



बैंक ऑफ़ बड़ौदा *Bank of Baroda*



CANTEEN TENDER NOTIFICATION

Sealed tenders are invited for the works mentioned below:

1. Name of work Tender for running staff canteen at Regional Office Banswara.
2. Earnest Money Deposit: Rs. 5,000/- DD drawn in favour of Bank Of Baroda payable at Banswara.
3. Date of Issue of tender 21.06.2024
4. Last Date of tender 11.07.2024
5. Tender can be downloaded Bank's website: www.bankofbaroda.com --- Tender Section
6. Date of submission Sealed envelopes to be submitted on or before the due date at 3 pm at:
Bank of Baroda, Regional Office, Second Floor, Khadi Flex,
Shaheed Hemu Colony Tiraha, Banswara (Raj) 327001.
7. Date of opening technical bid Technical Bid will be opened on the last date of tender
11.07.2024 at 3:30 pm at Bank of Baroda, Regional Office, Second
Floor, Khadi Flex, Shaheed Hemu Colony Tiraha, Banswara (Raj)-
327001.

Regional Manager Banswara

Place: Banswara

Date: 19.06.2024





ELIGIBILITY CRITERIA

1. The intending tenderer shall be an individual and firm/company/partnership/proprietorship firm registered under the Indian Companies Act, 1956/the partnership Act, 1932 and who have their registered offices in Banswara or Rajasthan. Documents in this regard to be submitted.
2. The intending tenderer should have sufficient manpower to cater food for about 30-40 people at canteen and to serve coffee/tea/snacks twice a day.
3. Vendor should not be defaulter of bank's loan/ government agency. Undertaking in this regard to be submitted.

INSTRUCTIONS TO THE TENDERERS

1. The Bank's staff Canteen is provided with latest kitchen equipment's. The state of art Canteen measures of 200 sq.ft. approx. The selected bidder will be provided canteen space free of rent, free water and free electricity.
2. The scope of the service covers providing Tea/Coffee/beverages, snacks and meals/Lunch as per the items mentioned in the price bid.
3. The tender consists of two parts, namely,
i) Eligibility Criteria (Technical Bid) ii) Price Bid
4. Tender forms can be downloaded from our website.
5. The tenders should be submitted along with a D.D. for Rs.5,000/- as EMD (Refundable) and a D.D. for Rs.500/- towards fee for the tender which is (nonrefundable) favoring Bank of Baroda on Banswara. The EMD of unsuccessful intending tenderers will be returned within a week and successful intending tenderer EMD amount will be kept as security deposit and refundable after expiry of contract period.
6. The "Technical Bid":- All the relevant papers as per the eligibility criteria (Technical Bid) with enclosures along with D.D. for Earnest Money Deposit (EMD) for Rs.5,000/-and D.D. for Rs.500/- towards cost of tender should be enclosed in a sealed cover superscribed as Technical bid - "Eligibility Criteria for Bank of Baroda Staff Canteen Tender". No interest shall be payable on EMD.
7. The "Price Bid":- The price bid format enclosed to the tender documents should be submitted in a separate sealed covers superscribed as "Price Bid for Bank of Baroda Staff Canteen" and "Price Bid for Canteen".
8. Both the covers as per Sl.No.6 and 7 above should be put in a single sealed cover super scribed as "Tender for Bank of Baroda Staff Canteen".
9. Each cover should invariably contain full address and telephone number of the establishment so as to facilitate for easy inspection of the establishment if required.
10. Tenders received and not enclosed with Demand Draft for EMD and fee of the tender will be treated as invalid and will be rejected.
11. Tenders which do not fulfill all or any of the above conditions or are incomplete in any respect, are liable to be rejected.
12. The contract should not be leased/ entrusted to sub-Contractors under any circumstances. Persons below the age of 18 years shall not be engaged for the work. The Contractor will submit medical certificate/any other certificate as age proof of the workmen deployed by him.





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13. Technical bids will be opened first and evaluated based on the documentary and evaluation criteria including minimum eligibility criteria stipulated in the tender document. Commercial bids of only technically suitable/ qualified bidders will be opened.
14. After ascertaining the eligibility criteria, the price bids of only eligible tenderers will be opened on Bank's convenient date and will be intimated to the eligible tenderer.
15. The rate is to be quoted after considering Minimum Wages as prescribed by Central Ministry of Labour & Employment, Govt. of India, as applicable on the date of issue of this Tender. ESI, PF & other statutory requirements and other obligations of this tender document or any compensation for lay-off/ retrenchment or closure in respect of personnel employed by him/her
16. The rates quoted (inclusive of all relevant taxes and service charge) would be valid for a period of one year. No request for upward revision in the rates will be considered during the validity period of the contract.
17. No ambiguity should be there in the quoted price and the rate must be as per the price bid format. Conditional offer or the proposal not furnished in the format attached.
18. Earnest Money Deposit (EMD) amount is liable to be forfeited if the successful tenderer selected for the work fails to sign the formal agreement or fails to commence the Canteen within the period stipulated by the bank.
19. The successful tenderer should be able to start the Canteen with effect from the issue of Work Order.
20. The successful tenderer should deposit a sum of Rs 5,000/- (Five thousand only) for due fulfillment of the contract as security deposit.
21. The EMD amount of Rs.5,000/- (Rupees five thousand only) as EMD (Refundable) and security deposit of 5,000/- (Rupees five thousand only) will be refunded to the successful tenderer on the end of the contract. If any damages done to the Banks property during the contract period the amount will be adjusted/recovered from the EMD/Security deposit held with us.
22. The contract will be valid for 03 year. After completing the contract period, the Bank may decide to extend the contract period at the same rates for another 03 year after review. In case of unsatisfactory services during the contract period, Bank is vested with the power to terminate the contract by giving 1 month prior notice.
23. The Contractor has to ensure that cooking/servicing vessels are properly washed. Spoons/tumblers/plates are to be washed in hot water only. The Contractor should provide uniform to the staff members at their own cost.
24. The successful tenderer should provide the required number of brand new utensils for serving the food/beverages, crockery, the quality of which should be approved by the bank. Any crockery with hairline cracked broken etc. will have to be replaced with brand new at all times.
25. The Coffee/Tea should be served in porcelain cup or steel glass or disposable paper cups.
26. The successful tenderer will enter into an agreement as per Banks format on a stamp paper of requisite value with the bank within a week of acceptance of his tender.
27. The successful tenderer shall attend the meeting as and when convened. If the successful tenderer fails to do so for 3 consecutive meetings, Bank shall have the right to issue termination notice for the contract.
28. Accommodation to Canteen Employees/Workers working at our Canteen shall be arranged by the Contractor outside our premises at their own expenses.



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29. Any complaints received from the staffs regarding the service/food/snacks items /cleanliness of the crockery items more than 3 time, after 3rd time Bank reserves the right for each complain an amount of Rs.5,000/-will be deducted as a penalty from the successful intending tenderers EMD amount.
30. Any of the equipment/furniture items provided by the Bank in the canteen got damaged or repaired or lost, the expenditure amount costing for the particular items has to be replaced by the successful intending tenderer immediately or else Bank reserves the right to deduct the amount from the successful intending tenderers EMD amount.
31. The Total number of staff working in Regional Office Banswara is approximately 30 Numbers.
32. The Contractor has to prepare and serve food items for Bank's staff members and such persons duly authorised by the Bank. There will be no guarantee on minimum turnover in the Food consumed in the staff canteen.
33. Supply of tea/coffee/snacks during morning and afternoon to be undertaken by the Contractor:
 - a) Tea at 11.00 a.m.
 - b) Tea at 3.00 p.m.
34. Contractor should display of rate list of menu items in the canteen. The canteen should function from 8.00 a.m. to 8.00 p.m.
35. Contractors should provide lunch to staff members between 1 PM to 2.30 PM as per Schedule A on all working days of the Bank.
36. Regarding Executive lunch, the number of lunch to be provided is fixed at 5. If any extra Lunch needed will be ordered on requirement basis. Lunch is normally not required on Sundays and holidays. However if ordered separately on Sundays or Holidays the same should be provided. Utensils/ cutleries etc., are to be provided at Canteen by the caterers only. Storing arrangement will be available for this purpose.
37. The minimum required items of Executive menu as per Schedule B are furnished in the tender.
38. The Tender amount to be quoted per Executive lunch per person excluding GST for Executive Canteen. Minimum cost of 5 members lunch will be payable by the Bank even if the actual number of the persons attending is less than 5 on any day. Payment will be made by the bank once in a month for Executive Canteen on or before 10th of the succeeding month on submission of the bill.
39. The Contractor should have personnel with relevant experience at the supervisory level. The supervisor must have the ability to supervise the entire affairs of the staff canteen and must have cordial disposition. The support staff must have necessary experience of table service.
40. Bank will not grant any subsidy to the Contractor and the cost of fuel shall be borne by the Contractor. Further, necessary space, electricity, water and use of existing infrastructure will be provided free of charge by the Bank. The final price of items to be served in the staff canteen/Executive Canteen shall be considered based on the above mentioned facilities.
41. The bank reserves the right to accept or reject any tender or all the tenders without assigning any reason whatsoever.
42. The Contractor should abide by the rules and regulations framed by the Bank from time to time.
43. High standard of hygiene and cleanliness shall be maintained regularly, which will be verified periodically by the bank officials.





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44. The Contractor should ensure that waste disposal is done as per the prevailing rules of local authorities. The Contractor shall be responsible for payment of penalty, if any, imposed in this regard by the Authorities.
45. Modern Kitchen equipments for cooking. Additional utensils, if required, have to be arranged by the Contractor. However, the cost of edible materials and transportation will be borne by the Contractor. The Contractor may visit the Bank premises to have a fair idea of existing cooking articles.

Infrastructure to be provided by the Bank:

1. Kitchen is provided.
2. Dining area with table, chairs, water purifier etc.
3. Electricity connections/points for Electrical Equipment's etc. The electricity bill and water supply would be borne by the Bank.

Force Majeure :

Neither the bank nor the Contractor shall be considered in default in performance if such performance is prevented or delayed because of war, hostilities, revolution, civil commotion, strike, epidemic, accident, fire, wind, flood, earthquake or because of any Government action or of any act of God or of any other cause whether similar or dissimilar nature beyond the reasonable control of the party affected. Should one or both the parties be prevented from fulfilling their contractual obligations by a State of Force Majeure lasting continuously for a period of six months, the two parties shall consult with each other regarding the future implementation of the agreement.

TERMS & CONDITIONS OF CONTRACT

CATERING SERVICES

SERVICES TO BE RENDERED

If the contract is awarded, the Contractor shall prepare and serve fresh and wholesome meals/snacks/beverages to the employees of the Bank and such others as approved by the Bank from the date of contract.

MENU & QUANTITY

The meals/snacks to be supplied by the Contractor shall be of the type and in quantities with fixed prices as approved by the Bank, inclusive of all taxes. The Contractor shall not prepare or server any other items without the prior approval of the Bank. A schedule of daily menu with alterations or additions in the service items decided based on the recommendations of the Bank and communicated to the Contractor through Officer in Charge shall have to be strictly followed by the Contractor.

QUALITY OF RAW MATERIALS AND FINISHED PRODUCTS





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The food shall be good, wholesome and of best quality as approved by the Bank. Before using the raw materials and other ingredients for cooking, the Contractor shall ensure their quality and wholesomeness. The ingredients should be cleaned and washed before cooking. The Bank through its authorized representatives shall have the authority to carry out test checks at their convenience of the raw materials, ingredients used for cooking, cooking arrangements and for finished eatables and will have absolute right to reject the cooked or raw items if they do not meet the required standard at its sole discretion and the same would be destroyed at the cost of the Contractor.

SERVICE POINTS & TIMINGS

The Contractors shall be required to provide canteen services in the canteen premises on all the working days, Sundays & Public Holidays as and when specifically required due to administrative exigencies.

The Contractors should provide lunch to Executives between 1.00 pm to 3 pm and to staff members between 1.00 PM to 2.30 PM on all working days of the Bank.

The Contractors should provide supply of tea/coffee/snacks during morning and afternoon to be undertaken by the Contractor:

a) Tea at 11.00 a.m.

b) Tea at 3.00 p.m

The Contractor shall provide, if requested, to provide services for meetings, interviews and other official occasions at such places as may be at the same rates as would be finalized.

If at any time during the subsistence of the contract, the Bank desires to utilize the services of the Contractor for any special parties, catering to the participants of the training program arranged by the bank or otherwise, the Contractor shall arrange the same at the rates to be mutually agreed upon and provide necessary services at the time and places to be decided by the bank.

Notwithstanding anything herein contained, the Bank will have the right to use the Cafeteria at any time on all days including holidays, as may be required.

CONTRACTOR'S OBLIGATION

The Contractor shall be responsible for proper housekeeping & maintenance/ up keep of canteen premises like regular washing/cleaning of the entire Canteen floor including toilet, wash basin, mirrors, kitchen equipment, etc., twice a day to the satisfaction of the bank officials. Utmost importance has to be given towards cleanliness of the premises.

The Contractor shall keep the entire premises, utensils, crockery etc, clean, neat and hygienic. He shall use and provide at his own expenses, the prescribed detergents and other requisites for this purpose.

It shall be the responsibility of the Contractor to maintain the main canteen and other places used by him clean, neat and hygienic. For this purpose, he is required to engage adequate staff.



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The Contractor shall not use or allow to be used the Canteen premises or any part thereof for dwelling purposes and shall not allow any outsiders to loiter in and around the canteen without valid authority.

When materials supplied by the Bank becomes unserviceable and if these are to be replaced by the bank, the same would be replaced only against the return of unserviceable materials by the Contractor, otherwise the cost of such materials shall be borne by the Contractor.

For any damage, breakage or loss of any equipment of property of the Bank, the Contractor shall have to make good the same at his own cost failing which the amount will be recovered from his security deposit or from other dues as otherwise to him by the Bank or otherwise recovered.

The Bank reserves the right to free access through its authorized representative (s) to inspect the Canteen, Stores, Equipments and food for ensuring their wholesomeness, cleanliness, quality and quantity at all times without any prior notice.

The tenderer will take all precautions against accidents at Canteen during the period of his contract and will insure his materials, workmen and personnel against all accidents with recognized Insurance Company. Tenderer shall also insure against third parties risks.

The Contractor shall make regular and full payment of wages/salaries and other payments to its employees and furnish necessary proof, as and when demanded by the officer in charge of the bank/concerned department of Central, State and local government agencies.

The Contractor shall be responsible for the compliance with applicable laws or which might become applicable, rules and regulations relating to Contract Labour (Regulations & Abolition Act, 1970), Shops & Establishment Act, Factories Act 1948, Employees Provident Funds & Miscellaneous Provision Act 1952, Payment of Gratuity Act 1972, Payment of Bonus Act 1965, Payment of Wages Act 1936, Minimum Wages Act 1948, Workmen's Compensation Act 1923, ESI Act 1948 or such other Acts, laws or regulations passed by the Central/States, Municipal & Local Government agency or authority.

The Contractor shall also be liable to pay leave, salary etc. and shall be liable to observe statutory working hours.

The Contractor shall give timely wages to employees and a certificate to this effect should be submitted to the Officer in Charge.

Proper records shall be maintained by Contractor with respect to the above Acts and such other Acts as may be applicable to Contractor's working

The optimum requirement in the canteen may vary from time to time for efficient and timely catering covering all categories of personnel required to be provided for canteen services, for which the contractor must at all times maintain the needed manpower on shift basis. For any increases in manpower for efficient running of the canteen services, the Contractor shall not be entitled to additional remuneration.

The Contractor shall maintain a register showing names and addresses of the persons engaged alongwith photographs of each person and shall produce the same for inspection on demand by Officer in Charge or such other persons so authorized by Bank.





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On termination of this agreement, the Contractor shall discontinue to use and handover vacant and peaceful possession of the Bank premises of the said canteen or other premises together with the fixtures, equipments and articles in good condition of the bank.

SCOPE OF WORK

The quantity and quality of meals/snacks and other items shall be as approved by bank. The quantity of the ingredients to be used for preparation of meals/snacks shall be strictly in accordance with the norms laid down by bank.

The Contractor or his representative shall be required to make routine visits to various distribution points inside the building in order to ensure smooth meals/snacks services.

TERMINATION OF CONTRACT

If it is found that the quality of items supplied by the Contractor and/or the services render are unsatisfactory or that the Contractor has violated any terms and conditions of the contract and agreement, then in that event, the Bank will be entitled to terminate the agreement, then in that event, the Bank will be entitled to terminate this contract, at any time without assigning any reasons whatsoever and without notice.

GENERAL

Contractor shall adhere to safety practices and avoid hazardous and unsafe working conditions and shall comply with the safety rules in force from time to time.

The canteen premises will be in possession of the Bank and the contractor is permitted to enter the premises to run the canteen only.

Contractor shall use the canteen only for the purpose of this agreement/contract and shall not make or permit to be made any structural additions or alterations.

Penalties / Fine

(The penalty will be deducted out of monthly bill payable to the Contractor in case of violation/s) Violation	Penalty per complaint
Violation of any other tender term not mentioned below	Rs.2,000/-
Cockroaches, flies, insect etc., in items	Rs.5,000/-
Usage of spoiled/stale food ingredients eg: rotten	Rs.5,000/-
Vegetables, infected grains, expired items. Poor maintenance/tampering with property	Rs.2,000/-
Presence of unwanted items in food: Harmful items like blade, glass, metal wires, nails, pieces of plastics etc.	Rs.2,000/-





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Three or more complaints related to cleanliness in a day/week	Rs.5,000/-
Certain item was not cooked properly / overcooked / extra spicy / extra oily	Rs.5,000/-
Food poisoning	Forfeiture of PBG and cancellation of contract
Non adherence to the timings mentioned in the tender	Rs.2,000/-
Changes in listed items without permission	Rs.2,000/-
If the quality of items is not found to be appropriate, or it is diluted.	Rs.5,000/-
Inappropriate personal hygiene of workers	Rs.5,000/-



(Handwritten signature)