

ई-निविदा आमंत्रित करने की सूचना

स्टेट बैंक इंस्टीट्यूट ऑफ क्रेडिट एंड रिस्क मैनेजमेंट (एसबीआईसीआरएम) द्वारा निम्नलिखित अनुसूची के अनुसार एसबीआईसीआरएम, प्लॉट नं 77, सेक्टर-18, गुरुग्राम, हरियाणा-122015, में खानपान सेवाओं के लिए ई-निविदाएं आमंत्रित की जाती हैं।

NOTICE INVITING E-TENDERS

STATE BANK INSTITUTE OF CREDIT AND RISK MANAGEMENT (SBICRM) INVITES E-TENDERS FOR CATERING SERVICES AT SBICRM, PLOT NO. 77, SECTOR-18, GURUGRAM, HARYANA-122015, AS PER FOLLOWING SCHEDULE.

1.	कार्य की प्रकृति NAME OF WORK	स्टेट बैंक इंस्टीट्यूट ऑफ क्रेडिट एंड रिस्क मैनेजमेंट (एसबीआईसीआरएम), प्लॉट सं. 77, सेक्टर-18, गुरुग्राम - 122015, हरियाणा के परिसर में खानपान सेवाएं CATERING SERVICES FOR PREMISES AT STATE BANK INSTITUTE OF CREDIT AND RISK MANAGEMENT (SBICRM) PLOT NO. 77, SECTOR-18, GURUGRAM, HARYANA-122015,
2.	जमा की जाने वाली बयाना राशि EARNEST MONEY DEPOSIT	किसी भी राष्ट्रीयकृत / अनुसूचित बैंक द्वारा जारी किए गए रु.1,50,000.00 (रु. एक लाख पचास हजार मात्र) के डिमांड ड्राफ्ट / बैंकर्स चेक के रूप में स्टेट बैंक इंस्टीट्यूट ऑफ क्रेडिट एंड रिस्क मैनेजमेंट (एसबीआईसीआरएम), के पक्ष में देय और गुड़गांव में भुगतान किए जाने योग्य हो और जिसे निविदा स्वीकार होने पर उस सफल ठेकेदार के लिए ब्याज मुक्त सुरक्षा जमा में परिवर्तित किया जा सके। RS.1,50,000.00 (Rs. ONE LAC FIFTY THOUSAND ONLY) IN THE FORM OF DEMAND DRAFT/BANKER'S CHEQUE ISSUED BY ANY NATIONALISED /SCHEDULED BANK DRAWN IN FAVOUR OF STATE BANK INSTITUTE OF CREDIT & RISK MANAGEMENT (SBICRM) PAYABLE AT GURGAON WHICH SHALL BE CONVERTED INTO INTEREST FREE SECURITY DEPOSIT FOR SUCCESSFUL CONTRACTOR, WHOSE TENDER IS ACCEPTED.
3.	निविदा दस्तावेजों की लागत COST OF TENDER DOCUMENTS	किसी भी राष्ट्रीयकृत / अनुसूचित बैंक द्वारा जारी रुपये 500/- (पांच सौ रुपये मात्र) (अप्रतिदेय) के बैंकर्स चेक / डिमांड ड्राफ्ट के रूप में, जो स्टेट बैंक इंस्टीट्यूट ऑफ क्रेडिट एंड रिस्क मैनेजमेंट (एसबीआईसीआरएम) के पक्ष में देय और गुड़गांव में भुगतान किए जाने योग्य हो।

		RS. 500/- (RUPEES FIVE HUNDRED ONLY) (NON REFUNDABLE) IN THE FORM OF BANKERS CHEQUE / DEMAND DRAFT ISSUED BY ANY NATIONALISED / SCHEDULED BANK DRAWN IN FAVOUR OF STATE BANK INSTITUTE OF CREDIT & RISK MANAGEMENT (SBICRM) PAYABLE AT GURGAON
4.	<p>पता, जहां पर निविदाएं प्रस्तुत की जानी हैं</p> <p>ADDRESS AT WHICH THE TENDERS ARE TO BE SUBMITTED</p>	<p>खानपान सेवाओं के लिए निविदा</p> <p>स्टेट बैंक इंस्टीट्यूट ऑफ क्रेडिट एंड रिस्क मैनेजमेंट (एसबीआईसीआरएम) फॉर केटरिंग सर्विसेज, प्लॉट नं। 77, सेक्टर-18, गुरुग्राम, हरियाणा-122015,</p> <p>और ऑनलाइन www.tenderwizard.com/SBIETENDER पर और किसी भी सहायता के लिए आप संपर्क कर सकते हैं</p> <p>मैसर्स एंटेरास सिस्टम्स लिमिटेड</p> <p>संपर्क व्यक्ति: श्री कुशल बोस</p> <p>मेल आईडी: Kushal.b@antaressystems.com</p> <p>संपर्क नंबर: 7686913157 (एम)</p> <p>STATE BANK INSTITUTE OF CREDIT AND RISK MANAGEMENT (SBICRM) PLOT NO. 77, SECTOR-18, GURUGRAM, HARYANA-122015, FOR CATERING SERVICES, AND ONLINE AT www.tenderwizard.com/SBIETENDER AND FOR ANY ASSISTANCE YOU MAY CONTACT M/S ANTERAS SYSTEMS LTD.</p> <p>Contact Person: Shri Pushpraj / Kushal Bose</p> <p>MailID: pushpraj@antaressystems.com/ Kushal.b@antaressystems.com</p> <p>Contact Number: 7503347659 / 7686913157</p>
5.	<p>बोली पूर्व बैठक</p> <p>PRE-BID MEETING</p>	<p>खानपान सेवाओं के लिए निविदा</p> <p>स्टेट बैंक इंस्टीट्यूट ऑफ क्रेडिट एंड रिस्क मैनेजमेंट (एसबीआईसीआरएम), प्लॉट नं। 77, सेक्टर-18, गुरुग्राम, हरियाणा-122015 दिनांक 08/11/2021 पूर्वाह्न 11:00 बजे।</p> <p>STATE BANK INSTITUTE OF CREDIT AND RISK MANAGEMENT (SBICRM) FOR CATERING SERVICES, PLOT NO. 77, SECTOR-18, GURUGRAM, HARYANA-122015 ON 08/11/2021 AT 11:00 AM.</p>
6.	<p>अंतिम तिथि एवं ई-निविदा प्रस्तुत करने से पूर्व समय LAST DATE & TIME FOR SUBMISSION OF E-TENDER</p>	<p>निविदा दस्तावेज में निर्दिष्ट की गई तकनीकी बोली की हार्ड कॉपी दिनांक 22/11/2021 अपराह्न 3.00 बजे तक जमा की जानी है</p> <p>22/11/2021 UP TO 3.00 PM, HARD COPIES OF TECHNICAL BID TO BE SUBMITTED AS SPECIFIED IN THE TENDER DOCUMENT</p>
7.	<p>ई-निविदाएं खोलने की तिथि व समय DATE AND TIME OF OPENING OF E-TENDERS</p>	<p>तकनीकी बोलियां 22/11/2021 को अपराह्न 3.30 बजे खोली जाएंगी। केवल शॉर्टलिस्ट किए गए आवेदकों की मूल्य बोली ही खोली जाएगी। मूल्य बोली खोलने की तिथि की सूचना बाद में दी जाएगी। तकनीकी बोली की हार्ड कॉपी भी निविदा दस्तावेज में निर्दिष्ट किए गए रूप में ही जमा की जानी है।</p>

		TECHNICAL BIDS WILL BE OPENED ON 22/11/2021 AT 3.30 PM. PRICE BID ONLY FOR SHORTLISTED APPLICANTS WILL BE OPENED. DATE OF OPENING OF PRICE BID WILL BE ADVISED SUBSEQUENTLY. HARD COPIES OF TECHNICAL BID ARE ALSO TO BE SUBMITTED AS SPECIFIED IN THE TENDER DOCUMENT
8.	प्रस्ताव की वैधता VALIDITY OF OFFER	मूल्य बोली खुलने की तिथि से 3 (तीन) महीने 3 (THREE) MONTHS FROM THE DATE OF OPENING OF PRICE BID
9.	कार्य का प्रारंभ करना COMMENCEMENT OF WORK	कार्य आदेश प्राप्ति के 30 दिन के भीतर WITHIN 30 DAYS ON THE ISSUANCE OF WORK ORDER
10.	जुर्माना PENALTY	निविदा उपबंधों के अनुसार AS PER TENDER CLAUSE.
11.	भुगतान प्रमाण के सम्मान की अवधि PERIOD OF HONORING PAYMENT CERTIFICATE	बिल प्राप्ति के 15 दिन पश्चात 15 DAYS AFTER RECEIPT OF BILL.
12.	बीमा INSURANCE	निविदा दस्तावेज के उपबंध के अनुसार AS PER CLAUSE OF THE TENDER DOCUMENT
13.	कार्य अनुसूची WORKING SCHEDULE	शाखा / कार्यालय के कामकाज में बाधा डाले बिना अन्य सभी एजेंसियों के साथ समन्वय करते हुए। IN CO-ORDINATION WITH ALL THE OTHER AGENCIES WITHOUT DISTURBING THE FUNCTIONING OF THE BRANCH/OFFICE.

यदि निविदाओं के खुलने की तिथि को अवकाश घोषित किया जाता है, तो निविदाएं अगले कार्य दिवस को उसी समय खोली जाएंगी।

एसबीआईसीआरएम बिना कोई कारण बताए किसी भी/सभी निविदा को स्वीकार/अस्वीकार करने का अधिकार सुरक्षित रखता है।

IN CASE THE DATE OF OPENING OF TENDERS IS DECLARED AS A HOLIDAY, THE TENDERS WILL BE OPENED ON THE NEXT WORKING DAY AT THE SAME TIME.

SBICRM RESERVES ITS RIGHTS TO ACCEPT/REJECT ANY/ALL TENDER, WITHOUT ASSIGNING ANY REASON WHATSOEVER.

सहायक महाप्रबंधक (अतिथि सत्कार)

एसबीआईसीआरएम, गुड़गांव

ASSTT. GENERAL MANAGER (HOSPITALITY)

SBICRM, GURGAON

STATE BANK INSTITUTE OF CREDIT AND RISK MANAGEMENT (SBICRM)

PLOT NO. 77, SECTOR-18, GURUGRAM, HARYANA- 122015

INVITATION FOR TENDER FOR CATERING SERVICES

State Bank Institute Of Credit And Risk Management, Gurugram (henceforth called '**Institute**') invites **e-Tender** in respect of the above mentioned work from reputed licensed organizations having sound financial capacity, required experience, expertise, adequate qualified personnel for providing the catering services subject to compliance of the following terms and conditions. This document contains 36 pages, serially numbered.

The basic qualification criteria to be fulfilled by the applicant are appended below:

1. The applicant must be a Registered & Licensed Company / Partnership firm / Sole proprietor /Individual.
2. The applicant or any serving employee must have a Diploma / Degree in Hotel Management. In case of a partnership firm or company one of the partner or director as the case may be should have Diploma/ Degree.
3. The applicant must have a proven track record of minimum 5 years with reputed clients in rendering catering services (breakfast, lunch and dinner) and not like a **cafeteria type**, to reputed Training- institution or other such institutions.
4. The experience should relate to catering services of Single Client with minimum of 150 to 200 persons per day providing multi-cuisine vegetarian and non-vegetarian food (Breakfast/Lunch/Dinner)
5. The applicant must have sound financial capacity and credit worthiness acceptable to the Institute.
6. The applicant must have a minimum annual turnover of Rs. 2 Crore (Rupees Two Crores only), for three financial years out of last four financial years (2017-18, 2018-19, 2019-20 & 2020-21), exclusively in catering services and with a minimum individual billing of Rs. 1 crore in any of last three financial years (2018-19, 2019-20 & 2020-21).
7.
 - a) The applicant must produce relevant documentary evidence along with the Pre-qualification application form.
 - b) Non-disclosure of relevant information or furnishing of incorrect information or documents will invite disqualification from the process.

8. The applicant shall not have any right to participate in the Price Bidding process merely on satisfying the above eligibility criteria or on being found suitable to apply for tender.
9. The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Labour Authority or Competent Court.
10. The applicant must not have rescinded or abandoned any catering contract awarded by any of his client before the expiry of prescribed period of contract.
11. The applicant is not a sub-contractor to any other entity or person nor has at any time sub-let the contract awarded to the applicant to any other person.
12. The applicant has complied with all labour laws and obtained all licenses, approvals, permissions to carry on the business of catering services.
13. The applicant does not suffer or has not suffered any disqualification to render the catering services at any time in respect of matters not enumerated herein.
14. The applicant must furnish appropriate declarations in respect of the terms and conditions mentioned herein along with his pre-qualification application forms.
15. The applicant is or has not formed or part of any cartel at any time for processing any contract including the present tender.
16. Institute is not responsible in any manner for the postal delay or loss or non-receipt of tender documents.
17. The tenderer should submit a Nationalised Bank's solvency certificate not later than 6 months before from the date of opening of technical bid i.e. 22.11.2021, for minimum of Rs. 1 crore (Rupees One Crore) **(Annexure I)**
18. Prequalification will be on the basis of marks secured in various parameters as per the **Annexure-II**. The bidder has to secure minimum 60% marks (42 out of 70) to be eligible for prequalification (SBICRM reserves the right for relaxation in technical parameters scoring only in case of SBICRM receives less number of bids)
19. The Institute reserves the right to reject all or any of the tender documents without assigning any reason there for.
20. The tender process will be in two cover system.

Envelop Cover – I :

This envelop will contain –

Application form duly filled in along with necessary enclosures.

Tender document duly signed in all pages by the tenderer.

EMD of Rs. 1,50,000/- (One Lac Fifty Thousand Only) in the form of a Demand Draft or Banker's Cheque in favour of SBICRM, Payable at Gurgaon.

ii) Envelop Cover – II

This envelop will contain the Price Bid.

The tender will be rejected if the tenderer fails to submit the required EMD along with the above application and Price Bid will not be opened.

iii. The process of selection will be as under:

- (a) First, the envelop or Cover –I will be opened in the presence of the tender committee and the authorized representatives of the bidders on scheduled date and time specified on page no.14 of this tender document. The application will be checked for fulfillment of all eligibility criteria. The veracities of the claims will be tested to the satisfaction of the committee, and short listing of applications will be done based on such criteria. The bidder who scores minimum 60 % marks (i.e. 42 out of 70) as per the **Annexure II** will only be shortlisted.
 - (b) The shortlisted applications or units may be subject to onsite inspection and enquiry, with a view to establishing their suitability for undertaking the assigned job. The criteria for satisfactory inspection of the units will be decided by the committee.
 - (c) The Price Bid in respect of such shortlisted applicants, who have qualified after satisfactory Onsite inspection or enquiry will be opened. Date of opening of Price Bids will be advised subsequently.
 - (d) The Institute will not accept any **conditional tender** from the vendor, i.e., quoting any conditions in the tender form and their tender application will be rejected.
21. Please submit duly filled, enclosed Pre-qualification application form signed by the applicant on all the pages including General and Special Terms and Conditions (with all necessary documentary evidences wherever applicable and all annexure) in a sealed cover super scribed "Technical Bid for Catering Services at State Bank Institute Of Credit And Risk Management, Gurugram" and the Price Bid in a separate cover super scribed "Price Bid for Catering Services at State Bank Institute Of Credit And Risk Management, Gurugram" and both the sealed covers put in a single sealed

Cover super scribed "Technical Bid & Price Bid for Catering Services at State Bank Institute Of Credit And Risk Management, Gurugram" addressed to Asstt. General Manager (Hospitality), STATE BANK INSTITUTE OF CREDIT & RISK MANAGEMENT (SBICRM), Plot No. 77, Sector 18, Gurgaon -122015, so as to reach on or before 22-11-2021, before 3.00 p.m. SBICRM will not be responsible for any postal delay or loss or non-receipt thereof. No consideration will be given to a Tender received after the date and time specified above.

Documents to be enclosed with Technical Bid: Non submission of any below mentioned documents, the bid will be liable to be rejected.

- a. Certificate of Incorporation, Articles & Memorandum of Association in case of a company/ partnership deed in case of a partnership firm.
- b. Certificate of Registration with Labour Department, Haryana Govt.,
- c. Certificate of Registration under GST Act,
- d. Certificate of Registration under Shops & Establishment Act,
- e. Certificate of Registration with the Office of the Regional Provident Fund Commissioner,
- f. Certificate of Registration with Employees' State Insurance Corporation,
- g. Audited Financial Statements (P&L and Balance Sheet) for the last three Financial Years (2018-19, 2019-20 & 2020-21)
- h. Banker's solvency certificate (from a nationalized Bank) obtained not be later than six months before from the date of opening of technical bid i.e. 22.11.2021, for minimum of Rs. 1 crore (Rs One crore)
- i. Income Tax Assessment copies for the last three financial years (2018-19, 2019-20 & 2020-21)
- j. Performance certificate from previous & present clients for last 5 years
- k. Specific certificate for providing catering services only
- l. Valid Certificate of ISO in catering business (expired certificate will be treated as Invalid)
- m. POA or resolution of board of Directors as the case may be for authority submission and execution of Tender document
- n. Valid FSSAI Licence required to run the catering Business (expired certificate will be treated as Invalid)

STATE BANK INSTITUTE OF CREDIT AND RISK MANAGEMENT
Plot No 77, Sector 18, Gurugram, Haryana – 122015

PRE-QUALIFICATION APPLICATION FORM

1. Name of the Individual/Firm/Organisation :
And Address (with telephone number) :

2. Name of the Contact Person with Tel No./Mobile No. :

3. Details of Registration with Labour Deptt./ :
MCH (Central/State) :

4. Name of the Proprietor/Partners/ :
Directors together with technical :
Qualifications :

5. Past Experience in the field :
(Please enclose testimonials on the above) :

Period of Contract		Name of the Firm/Person/Organisation for whom catering contracts undertaken	Type of the Contract undertaken	Value of contract & other details	Remarks, if any
From	To				

(You can use additional sheets, if required)

6. List of Organisations/Persons to whom :
Catering services are presently being
Rendered, along with certificate proofs :

Period of Contract		Name of the organization	Type of the Contract	Value of the Contract (in Lacs)	Name of the Contact Person with Mob No.
From	To				

(You can use additional sheets, if required)

7. Annual turnover during the last three :
Years (Enclose copies of last three years
Audited financial statements) :

Year	2018-2019	2019-2020	2020-2021
Turnover (Rs. In lacs)			

8. Whether an Income Tax Assessee? :
If yes, Permanent Account Number
And enclose a copy of latest Assessment
Order. :
9. Contract Labour (R&A) Act License No :
10. Registration No. under Shops & :
Establishment Act (enclose photocopy) :

11. GST Registration No. :

12. Enclose Performance certificate from :
Previous & present clients :

13. Whether 24 x 7 service and support will be Available? :

14. No. of persons employed : Permanent :
: Temporary :

15. Name and Address of Bankers and type of :
Facility enjoyed from them :

16. Names of references and their addresses : a)
With telephone numbers

b)

Date : Signature of the Tenderer with seal
Name & Address

Note : Documentary evidences should be enclosed, wherever necessary

Annexure –I

(Name and Address of the Issuing Bank)

The Asstt. General Manager(Hospitality)(Hospitality),
State Bank Institute Of Credit And Risk Management
Plot No. 77, Sector -18
Gurugram, 122015

Dear Sir/ Madam,

Solvency Certificate

This is to state that to the best of our knowledge and information M/s
....., customer of our Bank, is respectable and can be treated as
good up to a sum of Rupees (Rupees in words)
..... . It is certified that this information is furnished without any risk
and responsibility on our part in any respect whatsoever more particularly either as
guarantor or otherwise. This certificate is issued at the specific request of the customer.

Yours faithfully,

Branch Manager

STATE BANK INSTITUTE OF CREDIT AND RISK MANAGEMENT
Plot No 77, Sector 18, Gurugram, Haryana – 122015

INVITATION FOR TENDERS FOR CATERING SERVICES

GENERAL TERMS & CONDITIONS:

1. a) The Tender documents can be obtained from the office of Asstt. General Manager (Hospitality) **STATE BANK INSTITUTE OF CREDIT AND RISK MANAGEMENT Plot No 77, Sector 18, Gurugram** against a payment of Rs. 500/- (Rupees Five Hundred Only) in the form of Demand Draft or Banker's Cheque. If the tenderer downloads the tender documents from our website "www.sbi.co.in under Procurement News" , they have to enclose a Bank Draft or Banker's cheque for Rs. 500/- (Five Hundred Only) along with tender documents.
- b) Tender Documents are available from 27.10.2021 to 20.11.2021 on all working days between 11.00 a.m. and 5.00 p.m. from the Office of Asstt. General Manager (Hospitality), SBICRM, Plot No. 77, Sector 18, Gurgaon and the last date and time for issuance of Tender Document is 22.11.2021 till 1.00 p.m.
2. Tenderer has to submit duly filled in Pre-qualification application form and sign on all the pages of the documents as a token of accepting our terms and conditions. The Tenderers who do not submit the Pre-qualification form and accept the terms and conditions & who do not furnish the requisite documentary evidences will be summarily rejected. Any misleading information will result in application to be rescinded and will lead to disqualification of Tender.
3. A non-interest bearing EMD of Rs.1,50,000 (Rupees One Lac Fifty Thousand only) in the form of Demand Draft or Banker's Cheque drawn in favour of State Bank Institute of Credit & Risk Management (SBICRM), Gurgaon should be furnished along with the Tender documents. EMD will be refunded to all except the successful bidder. Tender Documents not accompanied by the EMD in the above manner will be rejected.
4. The Tenderer should submit a nationalized banker's solvency certificate not later than six months before from the date of opening of technical bid i.e. 22.11.2021, for minimum of Rs. 1 crore (Rupees One Crore).
5. The Tender Documents are not transferable, and the cost of the Tender Documents is also not refundable.
6. **Sub-contracting shall not be permitted in the event of award of catering contract to the successful bidder.**

7. The successful bidder will have to commence the catering services within 30 days of intimation to them by the Institute.
8. Sealed Tender documents (prequalification application) duly completed in all respects, should be submitted to the Asstt. General Manager (Hospitality), STATE BANK INSTITUTE OF CREDIT & RISK MANAGEMENT (SBICRM), Plot No. 77, Sector 18, Gurgaon -122015 either in person or by post so as to reach the Institute on or before 22.11.2021 by 3.00 p.m. SBICRM will not be responsible for any postal delay or loss or non-receipt thereof. No consideration will be given to a Tender received after the date and time specified above, for any reason whatsoever.
9. The tender containing requisite pre-qualification application form along with required documents & duly signed general & specials terms and conditions (hereinafter called the Technical Bid) and EMD will be opened on 22.11.2021 at 3.30 p.m. at the office of Asstt. General Manager (Hospitality), STATE BANK INSTITUTE OF CREDIT & RISK MANAGEMENT (SBICRM), Plot No. 77, Sector 18, Gurgaon -122015 in the presence of Tenderers or their authorized representatives who choose to be present thereat. The authorized representatives should bring necessary authority letters under an official letter head of the Tenderers conferring full and comprehensive authority to deal with all matters relating to the Tenders. The date of opening of **Price Bid** will be advised subsequently.
10. If the date of Tender Opening happens to be a holiday, the Tender will be opened on the next working day at the same time.
11. The contractor can inspect the premises and assess the scope of work before quoting the rates. The intending bidders are free to contact the Office of the **Asstt. General Manager(Hospitality), State Bank Institute Of Credit And Risk Management, Gurugram, on any working day during the office hours up to 1.00 p.m. on 22.11.2021**, for any clarification or for issues and to get the answer to any questions that may be raised at that stage as to the Tender processes and such other issues as may be deemed proper, by the Tender Committee.
12. Wherever all or most of the Tenderers quote equal rates, the work will be awarded to the bidder whose scores maximum marks in Technical Parameters (**Annexure II**). If the technical score is also the same, then bank will decide on the basis of draw of lots. In case any cartel formation is suspected, the Institute reserves the right to reject any or all the Tenders without assigning reasons thereof.

13. The contract for catering services is for a period of **12 months** from the date of commencement of the contract subject to review at the expiry of every six month, and may be renewed for a further period of **one year**, on completion of contracted period of 12 months, at the discretion of the Institute.
14. The Courts in Gurugram, Haryana alone shall have the jurisdiction in respect of any or all matters relating to or connected with the Tender.
15. (a) The tenderer must obtain for himself at his own responsibility and expenses, all the information and documents necessary including approvals, permissions, risks, contingencies and other circumstances to enable him to make a proper tender and to enter into contract with the Institute, he must examine the specifications, conditions and seek whatever clarifications he desires before submitting the tender documents.
(b) The tenderer shall also bear all expenses in connection with the preparation and submission of his tender. Omission, neglect or failure on the part of the tenderer to so obtain requisite, reliable and full information on any matter affecting his tender, the contract and supply, shall not relieve the tenderer whose tender is accepted from any liability under the contract.
16. If any tenderer withdraws his tender after submission or makes any modifications to this tender which are not acceptable to the Institute, the tender will be treated as having been rejected or abandoned or rescinded.
17. (a) After evaluation of technical bid or prequalification application, the Price Bids of the successful bidders of Technical bid will be opened on a subsequent date and time. The date and time of opening of Price Bids will be advised to the qualified Technical Bidders.
(b) The tenderer should quote rates on “per participant per day basis” in the “PRICE BID”. Rates quoted for the “everything inclusive – per head per day appearing in serial number 1 of the “PRICE BID” will form the basis for finalizing the award of contract and not on competitive rates for break-up items.
18. Final award of the contract for catering services will be subject to the approval of the Competent Authority.
19. SBICRM does not bind itself to accept the lowest tender and reserves to itself the right to reject any or all the tenders received without assigning any reason.
20. Incomplete tenders not confirming to the requirement are liable to be rejected. Tender submitted by firms shall be signed by all the partners and in absence of any partner, shall be signed by POA holder. Tender by company shall be executed by a person duly authorized under resolution of the Board of Directors of the Company.

SCHEDULE

1.	Last date of issuance of Tender Documents	22.11.2021
2.	Bidders to contact Asstt. General Manager (Hospitality) for clarifications	Up to 22.11.2021 before 1.00 pm
3.	Closing Date for submission of Tender Documents	22.11.2021 at 3:00 pm
4.	Opening of tender (Technical Bid) & EMD	22.11.2021 at 3:30 pm
5.	The date & time of opening of Price Bid will be advised subsequently.	

ANNEXURE-II**TECHNICAL PARAMETERS FOR CATERING TENDER-2021**

Parameters	Max Marks	Score
1. CONSTITUTION		
Name:		
Public Ltd. Co	10	
Pvt. Ltd Co.	08	
Partnership firm	06	
Proprietorship/individual	04	
2. EXPERIENCE		
> 10 YEARS	10	
> 7 YEARS	08	
> 5 YEARS	06	
3. ACADEMIC/PROFESSIONAL QUALIFICATION		
Any one of the active Directors/Partners / Proprietor having professional qualification in Hotel Management / Catering	10	
Others	05	
4. CAPITAL EMPLOYED IN BUSINESS (AS PER LAST AUDITED BALANCE SHEET)		
> Rs. 50 LACS	10	
> Rs. 25 LACS	08	
>Rs. 15 lacs	06	
<Rs. 15 lacs	04	
5. ANNUAL TURN OVER (EXCLUSIVELY IN CATERING SERVICES)		
> 3 crores	10	
> 2 crores but < 3 crores	08	
>1 crore	06	
6. CERTIFICATION		
ISO & FSSAI CERTIFIED	10	
NOT CERTIFIED	05	
7. INSPECTION OF FACILITIES ETC. (To be decided by Committee based on field visit)		
Maximum	10	
MAXIMUM MARKS	70	

STATE BANK INSTITUTE OF CREDIT AND RISK MANAGEMENT
Plot No 77, Sector 18, Gurugram, Haryana – 122015

SPECIAL TERMS & CONDITIONS-TENDER FOR CATERING SERVICES

The Catering Contract / Arrangement in the event of award of contract among other usual conditions will also be subject to the following special terms and conditions:

The Contractor shall arrange for cooking and service of food on a daily basis for 150 to 200 participant trainees (approx.) at the Institute premises. He shall adhere to the following schedule.

	ITEM	TIMINGS
A	Bed Tea/Coffee	Daily six sachets of Tea/Coffee with Sugar and Milk and one packet of branded biscuits per participant to be provided in the occupied Hostel Rooms.
B	Breakfast (Dining Hall)	8.00 A.M. to 9.30 A.M.#
C	Forenoon Tea/Coffee with our in house bakery made biscuits (Classrooms/Dining Hall*)	11.30 A.M. to 11.45 A.M.#
D	Lunch (Vegetarian only)	1:15 P.M. to 2.15 P.M.#
E	Afternoon Tea/Coffee with our in house bakery made biscuits (Classrooms/Dining Hall*)	3.30 P.M. to 3.45 P.M.#
F	Evening Tea with snacks (Classrooms/Dining Hall*)	5.30 P.M. to 6.00 P.M.#
G	Dinner (Veg/Non Veg) (Dining 8.00 P.M. to 10.00 P.M.# Hall*)	

The timings are flexible.

- Forenoon, Afternoon & Evening Tea are to be served in the dining hall on holidays, otherwise in lobbies near classrooms or at any other place in the Institute Campus as directed by the Institute Management

1. The recommended details of eatables (Daily Menu) are given in **Annexure-III**, which shall be strictly complied with by the Contractor. Weekly detailed Menus will be advised by the Institute and the catering should be done only on the basis of such menu. The various items of the menu will be changed frequently to provide variety and a uniform standard. The menu decided by the Institute must be adhered to at all cost. Non – adherence to the Menu will attract penalty to be decided at the sole discretion of the Institute.
2. The Contractor shall arrange to display day's menu along with their individual calorie values, on every morning on the Notice Board provided in the Dining Hall.
3. All the raw materials used in preparation of food products should be a certified ISI/AGMARK wherever applicable and or as per the brand names or others specified in **Annexure IV**. Vegetables, fruits, other perishables, dry foods and other raw materials should be of high quality and be procured from reputed dealers or shops. The contractor should arrange for purchases on his own and bear all expenses in connection with such purchases including transportation.
4. The contractor shall provide standard cooking utensils, crockery, glassware, flasks etc to serve food, tea and coffee in the Dining Halls and Guest rooms and cutlery of very high standard and table- linen, cloth napkins, paper napkins etc. at his own expenses. The table linen & cloth napkin will be changed daily and washed at his expenses. The said items shall be of first-class quality and shall be to the full satisfaction of the Institute, whose decision in this regard shall be final and binding on the contractor. The standard of cleanliness of kitchen utensils, crockery and cutlery shall be of very high order and any laxity in this regard will attract severe penalties.
5. The contractor shall arrange and pay for commercial cooking gas used for cooking purposes. The contractor shall be responsible for the safe keeping of the LPG cylinders.
6. The contract is for providing the services and not for supply of the contract labour and/or material. The person employed by contractor for providing catering services shall be the employees of contractor and not of the Institute. Institute shall not be liable for any obligation/responsibilities, contractual, legal or otherwise towards contractor's employees/agents or the said employees directly or indirectly in any case whatsoever.
7. The contractor must engage appropriate number of trained cooks and other kitchen staff for cooking vegetarian, non- vegetarian, South and North Indian delicacies, Tandoor items, bakery products etc., and for rendering catering services.
8. The contractor has to provide cookies or biscuits prepared in our in-house bakery with forenoon and afternoon tea and as and when advised by the Institute. The contractor is free to supply the cookies to the participants and guests at the rate fixed by the Institute. Since the contractor is using the electricity for preparing cookies and biscuits etc , they have to bear the electricity charges at highest slab applicable by the Haryana Government Electricity Charges. For this purpose, an electricity sub meter for Bakery will be installed by the Institute. To ensure the preparation of good quality cookies and other bakery items as advised by the Institute management, the contractor has to engage a whole-time baker.

9. The contractor shall engage the services of sufficient number of able, trained, efficient, neat & clean (viz., with trim haircut, mustache, nail cut, wearing mask), healthy, honest, well behaved and skilled persons for cooking, serving and cleaning of kitchen, dining halls and services areas at his cost. The contractor shall deploy a minimum of 3 waiters or serving personnel per 25 participants. For every additional group of 15 participants or part thereof, the contractor shall deploy additional one-waiter or serving personnel. The contractor shall ensure that the attendants, waiters, cooks should be properly trained and shall wear smart and neat uniform, including head caps, hand gloves etc., (pattern to be approved from the Institute) with their name badges and that they are courteous, polite and prompt while rendering efficient service in their respective areas. The contractor shall have full control over the employees engaged by him. The contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by the contractor. The contractor shall also be responsible for the payment of their wages and dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and central laws shall be his responsibility. He will on the request of Deputy General Manager (PD&A) / Asstt. General Manager(Hospitality), immediately remove from the work any person(s) or employee(s) who are, in the opinion of the Bank unsuitable or incompetent or who may misconduct himself and such a person shall not be again employed or allowed in the work or campus without the permission of the Deputy General Manager (PD&A)
10. The contractor should possess, for the entire duration of the contract, all licences and registrations as may be required under any law and shall be responsible to register himself and obtain a valid license under Contract Labour (Regulation and Abolition) Act, 1970 and rules there under. The Contractor shall comply with all rules and regulations in force under the said Act and rules. The Contractor shall comply with all applicable laws, rules and regulations relating to Provident Fund, Payment of Bonus, Minimum Wages, holiday/Sunday working charges or any other Statutory/Regulatory requirements. Any dispute regarding such dues shall and be dealt with and settled by the contractor.
11. The Contractor shall in terms of the provisions of Section 16, 17 and 18 of the Contract Labour (Regulation & Abolition) Act, 1970 and the rules framed under the said Act provide the prescribed amenities to its personnel. In case of failure of the Contractor in complying with the said provisions, the bank may provide the same when called upon to do so by the Competent Authorities and deduct the expenses incurred thereof from the bills of the Contractor without prejudice to its other rights and remedies under the contract. The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far these relate to the compliance of any and all statutory provisions/obligations for inspection of Bank/Statutory bodies.

12. In terms of the provisions of the aforesaid Contract Labour (Regulation & Abolition) Act, 1970 and Rules 72 and 73 of the Rules framed there under, in case the same are applicable to the Contractor, the Contractor shall disburse the minimum wages payable to its personnel (presently of Central Government applicable in Gurugram city). Any violation of the aforesaid provisions of the Law will entail forthwith termination of this Contract in addition to such penal consequences as may be attended with under these presents.
13. A Supervisor shall be appointed by the Contractor in consultation with the Institute management. A competent person having three years diploma in Hotel Management with three years' experience or a person having minimum five years' experience in the institutional catering services should be appointed. The Supervisor should be available throughout the production and service period at the Institute.
14. The contractor would get the Police verification of all his employees hired for the "Institute", a copy of which shall be submitted to the "Institute".
15. The contractor shall provide proper uniform to all his personnel and ensure their cleanliness and upkeep. Separate uniforms need to be provided for different categories of staff viz. servers, supervisors, waiters and other staff etc.
16. All the personnel required by the contractor shall be engaged after a medical examination and shall be subjected to periodical medical check-ups every year by a Medical Officer who may be identified by the Institute. The certificate of fitness obtained from the Medical Officer should be produced for scrutiny by the Institute. The cost of the medical checkup shall be borne by the contractor.
17. The contractor will pay rates and wages and observe hours of work and conditions of employment as per existing Statutory Rules, agreement and applicable laws. He shall be responsible to register himself and obtain a valid license under the Contract Labour (Regulation and Abolition) Act, 1970 and rules there under and he must comply with and carry out all the provisions and obligations under the said Act and Rules and furnish all information to the Asstt. General Manager (Hospitality) as may be required by the Act or Rules and shall indemnify Bank against any penalties or claims from any default on his part, and the said obligation shall survive even after the termination of the agreement.
18. The contractor will provide liquid soaps, tissue paper and hand towels for the wash basin provided in the Main Dining Hall, VIP Dining Hall, Executive Dining Hall. It shall be responsibility of the contractor to employ sufficient staff and provide cleansing material of first-class quality for the cleaning of toilet given for their staff, washing area, pantry, kitchen, dining halls and service areas. Any laxity in the cleaning of these areas will attract severe penalties.

19. The Contractor should arrange for upkeep of the Dining Hall, kitchen area, toilets meant for catering staff and washing area at least three times daily and also immediately after any service is rendered and also whenever it is required to be done. The Contractor should ultimately ensure that the entire kitchen and dining area are kept hygienic and clean. Preventive pest control measures including fly control will have to be done by the Contractor at his cost.
20. Contractor should adopt modern and hygienic kitchen practices. Contractor should ensure that tables (and not floor) should be used for kitchen work. Synthetic or marble cutting boards and stainless-steel knives should be used for cutting vegetables. Neat and clean utensils should be used for cooking. Contractor should arrange for providing proper cover for wastages besides proper and regular disposal of garbage at frequent intervals from the kitchen and twice a day from the Institute campus.
21. The contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the boarders or through the Faculty Members or the Deputy General Manager (PD&A) / Asstt. General Manager (Hospitality). A “Suggestion-cum-Complaint Register” will be maintained in the dining hall and the same will be submitted to the Asstt. General Manager(Hospitality) every day, with his remarks, for further putting up to the Competent Authority. The contractor will be responsible to attend to all complaints and requirements within the purview of the contract.
22. The contractor shall be provided, by the Institute, the articles used in the kitchen such as Ban Marie, Hot Plates, Gas ranges, Deep Freezer, Rice Boiler, Hot Case, Electric Toaster, Tandoors, Chafing dishes, Storage-cup-boards, work tables, Vegetable Cutting Machine, Movement Trolleys, Water Boilers, Chapati Plate, Milk Boiler, Electrical and Plumbing fittings, Geysers etc. The contractor shall take care of the said articles and equipments as a bailee, in terms of the Indian Contract Act and return all these equipments in good and working order on the expiry or termination of the contract.
- 23 The daily and periodical maintenance and service of all kitchen equipments and articles provided by the Institute shall be the contractor’s responsibility. The cost of replacement or repair and servicing of all equipments shall be borne by the contractor during the currency of the contract. The contractor has to ensure that the kitchen equipments are in good working condition, all the time.
- 24 Daily six sachets of Tea, Coffee, Sugar, Milk and one packet of branded biscuits to be provided per participant in Hostel Rooms. Breakfast, lunch and dinner will normally be served in the dining hall, afternoon tea, coffee, snacks forenoon tea, coffee, snacks will be served in the lounge near the classrooms or at such places as may be desired by the Institute. Appropriate meals will be served to sick persons in their respective rooms.

- 25 The tenderer who is awarded the contract will submit the bills for the services rendered only at the end of each programme, duly certified by the programme co-ordinator, to the Asstt. General Manager(Hospitality), who will scrutinise the bills and if found in order, the payments will be made within one week from the date of submission, subject to the condition that the contractor has cleared all his dues, viz., electricity, water and labour payment, as required to be paid by him.
- 26 All taxes which the Institute may be liable to deduct or called upon to so deduct, during the currency of the arrangement shall be set-off against the bills raised by the contractor and paid to the respective department or authorities as may be required under law and the contractor shall have no claim against the Institute in respect of such payments.
- 27 In the event of insufficient or bad quality or non-serving of any eatables agreed upon to be served, the Bank will be within its rights to make suitable deduction from the Contractor's bill.
- 28 The Contractor shall not be paid catering charges in respect of participants who are absent from any meal on a particular day provided notice is given at the beginning of same day, i.e., at bed-tea or breakfast time in the "dining out" register to be maintained the Asstt. General Manager (Hospitality). On the day of a participant's arrival and departure the payment for his or her meals will be made according to the schedule of timings. For example, if a participant enrolls his name at reception at 8.15 a.m. charges for breakfast will be paid, similarly if a participant vacates his room at 5.00 p.m. his or her charges for Evening Tea with snacks and Dinner will not be payable.
29. If the number of participants is less than 50 in any particular day, the contractor will be paid an overhead of 25% of mess charges per head per day for the number of shortfall, limited to a ceiling of 50 persons per day. For example if number of participants on a particular day is 30, the contractor will be paid the contracted rate for these 30 participants and 25% of contracted rate for 20 participants, i.e. for the shortfall number. However for the vacant slots, if any, a fixed sum of Rs. 2000/-per day will be paid to the contractor. In case the contractor or any of his employee, fails to fulfill his obligations for any day or any number of days, to the satisfaction of the Institute, for any reason whatsoever, he shall pay by way of liquidated damages an amount decided by the Institute. The Institute shall without prejudice to their other right and remedies, shall be entitled to deduct such damages from the money, if any, payable by them to the contractor.

30. Penalty will be deducted based on rating given by participants, as under:

Average rating (by participants) (Out of 5)	Penalty
< 3.50	20 % of the bill for that programme
> 3.50 but < 3.75	15 % of the bill for that programme
>3.75 but < 4.00	10 % of the bill for that programme
>4.00 but <4.25	5 % of the bill for that programme
4.25 and above	No penalty

31. All questions relating to the performance of the obligations under this agreement and to the quality of ingredients used in preparation of 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 payment to be made in pursuance thereof shall be decided by the GM & Director of this Institute, whose decision shall be final, conclusive and binding on the parties to this agreement.
32. The contractor shall be responsible for any loss due to theft or pilferage of or damage to the Bank's property, including any portion of the building under the Contractor's occupation, or the fittings, fixtures, furniture or other equipments entrusted in his charge, or any property belonging to the trainees or guests, when such loss or damage is, in the Bank's opinion, caused due to negligence or carelessness or any fault on contractor's part or that of his representative or any of his employee, he shall be liable to pay to the Bank such amount in respect of such damage as may be assessed by the Asstt. General Manager (Hospitality) or any other officer authorised in this regard. Accordingly, the Contractor shall ensure that the character and antecedents of the personnel to be engaged has been verified through the appropriate authority and they have unblemished past records.
33. The contractor shall not permit the Administrative Block or the Hostel Block or any portion thereof or any other area in the complex to be used for residential purpose by him or any of his employees except the room or area specifically permitted by the Institute.
34. (i) The contractor shall be liable to comply with all rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other regulations, which are in vogue or will become applicable in future.
- ii) The contractor shall accept and bear full and exclusive liability for the payment of any or all taxes etc., except GST, now in force or hereafter imposed, increased and revised from time to time by the Central or State Government or Local Body or by any other authority.

- iii) The contractor shall fully comply with all the applicable laws, rules and regulations relating to P.F. Act including the payment of P.F. Contributions, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI, CL(R&A) Act, Essential Commodities Act, Migrant Labour Act and such other Acts or Laws or regulations passed by the Central, State, Municipal and Local Government agency or authority, including T.D.S. as per I.T. Act, applicable from time to time.
- iv) The contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance of any statutory provisions and obligations. The contractor shall be responsible for maintaining record pertaining to payment of Wages Act and also for depositing the P.F. contributions, if required, with authorities concerned. Any penalty imposed on us by the govt. departments for non-compliance of the rules and regulations by the contractor would be payable by the contractor.
- v) The contractor shall bind himself and executors or administrators and shall indemnify and hold harmless the Bank, in respect of this contract, including all claims, damages proceedings, costs, charges and any expenses whatsoever which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of contract in respect of violation of any of the provisions of Law, Act, Rules or regulations having the force of law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employed or engaged by the contractor in connection with this contract. This indemnity shall survive even after termination of the contract.
- vi) The contractor shall be responsible for all the claims of his employees and the employees of the contractor shall not make and claim whatsoever against the Bank. The contractors' workmen will not have any right whatsoever to get absorbed in the Bank.
- vii) The contractor shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from all infections or diseases.
- viii) The contractor shall obtain adequate insurance policy in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death, injury or disablement at work etc.
- ix) The contractor shall provide weekly off / holidays to his workmen as per labour laws, but it will be his responsibility to ensure uninterrupted services on all days.

- x) In the event of Contractor being a partnership firm, the catering contract must be executed by all the partner thereof, or in the event of absence of any partner, it must be signed on his behalf, by a person holding a valid Power of Attorney authorising him to do so, such Power of Attorney shall be produced to the Institute for its record. It must disclose that the firm is registered under the Indian Partnership Act. In the case of a body corporate, all formalities required under the Company Laws must be complied with.
 - xi) The Contractor shall insure or keep insured against fire, theft, injury, accident and also third party risks all goods, articles, equipments being used by him or his employees and shall regularly and punctually pay each and all premia as and when the same shall become due, during the currency of the contract. The Insurance policy will be assigned to the Institute. The Contractor shall arrange and pay for policy under public liability Insurance Act 1991 and Insure and keep Insured all substances which are or have been declared to be hazardous under the notification/s issued or that may be issued from time to time under the above Act or any rule framed there under and which substances are used by the Contractor during the course of the contract.
34. (a) The rates quoted should be inclusive of all statutory obligations such as minimum wages, ESI, PF etc. and all kind of taxes (except GST). The offers / bids of those prospective bidders which do not meet the statutory requirements are liable to be rejected.
- (b) The contractor who committed / commits any breach of the contract awarded / to be awarded by the Bank, shall be disqualified from participation in future tender process if any to be initiated by the Bank for similar work.
35. Contractor shall ensure that the contractor's employees maintain peace, order and decorum in the premises. Any disturbance in the premises by the contractor or his agents/employees would render the termination of the contract without notice by the Bank.
36. All questions relating to the performance of the obligations under this agreement 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 payment to be made in pursuance thereof, shall be referred to the Principal, State Bank Institute, whose decision shall be final, conclusive and binding on the parties to this agreement.
37. The contractor shall deposit a sum of Rs. 8,00,000/- (Rupees Eight lac only) as Security Deposit (inclusive of EMD) for due fulfillment and performance of the Contract. The Security Deposit shall be held in Special Term Deposit with the State Bank Institute of Credit & Risk Management (SBICRM) in the joint name of Institute and the Contractor and the deposit receipt will be kept in the custody of the Institute.

38. Periodical interest accrued on the deposit will not be claimed by the contractor. The security deposit with interest will be returned to the contractor after three months from the date of expiry of the contract provided that there are no defects in materials, articles, equipments supplied by the Institute, and also only after said materials, articles, equipments are returned to the Institute in good working condition by the contractor to the satisfaction of the Institute, and all his dues to the Institute are fully settled.
39. The contract for catering services is for a period of two years from the date of commencement of the contract subject to review at the expiry of every six month, and may be renewed for a further period of one year at the end of the contracted period of 24 months, at the discretion of the Institute. However half yearly review would be conducted to assess the performance. The contractor will be obligated to meet the Mess Committee once in a month for assessing and monitoring of the catering services rendered and for which notice will be given to him or her either in person or by written communication.
40. The performance of contractor would be assessed and monitored by the Mess Committee at periodical interval with or without the assistance of external expertise as may be decided by the Institute. The contractor shall comply with such observations or feedback made and furnished for improvement of the services by him or her.
41. The contract shall be terminated on the expiry of two years by efflux of time or earlier, by one month's notice at the option of the Institute, if any of the stipulated conditions or qualitative dimensions of the menu or services agreed upon by the contract are not met to the satisfaction of the Institute and no compensation is payable for unexpired period. The contractor shall have the option to terminate the agreement after giving three months' notice to the Institute of such termination. If during the currency of the contract, any Government notification prohibits employment of contract labour for Catering services, the contract shall come to an end forthwith and no compensation shall be paid to the contractor. Besides if the contract is terminated as stated above the contractor shall be entitled to the payment up to the date of termination for the work already performed.
- (i) The Bank reserves its right to terminate the agreement for any reason at its absolute discretion including but not limited to the following:
 - (ii) If the vendor is adjudicated insolvent by a Competent Court or files for insolvency or if the hirer being a company is ordered to be wound up by a court of competent Jurisdiction.
 - (iii) If the vendor commits any breach of the terms of this tender document and the agreement to be executed subsequently.

- (iv) If any charge sheet is filed by a competent authority of the Government against the Agency / Company, or the vendor is convicted by a criminal court on grounds of moral turpitude.
- (v) The vendor is involved in wrongful billing. In addition hereto wrongful billing shall also result in the vendor being debarred from participating in any other tender of the Bank.
- (vi) The engagement is not in the interest of the Bank or the Bank no more requires any such service.
- (vii) If there is a change in the name or constitution of the contractor arising out of merging with some other company or Collaboration with some other company or for any other reason or, if any changes take place in the proprietorship or partnership or the Company. The Bank should be intimated within 30 (thirty) days of such changes, failing which all payments will be withheld and Bank may terminate the hire agreement as may be deemed necessary. Whatever be the reason of changes, the subject agreement would be terminated unless the new company/entity accepts the subject agreement at the same rates, terms and conditions laid down herein. The contractor shall refund the excess money paid for the term for which the agreement / arrangement has run.
42. Nothing contained in these presents is intended nor shall be construed to be a grant, demise or assignment in law of the premises or the articles/equipments or any part thereof by the Bank to the Contractor and or its personnel and they shall vacate and handover the same in good working condition and order upon termination of these presents either by efflux of time or otherwise.
43. The rates quoted shall not be subject to any variations in prices, basic material, labour conditions, etc., except taxes, duties, during the currency of the catering contract subject to discretion of the Institute
44. The contractor shall bear all the costs and expenses in respect of all charges, stamp duties etc. of this agreement.
45. If the contractor assigns or sublets the catering services, the contract will be terminated without any further notice.
46. Within the validity period of the tender the Bank shall issue a letter of acceptance to the successful bidder at the address of the bidder as given in the tender to enter in to a contract for the execution of the work as per terms of the tender. The letter of acceptance shall constitute a binding contract between State Bank Institute and the bidder/contractor.

- 47 On receipt of the intimation of the acceptance of the tender from State Bank Institute Of Credit And Risk Management, Gurugram , the successful tenderer shall be bound to implement the contract and within 7 days thereof he shall sign an agreement in a non judicial stamp paper of appropriate value.
- 48 Failure to commence services within 15 days of signing of the contract or as decided by the Institute will result in withdrawal of the contract awarded.
- 49 Any indulgence, forbearance or waiver, granted or shown or made on the part of the Institute will not prejudice its rights under the contract.
- 50 Successful bidder will have to enter into an agreement with the Institute. The format of the agreement shall be designed / drafted based on the Terms and Conditions / Clauses mentioned in this RFP document. However, Bank reserves the right to add / delete any other clauses in the Agreement.
- 51 The tenderer whose tender is accepted has to execute a Contract with the Institute but his liability under the contract shall commence from the date of written order.
- 52 The Courts in Gurugram City (Haryana State) alone shall have jurisdiction in respect of any matter touching these presents.

DAILY MENU

ITEM	
Bed Tea / Coffee	<p>Daily Six sachets of Tea/Coffee/Sugar/Milk and one packet of two branded biscuits to be provided in Hostel Rooms.</p> <p>Brand: Tajmahal/Tetle/Twining/Tata tea bags</p> <p>Nescafe Classic/Bru coffee. Milk : Amul/Nestle Dairy</p> <p>Biscuits : Britannia / Parle / Sunfeast</p>
Breakfast	<p>(i) Vegetarian (Unlimited)</p> <p>Daily compulsory items</p> <p>Corn Flakes and milk or Oat meal & milk</p> <p>Bread (toasted in electrical toasters), butter & jam, fruits/cut fruits &</p> <p>One item each from the following (a) & (b) below to be served daily in weekly cyclic menu</p> <p>a) Idli-Vada or Masala Dosa or Uthappam. All with Sambar, Coconut Chatni and Onion Chatni.</p> <p>b) Stuffed Paratha with Curd, Paratha-Aloo Subji, Chole Bhature, Chole Kulche, Puri Aloo Sabji, Pav-Bhaji, Poha-Chatni, Veg Cutlet etc.</p> <p>(ii) Non-Vegetarian (unlimited):</p> <p>Eggs: full boiled/poach (half Fried)/Omelet as per order</p> <p>Beverages: Dip tea / instant Coffee</p> <p>Cold Milk/Butter Milk/Lassi during the months March to August.</p>
Forenoon Tea / Coffee:	<p>Dip tea/Lemon Tea or Coffee with sufficient quantity of</p> <p>Bakery made biscuits near classroom lounges at 11.00 am.</p>
Lunch (Vegetarian only)	<p>a) One vegetarian Soup with soup stick, for all</p> <p>b) One Paneer/Mushroom Subji</p> <p>Like : Karahi Paneer, Matar Paneer, Paneer Bhurji, Paneer Do-Pyaza, Paneer Masala Veg., Palak Paneer, Shahi Paneer etc. & Chilly Mushroom, Muttar Mushroom, Malai Kofta, etc.</p> <p>c) One Seasonal Dry Vegetable Subji: Aloo Beans, Aloo Capsicum, Aloo Palak, Aloo Parwal, Brinjal Masala, Cabbage Matar, Cauliflower, Lauki</p>

Afternoon Tea / Coffee	<p>Tomato, Palak Nutrela, Tinda , Boiled vegetables etc.</p> <p>d) One Dal (like Dal Makhani, Chhole, Rajma, Kadhi etc.)</p> <p>e) Rice two types: (Plain Rice, Veg Pulao, Curd Rice & Lemon Rice, Jeera Rice, Tomato Rice etc.)</p> <p>f) Tava Roti/Tandoori Roti</p> <p>g) Sambar or Rasam</p> <p>h) Salad : Green/Russian/Sprouted (any one)</p> <p>i) Papad: Grilled</p> <p>j) Plain curd and raita /Dahi Bhalla / Bundi Raita or other raita as desired by the Institute</p> <p>k) Pickles.</p> <p>l) Dessert : Gulab jamun, Rasgulla, Jalebi, Ice cream, Custard, Fruit cream, Moong Ki Halwa, Suji Ka Halwa, Gajar Ka Halwa, Cut Fruits, Rice Kheer, Sevayyan Kheer, Laddu, Kaju Burfi, Ras Malai, Raj Bhog, Sandesh etc., (any one)</p> <p>m) Sauf, Misri, Toothpick (all the time)</p> <p>n) Salt & Pepper all the time on each table</p> <p>Dip tea/Lemon Tea or Coffee with sufficient quantity Bakery made biscuits near classroom lounges at 3.00 p.m..</p>
Evening Tea with Snacks	<p>Dip tea/Lemon Tea or Coffee with snacks like: Samosa, Cutlets, Veg. Pastry, Kachori, Aloo Bondas, Pakoda, Sandwich etc. and our Bakery Products like, Pastry, Pattis, Cheese straws, Cake, etc. (any one)</p>
Dinner (Veg. & Non-Veg.)	<p>a) One vegetarian Soup with soup stick, for all</p> <p>b) One Paneer/Mushroom Subji</p> <p>Like : Karahi Paneer, Matar Paneer, Paneer Bhurji, Paneer Do-Pyaza, Paneer Masala Veg., Palak Paneer, Shahi Paneer etc. & Chilly Mushroom, Muttar Mushroom, Malai Kofta, etc.</p> <p>c) One Seasonal Dry Vegetable Subji: Ex. Aloo Beans, Aloo Capsicum, Aloo Palak, Aloo Parwal, Brinjal Masala, Cabbage Matar, Cauliflower, Lauki Tomato, Palak Nutrela, Tinda Boiled vegetables etc.</p> <p>d) One Non-Veg dish of Chicken, Mutton & Fish: Ex. Butter Chicken,</p>

	<p>Tandoori Chicken, Chilly Chicken, Ginger Chicken, Chicken Biryani, Fish Curry, Fish Fry, Chilly Fish, Mutton Rogan Josh, Mutton Biryani, Mutton Kheema etc.</p> <p>e) One Dal (like Dal Makhani, Chhole, Rajma, Kadhi etc.)</p> <p>f) Rice two types: (Plain Rice, Veg Pulao, Curd Rice & Lemon Rice, Jeera Rice, Tomato Rice etc.)</p> <p>g) Plain curd and raita /Dahi Bhalla / Bundi Raita or other raita as desired by the Institute</p> <p>h) Tava Roti/Tandoori Roti</p> <p>i) Sambar or Rasam</p> <p>j) Salad : Green/Russian/Sprouted (any one)</p> <p>k) Papad: Grilled</p> <p>l) Pickles.</p> <p>m) Dessert : Gulab jamun, Rasgulla, Jalebi, Ice cream, Custard, Fruit cream, Moong Ki Halwa, Suji Ka Halwa, Gajar Ka Halwa, Cut Fruits, Rice Kheer, Sevayyan Kheer, Laddu, Kaju Burfi, Ras Malai, Raj Bhog, Sandesh etc., (any one)</p>
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1. Fruits/milk etc should be served for officials on fasting.
2. For trainees having health problems like Blood Pressure, Diabetes, Heart Problems some deviations would be required to be made to suit their requirements such as providing Oatmeal, salad, sprouted methi, sprouted moong, sprouted gram, roasted gram, boiled vegetables etc., on their prior request.
3. The charges in respect of food served to guests staying in Guest Rooms, will be paid separately on the actual consumption basis as per the charges for Breakfast, Lunch, Dinner, etc., for the participants. If the guests are served fruits, cookies etc., in addition to normal food, these may be billed separately at cost; if however, fruits, milk, etc., are served in substitution of regular Breakfast / Lunch / Dinner, the charges for Breakfast / Lunch /Dinner will be paid.

4. On request of the participant/guest for milk in addition to the daily menu items shall be served against a payment of Rs. 15/- per glass of 250 ML. The contractor has to recover the amount from the participant/guest.
5. Lunch to be provided to the regular Institute staff members, if required, in the dining hall and the cost of which to be agreed will be recovered by the contractor from the concerned individual staff.
6. Daily / Weekly menus will be prepared and submitted in advance for approval by the Institute and displayed in the Dining Hall for information. The various items of the menu will be changed frequently to provide variety and a uniform standard of courses as stated in the menu will be maintained at all times.
7. Extra Dishes both Vegetarian and Non-Vegetarian prepared specially, other than those mentioned in the regular menu, when ordered for, will be served to the participants for which an additional cost of Rs.20/- per head per item for vegetarian and Rs.30/- for non-vegetarian will be paid to the contractor.
8. The contractor to provide / employ cooks who can prepare authentic South Indian and North Indian food.
9. The contractor shall use seasonal vegetables of good quality.
10. The Mess Committee/other Officials of the Institute will monitor the entire area of catering including cleanliness of the kitchen, Dining Hall(s), preparation of food, servicing quality and food quality etc and will give its advise / comments / suggestions through Asstt. General Manager (Hospitality), for any improvements required, to which contractor shall be bound to comply with.
11. Good quality Soap, detergent, mazan/scrubber for cleaning of utensils and crockery to be provided by the contractor at his own cost.
12. Paper Napkins, Salt, Black Pepper and saunf / mouth fresheners in containers should be placed on all tables in dining hall on each day.
13. Electronics display to be operated by canteen boy during breakfast, lunch and dinner time.
14. Specified quality of soap, detergent, pesticides and other cleaning material should be used in the pantry and kitchen by the contractor.
15. Contractor will use trash bags in the dustbins at his own cost.
16. Contractor will provide sanitizer at the main gate of dining hall and also ensure sanitization of kitchen and dining hall at every weekend

17. Contractor has to deploy extra manpower during special / extra / additional programmes / conference / meeting, or as and when required by the Institute.
18. Pest Control in Canteen Hall, Kitchen and Pantry to be done on weekly basis by the Contractor and report to be submitted to the Asstt. General Manager (Hospitality)
19. The contractor has to prepare food to the utmost satisfaction of the Administration of the Institute. However, some indicative standards are given below:
 - Minimum 5 kg dal for preparation for 100 participants.
 - minimum 4 kg paneer for preparation of Mutter Paneer or Palak Paneer and minimum 5 kg paneer for preparation of Kadhai Paneer or Shahi Paneer, for 100 participants
 - Maximum 10 % potatoes can be used for mixed vegetable.
 - Halwa will be prepared in Desi Ghee of a good brand.
20. However, the above points are only for a basic idea for good quality of food, other food preparation should also be of equally good quality and will be subject to the satisfaction of the Institute's in-house Mess Committee and the Administration of the Institute.
21. In case the food quality is found below the satisfaction of the Institute's in house Mess Committee and the Administration of the Institute, the Administration will have the discretion to terminate the agreement at any point of time.

LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING**(SBICRM has right to add some more Brands according to requirements from time to time)**

Sr. No.	ITEM	BRAND
1	Milk	Mother Dairy/Amul/Vita
2	Bread	Harvest/Modern/Perfect/Britannia/ / Institute bakery
3	Butter	Amul/Mother Dairy
4	Jam	Kissan/Tops
5	Tomato Sauce	Kissan/Maggi/Tops/Mother Dairy
6	Chilli Sauce	Kissan/Maggi
7	Tea/Tea Bags	Taj Mahal/Twinings/Tetley/Tata Tea or of equal quality
8	Coffee	Nescafe/Sunrise/Bru
9	Refined Oil/ Ground Nut Oil	Nature Fresh/Vital/Sunflower/Fortune/ Ginny
10	Vanaspati Ghee	Dalda/Rath
11	Mustard Oil	Fortune/Engine/Kanodia/Kalash
12	Rice	Basmati Costing not below Rs. 45/- per Kg. in the retail market
13	Sugar	Mawana/Daurala or equivalent Good Quality (sulphurless)
14	Atta/Maida/Besan	Shakti Bhog/Ashirwad/Rajdhani/Annapurna
15	Pulses	Good Quality
16	Spices	MDH/Captain Cook/Everest/Catch
17	Fruits/Vegetables	Seasonal Fresh Quality
18	Salad	Seasonal items consisting of green fresh Vegetables
19	Ice Cream	Mother Dairy/Kwality/Amul
20	Corn Flakes	Kellogg's or equivalent good quality
21	Papad	Lijjat or equivalent good quality

Above brands and/or brands of comparable quality (to be approved by the Institute) can only be used. SBICRM has right to add some more Brands according to requirements from time to time

STATE BANK INSTITUTE OF CREDIT AND RISK MANAGEMENT
Plot No 77, Sector 18, Gurugram, Haryana – 122015

PRICE BID FOR CATERING CONTRACT

(Charges to be quoted for per participant/guest per day)

Service Rendered	Price Quoted (in Rupees)	
1. Everything inclusive (Per day six Tea/Coffee/Sugar/Milk sachets and one packet of two branded biscuits to be provided in Hostel Rooms, Breakfast, Forenoon Tea/Coffee, Lunch, Afternoon Tea/Coffee, Evening Tea with snacks & Dinner)		
2. GST		
Grand Total		
Break up of item rates (i.e. of Sr no. 1 above)		
Per participant six sachets of Tea/Coffee/Sugar/Milk and one packet of two branded biscuits to be provided in Hostel Rooms		
Breakfast		
Forenoon Tea/Coffee		
Lunch (Veg)		
Afternoon Tea/Coffee		
Evening Tea with snacks		
Dinner (Veg/Non-veg)		

Date:

Signature of the Tenderer with seal

Note: Please indicate the manpower deployment by you and the cost analysis thereof for engaging the required manpower plus the cost of cooking and raw materials separately to support rates quoted by you.

COSTING*	AMOUNT (in Rs.)	
Raw Material Per day per participant		
Labour Per month		
Overheads Per month		

*Calculated on the basis of 200 participants per day

Date:

Signature of the Tenderer with seal

