

इंडियन बैंक



Indian Bank

इलाहाबाद

ALLAHABAD

CO: 254-260, Avvai Shanmugam Salai, Royapettah, Chennai-600014

TENDER NO.: 01/2024

Dated : 19.03.2024

RFP: ANNUAL CATERING CONTRACT FOR CATERING SERVICES
AT INDIAN BANK, STAFF TRAINING CENTRE PATNA

TENDER DOCUMENT

FOR PROVIDING CATERING SERVICES
AT

INDIAN BANK Staff Training Centre, Patna

4TH & 5TH FLOOR, MADHURI CHANDRA COMPLEX,
(OPPOSITE PILLAR NO: 17)
RAJA BAZAR FLYOVER, BAILEY ROAD,
KHAJPURA, PATNA-800014

INDIAN BANK, Staff Training Centre, Patna
4th & 5th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014

दूरभाष नं / Tel No.: 0612-2599332, 2951853
ईमेल आईडी / Email id: stc.patna@indianbank.co.in



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**NOTICE INVITING TENDER FOR CATERING SERVICES AT
INDIAN BANK STAFF TRAINING CENTRE PATNA
4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014**

INTRODUCTION:

1. Sealed tenders are invited in the prescribed format from the interested reputed, resourceful, experienced and registered/licensed contractors/caterers having 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 Centres/Colleges and having a complement of minimum 4 to 5 (four to five) persons on their pay roll for providing the under noted services at **Indian Bank, Staff Training Centre, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014.**

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 the **Principal/ FIC, Indian Bank Staff Training Centre, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014**, 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, from 19.03.2024 to 08.04.2024 upto 03.30 P.M.
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	19.03.2024
2	Procurement of Tender Document	To be procured from the office of the Principal/ FIC, Staff Training Centre Patna , or To be downloaded by the bidder from the tender section of our website- https://www.indianbank.in
3	Date of pre-bid meeting	05.04.2024 at 11.00 AM
4	Submission of Tender Document	19.03.2024 to 08.04.2024 up to 3.30 PM
5	Last Date of Submission of Tender Document	08.04.2024 up to 3.30 PM
6	Date & time of Opening of Technical Bid	08.04.2024 at 4.30 PM
7	Communication Address	The Principal/ FIC, Indian Bank Staff Training Centre, 4 th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014. Tele.: 0612- 2599332, 2951853 Email : stc.patna@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 with Telephone; 4. Telephone No. & Fax No.; 5. Mobile No.; 6. Email;
9	Date & Time of Opening of Commercial Bid	Will be intimated to eligible bidders over mail, after evaluation of Technical bids.
10	Place of Opening of Technical & Financial Bid	Indian Bank Staff Training Centre, 4 th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014. The Technical Bid will be opened first and the Commercial Bids of only those bidders, who qualify technically, will be opened. Bidders who qualify in the technical bid will be communicated. The bidder, who does not qualify technically, will not be called for opening the Commercial Bid. Representative/ representatives of the Bidders may be present during opening of the Commercial Bid on date to be decided by competent authority. However Bids would be opened, even in the absence of any or all the Bidder's representative.

SUBMISSION OF FORM:

4. The last date for submission of the Tender Form(s), duly filled in and complete in all respects, will be 08.04.2024 up to 03.30 p.m. in **two separate sealed covers for Technical Bid and Commercial Bid super scribing the envelopes**
 1. **TENDER FOR CATERING SERVICES (TECHNICAL BID)** and
 2. **TENDER FOR CATERING SERVICES (COMMERCIAL BID).**
5. The above mentioned Bids may be addressed to The Principal/ FIC, Indian Bank Staff Training Centre, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna. The Technical Bid should accompany a non-refundable Bank Draft payable at Patna for Rs. 2000/- in favour of '**Indian Bank Staff Training Centre, Patna**' towards cost of tender document.
6. Acceptance of the Tenders shall solely rest with the competent authority of the Bank, who does not bind himself/ 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.
7. Incomplete Tender/ Bid will be summarily rejected.
8. All other terms & conditions are mentioned in the tender document.



PRINCIPAL/ FIC & CHIEF MANAGER

**BROAD TERMS AND CONDITIONS OF SPECIALISED CATERING SERVICES TO BE RENDERED AT
INDIAN BANK STAFF TRAINING CENTRE PATNA
4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014**

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 4 to 5 (four to five) persons on 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. 6 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 Patna or have an office/ establishment at Patna.
4. The contractor is required to quote on consolidated basis only for 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. Commercial Bid shall include all taxes and service charges except GST.
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 lowest rates quoted by two or more bidders are the same, then sealed Price Bids will be obtained from these bidders for revised prices which will be opened 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 Training Centre 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 Gms. with undiluted Milk 250 Mls.
- 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 doshas with Sambar & Chatni)

- iii) 1 Seasonal Fruit (banana/apple/orange/mango)/ Fruit Juice,
- iv) Tea/Coffee

c. Mid-Morning Tea / Coffee (with 2 Biscuits)

d. Lunch (Veg / Non Veg)

Lunch: Vegetarian:

1. Appetiser/ Soup 2. Rice/Pulao /Veg. Biryani/Fried Rice, 3. Nan / Chapati / Tandoori Roti / Puri, 4. Dal- 50 gms. (Arhar/Mung/Chana) 5. Vegetable Dishes two varieties, 6. One Special Dish with Paneer/ Mushroom/ Malai Kofta/ Seasonal Vegetable (125 gms.) 7. Thick curd (100 gms.), 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. Appetiser / Soup, 2. Rice / Pulao /Veg. Biryani/ Fried Rice, 3. Nan / Chapati / Tandoori Roti / Puri, 4. Dal- 50 gms. (Arhar/Mung/Chana) 5. Vegetable Dishes Two varieties, 6. Non-Veg dish with Fish/ Mutton/ Chicken (100 gms.)/ Egg curry (two eggs), 7. Thick curd (100 gms.), 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)

f. Evening Tea / Coffee with snacks (Pakora / Samosa/ Veg. Chop/ fried Chivda, sandwich etc.) (200 gms.)

g. Dinner (Vegetarian Only):

1. Appetiser/ Soup, 2. Rice/ Pulao /Veg. Biryani/Fried Rice, 3. Nan / Chapati / Tandoori Roti / Puri, 4. Dal-50 gms. (Arhar/Mung/Chana) 5. Vegetable Dish One variety, 6. One Special Veg. Dish with Paneer/ Mushroom/ Malai Kofta/ Seasonal Vegetable (125 gms.) 7. Thick curd (100 gms.), 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.

h. 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 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 - Pilsburry, 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/ Sudha 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 Training Centre 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 the programme, the number of participants are less than the nominated one, the Staff Training Centre will not pay the Contractor any extra charges. However, the Contractor will be reimbursed meals for minimum 10 trainees in case the attendance at any meal during the training programme is less than 10 and a sustainable maintenance of five meals per day during lean period/no training period.
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 as agreed shall be paid on monthly basis subject to production of bills/ vouchers etc. up to the satisfaction of the Staff Training Centre. The charges / payments shall be at the rate as agreed upon (inclusive of all taxes, service charges, etc.) excluding GST per day - per participant during the training days on daily actual consumption per participation basis.

15. The period of contract will be for **Two Year** from the date of contract. The Bank may review the contract thereafter, for further renewal or otherwise, and it may be extended 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, consent, sanction, 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 Training Centre Patna from time to time.
18. The Staff Training Centre 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. The Contractor shall keep the Bank indemnified against all the claims and liabilities.
19. 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 the agreement most diligently and honestly.
20. 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.
21. 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 Training Centre premises.
22. The Contractor shall comply with all the provisions and extant rules of the Govt. of Bihar, Employees Insurance Act, 1948; the employees Provident Fund Act, 1952; the contract labour (Regulation & Abolition) Act, 1970 and the rules there under, 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 and he shall keep Staff Training Centre 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.
23. 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.



24. In the event of any injury to the contractor's employee/s arising out of and in the course of employment, the contractor shall bear all the losses, claims, compensations etc. and 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.
25. 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 Training Centre 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 Training Centre 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.
26. The Staff Training Centre shall have full rights and shall be at liberty to refuse to accept the services of any of the items of the food & beverages.
27. The Contractor will maintain his gadgets & equipments, etc. in good and hygienic working condition with all safety measures at his own cost and expenses. The Annual Maintenance Charges of the equipments/ 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.
28. The Principal /FIC / officials / faculties of the Staff Training Centre 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 Training Centre 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/ FIC of the Staff Training Centre, Patna shall be the sole authority to decide and judge the quality of service rendered by the Contractor and all other matters and his decision shall be final & binding.
29. The Contractor shall not assign or sub-contract of the contract. In case of violation/contravention of any of the terms and conditions mentioned herein, the Bank reserves the right to terminate the 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 Training Centre from amount payable to him or otherwise.
30. 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/Training Centre prior to commencement of service under this agreement. The Staff Training Centre, Patna 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 Training Centre by the contractor or his employees or any other liability of the Contractor. The security deposit that may be made with the Staff Training Centre shall not carry any interest. The performance guarantee should remain valid till 60 days after the validity of the contract.
31. 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 and as approved by the Staff Training Centre.
32. 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 contractor should provide sufficient number of persons to run the canteen set up as mentioned above.
33. 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 Training Centre.
34. 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 Training Centre, Patna at his own cost and expenses.
35. The Staff Training Centre shall equip the kitchen, pantry and dining room with the following items:
 - a. Deep Freezer / Refrigerator
 - b. Water Cooler



- c. Geyser
- d. Storage Cupboards
- e. Work tables
- f. Service Counter and Service Stations
- g. Furniture & fixtures
- h. Electrical and plumbing fittings etc.

The contractor shall keep above items in good working condition and repairs, if any, during the prevalence of contract are to be taken care of by the contractor at his own cost.

36. 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.
37. 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 Training Centre 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 Training Centre with the specific permission of the Principal/ FIC or any authorized officer.
38. a) The bank reserves the right to terminate the agreement/ contract at any time by giving one month's 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 services as per the agreement.
 c) The contractor shall indemnify the Bank / Indian Bank Staff Training Centre Patna / Participants/ Faculties etc., for any incident/ occurrence of injury/ damage caused to the person deployed / employed by the Contractor of whatsoever nature and howsoever arising, suffered or incurred by the Bank or any legal requirements arising from any breach by contractor of their obligations. The Indemnity provisions contained herein shall survive termination of contract.
39. By submitting a signed bid and other documents, the Tenderer certifies that:
 - (a) The Tenderer has arrived at the prices in its bid without agreement with any other tenderer for the purpose of restricting competition; and
 - (b) The prices in the bid have not been disclosed and will not be disclosed to any other tenderer; and
 - (c) No attempt, to induce any other tenderer to submit or not to submit a bid for restricting competition, has occurred.

PRE BID MEETING

A Pre-Bid Meeting shall be held with the intending Contractors at 11.00 AM on 05.04.2024 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 Training Centre,
4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014

SCOPE OF WORK:

Catering Services at
Indian Bank Staff Training Centre,
4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014

CO-ORDINATION

The contractor will provide the catering service in a planned manner by coordinating their services, with Staff Training Centre, Patna officials.

In case of any dispute between the contractor's engaged on the other work, decision of Staff Training Centre, Patna will be final and binding.

PROCUREMENT OF RAW MATERIALS

The contractor will, at his cost, maintain adequate stocks of food -grains, grocery and other eatables for the satisfactory and efficient running of the canteen and he will replenish stock as and when depleted. The quality of the foodstuffs and eatable shall be as per the standard required by Staff Training Centre, Patna (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 Training Centre, Patna.

Preparation of menu delicacies and cooking for outsider's consumption is not permitted in the premises of the Staff Training Centre, Patna. The decision of the Staff Training Centre, Patna in this respect shall be final. The contractor will bring all food articles and other materials at his own cost and Staff Training Centre, Patna 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 Training Centre, Patna'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 Training Centre, Patna and the decisions of Staff Training Centre, Patna 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 Training Centre, Patna 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 Training Centre, Patna 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 the 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, made of Teri- cotton cloth 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 equipments he 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 of all the surplus materials, items/ equipment of whatsoever nature and kind as directed by Staff Training Centre, Patna 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 Training Centre, Patna. Staff Training Centre, Patna 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 Training Centre, Patna, 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 Staff Training



Centre, Patna. 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 Training Centre, Patna.

The contractor shall follow strictly the security regulations of Staff Training Centre, Patna at site of work regarding entry of personnel, materials etc. and other regulations that might be enforced from time to time at the work site 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 Training Centre, Patna on account of the observation of the security regulation.

The contractor shall vacate the space provided for storing raw material, if any, immediately on expiry/ termination of the Contract and in case not later than two days. In contravention of this provision, such raw material shall be sold by the Bank without any liability for loss whatsoever.

OTHERS

Staff Training Centre, Patna 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.

This tender document is an invitation for bidder responses. No contractual obligation on behalf of Bank whatsoever shall arise from the Tendering process unless and until a formal contract is signed and executed by duly authorized officials of Bank and the tenderer.



TENDER FORM (TECHNICAL)
FORMAT OF APPLICATION FOR PROVIDING CATERING SERVICES
AT
INDIAN BANK STAFF TRAINING CENTRE,
4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014

1. Full name of the Contractor firm / company : _____
(in BLOCK LETTERS)
2. Full address of the Contractor firm/ company : _____
with telephone number, e-mail number, fax
number _____

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

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

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

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

12. Details of infrastructure, persons employed, number of offices / branches available with the Contractor **(Enclose proof of Infrastructure/persons employed etc.)**

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

14. Name of 2 referees of repute with address : telephone number (Enclose their Certificates)

15. Last three years Income-tax (with TAN/PAN number): Professional tax, Sales tax, Service tax, Municipal tax Clearance certificate **(Enclose Xerox copies)**

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

17. 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.

(Signature of the Authorized Signatory) Full

Name : _____

Address : _____

DATE : _____

(SEAL)

Note :

1. All sealed tenders must be submitted within the stipulated period.
2. Interested Contractors may obtain further information / clarification from the Chief Manager, Indian Bank Staff Training Centre, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014 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 Training Centre, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014
5. Tender forms will be available at Indian Bank Staff Training Centre, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014, between 19.03.2024 to 08.04.2024 up to 3.30 pm. The tender forms are also available at the Bank's website: www.indianbank.in.
6. No earnest money will be required to be deposited at the time of submission of the Tender Forms. However, technical bid must be accompanied by a Draft or Bankers' Cheque of Rs.2000.00 towards cost of bid documents.
7. Technical Bids duly filled in and supported by all the required testimonials and DD or Bankers Cheque of Rs.2000.00 must be submitted in a separate sealed envelope superscribing the envelope "**Tender for Catering Services – Technical Bid**" within the stipulated date and time i.e. **by 3.30 p.m. on 08.04.2024**
8. **The Tender (Technical bids) will be opened on 08.04.2024 at 16:30 hours (4.30PM) 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 Training Centre, Patna 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, please verify the 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)

**FORMAT OF APPLICATION FOR PROVIDING CATERING SERVICES
AT
INDIAN BANK STAFF TRAINING CENTRE,
4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014**

1. The details of Rates quoted :-
- (a) **Bed Tea / Coffee** in small flasks or electric kettle with
Tea Bag / sugar cubes to the participants in the hostel room Rs.....
- (b) **Breakfast (Vegetarian / Non-Vegetarian)** Rs.....
- i) Cornflakes / Dalia 40 gms. with undiluted Milk 250 Mls.,
ii) 4 Large Slices/ Toasts with Butter sachet and Jam,
iii) 1 seasonal fruit (Banana/Apple/Orange/Mango)/Fruit Juice, and
iv) Tea/Coffee
v) 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/ 2 Doshas with
Sambar & Chatni)
- (c) **Mid Morning Tea / Coffee** (with 2 standard quality Biscuits) Rs.....
(Tea Bag/Coffee Sachet)
- (d) **Lunch (Vegetarian / Non Vegetarian)** Rs.....

Lunch : Veg : 1. Appetiser / Soup, 2. Rice/Pulao /Veg. Biryani/Fried Rice, 3. Nan / Chapati / Tandoori Roti / Puri, 4. Dal-50 gms. (Arhar/Mung/Chana) 5. Vegetable Dishes -Two varieties, 6. One special dish with Mother Dairy or equivalent quality Paneer/Mushroom/Malai Kofta/Seasonal Vegetable (125 gms.) 7. Thick curd (100 gms.), 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. Appetiser / Soup, 2. Rice / Pulao /Veg. Biryani/ Fried Rice, 3. Nan / Chapati / Tandoori Roti / Puri, 4. Dal-50 gms. (Arhar/Mung/Chana) 5. Vegetable Dishes- Two varieties, 6. Non-Veg dish with Fish/Mutton/Chicken(100 gms.)/Egg curry(two eggs), 7. Thick curd (100 gms.), 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) Rs.....
(Tea Bag/Coffee Sachet)

(f) Evening Tea / Coffee with Snacks

(Pakora / Samosa/Veg. Chop/Sandwich etc.) (200 gms.)

Rs.....

(g) Dinner – Vegetarian

Rs.....

1. Appetiser / Soup, 2. Rice/Pulao /Veg. Biryani/Fried Rice, 3. Nan / Chapati / Tandoori Roti / Puri, 4. Dal-50 gms. (Arhar/Mung/Chana) 5. One Vegetable Dish, 6. One special Veg. dish with Mother Dairy or equivalent quality Paneer/ Mushroom/ Malai Kofta/ Seasonal Vegetable (125 gms.) 7. Thick Curd (100 gms.), 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.-----

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

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Total Amount in words (Rupees_____only)

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.

THE RATE QUOTED ABOVE ARE INCLUSIVE OF ALL APPLICABLE TAXES (INCLUDING SERVICE TAX) AND THE BANK WILL NOT BE REQUIRED TO PAY ANY AMOUNT IN ADDITION TO THE AMOUNT QUOTED ABOVE.

(Signature of the Authorized Signatory)

Full Name _____

Address _____

DATE :

(SEAL)

Note: -

1. The tender must be submitted within the stipulated period i.e., from 10.00 Hrs (10.00am) of 19.03.2024 to 15.30 Hrs (3.30 PM) on 08.04.2024
2. Before submission of the tender, please verify the eligibility criteria and ensure fulfilling all the terms and conditions.
3. Interested Contractors may obtain further information/clarification from the Indian Bank Staff Training Centre, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014 before submission of the tender.
4. The Tender Forms to be sent in separate sealed envelopes superscribing the envelope **"Tender for Catering Services-(Technical)"** and **"Tender for Catering Services-(Commercial)"**. One contractor can submit only one application in catering services.
5. Place of opening of Tender will be at the premises of Indian Bank Staff Training Centre, 4th Floor,

- Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014
6. Tender form will be available at Indian Bank Staff Training Centre, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014 from 19.03.2024 to 08.04.2024 up to 3.30 pm, during working hours on working days. 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**" within the stipulated date i.e. **by 3.30 p.m. on 08.04.2024**
 8. The Tender (Commercial bid) will be opened on a later date, which will be decided by the competent authority after evaluation of technical bid received and opened on **08.04.2024 at 16.30 Hrs (4.30 PM)** in the presence of Tenderer / Bidders or their duly authorized representatives, if available, after completion of scrutiny of technical bids. The commercial bids will be opened for only those bidders, whose technical bids are accepted.
 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 the date 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.
 15. No earnest money will be required to be deposited at the time of submission of the Tender Form. Charges for Tender Document @Rs.2000/- required to be deposited through DD/BC along with the technical Bid.
