



## ***State Bank Institute of Leadership, Kolkata***

PLOT NO II F/2, STREET NO. 329,  
ACTION AREA III, NEWTOWN,  
KOLKATA 700 160

Tender Notice for

### **ENGAGEMENT OF VENDOR FOR RENDERING CATERING SERVICES AT SBIL KOLKATA**

Tender reference No: SBIL/2024-25/01 dated 18.05.2024

LINK: <https://bank.sbi/web/sbi-in-the-news/procurement-news>

Last Date of submission of tender: 08.06.2024 **up to 17:00 Hrs**

Name of the bidder M/s.....

Tender ID	Circle	Start Date	End Date	Bid Opening Date	Tender Caption / Name / Subject
SBIL/2024-25/01 dated 18.05.2024	STU, Corporate Centre	18.05.2024 10.00 AM	08.06.2024 05.00 PM	Technical Bid- 10.06.2024 03.00 PM  Financial Bid- 18.06.2024 at 3.00 P.M	ENGAGEMENT OF VENDOR FOR RENDERING CATERING SERVICES AT SBIL KOLKATA

STATE BANK INSTITUTE OF LEADERSHIP, STREET NO. 329, PLOT NO II F/2, ACTION  
AREA III, NEWTOWN, KOLKATA 700 160

Phone No. 033-29861217, e-mail: [agmadmin.sbil@sbi.co.in](mailto:agmadmin.sbil@sbi.co.in) / [accounts.sbil@sbi.co.in](mailto:accounts.sbil@sbi.co.in)

State Bank Institute of Leadership (SBIL), an Apex Training Institute of State Bank of India invites  
Tender from Caterers from Kolkata

**ENGAGEMENT OF VENDOR FOR RENDERING CATERING SERVICES AT SBIL  
KOLKATA.**

The application form, details of eligibility criteria etc. can be downloaded from the Bank's web-site  
<https://bank.sbi> under "Procurement News". Corrigendum, if any, shall be displayed on the  
aforesaid Bank's web-site only. Bank reserves the right to reject any or all the proposals without  
assigning any reasons thereof. Bank will not be liable for the postal or any other delay and the offer(s)  
not received within the stipulated timeframe will be rejected summarily

Last date of submission of Tender: 08.06.2024 up to 17.00 hours

Place: Kolkata  
Date:18.05.2024

AGM (Administration)  
SBIL, Kolkata

I. NOTICE INVITING TENDER

**ENGAGEMENT OF VENDOR FOR RENDERING CATERING SERVICES AT SBIL KOLKATA**

1.	NAME OF WORK	Catering Services at SBIL Kolkata
2.	EARNEST MONEY DEPOSIT(EMD)	Rs. 50,000/- (Rs. Fifty Thousand Only) in the form of Demand Draft issued by any Scheduled Bank drawn in favour of “State Bank Institute of Leadership” payable at Kolkata. (EMD will be refunded to all except the successful bidder. Tender Documents not accompanied by the EMD and Tender Fee will be rejected). *
3.	SECURITY DEPOSIT.	Rs.5,00,000/- (Rupees Five Lac only) in the form of Banker’s Cheque / Demand Draft issued by any nationalised / scheduled Bank favouring “State Bank Institute of Leadership” payable at Kolkata OR Performance BG of equivalent amount issued by any nationalised / scheduled Bank as per format provided by the Bank.
4.	TENDER PROCESSING FEE (TPF)	Rs. 5,000/- (Rupees Five Thousand only - Non-Refundable) in the form of Banker’s Cheque / Demand Draft issued by any nationalised / scheduled Bank favouring “State Bank Institute of Leadership” payable at Kolkata. *
5.	DATE FOR AVAILABILITY OF TENDER DOCCUMENT IN WEB SITE	From 18.05.2024 to 08.06.2024 which can be downloaded from Bank’s website <a href="https://bank.sbi">https://bank.sbi</a> under “Procurement News.
6.	ADDRESS AT WHICH THE TENDERS ARE TO BE SUBMITTED	State Bank Institute of Leadership, Ashoka Bhawan (Admin Block), 2 <sup>nd</sup> Floor, Plot No. II F/2, Street No. 329, Newtown Action Area III, Rajarhat, Kolkata 700 160.
7.	LAST DATE & TIME OF RECEIPT OF TENDERS	08.06.2024 up to 5.00 p.m.
8.	DATE AND TIME OF OPENING TECHNICAL BID	10.06.2024 at 03.00 p.m.
9.	PLACE OF OPENING TECHNICAL BID	State Bank Institute of Leadership, Ashoka Bhawan (Admin Block), 2 <sup>nd</sup> Floor, Plot No. II F/2, Street No. 329, Newtown Action Area III, Rajarhat, Kolkata 700 160.
10.	DATE AND TIME OF OPENING FINANCIAL BID	18.06.2024 at 3.00 p.m
11.	COMMENCEMENT OF WORK	01.07.2024
12.	WORKING SCHEDULE	In consultation with SBIL, Kolkata.
13.	CONTACT PERSON	Shri Sushanta Banerjee Assistant General Manager(Administration) State Bank Institute of Leadership, Newtown, Kolkata <a href="mailto:Email-agmadmin.sbil@sbi.co.in">Email-agmadmin.sbil@sbi.co.in</a> Mobile-9674710807

\* (For MSME vendor(s) in possession of proper certificate issued by the appropriate authority, provisions of EMD and Tender Processing Fees will be governed by the applicable GOI orders)

IN CASE THE DATE OF OPENING OF TENDERS IS DECLARED AS A HOLIDAY, THE TENDERS WILL BE OPENED ON THE NEXT WORKING DAY AT THE SAME TIME.

SBIL KOLKATA RESERVES THE RIGHT TO ACCEPT/REJECT ANY/ALL TENDER WITHOUT ASSIGNING ANY REASON.

AGM(Administration)  
SBIL, Kolkata

## 2. CRITERIA FOR ENGAGEMENTN OF VENDOR FOR RENDERING CATERING SERVICES AT SBIL KOLKATA

State Bank Institute of Leadership (SBIL), Kolkata, an Apex Training Institute of State Bank of India intends to select Vendor for rendering Catering services at SBIL Kolkata, from reputed licensed organization having sound financial capacity, required experience / expertise, for rendering the above services subject to their complying or agreeing to comply with the following terms and conditions.

### **BASIC QUALIFICATION CRITERIA:**

- I. The applicant must be an Indian Registered Company or a Partnership firm or a Sole Proprietorship.
- II. The applicant must have a proven track record of minimum 3 years (as on 31.03.2024) in rendering catering services.
- III. The experience should relate to catering services of providing multi-cuisine vegetarian and non-vegetarian food including breakfast, lunch, snacks and dinner.
- IV. The applicant must have sound financial capacity and credit worthiness acceptable to the SBIL.
- V. The applicant must have a minimum annual turnover of **Rs.3.00 crores** (Rupees Three Crore only) each in at least three years during last five financial years (2020-21, 2021-22, 2022-23), exclusively from catering services business. Copies of all related financials duly certified by an authorized Chartered Accountant are to be submitted.
- VI. The applicant must be offering catering services to at least one Corporate Establishment or Public Sector Enterprise on a regular basis.
- VII. a) The applicant must produce all relevant documentary evidences.  
b) Non-disclosure of relevant information or furnishing of incorrect information or documents will invite disqualification from the process.
- VIII. The applicant must have never been prosecuted or suffered any penalty for violation of any Labour Laws by any Labour Authority or Competent Court.
- IX. The applicant should not be a sub-contractor to any other entity or person nor have themselves at any time sub-let the contract awarded to any other person.
- X. The applicant has complied with all labour laws and obtained all licenses, approvals, permissions to carry on the business of catering services.
- XI. The applicant does not suffer or has not suffered any disqualification to render catering services at any time in respect of matters not enumerated herein.
- XII. The applicant has not formed or has not been a part of any cartel at any time for processing any contract including the present tender.

### 3. SCOPE OF WORK

The Catering Contract / Arrangement in the event of award of contract to the final selected bidder, hereinafter referred to as the Vendor , among other usual conditions will also be subject to the following special terms and conditions:

1. The Vendor shall arrange for cooking and service of food on a daily basis for participants / trainees / other guests / others at SBIL premises. He shall adhere to the following schedule.

	<b>ITEM</b>	<b>TIMINGS</b>
A	Breakfast (Dining Halls*)	8.00 A.M. to 9.30 A.M.#
B	Forenoon Tea/Coffee with biscuits/cookies (Breakout Halls*)	11.30 A.M. to 11.45 A.M.#
C	Lunch (Dining Halls*)	1:15 P.M. to 2.30 P.M.#
D	Afternoon Tea/Coffee with biscuits/cookies (Breakout Halls*)	3.30 P.M. to 3.45 P.M.#
E	Evening Tea with snacks (Dining Halls*)	5.30 P.M. to 6.00 P.M.#
F	Dinner (Dining Halls*)	8.00 P.M. to 10.30 P.M.#

# The timings are flexible and are subject to changes as & when required.

\* Foods will be generally served in the places indicated or at any other place in SBIL Campus as directed by SBIL Management.

The recommended details of eatables (Daily Menu) are given in ANNEXURE-A, which shall be strictly complied with by the vendor. Weekly detailed Menus will be advised by SBIL 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 SBIL must be adhered to at all cost. Non – adherence to the Menu will attract penalty to be decided at the sole discretion of SBIL.

If any occasion warrants some special menu including Breakfast, Lunch and Dinner, it will be discussed with the Vendor and decided in advance. Special rates will be negotiated for the occasion/menu.

#### 4.SUBMISSION OF TENDER

The Tender documents are to be downloaded from Bank's website "https://bank.sbi" under "Procurement News". No fee is payable for the Tender Documents. Tender documents will be available on the Bank's website ("https://bank.sbi" under "Procurement News") up to 08.06.2024.

The applicant has to submit the various documents in envelopes as under,

##### **(A)Envelope One (Technical Bid)**

The sealed envelope should be super-scribed with the word "TECHNICAL BID FOR ENGAGEMENT OF VENDOR FOR RENDERING CATERING SERVICES AT SBIL KOLKATA" Technical Bid should have the name of the firm/Company on the envelope. The envelope should contain the following documents/papers.

- (i)Application Form cum Undertaking as per Annexure-I
- (ii) Bio-Data of the Partners/Directors as per Annexure-II
- (iii)Past experience, order value with supported documents as per Annexure-III
- (iv)Details of Catering in hand as per Annexure-IV
- (vi)Audited Balance Sheet as at 31.03.2021, 31.03.2022 & 31.03.2023
- (vii)Certificate of Incorporation, Memorandum & Articles of Association in case the Caterer is a Company.
- (ix)Certificate of Registration under GST
- (x)Certificate of Registration under West Bengal Shops & Establishment Act
- (xi)Income Tax Assessment copies for the last three financial years(31.03.2021, 31.03.2022 & 31.03.2023).
- (xii)Earnest Money Deposit of Rs.50,000/- (Rupees Fifty Thousand only) and Tender Processing Fee of Rs. 5,000/- (Rupees Five Thousand only) by way of two separate Demand Drafts in favour of 'State Bank Institute of Leadership drawn on any branch of State Bank of India in Kolkata.
- (xiii) Declaration of near relatives of SBI employees as per Annexure-VI.

##### **(B)Envelope Two (Financial Bid)**

The sealed envelope should be super-scribed with the word "FINANCIAL BID FOR ENGAGEMENT OF VENDOR FOR RENDERING CATERING SERVICES AT SBIL KOLKATA". The names of the firm/Company must be written on the envelope. The envelope should have the following documents.

(i) Financial Bid as per Annexure-V

**(C) Envelope Three**

(i) The third sealed envelope should contain both the above envelopes, i.e Sealed Envelope 1 for Technical Bid and Sealed Envelope 2 for Financial Bid and super-scribed as Tender documents “FOR ENGAGEMENT OF VENDOR FOR RENDERING CATERING SERVICES AT SBIL KOLKATA” The names of the firm/Company must be written on the envelope.

(ii) Envelope Three will be opened first and thereafter the envelope One, containing Technical Bid will be opened on 10.06.2024 at 3.00 p.m. at SBIL, 2<sup>nd</sup> Floor, Plot No. II, F/2, Street No. 329, Newtown Action Area II, Rajarhat, Kolkata 700 160 in presence of Bidders / authorized representatives of the bidders who choose to be present thereat. No separate notice will be given by SBIL in this regard. However, in the event of any change in the schedule the same will be informed to the bidders only through email. For this purpose. Email address as provided by the bidders in the application form will be used. 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. If the date of Tender opening happens to be a holiday, the Tender will be opened on the next working day at the stipulated time and place.

(iii) The selection criteria will be on the basis of marks secured in various parameters as per the Annexure - B. The bidder has to secure minimum 50 % (35 out of 70) to be eligible for the next stage that is for opening of Financial Bid.

(iv) Financial Bids of those vendors will be opened on 18.06.2024, who qualify in the technical bids (where the minimum score is 50%). Only such bidders who qualify in the Technical Bid will be intimated by e-mail and they or their representative may remain present at the time of opening of the Financial Bid. 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.

(v) The Technical Bid will be of 70 marks and Financial Bid will be of 30 marks. The final scoring will be arrived at by adding Technical score secured by the bidder(out of 70) and the Financial bid score secured by the bidder(out of 30) as per Annexure-D. The bidder scoring highest total mark will be selected for the job.

(vi) In the event of a tie of overall marks between two / amongst more than two bidders the following would be the order of preference for selection of the successful (L 1) bidder.  
“DRAW OF LOTS



## 5. TERMS AND CONDITIONS

1. Vegetables, fruits, other perishables, dry foods and other raw materials should be of high quality and be procured from reputed dealers or shops. The vendor should arrange for purchases on his own and bear all expenses in connection with such purchases including transportation.
2. The vendor shall provide standard crockery, cutlery, glassware, coaster set, flasks etc. to serve food, tea and coffee in the Dining Halls/Breakout Halls/other places as directed by SBIL and crockery & cutlery of **very high standard** and salt & pepper dispenser, paper napkins etc. at his own expenses. The said items shall be of first-class quality and shall be to the full satisfaction of SBIL, whose decision in this regard shall be final and binding on the vendor. The standard of cleanliness of kitchen utensils, crockery and cutlery shall be of very high order and any laxity in this regard will attract appropriate penalties at the sole discretion of the Bank.
3. The vendor shall arrange and pay for **commercial cooking gas** used for cooking purposes. The vendor shall be responsible for the safe keeping of the LPG cylinders. In the Gas Bank, provision of 32 gas cylinders including 16 stand-by has been made.
4. The vendor must engage appropriate number of Chefs and trained cooks and other kitchen staff for cooking vegetarian, non-vegetarian, South and North Indian delicacies, Tandoor items, Chinese, Western, baked and bakery products, dessert, sweets, etc., and for rendering catering services.
5. The vendor may prepare and provide cookies or biscuits prepared in our in-house bakery with forenoon and afternoon tea and as and when advised by SBIL. To ensure the preparation of good quality cookies and other bakery items as advised by SBIL management, the vendor may engage a whole-time baker. Otherwise good quality biscuits / cookies / other bakery items will be arranged from outside by the vendor.
6. The vendor shall engage the services of sufficient number of able, trained, efficient, neat & clean (viz., with trim haircut, moustache, nail cut), healthy, honest, well behaved and skilled persons for cooking, serving and cleaning of kitchen, dining halls and services areas at his/her cost. The vendor shall deploy adequate no. of waiters or serving personnel. The vendor shall ensure that the attendants, waiters, cooks should be properly trained and shall wear smart and neat uniform, shoes, including head caps, hand gloves etc., (pattern to be approved from SBIL) with their name badges and that they are courteous, polite and prompt while rendering efficient service in their respective areas. The vendor shall have full control over the employees engaged by him. The vendor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by the vendor. The vendor 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 the designated official of SBIL (exact designation will be advised subsequent to execution of the contract), immediately remove from the work any person(s) or employee(s) who are, in the opinion of SBIL unsuitable or incompetent or who may misconduct himself and such a person shall not be again reemployed or allowed in the work or campus without the permission of the designated official of SBIL.

7. The vendor shall engage sufficient number of persons for expeditious removal of used crockeries/cutleries from the table once a guest finishes his/her meal and subsequent cleaning of table.
8. The vendor 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 Vendor shall comply with all rules and regulations in force under the said Act and rules. The Vendor 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 be dealt with and settled by the vendor.
9. The Vendor 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 Vendor in complying with the said provisions, SBIL may provide the same when called upon to do so by the Competent Authorities and deduct the expenses incurred thereof from the bills payable to the Vendor / security deposits held with the Bank without prejudice to its other rights and remedies under the contract. The Vendor 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.
10. Adequate no. of Supervisors shall be appointed by the Vendor in consultation with SBIL. A competent person having three years diploma in Hotel Management with three years' experience or possessing a certificate in Craft Certificate Course in food production with three years' experience or a person having minimum five years' experience in the institutional catering services should be appointed. The Supervisor should be available throughout the production and service period at SBIL.
11. The vendor 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. Chef, servers, supervisors, waiters and other staff etc.
12. All the personnel required by the vendor 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 SBIL. The certificate of fitness obtained from the Medical Officer should be produced for scrutiny by SBIL. The cost of the medical checkup shall be borne by the vendor.
13. It shall be responsibility of the vendor to employ sufficient staff and provide **GREEN BUILDING Approved** 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 to be decided at the sole discretion of the Bank.
14. The Vendor should arrange for up keep of the Dining Hall, kitchen area, toilets, dormitory 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 Vendor should ultimately ensure that the entire kitchen and dining area are kept hygienic and clean. Preventive pest control and Rodent Control measures including fly control will have to be done by the Vendor at his cost.

15. Vendor should adopt modern and hygienic kitchen practices. Vendor 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. Vendor 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 SBIL Campus.
16. The vendor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the boarders or through the Faculty Members or the other officials to be identified by the Director of SBIL. A **“Suggestion-cum-Complaint Register”** will be maintained in the dining hall and the same will be submitted to the designated officer of SBIL every day, with his remarks, for further putting up to the Competent Authority. The vendor will be responsible to attend to all complaints and requirements within the purview of the contract.
17. The vendor shall be provided, by SBIL, the articles used in the kitchen such as Ban Marie, Hot Plates, Gas ranges, Deep Freezer, Rice Boiler, Hot Case, Electric Toaster, Tandoors, Chafing dishes, Storage-cup-boards, work tables, Vegetable Cutting Machine, Movement Trolleys, Water Boilers, Chapati Plate, Milk Boiler, Electrical and Plumbing fittings, Geysers etc. The vendor shall take care of the said articles and equipment as a bailee, in terms of the Indian Contract Act and return all this equipment in good and working condition on the expiry or termination of the contract.
18. The daily and periodical maintenance and service including proper handling of all kitchen equipment and articles provided by SBIL shall be the vendor's responsibility. The cost of replacement or repair and servicing of all equipment in case of any breakdown of kitchen equipment due to mishandling of the Vendor shall be borne by him during the currency of the contract. The vendor has to ensure that the kitchen equipment is in good working condition, all the time. The decision in this regard will be taken by the authorities of SBIL.
19. The Vendor who is awarded the contract will submit the bills for the services rendered only at the end of each programme / calendar month, duly certified by the designated official of SBIL. Payments will be made within one week from the date of submission of proper Tax Invoice.
20. All taxes which SBIL 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 vendor and paid to the respective department or authorities as may be required under law and the vendor shall have no claim against SBIL in respect of such payments.
21. In the event of insufficient or bad quality or non-serving of any eatables agreed upon to be served, SBIL will be within its rights to make suitable deduction from the Vendor's bill.

22. The Vendor shall be informed in respect of number of expected guests on a daily basis. This number will be advised to him by the designated official of SBIL by 8.00 PM on the previous day. However, payment will be made by SBIL on the basis of service wise (breakfast, lunch, dinner etc.) actual consumption of foods.
23. In case the vendor or any of his employees, fails to fulfil his obligations for any day or any number of days, to the satisfaction of the SBIL, for any reason whatsoever, he shall pay by way of liquidated damages an amount decided by the SBIL. SBIL 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 Vendor. Penalty will be deducted based on rating given by participants, as under :

<b>Average rating (by participants) (Out of a maximum 5)</b>	<b>Penalty</b>
< 3.50	5 % of the bill for that programme
> 3.50 but < 3.75	4 % of the bill for that programme
> 3.75 but < 4.00	3 % of the bill for that programme
>= 4.00	No penalty

24. Consecutive three ratings below 3.50 may lead to termination of the contract by SBIL without prejudice to their other right and remedies as detailed in this tender document.
25. The vendor shall be responsible for any loss due to theft or pilferage of or damage to SBIL's property, including any portion of the building under the Vendor's occupation, or the fittings, fixtures, furniture or other equipment entrusted in his charge, or any property belonging to the trainees or guests, when such loss or damage is, in SBIL's opinion, caused due to negligence or carelessness or any fault on vendor's part or that of his representative or any of his employee, he shall be liable to pay to SBIL such amount in respect of such damage as may be assessed by the officer authorised in this regard to be advised to the Vendor after award of the contract. Accordingly, the Vendor shall ensure that the character and antecedents of the personnel to be engaged has been verified through the appropriate authority and they have unblemished past records.
26. The vendor shall not permit the Ashoka Bhavan (Administrative & Academic Block) Block or Uttarayan & Dakshinayan (Hostel Blocks) 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 rooms or area specifically permitted by SBIL.
27. The vendor 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.
28. The vendor shall bind himself and executors or administrators and shall indemnify and hold harmless SBIL, in respect of this contract, including all claims, damages proceedings, costs, charges and any expenses whatsoever which may be imposed, enforced or brought against SBIL 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 vendor in connection with this contract. This indemnity shall survive even after termination of the contract.

29. The vendor shall be responsible for all the claims of his employees and the employees of the vendor shall not make and claim whatsoever against SBIL. The vendors' workmen will not have any right whatsoever to get absorbed in SBI/SBIL. There shall be no relationship of employer and employee between SBI/SBIL and the workmen of vendor and no claim whatsoever shall lie against SBI/SBIL. The Vendor shall be wholly and solely responsible for all the claims of their workers whatsoever may be and SBI/SBIL shall be fully indemnified by the Vendor to the said effect.
30. The vendor 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.
31. In the event of Vendor being a partnership firm, the catering contract must be executed separately by each partner thereof, or in the event of absence of any partner, it must be signed on his behalf, by a person holding a valid Power of Attorney authorising him to do so, such Power of Attorney shall be produced to SBIL 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.
32. The vendor who committed / commits any breach of the contract awarded / to be awarded by SBIL, shall be disqualified from participation in future tender process if any to be initiated by SBIL for similar work.
33. Vendor shall ensure that the vendor's employees maintain peace, order and decorum in the premises. Any disturbance in the premises by the vendor or his agents/employees would render the termination of the contract without notice by SBIL.\
34. The vendor shall deposit a sum of Rs. 5, 00,000.00 (Rupees five lacs only) as Security Deposit (inclusive of EMD) for due fulfilment and performance of the Contract. The Security Deposit shall be held in Special Term Deposit with the State Bank of India in the joint name of SBIL and the Vendor and the deposit receipt will be kept in the custody of the SBIL. Periodical interest accrued on the deposit will not be claimed by the vendor. The security deposit with interest will be returned to the vendor after three months from the date of expiry of the contract provided that there are no defects in materials, articles, equipment supplied by SBIL, and also only after said materials, articles, equipment are returned to SBIL in good working condition by the vendor to the satisfaction of SBIL, and all his dues to SBIL are fully settled and SBIL doesn't require to pay any statutory dues / penalties on behalf of the vendor as per order of any of the concerned statutory / appropriate authorities. The SBI/SBIL shall be at liberty to forfeit the security deposit or any part thereof in case of breach of performances/violation of any of the terms of the contract by the vendor/any financial loss/damage to SBI/SBIL and the said forfeiture

of security deposit or any part thereof by the SBI/SBIL shall be conclusive, non-objectionable and binding upon the Vendor.

35. The contract for catering services is for a **period of 36 months** from the date of commencement of the contract subject to review at the **expiry of every year**. However, half yearly review would be conducted to assess the performance. The vendor will be obligated to meet the Mess Committee once in a month for assessing and monitoring of the catering services rendered and for which notice will be given to him or her either in person or by written communication.
36. The performance of vendor 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 SBIL. The Vendor shall comply with such observations or feedback made and furnished for improvement of the services by him or her.
37. The contract shall be terminated on the expiry of three years by efflux of time or earlier, by one month's notice at the option of the SBIL, 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 SBIL. The vendor shall have the option to terminate the agreement after giving three months' notice to SBIL 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 vendor. Besides if the contract is terminated as stated above the vendor shall be entitled to the payment up to the date of termination for the work already performed.
38. SBIL reserves its right to terminate the agreement for any reason at its absolute discretion including but not limited to the following:
  - i. If the Vendor 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.
  - ii. If the Vendor commits any breach of the terms of this tender document and the agreement to be executed subsequently.
  - iii. If any charge sheet is filed by a competent authority of the Government against the Agency / Company, or the Vendor is convicted by a criminal court on grounds of moral turpitude.
  - iv. The Vendor is involved in wrongful billing. In addition, hereto wrongful billing shall also result in the Vendor being debarred from participating in any other tender of SBIL.
  - v. The engagement is not in the interest of SBIL or SBIL no more requires any such service.
  - vi. If there is a change in the name or constitution of the Vendor 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, SBIL should be intimated within 30 (thirty) days of such changes, failing which all payments will be withheld and SBIL 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 vendor shall, within a periods of 7 days from such termination, refund the

excess money paid for the term for which the agreement / arrangement has run. Otherwise, if the security deposits held by the Bank remains available after deduction of penalties / damage to Bank's assets or properties, if any will be absorbed by the Bank for recovery of the excess payment as stated above.

39. Nothing contained in this document is intended nor shall be construed to be a grant, demise or assignment in law of the premises or the articles/equipment or any part thereof by SBIL to the Vendor 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.
40. 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.
41. If the vendor assigns or sublets the catering services, the contract will be terminated immediately without any further notice.
42. Within the validity period of the tender SBIL shall issue a letter of acceptance to the successful bidder at the address of the bidder as given in the tender to enter in to a contract for the execution of the work as per terms of the tender. The letter of acceptance shall constitute a binding contract between SBIL and the bidder/vendor.
43. On receipt of the intimation of the acceptance of the tender from SBIL, 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.
44. Failure to commence services within 3 weeks of signing of the contract or as decided by SBIL will result in withdrawal of the contract awarded.
45. Any indulgence, forbearance or waiver, granted or shown or made on the part of SBIL will not prejudice its rights under the contract.
46. Successful bidder will have to enter into an agreement with SBIL. The format of the agreement shall be designed / drafted based on the Terms and Conditions / Clauses mentioned in this RFP document. However, SBIL reserves the right to add / delete / modify any other clauses in the Agreement.
47. The tenderer whose tender is accepted has to execute a Contract with the SBIL but his liability under the contract shall commence from the date of written order.
48. The Courts in Kolkata City (West Bengal State) alone shall have jurisdiction in respect of any matter touching these presents.

APPLICATION FORM CUM UNDERTAKING

PROFILE

1. Name of the Applicant/Firm/Company :

2. Address  
i) Registered office :

ii) Branch office :

iii) Kolkata Office :

3. Name, Telephone Nos. including Mobile  
of contact person :

4. Constitution of the Firm/Company :

5. Year of Establishment :

6. Details of registration / licence no. :

Sl. No.	Licence / Registration under the Act / Authority	Registration No. / Licence No.
1	PAN	
2	GST	
3	West Bengal Shops & Establishment Act	
4	Professional Tax	
5	FSSAI Registration	

7. Name of the Partners / Directors :

8. Bio-data of Board of Directors/Key personnel  
of the Company, Details may be given  
in the enclosed format(Annexure-II) :

9. Amount of GST paid year-wise  
during the last 3 financial years ending on  
31.03.2022 :



10. Name and value of major Tour Conducted during the last 3 years.

Details may be given in the enclosed format (Annexure 'III'):

11. Latest Income Tax Clearance Certificate to be enclosed :

12. Particulars of participation in competitions and awards (if any received) :

13. Annual sales / turnover of last three years : (Rs. In Lac)

Year*	Sales / Turnover
2020-21	
2021-22	
2022-23	

14. Name & address of the Banker :

15. Details of facilities being enjoyed, if any :

16. Name & address of two referees :

Name of the Referee	Address of the Referee	Contact Number

Note:

1. Please enclose separate sheets for additional information, photographs, documents and **proof of information furnished above.**

2. Application without details as mentioned in tender documents or with insufficient details shall be liable for rejection as the sole discretion of SBIL. Decision of SBIL in this regard will be final and conclusive and will be binding on all the participants.

3. All pages of the application annexures, tender documents and schedules shall be **signed by the authorized person** of the firm and shall be duly stamped.

## UNDERTAKING

I/We hereby declare that the information provided above and elsewhere in this tender is true and the tender is liable for rejection if the same is found to be false or the information is found to be suppressed by me/ us. We further certify that we have gone through the tender document and we have fully understood the conditions herein. We hereby assure that we will comply with all the terms and conditions. We further certify that we are Kolkata based Company/Firm undertaking Tours and all statutory approvals/Licenses /Permits etc required for conducting Tours are available for verification

Signature of the applicant with seal :

Date :

Place :

Name & address of the Company / Firm :

BIO-DATA OF THE PARTNERS/ DIRECTORS

1. Name :
2. Association with the Company since :
3. Date of Birth :
4. Professional Qualifications :
5. Professional Experience :
6. Professional Affiliation :
7. Membership in any other Organisation :

Signature of the applicant with  
seal

Date:

Place: :  
(Please enclose testimonials in support)

PAST EXPERIENCE, ORDER VALUE WITH SUPPORTED DOCUMENTS

(Amount in Lac)

Number of Catering Services in the past three years		Period of contract		Type of the Catering undertaken	Value of contract	Catering to no. of Heads	Remarks, if any
		From	To				

(Please enclose testimonials in support)

(Additional sheets, if required may be attached)

Seal of the Company / Firm

Signature of the authorised signatory

Date: \_\_\_\_\_

\_\_\_\_\_  
Name & Designation

ANNEXURE-IV

DETAILS OF CATERING/IN HAND

(Please enclose testimonials in support)

(Amt in Lac)

Number of Catering in hand	Period of contract		Type of Catering	Value of contract (in Rs.)	No. of Heads	Remarks, if any
	From	To				

(Additional sheets, if required may be attached)

\_\_\_\_\_  
Seal of the Company / Firm

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Signature of the authorised signatory

\_\_\_\_\_  
Name & Designation

FINANCIAL BIDCharges for Normal Service for Training / Other Programme  
(Charges to be quoted for per participant/guest per day)

Services to be rendered for trainees / guests	Price Quoted (in Rupees)			
	Maximum Marks (30)	7.5	7.5	7.5
No. of guests ->	(1-30)	(31-60)	(61-100)	Above 100
<b>Break up of item rates</b>				
Breakfast (A)				
Forenoon Tea/Coffee (B)				
Lunch (C)				
Afternoon Tea/Coffee (D)				
Evening High Tea with snacks (E)				
Dinner (F)				
<b>Total (H = A+B+C+D+E+F)</b>	(H 1)	(H 2)	(H 3)	(H 4)

Highest score in Financial Bid will be 30. The lowest bidder will be awarded a score of 30. Score of other bidders will be proportionately reduced by the percentage by which their financial bids will exceed the lowest (L 1) bid.

Example- Amount quoted by L1 bidder say\_ Rs. 100

Amount quoted by L2 bidder say \_Rs. 115

In this case being L1 bidder the score will be 30 marks

Whereas L2 bidder has quoted more by 15%, hence his score will be reduced by 15% that is L2 will have a score of- 25.50

Date:

Place:

Signature and seal of the Tenderer

DECLARATION OF NEAR RELATIVES OF SBI EMPLOYEES

I/We.....S/o/D/o.....

Residing at.....hereby certify that none

of our relatives(s) as defined in the Tender document is/are employed in SBI as per details given in tender document. In case at any stage, it is found that the information given by me is false/incorrect, SBI shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

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

Place :

**Signature with seal of the Firm/Company**

Date:

Name in Capital Letters:

Address:

## ANNEXURE-A

## TENTATIVE WEEKLY MENU

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>BREAKFAST</b>	Bread, Butter, Jam, Milk Cereal, Chhole Bhature, Uthappam With Sambhar & Chatni, Boiled Eggs, Omelette . Fresh Cut Fruits of 4 types, Fruit juice, Black Tea (Normal / Dip), Green Tea And Coffee	Bread, Butter, Jam, Milk Cereal, Aloo Paratha, Idly With Sambhar & Chatni, Boiled Eggs, Omelette. Fresh Cut Fruits of 4 types, Fruit juice, Black Tea (Normal / Dip), Green Tea And Coffee	Bread, Butter, Jam, Milk Cereal, Kachori with Sabzi, Dosa With Sambhar & Chatni, Boiled Eggs, Omelette. Fresh Cut Fruits of 4 types, Fruit juice, Black Tea (Normal / Dip), Green Tea And Coffee.	Bread, Butter, Jam, Milk Cereal, Luchi with Chana Dal, Upma With Sambhar & Chatni, Boiled Eggs, Omelette . Fresh Cut Fruits of 4 types, Fruit juice, Black Tea (Normal / Dip), Green Tea And Coffee	Bread, Butter, Jam, Milk Cereal, Paratha with Aloo Dum, Poha With Sambhar & Chatni, Boiled Eggs, Omelette . Fresh Cut Fruits of 4 types, Fruit juice, Black Tea (Normal / Dip), Green Tea And Coffee	Bread, Butter, Jam, Milk Cereal, Puri with Chana Masala, Dosa With Sambhar & Chatni, Boiled Eggs, Omelette . Fresh Cut Fruits of 4 types, Fruit juice, Black Tea (Normal / Dip), Green Tea And Coffee	Bread, Butter, Jam, Milk Cereal, Puri Aloo Sabzi, Puha, Boiled Eggs, Omelette . Fresh Cut Fruits of 4 types, Fruit juice, Black Tea (Normal / Dip), Green Tea And Coffee
<b>LUNCH</b>	Veg Clear soup with Bread Sticks & Butter, Paneer Butter Masala, Seasonal Vegetable Curry or Murshoom Masala, Aloo Karela Bhaji, Mix Boiled Vegetables, Fish Kalia, Dal Fry, Tawa	Peas Soup with Bread Sticks & Butter, Shahi Paneer, Seasonal Vegetable Curry , Mix Boiled Vegetables, Lauki with Channa Daal, Sorso Fish, Dal Fry, Tawa Roti/Naan, Plain Rice, Jeera Rice,	Sweet Corn Soup with Bread Sticks & Butter, Chhenar Dalna, Mochar Ghanto, Aloo Jhuri Bhaji, Bengali Chorchori , Dahi Fish, Sona	Dal Shorba with Bread Sticks & Butter, Matar Paneer, Navratan Korma, Bhindi Do-Pizya, Mix Boiled Vegetables, Sorso	Cream of Murshoom Soup with Bread Sticks & Butter, Palak Paneer, Brinjal Fry, Mix Boiled Vegetables, Roasted Gobi,	Sweet Corn Soup with Bread Sticks & Butter, Paneer Butter Masala, Aloo Parwal Bhaji, Aloo Posto, Mix	Rice, Roti, Dal, One Paneer Item, One Veg Curry, One Non-Veg item, Dessert



	Roti/Tandoor Roti, Plain Rice, Veg Biryani, Curd Rice/ Curd, Salad, Papad, Misti Dahi	Curd Rice/ Curd, Salad, Papad, Malai Chumchum.	Mung Dal, Tawa Roti/Masala Kulcha, Plain Rice, Corn Rice, Curd Rice/ Curd, Salad, Papad, Sandesh	Fish, Dal Palak, Tawa Roti/Masala Kulcha, Plain Rice, Khuska Pulao, Curd Rice/ Curd, Salad, Papad, Langcha.	Fish Tomato Masala, Dal Fry, Tawa Roti/Mis si Roti, Plain Rice, Kashmiri Pulao, Curd Rice/ Cud, Salad, Papad, Rosogolla.	Boiled Vegetables, Malabar Fish Curry, Dal Palak, Tawa Roti/Naan, Plain Rice, Peas Pulao, Curd Rice/ Curd, Salad, Papad, Baked Bundia.	
<b>Hi-Tea</b>	Samosa, Fruit Sliced Cake, Black Tea (Normal / Dip, Green Tea/ Lemon Tea and Coffee	Aloo Bonda, Veg Sandwich, Black Tea (Normal / Dip, Green Tea/ Lemon Tea and Coffee	Aloo Tikki , Fruit Sliced Cake, Black Tea (Normal / Dip), Green Tea/ Lemon Tea and Coffee	Dhokla, Veg Sandwich , Black Tea (Normal / Dip), Green Tea/ Lemon Tea and Coffee	Chiwra Fry with Veg Cutlet, Papri Chat, Tea (Normal / Dip), Green Tea/ Lemon Tea and Coffee	Veg Sandwich, Dal Pakora, Tea (Normal / Dip), Green Tea/ Lemon Tea and Coffee	Aloo Bonda, Fruit Sliced Cake, Tea (Normal / Dip), Green Tea/ Lemon Tea and Coffee
<b>DINNER</b>	Veg Coriander Soup with Bread Sticks & Butter, Achari Paneer, Aloo Parwal , Mixed Vegetable, Chicken Curry, Dal Tadka, Tawa Roti, Plain Rice, Tomato Rice, Curd Rice/ Curd, Salad, Papad, Rosogolla	Tomato Soup with Bread Sticks & Butter, Kadhai Paneer, Brinjal Masala, Aloo Borboti Bhaji, Chicken Handi, Dal Makhani, Tawa Roti, Plain Rice, Lemon Rice, Curd Rice/ Curd, Salad, Papad, Kamla Bhog	Veg Manchow Soup with Bread Sticks & Butter, Chilli Paneer, Veg Manchurian, Chicken in Hot Garlick Sauce, Yellow Dal, Tawa	Sweet Corn Soup with Bread Sticks & Butter, Paneer Do-Pizya, Aloo Gobhi, Veg Porial, Chicken Rezala, Kali Dal, Tawa	Mix Veg Soup with Bread Sticks & Butter, Paneer Lababdar , Aloo Beans Bhaji, Pindi Chana, Kadhai Chicken, Dal Makhani	Cream of Veg Soup with Bread Sticks & Butter, Baked Paneer, Mixed Veg Bhaji, Chicken Biryani, Dal Makhani , Tawa	Sweet Corn Soup with Bread Sticks & Butter, Paneer Do-Piyaza, Mixed Vegetables, Aloo Bhindi Bhaji, Chicken Kasa,

			<b>Roti, Plain Rice, Veg Hakka Noodles, Veg Fried Rice, Curd Rice/ Curd, Salad, Papad, Monte Carlo Icecream.</b>	<b>Roti, Plain Rice, Tomato Rice, Curd Rice/ Curd, Salad, Papad, Sandesh.</b>	<b>, Tawa Roti, Plain Rice, Tawa Veg Rice, Curd Rice/ Curd, Salad, Papad, Chamcha m.</b>	<b>Roti, Plain Rice, Peas Pulao, Curd Rice/ Curd, Salad, Papad, Fruit Custard.</b>	<b>Yellow Dal, Tawa Roti, Plain Rice, Jodhpuri Pulao, Curd Rice/ Curd, Salad, Papad, Rosogolla.</b>
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**NOTE-** THIS IS A SAMPLE MENU FOR ONE WEEK

## EVALUATION SHEET FOR TECHNICAL BIDS/TECHNICAL PARAMETERS

<b>Parameters</b>	<b>Max Marks</b>	<b>Score</b>
<b>1. CONSTITUTION</b>		
Public Ltd. Co	10	
Private Ltd Co.	08	
Partnership firm	06	
Proprietorship/individual	03	
<b>2. REGISTERED OFFICE IN KOLKATA</b>		
If Yes	10	
If No	Not Eligible	
<b>3. EXPERIENCE IN CATERING BUSINESS AS ON 31.03.2024</b>		
More than 10 Years	10	
5- 10 Years	8	
3-5 Years	6	
Less Than 3 Years	Not Eligible	
<b>4. Catering Experience at Institutions of National Repute in India like IIT/IIM/AIIMS/BIT/NIT etc.</b>		
At 10 or More Institutions	10	
At 5 – 9 Institutions	07	
At 3 – 4 Institutions	03	
At less than 3 Institutions	01	
<b>5. Catering Service Provider at Blue Chip Corporates/PSUs on a regular basis for the last 3 years.</b>		
If Yes	10	
If No	0	
<b>6. AVERAGE ANNUAL TURNOVER from Catering Services for the last 3 years i.e. 2021,2022 &amp; 2023</b>		
Over Rs. 5 crores	10	
> Rs. 3 crore but <= Rs. 5 crore	05	
> Rs. 2.00 crore but < Rs. 3 crore	02	
<b>7. CERTIFICATION</b>		
FSSAI Certification	07	
ISO Certification	03	
Not Certified	Not Eligible	
<b>MAXIMUM MARKS</b>	70	.

NB: Bidders will have to mandatorily furnish documentary evidence for each of the abovementioned Parameters.

BANK GUARANTEE

To,  
Director,  
State Bank Institute of Leadership,  
Ashoka Bhawan (Admin Block),  
Plot No. II F/2, Street No. 329,  
Newtown Action Area III, Rajarhat,  
Kolkata 700 160  
(Hereinafter referred to as “State Bank Institute of Leadership, Kolkata/you”)

Whereas consequent to your Request For Tender dated \_\_\_\_\_ you have awarded the contract vide letter No. \_\_\_\_\_ dated \_\_\_\_\_ to M/s \_\_\_\_\_ having its Corporate Office at \_\_\_\_\_ (hereinafter referred to as “the Vendor”) to \_\_\_\_\_. Whereas as per the payment terms of the said TENDER the Vendor has to submit a Performance Bank Guarantee from any scheduled commercial Bank, other than SBI and its Associate Bank in favour of you.

And whereas, we, \_\_\_\_\_ Bank, having our branch office at \_\_\_\_\_ (hereinafter referred to as “the Guarantor”) on the request of the Vendor hereby expressly and unreservedly undertaken and Guarantee to pay to you, a sum not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only), in the event of any breach by the Vendor of the obligations under the contract, or reasons attributable to the Vendor on account of the same. This Guarantee shall be limited to an amount not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only). You may raise a demand on us in writing stating the amount claimed under the Guarantee and on receipt of your claim in writing, without any demur, protest or contest and without any reference to the Vendor, we the Guarantor shall make the payment under this Guarantee to State Bank Institute of Leadership, Kolkata within 24 hours of receipt of written claim / demand.

We the Guarantor, further confirm that a mere letter from the State Bank Institute of Leadership, Kolkata, that there has been a breach by the Vendor of its obligations or there are sufficient reasons for invoking this Guarantee, shall without any other or further proof be final conclusive and binding on the Guarantor.

We shall not be discharged or released from this undertaking and the Guarantee by any arrangement, variation, violation between you and the Vendor, indulgence to Vendor by you with or without our consent or knowledge and this Guarantee shall be in addition to any other Guarantee or security you possess against the Vendor.

This Guarantee shall be a continuing Guarantee and shall not be discharged by any change in the constitution of the Bank, Guarantor or the Vendor. It is further guaranteed that the payment under this Guarantee shall be made by us on receipt of your written demand as aforesaid making reference to this Guarantee.

Notwithstanding anything contained herein above, our liability under this Guarantee is restricted to Rs \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).

This Guarantee shall remain in full force and effect for a period of \_\_\_\_\_ months up to \_\_\_\_\_ unless a claim under this Guarantee is made against us within one month from that date i.e. on or before \_\_\_\_\_, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

Thereafter, our Guarantee shall be considered as null and void whether returned to ourselves or not.

Date:

For \_\_\_\_\_  
(Branch and Bank)

Place:

**ANNEXURE-D**

**FINAL SCORING SHEET**

<u>Name of the Firm/Company</u>	<u>Score as per Technical Evaluation Sheet as per Annexure-V (Maximum Marks -70)</u> <u>(i)</u>	<u>Score in Financial Bid as per Annexure-VII (Maximum Marks-30)</u> <u>(ii)</u>	<u>Total 100 (Maximum Marks)</u> <u>(i+ii)</u>