



STATE BANK OF INDIA,
ADMINISTRATIVE OFFICE, NO. 2, DR. AMBEDKAR ROAD, MADHURAM COMPLEX,
MADURAI-625002 invites

SELECTION OF CATERING AGENCY FOR ADMINISTRATIVE OFFICE, MADURAI

PRICE BID SUBMISSION

**Part – II
PRICE BID**

Name of The Tenderer:

Address :
.....
.....

GSTIN :

PRICE BID FORMAT
(TO BE FILLED BY THE BIDDER)

PART - A

(FOR AO, Madurai - BILLED TO BANK)

PART – A: REGULAR ITEMS

SN	DESCRIPTION	BASE RATE PER HEAD (Excluding GST)
01.	Morning Tea / Coffee (80 ml)	10.00
02.	Forenoon Tea / Coffee (80 ml) with snacks	20.00
03.	Afternoon Tea / Coffee (80 ml)	10.00
04.	Evening Tea / Coffee (80 ml) with snacks	20.00
	GRAND TOTAL – A	60.00

PART - B

(FOR OFFICERS' MESS – COLLECTED DIRECTLY FROM STAFF)

SN	DESCRIPTION	BASE RATE PER HEAD (Including GST)
01.	Breakfast: 1. Idly -4 Nos or Plain Dosa-2 Nos. or Uthappam-2 Nos or Venpongal – (all with vadai, sambar, coconut/onion/other chutney). 2. Poori – sabji – 2 Nos or Kitchadi with coconut chutney or Aloo Parrota with curd and pickles- 2 Nos.	40.00
02.	Lunch (Vegetarian as per menu)	40.00
03	Non-Veg Lunch (Chicken Briyani / Fish curry Meals)	100.00
04	Non-Veg Lunch (Mutton Briyani)	150.00
05	Boiled egg / Egg poriyal / Omlette	10.00
	GRAND TOTAL – B	340.00

RATE ONLY FOR OCCASIONAL ITEMS: (THIS WILL BE OPERATED AS & WHEN REQUIRED)

PART – C
(DURING SEMINARS/WORKSHOPS/WORKING LUNCH/ DINNER)

SN	DESCRIPTION	BASE RATE PER HEAD (Excluding GST)
01.	Special Lunch	180.00
02.	Tea / Coffee / Icecream / desert / Milk	20.00
GRAND TOTAL – C		200.00

FINAL SUMMARY OF THE COST

SN	DESCRIPTION	GRAND TOTAL
01.	Grand total of Part – A	60.00
02.	Grand total of Part – B	340.00
03.	Grand total of Part – C	200.00
Total cost of the project		600.00
Administrative / service charges to be quoted by the bidder in percentage (%) i.e. above / below / at par.....%		
Grand Total		

Note:

- **L1 shall be arrived based on the lowest percentage offered.**
- **Summary of cost is being calculated solely for arriving at Lowest tenderer. Moreover, offered percentage shall be applied equally on all the rates of individual items to arrive at ‘Final offered rate’ and bills to be raised for actual services rendered to Bank on the ‘Final offered rate’.**
- **Amount to be collected from Staff i.e. for Part-B based on ‘Final offered rate’.**
- **If the offered percentage is found to be Abnormally low and unworkable/unreasonable, the tender shall summarily be rejected without assigning reasons thereof.**
- **Cost of manpower & consumables, housekeeping charges, admin/service charges etc. to be factored in the rate.**
- **The Administrative / Service charges quoted shall include all other statutory deductions / payments, profit, lump sum charges, overheads, uniforms, personal protective equipment, tools required and any other charges related to scope of work.**

List of indicative brands of items to be used in catering

SN	Items	Brand
1	Milk	Aavin/Amul/Jersey/Heritage/Britania
8	Tea/Tea bag	Taj Mahal/Tetley/Tata Tea/3Roses or of equal quality
9	Coffee	Filtered in the appropriate ratio of approved make
10	Refined oil/Groundnut oil	Fortune/Nature fresh/Vital/Gold winner/Lite/Heart
11	Vanaspathi Ghee	Dalda/Rath
12	Mustard Oil	Fortune/Engine/Kanodia/Kalash
13	Rice	Basumati costing not below Rs.70/- per kg in the retail market Steam/raw/boiled rice costing not below Rs.55/- per kg in the retail market. Specimen to be approved by the Bank.
14	Sugar	Good quality (sulphurless)
15	Salt	Tata / Ashirwad/Puro
16	Atta/Maida/Basen/Ragi	SakthiBhog/Ashirwad/Rajdhani/Annapoorna (no loose atta acceptable)
17	Pulses	Good quality equivalent to organic
18	Spices	MDH/Everest/Sakthi / Aachi
19	Fruits/Vegetables	Seasonal fresh quality
20	Salad	Seasonal items consisting of green fresh vegetables
22	Ice cream	Amul/Kwalitywalls/jersey/heritage

Above brands and/or brands of comparable quality (to be approved by the Bank) can only be used.

Date:

Signature of the Caterer with seal

CATERING FACILITIES TO BE COVERED UNDER THIS CONTRACT:

A. Officers' mess at 2nd floor of AO

ARRANGEMENTS FROM BANK SIDE:

- Kitchen at 2nd floor, AO, Madurai will be made available to the caterer to undertake cooking activities catering the tendered requirements. Due care & fire hazard preventive measures to be in place.
- Kitchen should not be used for any other purpose except for the scope detailed & services demanded in this tender. If found any misusing, Contract shall be cancelled & both the security deposits shall be forfeited and de-paneled.
- Few vessels required for cooking & serving (but may not be covering all the requirements) will be supplied by the Bank to render the desired catering services at the beginning of the contract subject to availability. The same needs to be returned 'as is where is' basis to the Bank on expiry/termination of the contract. Damages if any shall be made good using the security deposit. However, it is the sole responsibility of the caterer to provide all necessary vessels / equipments etc as necessary to ensure uninterrupted services at highest standards .
- Electricity & water charges shall be borne by the Bank and cooking must be done at Bank's premises
- Charges towards staff lunch shall be collected directly from the Staff by selling the tokens based on final offered rates which include GST.
- No other charges shall be paid extra.
- People employed by the caterer are not supposed to stay overnight at canteen/Bank's Premises.
- Any Misbehavior /Malpractices by the caterer/people employed by the caterer shall lead to termination of contract without any notice.

SALIENT POINTS:

- Percentage rate tendering has been proposed in Price bid. Bidders have to quote their offer in terms of percentage (+ / -) over the total cost. Work will be awarded to the L1.
- The offered percentage will be applied over the individual item rates to arrive at 'FINAL OFFERED RATE'.
- Caterer has to raise Tax invoices only based on the 'final offered rate' on the actuals. Invoices should contain GST break-up not exceeding the 'final offered rate'.
- Caterer to collect money from staff only based on 'final offered rate'.
- Agreement to be entered with the Bank in the given format.
- Security deposit of Rs. 1,00,000/- (Rupees one lakh only) to be deposited for AO separately by the successful bidder.
- All the terms & conditions of this tender document forms part & parcel of the agreement.
- GST invoices submitted to the Bank on actual basis upon the certification of respective department Head.

TOTAL MANPOWER REQUIREMENT (MINIMUM):

SN	Description	No. of persons
01	Supervisor	01
02	Cook	02
03	For serving & cleaning at Officers' mess	03

Note: Depending upon the circumstances, workmen can be shuffled without affecting the routine services

TIMING & MENU DETAILS:

OFFICERS' MESS

The caterer shall arrange for serving of cooked food warm at AO 2nd floor premises **on a daily basis** for the specified strength. They shall adhere to the following schedule.

PART – A : BILLED TO BANK

SN	ITEM	TIMINGS (flexible)	No. of persons per day (approx..)
1.	Morning Tea / Coffee (80 ml)	10:15 hrs to 11:00 hrs	150 to 200
2.	Forenoon Tea / Coffee (80 ml) with snacks	12:00 hrs to 12:30 hrs	150 to 200
3.	Afternoon Tea / Coffee (80 ml)	15:00 hrs to 16:00 hrs	150 to 200
4.	Evening Tea / Coffee (80 ml) with snacks	17:30 hrs to 19:00 hrs	80 to 120
5.	Serving Tea / Coffee in cup & saucer to the cabins on 'Call/order' basis (Rate including Sugar cubes)	10:00 hrs to 19:00 hrs	50 to 75 per month

PART – B: COLLECTED FROM STAFF MEMBERS

(By issuing tokens)

SN	ITEM	TIMINGS (flexible)	No. of persons per day (approx..)
1.	Breakfast (Dining Hall)	08.30 a.m. to 09.45 a.m.	20 to 25
2.	Lunch (Vegetarian / Non- Vegetarian as per menu detailed below)	13:00 hrs to 14:00 hrs	75 to 100

OFFICER'S MESS DAILY MENU

Description	Item
Breakfast	<ul style="list-style-type: none">• one item each from the following below to be served daily in weekly cyclic menu :• Idly , Plain Dosa, Uthappam, Venpongal – vada (all with sambar, coconut/onion/other chutney)• Poori – sabji, Kitchadi with coconut chutney and sambar
Morning tea/coffee	Tea/Coffee.
Forenoon tea/coffee with snacks	Tea/coffee with snacks like cutlet/vadai/masalvadai/sundal/mixture/aloo bonda/pakoda/any other pulses etc.,
Lunch (Veg)	<ul style="list-style-type: none">• One kootu (100 gms) using vegetables like snake gourd, chow-chow, plantain stem, cabbage, brinjal etc.• One poriyal (100 gms) using seasonal vegetables like beans, cabbage, potatoes, brinjal, cauliflower, carrot, beetroot, lady's finger, keerai varieties etc.• Plain Rice (300 gms)• Sambar with drumstick or equivalent/vatha kulambu/mohr kulambu• Rasam of traditional variety• Salad (Carrot & cucumber)• Curd (branded)• Papad / Appalam / Vadagam/ Vathal• Pickles
Non-Veg Lunch	<ul style="list-style-type: none">• Chicken Briyani / Fish curry meals
	<ul style="list-style-type: none">• Mutton Briyani
Egg Items	<ul style="list-style-type: none">• Boiled egg / Egg poriyal / Omlette
Afternoon tea/coffee	Tea/coffee
Evening Tea/coffee with snacks	Tea/coffee with snacks like cutlet/vadai/masalvadai/sundal/mixture/aloo bonda/pakoda/any other pulses etc.,
Special Lunch (of duration of more than a week or as and when instructed)	In addition to the regular lunch as mentioned above the following items to be served: <ul style="list-style-type: none">• One vegetarian soup• One mixed rice like vegetable pulao/fried rice/mint rice/lemon rice/coconut rice/tamarind rice etc.,• Sweet: any one item – Badhusa/Mysorepak/Special Mysorepak/Gulabjamun/Jilebi/SemiyaPayasam/Wheat or Carrot or Beet-root or Kasi Halwa/Kesari (SoojiHalwa)/Coconut Burfi/Milk Sweets/Rice Keer /Laddu etc.,• Desert: Ice cream (any variety)• Fruits: (Banana/mixed cut-fruits etc.,)• Pan/Beeda/Betal leaf with lime and beetal nuts

Note:

1. Lunch to be provided, on ala-carte basis to the regular SBI staff members, if required, in the dining hall and the cost of which to be agreed will be recovered by the Caterer from the concerned individual staff.
2. Daily or Weekly Menus will be prepared and submitted in advance for approval by the AO,SBI and displayed in the dining hall for information. The various items of the menu will be changed frequently to provide variety and uniform standard of courses as stated in the menu will be maintained at all times.

Some or all parts of the aforesaid menu of all parts may be modified/deleted/added at the sole discretion of the Bank at any time of the contract.

Items are indicative and may be substituted with other suitable dishes from time to time

GENERAL SCOPE OF SERVICES AND TERMS & CONDITIONS OF THE TENDER:

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:

1. Applicants/bidders are advised to visit the site locations before submitting the bid.
2. Bank reserves right to alter/modify the menu contents, timings etc., at any point of time.
4. The Tenderer shall arrange for cooking in the kitchens provided at our AO premises and serve the food warm at the aforesaid facilities of the Bank by adhering to the respective schedule & menu.
5. **Cooking & serving utensils to be provided by the caterer. Serving utensils shall include plates, cups for lunch and glass / cups for serving tea / coffe / snacks / beverages at all the workstations of the full AO building.**
6. The Tenderer shall arrange to display every day's menu on every morning on the Notice Board provided in the canteen.
7. Rate quoted shall be inclusive of cost of cooking gas, cost of manpower, cost of raw materials / consumables, vegetables / fruits, groceries, overheads, cleaning materials required, maintenance of kitchen items etc as necessary for cooking and upkeeping of kitchen & dining hall, washing utensils, profits/admin charges/service charges etc. No extra charges shall be paid over & above the aforesaid for the Scope of services mentioned in the tender document/agreement.
8. Manpower mentioned is only approximate and caterer has to ensure deployment of required manpower at any time for uninterrupted services as per requirements.
9. The caterer shall ascertain the no. of persons would be availing the services for lunch every day and accordingly arrange to provide lunch to those persons. Similarly, caterer will arrange to issue & collect tokens for lunch & sandwich from the officers.
10. 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/others specified in **Annexure-I**. Vegetables, fruits, other perishables, dry foods and other raw materials should be of high quality and be procured from reputed dealers/shops. The Tenderer should arrange for purchases on his own and bear all expenses in connection with such purchases including transportation.
11. Manpower mentioned is only approximate. However, the caterer should engage appropriate number of trained cooks and other kitchen staff for cooking vegetarian, non- vegetarian, South and North Indian delicacies etc. and for providing catering services as specified in the tender.
12. The Tenderer shall engage the services of sufficient number of able, trained, efficient, neat & clean (viz., with trim haircut, moustache, nail cut), healthy, honest, well behaved and skilled persons for cooking, serving and cleaning of kitchen, dining halls and service areas at his cost.
13. The Tenderer 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 SBI) with their name badges and that they are courteous, polite and prompt while rendering efficient service in their respective areas. The Caterer shall have full control over the employees engaged by him. The Caterer shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by the Caterer.
14. The Caterer 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.

15. All the personnel required by the Caterer 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 SBI. The certificate of fitness obtained from the Medical Officer should be produced for scrutiny by the SBI. The cost of the medical check-up shall be borne by the Caterer.
16. Caterer should adopt modern and hygienic kitchen practices. Caterer should ensure that tables (and not floor) should be used for kitchen work. Synthetic/marble cutting boards and stainless-steel knives should be used for cutting vegetables. Dining tables should not be used for such purposes. New and clean dishes should be used for cooking.
17. Dining tables & chairs should be properly arranged pre & post lunch sessions. Caterer should take care of the furniture & fixtures provided in the kitchen & dining hall.
18. Caterer 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 SBI campus.
19. The Caterer shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the Officials or the Chief Manager (HR Department). A “Suggestion-cum-Complaint Register” will be maintained in the dining hall and the same will be submitted to the Chief Manager (HR Department) every month, with his remarks, for further putting up to the Competent Authority. The contractor/Caterer will be responsible to attend to all complaints / requirements within the purview of the contract.
20. The Caterer will collect money as prescribed in the price bid from the members of staff for Lunch & Sandwich. However if SBI explicitly agrees for reimbursement of any eatables/snacks, and Tea, Coffee etc to member of Staff, the contractor/Caterer will submit bills for the same only at the end of month, duly certified by the concerned Departmental Head, to the Chief Manager (HR Department), who will scrutinise the bills and if found in order, will pay the Bill . The payments will be made within one week from the date of submission, subject to the condition that the caterer has cleared all his dues, viz., Labour Payments, as required to be paid by him.
21. All taxes which the SBI 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 Caterer and paid to the respective department or authorities as may be required under law and the Caterer shall have no claim against the SBI in respect of such payments.
22. The Caterer shall be liable to comply with all rules and regulations in respect of all the labour laws, FSSAI regulations & requirements and statutory requirements, including fire safety regulations and other regulations, which are in vogue or will become applicable in future, related with catering services.
23. The Caterer 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 / or 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. He should submit proof of remittances to ESI on a quarterly basis along with his bill for that quarter.

24. The Caterer shall be responsible for all the claims of his employees and the employees of the Caterer shall not make and claim whatsoever against the Bank. The Caterer's workmen will not have any right whatsoever to get absorbed in the Bank.
25. The Caterer shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from all infections/ diseases.
26. The Caterer 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. The Caterer must not engage any child labour.
27. In the event of Caterer being a firm, the catering contract must be executed separately by each 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 authorizing him to do so, such Power of Attorney shall be produced to the SBI 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.
28. As per our Security policy, use of Kerosene Stove, Heaters or Hot plates is not permitted at our Premises. However, Gas stoves, Induction cook tops of reputed brands may be used in the kitchens of Administrative Office.
29. The Caterer shall insure or keep insured against fire, theft, injury, accident and also third party risks all goods, articles, equipment(s) jointly in the name of the caterer and the SBI and shall regularly and punctually pay each and all premia as and when the same shall become due, during the currency of the contract.
30. The Caterer 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 Caterer during the course of the contract.
31. Caterer shall ensure that the Caterer's employees maintain peace, order and decorum in the premises. Any disturbance in the premises by the Caterer or his agents/employees would render the termination of the contract without notice by the Bank.
32. The contract for catering services shall be for a minimum period of one year from the date of commencement of the contract, renewable at the discretion of the SBI for such period and on such terms and conditions in that behalf mutually agreed upon. **The Caterer will be obligated to meet the Mess Committee once in a month or as & when called for assessing and monitoring of the catering services rendered and for which notice will be given to him/her either in person or by written communication.**
33. Plumbing / Electrical issues if any in the dining halls & Kitchen shall be brought to the knowledge of the Bank/maintenance team to avoid any mishaps.
34. The performance of Caterer 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 SBI. The Caterer shall comply with such observations/feedback made and furnished for improvement of the services by him/her. Failure to adhere to the norms and stipulations mentioned above will compel the SBI to levy penalty. **The decision to levy the penalty will be the sole discretion of the SBI and the decision of**

SBI in this behalf shall be final and binding on the Caterer.

Major deficiency	Minor deficiency
Shortage of food & manpower	Not wearing Uniform/ gloves / Head gear / Apron /shoes
Serving stale food / Using rotten vegetables/fruits/milk/other food items.	Using of floor instead of tables for preparing food items/ Roti/ Cutting of vegetables
Not using Agmark / ISI certified/ branded and specified ingredients for cooking	Not displaying menu in dining hall board
Non-maintenance of cleanliness in kitchen/dining hall/wash area and occurrence of pest	Non-disposal of garbage generated out of kitchen
Non-adherence to pre-decided menu without prior approval of the Competent Authority	
Violating of any terms and conditions/specifications/stipulations made in the Agreement (except those mentioned under major deficiencies)	
Rates of Penalty	
Major deficiency during a quarter	Amount of penalty per instance
1 st Instance	Rs.5000/-
2 nd Instance	Rs.10000/-
3 rd Instance	Rs.20000/-
Above three instances	Termination of contract at the discretion of the Institute or Rs. 25000/-per instance
Minor deficiency during a quarter	Amount of penalty per instance
1 st Instance	Rs.1000/-
2 nd Instance	Rs.2000/-
3 rd Instance	Rs.5000/-
Above three instances	Rs.10000/-per instance

35. The contract shall be terminated by efflux of time or earlier may be terminated at one month's notice at the option of the SBI if any of the stipulated conditions or qualitative dimensions of the menu or services agreed up on by the contract are not met to the satisfaction of the SBI. The Caterer shall has the option to terminate the agreement after giving three months' notice to the Bank 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 Caterer. Besides if the contract is terminated as stated above the Tender shall be entitled to the payment up to the date of termination for the work already performed.
36. 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/equipment(s) or any part thereof by the Bank to the Caterer 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.
37. The rates quoted shall not be subject to any variations in prices, basic material, taxes, duties, labour conditions, etc., during the currency of the catering contract.
38. The Caterer shall bear all the costs and expenses in respect of all charges, stamp duties etc. of this agreement.
39. 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 into a contract for the execution of the work as per terms of the tender. The letter of acceptance shall constitute a binding contract between SBI and the bidder/Caterer.

40. On receipt of the intimation of the acceptance of the tender from SBI the successful Caterer 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.
41. Failure to commence services within 5 days of signing of the contract or as decided by the SBI whichever is latest, will result in withdrawal of the contract awarded.
42. Any indulgence, forbearance or waiver, granted or shown or made on the part of the SBI will not prejudice its rights under the contract.
43. The Caterer whose tender is accepted has to execute a Contract with the SBI but his liability under the contract shall commence from the date of written order.
44. The Courts in Madurai (Tamilnadu State) alone shall have jurisdiction in respect of any matter touching these presents.

