work
1	Catering Services

TENDER FORM:

1. Interested parties may collect Tender Form(s) containing the broad terms & conditions etc. from the office of **Indian Bank Staff College, Indira Nagar, Sector 21, Lucknow-226016 (U.P.)**. from 23.09.2024 to 14.10.2024 during the working hours on any weekdays (between 10.00 a.m. to 5.00 p.m.) except Sundays, Second and Fourth Saturdays of the month & holidays.
2. The Tender Form(s) are also available on the Bank's Website: **www.indianbank.in** under tender section.

BID DETAILS:

3. The schedule of availability and submission of tender forms, opening of bids etc. is as under:

Sl. No.	Particulars	Period/ Date / Remarks
1	Date of issue of Advertisement in the Newspapers/ Bank's website	23.09.2024
2	Procurement of Tender Document	To be procured from the office of Indian Bank Staff College, Lucknow From 23.09.2024 to 14.10.2024 during working hours (between 10.00 A.M. and 5.00 P.M.) or To be downloaded by the bidder from the tender section of our website – https://www.indianbank.in
3	Date of pre-bid meeting	10.10.2024 at 11.30 AM
4	Submission of Tender Document	23.09.2024 to 14.10.2024 up to 5.00 PM
5	Last Date of Submission of Tender Document	14.10.2024 up to 5.00 PM
6	Date & time of Opening of Technical Bid	15.10.2024 at 11.30 AM
7	Communication Address	The Principal & AGM, Indian Bank Staff College, Indira Nagar, Sector-21, Ring Road,

		Lucknow-226016 Tele.: 0522-2715826 Email: stc.lucknow@indianbank.co.in
8	Bidder Contact Details	Bidder to provide following information in the Bid: 1. Name of the Company: 2. Contact Person: 3. Mailing address: 4. Telephone No. & Fax No.: 5. Mobile No.: 6. Email:
9	Time period for execution of work order	07 Days from the date of issuance of order
10	Date & Time of Opening of Commercial Bid	Intimation would be sent to eligible bidders through email, after evaluation of the Technical Bids.
11	Who can apply	Reputed and resourceful registered (including GST registration) / licensed contractor possessing a minimum of Five (05) year's record of providing unblemished Catering Services in a Medium Sized Reputed Organization or Govt. Organization including Bank or Staff Training College/Centre of a Bank and having a complement of minimum Twenty (20) persons on their pay rolls and set up at Lucknow , may apply.
12	Earnest Money Deposit	Rs.50000/- (Rs. Fifty Thousand only) in the form of DD/IOI/ Banker's cheque favoring Indian Bank Staff College, Lucknow payable at Lucknow. 1. Will be released next day after finalization of Technical and as well as commercial bid stages to unsuccessful bidders. 2. Will be released after the execution of the contract for successful bidder, in case the successful bidder refuses to execute the contract for whatever reasons, the Earnest Money Deposit will be forfeited.
13	Payment terms	In the following month on production of bill for satisfactory services rendered for the preceding month.
14	Taxes	The rate quoted by the firm should be inclusive of all the taxes, GST, duties etc.
15	Validity of offer	Ninety (90) days from the date of the opening of the Bid
16	Place of Opening of Technical & Financial Bid	Indian Bank Staff College Indira Nagar, Sector-21, Ring Road, Lucknow-226016. The Technical Bid will be opened first and the Commercial/financial Bids of only those bidders will be opened, who qualify in the Technical Bid evaluation process. Communication would be sent to the Bidders who qualify in the technical bid evaluation process. Bidders, who do not qualify in the technical bid evaluation process, would not be called for opening of the Commercial/ Financial Bid. Bidders/ representatives of the Bidders may be present

		during opening of the Technical Bid. However, Bids would be opened, even in the absence of any or all the Bidder's representative at the appointed time.
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SUBMISSION OF FORM:

4. The last date for submission of the Tender Form(s), duly filled in and complete in all respects, will be 14.10.2024 upto 5.00 p.m. **in two separate sealed covers for Technical Bid (Part-I) and Commercial/Financial Bid (Part-II) in one single envelope superscribing the envelope:**

“TENDER FOR CATERING SERVICES AT INDIAN BANK STAFF COLLEGE LUCKNOW”

- 1. TENDER FOR CATERING SERVICES (TECHNICAL BID) PART-I and**
- 2. TENDER FOR CATERING SERVICES (COMMERCIAL BID) PART-II.**

5. The above-mentioned Bids may be addressed to The Principal & AGM, Indian Bank Staff College, Indira Nagar, Sector-21, Ring Road, Lucknow-226016. The Technical Bid should accompany a non-refundable Bank Draft payable at Lucknow for Rs. 2000/- in favor of **‘Indian Bank Staff College, Lucknow’** towards cost of tender document.
6. After opening of **Technical Bid**, if it is found that the tenderer of a particular firm does not fulfill Bank's specifications/requirements, their financial bids will not be opened and shall be treated as cancelled/withdrawn.
7. Acceptance of the Tenders shall solely rest with the competent authority of the Bank, who do not bind himself/herself/themselves to accept the lowest tender. The Bank reserves the right to accept / reject any or all the Bids/offers without assigning any reason, whatsoever at any stage.
8. The firm/promoter /partner /proprietor of any firm, if presently classified as defaulter/NPA borrower by any financial organization or Bank, will not be eligible to apply. Any vendor debarred by any organization on account of any misconduct, deficiency in service or any other reason is also not eligible to apply. A notarized undertaking /declaration need to be submitted along with the Technical Bid.
9. Incomplete Tender/Bid will be summarily rejected.
10. All other terms & conditions are mentioned in the tender document.
11. No bidder shall apply for Both Catering and Housekeeping Tenders . In such circumstances both the Bids will be considered disqualified /rejected .

**PRINCIPAL
&
ASSISTANT GENERAL MANAGER**

Ref. No. _____

Dated: ____/____/____

The Principal & A.G.M.
Indian Bank Staff College,
LUCKNOW.

Dear Sir/Madam,

Tender for Catering Services
at Indian Bank Staff College, Lucknow

In response to your Notice Inviting Tender published in _____ (News paper) on _____ (date) & on the Internet web site on _____ (date) I/We submit the **Technical Bid & Commercial Bid** as per format **separately** for favor of your kind consideration as per terms & conditions as stipulated by you.

Yours faithfully,

Signature of the authorised signatory
with Seal

Name of the Contractor/ Firm: _____

Address _____

Mobile No.: _____

Email: _____

Encl: As stated above.

**Indian Bank
Staff College Lucknow**

Dated:

M/s. -----

Dear Sir,

**Tender for Catering Services
at Indian Bank, Staff College, Lucknow**

Tender documents in two **Parts (I & II)** for the captioned services are hereby issued which is to be submitted as advised below-

1. Both parts of the tenders are to be submitted in **separate sealed envelopes** -
 - i) Envelope containing forwarding letter, Technical Bid of tender and requisite certificates shall be marked "**Part-I (Tech-Bid)**" and the envelope containing price schedule shall be marked as "**Part-II (Fin. Bid)**".
 - ii) The name of tender submitting firm shall be marked clearly on both the envelopes. Both the sealed envelopes should be sent/submitted in a common envelope super scribing "**TENDER FOR CATERING SERVICES AT INDIAN BANK STAFF COLLEGE LUCKNOW**" at the given address, so as to reach on or before 05.00PM on 14.10.2024.
 - iii) Name of the project is "**TENDER FOR CATERING SERVICES AT INDIAN BANK STAFF COLLEGE LUCKNOW**". Opening of Part-I of Bid shall be as per schedule mentioned in NIT.
2. Earnest money of Rs.50,000.00 (Rupees Fifty thousand only) should be in the form of crossed Demand Draft/IOI /Banker Cheque from any Nationalized Bank favoring "**Indian Bank Staff College, Lucknow**" and payable at Lucknow, **must be attached with Technical Bid Only. Technical bid must also be accompanied by a Draft or IOI or Bankers' Cheque favoring "Indian Bank Staff College, Lucknow" and payable at Lucknow, of Rs.2000.00 towards cost of bid documents.**
3. Bidders are advised **not to give any clues** regarding their offer rates/amount or financial stipulations in Part-I. However, conditions, if any, may be mentioned in a SEPARATE SHEET attached to Part-I only. If any condition is found attached with part-II of Tender (Price Bid) the condition will be treated as null & void.
4. This letter shall become part of the contract. Hence, it shall be signed and submitted along with the tender.
5. Tenders are to be submitted within the stipulate time frame and the same will be opened as per schedule given in Notice Inviting Tender.

The Bank reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

Yours faithfully,

Principal & Asst. General Manager

Encl: As stated above

(Signature of the Contractor/Authorized Signatory)

(Note: If downloaded from website, applicant firm/ contractor etc. has to fill his/her details before submission)

ENCLOSURE TO TECHNICAL BID (PART-I)

**BROAD TERMS AND CONDITIONS OF CATERING SERVICES TO BE RENDERED AT
INDIAN BANK STAFF COLLEGE, LUCKNOW
Indira Nagar, Sector-21, Ring Road, Lucknow-226016**

1. The contractor should possess a minimum of 5 years record of providing unblemished catering services in a medium size organization including Bank, Govt. Offices, Reputed College/Training Centers having a complement of minimum of Twenty (20) persons on his/her/their pay roll. The contractor will produce certificate(s) to this effect from organization(s) for having satisfactory / unblemished track record. {as per point no. 9 of Tender Form (Technical)}
2. The Contractor should possess necessary License for providing Catering Services from Govt. Authorities. (Copy should be enclosed in the Technical bid.)
3. The bidder shall be based at Lucknow or have an office/ establishment at Lucknow.
4. The contractor is required to quote on consolidated basis only for various items of food and beverages under the catering services i.e., **they should not quote separately** for Vegetarian and Non-Vegetarian dishes.
5. The bidder shall submit Technical Bid and Commercial Bid separately in two separate sealed envelopes.
6. Commercial bids of ONLY those contractors will be opened who qualify in the Technical Bids Evaluation Process. Commercial Bid shall include all taxes and service charges including GST etc.
7. Any person/firm/company, which was declared as the successful bidder in any earlier bidding process for the purpose, but had not executed the contract with the Bank for the same, will be disqualified from participating in the present bid process.
8. In case, the rates quoted by two or more bidders are the same, then fresh sealed Price Bids will be obtained from these bidders for revised prices which will be opened on appointed date ONLY in their presence to determine the lowest bidder.
9. The Contractor shall procure, prepare, arrange and cater fresh, best quality hygienic food and beverages every day and serve the same to the participants / guests at the Staff College premises.
10. The Contractor shall serve the following items of food & beverages as per the bank's choice to the available participants / guests -
 - a. Bed Tea / Coffee in small flasks or electric kettle with tea bag / coffee pouch/sugar cubes to be provided in the morning to the participants in the hostel rooms.
 - b. Breakfast (Vegetarian /Non-Vegetarian)
 - i) Cornflakes / Dalia 40 Grams. with undiluted Milk 250 Mls and
 - ii) 4 Large Slices/ Toasts with Butter sachet and Jam, 2 Eggs to order (non-Vegetarian) / 2 Vegetable cutlet (Vegetarian)

OR

2 Stuffed Parathas and Thick Curd 200 gms. / 6 Puris and Sabji, with branded sauce and pickle.

OR

South Indian Dishes
(4 Idlies / 4 Vadas/ 2 Uttapams/2 Masala Dosa with Sambhar & Chatni)
 - iii) 1 Seasonal Fruit (banana/apple/orange/mango)/ Fruit Juice,
 - iv) Tea/Coffee
 - c. Mid Morning Tea / Coffee (with 2 Biscuits/Cookies)

D. LUNCH (VEGETARIAN / NON-VEGETARIAN)

Lunch: Vegetarian

1. Appetizer/Soup, 2. Rice (Basmati, full size) /Pulao /Veg. Biryani/Fried Rice, 3. Nan/ Chapati/ Tandoori Roti / Puri, 4. Dal-50 gms. (Arhar/Mung/Chana) 5. Vegetable Dishes two varieties i.e., seasonal vegetable/Kala Chana /Chhole /Rajma /Lobia/Gobi etc, 6. One Special veg dish with Paneer/Mushroom/Malai Kofta/Seasonal Vegetable (125 gms.) 7. Thick curd (100 gms.)/Raita, 8. Pickle, 9. Papad, 10. Sweet dish (50 gms.)/ Seasonal fruits (150 gms.)/ Ice-cream small cup (Amul/Kwality/Mother Dairy or equivalent quality) and 11. Vegetable Salad.

Lunch: Non-Vegetarian

1. Appetizer / Soup, 2. Rice (Basmati, full size) / Pulao /Veg. Biryani/ Fried Rice, 3. Nan / Chapati / Tandoori Roti / Puri, 4. Dal-50 gms. (Arhar/Mung/Chana) 5. Vegetable Dishes Two varieties i.e., seasonal vegetable/Kala Chana /Chhole /Rajma /Lobia/Gobi, 6. Non-Veg dish with Fish/Mutton/Chicken (100 gms.)/Egg curry (two eggs), 7. Thick curd (100 gms.)/Raita, 8. Pickle, 9. Papad, 10. Sweet dish (50 gms.)/Seasonal fruits (150 gms.) / Ice-cream small cup (Amul/Kwality/Mother Dairy or equivalent quality) and 11. Vegetable Salad.

- e. Mid afternoon Tea / coffee (with 2 Biscuits/Cookies)
- f. Evening Tea / Coffee with snacks - Samosa/ Veg. Chop/ Fried Chivda/ Pakora (200 gms.) sandwich etc. with tomato sauce.
- g. Only packed and sealed spices / sauces / condiments/ pickles / milk / butter etc. with Agmark/Food quality certified to be used viz. :
 - Spices: Catch/MDH/ Everest / Ashok / Cookme/ Sunrise/Patanjali/Tata or its equivalent
 - Papad : Lijjat or its equivalent
 - Butter : Amul / Britannia/Mother Dairy or its equivalent
 - Ghee: Amul, Aneek, Patanjali, or its equivalent.
 - Atta: Whole wheat atta - Pillsbury, Patanjali, Kissan, Ashirwad, Annapurna, Shaktibhog, Golden Harvest, Ganesh or its equivalent.
 - Biscuit : Britannia / Parle/Just Baked/Bisk Farm or its equivalent
 - Milk and Paneer: Amul / Mother Dairy/ Parag Dairy or its equivalent.
 - Cooking medium : Engine/Saffola/Patanjali Mustard Oil/ Sundrop/Fortune /Sun Flower Oil or its equivalent.(Mustard Oil & refined oil only)
 - Bread : Britannia / Modern/Metro or its equivalent
 - Sauces / Pickles: Kissan / Maggi / Tops/Mother's Choice or its equivalent.
 - Ice-cream : Amul/ Kwality/Mother Dairy or its equivalent

The quality of ingredients should be of high standard and branded and hygiene of food must be ensured. The Staff College will be at liberty to check the standard & quality of supplies at any time. The contractor has to stick to the specifications mentioned as above.

- 11. Provided further that, if during any programme, the number of participants is less than the nominated one OR there is no training program at all , the Staff College will not pay the Contractor any charges for catering services.
- 12. The Contractor will claim extra charges on a-la-carte / pro-rata basis as per breakfast / lunch/dinner rates fixed, as approved, when Dignitaries / Senior Management officials/Guest faculties along with faculty members join the participants at tea / lunch / dinner etc.

13. For early departure / late arrival or absence of participants from the programme, the Contractor shall not claim any extra charges for such number of participants and it should be done on actual consumption basis. A participant reporting earlier or departing later shall be charged by the Contractor on actual consumption basis as per the breakup of charges.
14. **TERMS OF PAYMENTS:** In consideration of services to be rendered by the Contractor, the charges for catering at the rate as agreed shall be paid on monthly basis subject to production of bills/vouchers etc. up to the satisfaction of the College. The charges / payments shall be at the rate as agreed upon (inclusive of all taxes, GST as applicable, service charges, etc.) per day - per person during the period of training on daily actual consumption per person basis. The Bills would be prepared programme wise and presented for payment through the Programme Coordinator only with details day wise attendance.
 - a) The contractor shall submit the programme wise bill of catering services in the succeeding week of the month, which shall be scrutinized, processed and passed by the College within a reasonable period of time, if found in order.
 - b) The contractor shall have to keep with him/her/them sufficient working capital fund for not less than 2 month's expenditures on rendering catering services.
15. The period of contract will be initially for **Two (02) Years** from the date of contract. The Bank may review the contract thereafter for further renewal for another two (02) years at a mutually negotiated rate (to be decided at required stage) or otherwise, for such further period and on such terms and conditions, as may be mutually agreed upon by the Bank and the Contractor.
16. The Contractor shall obtain necessary license, permit, GST Registration, consent, sanction, e.g., ESI, EPF, Labour Commissioner etc. as may be required or called for from / by local or any other authorities for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force.
17. The Contractor shall bear all taxes, rates, charges, fees, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority.

The Contractor shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. as may be required by the Staff College Lucknow from time to time.
18. The Staff College shall in no way be concerned or responsible for the welfare of the employees employed by the contractor and the contractor shall be solely responsible for the welfare of his employees as per the various Govt. acts & regulations, whether Central or State, that shall be applicable to him from time to time.
19. The Contractor shall keep the Bank indemnified against all the claims and liabilities OR any legal requirements. The contractor shall comply with all applicable laws rules and responsibilities in force from time to time.
20. The Contractor shall devote his full attention to the work of purchases, preparations, supply and service of food and beverages to the participants and shall discharge his duties / obligations under this agreement most diligently and honestly.
21. The Contractor shall provide summer and winter uniforms, shoes, caps, etc. to his staff engaged for the services, as per Bank's specification at his/her own cost and expenses and all the staff will wear the same in clean condition while on duty. The contractor shall further ensure that the Waiters are in Uniform whenever in service and in case of default in this regard, a penalty of Rs.100/- per occasion, per employee, would be imposed on the contractor.
22. The contractor shall engage the services of sufficient number of only able, efficient, healthy, honest and well-behaved competent staff as may be required for cooking, catering, cleaning of store room, kitchen, dining hall etc. at his own cost and responsibility in the conduct of catering services. They shall be considered for all legal and other purposes, as the employees of the contractor. The catering staff must be provided with identity cards by the contractor at his own cost. The catering staff having identity cards issued/authorized by the contractor will only be allowed to enter the Staff College premises.
23. The Contractor shall comply with all the provisions and extant rules of the Govt. of U.P., Employees Insurance Act, 1948; the employees Provident Fund Act, 1952; the contract labour (Regulation &

Abolition) Act, 1970 and the rules thereunder, and pay salary, allowances, compensation, etc. to its employees as per extant rules/Laws including Minimum Wages/Bonus/PF etc. and any other acts/rules that may be applicable from time to time. The contractors shall also comply with and fulfill the instructions/directions/guidelines/orders of the Central Labour Department or State Government or State Labour Department or Court of Law issued from time to time.

24. The contractor shall also keep Staff College Lucknow indemnified against all liabilities and responsibilities for his non-compliance of any of the provisions of the said acts & schemes and in particular, laws governing employer/employee in respect of the staff engaged by the Contractor. The Contractor shall get necessary license at his end and maintain record/registers of it for checking/inspection by any appropriate Govt. Agency, Inspector, Bank Officials, or any Authority as and when required and shall submit returns & shall pay contributions in accordance with the said acts in respect of the employees employed for operating the canteen. The Bank will not be responsible for payment of anything to the employees of the Caterer / Contractor.
25. In case of any tender where unit rate of any item/ items appear unrealistic, such tender will be considered as unbalanced and in case the tenderer is unable to provide satisfactory explanation such a tender is liable to be disqualified and rejected.
26. In the event of any injury to the contractor's employee/s arising out of and in the course of employment, the contractor shall at all times keep the Bank effectually indemnified against all liabilities towards his employees under the workmen's Compensation Act / or applicable laws in force from time to time.
27. In case the Contractor or any of his employees fails to fulfill his/their obligation for any day or any number of days to the satisfaction of the Staff College Lucknow for any reason whatsoever, the Contractor shall pay by way of liquidated damages to be decided by the Bank for the entire number of such days and the Staff College Lucknow shall without prejudice to its other rights and remedies, shall be entitled to deduct such damages from the money, if any, payable by it to the Contractor.
28. The Staff College shall have full rights and shall be at liberty to refuse to accept the services of any of the items of the food & beverages.
29. The Contractor will maintain his gadgets & equipments, etc. in good working condition with all safety measures at his own cost and expenses. The Annual maintenance Charges of the equipment/gadgets, etc. owned by the Bank will be borne by the Bank. However, the contractor will be responsible for its proper upkeep and regular maintenance.
30. The Principal / officials / faculties of the Staff College will test and taste the food & beverages, ingredients every day to keep a check on the quality of food & beverages being prepared and supplied any time they consider necessary / advisable and no payments will be made by the Staff College for the items rejected or substandard quality food and beverages served by the Contractor. A minimum penalty of Rs.1,000/- will also be imposed on the contractor for serving such substandard quality food and beverages per occasion. The Principal & AGM/In-Charge of the Staff College, Lucknow shall be the sole authority to decide and judge the quality of service rendered by the Contractor and all other matters and his/her decision shall be final & binding.
31. The Contractor shall not assign or sub-contract this contract. In case of violation/contravention of any of the terms and conditions mentioned herein, the Bank reserves the right to terminate this agreement forthwith without giving any notice to the Contractor and without prejudice to its right to recover damages and other charges / cost to the Bank/ Staff College Lucknow from amount payable to him/her/them or otherwise.
32. The Contractor shall pay a **security deposit equivalent to 10% of the annual approximate cost of contract** as per the approved rate or a performance guarantee for a similar amount in lieu thereof from a bank acceptable to the Bank/Staff College prior to commencement of service under this agreement. The Staff College shall be entitled to adjust or appropriate the said security deposit or the proceeds of guarantee towards loss or damage caused by the Contractor or his employees or the amount of value of shortage or breakage or damage in the crockery and any other item entrusted to or caused to other assets of the Staff College by the contractor or his employees or any other liability of the Contractor. The security deposit that may be made with the Staff College shall not carry any interest. The performance guarantee should remain valid till 60 days after the

validity of the contract.

33. The Contractor shall maintain good standards and the quality of food & beverages as indicated above and also will ensure that the ingredients used are of standard quality/brand and as approved by the Staff College Lucknow.
34. The day to day cleanliness and maintenance of the canteen / kitchen/ pantry / dining room/ Table chairs will be the exclusive responsibility of the Contractor. The Number of persons to be provided by the Contractor per day should not be less than 10(ten), which may increase as per requirement /instruction of the Principal of the College. In Case of emergency /eventuality the contractor should arrange additional /replacement manpower.
35. The quality of ingredients used in preparations of the food and beverages etc. shall be branded and of high standard as indicated above and subject to the approval of the Staff College Lucknow.
36. The Contractor shall provide crockery, cutlery, glassware, Cup-Saucer, chaffing and serving dishes, table linen, cooking gas, fuel, gas range with oven, microwave oven, hot case, etc. of decent quality/good make at the choice of the Staff College, Lucknow at his own cost and expenses.
37. The Staff College shall equip the kitchen, pantry and dining room with the following items:
 - a. Deep Freezer / Refrigerator
 - b. Water Cooler/Water Purifier
 - c. Geyser/Chimney
 - d. Storage Cupboards
 - e. Work tables
 - f. Service Counter and Service Stations
 - g. Furniture & fixtures
 - h. Electrical and plumbing fittings etc.
 - i. Any other item as felt necessary from time to time by College Authority.

The contractor shall keep above items in good working condition and repairs, if any, during the prevalence of contract would be taken care of by the Staff College Lucknow. The Principal of the College may take any decision with respect to catering services over and above the terms and conditions mentioned herein and that shall be final and binding on the contractor.

38. The Contractor shall provide cooking raw materials of acceptable standard and quality, appropriate cooking utensils, experienced cooking and service personnel and clean uniforms, shoe, etc. to dining and other kitchen staff. The Contractor shall also bring the gas cylinders, as well as pay for the fuel consumed.
39. The staff deployed shall be trained in catering/nutrition technique, bear good conduct and should be physically fit & well mannered for the work. Their names and address with ID proof should be submitted to the authorized officer at Staff College well in time. The Contractor's employees with valid photo identity card issued by the Contractor and displayed prominently, will be allowed entry into the specified areas of the premises of the Staff College with the specific permission of the Principal or any authorized officer.
40. The Contractor will ensure that there is all round improvement/maintenance in the cleanliness and hygienic conditions of the canteen / kitchen / dining rooms, etc. The contractor shall ensure professional/ mechanized cleaning at an interval of every 06 month at his own cost for the area kitchen ,store room and dinning hall etc.
41.
 - a) The bank reserves the right to terminate this agreement/contract at any time by giving one months' notice in writing.
 - b) The bank shall not be liable / responsible for any incident/occurrence/injury/damage caused to the person/deployed by the contractor for rendering service as per this agreement.
 - c) The contractor shall indemnify the Bank for any incident/ occurrence/ injury/ damage/ loss etc., caused to the employees of the Bank/ Staff College/ Participants/ Faculties etc., due to negligence on the part of the contractor or his employees/persons/agents.

- d) In the event of any deficiency of food/services (in terms of quality, quantity and shortage) necessary deduction will be made from the monthly bill as decided by the Principal which will be binding to the contractor.
- e) The contractor shall provide the full details of the staff members engaged for the catering services along with their photograph and identity proof to the College.
- f) The decision of the Principal of the College on variation of all food items over and above the listed items shall be binding on the contractor.
- g) For future references and all purposes and decision, the then Principal & AGM/In-Charge will be the final authority in respect of any aspect of this contract enforce.
- h) The event of any clause(s) regarding clarification, the decision of the Principal of the Staff College Lucknow shall be final and binding on the contractor.

PRE-BID MEETING

A Pre-bid Meeting shall be held with the intending Contractors at 11.30 AM on 10.10.2024 to clarify doubts, if any, raised by them on the tender. No separate communication shall be sent for this meeting. The requests for clarifications may be submitted in writing either prior to or on the day of the pre-bid meeting.

SPECIAL CONDITIONS OF CONTRACT

GENERAL

The following special conditions of contract shall be read in conjunction with Broad Terms & Conditions. The following clauses shall be considered as an extension and not limitation of the obligations of the Contractor.

LOCATION

**Indian Bank Staff College,
Indira Nagar, Sector-21, Ring Road, Lucknow-226016**

SCOPE OF WORK

**Catering Services at
Indian Bank Staff College,
Indira Nagar, Sector-21, Ring Road, Lucknow-226016**

CO-ORDINATION

The contractor will provide the catering service in a planned manner by coordinating his/her/their services, with Staff College, Lucknow officials.

In case of any dispute between the contractor's engaged on the other work, decision of AGM & Principal/In-Charge Staff College, Lucknow will be final and binding.

PROCUREMENT OF RAW MATERIALS

The contractor will at his/her cost, maintain adequate stocks of food grains, grocery and other eatables for the satisfactory and efficient running of the canteen and he/she/they will replenish stock as and when depleted. The quality of the foodstuffs and eatables shall be as per the standard required by Staff College, Lucknow (reputed brands like Groundnut Oil/Sunflower Oil of Godrej / Fortune in 15 kgs. or

suitable capacity in sealed tin/packs, chicken (Broiler), Mutton of male goat, grains - 1st quality, long grain Rice and bread, jam, sauces, pickles, Papad of reputed companies with FPO brand (wherever available) and the same will be subject to daily inspection by any officer authorized by the Staff College, Lucknow.

Preparation of menu delicacies and cooking for outsider's consumption is not permitted in the premises of the Staff College, Lucknow. The decision of the Staff College, Lucknow in this respect shall be final & binding. The contractor will bring all food articles and other materials at his own cost and Staff College, Lucknow will not be responsible for any loss or damage, suffered or caused to it while they are stored in the canteen or at any place within Staff College, Lucknow's premises or at any other place.

QUALITY OF RAW MATERIALS PROCURED

The food grains/cooking oil and other provisions including vegetables will be subjected to quality checks by authorized official of Staff College, Lucknow and the decisions of Staff College, Lucknow will be binding on the Contractor who would forthwith replace the rejected materials with better quality ones.

CATERING

The contractor will submit monthly plan of menu to the authorized official of Staff College, Lucknow for approval and supply meals and eatables as per the approved menu.

There will be fixed timings for Breakfast, Lunch, Snacks & Dinner etc. The timings will be notified / decided by the Staff College, Lucknow and the same will have to be adhered to.

The Contractor would employ his / her own "cooking and servicing personnel in the age range of 18 years and above with sound physique, free from any contagious disease. The contractor will be responsible for the salary and other dues payable to the staff employed by him and also for their employment conditions which should be in consonance with all legal obligations as an employer on the subject. Contractor has to deploy sufficient manpower so as to provide the best catering service. Every employee of the contractor shall be provided with Identification Cards of the contractor distinct from the Bank's identification cards at his/her/their own cost.

MEDICAL CHECKUP

The Contractor will get his personnel examined by a doctor supported by pathological Report indicating that they are free from any contagious disease.

UNIFORM

The Contractor will provide uniform to his personnel, which should be clean, tidy and in good condition.

CLEANLINESS

Maintenance of high standard of cleanliness in the kitchen and dining hall rooms would be the sole responsibility of the Contractor. The Contractor must maintain the chairs and other furniture in the canteen in a clean state and pay particular attention to cleanliness of the servicing tables with adequate frequency during servicing hours. Cobwebs etc. should be cleaned once in a week or as and when required.

LIST OF KITCHEN EQUIPMENT & TOOLS

The Contractor shall submit a list of utensils and other equipment he/she possesses and proposes to

use at site in support of his service.

SITE TO BE CLEAN

Contractor shall at all times keep the space provided to him, Chimneys, Sinks free from accumulation of dirt, waste material and debris and upon expiry of the contract shall clear away and disposed off all the surplus materials, items/equipment of whatsoever nature and kind as directed by Staff College, Lucknow and shall leave the Campus clean and tidy.

MATERIALS AT SITE AND INSPECTION

Materials required for the services are to be deposited by the Contractor only in places to be indicated by Staff College, Lucknow. Staff College, Lucknow shall have a right at any time to inspect and examine the store and food materials intended to be used in or processed or any other place from where they are being obtained and the Contractor shall give such facilities as required to be given for such inspection and examination.

Any stores and food materials brought to site for use of catering shall not be removed from the site without prior written approval of Staff College, Lucknow, but on final completion of the work the contractor shall at his own expenses remove from the site all surplus stores and materials originally brought by him.

All the materials required for completion of contractual work shall be arranged by the Contractor.

SECURITY REGULATIONS

The area where the proposed work is to be carried out is an office under the control of AGM & Principal/In-Charge, Staff College, Lucknow. Entry to the site of work shall be through the main gate of the complex and is classified as restricted entry. Right of entry is at the discretion of the Staff College, Lucknow.

The contractor shall strictly follow the security regulations of Staff College, Lucknow at site of work regarding entry of personnel, materials etc. and other regulations that might be enforced from time to time and also in the campus for smooth and efficient operation. The contractor, his agents, representative, workmen etc. and his materials, carts, trucks or any other means of transport etc. will be allowed/permitted to enter through and leave from such point of entry/exit and at such times, by the authorities in-charge of the office, at their sole discretion.

All materials and articles brought by the contractor to the work site shall have to be declared at the Security Gate. Similarly, no materials shall be taken out from the Bank premises without proper gate pass, which will be issued by an authorized official.

The contractor, his agents and representatives are required to be in possession of the individual identity/muster cards or passes after due police verification as required. It will be the responsibility of the Contractor to maintain the list of laborers permitted to work inside the premises in a register.

The Contractor, his agents, representatives and workmen shall strictly observe the orders pertaining to fire precautions prevailing within the complex area.

Any breach of the above security regulations and rules in force from time to time will be viewed seriously. No claim whatsoever will be entertained by the Staff College, Lucknow on account of the observation of the security regulation.

OTHERS

Staff College, Lucknow shall not be responsible or held liable for any damage to any person or property consequent upon the use, misuse or failure of any tools and equipment used by the contractor. The contract should not be sub-contracted.

TENDER FORM (TECHNICAL BID – PART-I)
APPLICATION FORM FOR PROVIDING CATERING SERVICES
AT
INDIAN BANK STAFF COLLEGE,
Indira Nagar, Sector-21, Ring Road, Lucknow-226016

1. Full Name of the Contractor firm / Company : _____
(in block letters)
2. Full address of the Contractor firm/company: _____
with telephone number, Mobile No., E-mail number, fax
number _____

3. Year of Incorporation : _____
4. Registration No. : _____
5. ESI Registration No. : _____
6. PF Registration No. : _____
7. Constitution (enclose proof) : Sole Proprietorship/Partnership/Company

8. Name(s) of the Proprietors/Partners/
Directors with their full address, telephone
Number, e-mail number, fax number : _____

9. Work experience in detail as caterer :
For last 5 Years **(Certificate(s) to be enclosed)** _____

- 10.** Name of the major clients with their
address, telephone number, **(Enclose
certificates/credentials issued by clients)** _____

11. Details of infrastructure, persons employed,
number of offices / branches available

with the Contractor (**Enclose proof of Infrastructure/persons employed etc.**)

12. Details of Registration, Trade License, other license held / obtained from the various authorities (**Enclose Xerox copies**)

13. Name of 2 referees of repute with address: telephone number, Mobile No. (Enclose their Certificates)

14. Latest Income-tax (with TAN/PAN number): Professional tax, Sales tax, Service tax, Municipal tax Clearance certificate (**Enclose Xerox copies**)

15. Audited balance sheet and Profit & Loss A/c: for the last 3 (three) years (**Enclose Xerox copy**)

16. Name & address of contractor's Banker :

I / We certify that I / We have read, understood and accept the contents of the broad terms and conditions incorporated in the Tender Form and 'Note' below and submit this Tender for consideration. I / We certify that the above statements are true.

I/we further declare that I/we am/are not defaulter of any Bank (Commercial/Other) or financial institution

(Signature of the Contractor/Authorized Signatory)

Full Name: _____

Address: _____

DATE: _____

(SEAL)

Note:

1. All sealed tenders must be submitted within the stipulated period. i.e., from 10.00 Hrs (10.00am) of 23.09.2024 to 17.00 Hrs. (5.00 PM) on 14.10.2024.

2. Interested Contractors may obtain further information / clarification from the Principal & AGM, Indian Bank Staff College, Indira Nagar, Sector-21, Ring Road, Lucknow-226016 before submission of the tender.
3. One contractor can submit only one Bid.
4. Place of opening of Tender will be at the premises of Indian Bank Staff College, Indira Nagar, Sector-21, Ring Road, Lucknow-226016.
5. Tender forms will be available at Indian Bank Staff College, Indira Nagar, Sector-21, Ring Road, Lucknow-226016, from 23.09.2024 to 14.10.2024 during the working hours (between 10.00 A.M. and 5.00 P.M. The tender forms are also available at the Bank's Website: www.indianbank.in.
6. **Earnest money in the form of DD/IOI for Rs 50,000/- favoring "Indian Bank Staff College, Lucknow" Payable at Lucknow must be attached with Technical Bid Only. Technical bid must also be accompanied by a Draft or Bankers' Cheque of Rs.2000.00, favoring "Indian Bank Staff College, Lucknow" Payable at Lucknow towards cost of bid documents.**
7. Technical Bid duly filled in and supported by all the required testimonials and DD /IOI / Bankers Cheque must be submitted in a separate sealed envelope superscribing the envelope "**Tender for Catering Services – Technical Bid-PART -I**" within the stipulated date and time i.e., **by 5.00 p.m. on 14.10.2024**
8. **The Tender (Technical bids) will be opened on 15.10.2024 at 11:30 hours (11.30AM) in the presence of Tenderers/ Bidders or their duly authorized representatives, if available.**
9. No further discussion / addition of information / documents will be granted to the bidder after it is submitted or whose quotations are disqualified.
10. Indian Bank Staff College, Lucknow reserves the right to accept or reject any or all the offers without assigning any reasons.
11. No postal communication shall be entertained for obtaining of tender documents.
12. Tender documents are not transferable.
13. The Bank reserves the right to cancel / postpone the date of receipt and/or opening of the tenders.
14. Before submission of the tender, Contractors/Venders/Firms may verify their eligibility criteria and ensure fulfilling all the terms and conditions.
15. Any form of canvassing at any stage will disqualify the tender automatically.

TENDER FORM (COMMERCIAL BID – PART-II)

**APPLICATION FORM FOR PROVIDING CATERING SERVICES
AT
INDIAN BANK STAFF COLLEGE
Indira Nagar, Sector-21, Ring Road Lucknow-226016**

1. The details of Rates quoted : (on the basis on per day per person)
- (a) **Bed Tea / Coffee** in small flasks or electric kettle with Tea Bag / coffee pouch /sugar cubes to the participants in the hostel rooms Rs.....
- (b) **Breakfast (Vegetarian / Non-Vegetarian)** Rs.....
- i) Cornflakes / Dalia 40 gms. with undiluted Milk 250 Mls.,
ii) 1 seasonal, fruit (Banana/Apple/Orange/Mango)/Fruit Juice, and
iii) Tea/Coffee
iv) 4 Large Slices/ Toasts with Butter sachet and Jam ,
2 Eggs to order (non-Veg) / 2 Vegetable cutlet (Veg)
- OR**
- 2 Stuffed Parathas and Thick Curd 200 gms. / 6 Puris with Sabji, with branded sauces / pickles
- OR**
- South Indian Dishes** (4 Idlies / 4 Vadas/ 2 Uttapams/ 2Dosas with Sambhar & Chatni)
- (c) **Mid-Morning Tea / Coffee** (with 2 standard quality Biscuits/Cookies) Rs.....
(Tea Bag/Coffee Sachet)
- (d) **Lunch (Vegetarian / Non-Vegetarian)** Rs.....

Lunch: Veg: 1. Appetizer / Soup, 2. Rice (Basmati, full size) /Pulao /Veg. Biryani/Fried Rice, 3. Nan / Chapati / Tandoori Roti / Puri, 4. Dal-150 gms. (Arhar/Mung/Chana) 5. Vegetable Dishes -Two varieties i.e., seasonal vegetable/Kala Chana /Chhole /Rajma /Lobia/Gobi, 6. One special dish with Mother Dairy or equivalent quality Paneer/Mushroom/Malai Kofta/Seasonal Vegetable (125 gms.) 7. Thick curd (100 gms.)/ Raita, 8. Pickle, 9. Papad, 10. Sweet dish (50 gms.)/ Seasonal fruits (150 gms.)/ Ice-cream small cup (Amul/Kwality/Mother Dairy or equivalent quality) and 11. Vegetable Salad.

Lunch: Non-Veg: 1. Appetizer / Soup, 2. Rice (Basmati, full size) / Pulao /Veg. Biryani/ Fried Rice, 3. Nan / Chapati / Tandoori Roti / Puri, 4. Dal-150 gms. (Arhar/Mung/Chana) 5. Vegetable Dishes- Two varieties i.e., seasonal vegetable/Kala Chana /Chhole /Rajma /Lobia/Gobi, 6. Non-Veg dish with Fish/Mutton/Chicken (100 gms.)/Egg curry (two eggs), 7. Thick curd (100 gms.) ./ Raita, 8. Pickle, 9. Papad, 10. Sweet dish (50 gms.) /Seasonal fruits (150 gms.) / Ice-cream small cup (Amul/ Kwality/ Mother Dairy or equivalent quality) and 11. Vegetables Salad.

(e) **Mid afternoon Tea / Coffee** (with 2 standard quality biscuits/Cookies) Rs.....

(Tea Bag/Coffee Sachet)

(f) **Evening Tea / Coffee with Snacks**

(Samosa/ Veg. Chop/ Fried Chivda/ Pakora (200 gms)

Sandwich etc. with tomato sauce.)

Rs.....

(g) **Dinner – Vegetarian**

Rs.....

1. Appetizer / Soup, 2. Rice (Basmati, full size) /Pulao /Veg. Biryani /Fried Rice, 3. Nan / Chapati / Tandoori Roti / Puri/Missi Roti 4. Dal-150 gms. (Arhar/Mung/Chana/Dal Makhni etc.) 5. Vegetable Dishes Two varieties i.e., seasonal vegetable/Kala Chana /Chhole /Rajma /Lobia/Gobi (one Dry and one Gravy), 6. One special Veg. dish with Mother Dairy or equivalent quality Paneer/ Mushroom/ Malai Kofta/ Seasonal Vegetable (125 gms.) 7. Thick Curd (100 gms.)/Raita, 8. Pickle, 9. Papad, 10. Sweet Dish (50 gms.)/ Seasonal Fruits (150 gms.)/ Ice-Cream small cup (Amul/Kwality/Mother Dairy or equivalent quality) and 11. Vegetable's salad.

TOTAL (a to g) Rs......

Total Amount in words (Rupees _____ only)

Note: The rates quoted above are inclusive of GST and all other taxes, duties etc. and the Bank will not be liable to pay any amount in addition to the amount quoted above.

I / We certify that I / We have read, understood and accept the contents of the broad terms and conditions incorporated in the Tender Form and 'Note' below and submit this Tender for consideration. I / We certify that the above statements are true & correct to the best of my/our knowledge & belief.

I/we further declare that I/we am/are not defaulter of any Bank (Commercial/Other) or financial institution

(Signature of the Contractor/Authorized Signatory)

Full Name: _____

Address: _____

DATE: _____

(SEAL)

NOTE: -

1. The tender must be submitted within the stipulated period i.e., from 10.00 Hrs (10.00 AM) of 23.10.2024 to 17.00 Hrs. (5.00 PM) on 14.10.2024.
2. Before submission of the tender, please verify the eligibility criteria and ensure fulfilling all the terms and conditions. All the Tenders must be submitted duly filled in and supported by all the required testimonials in a sealed envelope super scribing the envelope "Tender for Catering Services" within the stipulated dates and times.
3. Interested Contractors may obtain further information/clarification from the Principal & AGM, Indian Bank Staff College, Indira Nagar, Sector-21, Ring Road, Lucknow-226016 before submission of the tender.
4. The Tender Forms to be sent in separate sealed envelopes superscribing the envelope "**Tender for Catering Services- (Technical- PART-I)**" and "**Tender for Catering Services- (Commercial - PART-I)**". One contractor can submit only one application in catering services. Both the sealed envelopes should be sent/ submitted in a common envelop superscribing "**TENDER FOR CATERING SERVICES AT INDIAN BANK STAFF COLLEGE LUCKNOW**" at the above mentioned (point no 5) address as to reach on or before 17.00 hrs. on **14.10.2024**. Tenders received late shall not be accepted / allowed and will be summarily rejected.
5. Place of opening of Tender will be at the premises of Indian Bank Staff College, Indira Nagar, Sector-21, Ring Road, Lucknow -226016.
6. Tender form will be available at Indian Bank Staff College, Lucknow, Indira Nagar, Sector-21, Ring Road, Lucknow-226016, from 23.09.2024 to 14.10.2024 during the working hours (between 10.00 A.M. and 5.00 P.M.). The forms are also available at Bank's website www.indianbank.in.
7. Duly filled Tender Form (Commercial Bid) must be submitted separately in a sealed envelopes superscribing the envelope "**Tender for Catering Services - Commercial Bid-PART-II**" within the stipulated date i.e., **by 5.00 p.m. on 14.10.2024**.
8. Commercial Bid of the Tender will be opened on a later date, which will be decided by the competent authority after evaluation of technical bid received and opened on **15.10.2024 at 11.30 Hrs (11.30 AM)** in the presence of Tenderer / Bidders or their duly authorized representatives, if available, after completion of scrutiny/evaluation of technical bids. The commercial bids will be opened for only those bidders, whose technical bids are found to be eligible/acceptable.
9. No further discussion / addition of information / documents will be granted to the Bidder after it is submitted or whose quotations are disqualified.
10. Bank reserves the right to cancel / postpone/ defer the dates of receipt and or opening of the tenders.
11. Indian Bank reserves the right to accept or reject any or all the bids without assigning any reasons.
12. No postal communication shall be entertained for obtaining tender documents.
13. Tender documents are not transferable.
14. Any form of canvassing at any stage will disqualify the tender automatically.
