

Ref No. NB.RAJ.DPSP/ Tender-2 /AMC – catering /2017 – 18 dated
28-02-2017

M/s

Sirs,

Notice inviting quotation – Annual catering service contract for providing catering service in Office premises at 03, Nehru Palace, Tonk road, Jaipur.

1. You are invited to quote for the above work for the National Bank for Agriculture and Rural Development as described in these documents.
2. Quotation documents consisting of condition of contract, the specifications and schedule of quantities can be obtained from Department of Premises Security and Protocol, NABARD, 03, Nehru Place, Tonk Road, Jaipur on any working days from 01 March 2017 to 21 March 2017 up to 3.00 PM or can be downloaded from the website www.nabard.org/tenders.
3. Sealed quotation in the prescribed quotation form super scribed “quotation for catering service” addressed to the Chief General Manager shall be deposited in the Quotation box kept for the purpose on 3rd floor up to 3.00 PM on 22 March 2017 and will be opened on 23 March 2017 at 11.00 AM in our office in the presence of quoters or their authorized representatives who may be present.
4. The sealed quotation will contain DD of EMD of ₹5000/- and duly signed form of quotation , NIT , General conditions of contract , special conditions of contract , safety code , scope of work , specifications , quote, the bill of quantities (only as per enclosed proforma) duly priced.
5. The quotation shall not include any conditions whatsoever. In case any conditions are included in the quotation, the same shall not be taken into consideration and the quotation in such cases is liable to be rejected.
6. The agency must have provided similar services to any government agency/department /organisation/public sector undertaking /public sector banks.
7. The agency must be registered and complying with all statutory requirements.

8. Copy of contract and /or work order and copies of the certificated of registration should be furnished as proof of complying with the eligibility criteria.
9. The quoter shall deposit Earnest Money Deposit (EMD) amounting to ₹5000/- (Rs. Five Thousand only) through Demand Draft, failing which the quotation shall be rejected. No interest shall be paid on the EMD submitted by the bidders. EMD of the unsuccessful bidders would be refunded within reasonable period of time.
10. Quotations received after the above time and date will not be accepted.
11. NABARD, Jaipur does not bind itself to accept the lowest or any quotation and reserve the right to reject, negotiate any or all the quotations received and also to split the work without assigning any reason.
12. The quotations shall be valid for at least 06 months from the date of opening of the quotations.
13. Quotations which do not fulfil all or any of the above conditions or are incomplete in any respect are liable for rejection.
14. Rates in the price bid must be quoted both in the words and figures and in case of discrepancy, rates quoted in words will prevail.
15. The quotation documents should be signed on each page by the quoter or his duly authorized representative. Any overwriting, correction or cancellations should be duly authenticated with seal. Quotation documents should be accompanied by a certified true copy of an absolute power of attorney in favour of signatory to the documents.
16. Any discrepancies, omissions, ambiguities or conflicts in contract document or any doubts as to its meaning should be brought to the notice of the bank. The bank will review these and where information sought is not clearly indicated or specific, will issue a clarifying bulletin to all quoters which will form part of the contract documents. The bank will not be responsible for any oral instruction.
17. The contract shall be binding on the quoter as soon as the acceptance off the Quotation is communicated to the quoter by the bank.

Regards

(Dr. Surendra Babu)
Deputy General Manager

Form of Quotation

Date:

The Chief General Manager,

National Bank for Agriculture and Rural Development

3, Nehru Place, Tonk Road,

Jaipur-302015

Dear Sir,

Having examined the scope of work and the guidelines relating to the contract for catering service at NABARD, 03 Nehru Place, Tonk Road , Jaipur as specified in the Quotation hereinafter set out and visited and examined the site of the work specified in the Quotation and having acquired the requisite information relating to the quotation .

I/We hereby offer to execute the work/s specified in the said Quotation at the rates mentioned in the annexure and in accordance in all respects with the specifications and instructions in writing referred to in the conditions of the quotation, the articles of the agreement, special terms and conditions and in all other respects in accordance with such conditions so far as they may be applicable.

Memorandum:

1	Description of the works	Annual catering service contract for providing catering service at NABARD, 03 Nehru Place, Tonk Road, Jaipur.
2	Earnest money	The agency shall pay as earnest money a sum of ₹ 5000/- by way of demand draft.
3	Period of contract	03 years from date of award of tender (Including 07 day trial period for checking quality of service) subject to annual review of satisfactory service. If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that information provided for empanelment or for

		any quotation is false, the Bank reserves as the right to cancel the contract and remove vendor from the empanelled list.
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I/we hereby agree to abide by the terms and provisions of the said conditions of the contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to National Bank for Agriculture and Rural Development amount mentioned in the said conditions.

I/We have submitted a sum of ₹ 5000/- as earnest money with the National Bank for Agriculture and Rural Development, which is not to bear any interest. Should I/We fail to execute the contract when called upon to do so, I/We hereby agree that this sum shall be fortified by me/us to the National Bank for Agriculture and Rural Development.

Our pan No. Is _____ (Copy of PAN to be attached)

The Names of partners of our firm are:

- (i)
- (ii)
- (iii)

Name of the partner of the firm authorised to sign

Or

Name of person having Power of Attorney too sign the contract (certified true copy of the Power of Attorney should be attached)

Your Faithfully,

Signature of Authorised signatory

(Signature and address of witnesses)

(i)

(ii)

(iii)

SCHEDULE – A

1. To use gas for preparing food stuff , beverages and refreshments and not to use kerosene stove, firewood , coal, coke or charcoal without prior permission in writing from Chief General Manager/OIC.
2. To maintain and keep the lounge in a clean and hygienic conditions to the satisfaction of the Chief General Manager/OIC and also make arrangements for serving water in the lounge.
3. The cutlery, crockery, utensils etc. in which food and beverages are prepared and /or served are provided by bank which will be reviewed by bank on half yearly basis.
4. To ensure that the cutlery, crockery, utensil etc. in which food and beverages are prepared and / or served are properly and hygienically cleaned in the boiled water.
5. To use only the best quality raw material such as tea/coffee, sugar etc. in the preparation of beverages.
6. To store foodstuff and other articles in a hygienic manner and wear gloves during the preparation of food stuff and other articles.
7. To provide proper receptacles for throwing refuse and to arrange at its own cost, for prompt and proper removal of garbage and refuse from time to time.
8. The caterer shall observe all the necessary precautions for safety of its staff as also employees of NABARD and shall exercise all due care in performance of the job I the office premises on daily basis.
9. The bank shall not bear any responsibility in case of any accident caused to the caterer`s worker in the premises due to no fault of Banks`s working bur merely due to negligence of the workers or lack of safety provided to them by the caterer.
10. Arrangements for serving tea/coffee to all guests of senior officers as and when demand should be made by contractor. Contractor should use electric kettle, thermos, crockery which is provided by Bank to the senior officers and serve

tea/coffee/beverage as per their requirement. All the crockery which is used in senior officer`s cabin should be kept neat and clean by contractor on day to day basis.

11. Arrangements for serving snacks, lunch, tea /coffee for guests of meeting, seminar workshops etc. will be made by contractor as per departments/sections instructions.
12. All the employee deployed under the contract should have valid Identity Card issued by the Agency and should be in proper uniform having Agency/Firm/ Company`s Name & Logo, embossed/embroidered on it.

SCHEDULE – B

Total Staff: 130 (Officers + Group 'B' & 'C' staff and other)

Caterer Service:

- **Maximum price ceiling for per cup tea/coffee is Rs. 10/- per cup of tea/ coffee.**
- Two times in a day – Morning and evening tea/coffee desk Service.
- Tea/Coffee services for meeting, seminar, social programmes as per instructions.

Items	Rate per cup for tea/coffee (in Rs.)
Tea/coffee (125 ml) [80% milk – Amul gold or equivalent +water + sugar]+ good quality tea / coffee powder of brand such as green label, Lipton, Taj Mahal , Nescafe ,etc.	Rs. _____ रुपये. _____

नोट : कुछ अधिकारी तैयार चाय की जगह डीप – डीप चाय , लेमन चाय , ग्रीन चाय , तैयार लिफ्टी चाय या छाछ लेना पसंद करेंगे , जिसका दर आप के द्वारा उक्त कोटेशन मे दिये गए चाय /काँफी के प्रति कप दर के जितना ही होगा ।

Name of agency:

Signature with the stamp

Pan no:

Bank and branch:

A/c No. & IFSC code:

SCHEDULE – C

1. Catering service and all related activities pertaining to the lounge/canteen situated at NABARD, 03 Nehru Place, Tonk Road, Jaipur.
2. The contract shall include providing tea/coffee (Morning and evening) to all staff members including guest on all working days, in meetings, seminars etc. as per the instructions from the office at the rate approved by the bank.
3. Maintenance of the canteen / lounge area including kitchen will be ensured by proper cleaning, swabbing periodically as advised by the bank for a hygienic and clean environment.
4. Attending to all repairs through ACT attached to the respective premises.
5. Items required for catering will be procured by the agency and sufficient stock regarding good quality tea/coffee will be maintained at all times.
6. Crockeries shall be provided by the bank which will be reviewed by Bank in every 06 months. If there will be breakage more than 25%, bank will recover it from the contractor.
7. Arrangement for serving snacks, lunch, tea /coffee for guests of meeting, seminar, workshop, will be made by contractor as per department /sections instructions.
8. The term of the contract will be for the **period of 03 years from date of award of tender** (Including 07 day trial period for checking quality of service) subject to annual review of satisfactory service. If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that information provided for empanelment or for any quotation is false, the Bank reserves as the right to cancel the contract and remove vendor from the empanelled list.

Eligibility criteria:

1. The agency must have provided similar services to any government agency /department /organisation/public sector undertaking/public sector bank.
2. The agency must be registered and complying with all the statutory requirements.

3. Copy of the contract and / or work order and copies of the certificates of registration should be furnished as proof of complying with the eligibility criteria.

GENERAL INSTRUCTION TO AGENCY

1. Sealed Quotations, should be addressed by name to Chief General Manager, Rajasthan Regional Office, National Bank For Agriculture and Rural Development, 3, Nehru Place, Tonk Road, Jaipur – 302 015 and superscribed "**For the catering Service of Lounge /canteen at National Bank for Agriculture and Rural Development (NABARD) at 3, Nehru Place, Tonk Road, Jaipur – 302015** and send so as to reach him not later than 03.00 p.m. on 22 March 2017. The Quotationers should clearly indicate on each copy of the Quotation, under the full signature, whether it is original or duplicate.
2. No Quotation will be received after 03.00 p.m. on 22 March 2017 under any circumstances whatsoever.
3. Quotations will be opened on 23 March 2017 at 11.00 AM at the office by Chief General Manager, National Bank for Agriculture and Rural Development, or any other officer designated for this purpose by CGM in the presence of other officials and the Quotationers or their representatives, should they choose to be present.
4. Quotation shall remain open for acceptance by the Bank for a period of Six Months from the date of opening the Quotation which may be extended by mutual agreement and the Quotationers shall not cancel or withdraw the Quotation during this period/extended period.
5. The Quotation forms should be filled in English and all entries must be made by hand and written in ink. If any of the above documents are missing or unsigned the Quotation may be considered invalid by the Bank at its discretion.
6. Rate should be quoted both in figures and words in the columns specified. All erasures and alterations made while filling the Quotation must be attested by initials of the Quotationers. Over writing of figures is not permitted, failure to comply with either of these conditions will render the Quotation void at the Bank's option. No advice of any change in rate or conditions after opening of the Quotation will be entertained.

7. Each of the Quotation documents should be signed by the person or persons submitting the Quotation in token of his/their having acquainted himself/themselves with the General Conditions of the Contract, Specifications, Special Conditions, etc., as laid down. Any Quotation with any documents not so signed is liable to be rejected.
8. The Quotations submitted on behalf of the Firm shall be signed by all the partners of the Firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. Otherwise the Quotation is liable to be rejected by the Bank.
9. The National Bank for Agriculture and Rural Development does not bind itself to accept the lowest or any Quotation and reserves to itself the right to accept or reject any or all the Quotations, without assigning any reasons for doing so.
10. Intending Quotationers shall pay an Earnest Money Deposit a sum of Rs. 5000/- by a Demand Draft drawn on a Schedule Bank which amount will be credited into the office of the National Bank for Agriculture and Rural Development. The Earnest Money Deposit will be returned to the Quotationer if his Quotation is not accepted but without any interest.
11. Under no circumstances, Earnest Money Deposit will be accepted in the form of fixed deposit receipts or Bank Guarantee or insurance guarantee, cash or cheque.
12. The Earnest Money Deposit of ₹ 5000/- paid by the successful Quotationers shall be held by the National Bank for Agriculture and Rural Development as partial security deposit for the execution and due fulfilment of the contract. No interest shall be paid on the said deposit.
13. The Earnest Money Deposit of the successful Quotationer will be converted into the Standard Security Deposit and retained with National Bank.
14. On receipt of intimation from the Bank of the acceptance of his/their Quotation the successful Quotationer shall be bound to implement the contract within 14 days thereof. The successful Quotationer shall sign an agreement in accordance

with the draft agreement along with other terms and conditions of the Quotation document.

15. The party shall not assign the contract. He shall not sublet any portion of the contract except with the written consent of the Bank. In case of breach of these conditions, the Bank may serve a notice in writing on the party rescinding the contract whereupon the Security Deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the party.
16. The Quotationer must obtain for himself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of making the Quotation on entering into a contract and must inspect the site of the work and acquaint himself with all local conditions, means of access to work, nature of work and all matters pertaining thereto.
17. The successful Quotationer must co-operate with the other contractor appointed by the Bank so that the work shall proceed smoothly with the least possible delay and to the satisfaction of the Bank.
18. The Bank will provide water and power required for the work free of cost at suitable points. The party should ensure that the water and power facility provided by the Bank are not wasted.
19. The Earnest Money Deposit of the successful Quotationer will be forfeited if he fails to comply with any condition of the contract.

I/We hereby declare that I/We have read and understood the above instructions for the guidance to Quotationers.

Signature of Quotationer: _____

Address: _____

_____ Date: _____

Scope of work

1. The contract shall include providing tea/coffee (Morning and evening) to all staff members including guest on all working days, in meetings, seminars etc. as per the instructions from the office at the rate approved by the bank.
2. The applicant should have experience of running the canteen in a Govt./Semi Govt. / reputed Private organization. Suitable documentary evidence to be submitted along with the application.
3. The office shall provide free water for drinking and washing of the utensils and free electricity for general illumination, refrigeration and aeration of the kitchen / canteen / store but no electricity will be permitted for cooking.
4. The office will provide suitable space for Kitchen & eating within the office campus.
5. Canteen shall be meant for serving refreshments, snacks, tea, meals etc. and such other items and at such prices, as may be settled between the contractor and the office authority. Besides, the contractor shall also provide tea/snacks/food arrangement for the various office meetings/ functions on mutually agreed rates.
6. The services of the staff canteen will be at the disposal of the staff of this office including officers, staff, etc. and bona fide visitors. The users of the canteen shall be paying for the services directly to the contractor.
7. The staff canteen will run on all working days (Monday to Friday from 9:00AM to 6:00 PM) and shall remain open during such days/hours as may be decided by the office.
8. The contractor selected for canteen service, will be required to maintain highest level of cleanliness and standard of hygiene with regard to the persons under his employment and utensils for serving the food.
9. The personnel appointed by the contractor must have proper and clean uniform for their identification. The personnel so appointed should have the

basic knowledge of personal hygiene and safe & clean methods of food handling.

10. The quality of the raw materials to be used for preparation of food in the staff canteen should be of highest standard and fresh.
11. The fuel to be used for cooking will only be LPG and shall be arranged by the contractor.
12. The contractor will be responsible for maintaining adequate number of persons engaged in cooking, distribution of food and disposal of garbage and left over food. The services in the various sections of the office are mandatory.
13. The contractor should keep the staff canteen complex clean. If, at any point the Canteen & its premises are found to be unclean, the contractor shall be held responsible and action deemed fit shall be taken by the competent authority.
14. The contractor shall bear all the expenses for running the canteen and the Office shall not in any manner be liable for any damage caused on incidents like theft, burn, fire, electric shock or bear any compensation for damage or injury or injury caused to its workmen during discharging their duty.
15. The contractor shall not be entitled to use the accommodation allotted by the office for any other purpose or business other than staff canteen.
16. The contractor shall not use the name of the office in business dealing with other persons or traders.
17. The contractor must possess the requisite valid license issued by the competent authority for carrying out the business and shall be responsible for complying all laws pertaining with the services in question as well as those pertaining to employment of persons under him.
18. The persons associated with preparation and distribution of food will be required to undergo periodical medical check-ups to rule out the possibilities of communicable disease / infection diseases and anybody found suffering from such has to be kept out of engagement till he / she is fully recovered.

19. The list of personnel deployed for food preparation, handling and serving have to be intimated to the authority from time to time.
20. There shall be no compromise on the quality of food supplied by the contractor and if any such incidence or food adulteration is found, action deemed fit, including termination of the contract/ black listing of the firm/ forfeiting of the security money shall be taken by the Competent Authority and all the rules of Prevention of Food Adulteration Act (PFA Act) will apply.
21. In case of failing to fulfil any of the obligations of the contract at any time during the contract period, action deemed fit including termination of the contract/ black listing of the firm/ forfeiting of the security money shall be taken against the contractor.
22. The contractor will be responsible for complying with payment of minimum wages (State or Central whichever is higher) and other Social Security benefits including prescribed number of leave / holidays and prescribed hours of work Schedule as per Labour Laws in force from time to time to its employees deployed in the office, all laws related to Social Security (ESI & P.F,etc), Service Tax wherever applicable & other Labour legislations, pollution control and such statutory orders from time to time as regards to treatment & disposal of garbage, and the contractor will be liable for any consequences resulting from violation of any such rule / provision.
23. The contractor will be responsible for such conduct of the persons engaged by him in the office, which will be conducive for maintaining the harmonious atmosphere in the office and will be responsible for any act commission & omission of such persons. The police verification of all the engaged persons shall be mandatory.
24. The contractor while submitting their application shall enclose certified Photostat copies of experience, trade license essential for carrying out the activities under reference, license under contract Labour Act, and any other documents in support of carrying out the activities under reference from

Competent Authority. The list of various eatables to be served along with the rates also need to be enclosed with the application.

25. Raw materials, cooking medium, fruits, biscuits and other eatables should be as desired.
26. The departmental committee will call all the applicants to verify the genuineness of the proposals and the capability of the applicant in providing quality food and service at competitive prices.
27. The contract, if awarded, will be initially for one year from the date of award of Contract subject to continuous satisfactory performance and on failure on this aspect, the office reserve the right to terminate the contract. The period of one year can be extended for a further period at the discretion of the office authority, but not more than one year with the existing terms and conditions.
28. The Office Campus is a "NO SMOKING ZONE", hence sale and use of tobacco is strictly prohibited.