TENDER NOTICE

CATERING & CARETAKING (HOUSEKEEPING & MAINTENANCE) SERVICES
AT SBILD PREMISES, KANPUR

START DATE: 09.12.2018 **CLOSE DATE: 28.12.2018**

SBI Infra Management Solutions Pvt Ltd, Lucknow invites the sealed tenders on the prescribed format from reputed agencies/ contractors engaged in the business of catering & caretaking (Housekeeping & maintenance) in State Bank Institute Of Learning & Development, Kanpur under Two- Bid system i.e.Technical Bid and Financial Bid. Interested persons fulfilling the minimum eligibility criteria may apply in prescribed format which may be downloaded from the Bank's website www.sbi.co.in or www.statebankofindia.com under link 'Procurement News'.

Details of the tender are given below:

1	Name of Work	Catering & Caretaking (Housekeeping & Maintenance) services in State Bank of Institute Of Learning & Development Campus and its hostel campus at **56-A, Turner Road, Cantonment, Kanpur**
2	Earnest Money Deposit (EMD)	Rs.20000/- (Rupees twenty thousand only) by Bank draft in favour of State Bank of India along with application
3	Security Deposit	Rs1,00,000/- (Rupees one lacs only) by Bank STDR within 7 days of award of contract
4	Cost of tender documents	Rs.3540/-(Rupees three thousand five hundred forty only) by bankers cheque/draft in favour of SBI Infra Management solutions Pvt Ltd. Payable at Lucknow. Tender documents to be downloaded from Bank's website.
5	Last date and time of receipt of tender	**28.12.2018 up to 3:00 p.m.**
6	Address at which the tenders are to be submitted	**The Vice President, SBI Infra Management Solutions Pvt Ltd, State Bank of India, 6th Floor, Local Head Office, Motimahal Marg, Hazaratganj ,Lucknow-226001**
7	Date and time of opening of tender	Technical Bid- 28.12.2018 at 3.30 p.m Price Bid -Time & date will be communicated later by e-Mail/ letter by registered post
8	Place of opening tenders	Office of **The Vice President, SBI Infra Management Solutions Pvt Ltd, State Bank of India, 6th Floor, Local Head Office, Motimahal Marg, Hazaratganj ,Lucknow-226001**
9	Validity of Offer	3 (three months) from last date of submission
10	Please see documents attached for details	Instruction for tenderers PART A - Technical Bid Form, PART B - Financial Bid Form

In case the date of opening of tenders is declared a holiday, the tenders will be opened on the next working day at the same time. SBI has the right to accept/reject any /all tenders without assigning any reasons.

For and on behalf of SBI Infra Management Solutions Pvt Ltd

VICE PRESIDENT (SBIIMS)

Eligibility Criteria

a The tender is open to registered partnership firms, companies, HUFs and proprietary concerns.

a. The tenderer must have minimum five (5) years of experience in providing caretaking services (i.e., maintenance & housekeeping services) in Training Institutes/ Guest Houses/ Transit Houses/ Hostels of the following types of organizations:

   All India Banks/ Financial Institutions, Colleges / Universities, Central / State Governments, Public Sector Undertakings, autonomous institutes and corporate entities of repute.

b. Additionally, the tenderer must have minimum five (5) years of experience of providing catering services in the establishments of the type mentioned above. (Here the term catering services means the services of providing all meals viz. tea, breakfast, lunch & dinner regularly, for average 30 or more persons per day.) The experience of catering may either be in the same organisation in which the firm has been providing caretaking services or it may be in a different organisation (of the eligible type).

c. The cut-off date for reckoning experience (as specified under points b & c above), would be 31 March, 2018.

d. The average receipts of the applicant from caretaking and catering services, during the last three financial years **(2015-16, 2016-17 & 2017-18)** should be minimum Rs. 15 lacs per annum.

e. The tenderer must have license for food catering services from the Central Licensing Authority under Food Safety and Standards Act, 2006.

f. The tenderer must also possess valid Income Tax PAN number.

g. The tenderer should get valid registration **under GST**, if applicable to their firms.

h. The Tenders from Individuals/Firms/Organizations including their Partners/ Directors who have been blacklisted/ prosecuted by any departments/statutory bodies, anywhere in India or by any Court of Law, shall not be entertained.

i. The Tenderer must have valid licence under contract labour (Regulation and Abolition) Act.

j. The Tenderer must be having sufficient number of experienced staff.

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TERMS AND CONDITIONS

The State Bank Institute of Learning & Development (SBILD), Kanpur has two wings, viz. Hostel wing (55-A,Turner Road Cantonment, Kanpur) and Academic wing (56-A,Turner Road Cantonment, Kanpur). The Hostel wing has **9 rooms (4 double–bed, 3 triple-bed, 2 four beds,) for 25 trainees(which can be stretched at times as per needs),** Dining hall, Kitchen, **Sports room cum Gymnasium**, Store room, Computer room, Reception room, corridors, one Guest room, open space etc . The Academic Block has AGM's Chamber, one lecture room, System Room, Tea lounge, one UPS room, Admin room, two Faculty rooms, Stationery & Record Room, Library, corridors, one guard room,**one guest room,one lunch room & three separate toilet** etc. However, before tendering, the tenderer may visit the site where intended services are to be provided and satisfy himself/ themselves as to the conditions prevalent at the site. No claim on this account shall be entertained by the SBILD, Kanpur under any circumstances subsequently.

[I] TERMS OF CATERING

1. The caterer/caretake/contractor shall provide catering service at SBILD, Kanpur for such number of persons (comprising of trainees and staff members) as shall be attending / participating in the training programs. However, the average number of trainees and staff members on a day when a training program is being conducted may range from 20 to 100. On any special occasion, in case the number of trainees exceeds 100, the Caretaker shall be bound to provide catering service at the same rate as contracted provided however, **that** exact number of trainees shall be advised to the caterer / caretaker/contractor, by the SBILD, Kanpur authorities, at or shortly after the commencement of each course. Even during the currency of the course, such number can be varied at the discretion of the SBILD, Kanpur.

2. The caterer / caretaker/contractor shall serve vegetarian as well as non-vegetarian meals, breakfast, tea, lunch, dinner etc. as per menu given in **Schedule "A"** herein to the trainees at the contracted per trainee, per day rate **(inclusive of all overheads, impositions and exclusive of GST)**.

Further, rebate of 50% will be allowed by the caterer / caretaker in respect of absentee trainees who are absent from breakfast/lunch/evening tea/coffee snacks/dinner/all meals on particular day provided notice is given to the caterer / caretaker/contractor well in advance (i.e. in case of breakfast & lunch – the previous evening and, in case of dinner – by 02.00 p.m. the same day.)

To facilitate billing, the per trainee contracted rate payable to the caterer / caretaker/contractor will be bifurcated, as mutually agreed upon, among the following items and shall be incorporated in the contract agreement.:

- Bed tea/ coffee
- Breakfast
- Mid morning tea/ coffee **with snacks**
- Lunch
- Afternoon tea/ coffee **with baked biscuits**
- Evening tea/ coffee with snacks
- Dinner

The timings of serving of meals will be as under or as advised by the Director & Head (Training):

Bed Tea	-	06.30 to 07.00 Hrs
Break-fast	-	08.30 to 09.30 Hrs
Forenoon Tea	-	11.30 to 11.45 Hrs
Lunch	-	13.15 to 14.00 Hrs
Afternoon Tea	-	15.30 to 15.45 Hrs
Evening Tea	-	17.15 to 17.45 Hrs
Dinner	-	20.30 to 21.30 Hrs

3. The menu of food including tea and snacks to be served to the trainees will be prepared well in advance and will bear the approval of the Director & Head (Training), or other officer authorized by him, and shall broadly conform to **Schedule "A"**. The approved menu will be displayed on the menu board for the purpose in the dining hall so that participants may be aware of the items to be served during their training. If the participants desire change in menu item for any day, the same may be done in consultation with the Director & Head (Training). Repetition of particular item during the training programme should be avoided.

The breakfast, lunch and dinner will be served **in** the dining hall or on special occasions at venue(s) as instructed by the Director & Head (Training) or other officers of SBILD, Kanpur. However, room services, when needed, will be provided by the caterer / caretaker/contractor to the trainees/guests at no extra cost. To those under medical care, the caterer / caretaker/contractor would provide food, other items etc. as recommended by the doctor. **Similarly participants under fasting should be provided suitable food accordingly.**

4. The rates for serving special Lunch/Dinner and for High Tea, (as per menu given in **Schedule "B"**) shall be mutually agreed upon and incorporated in the contract agreement.

5. The caterer / caretaker shall provide his own crockery, cutlery and **clean** linen etc. after getting the same approved by the Director & Head (Training). The crockery should be of standard make and should be neat and clean. All broken items should immediately be replaced. The caterer / caretaker would also provide paper napkins, **liquid** soaps, clean towels etc. in the dining hall.**Under no circumstances towel,napkins and the wiping cloth should be dirty.**

6. The Bank shall provide necessary accommodation for kitchen, pantry and store-room but no living accommodation will be provided by the bank to the caterer / caretaker or his employees.

7. The Bank will arrange, at its own cost, water supply for cooking etc. Electricity will not be consumed/ used for cooking. All charges for electricity consumed, if any, for cooking/storage purpose shall be borne by caterer / caretaker. The Commercial gas cylinder (LPG) will be used by Caterer at his own cost. It will be sole responsibility of Caterer/contractor to ensure that subsidised domestic Gas is not being used for cooking. The caterer will be sole responsible for any penalties imposed for using subsidised domestic Gas. The Bank absolves itself from any responsibility / penalities imposed in this connection.

8. The food provided to the trainees can be checked at any time by the Director & Head (Training)/ Faculty members or other officials authorised by the SBILD, Kanpur, from time to time.

9. The caterer / caretaker shall engage sufficient number of persons for kitchen, dining room, room service etc. The caterer / caretaker shall also ensure that the persons in his employment, and engaged for the purpose, remain in proper and clean **cotton uniform minimum two sets and well trained as per our requirement** and **behave decently repeat behave decently**. The caterer / caretaker or his representative shall personally supervise in the mess, etc. The service bearers shall also serve as room bearers in the hostel.

10.Usually the training programs are conducted regularly all-round the year. However, the number

of trainees may vary from time to time and SBILD, Kanpur does not guarantee any minimum number. If no course runs at the SBILD, Kanpur for more than two consecutive days, the caterer /

caretaker/contractor shall be paid Rs 600/- (Rupees six hundred only) per day, excluding initial two days, to meet minimum essential services, overheads and other establishment expenses for the period/days in excess of two days. (Initial two days shall not be reckoned for payment.)

11. In case the number of trainees in a particular course is below 60% of the hostel capacity i.e. **15**, the caterer / caretaker/contractor shall be paid Rs.26/- (Rupees twenty six only) per person per day for the number by which number of trainees falls short below 60% of the hostel capacity i.e. **25** for the first day of training.

As the trainees are required to report at the training centre a day earlier, the caterer / caretaker will make arrangements for their tea, meals etc. and shall also provide reception/registration facility. The charges for tea/ meals etc. on the pre-commencement day shall be paid as per the agreed bifurcated rates subject to the proviso that in case the number of trainees in a particular programme is less than **15** (For the shortfall of trainees below 60% of capacity) on the pre commencement day, the caterer / caretaker shall be paid Rs.15.00 (Rupees Fifteen Only) or agreed rate per head for the number by which number of trainees falls short of **15** (This charge is only for 01 (one) day).

12. The same rates as for trainees, shall be charged for providing catering and caretaking service to visiting officials and Director & Head (Training)/ faculty members joining the visiting official for breakfast, meal(s), tea, etc. and also for faculty members/ other officials, other than the trainees, staying in the SBILD, Kanpur hostel /guest rooms.

13. The agreed rates may be revised by the SBILD Kanpur / Bank, if the agreement is renewed after the initial contract period, in its sole discretion when the SBILD Kanpur / Bank feels that the rise in price index justifies such a revision. However, such a revision in the agreed rate will not be considered before the period of two years from the applicable date of this agreement.

14. The charges for catering will be paid course-wise. However, in case of programs of duration of more than two weeks, payment will be made after two weeks.

15. The supplies made shall be of best quality and shall conform to all laws. The SBILD Kanpur / Bank shall be the sole judge of the quality of the supplies made / provided.

[II] TERMS OF CARETAKING

1. **Care taking services also include service at hostel & academic wing whether mentioned or not in the terms.** The caterer / caretaker/contractor will be paid a fixed sum per month, as agreed (inclusive of all overheads, impositions levied by the State / Central Government or local bodies, except GST), by the 7th day of the subsequent month, for caretaking services detailed in the following paragraphs. GST, if any, shall be reimbursed by the Bank.

2. The caterer/ caretaker shall provide bed room linen of consisting of bed sheets, *chadar (top sheets)*, bed covers, pillow covers, quilt covers/blanket covers; bathroom linen consisting of bath towels (size 75cmX150cm) & hand towels (40cmX60cm) (all of these items should be of reputed brands like Bombay Dyeing/DCM/Welspun etc.) in **participants** rooms/guest rooms. The caterer / caretaker shall also regularly supply toilet soaps (of reputed companies like HUL/Godrej/Reckit & Colman) to each trainee/guest. Liquid hand-wash and deodorant cakes (like Odonil etc.)/ balls will be supplied in all the bathrooms **of hostel/academic wing**.

The catere/caretaker shall also be responsible for laundry and cleaning of linen (including curtains, sofa covers, chair covers, table covers etc.) of hostel rooms, guest rooms, Assistant General Manager(Director & Head)'s room, bathrooms attached to these rooms, and other rooms / halls.

In addition, the caterer / caretaker shall provide mosquito repellents (like Good Knight, All out mats/ liquid) for each hostel room/ guest room & **all the rooms of academic wing**. Supply of drinking water in glasses, water jugs to the trainees / guests will be caterer's / caretaker's responsibility.

3. The caterer/caretaker/contractor shall replace the hostel rooms' /bath rooms' linen with fresh linen every 3rd day if the duration of programme is 3 days or more and at the end of each program, in case the duration is less than three days.The bed room linen and bathroom linen should be clean and hygienic. Under no circumstances should old, faded and worn-out items be supplied to the trainees / guests.

4. In addition to the staff required by him at the hostel/academic blocks of SBILD Kanpur, the caterer / caretaker will entrust one of his employees the job of supervising their/his other employees and ensuring compliance of the terms and conditions of the contract.

5. From among the staff employed by the caterer / caretaker, one employee will be stationed in the academic block during office hours for supervising and upkeep of academic block as also to attend to miscellaneous tasks of **Director & Head (AGM)** Chamber, Faculty Room, Administrative Office, Stationery & Record room, preparation of program files for the trainees, bulk photocopying, outdoor duties, attending calls of **Director & Head (AGM),** faculty & staff members etc.

6. The caterer / caretaker shall ensure that proper and courteous service is provided at the reception counter in the hostel. Service at the counter shall include keeping of proper records of trainees in the register, ensuring correct date and time of check-in & check-out and allotment of rooms as per instructions/ guidelines.

7. The caterer / caretaker shall also be responsible for maintenance and up-keep (including sweeping, washing, cleaning, dusting, polishing etc of toilets, floors, wooden/glass surfaces, carpets, furniture and fixture) of entire academic block and hostel block of the SBILD, Kanpur premises. All the rooms, class rooms, balconies, toilets, corridors, staircases, top roofs, internal road etc. shall be swept and mopped every day. The dining room, common toilets and passages of the academic block shall be mopped and cleaned daily. Hostel rooms are to be cleaned, mopped and dusted daily. Bathrooms/toilets are to be cleaned with good quality disinfectants and cleaning material (phenyl, Harpic etc.) daily. The contractor will arrange regular removal of cobwebs and dusting of furniture & fixture, computers, printers, telephones, intercoms etc. Shifting of furniture, if required, will be done by the contractor's employees.

8. The caterer / caretaker shall supply hot water to the trainees and guests.

9. The Bank/SBILD, Kanpur will equip the hostel rooms/ guest rooms, bathrooms, dining hall and other rooms, with furniture, fixtures, PC, mattresses, pillows, quilts/blankets, electric fittings, electric bulbs, plumbing fittings, mirrors, thermos flasks, Computers, glasses, water jugs, water tumblers, coasters, plastic buckets, plastic mugs, waste paper baskets, pest control equipments, heaters, table lamps with bulbs, small flasks, hangers etc. It will be the caterer / caretaker's responsibility to see that the inmates of hostel /guest rooms are not put to any inconvenience for want of aforesaid articles.

10. The caterer / caretaker/contractor will be liable for the loss/breakage of various items as aforesaid and will render proper account for the same. In case Bank/SBILD, Kanpur suffers any loss on this account, the caterer / caretaker will reimburse the Bank for the said losses/damages.

Provided, however, the caterer / caretaker/contractor will not be liable for the losses/breakage arising out of negligence, mishandling or omissions/commissions of the trainees or employees of the bank and/or due to any other extraneous reasons.

11. The articles referred to in Para 9 will be supplied in the required quantity by the SBILD

Kanpur and will be replaced as and when needed, after the SBILD Kanpur is satisfied that the replacements are necessary.

12. The caterer / caretaker shall maintain proper record of all the articles received by him from the Bank/ SBILD Kanpur which will be inspected by the Assistant General Manager (Training) or any official authorised by him, from time to time.

13. In case the caterer / caretaker fails to discharge any of his obligations, Banks will have the right to get the job done at its own expenses and recover the amount from the caterer / caretaker.

[III] OTHER TERMS & CONDITIONS (Common to Catering and Caretaking)

1 Before commencement of the work, the tenderer must have complied with all labour laws and must have obtained all licenses/approvals/permissions from all statutory authorities including Municipal/Labour/P.F./Income Tax/**GST**/Commercial Tax/ESI Deptts., to carry on the business of catering, maintenance & housekeeping work.

1. The tenderer should possess necessary labour contract license to carry out the work.

2. **The tenderer must have valid GST Registration Number** and Income Tax PAN No. (Copies of relevant documents /certificates to be enclosed).

3. The tenderer should possess valid Provident Fund Registration Number under EPF Act 1952 with EPFO and valid ESI Registration Number under ESI Act 1948 with ESI authorities, in Uttar Pradesh. The tenderer should possess necessary Labour Licence (if applicable).

4. The tenderer should obtain requisite permission/license for providing catering, housekeeping and general maintenance services from concerned departments of Central/State/Municipal Authorities/any other Authority.

5. The tenderer should have license under Food Safety and Standards Act 2006, copy of which is to submitted to the Bank. Tenderer should have license under Contract Labour Regulation & Abolition Act. Wages to the labour should be paid as per Minimum Wage Act / Central Government rates.

6. The tenders from Individuals/Firms/Organizations including their Partners/ Shareholders/Directors who have been blacklisted/ prosecuted by any departments/statutory bodies, anywhere in India or by any Court of Law, shall not be entertained.

7. The caterer / caretaker/contractor must have sufficient number of experienced staff to carry out the contracted job. The contractor will provide uniforms to his employees at his own cost. The uniforms supplied by the contractor should be clean and in good condition. Washing/laundry charges will be borne by the Contractor.

8. Only the employees, which have been provided with identity cards by the contractor, will be entitled to enter the premises of SBILD Kanpur / Bank. However, they will be subject to checking at any or every time of their entry or exit by SBILD Kanpur / Bank's security personnel and such checking will also include physical search.

9. The caterer / caretaker shall ensure proper service to the trainees/guests in the dining hall and in the hostel /guest rooms of the Bank.

10. The portion of the SBILD Kanpur premises used by the caterer / caretaker must be kept in perfect hygienic conditions and the caterer/caretaker /contractor shall under no circumstances throw the garbage, waste and/or any discarded substance within the premises and/or on the land/lawns/ apartments located in the State Bank Campus.

11. Violation of the terms/conditions pertaining to catering shall automatically result in 10% deduction from the catering bill for the period, subject to a maximum of Rs.2000/- in each case. A flat penalty of Rs.2000/- per occasion will be imposed by the Assistant General Manager (Training), SBILD Kanpur for non maintenance of quality/quantity, delayed or poor service, besides disallowing payment for items of inferior quality served or for any item not served at all. The flat penalty of Rs 2000/- per occasion shall also be imposed in case of non conforming to terms & conditions of caretaking.

12. The caterer/caretaker/contractor shall declare and disclose all the related facts having bearing upon the catering/caretaking engagement including his Registration/License, number of servants, experience and also engagements, both past and present, with other corporations/organisations/undertakings and his performance thereat.

13. The caterer/caretaker/contractor would employ his/her/their own personnel in the age range of 18 years and above with sound physique free from any contagious disease. The contractor will be responsible for the salary and other dues payable to the staff employed by him/ her/ them and also for their employment conditions which should be in consonance with all legal obligations as an employer on the subject. Contractor has to deploy sufficient manpower to the satisfaction of SBILD Kanpur /Bank so as to provide the best service. Every employee of the contractor shall be provided with identity card of the contractor (distinct from the SBILD Kanpur /Bank's identity cards) at the contractor’s cost.

14. The persons engaged by the caterer / caretaker /contractor for the services to be provided under the contract shall not be deemed or be construed as workmen of the State Bank Institute of Learning & Development or State Bank of India and the State Bank Institute of Learning & Development or State Bank of India shall not have any control over the conduct and performance of such persons engaged by the caterer / caretaker and shall not be responsible for the payment of any wage or other remuneration whatsoever or statutory payments to such persons; nor shall the bank be responsible for the payment of any compensation / damages on account of any mishap happening to any of the persons engaged by the caterer/caretaker during the course of his / her engagement by the caterer / caretaker under the agreement and should the State Bank Institute of Learning & Development or State Bank of India be obliged to pay any compensation under any law or direction of any authority, the caterer / caretaker will undertake to reimburse all such sums of money that the State Bank Institute of Learning & Development or State Bank of India shall be so obliged to pay by way of compensation / damages. The State Bank Institute of Learning & Development or State Bank of India shall not be responsible or liable in case any dispute arises between caterer / caretaker and his employee and no relationship of employer or employee shall come into existence between the Bank & agency i.e. caterer /caretaker.

15. The caterer / caretaker shall be responsible for the acts and omissions of the persons employed by him and will also make good any losses, which the SBILD Kanpur /Bank may sustain due to negligence of his employees. The caterer/caretaker or his representative will exercise personal supervision over his staff and shall also take full responsibility for their wages, claims, damages etc. The caterer/caretaker/contractor undertakes to indemnify the Bank against any loss, damage, claims as the SBILD Kanpur/ Bank may be put or incur due to direct or indirect result of non-performance or mal-performance in performing the works agreed.

16. The Bank shall not be responsible or liable in case of any dispute arising between the contractor and the persons employed by the contractor for carrying out the aforesaid job. The

contractor will ensure immediate replacement of personals when the Bank asks it to do so and will provide another person as per suitability without questioning the reasons thereof.

17. The intention of inviting the tender is to provide food, meals and other items to the participants

at the SBILD Kanpur as well as the maintenance and housekeeping of SBILD Kanpur and in no way the terms and conditions should be construed to cover Bank's day to day activities or any other ancillary activity what so ever.

18. The caterer / caretaker will deposit Rs. 50,000/- (Rupees fifty thousand only) by way of Security Deposit in the form of a Term Deposit Receipt for a period not less than two years, to be renewed for a similar period on maturity.

19. The caretaker / caterer shall forfeit his/her/their right over the aforesaid security or any part in case of any breach/non observance of the terms and conditions of the agreement, and for any loss/damage incurred by the bank due to the negligence of the caterer/caretaker or his employees. The loss/damage shall be adjusted against the security, provided that if the loss/damage suffered by the SBILD Kanpur/Bank exceeds the amount of the aforesaid security, the difference shall be payable by the caterer / caretaker and recoverable by the Bank from the caterer / caretaker.

20. In case the caterer / caretaker fails to discharge any of his obligation under the agreement (relating to catering/caretaking) upto the level of performance desired, SBILD Kanpur/Bank will have the right to get the job done (at the level of performance desired by the SBILD Kanpur/Bank) at its own expense and recover the actual expenses from the amounts payable to the caterer / caretaker under the agreement.

21. The catering and caretaking agreement shall remain valid for a period of **two years** from the effective date of the agreement. However, either party can terminate the agreement by giving three months' notice in writing. Further, renewal / continuance of the contract for further period of 2 years may be considered within the SBILD Kanpur/Bank's sole discretion at mutually agreed rates / charges and keeping other terms and conditions unchanged, provided the service rendered by the vendor is found satisfactory and as per SBILD Kanpur/Bank's requirement. No claim for losses etc. on this account will be entertained by the Bank in this regard.

22. If the Bank/ SBILD Kanpur in its sole discretion feels that any of the conditions/clauses in the agreement has/have been breached/violated by the caterer / caretaker, the SBILD Kanpur/Bank shall have the absolute right to terminate the agreement forthwith without giving any notice to the caterer / caretaker as stipulated earlier. Apart from the aforesaid, the SBILD Kanpur/Bank shall also have the right to impound the Security Deposit mentioned in Para 19.

23. The conditions mentioned in the schedule for compliance (**Schedule 'C'**) shall be sole responsibility of caterer/caretaker/contractor providing services under the agreement.

24. The caterer / caretaker/contractor shall take full and exclusive responsibility for the wages, service conditions, claims, damages and compensation to the employees under his employment and utilized by him for the purpose of catering & caretaking services and shall ensure that the provisions of relevant legal enactments like Contract Labour (Regulation & Abolition) Act, 1970; Minimum Wages Act, 1948; Inter-State Migrant Workmen (Regulation of employment and condition of service) Act, 1979; Employees State Insurance Act, 1948; Employees' Provident Fund & Miscellaneous Provision Act, 1952; Payment of Wages Act, 1936; Workmen Compensation Act, 1923; Payment of Gratuity Act, 1972; Equal Remuneration Act, 1976; Industrial disputes Act 1947; Child Labour (Prohibition & Regulation) Act, 1986; Payment of Bonus Act, 1965; and any other labour, legal or other enactment not specified hereinbefore but applicable to his establishment, will be fully complied with at all the times.

26. A formal agreement, containing terms and conditions, shall be executed and entered by the caterer / caretaker, besides complying with other legal formalities.

Notwithstanding anything contained hereinabove the caterer / caretaker/contractor shall make

payment of wages to the contract labours and shall ensure compliance of the specific labour law stipulations as detailed in Schedule 'C' hereunder.

SCHEDULE "A"

The contractor shall buy, at his own cost, good quality grocery, vegetables, fruits, pulses (*dal*) and non-vegetarian items. He shall use the items of the brand or make as mentioned below (or of comparable brands/quality) against each item.

	Food item	Suggested brand/ make
a	Sauce	Maggi/Kissan/Tops
a.	Jam	Kissan/Tops
b.	Bread	Britannia/Kalory/ Modern
c.	Refined Oil	Saffola/Sun Flower/Fortune/Surya
d.	Butter	Amul/Parag
e.	Milk	Amul/Parag (full cream)
f.	Fruit Juice	Dabur Real/ Tropicana
g.	Cornflakes	Mohan Meakins/ Kellogg's
h.	Pickles	Ashok/Priya/Kissan/Mother's Recipe/Nilon's
i.	Rice	Basmati (whole grain)of good quality
j.	Potato	Pahari of good quality
k.	Wheat flour	Aashirvad/Annpurna/Shaktibhog or similar quality
l.	Biscuits	Britannia/Parle/Sun Feast
m.	Tea / Tea bags	Taj Mahal/ Lipton/ Brook Bond
n.	Coffee	Bru/ Nescafe

These items shall be subject to verification at any time without notice by the SBILD Kanpur or by its authorized committee, whose recommendations shall be final and or acceptable by the contractor for any action that it may so decide.

MENU

1. **Bed tea/coffee:** Served in the rooms – one/two cups per head.
(Tea will be served in flasks. Coffee powder and sugar will be served separately.)

2. **Break-fast:**

a. Tea/coffee – one/two cups.
b. Toast – 4 pieces.
c. Butter (20 gms) and Jam/Jelly – 20 gms.
d. Milk (200 ml) with corn flakes
e. Eggs/Omelets (2) per head **or** Alu Paratha with dahi **or** Idli & Chatni/ Dosa with Sambhar & Chatni/ Chhola-Bhatura or other such item after getting approved from AGM (Training) or Poori-subji
f. Fruit juice (100 ml) or seasonal fruits.

3. **Mid-Morning Tea/Coffee:** Tea/ coffee – one cup + snacks
(to be served at the identified place in academic block)

4. **Lunch:** A. Daily:
Curd or raita, seasonal dry vegetable, vegetable curry, dal,

rice, chapati/ nan/ tandoori roti *(nan to be served at least once a week)*, salad, papad, chatni, pickles, sweet dish*.

B. Twice a week: *(in place of vegetable curry)*
Mutton curry (100 gms**)/ Fish curry (100 gms**)/ Keema curry (100 gms**)/ Egg curry (2 eggs)/ Chicken curry (150 gms**) for non-vegetarians

and

Special vegetable (Kadahai Panee/ Shahi Paneer) curry for vegetarians

**excluding the weight of curry*

5. **Afternoon tea:** Tea/ coffee – one cup+ baked biscuits
(to be served at the identified place in academic block)

6. **Evening tea:** Tea/ coffee – one cup with snacks (Pastry/Pakora/Samosa/Patties/Cutlets/Biscuits of reputed brands or from standard bakeries)
(to be served at the identified place in academic block)

7. **Dinner:** Soup, curd or raita, seasonal dry vegetable, vegetable curry, dal, rice, chapati/ nan/ tandoori roti *(poori to be served once a week)*, salad, papad, chatni, pickles, sweet dish*/ seasonal fruits.

*Sweet dish will consist of Rice kheer/ Sevain/ Fruit custard/ Gajar halwa in adequate quantity or Ras Malai/ Gulab jamun/ Ras gulla (one piece about 50 grams in weight) every day in lunch and dinner without repetition. Ice cream of Kwality Walls/ Vadilal/ Amul (50 gram cups) shall be served at least twice a week in summers, details of which may be decided in weekly meetings with trainees.

- If the participants desire change in serving of non-vegetarian food from lunch to dinner, the same may be done in consultation with the Director & Head(AGM). The menu will be approved by the Director & Head(Training) or by the official authorized by him, well in advance.

- In case any of the participants notifies the caterer / caretaker at the beginning of the day that she/he is on fast, sufficient quantity of milk, fruits etc. will be provided to her/him in lieu of meals, without extra cost.

Food Packets (Lunch / Dinner)

- Poories 4 (100 grams) / 4 slices of bread with two eggs' omelet
- Rice Pulao (200 grams)
- Vegetable, two fruits (or one fruit with one sweet)

Contractor shall have to arrange food packets whenever the SBILD Kanpur instructs him. Individual items in the food packets will be properly packed in aluminium foil and will contain tissue paper and disposable spoon etc. The rates of lunch/dinner packets would be the same as for lunch/dinner (according to bifurcated rates incorporated in the agreement).

SCHEDULE "B"

SPECIAL LUNCH/DINNER MENU :

i Soup
i. Special non-vegetarian dish (Chicken/ Mutton)
ii. Special vegetable (Kadahi Paneer/Shahi Paneer/ Paneer Butter Masala) curry
iii. Special dry vegetable
iv. Dahi bada/ Raita
v. Paneer Pulao/Veg Pulao/Jeera Rice
vi. Nan/Rumali roti/Tandoori roti /Puri/Chapati/Missi roti
vii. Dal (Arhar)
viii. Salad
ix. Pickles/Chutni
x. Papad
xi. Ice-Cream (50 gram cups of Kwality Walls/ Vadilal/ Amul and/or Ras malai – 2 Pieces (each piece of 50 grams)
xii. Mouth freshener

HIGH TEA MENU :

i 2 Sweets / Pastry
i. Cutlets or biscuits *(of reputed brands or from standard bakeries)* & sandwiches
ii. Salted cashew nuts *(Kaju)*
iii. Tea/Coffee

The timings of serving of meals will be as under or as advised by the Assistant General Manager (Training):

Bed Tea	-	06.30 to 07.00 Hrs
Break-fast	-	08.30 to 09.30 Hrs
Forenoon Tea	-	11.30 to 11.45 Hrs
Lunch	-	13.15 to 14.00 Hrs
Afternoon Tea	-	15.30 to 15.45 Hrs
Evening Tea	-	17.15 to 17.45 Hrs
Dinner	-	20.30 to 21.30 Hrs

***

The caterer / caretaker shall, *inter alia,* ensure compliance of various Labour Law stipulations, as follows:

Payment of Wages

The contract labours engaged by the contractor shall not be paid less than the minimum wages as stipulated by Govt. from time to time. These wages are inclusive of payment for weekly rest days and shall be paid before expiry of the 7th day after last day of the wage period. It would be preferable if the salary & benefits payable by the contractor to the workers are either paid by cheque or are paid into their bank accounts directly.

Over Time Wages

The labours shall be paid overtime wages, if required to work for more than 9 hrs on any day or 48 hrs during a week, @ twice the above wages proportionately, for extra no. of hours worked. If asked to work on weekly rest day they shall be paid in addition to overtime wages.

Weekly Rest Day

i) Each labour shall be allowed a day of rest every week provided he has worked for a continuous period of 6 days. If need be, weekly off may be staggered.

ii) Weekly rest day shall normally be Sunday but caterer / caretaker/contractor may fix any other day of the week as the rest day for any employee or class of employees.

Identity Card

Each labour engaged shall be issued identity card by the caterer / caretaker/contractor having attested photo of the labour, date of birth, father's/husband's name, address, date of initial appointment, designation/category, rate of wages paid, name and address of person to be contacted in case of any emergency along with telephone no. etc.

Register of Contract Labour Engaged

A register of contract labours employed shall be maintained by the caterer / caretaker/contractor with photographs duly attested, permanent residential address, date of birth, father/husband name, date of appointment, category, rate of wage, date of termination of service and reason there for in brief etc.

Miscellaneous

i The caterer / caretaker/ contractor shall submit a copy of details of contract labours engaged by him as well as copies of wage sheets after each periodical payment to the principal employer.

ii) The principal employer or his authorized representative shall have authority to check whether the provisions of the agreement or labour laws applicable are being implemented/complied by the caterer / caretaker/ contractor or not. In case of non compliance, the caterer / caretaker/ contractor shall be liable to pay penalty of Rs.2000/- on each occasion if not rectified within time stipulated.

iii The caterer / caretaker/ contractor shall declare and undertake that in case any liability pertaining to the contract labour/employees engaged by him for the aforesaid work, is to

be discharged by the principal employer for any lapse or non compliance of any provision of any labour/other laws, he will either reimburse the same to the principal employer or it shall be lawful for principal employer to deduct the same from any of his dues/money as may be payable.

iv) The contractor/ service provider shall not employ any person below the age of 18 years.

The tenderer should have done compliance of licensing and registration formalities under labour law legislations as detailed in para 25 of '*Other Terms & Conditions (Common to Catering and Caretaking')* **under '***Terms and Conditions'***.**

INSTRUCTIONS FOR THE APPLICANTS / TENDERERS

1 The tender is open to registered partnership firms, companies, HUFs, and proprietary concerns.

1. The State Bank Institute of Learning & Development (SBILD), Kanpur has two blocks, viz. Hostel Block and Academic Block. The Hostel Block has 25 beds, one dining hall, kitchen, three stores, Gymnasium, Indoor sports room, Cyber point, one guest room, reception area, corridors, Guard room, common toilets etc. The Academic Block has AGM's Chamber, one lecture room, System Room, Tea lounge, one UPS room, Administrative Office, two Faculty rooms, Stationery & Record Room, Library, corridors, one guard room etc. **However, before tendering, the tenderer may visit the site where intended services are to be provided and satisfy himself/ themselves as to the conditions prevalent at the site. No claim on this account shall be entertained by the SBILD Kanpur under any circumstances subsequently.**

2. As it is a combined tender for catering and caretaking, only such contractors should apply, who have the means and experience of carrying out all the jobs mentioned in the Terms & Conditions. Partial bids (for catering only or caretaking only) will not be entertained.

3. Each and every tenderer will have to deposit Earnest Money amounting to **Rs. 20,000/- (Rupees twenty thousand only)** by way of a Bank draft/ Banker's Cheque favouring 'State Bank Institute of Learning & Development , Kanpur", payable at Kanpur along with the tender. The draft / Banker's cheque should be kept in the envelope containing **Part – A (Technical Bid).** The tenders received without Earnest Money deposit and cost of tender document are liable for rejection.

4. No interest shall be paid on the Earnest Money deposit. The Earnest Money deposit of the unsuccessful tenderers will be refunded within 90 days from the date of opening of the tenders or finalization of the tender, whichever is earlier. In case of successful bidder, the earnest money will either be adjusted towards the security deposit or will be refunded after receipt of full amount of security deposit. In case the successful bidder is not able to commence work as per the terms and conditions specified in the tender documents, the earnest money will be confiscated.

5. A pre-bid meeting will be held in the office of VP (SBIIMS) Lucknow at 12.00 Noon on 19.12.2018 wherein the bidders may seek clarification required by them, if any, relating to terms & conditions of the tender.

6. Intending tenderers are required to submit their applications with full details about their organisation, experience and adequate evidence of their financial standing etc. in the enclosed tender document, consisting of **Part – A (Technical Bid)** and **Part – B (Financial Bid)**, which will be kept confidential.

7. Each page of the bid documents should be signed and stamped, on behalf of the establishment, with the rubber seal of the establishment, by person/persons having necessary authorisation / power of attorney to do so. All corrections / overwriting should be duly signed by the tenderer.

8. If the space in the proforma is insufficient for furnishing full details, such information may be supplemented on separate sheets of paper, stating therein the name of relevant part and serial number of the proforma. Separate sheets should be used for each part.

9. Applications containing false and/or inadequate information are liable to be rejected.

10. Applications not containing details or with insufficient details / wrong details shall be rejected.

11. In **Part – B (Financial Bid),** the tenderer should also indicate on a separate sheet (as per the format given) item-wise bifurcation of the per-head, per-day rate quoted for catering. However, for consideration of the bid, the total rate only would be taken into account. The rates should be inclusive of all taxes, transportation, handling charges etc. Nothing additional shall be paid.

12. The offered rates for Special Lunch / Dinner / High Tea should also be mentioned on the same sheet of paper on which the item-wise bifurcation of catering rates is given. These rates, as well as the item-wise rates, as mentioned above, will be indicative only and their inclusion in the final agreement would be only after negotiation and mutual agreement.

13. Information should be limited to the applicant. If any relevant data concerning the group of companies to which the applicant belongs is desired to be given, the same should be given <u>separately</u> in a supplementary sheet.

14. The applications received against this tender notice only will be considered. The criteria for selection will be decided by the Bank. Bank reserves its right to re-tender.

15. Separate covers / envelops should be used for **Part – A (Technical Bid) & Part – B (Financial Bid).** These covers / envelops should be closed and sealed individually and should bear the name and seal of the tenderer. '**Part – A (Technical Bid)'** or '**Part – B (Financial Bid)'**, as the case may be, should be clearly written on top of these envelops.

16. The envelope containing **Part – A (Technical Bid)** must also have all the necessary supporting documents along with the draft / Banker's cheque pertaining to earnest money.

The tender containing separate sealed envelopes (for Part-A, & part-B) should be submitted in a third sealed envelope marked on top" Tender for Catering & Caretaking Services" for SBILD ,Lucknow with the name, address, telephone number on the bottom of the cover at the bottom of the cover. The sealed envelope should reach/ dropped in the tender box to the office of the Vice President, SBI Infra Management Solutions Pvt Ltd State Bank of India, 6th Floor, Local Head Office, Motimahal Marg, Hazaratganj, Lucknow-226001 on or before 28.12.2018 (up to 3:00P.M).SBIIMS shall not be responsible if the tenders are delivered elsewhere or are not delivered on time due to postal or any other delays.

17. The Technical Bid (part – A) of the tender shall be opened at 3:30p**.m. on 28.12.2018 in the office of the Vice President (SBIIMS) State Bank of India,6th Floor, Local Head Office, Motimahal Marg, Hazartganj.,** Lucknow -226001 in the presence of tenderers, who wish to be present, or their authorized representatives. In case the last date of receipt / opening of the tenders is declared a holiday, the same shall be extended to the next working day. The time and venue will remain the same.
18. The technical bids of those bidders, in whose case the SBIIMS, Lucknow, after due scrutiny/ inspection/ investigation/ verification, is satisfied with regard to compliance of technical criteria as laid down in the tender document, will be declared as found responsive.
19. All the Financial Bids (Part – B) of tenderers whose Technical Bids (Part – A) have been opened will be sealed in one envelope acknowledged by Tender Opening Committee and will be kept in custody of a committee member designated for the purpose.
20. The Financial Bid ' Part – B' of only those tenderers, whose technical bid is found responsive, will be opened and they shall be advised by letter/e mail for opening of bid at SBIIMS, Lucknow in the presence of technically qualified tenderers or their authorised representatives. In case the representatives of tenderers are not present, the Bank will still open the quotations at the scheduled time.

21. **With a view to prevent unreasonably low bids to obtain the contract, a minimum tender amount for catering & caretaking would be decided by the Director & Head (Training) and kept in a sealed packet to be opened at the time of opening financial bids. The bids below this amount will automatically be rejected.**

22. Vice President (SBIIMS), Lucknow will communicate to the successful bidder by letter sent through Courier/ Registered Post/e-mail that his bid has been accepted. However the agreement with lowest tenderer shall be executed by the Director SBILD, Kanpur.
23. The offers/bids submitted by the tenderers shall remain open / valid for a period of 90 days from the last date of submission of the tender.
24. The contractor awarded with the contract will have to deposit Rs.50,000/= (Rupees fifty thousand only) as **Security Deposit** for due fulfilment and performance of the contract.
25. In case multiple bids from the same bidder is received, all the bids of such bidders shall be liable to be cancelled.

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PART-A

TECHNICAL BID

1 : Basic Information

1	Name of the Applicant and Address of the Registered Office			
	Contact numbers :			
	e-mail address :			
2	Year of Establishment *(Please enclose documentary evidence)*			
3	Type of the organization (whether Proprietary, Partnership, HUF, Private Ltd or Co-Operative Body etc.,)			
4	Name/ names of the Proprietor/ Partners/ Directors of the applicant firm with address and phone numbers			
		Name	Address	Phone No.
	a			
	b			
	c			
	d			
5	Details of Registration, *(whether Partnership firm, Company, etc.)* Name of Registering Authority, date and Registration Number			
6	Whether registered with Government/ Municipal Authorities or any other Public Organization and if so, in which Class and since when.			
7	Address and Phone Numbers of office through which the proposed work will be handled and the name & designation of the officer in charge *(Please give full details of the staff at present, in the annexure)*			

Contd…

8	a Income Tax PAN No. 22 *(Copy of PAN card & Income Tax assessment certificate to be enclosed)*		
	b. GST/Service Tax Number *(photocopy of certificate to be enclosed)*		
	c. Shop and establishment Registration Number *(copy to be enclosed)*		
	d. Contract Labour (R&A) Act License No. *(Copy to be enclosed)*		
	e. License No. under Food Safety and Standards Act, 2006 *(copy to be enclosed)*		
	f. Whether registered under UP VAT Act? *(Please mention the number)*		
	g. Details of Catering and Maintenance license, if any		
9	Whether ESI/EPF norms are complied?		
	ESI registration number :		
	EPF registration number :		
10	a. Whether any penalty imposed or indictment passed against the applicant or whether any case is pending with any of the statutory authorities related to the items mentioned in 8 and 9 above?		
	b. Whether the applicant (including the applicant's partners/ directors) have been blacklisted/ prosecuted by any department / statutory body anywhere in India?)		
11	Whether police verification certificate of all staff engaged by you is kept on record with you?		
12	Adequate and satisfactory evidence to indicate financial capacity of the applicant to undertake the said works. Name of the bankers and their full address with facilities enjoyed. *(Copies of proof to be enclosed)*		
13	Yearly turnover of the organization during last 3 years (year wise) *(Please enclose copy of audited balance sheet)*	2015- 16	
		2016-17	
		2017-18	
14	Receipts from providing catering, maintenance & housekeeping services. (*Please enclose evidence / proof / performance certificates from existing and previous clients)*	2015-16	
		2016-17	
		2017-18	

Contd…

15	Whether any near relative(s) of any of the Proprietors/ Partners/ Directors of the firm/ company is /are employed with the State Bank of India? *(Please enclose declaration in prescribed format)*	
16	Number of supplementary sheets attached, if any.	

17	List of enclosures:	
	Description	**No of Pages**
	Total no of pages	

18	**Details of Earnest Money Deposit**	Draft/ Banker's Cheque No.	Date of Issue	Issuing Bank & Branch	Amount
					Rs. 20,000/-

We have gone through the eligibility criteria, terms & conditions and instructions for applicants issued / advertised by the Vice President (SBIIMS), Lucknow for State Bank Institute of Learning & Development , Kanpur, in respect of the tender and undertake to abide by them.

We further undertake that the technical and financial bids submitted by us shall remain open / valid for a period of 90 days from the last date of submission of the tender.

Signature & seal of the tenderers

Name of Firm:

Date :

To be submitted with Technical Bid

DECLARATION OF NEAR RELATIVES OF SBI EMPLOYEES

(Ref. : item 15 of *Basic Information*)

I/We…… S/o/ D/o/ W/o…..

Residing at ……..

.....hereby certify that our relative(s)* is/are employed in the State Bank of India. Details are as under:

Name:

Designation:

Place of Posting:

* ***The near relatives are members of a Hindu Undivided Family/ husband and wife/ the one related to the other in the manner as father, mother, son(s) and son's wife (daughter in laws), daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).***

Place:

Date

Signature with seal:

Name in Block Letters:

Designation:

Address:

2: Work Capability and previous experience

Details of Catering and Maintenance & House-keeping work executed by the organisation/contractor are to be furnished, category wise, in the format given below (copy of certificates from clients to be enclosed):

Sl No	Location of the work & Name of the organisation	Type of work*	Value of Contract (in Rs. Lacs)	Period of Contract		Name, designation & phone no. of the contact person of the client organisation
				From	To	
1						
2						
3						
4						
5						

** In the column 'Type of Work', please mention '**C**' for Catering and '**M**' for Maintenance & Housekeeping.*

Signature & seal of the tenderers

Name of Firm :
Date :

PART-B
FINANCIAL BID

for

Providing catering and caretaking (Housekeeping & maintenance) services at State Bank Institute of Learning & Development , Kanpur

ITEMS OF WORK	AMOUNT
Catering	Rate **per day, per head** for all meals and refreshment, from Bed Tea to Dinner, as per menu specified in the Tender Document (inclusive of all overheads & taxes, but excluding VAT & service tax) **[A]**
	Rs. (in figures)
	Rupees (in words)
Housekeeping and maintenance (Caretaking)	Rate **per month** (inclusive of all overheads & taxes, but excluding service tax) **[B]**
	Rs. (in figures)
	Rupees (in words)

Calculation of estimated per annum cost as per quoted rates

Estimated trainee-days per year = 6,000

a Cost of providing catering services for one year (A X 6,000) = Rs.

a. Cost of providing housekeeping & maintenance services for one year (B X 12) = Rs.

b. **Total cost for one year *** (a+b) = **Rs.**

Amount in words (**Rupees** ……..……...)

** Total cost (c) will be the basis of considering the bid.*

Signature of the applicant with seal :

Name of Firm :

Date :

i Break-up of catering charges (per day, per head)

Item Head	Amount
Bed tea/ coffee	Rs.
Breakfast	Rs.
Mid morning tea/ coffee	Rs.
Lunch	Rs.
Afternoon tea/ coffee	Rs.
Evening tea/ coffee with snacks	Rs.
Dinner	Rs.
Total *	**Rs.**

**Total should tally with the per day, per head rate [A] quoted in Part – B (Financial Bid)*

(i) Indicative rates for Special Lunch / Dinner / High Tea
(*vide* point 4 of Terms of Catering)

Item	**Per head rate** (inclusive of all overheads & taxes, but excluding service tax)
Special Lunch / Dinner	Rs.
High Tea	Rs.

Note: The item-wise break-up of catering charges and the indicative rates for Special Lunch / Dinner / High Tea are subject to negotiation & mutual agreement and shall not necessarily be the basis of considering the bid.

Signature of the applicant with seal :

Name of Firm :

Date :