



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

TENDER NO.: 03/2023-24	Dated: 02.03.2024
RFP: ANNUAL CATERING CONTRACT FOR CATERING SERVICES AT INDIAN BANK, IRT PANCHKULA	

TENDER DOCUMENT

**FOR PROVIDING CATERING SERVICES
AT
INDIAN BANK
IRT Panchkula**

IP-15, Sector-14, Panchkula, Haryana

**INDIAN BANK, IRT Panchkula,
IP-15, Sector 14, Panchkula, Haryana-134113**

**दूरभाष सं./ Tel No.:0172-2587726
ई-मेल/ Email id: stc.irtpanchkula@indianbank.co.in**

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**NOTICE INVITING TENDER FOR CATERING SERVICES AT
INDIAN BANK IRT PANCHKULA,
IP-15, Sector 14, Panchkula, Haryana-134113**

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 Centers/Colleges and having a complement of minimum 5 to 7 (Five to Seven) persons on their pay roll, for providing the under noted services at **Indian Bank, IRT Panchkula, IP-15, Sector 14, Panchkula Haryana-134113.**

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 **Chief Manager & FIC, Indian Bank IRT Panchkula, IP-15, Sector 14, Panchkula Haryana-134113**, 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 **02.03.2024 to 27.03.2024.**
2. The Tender Form(s) are also available on the Bank's Website: www.Indianbank.in, under tender section.

BID DETAILS:

1. 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	02.03.2024
2	Procurement of Tender Document	To be procured from the office of the Chief Manager & FIC, Indian Bank IRT Panchkula, or To be downloaded by the bidder from the tender section of our website- https://www.indianbank.in
3	Date of pre-bid meeting	11.03.2024 at 02.00 PM (at STC IRT Panchkula)
4	Submission of Tender Document	on or before 27.03.2024 up to 03.30 PM
5	Last Date of Submission of Tender Document	27.03.2024 up to 03.30 PM
6	Date & time of Opening of Technical Bid	27.03.2024 at 4.30 AM
7	Communication Address	The Chief Manager -FIC, Indian Bank IRT Panchkula, IP-15, Sector 14, Panchkula Haryana-134113. Tele.: 0172-2587726 Email : stc.irtpanchkula@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	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, IRT Panchkula, IP-15, Sector 14, Panchkula Haryana-134113. 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.
11	Period of Engagement	2 Years * *The contract will be extended for the 2 nd year only upon successful performance of the caterer in the first year of operation, However the rate will be the same during the 2 nd year also.

SUBMISSION OF FORM:

1. The last date for submission of the Tender Form(s), duly filled in and complete in all respects, will be 27.03.2024 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).**

The above mentioned Bids may be addressed to The Principal/FIC, Indian Bank IRT Panchkula, IP-15, Sector 14, Panchkula, Haryana-134113. The Technical Bid should accompany a non-refundable Bank Draft payable at Panchkula for Rs.1000/- in favour of '**Indian Bank IRT Panchkula**' towards cost of tender document.

2. 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.
3. Incomplete Tender/Bid will be summarily rejected.
4. All other terms & conditions are mentioned in the tender document.

FIC & CHIEF MANAGER

**BROAD TERMS AND CONDITIONS OF SPECIALISED CATERING SERVICES TO BE
RENDERED AT INDIAN BANK, IRT Panchkula,
IP-15, Sector 14, Panchkula Haryana-134113**

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 Centres having a complement of minimum of 5 to 7 (Five to seven) 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 Panchkula or have an office/ establishment at Panchkula.
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 Indian Bank, IRT Panchkula 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. 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 Dosas 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 (Vegetarian / Non Vegetarian)

Lunch: Vegetarian:

1. Appetizer/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. Appetizer/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. Appetizer/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.

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/Vita 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/Bonn 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 program, the numbers of participants are less than the nominated one, the Indian Bank, IRT Panchkula 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 program 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 official /Guest faculties along with faculty members join the participants at tea / lunch / dinner etc subject to exceeding the daily minimum contracted numbers
13. For early departure / late arrival or absence of participants from the program, 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 Indian Bank IRT Panchkula. 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 IRT Panchkula from time to time.
18. The contract shall be on Principal to Principal basis . The Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula premises.

22. The Contractor shall comply with all the provisions and extant rules of the Govt. of Haryana, 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, compensation 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 Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula shall have full rights and shall be at liberty to refuse or to accept the services of any of the items of the food & beverages.
27. The Contractor will maintain his gadgets & equipments, etc. in good 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 Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula 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/ Indian Bank IRT Panchkula from amount payable to contractor 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 the agreement. The Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula by the contractor or his employees or any other liability of the Contractor.

The security deposit that may be made with the Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula.
32. The day to day cleanliness and maintenance of the Canteen / Kitchen/ Pantry / Dining Room/ Tables/ 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 Indian Bank IRT Panchkula.
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 Indian Bank IRT Panchkula at his own cost and expenses.
35. The Indian Bank IRT Panchkula shall equip the kitchen, pantry and dining room with the following items:
 - a. Deep Freezer / Refrigerator
 - b. Water Cooler
 - c. Geysers
 - 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 Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula 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 IRT Panchkula / 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 02.00 PM on 11.03.2024 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 IRT Panchkula,
IP-15, Sector 14, Panchkula Haryana-134113**

SCOPE OF WORK

**Catering Services at
Indian Bank IRT Panchkula,
IP-15, Sector 14, Panchkula Haryana-134113**

CO-ORDINATION

The Contractor will provide the catering service in a planned manner by coordinating their services, with Indian Bank IRT Panchkula officials.

In case of any deficiency/dispute between the contractor's engaged on the other work, decision of Indian Bank IRT Panchkula 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 eatables shall be as per the standard required by Indian Bank IRT Panchkula (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 Indian Bank IRT Panchkula.

Preparation of menu delicacies and cooking for outsider's consumption is not permitted in the premises of the Indian Bank IRT Panchkula. The decision of the Indian Bank IRT Panchkula in this respect shall be final. The contractor will bring all food articles and other materials at his own cost and Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula'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 Indian Bank IRT Panchkula and the decisions of Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula 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 /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 Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula. Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula, 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 Indian Bank IRT Panchkula. 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 Indian Bank IRT Panchkula.

The contractor shall follow strictly the security regulations of Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula 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

Indian Bank IRT Panchkula 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 IRT PANCHKULA,
IP-15, Sector 14, Panchkula Haryana-134113

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. FSSAI Registration No :
6. ESI Registration No :
7. PF Registration No :
8. Constitution (enclose proof) :
9. Name (s) of the Proprietor/Partners/Directors with
their full address, telephone number, email :
10. Work Experience in details as caterer for last 5 years
(Certificate from previous employer 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 self attested applicable Photo state copies of the relevant certificate)
14. Name of 2 referees of repute with address, telephone number :
(Enclose their **Certificates**)
15. Last three years Income-tax returns (with TAN/PAN number) :
Professional tax, Sales tax, Service Tax, Municipal Tax Clearance Certificate
(Enclose Photostate copies)

16. Audited Balance Sheet and Profit & Loss A/c for
the last 3 years :
(Enclose Phostate 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 :

PLACE :

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, IRT Panchkula, IP-15, Sector 14, Panchkula Haryana-134113 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, IRT Panchkula, IP-15, Sector 14, Panchkula Haryana-134113
5. Tender forms will be available at Indian Bank, IRT Panchkula, IP-15, Sector 14, Panchkula Haryana-134113, between 02.03.2024 to 27.03.2024 during the working hours. 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 Rs1000.00 towards cost of bid documents.
7. Technical Bids duly filled in and supported by all the required testimonials and DD or IOI of Rs.1000.00 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 03.30 p.m. on 27.03.2024 in person or through the authorised representative.
8. The Tender (Technical bids) will be opened on 27.03.2024 at 04.30 PM 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 IRT Panchkula 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..

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TENDER FORM (COMMERCIAL)

**FORMAT OF APPLICATION FOR PROVIDING CATERING SERVICES
AT
INDIAN BANK IRT PANCHKULA
IP-15, Sector 14, Panchkula Haryana-134113**

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.....
=====

Total Amount in words (Rupees _____ only)
(GST will be paid extra@ applicable rate)

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 OTHER CHARGES EXCEPT GST AND GST WILL BE BORNE BY THE BANK ON ABOVE QUOTED AMOUNT.

(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 AM of 02.03.2024 to 03.30 PM on 27.03.2024 in person or through the authorised representative. One Contractor can submit only one Tender Form.
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, IRT Panchkula, IP-15, Sector 14, Panchkula Haryana-134113 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, IRT Panchkula, IP-15, Sector 14, Panchkula Haryana-134113
6. Tender form will be available at Indian Bank, IRT Panchkula, IP-15, Sector 14, Panchkula Haryana-134113 from 02.03.2024 to 27.03.2024 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 03.30 p.m. on 27.03.2024**
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 **27.03.2024 at 04.30 AM** 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.1000/- required to be deposited through DD/BC along with the technical Bid.

AGREEMENT FOR SPECIALISED CATERING SERVICES

This agreement is executed at PANCHKULA on _____

Between _____ (carrying on the business of catering hereinafter called and referred to as “Contractor” which term shall include his / their successors / assigns) of the **First Part**, and INDIAN BANK, a body corporate constituted under the Banking Companies (Acquisition and Transfer of undertakings) Act, 1970 having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai-600014 represented by Indian Bank, IRT Panchkula, IP-15, Sector 14, Panchkula Haryana-134113 (hereinafter referred to as “Indian Bank IRT Panchkula”), which term shall include its successors / assigns) of the **Second Part**.

WHEREAS the Indian Bank IRT Panchkula is desirous of availing specialized catering services on temporary basis for its establishment as above at IRT Panchkula and

WHEREAS the Contractor has agreed to undertake the specialized catering services as per the terms and conditions and to the full satisfaction of the Bank mentioned herein below.

NOW THIS AGREEMENT WITNESSETH:

1. The Contractor agrees and undertakes to render the specialized services of catering for the Indian Bank IRT Panchkula as per the requirements and satisfaction of the Indian Bank IRT Panchkula from time to time. The specialized catering services to be rendered have been set out on Schedule – I, hereto and shall receive payment thereof as detailed in Schedule – II which shall form part of this agreement.
2. The Contractor undertakes to abide by the terms and conditions stated herein and in Schedule – I & II hereto.
3. The charges for catering services shall be paid on monthly basis or as may be agreed upon between the parties hereto, from time to time.
4. The Contractor undertakes to obtain any 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 including minimum wages, Bonus/PF as applicable. The Contractor undertakes to obtain such

permission/License as may be required under the Contract Labour (Regulation and Abolition) Act, 1970. The Contractor undertakes to produce the license/permission etc. so obtained to the Bank or furnish copies thereof as and when required by the Bank. The Contractor also undertakes to keep and get renewed such license, permission, etc. from time to time. The Contractor shall be responsible for any contravention of the local, municipal / central / state or any other laws, rules, regulations, etc.

5. The Contractor agrees and undertakes to bear all taxes, rates, charges, fees, levies or claims, whatsoever, as may be imposed by any Authority Whatsoever. The Contractor agrees to furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. as may be required by the Indian Bank IRT Panchkula from time to time.
6. The Contractor shall keep the Indian Bank IRT Panchkula indemnified against all the claims and liabilities, if any mentioned in clauses 4 & 5 as aforesaid.
7. The Contractor shall devote his full attention to the work of purchases, preparations, supply and service of food and beverages and shall discharge his duties /obligations under this agreement most diligently and honestly.
8. The contractor shall engage his own persons to provide services under the contract and shall pay / bear all their remuneration / salaries / allowances / compensations/ PF/ Bonus etc. as per prevailing laws, and the Bank is no way related / responsible to such engagement as well as payment of any of the expenditure relating to remuneration / salaries / allowances / compensations etc., whatsoever.
- 9.(a) The Contractor shall provide summer and winter uniforms to his staff, as per Bank's specification at his own cost and expenses and all the staff shall will wear the same in clean condition while on duty. The contractor shall further ensure that the Employees/ Waiters are in uniform whenever in service and in case of default in this regard, a penalty of Rs. 100/- per occasion, per employee/waiter would be imposed on the contractor. The contractor shall engage the services of only able, efficient, healthy, honest and well behaved

persons for cooking catering, cleaning etc. at his cost and responsibility in the conduct of catering services, and they shall be considered, for all legal and contractual purposes, as the employee of the contractor himself. The contractor will provide necessary identity and address proof for the staff engaged.

- (b) The catering staff will be provided the identity cards by the contractor at his own cost. The catering/other staff having identity cards issued/authorized by the contractor will only be allowed to enter the Indian Bank IRT Panchkula premises.
10. The Contractor and all his employees at all time, during the continuance of this agreement, shall obey and observe all directions and instructions which may be given by the Indian Bank IRT Panchkula concerning any aspect of catering services. In case the Contractor does not supply or serve any of the beverages or food as contemplated in schedule - I, the Indian Bank IRT Panchkula shall be entitled to deduct such amount as deemed appropriate as may be decided by the Principal/FIC (whose decisions shall be final) in respect of the default, from the amount payable to the contractor. The employees of the Contractor, their management, control, duty rosters, administration, etc. will be dealt with and decided exclusively by the Contractor being their employer and engaged by them.
11. 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 Indian Bank IRT Panchkula for any reason whatsoever, the Contractor shall pay by way of liquidated damages, a sum of Rs.1,000/- (Rupees one thousand only) per day for the number of such days and the Indian Bank IRT Panchkula 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.
12. The Indian Bank IRT Panchkula shall have full rights and shall be at liberty to refuse to accept the services of any of the items of the food & beverages.
13. That the Contractor's employees will be allowed entry into the specified areas of the premises of the Indian Bank IRT Panchkula with the specific permission of the Principal/FIC or any officer authorized in this on behalf and with valid photo identity card issued by the Contractor and displayed prominently. The Indian Bank IRT Panchkula reserves the right to grant permission or to refuse permission or to withdraw it where it has been granted earlier without assigning any reason. The Contractor shall ensure that his

employees attend to their assigned duties and do not wander or roam around and not to pose disturbance to the Indian Bank IRT Panchkula, its staff, guests or participants and exhibit / produce the Identity card on demand.

14. Annual maintenance of the equipments and gadgets, etc. owned by the Bank/Indian Bank IRT Panchkula that will be provided to the Contractor, though with the Caterer, the AMC charges, if any, will be borne by the Bank but the contractor shall bear all additional cost /expenses required for upkeep/maintenance of the equipments/gadgets.
15. The Principal/FIC / officials / faculties of the Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula for the items rejected or substandard quality food and beverages served by the Contractor. A Penalty of minimum Rs.1,000/- will also be imposed on the contractor for serving such substandard quality food and beverages. The Principal/FIC of the Indian Bank IRT Panchkula 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.
16. The Contractor shall keep and maintain regular and proper books of accounts, other records supported by vouchers so that the same may be available for inspection by any authorized person.
17. In case the Contractor has any other business relationship with the Bank, No right of set-off, counter-claim and cross-claim and or otherwise will be available under the agreement to the said Contractor for any payments related to that business. However, the Bank shall have right to adjust the dues, if any, against the payment to be made to the contractor under this agreement
18. The Contractor will ensure that there is all round improvement/maintenance in the cleanliness and hygienic conditions of the canteen / kitchen / dining rooms, etc.
19. The Contractor shall not assign or sub-contract this contract without written approval of the Bank under any circumstances. In case of violation / contravention by the Contractor and or any of the terms and conditions contained herein and schedule hereto, the Indian Bank IRT

Panchkula shall have the right to terminate the agreement forthwith without giving any notice to the Contractor and without prejudice to its right to recover damages caused to the Indian Bank IRT Panchkula from amount payable / otherwise.

20. All questions relating to the performance of the obligations under this agreement and to quality of ingredients used in preparing the food and beverages and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payments to be made in pursuance thereof shall be decided by the Principal/FIC of the Indian Bank IRT Panchkula whose decision will be final and binding on the Contractor. The Contractor hereby agrees to be bound by the decision of the Principal/FIC.
21. The Contract shall be interpreted in accordance with the laws of India. Any dispute arising out of this contract will be under the jurisdiction of Courts of Law having territorial jurisdiction over Indian Bank, IRT Panchkula, IP-15, Sector 14, Panchkula Haryana-134113
22. The Contractor shall bear all the costs and expenses in respect of all charges, stamp duties, etc. relating to this agreement.
23. The Contractor shall pay a security deposit of `.** _____
(. _____ only) or a performance guarantee for a similar amount in lieu thereof from a bank acceptable to the Indian Bank IRT Panchkula prior to commencement of service under this agreement. The Indian Bank IRT Panchkula 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 Indian Bank IRT Panchkula by the contractor or his employees or any other liability of the Contractor. The security deposit that may be made with the Indian Bank IRT Panchkula shall not carry any interest. The performance guarantee should remain valid till 60 days after the expiry of validity of the contract.

** Equivalent to 10% of the annual approximate cost of contract as approved.

24. Nothing contained in this agreement is intended to be nor shall be construed to be a grant,

demise or assignment in the law of premises or any part thereof by the Indian Bank IRT Panchkula to the Contractor or his employees and the Contractor and his employees shall vacate the same and handover all the Bank's furniture, fixtures, goods, materials, etc. in good condition on the termination of the agreement period either by efflux of time or otherwise 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.

25. The Indian Bank IRT Panchkula shall have the right to withhold reasonable sums from the amounts payable to the Contractor under this contract or the security deposit or the proceeds of guarantee if the Contractor commits breach of any of the terms and conditions of this agreement or fails to produce sufficient proof to the satisfaction of the Indian Bank IRT Panchkula for payment of all statutory and other dues or compliance with other obligations.
26. The Contractor undertakes to maintain good standards and the quality of food & beverages as indicated above and also to ensure that the ingredients used are standard and as approved by the Indian Bank IRT Panchkula. The performance of the Contractor will be reviewed on monthly basis and in case services are not found up to the mark, the contract will be terminated even before the expiry of contract period by giving one month's notice.
27. The agreement shall be deemed to have come into force only for a period of two years with effect from _____ and shall remain valid up to _____. The Bank may review the contract after two years for continuance or otherwise. After expiry of contract period of two years, it may be extended for such further period and on such terms and conditions, as may be mutually agreed upon by the parties thereto.
28. The agreement shall be terminated as provided in clauses above (without notice) or by the efflux of time or earlier by one month's notice or at the discretion / at the option of the Indian Bank IRT Panchkula as the case may be. The Contractor shall also have the option to terminate the agreement after giving three months notice to the Indian Bank IRT Panchkula.
29. On termination of the Contract by the Indian Bank IRT Panchkula for any reason whatsoever by giving one month notice, the Indian Bank IRT Panchkula shall be entitled to engage the services of any other person, agency or Contractor to meet its requirement,

without prejudice to its rights including claim for damages against the Contractor.

30. The day to day cleanliness and maintenance of the canteen / kitchen/ pantry / dining room will be the exclusive responsibility of the Contractor. Minimum number of persons to be employed should not be less than 5 (five) per day. Timings in respect of services etc. indicated above shall be decided by the Principal/FIC from time to time and conveyed to the Contractor accordingly.
31. Daily Menu will be displayed in the notice board in the Dining Hall duly approved by the Principal/FIC/Authorized Faculty.
32. The quality of ingredients used in preparations of the food and beverages etc. shall be of high standard as indicated in the Schedule-I and subject to the approval of the Indian Bank IRT Panchkula.
33. The Contractor shall provide crockery, cutlery, glassware, chaffing and serving dishes, table linen, cooking gas, fuel, gas range with oven, microwave oven, hot case, etc. of decent quality at the choice of the Indian Bank IRT Panchkula at his own cost and expenses.
34. The Indian Bank IRT Panchkula shall equip the kitchen, pantry and dining room with the following items:
 - a. **Deep Freezer / Refrigerator**
 - b. **Water Cooler**
 - c. **Geysers**
 - 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.

35. The Contractor shall provide cooking raw materials of acceptable standard and quality, cooking utensils, experienced cooking and service personnel and uniforms, shoe, etc. for dining and other kitchen staff. The Contractor shall also bring the gas cylinders as well as pay for the fuel consumed.
36. The staff deployed will be trained in catering / nutrition technique, bear good conduct and physically fit for the work.
37. The contract shall be on Principal to Principal basis. The Indian Bank IRT Panchkula 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.

38. 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, compensation 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.
39. The contractor shall indemnify the Bank / Indian Bank IRT Panchkula/ Participants/Faculties etc., for any incident/ occurrence 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.
40. The Indemnity provisions contained in this agreement shall survive termination of contract.
41. The Contractor shall not use the name or logo of the Bank in any of publicity documents or other documents without prior written permission of the Bank.
42. In addition to the above, unless contrary to the provisions herein; this agreement shall be subject to all the terms and conditions of the Tender Document dated
43. If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions under this agreement shall not be affected or impaired.

SCHEDULE – I

BROAD TERMS AND CONDITIONS OF SPECIALISED CATERING SERVICES

A. The Contractor shall procure, prepare, arrange and cater fresh food and beverages every day immediately before its service and to serve the same to the participants / guests at the Indian Bank IRT Panchkula premises/ within the station, the details of which are stated herein below.

B. 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 /

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,

iv) Tea/Coffee

v) 2 Eggs to order (Non Veg) / 2 Vegetable cutlet (Veg)

OR

2 Stuffed Parathas 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 Std Quality Biscuits)

Rs.....

(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 Amul, 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.

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 Quality biscuits) | Rs..... |
| (f) | Evening Tea / Coffee with snacks
(Pakora/Samosa/Veg.Chop/Sandwich etc.)(200gms) | Rs..... |
| (g) | Dinner – Vegetarian & Non. Veg. | Rs..... |

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. One Vegetable Dish, 6. One special Veg. dish with Amul, 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.

(Amount in words

Rs.....only)

Only packed and sealed spices / sauces/ condiments/ pickles, etc. with Agmark/Food quality certified to be used viz. :

- ❖ Spices : Catch/Cookme/ MDH/ Everest / Ashok / Sunrise or its equivalent
- ❖ Papad : Lijjat or its equivalent.
- ❖ Butter : Amul / Britannia (Cubes)/Mother Dairy or its equivalent.
- ❖ Ghee : Go/ Aneek/ Patanjali
- ❖ Atta : Whole wheat atta - Pilsburry, Kissan, Annapurna, Saktibhog, Ganesh or its equivalent
- ❖ Biscuit : Britannia / Parle/Biskfarm or its equivalent.
- ❖ Milk : Metro Dairy /Amul / Mother Dairy or its equivalent.
- ❖ Cooking medium : Saffola / Sun Flower or its equivalent.

- ❖ Bread : Britannia / Modern or its equivalent
- ❖ Sauces / Pickles – Kissan / Maggi / Mother's Recipe or its equivalent

- C. Both the vegetarian and non-vegetarian meals will be served according to the menu to be prepared on weekly basis and approved by the Bank, a copy of which would be displayed in the Dining Hall, Any deviation from the approved menu will attract a penalty of Rs 1000/- per occasion.
- D. Provided further that, if during the programme, the number of participants is less than the nominated one, the Indian Bank IRT Panchkula will not pay to the Contractor any extra charges. It is further agreed that a minimum payment for 10(Ten) person per day (inclusive of all taxes) at the rate mentioned above will be paid by the Indian Bank IRT Panchkula to the Caterer during the day/days when the number of persons availing the catering services is less than 10(Ten).A sustainable maintenance of Five meals per day during lean period/no training period.
- E. 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.
- F. 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 accordingly as per the breakup of charges given in schedule – I &II.
- G. The contractor will arrange display of 'Daily Menu' duly approved by the Principal/FIC/Authorized Faculty in the dining hall for information of the participants.

SCHEDULE – II

16. TERMS OF PAYMENTS

In consideration of services to be rendered by the contractor, the charges for catering shall be paid on monthly basis latest by 15th of the succeeding month subject to production of bills/vouchers etc. up to the satisfaction of the Bank. The charges / payments shall be at the rate of Rs. _____ (Rs. _____ only) per day per participant / guest as detailed hereunder during the training days on daily actual consumption per participant basis. The period of contract shall be two years w.e.f. _____ which may be reviewed by the Bank thereafter for further renewal or otherwise. After expiry of contract period of one year, it may be extended for such further period and on such terms and conditions, as may be mutually agreed upon by the parties thereto

- i) Bed tea : Rs. _____ per participant inclusive of all.
- ii) Breakfast : Rs. _____ per participant inclusive of all.
- iii) Mid morning tea with 2 biscuits
of good quality : Rs. _____ per participant inclusive of all.
- iv) Lunch (Veg & Non-Veg) : Rs. _____ per participant inclusive of all.
- v) Mid afternoon tea with 2 Biscuits
of good quality : Rs. _____ per participant inclusive of all.
- vi) Evening tea with snacks : Rs. _____ per participant inclusive of all.
- vii) Dinner (Vegetarian) : Rs. _____ per participant inclusive of all.

TOTAL : Rs. _____

(Rupees _____ only)

per day- per participant on actual consumption basis.
