



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/4451349
Dated/दिनांक : 08-01-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	22-01-2024 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	22-01-2024 15:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Finance
Department Name/विभाग का नाम	Department Of Financial Services
Organisation Name/संगठन का नाम	State Bank Of India (sbi)
Office Name/कार्यालय का नाम	State Bank Academy Gurugram
Item Category/मद केटेगरी	Catering service (Duration Based) - Bed Tea With Cookies Breakfast Forenoon Tea With Cookies Lunch Veg And Non Veg Afternoon Tea With Cookies a Evening Tea With Snacks Dinner Veg And Non Veg; Bed Tea With Cookies Breakfast Forenoon Tea With Cook..
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	300 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No

Bid Details/बिड विवरण

Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	22500000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	200000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	12

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

AGM

Splitting/विभाजन

Bid splitting not applied./बोली विभाजन लागू नहीं किया गया

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :

Price Bid - [1704701140.xlsx](#)

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Scope of Work:[1704701234.pdf](#)

This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
Technical Parameters	100	60	View File

Total Minimum Qualifying Marks for Technical Score: 60

QCBS Weightage(Technical:Financial):30:70

Presentation Venue:State Bank Academy

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
16-01-2024 11:00:00	State Bank Academy

Catering Service (Duration Based) - Bed Tea With Cookies Breakfast Forenoon Tea With Cookies Lunch Veg And Non Veg Afternoon Tea With Cookies A Evening Tea With Snacks Dinner Veg And Non Veg; Bed Tea With Cookies Breakfast Forenoon Tea With Cook.. (180)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Preparation	Bed Tea With Cookies Breakfast Forenoon Tea With Cookies Lunch Veg And Non Veg Afternoon Tea With Cookies a Evening Tea With Snacks Dinner Veg And Non Veg
Type of Spread	Bed Tea With Cookies Breakfast Forenoon Tea With Cookies Lunch Veg And Non Veg Afternoon Tea With Cookies a Evening Tea With Snacks Dinner Veg And Non Veg
Spread bifurcation	Bed Tea With Cookies Breakfast Forenoon Tea With Cookies Lunch Veg And Non Veg Afternoon Tea With Cookies a Evening Tea With Snacks Dinner Veg And Non Veg
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Thali/Packet/ Plate required per Day	Additional Requirement/अतिरिक्त आवश्यकता
1	Sanjay Gulati	122015,State Bank Academy Plot No 77 Sector 18 Gurugram-122015	180	<ul style="list-style-type: none">Number of Service days during the contract period : 365

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. **Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. **Generic**

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

State Bank Academy
Plot No 77
Sector- 18
Gurugram
Haryana 122015

3. **Generic**

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

4. **Generic**

Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 1 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

5. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

6. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

7. **Past Project Experience**

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

8. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of
State Bank Academy

payable at
Gurugram

.
Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

9. Forms of EMD and PBG

Bidders can also submit the EMD with Banker's Cheque in favour of

State Bank Academy
payable at
Gurugram

.
Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

10. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

State Bank Academy
payable at
Gurugram

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

11. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

State Bank Academy
A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

12. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

13. Buyer Added Bid Specific SLA

File Attachment [Click here to view the file.](#)

14. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

15. Buyer Added Bid Specific Scope Of Work(SOW)

Text Clause(s)

Tender terms and conditions to be followed.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent

Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---



TENDER ID: SBA/2024-25/9 DATE:08.01.2024

STATE BANK OF INDIA

STATE BANK ACADEMY INVITES TENDER FOR
CATERING SERVICES

AT

STATE BANK ACADEMY, ACADEMY,
PLOT NO. 77, SECTOR-18, GURGAON 122015,
HARYANA

**Last Date & Time for submission of Tender:22.01.2024 till
3.00p.m**

Opening of Tender: 3.30PM on 22.01.2024

(Tender Document contains total 51 pages serially numbered from 1to51)

Tender Submitted By:

Name of Vendor:

Address:_____

GSTIN:_____ **Date:**_____

Note:

The bidders should submit the Tender Documents at State Bank Academy Gurgaon to participate in the Tendering.

**STATE BANK ACADEMY, ACADEMY,
PLOT NO. 77, SECTOR-18, GURGAON- 122015,HARYANA**

**NOTICE INVITING TENDER (NIT)
FOR CATERING SERVICES**

Tender Reference No.:SBA/2024-25/9 dated 08.01.2024

Sir/Madam,

STATE BANK ACADEMY, PLOT NO. 77, SECTOR-18, GURUGRAM, HARYANA-122015, INVITES E-TENDERS ON BEHALF OF STATE BANK ACADEMY FOR CATERING SERVICES AT SBA, PLOT NO. 77, SECTOR-18, GURUGRAM, HARYANA-122015, AS PER FOLLOWING SCHEDULE.

SI	Particular	Description
1	Name & Location of work	CATERING SERVICES FOR PREMISES AT STATE BANK ACADEMY, PLOT NO. 77, SECTOR-18, GURUGRAM, HARYANA-122015
2	Last date and time of submission of EOI/Bids	22.01.2024 up to 03:00PM.
3	Date and time of opening of EOI / Bids	22.01.2024 at 3:30P.M. Authorized representatives of the bidder may be present during opening of the EOI / Bids. However, EOI / Bids would be opened even in the absence of any or all of the bidder's representatives. After opening, the EOI will be evaluated based on the minimum eligibility criteria including deposit of specified amount of EMD.
4	Address / Contact number available for Tender query, if any	The Assistant General Manager (Hospitality) State Bank Academy, Plot No. 77, Sector – 18, Gurugram Haryana Phone No. 9417804449
5	Site Visit	Prospective Bidders may visit the site with prior appointment with Mr. Surinder Kumar, Chief Manager (Estate), State Bank Academy Gurgaon, mobile Number 09999468305 mail- cmadmin.sba@sbi.co.in Period of Visit-from 08.01.2024 to 22.01.2024 during office hours except Sunday & holidays
6	EMD	Rs.2,00,000/- (Rupees Two Lakhs only) in the Form of Demand Draft in favour of State Bank Academy, Gurgaon Haryana Tender processing fees are non-refundable. No interest shall be paid on EMD. The EMD of the unsuccessful tenderer shall be returned within 30 days without interest after the decision to award the work is taken. All compensation or other sums of money payable by the contractor to the Bank under the terms of this contract may be deducted from the Earnest Money Deposit. Note: Exemption to MSME registered firms for which bidder must submit proof of MSME registration.

7	Security Deposits	Security Money of Rs 12,00,000/- (Rupees Twelve lakhs only) (inclusive of EMD) to be deposited vide Demand Draft in favour of State Bank Academy Gurgaon " by the Successful bidders on receipt of work order. The same will remain with SBA for the period of contract and thereafter will be refunded, after deduction of penalty, cost of damages etc. if any as per terms of the agreement.
8	Contract Period	The contract for catering services is for a period of 12 months from the date of commencement of the contract subject to review at the expiry of every six months and may be renewed for a further period of one year, on completion of contracted period of 12 months, at the sole discretion of the State Bank Academy, Gurgaon
9	Availability of Tender Documents	The NIT documents can be downloaded from Bank's website www.sbi.co.in under " Procurement News " and also can be collected from State Bank Academy, Plot No. 77, Sector 18 Gurgaon Haryana from 08.01.2024 to 22.01.2024.
10	Validity of bid/offer	90 days from the date of opening of price bid
11	Pre-Bid Meeting	Pre-Bid Meeting will be held on 16.01.2024 at 11.00am at State Bank Academy Gurgaon. Prospective Bidders may clear their doubts/ queries regarding this tender terms and conditions, if any.
12	Submission of Bids	Bids will be uploaded on GeM portal and need not to be submitted in physical form at State bank Academy, Gurgaon.
13	Corrigendum	Corrigendum , if any, is to be followed as published in Banks Web site under Procurement News mentioned above under SI No.9

NOTE

- a) In case the date of submission of EOI is declared as a holiday, the next working day at the same time will be reckoned for.
- b) Applicants who do not fulfill the minimum eligibility criteria need not apply. Any incomplete application/ EOI and/ or not fulfilling the minimum eligibility criteria will be summarily rejected. Moreover, the conditional applications are liable for rejection.
- c) All the pages of the EOI documents shall be signed by the authorized person(s) of the applicant only. The person(s) signing the bid shall sign all the pages along with rubber stamp affixed on each page.
- d) EOI documents received after the due date and time will not be considered and be summarily rejected.
- e) Applicants are advised to fill in the details asked for strictly as per the enclosed forms. Applications may be rejected if relevant details are not furnished in prescribed formats and also which do not meet the qualification requirements.
- f) In case multiple applications from the same applicant are received, all such bids are liable to be cancelled.

- g) Corrigendum, if any, is to be followed as published in SBI web site www.sbi.co.in under Procurement news only.
- h) SBA/SBI reserves the right to cancel or postpone or modify the tender at any stage without assigning any reason thereof.

ASSISTANT GENERAL MANAGER (HOSPITALITY)
STATE BANK ACADEMY,
PLOT NO. 77, SECTOR-18, GURUGRAM

**STATE BANK ACADEMY,
PLOT NO. 77, SECTOR-18,
GURUGRAM, HARYANA- 122015**

ELIGIBILITY CRITERIA

CATERING SERVICES CONTRACT

INVITATION FOR TENDER

Dear Sir/Madam,

INVITATION FOR TENDER FOR CATERING SERVICES

STATE BANK ACADEMY, Gurugram (henceforth called '**Academy**') invites Tender in respect of the above-mentioned work from reputed licensed organizations having sound financial capacity, required experience, expertise, adequate qualified personnel for providing the catering services subject to compliance of the following terms and conditions. This document contains 51 pages, serially numbered.

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

1. The applicant must be a Registered & Licensed Company / Partnership firm / Sole proprietor /Individual.
2. The applicant or any serving employee must have a Diploma / Degree in Hotel Management. In case of a partnership firm or Company, any serving employee or one of the partners or Directors as the case may be, should have Diploma / Degree in Hotel Management.
3. The applicant must have a proven track record of minimum 5 years with reputed clients in rendering catering services (Breakfast, Lunch and Dinner) to reputed Training- institution or other such institutions (not like **acafeteria type**).
4. The experience should relate to catering services of Single Client with minimum of 150 to 200 persons per day providing multi-cuisine vegetarian and non-vegetarian food.(Breakfast/Lunch/Dinner)
5. The applicant must have sound financial capacity and credit worthiness acceptable to the Academy.

6. The applicant must have a minimum annual turnover of Rs. **300 Lakh** (Rupees Threehundred Lakh only) during each of the last three financial years (2020-21, 2021-22 & 2022-23), exclusively in catering services and with a minimum individual billing of Rs. **150 Lakhs** from single institution/client in last twelve months from date of tender.
 - a) The applicant must produce relevant certificate from reputed Training- institution or other such institutions, where such catering services is provided with a minimum individual billing of Rs. **150 Lakhs** from single institution/client along with documentary evidence annexed with the Pre-qualification application form.
 - b) Non-disclosure of relevant information or furnishing of incorrect information or documents will invite disqualification from the process.
7. The applicant shall not have any right to participate in the Price Bidding process merely on satisfying the above eligibility criteria or on being found suitable to apply for tender. The bidders who will be satisfying the minimum score criterion in technical bid will be allowed to participate in price bid.
8. The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Labour Authority or Competent Court.
9. The applicant must not have rescinded or abandoned any catering contract awarded by any of his client before the expiry of prescribed period of contract.
10. The applicant is not a sub-Contractor to any other entity or person nor has at any time sub-let the contract awarded to the applicant to any other person.
11. The applicant has complied with all labour laws and obtained all licenses, approvals, permissions to carry on the business of catering services.
12. The applicant does not suffer or has not suffered any disqualification to render the catering services at any time in respect of matters not enumerated herein.
13. The applicant must furnish appropriate declarations in respect of the terms and conditions mentioned herein along with his pre-qualification application forms.
14. The applicant is or has not formed or part of any cartel at any time for processing any contract including the present tender.

15. Academy is not responsible in any manner for the postal delay or loss or non-receipt of tender documents.
16. Prequalification will be on the basis of marks secured in various parameters as per the Annexure-II. The bidder has to secure minimum 60% marks (60 out of 100) to be eligible for prequalification.
17. The Academy reserves the right to reject all or any of the tender documents without assigning any reason there for.
18. The tenderer should submit a Solvency Certificate issued by any Scheduled Commercial bank, obtained within last three months, for minimum of Rs. 1.00 Crore (Rupees One Crore only). The period of the certificate will be reckoned from date of submission of Tender Documents.
19. The tender process will be in two cover system.

i. First Cover – I: The following documents will be submitted on GeM portal :

- a) Pre-qualification Application form (Annexure –II) duly filled in along with necessary enclosures
- b) General and Special Terms & Conditions duly signed in all pages by the tenderer, under seal.
- c) Solvency Certificate from any Scheduled Commercial Bank (Annexure – I) obtained within last three months for a minimum amount of Rs.1.00 Crore (Rupees One crore only). The period of the certificate will be reckoned from date of submission of Tender Documents.
- d) EMD of Rs.2.00 Lakh (Two Lakh only) in the form of online mode / Demand Drafts or Banker's Cheques in favour of "State Bank Academy Gurgaon" payable at Gurgaon. No interest shall be paid on EMD. The EMD of the unsuccessful tenderer shall be returned within 30 days without interest after the decision to award the work is taken.

All compensation or other sums of money payable by the contractor to the Bank under the terms of this contract may be deducted from the Earnest Money Deposit.

Note: Exemption to MSME registered firms for which bidder must submit proof of MSME registration.

The bid of a tenderer will be rejected if the required EMD is not submitted alongwith the above application and the Price Bid will not be opened in that case.

The above documents, taken together, will be referred hereinafter as “Technical Bid”.

ii. Second Cover – II :

This Price Bid will be submitted online on GeM portal.

2. The process of selection will be as under:

- a) The First Cover–I will be opened on GeM portal and documents will be downloaded at first in the presence of the tender committee of State Bank Academy, Gurgaon and any other designated officials of the Bank and the authorized representatives of the bidders who will make it convenient to be present on scheduled date and time specified on **page no.24** of this tender document. The application will be checked for fulfillment of all eligibility criteria. The veracities of the claims will be tested to the satisfaction of the committee. However, non-presence of any tenderer will not restrict the State Bank Academy, Gurgaon in opening the tender documents mentioned above and non–presence by any tenderer shall not entail any grounds for challenging/disputing the bid process.
- b) The applicant units may be subject to onsite inspection and enquiry, with a view to establishing their suitability for undertaking the assigned job. The criteria for satisfactory inspection of the units will be decided by the committee at its sole discretion.
- c) Qualification in the technical bid will be on the basis of marks secured in various parameters as per the **Annexure-V**. Out of total marks of 100, the bidder has to secure minimum 60% marks (60 out of 100) to be eligible for qualification in the technical bid.
- d) The Price Bid in respect of such shortlisted applicants, who have qualified in the technical bid will be opened. The date of opening of Price Bids will be advised to the shortlisted bidders subsequently.
- e) The bidders will have to quote price as per format provided in **Annexure – VI**.
- f) The Academy will not accept any conditional tender from the vendor, i.e., quoting any conditions in the tender form and their tender application will be rejected.

20. Please upload duly filled, enclosed Pre-qualification application form signed by the applicant on all the pages including General and Special Terms and Conditions (with all necessary documentary evidences wherever applicable and all annexure) on GeM portal on or before 22.01.2024, before 3.00 p.m. State Bank Academy, Gurugram will not be responsible for any delay or technical fault at Gem portal. No consideration will be given to a bidder, if bid is received in physical mode (and not on GeM portal) or received after the date and time specified above.

Documents to be enclosed with Technical Bid:

- a. Certificate of Incorporation, Articles & Memorandum of Association in case of a company/ partnership deed in case of a partnership firm.
- b. Certificate of Registration with Labour Department, Haryana Govt./Central Govt., however the successful bidder has to submit Certificate of Registration with Labour Department, Haryana Govt.
- c. Certificate of Registration with Professional Tax Office, Haryana Govt.
- d. Certificate of Registration under Haryana Govt. General Sales Tax Act.,
- e. Certificate of Registration under GST Act,
- f. Certificate of Registration under Shops & Establishment Act,
- g. Certificate of Registration with the Office of the Regional Provident Fund Commissioner,
- h. Certificate of Registration with Employees' State Insurance Corporation,
- i. Audited Financial Statements (P&L and Balance Sheet) for the last three Financial Years, the latest being as on 31.03.2023.
- j. Banker's Solvency Certificate from any Scheduled Commercial Bank obtained within last three months, for minimum of Rs. 1.00 Crore (Rs.One Crore Only)
- k. Income Tax Assessment copies for the last three financial years, the latest being as on 31.03.2023.
- l. Performance certificate from previous & present clients for last 5 years
- m. Certificate of ISO, if available

- n. Power of Attorney (POA) or resolution of board of Directors as the case may be for authority submission and execution of Tender document
- o. License required to run the catering Business.
- p. FSSAI Certificate of entity.

TECHNICAL BID EVALUTION MATRIX

Maximum Score for Technical Bid Evaluation: 100 Marks
 Minimum marks required for qualifying in Technical Bid Evaluation: 60 Marks

The selection of Contractors will be done on the basis of **techno commercial evaluation**. **30%** weightage will be given for **technical** parameters and **70%** for **price bid**. The score finalized by Committee of the SBI in respect of technical parameters will be final and binding to the applicant.

1. Technical bid of the Bidder will be evaluated based on the information duly supported by the documents submitted and based on the following evaluation matrix.
2. During the Technical evaluation, each bidder will be assigned marks, out of total of 100 marks, as per the criteria below: -

TECHNICAL PARAMETERS FOR CATERING TENDER:

Parameters	Max Marks	Score
1. CONSTITUTION		
Name:		
Public Ltd. Co	10	
Pvt. Ltd Co.	08	
Partnership firm	06	
Proprietorship/individual	04	
2. EXPERIENCE		
> 10 YEARS	15	
> 7 YEARS	10	
> 5 YEARS	07	
3. VALUE OF SINGLE LARGEST SIMILAR WORK COMPETED IN LAST FIVE YEARS ENDING ON 31.03.2023 ENTIRE CONTRACT VALUE WILL BE CONSIDERED		
> Rs. 200LAKHS	15	
> Rs. 150Lakh but <= 200 LAKHS	10	
>Rs. 100Lakhsbut <= 150LAKHS	08	
<Rs. 100Lakhs	04	

5. ANNUAL TURN OVER (EXCLUSIVELY IN CATERING SERVICES)		
Over Rs.3.00 Crs. in each of last 3 years	20	
➤ Rs. 2.00 Crs but </ =3 crores	15	
➤ Rs.1 Cr	10	
6. CERTIFICATION		
ISO/BSI/ FSSAI CERTIFIED	10	
7. INSPECTION OF FACILITIES ETC.		
(To be decided by Committee based on field visit)		
Maximum (Overall Hygienic condition/ Foods Quality/Maintenance of Kitchen Equipments, Food preparation area & serving utensils/crockery/ Cleanliness of Kitchen & Serving Staff etc). Presentation to be given by the Contractors regarding the way they are going to operate/operating the catering services.	30	
MAXIMUM MARKS	100	

3. Information required from point number (1) to (6) above should be supported with certified/attested copies of the relevant documents confirming compliance of technical bid evaluation criteria by the tenderer for evaluation.

4. Out of the various bidders achieving minimum 60 Qualifying marks in the Technical Bid Evaluation above, the bidders shall be shortlisted for participating in online price bid.

5. We have read and understood the abovementioned prequalification criteria and shall abide by the same. Signature of the Contractor with Seal

Signature of the Contractor
With seal

PRICE BID FOR CATERING CONTRACT

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

Amount in Rupees

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

Date:

Signature of the Tenderer with seal

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

Costing*	Amount (In Rupees)
Raw material Per Day per Participant	
Labour Per Month	
Overhead Per Month	

*Calculated on the basis of 150- 200 participants per day

BID EVALUATION

1. All the bids received will be screened and shortlisted by the Screening Committee of the Bank based on the eligibility criteria and the details submitted by the bidder and will assign marks as per Technical Bid Evaluation Matrix, as mentioned hereinabove, to shortlist maximum top 10 bidders (the score will be binding to all the bidders and cannot be challenged) and the price bid of only shortlisted bidder will be opened.
2. 30% weightage will be assigned to technical bid and 70% to price bid.

3. Formula to Calculate Total Score of a Bidder:

Wherein-

T_h – Highest Marks in Technical Parameters

T_b – Marks obtained by the bidder in Technical Parameters

F_l – Lowest Financial Bid

F_b – Financial Bid of the bidder

TS_b – Total Score of the bidder

$$TS_b = (0.3 \times T_b / T_h) + (0.7 \times F_l / F_b)$$

Example for evaluation of proposals:

1. Each of the above parameters given marks.

Total Marks 70.

Three Contractors shortlisted – A, B, & C.

They get following marks

A-70, B-65, C-60

2. Convert them to percentile score:

A: $(70/70) \times 100 = 100 = 100$

B: $(65/70) \times 100 = 92.86$

C: $(60/70) \times 100 = 85.71$

3. Financial quotes of three Contractors are as follows:

A: Rs.500 per person for floor area

B: Rs.400 per person for floor area

C: Rs.300 per person for floor area

4. Convert them to percentile score:

C: $(300/500) * 100 = 60$

B: $(300/400) * 100 = 75$

A: $(300/300) * 100 = 100$

5. Proportion of technical to financial score is specified to be 70:30, final score

works out as follows:

A: $(100*0.30) + (60*0.70) = 72 .00$ Rank-3

B: $(92.86 * 0.30) + (75*0.70) = 80.36$ Rank-2

C: $(85.71*0.30) + (100*0.70) = 95.71$ Rank-1

Successful Rank-1 will be awarded for catering services after execution of agreement.

STATE BANK ACADEMY
Plot No 77, Sector 18,
Gurugram, Haryana – 122015
 Ph: 0124-4012731-740

PRE-QUALIFICATION APPLICATION FORM

1. Name of the Individual/Firm/Organisation :
And Address (with telephone number) :
2. Name of the Contact Person with Tel No./Mobile No. :
3. Details of Registration with LabourDeptt./ :
MCH (Central/State) :
4. a) Name of the Proprietor/Partners/ :
Directors together with technical
Qualifications :

b) Name& Designation of serving employee :
together with technicalQualifications in case
Proprietor/partners or Directors are not having
Degree in Hotel Management
5. Past Experience in the field :
(Please enclose testimonials on the above) :

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

(Additional sheets can be attached, if required)

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

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

(Additional sheets can be attached, if required)

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

Year	2020-2021	2021-2022	2022-2023
Turnover (Rs. In Lakh)			

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

11. GST Registration No. :

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

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

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

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

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

Signature of the Tenderer with seal

Date

Name & Address

Documentary evidence should be enclosed, wherever necessary

(Name and Address of the Issuing Bank)

The Assistant General Manager (Hospitality),
STATE BANK ACADEMY
Plot No. 77, Sector -18
Gurugram, 122015

Dear Sir/ Madam,

Solvency Certificate

This is to state that to the best of our knowledge and information M/s
....., customer of our Bank, is respectable and
can be treated as good up to a sum of Rupees (Rupees in
words)

It is certified that this information is furnished without any risk and responsibility on our part
in any respect whatsoever more particularly either as guarantor or otherwise.

This certificate is issued at the specific request of the customer.

Yours faithfully,

Branch Manager

Name:

STATE BANK ACADEMY
Plot No 77, Sector 18,
Gurugram, Haryana – 122015

Ph: 0124-4012731-740

**INVITATION FOR TENDERS FOR CATERING
SERVICES GENERAL TERMS & CONDITIONS:**

1. Tender Documents are available from 08.01.2024 to 22.01.2024 on all working days between 11.00 a.m. and 5.00 p.m. from the Office of State Bank Academy, Plot No 77, Sector-18, Gurugram-122015 and the last date and time for issuance of Tender documents is 3.00 p.m. on 22.01.2024.
2. Tenderer has to submit duly filled in Pre-qualification application form and sign on all the pages of the documents as a token of accepting our terms and conditions. The Tenderers who do not submit the Pre-qualification form and accept the terms and conditions & who do not furnish the requisite documentary evidences will be summarily rejected. Any misleading information will result in application to be rescinded and will lead to disqualification of Tender.
3. A non-interest bearing EMD of Rs.2,00,000 (Rupees Two Lakhs only) in the form of online mode / Demand Draft or Banker's Cheque drawn in favour of State Bank of India, Gurugram should be furnished along with the Tender documents. EMD will be refunded to all except the successful bidder. Tender Documents not accompanied by the EMD in the above manner will be rejected.

No interest shall be paid on EMD.

The EMD of the unsuccessful tenderer shall be returned within 30 days without interest after the decision to award the work is taken.

All compensation or other sums of money payable by the contractor to the Bank under the terms of this contract may be deducted from the Earnest Money Deposit.

Note: Exemption to MSME registered firms for which bidder must submit proof of MSME registration.

4. The Tenderer should submit a solvency certificate issued by any Scheduled Commercial Bank obtained within last three months, for minimum of Rs. 1.00 Crore (Rupees One crore only). The period of the certificate will be reckoned from date of submission of Tender Documents.
5. The Tender Documents are not transferable, and the cost of the Tender Documents is also not refundable.
6. Sub-contracting shall not be permitted in the event of award of catering contract to the successful bidder.
7. The successful bidder will have to commence the catering services within 15 days of intimation to them by the Academy.
8. Please upload duly filled, enclosed Pre-qualification application form signed by the applicant on all the pages including General and Special Terms and Conditions (with all necessary documentary evidences wherever applicable and all annexure) on GeM portal on or before 22.01.2024, before 3.00 p.m. State Bank Academy, Gurugram will not be responsible for any delay or technical fault at Gem portal. No consideration will be given to a bidder, if bid is received in physical mode (and not on GeMportal) or received after the date and time specified above.
9. The tender document uploaded on GeM portal containing requisite pre-qualification application form along with required documents & duly signed general & specials terms and conditions (hereinafter called the Technical Bid) and EMD will be opened on 22.01.2024 at 3.30 p.m. at the office of the **Assistant General Manager (Hospitality), STATE BANK ACADEMY, PLOT NO. 77, SECTOR-18, GURUGRAM, HARYANA-122015** in the presence of Tenderers or their authorized representatives who choose to be present thereat. The authorized representatives should bring necessary authority letters under an official letter head of the Tenderers conferring full and comprehensive authority to deal with all matters relating to the Tenders. The date of opening of **Price Bid** will be advised subsequently.
10. If the date of Tender Opening happens to be a holiday, the Tender will be opened on the next working day at the same time.
11. The Contractor can inspect the premises and assess the scope of work before quoting the rates. The intending bidders are free to contact the Office of the **Assistant General Manager (Hospitality), STATE BANK ACADEMY, GURUGRAM, on any working day during the office hours up to 1.00 p.m. up to 22.01.2024**, for any clarification or for issues and to get the answer to any questions

that may be raised at that stage as to the Tender processes and such other issues as may be deemed proper, by the Tender Committee.

12. Wherever all or most of the Tenderers quote equal rates, the final selection will be made by draw of lots. In case any cartel formation is suspected, the Academy reserves the right to reject any or all the Tenders without assigning reasons thereof.
13. The contract for catering services is **for a period of 12 months** subject to review at the expiry of every **6 (SIX)** month and may be renewed for a further period of one year, on completion of contracted period of 12 months, at the discretion of the Academy.
14. The Courts in Gurugram, Haryana alone shall have the jurisdiction in respect of any or all matters relating to or connected with the Tender.
15. (a) The tenderer must obtain for himself at his own responsibility and expenses, all the information and documents necessary including approvals, permissions, risks, contingencies and other circumstances to enable him to make a proper tender and to enter into contract with the Academy, he must examine the specifications, conditions and seek whatever clarifications he desires before submitting the tender documents.

(b) The tenderer shall also bear all expenses in connection with the preparation and submission of his tender. Omission, neglect or failure on the part of the tenderer to so obtain requisite, reliable and full information on any matter affecting his tender, the contract and supply, shall not relieve the tenderer whose tender is accepted from any liability under the contract.
16. If any tenderer withdraws his tender after submission or makes any modifications to this tender which are not acceptable to the Academy, the tender will be treated as having been rejected or abandoned or rescinded.
17. (a) After evaluation of technical bid or prequalification application, the Price Bids of the successful bidders of Technical Bid will be opened on a subsequent date and time. The date and time of opening of Price Bids will be advised to the qualified Technical Bidders.

(b) The tenderer should quote rates on “per participant per day basis” in the “PRICE BID”. Rates quoted for the “everything inclusive – per head per day appearing in serial number 1 of the “PRICE BID” will form the basis for finalizing the award of contract and not on competitive rates for break-up items.

18. Final award of the contract for catering services will be subject to the approval of the Competent Authority.
19. **STATE BANK ACADEMY,GURUGRAM** does not bind itself to accept the lowest tender and reserves to itself the right to reject any or all the tenders received without assigning any reason.
20. Incomplete tenders not confirming to the requirement are liable to be rejected. Tender submitted by firms shall be signed by all the partners and in absence of any partner, shall be signed by POA holder. Tender by company shall be executed by a person duly authorized under resolution of the Board of Directors of the Company.

TENDER TIME SCHEDULE

1	Last date of issuance of Tender Documents	22.01.2024
2	Bidders to contact Assistant General Manager (Hospitality) for clarifications	Upto 22.01.2024 but before 1.00 pm on all working days except Sunday & Holidays
3	Closing Date for submission of Tender Documents	22.01.2024 at 3:00 pm
4	Opening of tender (Technical Bid) & EMD	22.01.2024 at 3.30pm
5	The date and time of opening of Price Bid will be advised subsequently to technically qualified bidders	

TECHNICAL BID EVALUTION MATRIX

Maximum Score for Technical Bid Evaluation: 100 Marks

Minimum marks required for qualifying in Technical Bid Evaluation: 60 Marks

The selection of Contractors will be done on the basis of **techno commercial evaluation**. **30%** weightage will be given for **technical** parameters and **70%** for **price bid**. The score finalized by Committee of the SBI in respect of technical parameters will be final and binding to the applicant.

1. Technical bid of the Bidder will be evaluated based on the information duly supported by the documents submitted and based on the following evaluation matrix.

2. During the Technical evaluation, each bidder will be assigned marks, out of total of 100 marks, as per the criteria below: -

TECHNICAL PARAMETERS FOR CATERING TENDER:

Parameters	Max Marks	Score
1. CONSTITUTION		
Name:		
Public Ltd. Co	10	
Pvt. Ltd Co.	08	
Partnership firm	06	
Proprietorship/individual	04	
2. EXPERIENCE		
> 10 YEARS	15	
> 7 YEARS	10	
> 5 YEARS	07	
3. VALUE OF SINGLE LARGEST SIMILAR WORK COMPETED IN LAST FIVE YEARS ENDING ON 31.03.2023 ENTIRE CONTRACT VALUE WILL BE CONSIDERED		
> Rs. 200LAKHS	15	
> Rs. 150Lakh but <= 200 LAKHS	10	
>Rs. 100Lakhsbut <= 150LAKHS	08	
<Rs. 100Lakhs	04	

5. ANNUAL TURN OVER (EXCLUSIVELY IN CATERING SERVICES)		
Over Rs.3.00 Crs. in each of last 3 years	20	
➤ Rs. 2.00 Crs but </ =3 crores	15	
➤ Rs.1 Cr	10	
6. CERTIFICATION		
ISO/BSI/ FSSAI CERTIFIED	10	
7. INSPECTION OF FACILITIES ETC.		
(To be decided by Committee based on field visit)		
Maximum (Overall Hygienic condition/ Foods Quality/Maintenance of Kitchen Equipments, Food preparation area & serving utensils/crockery/ Cleanliness of Kitchen & Serving Staff etc). Presentation to be given by the Contractors regarding the way they are going to operate/operating the catering services.	30	
MAXIMUM MARKS	100	

3. Information required from point number (1) to (6) above should be supported with certified/attested copies of the relevant documents confirming compliance of technical bid evaluation criteria by the tenderer for evaluation.

4. Out of the various bidders achieving minimum 60 Qualifying marks in the Technical Bid Evaluation above, the bidders shall be shortlisted for participating in online price bid.

5. We have read and understood the abovementioned prequalification criteria and shall abide by the same. Signature of the Contractor with Seal

Signature of the Contractor
With seal

PRICE BID FOR CATERING CONTRACT

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

Amount in Rupees

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

Date:

Signature of the Tenderer with seal

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

Costing*	Amount (In Rupees)
Raw material Per Day per Participant	
Labour Per Month	
Overhead Per Month	

*Calculated on the basis of 150- 200 participants per day

BID EVALUATION

4. All the bids received will be screened and shortlisted by the Screening Committee of the Bank based on the eligibility criteria and the details submitted by the bidder and will assign marks as per Technical Bid Evaluation Matrix, as mentioned hereinabove, to shortlist maximum top 10 bidders (the score will be binding to all the bidders and cannot be challenged) and the price bid of only shortlisted bidder will be opened.
5. 30% weightage will be assigned to technical bid and 70% to price bid.

6. Formula to Calculate Total Score of a Bidder:

Wherein-

T_h – Highest Marks in Technical Parameters

T_b – Marks obtained by the bidder in Technical Parameters

F_l – Lowest Financial Bid

F_b – Financial Bid of the bidder

TS_b – Total Score of the bidder

$$TS_b = (0.3 \times T_b / T_h) + (0.7 \times F_l / F_b)$$

Example for evaluation of proposals:

1. Each of the above parameters given marks.

Total Marks 70.

Three Contractors shortlisted – A, B, & C.

They get following marks

A-70, B-65, C-60

2. Convert them to percentile score:

A: $(70/70) \times 100 = 100 = 100$

B: $(65/70) \times 100 = 92.86$

C: $(60/70) \times 100 = 85.71$

3. Financial quotes of three Contractors are as follows:

A: Rs.500 per person for floor area

B: Rs.400 per person for floor area

C: Rs.300 per person for floor area

4. Convert them to percentile score:

C: $(300/500) * 100 = 60$

B: $(300/400) * 100 = 75$

A: $(300/300) * 100 = 100$

5. Proportion of technical to financial score is specified to be 70:30, final score works out as follows:

A: $(100*0.30) + (60*0.70) = 72 .00$ Rank-3

B: $(92.86 * 0.30) + (75*0.70) = 80.36$ Rank-2

C: $(85.71*0.30) + (100*0.70) = 95.71$ Rank-1

Successful Rank-1 will be awarded for catering services after execution of agreement.

STATE BANK ACADEMY
Plot No 77, Sector 18,
Gurugram, Haryana – 122015

Ph: 0124-4012731-740

SPECIAL TERMS & CONDITIONS-TENDER FOR CATERING SERVICES

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

1. The Contractor shall arrange for cooking and service of food on a daily basis for 150 to 200 participant / trainees/ other guests / others at the Academy premises. The Contractor shall adhere to the following schedule.

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

Timings are flexible.

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

The recommended details of eatables (Daily Menu) are given in **Annexure-III**, which shall be strictly complied with by the Contractor. Weekly **detailed Menus will be advised by the Academy** and the catering should be done only on the basis of such menu. **The various items of the menu will be changed frequently to provide variety and a uniform standard.** The menu decided by the Academy must be adhered to at all costs. Non – adherence to the Menu will attract penalty to be decided at the sole discretion of the Academy.

1. The Contractor shall arrange to display **Day's Menu** along with their individual calorie values, on every morning on the Notice Board provided in the Dining Hall.
2. All the raw materials used in preparation of food products should be a certified ISI/Agmark wherever applicable and or as per the brand names or others specified in **Annexure IV**. Vegetables, fruits, other perishables, dry foods and other raw materials should be of high quality and be procured from reputed dealers or shops. The Contractor should arrange for purchases on his own and bear all expenses in connection with such purchases including transportation.
3. The Contractor shall provide standard cooking utensils, crockery, glassware, flasks etc to serve food, tea and coffee in the Dining Halls and Guest rooms and cutlery of very high standard and table- linen, cloth napkins, paper napkins etc. at his own expenses. **The table linen & cloth napkin will be changed daily and washed at the Contractor's expenses.** The said items shall be of first-class quality and shall be to the full satisfaction of the Academy, whose decision in this regard shall be final and binding on the Contractor. The standard of cleanliness of kitchen utensils, crockery and cutlery shall be of very high order and any laxity in this regard will attract severe penalties.
4. The Contractor shall arrange and pay for commercial **cooking gas** used for cooking purposes. The Contractor shall be responsible for the safe keeping of the LPG cylinders.
5. The contract is for providing the services and not for supply of the contract labour and/or material. The person employed by Contractor for providing catering services shall be the employees of Contractor and not of the Academy. Academy shall not be liable for any obligation/responsibilities, contractual, legal or otherwise towards Contractor's employees/ agents or the said employees directly or indirectly in any case whatsoever.
7. The Contractor must engage appropriate number of trained cooks and other kitchen staff for cooking vegetarian, non- vegetarian, South and North Indian delicacies, Tandoor items, bakery products etc., and for rendering catering services.

8. The Contractor has to provide **cookies or biscuits prepared in our in-house bakery** with forenoon and afternoon tea and as and when advised by the Academy. The Contractor is free to supply the cookies to the participants and guests at the rate fixed by the Academy. Since the Contractor is using the electricity for preparing cookies and biscuits etc , they have to bear the electricity charges at highest slab applicable by the Haryana Government Electricity Charges. For this purpose, an electricity sub meter for Bakery will be installed by the Academy. To ensure the preparation of good quality cookies and other bakery items as advised by the Academy management, the Contractor has to engage a **whole-time baker**.
9. The Contractor shall engage the services of sufficient number of **able, trained, efficient, neat & clean (viz., with trim haircut, mustache, nail cut), healthy, honest, well behaved and skilled persons for cooking, serving and cleaning** of kitchen, dining halls and services areas at his cost. **The Contractor shall deploy a minimum of 3 waiters or serving personnel per 25 participants.** For every **additional group of 15 participants** or part thereof, the Contractor shall deploy additional one-waiter or serving personnel. The Contractor shall ensure that the attendants, waiters, cooks should be **properly trained and shall wear smart and neat uniform, including head caps, hand gloves** etc., (pattern to be approved from the Academy) with their **name badges** and that they are courteous, polite and prompt while rendering efficient service in their respective areas. The Contractor shall have full control over the employees engaged by him. The Contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them. The Contractor shall also be responsible for the payment of their wages and dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and central laws shall be his responsibility. He will on the request of Deputy General Manager (R&A) / Assistant General Manager (Hospitality), State Bank Academy Gurgaon, immediately remove from the work any person(s) or employee(s) who are, in the opinion of the Bank unsuitable or incompetent or who may misconduct, and such a person shall not be again employed or allowed in the work or campus without the permission of the Deputy General Manager (R&A).
10. The Contractor should possess, for the entire duration of the contract, all licenses and registrations as may be required under any law and shall be responsible to register himself and obtain a valid license under Contract Labour (Regulation and Abolition) Act, 1970 and rules there under. The Contractor shall comply with all rules and regulations in force under the said Act and rules. The Contractor shall comply with all applicable laws, rules and regulations relating to Provident Fund, Payment of Bonus, Minimum Wages, holiday/Sunday working charges or any other Statutory/Regulatory

requirements. Any dispute regarding such dues shall and be dealt with and settled by the Contractor.

11. The Contractor shall in terms of the provisions of Section 16, 17 and 18 of the Contract Labour (Regulation & Abolition) Act, 1970 and the rules framed under the said Act provide the prescribed amenities to its personnel. In case of failure of the Contractor in complying with the said provisions, the Bank may provide the same when called upon to do so by the Competent Authorities and deduct the expenses incurred thereof from the bills of the Contractor without prejudice to its other rights and remedies under the contract. The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far these relate to the compliance of any and all statutory provisions/obligations for inspection of Bank/Statutory bodies.
12. In terms of the provisions of the aforesaid Contract Labour (Regulation & Abolition) Act, 1970 and Rules 72 and 73 of the Rules framed there under, in case the same are applicable to the Contractor, the Contractor shall disburse the minimum wages payable to its personnel (presently of Central Government applicable in Gurugram city). Any violation of the aforesaid provisions of the Law will entail forthwith termination of this Contract in addition to such penal consequences as may be attended with under these presents.
13. **A Supervisor** shall be appointed by the Contractor in consultation with the Academy management. A competent person having Degree /Diploma in Hotel Management with minimum three years' experience. The Supervisor should be available throughout the production and service period at the Academy.
14. The Contractor would get the Police verification of all his employees hired for the "Academy", a copy of which shall be submitted to the "Academy".
15. The Contractor shall provide proper uniform to all his personnel and ensure their cleanliness and upkeep. **Separate uniforms** need to be provided for different categories of staff viz. Servers, Supervisors, Wand other Staff etc.
16. All the personnel required by the Contractor shall be engaged after a medical examination and shall be subjected to periodical medical check-ups every year by a **Medical Officer** who may be identified by the Academy. The certificate of fitness obtained from the Medical Officer should be produced for scrutiny by the Academy. The cost of the medical checkup shall be borne by the Contractor.
17. The Contractor will pay rates and wages and observe hours of work and conditions of employment as per existing Statutory Rules, agreement, and applicable laws. He

shall be responsible to register himself and obtain a valid license under the Contract Labour (Regulation and Abolition) Act, 1970 and rules there under and he must comply with and carry out all the provisions and obligations under the said Act and Rules and furnish all information to the Assistant General Manager (Hospitality) as may be required by the Act or Rules and shall indemnify Bank against any penalties or claims from any default on his part, and the said obligation shall survive even after the termination of the agreement.

18. The Contractor will provide liquid soaps, tissue paper and hand towels for the wash basin provided in the main dining hall, VIP Dining Hall, Executive Dining Hall. It shall be responsibility of the Contractor to employ sufficient staff and provide cleansing material of first-class quality for the cleaning of toilet given for their staff, washing area, pantry, kitchen, dining halls and service areas. Any laxity in the cleaning of these areas will attract severe penalties.
19. The Contractor should arrange for upkeep of the Dining Hall, kitchen area, toilets meant for catering staff and washing area at least three times daily and also immediately after any service is rendered and also whenever it is required to be done. The Contractor should ultimately ensure that the entire kitchen and dining area are **kept hygienic and clean**. Preventive pest control measures including fly control will have to be done by the Contractor at his cost.
20. Contractor should adopt modern and hygienic kitchen practices. Contractor should ensure that tables (and not floor) should be used for kitchen work. **Synthetic or Marble cutting boards and stainless-steel knives** should be used for cutting vegetables. Neat and clean utensils should be used for cooking. Contractor should arrange for providing proper cover for wastages besides proper and regular disposal of garbage at frequent intervals from the kitchen and twice a day from the Academy campus.
21. The Contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the participants or through the Faculty Members or the Deputy General Manager (R&A) / Assistant General Manager (Hospitality). A "**Suggestion-cum-Complaint Register**" will be maintained in the dining hall and the same will be submitted to the Assistant General Manager (Hospitality) every day, with his remarks, for further putting up to the Competent Authority. The Contractor will be responsible to attend to all complaints and requirements within the purview of the contract.
22. The Contractor shall be provided, by the Academy, the articles used in the kitchen such as **Bain Marie**, Hot Plates, Gas ranges, Deep Freezer, Rice Boiler, Hot Case, Electric Toaster, Tandoors, chafing dishes, Storage-Cup-Boards, worktables,

Vegetable Cutting Machine, Movement Trolleys, Water Boilers, Chapati Plate, Milk Boiler, Electrical and Plumbing fittings, Geysers etc. The Contractor shall take care of the said articles and Equipments as a bailee, in terms of the Indian Contract Act and return all these Equipments in good and working order on the expiry or termination of the contract.

23. The daily and periodical maintenance and service of all kitchen Equipments and articles provided by the Academy shall be the Contractor's responsibility. The cost of replacement or repair and servicing of all Equipments shall be borne by the Contractor during the currency of the contract. The Contractor has to ensure that the kitchen Equipments are in good working condition, all the time.
24. Daily six sachets of Tea, Coffee, Sugar, Milk and one packet of **Branded biscuits like Parle /Britania /Bisk / Other good brands** to be provided per participant in Hostel Rooms. Breakfast, lunch and dinner will normally be served in the dining hall, afternoon tea, coffee, snacks forenoon tea, coffee, snacks will be served in the lounge near the classrooms or at such places as may be desired by the Academy. Appropriate meals will be served to sick persons in their respective rooms.
25. The Contractor will submit the bills for the services rendered only at the end of each programme, duly certified by the **programmeCo-ordinator**, to the Assistant General Manager (Hospitality), who will scrutinize the bills and if found in order, the payments will be made within one week from the date of submission, subject to the condition that the Contractor has cleared all his dues, viz., electricity, water and labour payment, as required to be paid by him.
26. All taxes which the Academy may be liable to deduct or called upon to so deduct, during the currency of the arrangement shall be set-off against the bills raised by the Contractor and paid to the respective department or authorities as may be required under law and the Contractor shall have no claim against the Academy in respect of such payments.
27. In the event of insufficient or bad quality or non-serving of any eatables agreed upon to be served, the Bank will be within its rights to make suitable deduction from the Contractor's bill.
28. The Contractor shall not be paid catering charges in respect of participants who are absent from any meal on a particular day provided notice is given at the beginning of same day, i.e., at bed-tea or breakfast time in the **"dining out" register to be maintained the Assistant General Manager (Hospitality)**. On the day of a participant's arrival and departure the payment for his or her meals will be made

according to the schedule of timings. For example, if a participant enrolls his name at reception at 8.15 a.m. charges for breakfast will be paid, similarly if a participant vacates his room at 5.00 p.m. his or her charges for Evening Tea with snacks and Dinner will not be payable.

29. If the number of participants is less than 50 in any particular day, the Contractor will be paid an overhead of 25% of mess charges per head per day for the number of shortfalls, limited to a ceiling of 50 persons per day. For example, if number of participants on a particular day is 30, the Contractor will be paid the contracted rate for these 30 participants and 25% of contracted rate for 20 participants, i.e. for the shortfall number. However, for the vacant slots, if any, a fixed sum of Rs. 2000/-per day will be paid to the Contractor.
30. In case the Contractor or any of his employee, fails to fulfill his obligations for any day or any number of days, to the satisfaction of the Academy, for any reason whatsoever, he shall pay by way of liquidated damages an amount decided by the Academy. The Academy shall without prejudice to their other right and remedies, shall be entitled to deduct such damages from the money, if any, payable by them to the Contractor. Penalty will be deducted based on rating given by participants, as under:

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

31. All questions relating to the performance of the obligations under this agreement and to the quality of ingredients used in preparation of food and beverages and all the disputes and differences, which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be decided by the **General Manager & Director of this Academy**, whose decision shall be final, conclusive and binding on the parties to this agreement.
32. The Contractor shall be responsible for any loss due to theft or pilferage of or damage to the Bank's property, including any portion of the building under the Contractor's occupation, or the fittings, fixtures, furniture or other Equipments entrusted in his charge, or any property belonging to the trainees or guests, when

such loss or damage is, in the Bank's opinion, caused due to negligence or carelessness or any fault on Contractor's part or that of his representative or any of his employee, he shall be liable to pay to the Bank such amount in respect of such damage as may be assessed by the Assistant General Manager (Hospitality) or any other officer authorized in this regard. Accordingly, the Contractor shall ensure that the character and antecedents of the personnel to be engaged has been verified through the **Local Police Authority**/ Appropriate Authority and they have unblemished past records.

33. The Contractor shall not permit the Administrative Block or the Hostel Block or any portion thereof or any other area in the complex to be used for residential purpose by him or any of his employees except the room or area specifically permitted by the Academy.
34. (i) The Contractor shall be liable to comply-with all rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other regulations, which are in vogue or will become applicable in future.
 - ii) The Contractor shall accept and bear full and exclusive liability for the payment of any or all taxes etc., except GST, now in force or hereafter imposed, increased and revised from time to time by the Central or State Government or Local Body or by any other authority.
 - iii) The Contractor shall fully comply with all the applicable laws, rules and regulations. The Contractor shall be responsible for payment of minimum wages as applicable in respected areas as published by the Central Government in this regard. Any penalty imposed on us by the Govt. departments for non-compliance of the rules and regulations by the Contractor would be payable by the Contractor.
 - iv) The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance of any statutory provisions and obligations. The Contractor shall be responsible for maintaining record pertaining to payment of Wages Act and also for depositing the P.F. / ESIC fund contributions, if required, with authorities concerned. Any penalty imposed on us by the Govt. departments for non-compliance of the rules and regulations by the Contractor would be payable by the Contractor.
 - v) The Contractor shall bind himself and executors or administrators and shall indemnify and hold harmless the Bank, in respect of this contract, including all claims, damages proceedings, costs, charges and any expenses whatsoever

which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of contract in respect of violation of any of the provisions of Law, Act, Rules or regulations having the force of law or if any award of decision by any Competent Tribunal, Court or Authority in respect of the workmen or any one employed or engaged by the Contractor in connection with this contract. This indemnity shall survive even after termination of the contract.

- vi) The Contractor shall be responsible for all the claims of his employees and the employees of the Contractor shall not make and claim whatsoever against the Bank. The Contractors' workmen will not have any right whatsoever to get absorbed in the Bank.
- vii) The Contractor shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from all infections or diseases.
- viii) The Contractor shall obtain adequate **Insurance Policy** in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death, injury or disablement at work etc.
- ix) The Contractor shall provide weekly off / holidays to his workmen as per labour laws but it will be his responsibility to ensure uninterrupted services on all days.
- x) In the event of Contractor being a partnership firm, the catering contract must be executed by all the partner thereof, or in the event of absence of any partner, it must be signed on his behalf, by a person holding a valid Power of Attorney authorizing him to do so, such Power of Attorney shall be produced to the Academy for its record. It must disclose that the firm is registered under the Indian Partnership Act. In the case of a body Corporate, all formalities required under the Company Laws must be complied with.
- xi) The Contractor shall insure or keep insured against fire, theft, injury, accident and also third party risks all goods, articles, Equipments being used by him or his employees and shall regularly and punctually pay each and all premia as and when the same shall become due, during the currency of the contract. The **Insurance policy** will be assigned to the Academy.
- xii) The Contractor shall arrange and pay for policy under public liability Insurance Act 1991 and insure and keep Insured all substances which are or have been

declared to be hazardous under the notification/s issued or that may be issued from time to time under the above Act or any rule framed there-under and which substances are used by the Contractor during the course of the contract.

35. Other terms and conditions as follows:
- a) The rates quoted should be inclusive of all Statutory obligations such as minimum wages, ESI, PF etc. and all kind of taxes (except GST). The offers / bids of those prospective bidders which do not meet the statutory requirements are liable to be rejected.
 - b) The Contractor who committed / commits any breach of the contract awarded / to be awarded by the Bank, shall be disqualified from participation in future tender process, if any, to be initiated by the Bank for similar work.
36. Contractor shall ensure that the Contractor's employees maintain peace, order and decorum in the premises. Any disturbance in the premises by the Contractor or his agents/employees would render the termination of the contract without notice by the Bank.
37. All questions relating to the performance of the obligations under this agreement and all the disputes and differences, which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof, shall be referred to the General Manager & Director, State Bank Academy, Gurugram whose decision shall be final, conclusive and binding on the parties to this agreement.
38. The Contractor shall deposit a sum of Rs.12,00,000/- (Rupees TwelveLakh only) as Security Deposit for due fulfillment and performance of the Contract. The Security Deposit shall be held in Fixed Deposit for the entire contract period with the State Bank of India in the joint name of Academy and the Contractor and the Deposit will be kept in the custody of the Academy. Periodical interest accrued on the deposit will not be claimed by the Contractor. The security deposit with interest will be returned to the Contractor after three months from the date of expiry of the contract provided that there are no defects in materials, articles, Equipments supplied by the Academy, and also only after said materials, articles, Equipments are returned to the Academy in good working condition by the Contractor to the satisfaction of the Academy, and all his dues to the Academy are fully settled.

39. The contract for catering services is for a period of **ONE (1) YEAR** from the date of commencement of contract subject to review at the expiry of every **SIX (6)** month and may be renewed for a further period of **ONE (1) YEAR** at the end of the contracted period of **ONE (1) YEAR**, at the discretion of the Academy. However, half yearly review would be conducted to assess the performance. The Contractor will be obligated to meet the **Mess Committee** of the Academy once in a month for assessing and monitoring of the catering services rendered.
40. The performance of Contractor would be assessed and monitored by the Mess Committee at periodical interval with or without the assistance of external expertise as may be decided by the Academy. The Contractor shall comply with such observations or feedback made and furnished for improvement of the services by him or her.
41. The contract shall be terminated on the expiry of **ONE (1) YEAR** by efflux of time or earlier, by one month's notice at the option of the Academy, if any of the stipulated conditions or qualitative dimensions of the menu or services agreed upon by the contract are not met to the satisfaction of the Academy and no compensation is payable for unexpired period. The Contractor shall have the option to terminate the agreement after giving **THREE (3) months'** notice to the Academy of such termination. If during the currency of the contract, any Government notification prohibits employment of contract labour for Catering services, the contract shall come to an end forthwith and no compensation shall be paid to the Contractor. Besides, if the contract is terminated as stated above the Contractor shall be entitled to the payment up to the date of termination for the work already performed.
- i. The Bank reserves its right to terminate the agreement for any reason at its absolute discretion including but not limited to the following:
 - ii. If the Contractor is adjudicated insolvent by a Competent Court or files for insolvency or if the hirer being a company is ordered to be wound up by a court of competent Jurisdiction.
 - iii. If the Contractor commits any breach of the terms of this tender document and the agreement to be executed subsequently.
 - iv. If any charge sheet is filed by a competent authority of the Government against the Agency / Company, or the Contractor is convicted by a criminal court on grounds of moral turpitude.
 - v. The Contractor is involved in wrongful billing. In addition, hereto wrongful billing shall also result in the Contractor being debarred from participating in any other tender of the Bank.

- vi. The engagement is not in the interest of the Bank, or the Bank no more requires any such service.
 - vii. If there is a change in the name or constitution of the Contractor arising out of merging with some other company or Collaboration with some other company or for any other reason or, if any changes take place in the proprietorship or partnership or the Company. The Bank should be intimated within 30 (thirty) days of such changes, failing which all payments will be withheld and Bank may terminate the hire agreement as may be deemed necessary. Whatever be the reason of changes, the subject agreement would be terminated unless the new company/entity accepts the subject agreement at the same rates, terms and conditions laid down herein. The Contractor shall refund the excess money paid for the term for which the agreement / arrangement has run.
- 42. Nothing contained in these presents is intended nor shall be construed to be a grant, demise, or assignment in law of the premises or the articles/equipments or any part thereof by the Bank to the Contractor and or its personnel and they shall vacate and handover the same in good working condition and order upon termination of these presents either by efflux of time or otherwise.
 - 43. The rates quoted shall not be subject to any variations in prices, basic material, labour conditions, etc., except taxes, duties, during the currency of the catering contract subject to discretion of the Academy.
 - 44. The Contractor shall bear all the costs and expenses in respect of all charges, stamp duties etc. of this agreement.
 - 45. If the Contractor assigns or sublets the catering services, the contract will be terminated without any further notice.
 - 46. Within the validity period of the tender the Bank shall issue a letter of acceptance to the successful bidder at the address of the bidder as given in the tender to enter into a contract for the execution of the work as per terms of the tender. The letter of acceptance shall constitute a binding contract between State Bank Academy and the bidder/Contractor.
 - 47. On receipt of the intimation of the acceptance of the tender from STATE BANK ACADEMY, Gurugram, the successful tenderer shall be bound to implement the contract and within 7 days thereof he shall sign an agreement in a non-judicial stamp paper of appropriate value.

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

Annexure-III

DAILY MENU	
Bed Tea/Coffee	<p>Daily Six Sachets of Tea/Coffee/Sugar/Milk and One packet of branded biscuits to be provided in Hostel Rooms.</p> <p>Brand: - Taj Mahal/Tetley/Twinning/Tata Tea bags Nescafe Classic/Bru Coffee.</p> <p>Milk: Amul/Nestle Dairy</p> <p>Biscuits: Britannia / Parle / Sunfeast</p>
Break fast	<p>(i) <u>Vegetarian (Unlimited)</u></p> <p><u>Daily compulsory items:</u></p> <p>Corn Flakes and milk or Oatmeal& milk or Dalia</p> <p>Sprouts of Different Dals/Type on Daily Basis</p> <p>White and Bread (toasted in electrical toasters), Amul/Mother dairy Butter & Jam (Sachet of both the Butter & Jam on every Table/Serving Counter), fruits/cut fruits.</p> <p>One item each from the following (a) & (b) below to be served daily in weekly Cycle Menu</p> <p>a) Idli-Vada or Masala Dosa or Uthappam or Upma. All with Sambar, Coconut Chatni and Onion Chatni</p> <p>b) Stuffed Paratha with Curd (Aloo-Prantha / Gobi Prantha), Paratha-Aloo Subji, Chhole-Bhature, Chhole-Kulche, Puri-Aloo Sabji, Pav-Bhaji, Poha-Chatni, Veg-Cutlet etc.</p> <p>(ii) <u>Non -Vegetarian (Unlimited)</u></p> <p><u>Eggs:</u> Full boiled Egg /Egg Bhurjee, scrambled poach (half Fried)/ Egg Omelets as per order</p> <p><u>Fruits:</u> Fresh Cut Fruits</p> <p><u>Beverages:</u> Dip tea / instant Coffee / Normal boiled tea Cold Milk/Butter Milk/Lassi.during the months March to August. Packed Juice (Tropicana/Real/Natural Brand) from September to February)</p>

<p>Fore noon Tea /Coffee</p>	<p>Tea (Normal/Dip), Green Tea, Lemon Tea, Instant Coffee with sufficient quantity of good quality biscuits (Both Sweet flavored & diabetic) preferable with Bakery made Biscuits (Sweet & Salty)</p>
<p>Lunch</p>	<p>a) Soup:One Vegetarian Soupwith Bread roll and Butter, Soup Stick for all</p> <p>b) Paneer Dish: One Vegetable with gravy like: Karahi paneer, Matar Paneer, Paneer Bhurji, Paneer-Do-Pyaja, Paneer Masala, Vegetable Palak Paneer, Shahi Paneer etc&Chilli Mushroom, Matar Mushroom, Malai Kofta etc.</p> <p>c) Vegetable:One Seasonal Dry Vegetable Subji: Aloo Beans, Aloo Capsicum, Aloo Palak, Aloo Parwal, Brinjal Masala, Beans &Matar , Stuffed Shimla, Gajar Aloo Matar, Aloo Gaubhi , Cauliflower, LaukiTamato, Tinda, etc.</p> <p>d) Mixed Boiled Vegetables.</p> <p>e) Non-Veg: One Non-Vegetarian Dish of Mutton/Chicken/Fish like: Butter Chicken, TandooriChicken, Chilli Chicken, Ginger Chicken, Chicken Biryani, Mutton Roganjosh, Mutton Biryani, Mutton Keema, Kabab, Fish Jhole, Fish Curry, Fish Fry, Chilli Fish etc.</p> <p>f) Dal:One Dal (Like Dal Makhani, Dal Bukhara, Rajma, Tuwar Dal, Chhole, Kadi, etc</p> <p>g) Rice: Plain Rice (Compulsory) and one out of veg Pulao, Peas Pulao, Jeera Rice, Vegetable Biryani, Khitchdi, Millets etc.</p> <p>h) Curd Rice or Lemon Rice (Compulsory)</p> <p>i) Roti:Tava Roti (Chapati) and One out of Tandoori Roti/ Missi Roti/Plain-Nan</p> <p>j) Sambhar or Rasam</p> <p>k) Salad: Green/Russian/Sprouted (Anyone)</p> <p>l) Papad: Grilled</p> <p>m) Curd:Plain Curd and Raita/Dahi Bhalla/Bundi Raita or Other Raita as desired by State Bank Academy, Gurugram.</p> <p>n) Pickels: Mixed/Chilli/Mango / Lemon (On each table)</p> <p>o) Dessert:Rice Kheer, Jalebi, Custurd with mix Fruits, Fruit Cream, Gulab Jamun, Rasgulla, Ice Cream, Moong Dal Halwa, Suji Halwa, Gajar Ka Halwa, Ras Malai, Raj Bhog, Sandesh, Misti Doi etc(Anyone)</p> <p>p) Mouthfresh: Saunf, Misri, Jaggery</p> <p>q) Salt &Pepper, all the time on each table.</p> <p>r) Toothpick & Paper Napkins.</p>

<p>Afternoon Tea/Coffee</p>	<p>Tea (Normal/Dip), Green Tea, Lemon Tea, Instant Coffee with sufficient quantity of good quality biscuits (Both sweet flavored & salty) preferably with Bakery made Biscuits (Sweet & Salty)</p>
<p>Evening High Tea with Snacks</p>	<p>Tea (Normal/Dip), Green Tea, Lemon Tea, Instant Coffee with snacks like: Samosa, Bread Pakoda, Paneer Pakoda, Mix Pakora, Cutlets, Veg Pastry, Onion Kachori, Aloo Bhondas, Pakora, Sandwich, Burger etc and Bakery Products like Pastry, Veg-Patty, Cheese Straw, Cake etc(Any one)</p>

<p>Dinner</p>	<ul style="list-style-type: none"> a) Soup: One Vegetarian Soup with Bread roll and Butter, Soup Stick for all b) Paneer Dish:One Vegetable with gravy like: Karahi paneer, Matar Paneer, Paneer Bhurji, Paneer-Do-Pyajja, Paneer Masala, Vegetable Palak Paneer, Shahi Paneer etc&Chilli Mushroom, Matar Mushroom, Malai Kofta etc. c) Vegetable:One Seasonal Dry Vegetable Subji: Aloo Beans, Aloo Capsicum, Aloo Palak, Aloo Parwal, Brinjal Masala, Beans &Matar , Stuffed Shimla, Gajar Aloo Matar, Aloo Gaubhi, Cauliflower, LaukiTamato, Tinda, etc. d) Mixed Boiled Vegetables. e) Non-Veg:One Non-Vegetarian Dish of Mutton /Chicken /Fish like: Butter Chicken, TandooriChicken, Chilli Chicken, Ginger Chicken, Chicken Biryani, Mutton Roganjosh, Mutton Biryani, Mutton Keema, Kabab, Fish Jhole, Fish Curry, Fish Fry, Chilli Fish etc. f) Dal:One Dal (Like Dal Makhani, Dal Bukhara, Rajma, Tuwar Dal, Chhole, Kadi, etc g) Rice: Plain Rice (Compulsory) and one out of veg Pulao, Peas Pulao, Jeera Rice, Vegetable Biryani, Khitchdi etc. h) Curd Rice or Lemon Rice (Compulsory) i) Roti:Tava Roti (Chapati) and one out of Tandoori Roti/ Missi Roti/Plain-Nan j) Sambhar or Rasam k) Salad: Green/Russian/Sprouted (Anyone) l) Papad: Grilled m) Curd:Plain Curd and Raita/Dahi Bhalla/Bundi Raita or Other Raita as desired by State Bank Academy, Gurugram. n) Pickels: Mixed/Chilli/Mango (On each table) o) Dessert:Rice Kheer, Jalebi, Custurd with mix Fruits, Fruit Cream, Gulab Jamun, Rasgulla, Baked Rasgulla, Ice Cream, Moong Dal halwa, Suji Halwa, Gajar Ka Halwa, Ras Malai, Raj Bhog, Sandesh, Misti Doi etc (Anyone) p) Mouth Fresh: Saunf, Misri, Jaggery etc q) Toothpick & Napkins r) Salt & Pepper, all the time on each table.
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1. Separate Fruits/milk etc. should be served for officials on fasting.

2. For trainees having health problems like Blood Pressure, Diabetes, Heart Problems some deviations would be required to be made to suit their requirements such as providing Oatmeal, Salad, Sproutedmethi, Sprouted Moong, Sprouted gram, Roasted gram, Boiled vegetables etc., on their prior request.
3. The charges in respect of food served to guests staying in Guest Rooms, will be paid separately on the actual consumption basis as per the charges for Breakfast, Lunch, Dinner, etc., for the participants. If the guests are served fruits, cookies etc., in addition to normal food, these may be billed separately at cost; if however, fruits, milk, etc., are served in substitution of regular Breakfast / Lunch / Dinner, the charges for Breakfast / Lunch /Dinner will be paid.
4. On request of the participant/guest for milk in addition to the daily menu items shall be served against a payment of **Rs. 20/- per glass of 250 ML**. The Contractorhas to recover the amount from the participant/guest.
5. Lunch to be provided to the regular Academy staff members, if required, in the dining hall and the cost of which to be agreed will be recovered by the Contractor from the concerned individual staff.
6. Daily / Weekly Menus will be prepared and submitted in advance for approval by the Academy and displayed in the Dining Hall for information. The various items of the menu will be changed frequently to provide variety and a uniform standard of courses as stated in the menu will be maintained at all times.
7. Extra Dishes both Vegetarian and Non-Vegetarian prepared specially, other than those mentioned in the regular menu, when ordered for, will be served to the participants for which an additional cost of Rs.30/- per head per item for vegetarian and Rs.40/- for non-vegetarian will be paid to the Contractor.
8. The Contractor to provide / employ cooks who can prepare authentic South Indian and North Indian food.
9. The Contractor shall use seasonal vegetables of good quality.
10. The Mess Committee/other Officials of the Academy will monitor the entire area of catering including cleanliness of the kitchen, Dining Hall(s), preparation of food, servicing quality and food quality etc and will give its advise / comments / suggestions through Assistant General Manager (Hospitality), for any improvements required, to which Contractor shall be bound to comply with.
11. Good quality Soap, detergent, mazan/scrubber for cleaning of utensils and crockery to be provided by the Contractor at his own cost.

12. Paper Napkins, Salt, Black Pepper Pickles and saunf / mouth fresheners in containers should be placed on **all tables** in dining hall on each day.
13. Electronic display to be operated by canteen boy during breakfast, lunch and dinner time.
14. Specified quality of soap, detergent, pesticides and other cleaning material should be used in the pantry and kitchen by the Contractor.
15. Contractor will use trash bags in the dustbins at his own cost.
16. Contractor has to deploy extra manpower during special / extra / additional programmes / conference / meeting, or as and when required by the Academy.
17. Pest Control in Canteen Hall, Kitchen and Pantry to be done on weekly basis by the Contractor and report to be submitted to the Assistant General Manager (Hospitality)
18. The Contractor has to prepare food to the utmost satisfaction of the Administration of the Academy. However, some indicative standards are given below:
 - (a) Minimum 5 kg dal for preparation for 100 participants.
 - (b) minimum 4 kg paneer for preparation of Mutter Paneer or Palak Paneer and minimum 5 kg paneer for preparation of Kadhai Paneer or Shahi Paneer, for 100 participants
 - (c) Maximum 10 % potatoes can be used for mix vegetable.
 - (d) Halwa will be prepared in Desi Ghee of a good brand.
19. However, the above points are only for a basic idea for good quality of food, other food preparation should also be of equally good quality and will be subject to the satisfaction of the Academy's in house Mess Committee and the Administration of the Academy.
20. In case the food quality is found below the satisfaction of the Academy's in house Mess Committee and the Administration of the Academy, the Administration will have the discretion to terminate the agreement at any point of time.

Annexure- IV

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

Sr. No.	ITEMS	BRAND
1	Milk	Mother Dairy/Amul/Vita
2	Bread	Harvest/Modern/Perfect/Britannia
3	Butter	Amul /Mother Dairy (In Sachet)
4	Jam	Kissan/Tops (In Sachet)
5	Tomato Sauce	Kissan/Maggi/Tops
6	Chili sauce	Kissan/Maggi/ Tops
7	Tea/Tea Bags	Taj Mahal/Twinning/Tetley/Tata Tea/Lipton
8	Coffee	Nescafe/Sunrise/Bru
9	Ground Nut/ Mustard Edible Oil	Nature Fresh/Vital/Sunflower/Fortune/ Ginny
10	Ghee	Amul/Mother Dairy/Paras/Patanjali/Govardhan
11	Refined Oil	Fortune/Sundrop/Nature Fresh/Sunflower/Saffola
12	Paneer	Amul/Mother Dairy/Ananda
13	Rice	Good quality Basmati Rice
14	Sugar	Mawana/ Daurala/Dhampuror Equivalent Good Quality
15	Atta/Maida/Besan	Shakti Bhog/Ashirwad/Rajdhani/Annapurna
16	Pulses/Cereals	Good Quality
17	Spices	MDH/Captain Cook/Everest/Catch
18	Fruits/Vegetables	Seasonal Fresh Quality
19	Salad	Seasonal Items consisting of green fresh Vegetables
20	Ice Cream	Mother Dairy/Kwality/Amul
21	Corn Flakes	Kellogg's or equivalent good quality /brands
22	Papad	Lijjat or equivalent good quality / brands
23	Biscuits/Cookies	In house Bakery biscuits/Parley-G/ Britannia/ Sunfeast
24	Salt	TATA Iodized Salt or Pure salt or salt of equal good quality
25	Pickles	Tops/Priya/ Mothers Recipe

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

PRICE BID FOR CATERING CONTRACT

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

Amount in Rupees

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

Date:

Signature of the Tenderer with seal

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

Costing*	Amount (In Rupees)
Raw material Per Day per Participant	
Labour Per Month	
Overhead Per Month	

*Calculated on the basis of 150- 200 participants per day

The illustrative Lunch/Dinner Menu on two consecutive days are given below:

Item	Day 1	Day 2
Soup	Cream of Almond	Asparagus soup
Vegetable Gravy	Shahi Paneer	Malai Kofta
Vegetable Dry	Aloo Beans	Aloo Cauliflower
Boiled Veg	Mixed Boiled Vegetable	Mixed Boiled Vegetable
Dal	Dal Makhani	Panchratan Dal
Non-Veg	Butter Chicken/Mutton	Fish Curry/Chicken/Mutton
Rice-1	Plain Rice	Plain Rice
Rice-2	Vegetable Biryani	Peas Pulao
Rice-3	Curd Rice	Curd Rice
Roti-1	Tava Roti (Chapati/One out of Tandoori Roti/Missi Roti or Plain Roti)	Tava Roti (Chapati/One out of Tandoori Roti/Missi Roti or Plain Roti)
Roti-2	Plain Roti	Plain Roti
Curd-1	Plain Curd	Plain Curd
Curd-2	Boondi Raita	Dahi Bhalla
Salad	Russian Salad	Green Salad
Desserts	Sandesh	Baked Rasgulla
Fruit	Fresh Cut Fruits	Fresh Cut Fruits
Mouth Freshner	Saunf	Saunf

However, the list is merely illustrative in nature.