

STATE BANK OF INDIA
Administrative office-1
Office Administration Department
Nehru Place Lal Kothi
JAIPUR-302015

INVITATION FOR TENDERS FOR CATERING & HOUSE KEEPING SERVICES -
CANTEEN AT ADMINISTRATIVE OFFICE-1 NEHRU PLACE, LAL KOTHI
JAIPUR-302015

Tender Document No. SBI/OFFICE ADMIN./2025/01 DATED: 04.03.2025

Tender Schedule

Last date for submission of the Tender Documents	24/03/2025 at 15-00 hrs
Date of opening of the Technical Bid	24/03/2025 at 15-30 hrs
Date of opening of Price Bid	Date & Time will be announced later.

(Any change in the above dates will be intimated in advance.)

NAME OF THE BIDDER: -----

ADDRESS :-----

PIN :-----

CONTACT NO. LANDLINE :-----

MOBILE NO:-----

E-MAIL :-----

The tender documents can be downloaded from the website bank.sbi. The tender documents may also be obtained from the Office Administration Department, 1st floor, SBI, Administrative office, Nehru Place, Lal Kothi, Jaipur during **10.00 AM to 5.00 PM** on any working day.

For further information/clarification, please contact Sh. OMPRAKASH (8899208987) during 10.00 AM to 5.00 PM.

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DISCLAIMER

The information contained in this Tender document or information provided subsequently to Bidder(s) or applicant(s) whether verbally or in documentary form by or on behalf of State Bank of India (Bank), is provided to the Bidder(s) on the terms and conditions set out in this Tender document and all other terms and conditions subject to which such information is provided.

This Tender is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this Tender invitation is to provide the Bidder(s) with information to assist the formulation of their proposals. This Tender invitation does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Tender document and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this Tender.

Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender documents. No contractual obligation whatsoever shall arise from the Tender process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.

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(A) NOTICE INVITING TENDER

1. STATE BANK OF INDIA, Administrative office, Jaipur invites sealed tenders from the reputed Individual/Sole Proprietors/Agencies/Firms/Companies for providing Catering and its House Keeping Services at Administrative office, situated at Nehru Place, Lal Kothi, Jaipur.

2. The tender documents consisting of the terms and conditions and the acceptance thereof and price bid should be submitted in single stage in separate two sealed envelopes - PART-‘A’ and PART-‘B’. PART-‘A’ containing the tender document and Technical parameters as per Annexures-I,II,III,III-A and III-B and EMD; and PART-‘B’ containing the Commercial/ Price Bid as per ANNEXURE-IV.

3. The invitation for tender document contains 24 pages serially numbered. Each page of the tender documents should be signed and stamped with the rubber seal of the establishment.

4. The tenders shall be submitted in the following manner and shall contain details / documents as listed below:

(i) Sealed tenders addressed to the **Chief Manager (HR & Admin), State Bank of India, Administrative office-1, Nehru Place, Jaipur-302015** may be submitted in the form of two bid system as per the procedure prescribed in the tender document by dropping in the Tender Box kept thereat, not later than 15.00 hrs on 24/03/2025.

(ii) One sealed envelope superscribed “**Technical Bid**” shall contain the following: -

- Declaration on the letter head of the bidder (as per proforma given in Annexure-III-B) duly filled.
- Duly filled and signed Technical Bid in proforma annexed on the letter head of the bidder.
- Other related documents mentioned in Technical Bid (Part-A).
- A complete set of the tender document (except Commercial/Price bid) as issued, duly filled and signed by the bidder.
- Demand Draft towards the EMD in the name of **Chief Manager (HR & Admin), State Bank of India, Administrative office, Jaipur payable at Jaipur.**
- List of Works executed during last 3 years towards Catering Services (Annexure-III-A), documents mentioned thereat.

(iii) One sealed envelope super scribed “**Commercial/Price Bid**” in Annexure-IV. The contractor is to quote combined monthly charges including all taxes viz. GST for services to be provided as per Annexure-IV on the basis of items, periodicity etc. detailed in Annexure – I to III for above location. The offers of those prospective bidders which do not meet the statutory requirements are liable to be rejected.

(iv) Both the sealed envelope i.e. **Technical Bid & Commercial/Price Bid** shall be put in a third sealed cover. All these three covers shall be super scribed with the name of work as “Tender For Catering & its House Keeping Services at Canteen of State Bank Of India, Administrative office, Jaipur and shall be sent by Registered Post & Acknowledgement due or Speed Post or may be dropped in the tender box kept at the Reception Counter, State Bank of India, Administrative office, Nehru Place, Lal Kothi, Jaipur, and in all cases should reach on or before 15.00 hrs on 24/03/2025.

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(v) Each page of tender shall be signed by an authorized person of the Individuals/Sole Proprietors/Agencies/Firms/Companies and duly stamped.

(vi) The composite bid i.e. Offers with rates indicated in the **Technical Bid** are liable to be ignored & rejected summarily.

(vii) Before submitting the bid, the intending bidder may visit the site and familiarize himself /herself thoroughly with the site conditions, scope of work, terms and conditions of the tender. Non-familiarity with the site conditions will not be considered, a reason for not carrying out the work in strict conformity with specifications.

(viii) Tenders not submitted as per the guidelines stated above, are liable for rejection. Tenders received after the prescribed time and date will not be considered.

(ix) Corrections, if any, in the quotation should be duly authenticated with full signature. In case of any difference between the figures and the wordings, the wordings will be taken as the correct one.

(x) No deviations / conditions will be stipulated by the contractor in both technical and commercial bids. Conditional tenders will not be accepted and will be summarily rejected.

(xi) Falsification/suppression of information shall lead to disqualification of the bidder / cancellation of contract even after award of work during the currency of the contract.

5. In the first stage of evaluation process, only Technical Bid (Part-A) of the bids will be opened on **24/03/2025 at 15.30 NOON**. The Technical Bids will be evaluated for credentials, experience, capability based on documents submitted in technical bid, physical inspection of their establishment, physical inspection of their client's site, obtain feedback on their past performance from their clients. Those bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of these documents shall be short-listed. The decision in this regard will be at the sole discretion of the Bank.

6. Under the second stage of evaluation process, **the Commercial Bid/ Price Bid** (Part-B) of only those bidders, who have been short-listed, earlier in the first stage, will be opened at a later date. The date and time of opening of Price Bid will be intimated to the technically short-listed bidders.

7. Bidder may note that if the date of tender receipt/ opening given in this Tender Document is declared a public holiday under Negotiable Instrument Act, the tender shall be received/ opened on the next working day at the same timing. In such an event the closing hours for receipt/ opening of tenders will stand automatically **extended up to 15.00 hours (15.00 NOON)/ 15.00 hours (3.00 PM)** of the next working day respectively.

8. Tendering firms are at liberty to be present or authorize a representative to be present at the opening of the tender at the time and date as specified in the Schedule. The name and address of the representative authorized to attend the opening of the tender on behalf of a tendering firm should be indicated in the Technical Bid. The representative so deputed should also bring with him/her a letter of authority from the Individuals/Sole Proprietors/Agencies/Firms/Companies for having been authorized to be present at the time of opening of tender. The name and address of permanent representative of the Sole Individuals/Proprietors/Agencies/Firms/Companies, if any, should also be indicated in the tender. Representatives of Individuals/Sole Proprietors/Agencies/Firms/Companies

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who have not submitted the tender or representatives not possessing authority letter from the participating tenders or outsiders shall not be allowed to attend the tender opening.

9. Sealed tender should be dropped in the Tender Box kept at SBI, Administrative office, Nehru Place, Lal Kothi, Jaipur. In case the sealed envelope is larger than the mouth of the Tender Box, and cannot be dropped in the tender box, the same may be submitted by hand to Chief Manager (HR & Admin), State Bank of India, Administrative office-1, Nehru Place Lal Kothi Jaipur-302015.

(B) ELIGIBILITY CRITERIA

Bidder who fulfills the following requirements shall be eligible to apply:

1. The bidders should have satisfactorily carried out **Catering Services & its Housekeeping** for Banks, Public Sector Undertakings (PSUs), Government Organizations, Multinational Companies (MNCs) etc. during last 3 (Three) financial years (2021-22 to 2023-24). Certificates from the clients for satisfactory performance in support thereof should be attached.
2. The bidders shall have their unit/administrative office based in Jaipur.
3. Average Annual Turnover of the bidder during last three years (latest Balance Sheets) shall be at least Rs.30 lakhs.
4. Bidder should have applicable licenses/registrations with statutory authorities to carry on business of catering and housekeeping.
5. The bidders shall submit documentary evidence in support of the above eligibility criteria.
6. Track record of bidder should be clean and should not have any involvement in illegal activities or financial frauds. There should not be any case with the Police/Court/Regulatory authorities against the bidder.
7. Bidder must not have been prosecuted or suffered any penalty/convicted for any offence having moral turpitude.
8. Bidder must not have been suspended / delisted / blacklisted by any organization on any grounds.
9. The rate quoted in the tender by the contractor should be actual, not very low/ imaginary. If it is found that rates are very low or imaginary or unreal the tender will be cancelled. The Contractor's main responsibility will be to provide quality material food/ lunch, efficient service, labour, cost, compliance of statutory requirements etc

(B) EARNEST MONEY DEPOSIT

Rs.30,000/- (Rupees Thirty Thousand only) in the form of a Demand Draft or Bankers Cheque favouring STATE BANK OF INDIA as Earnest Money Deposit is required to be deposited along with the tender otherwise the tender shall be rejected at first instance. EMD of the unsuccessful bidders will be returned, within 30 days, after finalization of the tender. EMD will not carry any interest.

(C) SECURITY DEPOSIT

The bidder, to whom, the contract will be awarded, shall have to deposit a sum equivalent to one month's total amount quoted in the tender, in the form of a STDR in favour of **State Bank of India, AO-1, Jaipur** as a security for performance of the services under the tender, within 7days from the date of award of work, which should be kept as Security Deposit with the Bank till the expiry of the

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period of the contract. The STDR will be made at SBI, Tonk Road, Branch, Jaipur in the joint names of the Bank & the bidder, duly discharged by the Bidder in favour of the Bank and the original deposit receipt will be kept in the custody of the Bank.

The security deposit shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the tender including warranty obligations. Failure of the bidder to submit the above-mentioned Security Deposit shall constitute sufficient grounds for the annulment of the award of contract. If the successful bidder fails, during the course of the contract period, to comply with the terms and conditions of the Agreement/contract, the security deposit may be forfeited in full or in part as decided by the Competent Authority. The Security deposit will not carry any additional interest other than that of the aforesaid STDR. The security deposit will be refunded after expiry of said Sixty days or termination of the contract as the case may be after adjusting the dues payable by the contractor to the Bank.

(E) SCOPE OF WORK

1. The contractor is to quote charges inclusive of all rates, taxes, levies, GST etc. as per Annexure-IV, for the services to be provided as detailed in Annexure- I to III, for above location.
2. Catering services will be for the officers/staff of entire administrative office /all offices/ floors of AO Building along with their guests, friends or relatives. Kitchen will be on Second floor. Lunch will be served on second floor simultaneously at the specified area in buffet system, on daily basis. Tea/Coffee/Snacks will be served at the seat of the officer/staff on all floors and/or canteen area of ground floor of administrative office on all working days. The House-keeping work shall be carried out for the premises occupied by the canteen only (approximate 1750 sq ft. and 1720 sq ft. area on second floor respectively).

I. HOUSE KEEPING SERVICES:

3. The contractor shall engage sufficient number of staff including supervisor(s) for upkeep and maintenance of canteen premises. The contractor shall arrange daily cleaning within the canteen with first grade phenyl and detergent soap and other cleansing materials which are eco - friendly at the contractor's cost.
4. The contractor shall arrange for dry cleaning, vacuum cleaning of curtains / blends and other items of furniture, fixtures etc. supplied by the Bank. The contractor shall maintain electrical installation and plumbing work within the canteen at his cost. The cost of replacement of items, which are irreparable, shall be borne by the bank.
5. The contractor shall ensure opening and proper locking of canteen. In case of any breakage, pilferage of any fixture and / or furniture, equipment etc. the responsibility shall be of the contractor.
6. Duplicate set of keys should always be available with the Supervisor of the contractor of the canteen.
7. The contractor will be responsible to attend to all complaints within the purview of the contract.

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Complaint / Suggestion Register will also be made available at the reception counter of the canteen.

II. CATERING SERVICES:

8. The contractor shall provide catering services on all working days and as per the requirement of the Bank on holidays also, from 9.00 a.m. to 7 p.m. including lunch period from 1.30 p.m. to 3.00 p.m. or as required by the Bank. In case of any change the contractor will be intimated accordingly.
9. The catering services should be provided as per the “Menu” described at Annexure – III.
10. The quality of ingredients used in preparation of the eatables and beverages etc. shall be of Agmark quality and/or of good standard, as decided by the Bank from time to time. Suggested Brand/quality is indicated in the enclosed Annexure-II. Quality of the items shall be subjected to verification by Bank’s official/ Doctor.
11. The contractor shall be paid for the assured lunches on the agreed rates and the cost of additional lunches supplied thereafter. Only the members of staff along with their friends and relatives will be permitted to use the catering services.
12. In case of conducting of any seminar or conference at the premises of AO, the rates of tea, snacks, light meals/full meals/buffet system per item/person will be charged by the contractor as mutually agreed between the contractor and the Assistant General Manager (Office Admin.) or the Bank’s authorized official/committee. The rates agreed between the bank and the contractor will be final.
13. The expenses for Cooking Gas/ Cylinder, used for cooking purposes, shall be borne by the contractor. The standard cooking utensils of very high standard, crockery and cutlery as per requirement, table linen, cloth napkin, paper napkin etc. shall be arranged and made available in the canteen by the contractor at his/their cost. The table linen and cloth napkin will be changed daily and washed at his/their expense. The said items shall be of first-class quality to the full satisfaction of the Bank, whose decision in this regard shall be final and binding on the contractor.
14. The following articles to be used in kitchen of the canteen will be provided by the Bank to the contractor, but not binding on the Bank:
 - . Water coolers
 - . R.O. System
 - . Deep Freezer (if required)
 - . Electrical, plumbing fitting.

Above gadgets shall be provided by the bank in running condition and maintenance will be done by the contractor. After completion of the contract period the contractor has to hand over the same in running condition to the bank.

The contractor shall maintain proper record and take care of the said articles/ equipment as a bailee, in terms of Indian Contract Act and return all these equipment in good and working condition on the expiry / termination of the contract.

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15. The consumption of liquor or any such items etc. shall be strictly prohibited in the canteen premises.
16. All queries relating to the performance of the obligations under this agreement and to the quality of ingredients used in the preparation of food and beverages and all the disputes and differences, which shall arise either during or after the contract period or other matters arising out of or in relation to this agreement or payment to be made in pursuance thereof shall be decided by the Committee constituted for the purpose at AO, Nehru Place, Lal Kothi, Jaipur whose decision shall be final, conclusive and binding on the parties to this agreement.
17. In the event of insufficient / bad quality /non-serving of any eatables agreed upon to be served, the Bank will be within its rights to recover suitable amount as penalty from the contractor's bill. The quantum of penalty may be decided by the Bank/Committee and shall be binding on the contractor.
18. Tea and snacks will be served by the contractor's staff at each floor of the entire building. The contractor shall keep the sufficient staff for serving each floor, so as to supply the demand with bare minimum time, not more than 10-12 minutes of the order. However, the bank may provide one pantry on alternate floors subject to availability for serving tea and snacks. Only the prepared items should be served through the pantry.
19. The contractor will provide liquid soap on the washbasin in the canteen. The material used should be, as far as possible, hygienic, and eco- friendly.

(F) TERMS AND CONDITIONS

20. The Contractor shall engage the services of sufficient number of able, trained and skilled persons for cooking, serving and cleaning of kitchen, dining halls and services areas at his cost. Apart from this, at least two active persons should be arranged for each Floor for dedicated service. The cook(s) shall be expert in preparation of various types of North Indian, South Indian and continental dishes. The attendants/pantry boy-cum-helpers/cooks and other staff should wear smart and neat & clean uniform (uniform pattern to be got approved from the Bank) with their name-badges. Such persons will not have any claim for employment in the Bank now or at a future date.
21. The contractor will ensure that the persons engaged by him verifies the condition of all the electronic, furniture and sanitary items etc. provided in the canteen on daily basis and shall ensure that they remain in working condition by arranging necessary upkeep.
22. The contractor would get the KYE verification and police verification of all his persons/employees engaged by him, a copy of which shall be submitted to the Bank. List of employees with their Name, Photograph, Permanent address, Local address, Contact Number will be kept at the canteen at all the times with a copy deposited with the Bank.
23. All liabilities arising out of violation of local laws and/or central laws shall be contractor's responsibility. He will remove any person(s) who may, in the opinion of the Bank, be unsuitable or incompetent or who commits any misconduct/offence and such a person shall not be again employed or allowed to work in mess/canteen and in the premises, without the prior permission of the Assistant General Manager (Office Administration). It will be contractor's

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responsibility to ensure that the obligations under the contract are duly performed and observed.

24. Disposal of all garbage shall be the responsibility of contractor, in terms of the rules and regulations of the local authority. The dust bin/black plastic bag shall be provided in the mess/canteen by the contractor in each pantry, kitchen, serving room etc. daily at his/their cost.
25. The contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints/suggestions, if any, made by the Bank's Officials or Chief Manager (HR & Admin). The contractor shall keep a Complaint Register in the canteen and bring the same to the Chief Manager (HR & Admin) with action taken on the complaint at fortnightly interval or as and when required for further putting up to the Competent Authority.
26. The contractor shall be responsible for any loss due to theft/pilferage / damage to the Bank's property, including any portion of the building under the Contractor's occupation, or the fittings, fixtures or other equipment entrusted to their charge, when such loss/damage is caused, in the Bank's opinion, due to negligence or carelessness or any fault on contractor's part or that of his/her/their representative or employee, and shall be liable to pay to the Bank such amount in respect of such damage as may be assessed by Bank and such amount in respect of such damages/losses as may be assessed by the Chief Manager (HR & Admin) or any other officer authorized in this regard.
27. The water for drinking and cooking will be supplied by the Bank. In case of shortage the matter should be brought to the notice of the concerned staff immediately.
28. The contractor shall not permit any portion thereof or any other area in the canteen to be used for residential purpose by him and/or by any of his employee or representative, except with specific permission by the Bank for the room/area as specified
29. All consumable material and equipment required for day to day which are to be arranged by the contractor shall be of best quality and approved by the Bank, which shall be available for inspection by the officials of the Office administration department.
30. The Bidder shall be responsible for all legal compliances prescribed by Government of India and the respective State Governments concerned which shall among others include law relating to Income Tax, ESI, PF, Insurance, Contract Labour (Abolition & Regulation) Act, Industrial Disputes Act etc., as applicable. The Bidder shall submit proof of payment of statutory dues including Minimum Wages Act. Any breach of the applicable laws, rules and regulations would entitle the Bank to cancel the contract. The contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance under any statutory provisions/obligations. The contractor shall be responsible for maintaining record specially pertaining to payment of Wages Act and also for depositing the P F Contributions, if required, with authorities concerned and also ensure to afford credit of salary in their accounts.
31. The bidder should have a valid registration under Rajasthan Shop & Commercial Establishment Act and valid Registration / Licenses from the competent authorities applicable on these services under Labour Laws / Food and Safety Laws, and in any other applicable laws. Copies

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of the valid Registration/Licences are to be submitted along with the tender.

32. The contractor binds himself and its executor and administrator and agrees to indemnify and hold harmless the Bank, in respect of this contract, including all claims, damages proceedings costs, charges and/or any expenses whatsoever which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees, for reasons of or consequent upon any breach or default in respect of violation of any of the provisions of Law/Act/Rules/Regulations regulations, or if any award or decision of any competent tribunal, court or authority, in respect of the workmen or the employee engaged by the contractor in connection with this contract. This indemnity shall survive even after termination of the contract.
33. The contractor's rate shall remain firm throughout the contract period. The contractor shall be paid at monthly intervals upon presenting their bill(s).
34. All services are to be provided in such a way that the Bank's Executives/Officials are not disturbed in any manner.
35. The electricity/telephone connections will be provided in the canteen as required by the Bank. The Bank will bear the cost of electricity etc. The telephone facility should be strictly used only for service purposes.
36. The contractor shall arrange for daily cleaning and disinfection of all kitchen utensils at his cost.
37. The tender shall be valid for 90 Days from the date of submission.
38. Bidders are advised to visit State Bank of India, Administrative office, Nehru Place Lal Kothi Jaipur before quoting the rate to understand the process viz. site condition and seeking clarification, if any, from the Bank. In case of any information furnished by the applicant is found to be incorrect at a later date, the bidder shall be liable to be debarred from the process of tendering/taking up the work in State Bank of India, Administrative office, Nehru Place Lal Kothi Jaipur. The bank reserves the right to verify the particulars furnished by the applicant independently.
39. Sub Contracting shall not be permitted in the event of award of work/contract to the successful bidder.
40. The successful bidder will have to commence the house keeping and catering services within 7 days after awarding the contract.
41. The Bank will not be responsible for any postal delay/loss/non-receipt of the tender. No consideration will be given to the Tender received after the date and time specified above.
42. The intending bidders are free to contact at the Office to **Chief Manager (HR & Admin)** on any working day during the office hours i.e.10.00 AM to 5.00 PM for any clarification or issues.
43. The contract for catering and its house-keeping services will be for a period of two years and

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thereafter may be renewed for further one year or lesser period on same rates, terms and conditions at the discretion of the Bank, subject to fortnightly review.

44. If any bidder withdraws his tender after submission or makes any modifications are not acceptable to the Bank, the tender will be treated as having rejected.
45. The bidder shall be responsible to register himself and obtain a valid license under the contract Labour (Regulation and Abolition) Act 1970 and Food and Safety Laws and rules there under, as applicable, and the contractor must comply with and carry out all the provisions and obligations under the said Act and Rules there under, including renewal of license and furnish all information to the Bank as may be required by Act/Rules and the Contractor shall indemnify the Bank against the penalties/claims or for any default on their part.
46. The Contractor shall strictly comply with all Labour and such other statutory Laws in relation to the services to be provided and the personnel engaged by the Contractor and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privity of contract for any purpose and to any intent between the Bank and said personnel so engaged by the Contractor. The Bank shall neither be liable nor answerable in respect of any claims or demands in respect of any matter or on any account which may be raised by the said personnel so engaged by the Contractor and it shall be the sole responsibility and liability of the Contractor to answer all such claims or demands of the said personnel so engaged, under any law for the time being in force.
47. The contractor shall be responsible for the training, allotment of duties, hours of work and timings within time advised by the Bank to the engaged personnel for the purpose. The contractor shall alone have the right to exercise control, give directions and manage the personnel engaged for the purposes.
48. The Bank will not be responsible financially or otherwise for any injury/death caused to any staff of contractor while executing the work under the agreement. The contractor shall be solely responsible to his employees/laborers for any injury etc. under Workmen Compensation Act or any other law in force applicable at the material time.
49. The successful bidder shall execute an Agreement with the Bank in the format as prescribed by the Bank.
50. The Bank reserves its right to reject all or any of the tender documents without assigning any reason thereof. Further Bank does not bind itself to accept the lowest tender and reserve itself right to cancel the tender process at any stage. The Bank also reserves the right to reject any bid which, in the opinion of the Bank, is too low or unrealistic for effectively carrying out the obligations of the terms and conditions of the tender.
51. The contractor shall be liable to comply with all applicable laws, rules and regulations in respect of all the Labour Laws and Food and Safety Laws and statutory requirements, including fire safety regulations and other regulations which are in vogue or will become applicable in future.
52. The contractor shall be responsible for all the claims for its employees/labourers and the said employees/labourers of the contractor shall not make any claims whatsoever against the Bank.

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The contractor's workmen will not have any right whatsoever to get absorbed in the Bank.

53. The contractor shall provide weekly off/holiday to his workmen as per Labour laws but it will be the Contractor's responsibility to ensure uninterrupted services to the Bank on all days. The contractor shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from all infectious contagious diseases.
54. Final award of the contract for House Keeping and catering services will be subject to the approval of the Competent Authority.
55. The Contractor shall provide in Canteen a Menu Card and also the items available thereat. The contractor shall display on the Notice Board at Canteen, the following:
 - (i) Full Menu Card and the rates.
 - (ii) Name of the Contractor and Mobile No. (Key Person).
 - (iii) Name of the Supervisor with his Photograph & Mobile Number.

(G) PAYMENTS & PENALTIES:

56. The Contractor will submit the bills for the services rendered, at the end of each month to the authorized officer.
57. The tender quoted amount or total contract value is fixed, and no additional claim will be entertained during contract period. However, if the minimum wages are increased in future as per the notification of the Govt. of India, the Bank may consider revision of the charges payable to the Contractor by the amount equivalent to increase in the rates of wages paid/to be paid by the Contractor to the personnel engaged by him subject to production of proof of payment.
58. The contractor will allow access the authorized officers of the Bank to access its records, books of accounts, relevant documents pertaining to performance of housekeeping and maintenance services at Bank's convenience. Bank may ask for documents as a proof of payment or provision of amount paid / payable to the workers / Govt Agencies for the benefit of workers, which will be provided by the contractor.
59. (i) In the event of insufficient quantity or bad quality or non-serving of any eatables agreed upon to be served, the Bank will within its right to make suitable deductions from the contractor's bill up to the cost of the item agreed to be served.

 (ii) The Bank further reserves right to impose penalty up to 5% of monthly Bill and the same may be deducted before effecting payment of the monthly bill, in case any complaints regarding quality of services, inefficient service, non-adherence to agreed quality of materials or services have been received or noticed by the Bank without assigning any reason whatsoever and no claim will be entertained in this regard.

 (iii) In case the contractor or any of its employees fails to fulfill the obligations under the tender for any day or any number of days to the satisfaction of the Bank for any reason whatsoever, the contractor shall pay an amount of Rs.1000/- per day, by way of liquidated damages, till the failure is continue. The Bank without prejudice to its other rights and remedies shall be entitled to deduct such damages from any money payable to the contractor by the Bank.

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Termination Clause:

60. The Bank reserves its right to terminate the agreement for any reason at its absolute discretion including but not limited to the following:

(a) The Bank may, without prejudice to any other remedy for breach of contract, may terminate the contract/agreement by one month's notice in the event of unsatisfactory performance or on breach of any stipulated conditions or qualitative dimensions of the various services specified/agreed upon by the contractor, or the engagement is not in the interest of the Bank or such services are no more required by the Bank.

(b) **Exit Option:** The Bank can at any time exit by way of terminating the agreement by giving one month's notice, without assigning reason thereof.

Other Grounds for Termination

(c) The Bank is entitled to terminate this contract/agreement for any reason at its absolute discretion forthwith without notice without assigning any reason and without payment of any compensation, in the following cases :

1. The contractor is adjudicated insolvent by a Competent Court or files for insolvency or if the contractor being a company is ordered to be wound up by a Court/Authority of competent Jurisdiction.
2. If any charge sheet is filed by a competent authority of the Government against the Contractor / Company, or the contractor is convicted by a criminal court on grounds of moral turpitude.
3. For any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement.
4. If the contractor found to be indulged in any illegal activity in the AO premises.

(d) In the event Bank terminates the Contract, under clause (a) or (c) aforesaid, the Bank shall be entitled to procure services from other contractor as it deems appropriate, and the contractor shall be liable to compensate the Bank for losses, if any, suffered on account of difference in rates payable to him and to the other contractor, for a period of six months or till the date, the Bank arranges new arrangement for its catering and housekeeping services, whichever is earlier.

(e) In the event of termination of the contract for any reason whatsoever, the contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

(f) The contractor who committed/commits any breach of the contract awarded / to be awarded by the Bank, shall be disqualified from participation in future tender process if any to be initiated by the Bank for similar work.

(g) If during the currency of the Contract, any Statute, rules/Govt. notification prohibits employment of Contract Labour for the services envisaged under this Agreement or

otherwise, the contract shall come to an end forthwith and no compensation shall be payable to the Contractor or his workmen/employees.

5. Notwithstanding anything contained in the tender documents, the Bidder/Contractor shall promptly notify any change in their constitution to the Bank. It shall be open for the Bank to terminate the agreement on the death, retirement, insanity or insolvency of any person/s, being director/s or partner/s, in the said company / firm or on the addition or introduction of a new partner without the previous approval in writing of the Bank. But in the absence of and until its termination by the Bank as aforesaid, this agreement shall continue to be of full force and effect notwithstanding any changes in the constitution of the firm by death, retirement, insanity or insolvency of any of its partner or the addition or introduction of any partner. In case of retirement/ death, the surviving or remaining partner of the firm shall be jointly and severally liable for the due and satisfactory performance of the terms and conditions of the agreement.

(H) SETTLEMENT OF DISPUTES AND ARBITRATION

61. All questions relating to the performance of the obligations under this agreement and to the quality of materials used in respect of the services and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to Chief Manager (HR & Admin), State Bank of India, Office Administration Department, AO, Lal Kothi, Nehru Place, Jaipur in the Bank, whose decision shall be final, conclusive and binding on the contractor.

62. GENERAL PROVISIONS:

- A. Paragraph Headings: Paragraphs headings are for convenience only and shall not be a part of the Terms and Conditions of this Agreement.
- B. Waiver: Failure by the Bank at any time to enforce any obligation of Contractor to claim a breach of any term of this Agreement or to exercise any power agreed to hereunder, will not be construed as a waiver of any right, power or obligation under this Agreement and it will not affect any subsequent breach and will not prejudice SBI as regards any subsequent action.
- C. Severability: If any term or provision of this Agreement should be declared invalid, the remaining terms and provisions of this Agreement shall remain unimpaired and will remain in full force and effect.
- D. Modification: No modification, waiver or amendment of any term or conditions of this Agreement shall be effective unless and until it shall be reduced to writing and signed by the Bank and Contractor
- E. Employees or representative of Contractor: It is agreed that under no circumstances and / or at no point of time any employees or representative of Contractor shall be or construed to be the employees of the Bank.

63. TAXES:

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- A. The Contractor shall be solely liable for the payment of all taxes, duties, fines and penalties by whatever name called as may become due and payable under any law, rules or regulations as applicable from time to time in relation to the Services hereby agreed to be rendered to Bank.
- B. Bank shall be entitled to deduct tax at source on payments made to the Contractor in accordance with the applicable provisions of law.

64. GOVERNING LAW AND JURISDICTIONS:

This agreement shall be governed by Law of India and the Courts at Jaipur (Rajasthan) alone shall have the jurisdiction in respect of any or all matters/disputes relating to or connected with this agreement.

65. FORCE MAJEURE

i) Neither party to this Agreement shall be liable for any failure or delay in performance under this Agreement to the extent that such failure or delay is caused by an act of God (includes unusual storms/cyclones/floods/earthquakes but excludes all such events which are categorized under normal/expected by the meteorological department) or by any force majeure (i.e, war or embargo).

ii) Provided that force majeure will apply only if the failure to perform could not be avoided by the exercise of due diligence and care by the party invoking this cause and such party does everything reasonably possible to resume its performance under this Agreement.

iii) A party affected by an event of force majeure shall give the other party written notice, with full details as soon as possible and in any event not later than 7 days of the occurrence of the cause relied upon.

TECHNICAL BID**PART "A"**(In separate sealed cover-I superscribed as **Technical Bid**)**FOR CATERING & HOUSE KEEPING SERVICES**FOR CANTEEN/ MESS AT ADMINISTRATIVE OFFICE, NEHRU PLACE LAL KOTHI
JAIPUR

1.	Name of the Applicant and Address of the Office/ Registered Office			
	Contact numbers :			
	e-mail address :			
2	Year of Establishment (<i>Please enclose documentary evidence</i>)			
3	Type of the organization (whether <i>Individual, Proprietary, Partnership, LLP, HUF, Private Ltd or Co-Operative Body etc.,</i>)			
4.	Name/ names of the Proprietor/ Partners/ Directors of the applicant firm with address and phone numbers			
		Name	Address	Phone/Mobile
	a			
	b			
	c			
	d			
5	Details of Registration, (<i>whether Partnership firm, LLP, Company, etc.</i>) 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			
8	a. Income Tax PAN No. (<i>Copy of PAN card & Income Tax assessment certificate to be enclosed</i>)			
	b. GST Number			
	c. Rajasthan Shop and Commercial Establishment Registration Number (<i>copy to be enclosed</i>)			

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	d. Contract Labour (Regulation & Abolition) Act License No. <i>(Copy to be enclosed)</i>		
	e. License No. under Food Safety and Standards Act, 2006 <i>(copy to be enclosed)</i>		
	f. 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&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.	Yearly turnover of the organization during last 3 years (year wise) <i>(Please enclose copy of audited balance sheet)</i>	2021-22	
		2022-23	
		2023-24	
13.	Certificate of experience of PSUs/Govt. Organisations, for providing catering & housekeeping services. <i>(Please enclose evidence / proof / performance certificates from existing and previous clients)</i>	2021-22	
		2022-23	
		2023-24	
14.	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?		
15.	Number of supplementary sheets attached, if any.		
16.	List of Enclosures	1. 2. 3. 4. 5. 6. 7. 8. 9. 10.	

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17.	Details of Earnest Money Deposit	Draft/Banker's Cheque No.	Date of Issue	Issuing Bank & Branch	Amount (in Rs.)
18.	Power of attorney / Authorisation, if any, for signing the Bid should be enclosed.		Yes/No		

We have gone through the eligibility criteria, terms & conditions and instructions for applicants issued / advertised by the State Bank of India, AO, Jaipur, 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 valid for a period of 90 days from the last date of submission of the tender.

Signature & seal of the bidder

Name of Firm:

Date:

SIGNATURE OF THE BIDDER WITH SEAL & STAMP

ANNEXURE-I**PERIODICITY OF HOUSE-KEEPING SERVICES**

(a)	Sweeping & Mopping	
1.	Canteen (kitchen)	At least twice a day and as & when warranted
2.	Dining Hall (s)	Sweeping & Mopping twice a day and as & when warranted
(b)	Disposal of garbage and waste paper to the Municipal Garbage	Once a day
(c)	Dusting cleaning of furniture/fixtures	Once a day and as & when warranted.
(d)	Cleaning of Buckets/Mugs with Vim/Detergent	Once a day and as & when warranted
(e)	Cleaning of window panes/ wall paneling	Once a week
(f)	Cleaning of fans/switchboards/walls/tube-lights/wall-hanging	Once a week
(g)	Cleaning of refrigerators and other equipments	Whenever required

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ANNEXURE-II**LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING**

S.No.	Item	Brand
1	Milk	Parag/ Paras/ Amul/ Mother Dairy/ Saras Dairy
2	Bread	Harvest/ Britannia
3	Butter/Deshi ghee	Amul/ Parag/ Vita/ MotherDairy/ Saras Dairy
4	Jam	Kissan
5	Tomato Sauce	Kissan/ Maggi/Henz
6	Chilli Sauce	Kissan/ Maggi/ Henz
7	Tea/Tea bags	Taj Mahal/ Brook Bond/ Twinning/Lipton
8	Coffee	Nescafe/ Brue
9	Refined Oil/ Groundnut Oil	Sundrop/ Vital/ Dhara /Fortune/ Nutrela/Sweekar
10	Vanaspati Ghee	Dalda / Rath
11	Mustard Oil	Kanodia/ Postman/Fortune/Dhara
12	Rice	Basmati of good quality not less than Rs. 40/- per kg in retail market
13	Sugar	Good Quality of reputed brand
14	Atta/Maida/Besan	Shakti Bhog/ Pilsbury/ Rajdhani/ Aahar/Anpurna (Whole Wheat Atta)
15	Pulses	Good quality of reputed brand
16	Spices	MDH/Captain Cook/Everest
17	Fruits/Vegetables	Seasonal fresh quality
18	Salad	Green fresh vegetables of good quality and variety
19	Ice Cream	Saras/ Kwality/ Vadilal/ Amul/ Mother Dairy
20	Cold Drinks	Pepsi/ Coca cola (Reputed Brands Only)
21	Packaged Soft Drinks	Reputed brands like Real, Splash, Fresca etc.
22	Biscuits	Reputed brands like Parle, Britannia, etc or as advised by the Bank.
23	Packaged snacks	Good quality and of reputed brands
24	Dry Fruits(roasted)	Good quality and of reputed brands
25	Roasted Snacks	Good quality and of reputed brands

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ANNEXURE-III**ITEMS TO BE SUPPLIED**

A	MEAL ITEMS (Full diet)		B	<u>TEA / COFFEE & SNACKS</u>
S.No.	On All Days		S.No.	On All Days
1	Chapati/ Varieties of parathas viz. methi, chapati and paratha		1	POHA, UPMA
2	Rice/Pulav/Vegetable Biryani		2	VARIETIES OF SANDWICHES-GRILLED/VEGETABLE/CHEEZ,
3	Dal/Kadhi/Rajma/Chole		3	KACHORI, SAMOSA
4	Vegetable (One)		4	FRIED ITALI, ONION UTTPAM
5	Salad		5	PAKODE
6	Pickle		6	KHAMAN DHOKLA
7	Curd/Raita/Butter Milk		7	DAHI PURI & BHEL PURI
8	Papad		8	TEA
9	One sweet (Gulab Jamun, Rasgullah, Types of Halwa, Balusahi etc.		9	COFFEE, COLD COFFEE
			10	TEA DIP/ GREEN/LEMON & GIRNAR KAHWA TEA

The above menu is subject to revision at the discretion of the Bank any time at short notice and the contractor is bound by the decision of the Bank

TOTAL STAFF STRENGTH OF THE AO:

BLOCK	NO. OF STAFF (Approx.)	Guests	TOTAL
AO- JAIPUR (ALL FLOORS)	300	25	325

APPROX. NO. OF MEALS/LUNCH/SNACKS TO BE SERVED : 50

NO. OF ASSURED LUNCHES PER DAY : 50 PLATES

APPROX. QUANTITY OF TEA/COFFEE PER DAY : 250-300 CUPS

- Lunch to be served **in buffet system with provision of bowls as per requirement.**
- Care: The time of serving lunch will be from **1.30 pm to 3.00 pm**

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Please note that

- 1. In case of meetings/seminar the arrangements will be made by the contractor as advised by the Bank in advance.**
- 2. The Bank may provide a pantry for serving tea/snacks on negotiated rates in future.**
- 3. In case of Meetings/Seminars/Retirement/Farewell/Welcome parties organised by the staff, if any, the rates will be decided by mutual negotiations (The rates quoted for the additional lunches other than the assured lunches should be the same).**
- 4. The items which are specially asked for the meetings/seminars, if any will be arranged by the contractor from local market. The contractor will be paid as under:**

(a) For items up to Rs 2000/- :(Actual Cost + 15% of Actual cost as service charges)

(b) For items above Rs 2000/-:(Actual cost + 10 % of Actual cost min Rs. 300/-as service charges)

- 5. The contractor should quote the prices/ charges taking into consideration the assured consumption per day.**

ANNEXURE-III-A**LIST OF WORKS EXECUTED DURING LAST 3 YEARS TOWARDS CATERING SERVICES**

S.No.	Name of the Firm/Company	Contact person of the Firm (Name, Ph. No. & e-mail)	Location of the work	Work order Ref. No. & Date	Period of Contract	No. of Persons/ per month & Contract Amount (Rs.)	Remarks

Note: Copy of the work order, completion and performance certificate should be enclosed for each work.

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ANNEXURE-III-B**DECLARATION**

From:-

M/s.....

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.....

.....

To,

The Chief Manager (HR & Admin),

State Bank of India,

Administrative office-1,

Nehru Place Lal Kothi

JAIPUR- 302015

Dear Sir,

Tender Document No. SBI/Office Admin./1 dated 04/03/2025

1. I/We have read and understood the contents of the Tender and agreed to abide by the terms and conditions of this Tender.
2. I/We also confirm that in the event of my/our tender being accepted, I/we hereby undertake to provide services as per the pre-conditions set out in this tender.
3. I/We further undertake that none of the Proprietor/Partners/Directors of the firm/agency/company was or is Proprietor or Partner or Director of any firm/agency/company with whom the Government have banned/ suspended business dealings. I/we further undertake to report to the CM (HR & Admin), SBI, AO-1, Lal Kothi Nehru Place Jaipur immediately after we are informed, but in any case, not later than three working days, if any firm/agency/company in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such a firm/agency/company which is banned/suspended in future during the currency of the Contract with you.
4. I/we certify that the information given is true to the best of my/our knowledge. I/we also understand that if any of the information is found wrong/false at any stage. I/we are liable to be deregistered from panel of approved contractors/banned for doing any business dealings with Government Departments or blacklisted or subject to any monetary penalties that be deemed fit and appropriate by State Bank of India
5. I/we shall keep the Department informed about the changes in any of the particulars furnished by us in their application or in their product specification or discontinuation of production of any item for which they stand successful. This intimation is to be given within a period of 30 days from the date of such change or discontinuation.
6. I/we request the Department for any change in the name of a firm/agency/company and/or their office address should be addressed to this Department duly supported by documentary evidence.
7. I/we will maintain absolute integrity, follow a decent standard of business ethics and do nothing unbecoming of a Supplier/Contractor/Service Provider.
8. I/We also confirm that none of my relative is in SBI.

Yours faithfully,

SIGNATURE OF THE BIDDER WITH SEAL & STAMP

ANNEXURE-IV

Tender Document No. SBI/Admin./ 1

Dated: 04/03/2025

COMMERCIAL/PRICE BID
NAME OF WORK- CATERING AND ITS HOUSE KEEPING SERVICES
FOR BANK STAFF CANTEEN
AT ADMINISTRATIVE OFFICE, NEHRU PLACE LAL KOTHI, JAIPUR

S.No.	Description	Amount in Rs.
A.	Providing Housekeeping and catering services for mess which shall comprise of: - Provision of 50 assured lunches (As per meal items stated above in Annexure-III) (provided on six days and average 24 days per month excluding holidays taking into consideration the Manpower, sufficient as per requirements, free of cost exclusively for Mess area occupied by the contractor), cost of Dry/Vacuum Cleaning of towels, Blends, Sofa Sets etc. And supply of cleansing and toiletries material such as Soap, Naphthalene Balls, odonil, Phenyl, All Out, Baygon, Finit, Vim/Detergent, Brooms, Duster, Floor Duster, Cleansing etc.	Rs. (Per diet)
B	TEA / COFFEE & SNACKS (Fixed Price)	Per item
1.	Poha (per plate)	Rs.15/-
2.	Upma (per plate)	Rs.20/-
3.	Varieties of sandwiches- Grilled/Vegetable/Cheez,	Rs.25/-
4.	Kachori (75 gm.)	Rs.15/-
5.	Samosa (75 gm.)	Rs.15/-
6.	Fried Itali (per plate-2Pcs. With sambhar)	Rs.25/-
7.	Onion Utpam (per plate)	Rs..25/-
8.	Pakoda (per plate)	Rs.20/-
9.	Khaman Dhokla (per plate)	Rs.20/-
10.	Dahi Puri (per plate)	Rs.20/-
11.	Bhel puri (per plate)	Rs.20/-
12.	Tea (125 ml.)	Rs.10/-
13.	Coffee (125 ml.)	Rs.15/-
14.	Dip/Green/lemon (125 ml.)	Rs.10/-

The offers of those prospective bidders who do not meet the statutory requirements are liable to be rejected. Lowest bidder will be decided by the Lunch rates per plate.

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Note: 1. There will be no separate rates in the name of special quality/additional item as all the above items are required to be special/excellent quality only, other than specially prior approval from the Chief Manager (Admin)

2. There will be no provision of any cut tea in the contract.

Date:

Signature & Stamp

Place:

Name