E - Tender

Tender for Providing Catering Services at NABARD, Head Office, Mumbai

National Bank for Agriculture and Rural Development
Department of Premises, Security and Procurement,
NABARD Head Office
Gr. Floor, “A” Wing, C-24, G Block,
Bandra-Kurla Complex, Bandra (E)
Mumbai – 400051

djsp@nabard.org
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E - Tender

Tender for Providing Catering Services at NABARD, Head Office, Mumbai

NABARD
National Bank for Agriculture and Rural Development
Department of Premises, Security and Procurement,
NABARD Head Office
Gr. Floor, “A” Wing, C-24, G Block,
Bandra-Kurla Complex, Bandra (E)
Mumbai – 400051
dsp@nabard.org

PART-I
TECHNICAL BID
I. NABARD invites sealed Tenders from Bidders of repute and experience to provide catering services to its staff/officials/visitors in the Executive Lounge / Officers’ Lounge / Staff Canteen of NABARD located in its Premises at C - 24, ‘G’ Block, Bandra - Kurla Complex, Bandra (East), Mumbai 400051 as per the schedule given below:

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Particulars</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Estimated Cost of the Project</td>
<td>₹160.00 lakh per annum</td>
</tr>
<tr>
<td>2</td>
<td>Period of Contract</td>
<td>2 years</td>
</tr>
<tr>
<td>3</td>
<td>Date of Tender</td>
<td>29 March 2022</td>
</tr>
<tr>
<td>4</td>
<td>Selection Method</td>
<td>Tender will be awarded to the Bidder with the highest score based on the Quality and Cost Based Selection (QCBS) Evaluation Method.</td>
</tr>
<tr>
<td>5</td>
<td>Tender issued by</td>
<td>NABARD</td>
</tr>
<tr>
<td>6</td>
<td>Availability of Tender</td>
<td>Tender can be downloaded from <a href="https://www.nabard.org/">https://www.nabard.org/</a>, <a href="https://nabard.eproc.in">https://nabard.eproc.in</a>, <a href="https://eprocure.gov.in">https://eprocure.gov.in</a></td>
</tr>
<tr>
<td>7</td>
<td>Type of Tender</td>
<td>e-Tender</td>
</tr>
<tr>
<td>8</td>
<td>Website for operation of Tender</td>
<td><a href="https://nabard.eproc.in">https://nabard.eproc.in</a></td>
</tr>
<tr>
<td>9</td>
<td>Nodal Officer for correspondence and Clarification</td>
<td>Shri Imtaj Aga, Asst. Manager, DPSP (022 – 26539145)</td>
</tr>
<tr>
<td>10</td>
<td>Last date for submission of Pre bid queries</td>
<td>11:00 AM on 10 April 2022 by e-mail (<a href="mailto:dpsp@nabard.org">dpsp@nabard.org</a>)</td>
</tr>
<tr>
<td>11</td>
<td>Pre-Bid meeting date, time and venue</td>
<td>11:00 AM on 12 April 2022 in DPSP at Ground floor, ‘A’ wing, DPSP, NABARD Head Office</td>
</tr>
<tr>
<td>12</td>
<td>Issue of addendum/ clarification (if any)</td>
<td>13 April 2022 in NABARD Website (<a href="http://www.nabard.org">www.nabard.org</a>)</td>
</tr>
<tr>
<td>13</td>
<td>Last date of bid submission</td>
<td>E -Tenders must be submitted latest by 2.00 PM on 19 April 2022 at <a href="https://nabard.eproc.in">https://nabard.eproc.in</a></td>
</tr>
<tr>
<td>14</td>
<td>Opening of Technical bid</td>
<td>19 April 2022 at 03:00 PM</td>
</tr>
</tbody>
</table>
15. **Opening of Price bid**

E - Tenders will open at [https://nabard.eproc.in](https://nabard.eproc.in), only those agencies recommended by the Visit committee and based on marks scored in QCBS.

| 16 | Earnest Money Deposit | ₹3,20,000=00 (Rupees Three Lakh Twenty Thousand Only). |
| 17 | Security Deposit (SD) /Retention Money Deposit (RMD) | @5% of Annual Contract Value as calculated based on the quoted rates for basic catering services. |

**II. Important details of the tender are as under:-**

1. The selected Bidder (contractor) will be required to serve snacks & tea in the morning & evening and lunch in Executive Lounge, Officers Lounge and Staff Canteen on all working days and on select days as and when required. The contractor shall also provide tea / coffee to all staff members on all working days.

2. NABARD will provide required space for kitchens / dining and crockery / kitchen equipment and furniture in the dining areas. NABARD will provide water and electricity free of cost. While bidding, this may specifically be taken into account.

3. The contractor will source gas, food ingredients, labour etc. at their own cost, prepare the food items in the premises and serve the same in a hygienic manner. The Bidder will serve snacks / tea / lunch etc., at a rate approved by NABARD. Employees will make payment by meal voucher / meal card / cash or any such instrument as decided by NABARD.

4. The contractor will be responsible for removal of the garbage and keep the assigned premises clean.

5. The estimated cost for the service over a period of 2 years is ₹3.20 Crore (₹1.60 Crore per annum).

6. The contract shall be initially for the period of 02 years from the date of commencement of services, which would be renewable for further period at the discretion of NABARD. However, continuance of contract will be subject to Performance Review done by appropriate authority/committee of NABARD during the agreement period.

7. Interested Bidders may download the tender document from any one of the following options - NABARD’s website [www.nabard.org](http://www.nabard.org), Central Public Procurement Portal [https://eprocure.gov.in](https://eprocure.gov.in) or C1 India website [https://nabard.eproc.in](https://nabard.eproc.in)

8. The process of e-tendering will be processed only at the C1 India website, [https://nabard.eproc.in](https://nabard.eproc.in)

9. Two Bids will have to be submitted by the Bidder at the C1 India website of which first part will be the Technical Bid which will contain the Pre-qualification criteria, Terms and Conditions Integrity Pact and documents providing pre-qualification criteria and second part be the Financial Bid which contain duly priced schedule of Items.
10. Integrity Pact (IP) (Annexure IX) to be executed on non-judicial stamp paper of ₹200-00 as per format given, duly signed and stamped by the bidder. **Tenders submitted without IP will summarily be rejected and their Financial Bid will not be opened.** Further, it may be noted that those Bidders, whose technical bid is found to be suitable, as per the pre-qualification criteria, as given in Annexure I will only be identified for proceeding the Price bid.

11. The likely annual payment for all services together, to be worked out as per the quotes submitted by the bidders, will form the basis for selection of the Bidder.

12. NABARD reserves its right to make necessary changes / alteration in the tender conditions keeping in view the ongoing pandemic COVID-19. The endeavour would be to notify the bidders, about the changes / alterations, so made.

13. NABARD reserves the right to accept or reject any or all offers without assigning any reasons whatsoever and its decision in this regard shall be final and binding.

14. In case of any difference in interpretation between English and Hindi version any particular clause of this tender document, the English version will prevail.

15. The tender consists of the following documents:

   Part – I (Technical Bid)
   a. NIT
   b. Guidelines / Procedure for e-tender
   c. Form of Tender
   d. Pre-Qualification Criteria
   e. Scoring Model for Evaluation of Tender
   f. Scope of Work
   g. Terms & Conditions
   h. Integrity Pact
   i. Article of Agreement
   j. Indemnity Bond

   Part – II (Price Bid)
   Duly priced schedule of items.

For any clarifications, you may contact DPSP personally or by sending e-mail at [dpsp@nabard.org](mailto:dpsp@nabard.org).

Yours faithfully

*Sd/-*
(A. K. Pittan)
Dy. General Manager
Annexure - I

Guidelines / Procedures for e-tender

This is an e-procurement event by C1 India (https://nabard.eproc.in) on behalf of NABARD. You are requested to read the terms & conditions of this tender before submitting your online tender. Bidder who do not comply with the conditions with documentary proof (wherever required) will not qualify in the Tender for opening of price bid.

Process of e-tendering

(A) Registration: -

The process involves bidder’s registration with C1 India’s e-procurement portal which is free of cost. Only after registration, the bidder(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Price Bid over the internet will be done. The Bidder’s should possess Class III or above signing type digital certificate. Bidder’s are to make their own arrangement for bidding from a P.C. connected with Internet. C1 India is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: The price bid and the commercial bid has to be submitted on-line at https://nabard.eproc.in

(1) Bidder’s are required to register themselves online with C1 India and create own user id and password.

(2) Bidder’s will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. Bidder are advised to refer to the NABARD e-tender manual for detailed guidance. In case of further clarification, please contact C1 India, (before the scheduled time of the e-tender).

Contact person (C1 India):
Contact Details for on-line e-tendering support

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of the Person</th>
<th>email</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Fairlin Jivin</td>
<td><a href="mailto:fairlin.jivin@c1india.com">fairlin.jivin@c1india.com</a></td>
<td>+91-124-4302000 Ext 112</td>
</tr>
<tr>
<td>2.</td>
<td>Saranraj Niacker</td>
<td><a href="mailto:saranraj.naicker@c1india.com">saranraj.naicker@c1india.com</a></td>
<td>+91-124-4302000 Ext 110</td>
</tr>
</tbody>
</table>

Primary Contact

Secondary Contact
<table>
<thead>
<tr>
<th><strong>System Requirement:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hardware Required:</strong></td>
</tr>
<tr>
<td>- Minimum Hardware Requirements:-</td>
</tr>
<tr>
<td>- Pentium IV and Above</td>
</tr>
<tr>
<td>- Minimum 4 GB RAM</td>
</tr>
<tr>
<td>- An available USB port (If Certificate is in USB-Token)</td>
</tr>
<tr>
<td>- User has to install USB-Token drivers into computer system before usage of application.</td>
</tr>
<tr>
<td>- If USB-Token driver is not installed before usage of application user cannot use his certificate for application</td>
</tr>
<tr>
<td>- Reliable Internet Connectivity.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Other Requirements</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System:</strong> Windows 7, vista, Windows 8, etc.</td>
</tr>
<tr>
<td><strong>Browser Version:</strong> Internet Explorer Versions 10 or above</td>
</tr>
<tr>
<td><strong>Note:</strong> Website will work only on Internet explorer</td>
</tr>
<tr>
<td><strong>Java Component:</strong> Go to Control panel&gt;Add/Remove Programs/ Programs and features</td>
</tr>
<tr>
<td>Check whether Java Runtime Environment is installed on your machine or not. (Only Single Java should be installed on the Machine)</td>
</tr>
<tr>
<td>Java Runtime Environment (Latest Java Download from <a href="http://www.java.com">www.java.com</a> Offline mode)</td>
</tr>
</tbody>
</table>

2.

**I.** Part I Technical Bid will be opened electronically on specified date and time as given in the NIT. Bidder(s) can witness electronic opening of the bid.

**II.** Part II Price bid will be opened electronically of only those bidder(s) whose Part I Technical Bid is found to be Technical Bid acceptable by NABARD. Such bidder(s) will be intimated about the date of opening of Part II Price bid, through valid e-mail confirmed by them.

**Note:** The tenderers are advised to offer their best possible rates. There would generally be no negotiations hence please submit your most competitive prices while submitting the price bid. However, in case the lowest rate appears to be reasonable taking into account the prevailing market conditions, the order may be awarded to the lowest bidder and if the rate is still considered high, action as per prevailing instruction/guideline shall be taken.
3. All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

4. Bidder’s are instructed to use Attach Documents link in bidding floor to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 20 MB. For further assistance, please follow instructions of bidder guide. Special Note towards Transaction fee: The bidders shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the bidder login. The bidders have to select the particular tender from the event dropdown box. The bidder shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the bidder shall generate a challan by filling up a form. The bidder shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the bidder shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to C-1 India’s designated bank account, the transaction fee shall be auto authorized and the bidder shall be receiving a system generated mail. Transaction fee is non-refundable. A bidder will not have the access to online e-tender without making the payment towards transaction fee.

Note: Bidder are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.

5. All notices and correspondence to the bidder(s) shall be sent by e-mail only during the process till finalization of tender by NABARD. Hence, the Bidder are required to ensure that their corporate e-mail I.D. provided is valid and updated at the stage of registration of bidder

6. (i) Please note that there is no provision to take out the list of parties downloading the tender document from the web site mentioned in NIT. As such, Bidder are requested to see the web site once again before the due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. The responsibility of downloading the related corrigenda, if any, will be that of the downloading parties.
(ii) No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderer (s) who have downloaded the documents from web site. Please see Website nabard.eproc.in

7. E-tender cannot be accessed after the due date and time mentioned in NIT.

8. Bidding in e-tender:
   (a) The process involves Electronic Bidding for submission of Technical Bid as well as Price Bid.
   (b) The bidder should allow to run an application namely enApple by accepting the risk and clicking on run. This exercise has to be done twice immediately after clicking on the Technical Bid. If this application is not run, then the bidder will not be able to save/submit his bid.
(c) After filling the Technical Bid, Bidder should click ‘save’ for recording their Technical Bid. Once the same is done, the Price Bid link becomes active and the same has to filled up and then bidder should click on “save” to record their price bid. Then once both the Technical Bid & Price Bid has been saved, the bidder can click on the “Submit” button to register their bid.

**NOTE:** - The Technical Bid & Price Bid cannot be revised once the “Final Submission” button has been clicked by the bidder. In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.

The Bidder are required to check at the time of submitting technical bid photocopies of following documents should be enclosed/uploaded (Documents in original should be produced for verification as and when it is required by NABARD, failing which their bids will be summarily / out rightly rejected and will not be considered for any further correspondence):

- a) Registration Certificate as per existing norms (indicating the legal status – Company / Partnership firm/ Proprietorship Concern, etc.)
- b) Copy of GST Registration Certificates
- c) Copy of PAN Card
- d) ESI Registration Number
- e) PF Registration Number
- f) Copies of Income Tax Return filed for last three financial years
- h) Charted account Certificate as per the format mentioned in Annexure V.
- i) Copies of Quality Assurance Certification like FSSAI, ISO 9001 etc.
- j) Valid Registration Certificate issued by Competent Authority of Labour Department,
- k) Work Experience Details, service provided to Government Departments /PSUs/Autonomous Bodies/ Corporate Bodies (Copies of Purchase Orders and completion certificates as required by Technical Bids received from Government Departments / PSUs / Autonomous Bodies / Corporates during each of the last three years should be enclosed / uploaded with clearly indicating the annual payment given to the bidder.
- l) Contract Details of Contracting Establishments
- m) EMD details Receipt or Certificate in case of MSME as mentioned in Clause 16 of Terms & Conditions (Annexure II).
- n) Integrity Pact.
Annexure-II

Form of tender
(On Bidders' Letterhead)

Place:  
Date:  

The Chief General Manager  
Department of Premises, Security and Procurement  
NABARD Head Office  
Ground Floor “A” Wing, C -24, G- Block,  
Bandra Kurla Complex, Bandra (East)  
Mumbai 400 051  
e-Tender for Catering Services at NABARD Head Office Mumbai.  

Having examined the requirements, conditions and schedule of quantities relating to the captioned work and having visited and examined the site of the works and having acquired the requisite information relating thereto as affecting the tender. I/We hereby offer to take up the work of catering at NABARD Head Office, Mumbai at the rates mentioned in the price bid and in accordance with the conditions of the tender and conditions of contract attached hereto.  

We also agree that our tender will remain valid for acceptance by NABARD for 90 days from the date of opening of the tender and this period of validity can be extended for such period as may be mutually agreed between NABARD and us in writing. We also agree to keep the earnest money valid during the entire period of validity of tender.  

Should this Tender be accepted, I/we hereby agree to abide by and fulfil all the Terms and Conditions of the Tender and in default thereof, to forfeit and pay to you or your successors, or assignees or nominees (in Office) such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the Contract.  

I/We understand that NABARD is not bound to accept the lowest tender and reserves the right to accept any tender whether lowest or not as per the evaluation methodology as indicated in the tender document. I/We also understand that NABARD reserves the right to reject all the tenders without assigning any reason therefor and NABARD can also reject any tender which prima facie violates any law applicable in the context of this tender.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description of work</td>
<td>Catering Services at Bank’s Head Office Building at Mumbai</td>
</tr>
</tbody>
</table>
| Location                 | National Bank for Agriculture and Rural Development  
                               Plot No C-24, “G” Block, Bandra – Kurla Complex  
                               Bandra East Mumbai 400051                                      |
| Earnest Money            | ₹3,20,000=00 (Rupees Three Lakh Twenty Thousand Only)                     |
| Period                   | 2 years                                                                 |
Retention Money Deposit (RMD) 5 % of annual contract value shall be deposited within 14 days of award of work.

Statutory Deductions Statutory Deductions such as Income Tax and GST, etc. shall be deducted from bills as per applicable rates.

Terms of payment Full and final payment shall be made to the bidder on completion of work to the satisfaction of NABARD. No advance / interim payment shall be made.

Should this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions or the said Conditions of the tender annexed hereto in so far as they may be applicable. In case of in default the EMD will be forfeited and pay to the National Bank for Agriculture and Rural Development.

Our Bankers are:
I. ........................................... Bank, ........................................... Branch, ..........................................., Mumbai
II. ........................................... Bank, ........................................... Branch, ..........................................., Mumbai
III. Type of account: Savings / Current account

IV. Bank Account No. :

V. IFS code of Bank and branch :

The names of partners of our firm are:
i) ii) iii) 
Name of the partner of the firm 
Authorized to sign:

OR 
Name or person having Power of Attorney to sign the contract (Certified copy of the Power of Attorney should be attached):

Yours faithfully,

Signature of Tenderer with stamp
E-mail id:
PRE-QUALIFICATION CRITERIA

1. The Bidders should have an Office in Mumbai.
2. The Bidder may be a sole proprietary concern, partnership firm or a company and should be in existence for at least for the 7 years as on 31-12-2021.
3. Bidder having necessary experience in providing catering services to reputed organizations like All India Financial Institutions, Public Sector Banks / Undertakings, MNCs and large Private Sector Companies and who are catering to more than 500 persons daily only can apply.
4. The Bidder should have achieved minimum annual sales turnover of ₹48=00 Lakh (Rupees Forty-eight Lakh Only) in each one of the last three years i.e., 2018-19, 2019-20 and 2020-21.
5. The bidder should have successfully carried out the contracts during the past 03 years as on 31.03.2021, at least:
   5.1.1. Three institutional catering works with annual individual contract value (turnover) not less than ₹64=00 lakh, or
   5.1.2. Two institutional catering works with annual individual contract value (turnover) not less than ₹80=00 lakh, or
   5.1.3. One institutional catering works with annual contract value (turnover) not less than ₹128=00 lakh
6. The turnover thus indicated should be highlighted and flagged in the enclosures submitted.
7. The bidder should provide copies of audited balance sheet for the last three years as on 31.03.2021 (2018-19, 2019-20 & 2020-21). The bidder will also have to provide a Chartered Accountant’s Certificate, of current date indicating the above 3 years Balance Sheet figures and sales turnover amounts, stating that the amounts indicated in the certificate are true and fair.
8. The Bidder to furnish copies of Income Tax Returns, for the last 3 years 2018-19, 2019-20 and 2020-21, GST Registration Certificate, Bank Solvency Certificate indicating financial standing and Experience Certificates along with yearly turnover mentioning the names of establishments, including the period where canteen have been / are being run. They have to produce on demand all the relevant documents.
9. The Bidder should have license / permit / approval etc., from the concerned statutory authority or any other authority concerned for carrying out this type of work. They must also have necessary license to engage labour under the Labour laws and more particularly with the Contract Labour (Regulation and Abolition)
Act, 1970, if and when applicable. The Bidder shall observe and comply with all Government Laws and Labour legislations concerning employment of staff like ESI Act, PF Act, Payment of Wages Act, Minimum Wages Act, Factory Act, Fire Compliance, FSSAI Registration, etc., and shall duly and promptly make e-payments of all sums of money to such staff as may be required to be paid under such laws. The Current documents should be highlighted and flagged in the enclosures submitted. The Bidder should enclose copies of all above Statutory approvals / registrations.

10. The Bidder shall comply with all the laws and regulations relating to preparation and sale of food stuffs, beverages and refreshments and shall obtain the necessary registrations, licenses and permissions from authorities under various Central and State enactments (including Food Safety and Standards Act, 2006) in the Bidder’s own name and at the Bidder’s own expenses for providing the catering services.

11. The Bidder should have managerial personnel with professional qualification (viz., degree / diploma in catering technology / Hotel Management etc.) and with minimum 1 year of work experience. This technically qualified manager needs to be present at site.

12. The track record of the Bidder should be clean and it should not have any involvement in illegal activities or financial frauds and declaration to this effect be made.

12.1. A Committee of Officials of NABARD will be visiting the locations where the Bidder is providing its services to evaluate quality and verify the claims stated in the technical bid document. The Bidders who have obtained minimum 60% marks as per the field inspection only will be considered for further tendering process and their price bids only will be opened. The ratings thus given by this Committee will be used for the Evaluation of Bids, in the QCBS process of selection.
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Pre-qualification Criteria</th>
<th>Whether complied by bidder</th>
<th>Description of Supporting document attached</th>
<th>Ref. Page No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Office in Mumbai</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Sole proprietary concern, partnership firm or a company for past 07 years as of 31-12-2021.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Experience in providing Catering services to All India Financial Institutions, Public Sector Banks, Undertakings, MNC and large Private sector Companies catering to 500 persons daily.</td>
<td></td>
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<td>4.</td>
<td>Annual Sales Turnover of ₹48=00 Lakh</td>
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<td>2020-21</td>
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<td>2019-20</td>
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<td>2018-19</td>
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<td>5.</td>
<td>The Bidders should have done at least: Three (03) institutional housekeeping works of each annual contract value not less than ₹64.00 lakh or Two (02) institutional housekeeping works of</td>
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<td>each annual contract value not less than ₹80.00 lakh or One (01) institutional housekeeping work of annual contract value not less than ₹128.00 lakh.</td>
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<td>6</td>
<td>Chartered Accountants Certificate</td>
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<tr>
<td>7</td>
<td>Labour License</td>
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<tr>
<td>8</td>
<td>Income Tax Clearance Certificate</td>
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<tr>
<td>9</td>
<td>GST Registration</td>
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<tr>
<td>10</td>
<td>Bank Solvency Certificate</td>
<td></td>
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<tr>
<td>11</td>
<td>FASSAI Registration</td>
<td></td>
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</tr>
<tr>
<td>12</td>
<td>Undertaking</td>
<td></td>
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</tr>
</tbody>
</table>
**Annexure - IV**

**FORMAT FOR TECHNICAL BID**
(To be filled by the Bidders)

**TENDER FOR PROVIDING CATERING SERVICES AT NABARD, HEAD OFFICE, MUMBAI**

From:

To:

**The Chief General Manager**  
National Bank for Agriculture and Rural Development  
Department of Premises Security and Procurement  
C-24, "G" Block  
Bandra - Kurla Complex  
Bandra (East)  
Mumbai 400051

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Particulars</th>
<th>Details to be filled in by the Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the Agency</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Regd. Office/Business address of the Agency</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Name and Contact Number of the Person signing the tender.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Whether registered with Registrar of Firms/Companies. Date of Registration (Attach copy of registration)</td>
<td>(Scan and upload the Registration Document)</td>
</tr>
<tr>
<td>5</td>
<td>Type of Registration</td>
<td>Sole proprietary Concern / Partnership Firm / Company</td>
</tr>
<tr>
<td>6</td>
<td>Date of Incorporation/Constitution</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Annual Turnover</td>
<td>Chartered Accountant’s Certificate attached in the format (to be uploaded)</td>
</tr>
<tr>
<td>9</td>
<td>Whether registered with FSSAI? Date of Registration.</td>
<td>(Please upload a scanned copy).</td>
</tr>
<tr>
<td>10</td>
<td>Whether registered with Labour Department? Date of Registration.</td>
<td>(Please upload a scanned copy).</td>
</tr>
<tr>
<td>11</td>
<td>GST Tax Registration No.</td>
<td>(Please upload a scanned copy).</td>
</tr>
<tr>
<td>12</td>
<td>PAN/TAN Nos. of the Agency</td>
<td>(Please upload a scanned copy).</td>
</tr>
<tr>
<td>13</td>
<td>ESI Registration Details</td>
<td>(Please upload a scanned copy).</td>
</tr>
<tr>
<td>14</td>
<td>PF Registration Details</td>
<td>(Please upload a scanned copy).</td>
</tr>
<tr>
<td>15</td>
<td>Please indicate the particulars of the personnel with relevant professional qualifications (viz., Degree / Diploma in Catering Technology / Hotel Management) at the Supervisory level.</td>
<td>Qualifications certificate (Self–attested) of professional to be uploaded. (Please fill the format attached).</td>
</tr>
<tr>
<td>16</td>
<td>Indicate if involved in any litigation, arbitration or any civil suit pending in any of the works executed during last 5 years/ being executed. If yes, please furnish the name of the project &amp; employer, nature of work, contract value, work order and date &amp; brief details of litigation. Attach a separate sheet, if required</td>
<td>(Upload Declaration if it is no ).</td>
</tr>
<tr>
<td>17</td>
<td>Mention if your firm/ agency/ company is blacklisted/ debarred by NABARD or any other public institution along with relevant details</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>*Years of experience of providing catering services as on 31st December 2021.</td>
<td>(Work completed / experience certificates to be uploaded along with Work Orders issued to be uploaded)</td>
</tr>
<tr>
<td>19</td>
<td>** Name of the Organisations / Corporations / Departments where the experience has been gained and number of persons were/ are being served by the agency as on 31.12.2021 (each location wise)</td>
<td>(Work completed / experience certificates clearly indicating number of persons have been served, annual payments received along with copies of work order issued by the organisations to be uploaded.) (Please fill the format attached).</td>
</tr>
<tr>
<td>20</td>
<td>Annual Turnover at each of the Catering location/s for the last three years as on 31.03.2021</td>
<td>Work completed / experience certificates clearly indicating annual payments received</td>
</tr>
<tr>
<td></td>
<td></td>
<td>along with copies of work order issued by the organisations to be uploaded. (Please fill the format attached.)</td>
</tr>
<tr>
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</tr>
<tr>
<td>21</td>
<td>Name, Designation &amp; Contact details of the key person at the above indicated location/s from the Contracting Establishment. (Please fill the format attached.)</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Particulars of Payment towards EMD of ₹3,20,000.00 (Rupees Three Lakh Twenty Thousand Only) The receipt of online transfer has to be attached with the Technical Bid. To be uploaded. (In case of MSME, certificate to be uploaded.)</td>
<td></td>
</tr>
</tbody>
</table>

* Bank reserves right to decide the cut off duration of experience.

** Bank reserves right to call for proof for original documents for verifications.

**DE**CLA**R**ATION

1. The above information is true to the best of my knowledge and if any information is found untrue or false I may be debarred from the tender process/being given the contract.

2. I/We agree to abide by the terms and conditions stipulated by NABARD.

**SIGNATURE**

Name and Seal of firm

Date:

Enclosure
**Attachments to Format for Technical Bid:**

A. For Row No 15 of Format for Technical Bid

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Name</th>
<th>Qualification</th>
<th>Name of Institute</th>
<th>Year of passing</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

**List of Technical Personnel**

Giving details about their Technical qualifications, experience etc.

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Name</th>
<th>Age</th>
<th>Qualifications</th>
<th>Experience in years</th>
<th>Nature of work handled</th>
<th>Name of the Projects handled with number of persons were served</th>
<th>Date from which employed in your organization</th>
<th>Any other remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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</tbody>
</table>

* With specific mention of personnel to be associated with the proposed work for which tender is invited.

B. For Row No 19 of Format for Technical Bid
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of the Organisation where catering services are being rendered or completed</th>
<th>Location</th>
<th>Number of staff of the organization were served on Daily basis</th>
<th>Duration</th>
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</thead>
<tbody>
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</tbody>
</table>

C. For Row No 20 of Format for Technical Bid

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of the Organisation where catering services were rendered or completed (during the last 3 years as on 31.03.2021)</th>
<th>Location</th>
<th>Annual Turnover (₹)</th>
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</thead>
<tbody>
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</tbody>
</table>

D. For Row No 21 of Format for Technical Bid

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of the Organisation where catering services are being rendered or completed as on 31.12.2021</th>
<th>Location</th>
<th>Name of Contact Person with Mobile Number and email</th>
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</thead>
<tbody>
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</tbody>
</table>
E. List of works executed in NABARD / Govt./Semi Govt. and PSU (costing as mentioned in the Pre-qualification Criteria)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of the work &amp; location</th>
<th>Nature of work involved in the contract</th>
<th>Name &amp; address of the owner</th>
<th>Name, designation, address of the officer under whom the work was carried out</th>
<th>Executed area of works</th>
<th>Completion period (stipulated)</th>
<th>Completion period (actual)</th>
<th>Contract amount in Rs.</th>
<th>Any other relevant information including reason, if any, such as termination of contract before expiry</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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</tbody>
</table>
F. Previous Experience - List of similar projects executed in Corporates / Hotels / Hostels, etc. (costing as mentioned in the Pre-qualification Criteria)

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Name of the work &amp; location</th>
<th>Nature of work involved in the contract</th>
<th>Name &amp; address of the owner</th>
<th>Name, designation, address of the officer under whom the work was carried out</th>
<th>Executed area of works</th>
<th>Completion period (stipulated)</th>
<th>Completion period (actual)</th>
<th>Contract amount in Rs.</th>
<th>Any other relevant information including reason, if any, such as termination of contract before expiry.</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

Note: The bidders have to enclose self attested copies of all relevant documents as proof the claim.
CHARtered ACCOUNTant’S CERtificate
(As attachment to Format for Technical Bid on letter head of the Chartered Accountant’s Firm)
The following details of M/s __________________ given in the table below are certified to be correct
based on the verification of original documents and supporting information:

1. Details of clients and their contract value:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of the Client</th>
<th>Contract Details</th>
<th>Name &amp; Designation of Administrative Officer</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Period of Contract (From - To)</td>
<td>Contract Value</td>
<td></td>
</tr>
<tr>
<td>1.</td>
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<tr>
<td>3.</td>
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</tr>
</tbody>
</table>

Profit and Loss Account:

<table>
<thead>
<tr>
<th>Year</th>
<th>Turnover (₹)</th>
<th>Page Number in the Attached P&amp;L A/c</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018-19</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2019-20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2020-21</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Name and Signature of the Partner seal:
Membership number:

Name of the Firm : 
FRN of the firm :
Dated: -

To,

The Chief General Manager  
National Bank for Agriculture and Rural Development  
Department of Premises Security and Procurement  
C-24, "G" Block  
Bandra - Kurla Complex  
Bandra (East)  
Mumbai 400051

**Subject: - Undertaking**

Dear Sir,

We, ________________________________ (Name of the Organisation), hereby confirm and acknowledge that we have not been blacklisted/banned/barred for participation in tender by Government of India or by any Government undertaking in India.

We hereby declare that we do not have any litigations registered against us for illegal activities or financial fraud.

Thanking you.

Yours faithfully,

Name and Signature of Authorised Person.
Annexure - V

**PROFORMA FOR ELECTRONIC PAYMENT**

Details of Bank account to be furnished by the Bidders for effecting payment through ECS (e-payments)

<table>
<thead>
<tr>
<th>Name and address of Bidder with phone number:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the account holder (As appearing in the Bank account):</td>
<td></td>
</tr>
<tr>
<td>Name of the Bank:</td>
<td></td>
</tr>
<tr>
<td>Name of the Branch:</td>
<td></td>
</tr>
<tr>
<td>Account number:</td>
<td></td>
</tr>
<tr>
<td>RTGS/ NEFT/ IFS Code</td>
<td></td>
</tr>
<tr>
<td>Type of account (Savings, current, etc.)</td>
<td></td>
</tr>
<tr>
<td>PAN Number</td>
<td></td>
</tr>
<tr>
<td>Service Tax No. /GST No.</td>
<td></td>
</tr>
</tbody>
</table>

Seal and Signature

Encl : Copy of cancelled cheque leaf
       : Copy of PAN card
       : Copy of GST registration
SCORING MODEL FOR EVALUATION

1. As part of scrutiny of Technical Bids, Committee of officials of NABARD will visit the locations where the Bidders are providing its services to evaluate their capabilities and verify the claims stated in the Technical Bid documents. As per the field visits, the bidders will be awarded to the bidders based on the following parameters:

<table>
<thead>
<tr>
<th>Managerial Skills</th>
<th>Professional Staff engaged</th>
<th>Cleanliness &amp; Hygiene</th>
<th>Presentation</th>
<th>Taste of Food</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum Marks</td>
<td>Maximum Marks</td>
<td>Maximum Marks</td>
<td>Maximum Marks</td>
<td>Maximum Marks</td>
</tr>
<tr>
<td>20</td>
<td>15</td>
<td>10</td>
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<td>15</td>
</tr>
</tbody>
</table>

1.1. The marks thus obtained will be one of the parameters of the Technical Bid Evaluation of the bidders for selection under QCBS.

2. The Bidders will have to ensure that the inspection team gets an access to the cooking area and dining area at the inspection site. The Bidders who have been awarded minimum 30 marks (60% of maximum mark) as per the inspection by the committee, will only be considered for further tendering process and their Price Bids only will be opened.

3. Further marks are awarded on the minimum pre-qualifying criteria and above as per the parameters set-out in the table below for the Technical Bid Evaluation under QCBS:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Criteria</th>
<th>Max Marks</th>
<th>Marks awarded</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Number of Years of Company Formation (completed years)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>7 to 9 Years</td>
<td>3</td>
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<td></td>
<td>10 to 12 Years</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>13 to 15 Years</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td></td>
<td>16 Years or More</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td><strong>Locations of Catering Services provided</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Al India Financial Institutions, Public Sector Banks/ Undertakings/ Autonomous / Reputed Private Sector Companies</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Kitchen in 3 Star Hotels</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hospitals / Religious Institutions</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hostels</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td><strong>Number of Persons Catered on Daily Basis</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Up to 500 persons</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td></td>
<td>501 to 800 persons</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>
4. Tenders will be evaluated by combined Quality cum Cost Based System (QCBS) as detailed elsewhere in the tender. The bidder who scores maximum among the qualified bidders in the QCBS will be considered for awarding the contract.

5. On opening of the price bid of qualified Bidders in technical scrutiny, the likely annual payment for all services together will be worked out as per the following:

### 5.1. For the Service at Executive/Officers’ Lounge and Staff Canteen:

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate (₹)</th>
<th>Average Consumption (No)</th>
<th>Monthly Amount(₹) *</th>
<th>Annual Amount (₹)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Lunch</td>
<td></td>
<td>20</td>
<td>C=A X B X 20</td>
<td>D = C X 12</td>
</tr>
<tr>
<td>OLDR Lunch</td>
<td></td>
<td>130</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff Canteen Lunch</td>
<td></td>
<td>150</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Snacks</td>
<td></td>
<td>400</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OLDR /Staff Canteen Tea</td>
<td></td>
<td>250</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Average number of working days considered as 20 days/ month

1.1.1. For the tea services at Work Stations/Cabins in various Departments of the office:

<table>
<thead>
<tr>
<th>Rate/Cup (₹)</th>
<th>Rate/Day (₹)</th>
<th>Number of Days</th>
<th>Number of staff (Staff + Non Staff)#</th>
<th>Amount/Month (₹)</th>
<th>Annual Amount (₹)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
12. The Committee will examine the aggregate of likely annual payment as worked out and based on the same, give its recommendations on the Price-Bid.

6. Evaluation of Bids: For the purpose of calculating final score, marks obtained in Technical Bids and Price Bids evaluation will be assigned a weightage of 70 and 30 respectively i.e., in a ratio of 70:30.

6.1. The Bidder obtaining the highest total marks (denoted by score “S” as indicated below) will be eligible for appointment as service provider to NABARD for the specified work.

6.2. Nominal quote provided by the bidder whose Technical Bid qualifies will be discounted as per the formula given below. A comprehensive “Score (S)” will be arrived at after considering the nominal price quoted and the marks obtained in technical evaluation with relative weights of 30% for Price Bid and 70% for Technical Bid. The bidder with the highest score will be declared successful.

6.3. Computation Methodology for arriving at “Least Price / Least Quote”:
A “Score (S)” will be calculated for all qualified bidders using the following formula

\[ S = \frac{C_{\text{low}}}{C} \times X + \frac{T}{T_{\text{high}}} (1 - X) \]

Where \( C \) stands for nominal price quoted, \( C_{\text{low}} \) stands for the price quote of the lowest nominal bid. \( T \) stands for technical evaluation score and \( T_{\text{high}} \) stands for the score of the technically highest bidder. \( X \) is equal to 0.3.

6.3.1. Evaluation Matrix for computation of Score “S” of individual bidder is given below:

<table>
<thead>
<tr>
<th></th>
<th>Evaluation Matrix of Technical Bid</th>
<th>Nominal Marks (T) awarded as</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Parameters</td>
<td></td>
</tr>
<tr>
<td></td>
<td>per para 1.1 &amp; 1.3</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>------------------</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Number of Years of existence of the company</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Institutions where services are provided</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Number of persons catered daily.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Average annual turnover for the last three years ending 31.03.2021</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Number of professionally qualified supervisory staff employed</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Marks awarded as per field visit report.</td>
<td></td>
</tr>
</tbody>
</table>

**Total Nominal Marks awarded**

<table>
<thead>
<tr>
<th>I</th>
<th>Marks awarded for Technical Evaluation with weightage of 70% [ T*0.7/T(high) ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>II</td>
<td><strong>Evaluation Matrix of Price Bid</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Parameter</strong></td>
</tr>
<tr>
<td></td>
<td>Nominal Quote by the bidder, calculated annually as per Price-Bid.</td>
</tr>
<tr>
<td>II</td>
<td>Marks awarded for Price Bid Evaluation with weightage of 30% [ C(low)*0.3/C ]</td>
</tr>
<tr>
<td>III</td>
<td>Total Marks [ S = (I+II) ]</td>
</tr>
</tbody>
</table>

In the case of a tie between two or more bidders, the bidder with higher score under technical evaluation shall be selected. In the case of tie between two or more bidders in technical evaluation marks also, a fresh price bid will be called upon from these bidders for evaluation and selection of the service provider and the successful bidder will be the lowest bidder among them.
SCOPE OF WORK

1. The Bidder will have to cook in the kitchen attached to the Dining Areas in NABARD’s premises for serving food to the Officers, Staff, Contract Staff and any other persons permitted by NABARD at specific instances.

2. The Bidder will source food ingredients, labour etc., at their cost, prepare the prescribed type of food items and in quantities as approved by NABARD, in NABARD’s specified space in its premises and serve the food items in designated dining area / cabins/ conference halls in a hygienic manner for which he will realise sale price from the respective purchasing officer / staff member etc., at fixed prices as approved by NABARD (plus taxes as applicable). The Bidder shall not prepare or serve any other item without prior approval of NABARD.

3. The Bidder shall ensure that the food shall be good, wholesome and of high quality and the ingredients like cooking oil, masalas and other spices etc., shall be branded (should have FSSAI registration /FPO registration and /or Agmark and / or ISI mark or as approved by NABARD). NABARD through its authorised representatives shall have the authority to carry out tests and checks at their convenience of the raw materials, ingredients used for cooking, cooking arrangements and the 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 Bidder.

4. Vegetarian and Non-Vegetarian cooking shall be done separately.

5. It is the duty of the Bidder to provide accommodation to the staff employed by the Bidder. NABARD would not entertain any request either for accommodation at its premises or for reimbursement of expenses in this regard.

6. Menu: Illustrative menu is indicated in the Appendix. Weekly menu will be submitted to Officer in charge of supervision of Catering services in NABARD and the approved menu will be served in NABARD’s Staff Canteen and Officers’ Lounge & Dining Room.

7. The ceiling rates fixed by NABARD inclusive of GST for various services are as under:
   7.1. Lunch for in Executive Lounge - ₹100.00 per meal
   7.2. Lunch in Officers’ Lounge - ₹100.00 per meal
   7.3. Lunch in Staff Canteen - ₹50.00 per meal
   7.4. Snacks in Staff Canteen / Officers’ Lounge - ₹25.00 per item

8. For the lunch and snacks provided at Officers Lounge & Staff Canteen the rate cannot be more than the ceiling rate indicated at 7.1, 7.2, 7.3 & 7.4 above.

9. Apart from the ceiling rate mentioned in clause 7.1 above, NABARD will pay an additional lump-sum fixed amount of ₹33,000/- (Rupees Thirty-three thousand
Only), inclusive of GST per month to the contractor towards the professional services and to upkeep the facilities in the Executive lounge to meet the standard of the Institution of National importance.

10. As regards the Tea Service the billing method used will be for the Total number of Staff and non-staff in the Office Building for 20 days per month. Generally, the number of staff and non-staff members will be reviewed twice in the year 01 January & 01 July. The Bank reserves the right to review this in case of extraordinary / unforeseen circumstances.

11. The Bidder will serve snacks / tea / lunch etc., at the rate and quantities as approved by NABARD. The rates would remain constant and unchanged for the entire period of the contract. The rates would be exclusive of taxes. Employees will directly make the payment by meal voucher/ meal card / cash or any such instrument as may be decided by NABARD.

12. The meals, snacks and beverages served in the Officers’ Lounge and the Staff Canteen will be on sale basis directly to Officers / Staff.

13. Over and above the menu fixed in the Annexure, the successful Bidder will also be permitted to serve special items as snacks / combo meals / Juices / Ice creams etc., on sale basis the rates to be approved by NABARD.

14. The Bidder should assign service staff for various departmental-catering requirement. In view of safety protocols under COVID, tea /coffee should be served at their seating place.

15. The Bidder will have to depute sufficient number of service staff to ensure service of Tea/Coffee readymade tea/ green tea etc., to senior Officers in cabins during operational time as and when required by them during the day.

16. The Bidder will have to ensure that sufficient number of service staff and cleaning staff are deployed at the Executive Lounge for the service of meals to the meetings/Executive Lunch etc., payment for the catering services rendered for these meetings will be done by NABARD, on being presented with an invoice for the same.

17. NABARD regularly holds various meetings / conferences / seminars etc. in its premises. The attendees are national & international dignitaries of high stature for whom special lunch / dinner may be required to be served. The rate for serving such special lunch / dinner will be negotiated with the successful Bidder (contractor) and rate will be fixed accordingly.

18. The Bidder (contractor) will be responsible for removal of the garbage to the designated disposal area and keeping the assigned premises clean. After every individual meal, the bidder should keep clean the dining table / chairs and dining area with approved cleaning materials at his cost. Further, the bidder daily at the end of day bidder will ensure that Kitchen/Stores/Dining Areas and associated areas are cleaned properly.
19. The Bidder must have necessary licenses to engage labour under the Labour Laws and more particularly with the Contract Labour (Regulation and Abolition) Act, 1970, wherever applicable. They have to produce, on demand by the Bank, relevant documents. The Bidder shall observe and comply with all Government Laws and Labour legislations concerning employment of staff like ESI Act, PF Act, Payment of Gratuity Act 1972, Payment of Bonus Act 1965, Payment of Wages Act., 1936, Minimum Wages Act, 1948, Workmen's Compensation Act 1923, Factories Act, Fire Compliance Registration, FSSAI Registration, etc., and shall duly and promptly pay all sums of money to such staff as may be required to be paid under such laws.

20. The Bidder must ensure that his staff are paid their salary and allowance, if any, latest by 7th of the following month. NABARD will not be responsible for violation of any law which is required to be observed by the Bidder. The Bidder will be solely responsible for violation of any laws. The Bidder shall be liable to pay P.F. Contribution, leave, salary etc., and shall be liable to observe statutory working hours. Proper records shall be maintained by the Bidder with respect to the above Acts, and such other Acts as may be applicable to the Bidder working and his workmen which would be subject to check from time to time, by the Officer-in-Charge.

21. The Bidder shall give intimation of payment of salary and wages paid to their staff, to the Officer-in-Charge of NABARD indicating the date about salary payments to the staff employed by them. These payments to the service staff / workers should be done through cheques or through NEFT / RTGS. This declaration has to be submitted on monthly basis. “Certified that salary for the month of _____ has been disbursed ________ to the canteen workers by the Bidder in accordance with the wages specified in Minimum Wages Act”. The contractor should produce the Bank Statement in respect of monthly salary paid to his staff employed and other relevant documents of statutory deductions/payments as per the Minimum Wages Act along with the monthly invoice.

22. The Bidder will have to abide by all Labour Laws and Regulations laid down by the Central / State Government from time to time. All expenses in this regard will be the liability of the Bidder.

23. The Bidder shall ensure that payments to all his vendors and suppliers is done on regular basis and ensure a true and fair statement of accounts. The Bidder has to ensure that NABARD and its officials are not inconvenienced for failing to make payments to their vendors/suppliers.

24. In case, the contractor fails to comply with any statutory/taxation liability under appropriate law, regulations, and as a result thereof, NABARD is put to any loss/obligation, NABARD will be entitled to get itself reimbursed out of the
outstanding bills or the Performance Security Deposit of the Contractor, to the extent of the loss or obligation in monitory terms.

25. **Tea / Snacks / Lunch Timings**

26. Officers / Staff would be served tea / snacks / lunch as per the following timings.

25.1. Timing for tea Service - 10:00 Hrs to 11:30 Hrs and 15:00 Hrs to 16:00 Hrs

25.2. Timing for service of Lunch in Staff Canteen is 12:30 Hrs to 14:00 Hrs.

25.3. Timing for service of Lunch in Officers’ Lounge and Dining Room - 13:00 Hrs to 14:00 Hrs.

26. Timing for service of Snacks in the Staff Canteen and Officers’ Lounge – 08:30 Hrs to 09:15 Hrs and 16:45 Hrs to 17:30 Hrs. Bidder will have to ensure that the timings indicated by NABARD are maintained.

27. NABARD reserve the right to change the above timings as and when required. Bidder will have to ensure that the timings changed by NABARD are maintained.

28. The Officials and staff of NABARD are required to work at times on weekends and Public Holidays. The Bidder will have to provide catering services to these Officials/Staff Members.
APPENDIX TO SCOPE OF WORK

A. Menu at Officers' Lounge & Dining Room (OLDR)

I. Menu for lunch (Veg. & Non-Veg.) *(The ceiling rate for this service is ₹100.00 inclusive of GST.)*

The lunch service in the Officers’ Lounge is a Buffet type.

1. Soup
   A soup will have to be provided to the Diners in the Officers’ Lounge on a daily basis. This soup will always be a vegetarian soup.

2. Roti
   An Indian Bread item will have to be served on a daily basis. This would primarily be a Chapatti, Roti, Paratha, Stuffed Paratha *etc.*, these would be unlimited in numbers.

3. Rice
   A rice preparation will be served on all days Good Quality Kollam Rice or equivalent will be used. This would also be unlimited.
   The Bidder (contractor/caterer) may also serve different types of Pulao.
   If the menu includes items like Non-Vegetarian Biryani and Vegetarian Biryani, the Biryani should be a whole meal with its proper accompaniments *etc.* and the weight of the Biryani should not be less than 300g. per serving. In case of the Non-Vegetarian Biryani with minimum 100g. of cooked meat, it would be limited but, Vegetarian Biryani would be unlimited.
   For all the various types of Biryanis and pulao the rice to be used is good Quality Basmati Rice.

4. Dal
   A dal preparation will be served on a daily basis.

5. Side Vegetables
   One side vegetable preparation will be served to the Diners on a daily basis *e.g.* Paneer/Mushroom/Baby Corn *etc*.

6. Gravy Dish (Vegetarian and Non Vegetarian)
   This would be a special dish/main course of the menu. The Non-Vegetarian item to be served would be Mutton or Chicken or Fish of fresh and premium quality. The meat served will be at least 100g. of cooked weight. No Beef or Pork will be served.
   The Special Vegetarian items of the day would be Paneer, Koftas, etc.
   This could also include items such as Dahi Wada, Kothimbir Wadi, Mix Pokoras, etc.
   These items served would be limited in quantity.

7. Accompaniments
Various Accompaniments such as Papad, Pickle, and Salads will be served on a daily basis. This will be unlimited.
Salads served in the Officers’ Lounge may be different types of Salads e.g., -
   a. Green Salad
   b. Koshimbir
   c. Sprout salad etc.
8. Curds
   Various curd and curd preparations such as raitas etc. will be served on a daily basis. This would be limited in quantity say 100 ml.
9. Sweets
   One sweet preparation will have to be served on a daily basis and could be: -
   a. Ice Cream (of reputed companies only - 100 ml, preferably Amul /Mother Dairy)
   b. Kulfi 100 ml
   c. Rasgulla
   d. Bengali Sweets, etc.
10. Fruit Lunch: In case, any officer desires to have fruit lunch, same (freshly cut seasonal fruits) accompanied by Soup, a snack item and sweet dish will be served to him/her.
II. As such, the items of Hot Meals for the daily lunch shall be as under:
   Soup
   Gravy Vegetarian Dish (limited)
   Gravy Non Vegetarian Dish (limited)
   One Side Vegetarian Dish (Buffet)
   Dal
   Plain Rice
   Roti
   Papad / Pickle
   Salad
   Curds
   Sweet / Fruit Plate
The suggested menu pattern for the non-vegetarian items served is as under: -

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicken</td>
<td>Egg</td>
<td>Mutton</td>
<td>Chicken</td>
<td>Fish</td>
</tr>
</tbody>
</table>
B. Snacks in the Officers’ Lounge & Dining Room
The Bidder/Service Provider would be required to serve snacks & tea in the OLDR in the morning between 08:45 am and 09:15 am and in the evening between 16:45 Hrs to 17:30 on all working days.

The illustrative menu items could be -
   a. Vada: Batata / Medu / Dahi
   b. Upma / Poha / Sheera
   c. Sandwich: Veg./ Cheese / Grilled etc.,

N.B.:
The above menu can be Indian, Chinese or Continental
Adequate quantity of Tooth Pick and Saunf will be kept on the centre table daily and paper napkin will be supplied to each diner
Changes of Menu items can be made in consultation with the Lounge Supervisor / department.

Oil used for the preparation of the food items will be branded groundnut oil / or as specified by the National Bank from time to time.

C. Executive Lunch
This a buffet lunch served in the Executive Lounge at 7th floor of the Office on a daily basis, which is the meals served in the Officers Lounge with the addition of Boiled Vegetables, Branded Curds, variety salad and a snack item. The rate quoted for this lunch cannot be less than the ceiling limit of ₹100/- per lunch. There will be minimum 20 persons on all working days of the Bank will have lunch in the Executive Lounge.

The following items shall be served unlimited in the Lounge:
Soups
Boiled Vegetables
One Non Veg Gravy
One Gravy Vegetable
One Dry Vegetable
Plain Rice
Rice Preparation
100g. Curd cups from reputed brands
Chappati
Green Salad
Variety Salad
Snacks item
Dal
Papad / Pickle
Desserts (preferably sugar free)
Fruit Counter

The suggested menu pattern for the non-vegetarian items served is as under:

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicken</td>
<td>Fish</td>
<td>Mutton</td>
<td>Chicken</td>
<td>Fish</td>
</tr>
</tbody>
</table>

D. Menu for the Staff Canteen

I. LUNCH THALI - VEGETARIAN

(The ceiling rate for this service is ₹50.00 inclusive of GST)

- Steamed Rice- 2 Wati
- Side Bhaji- 1 Wati
- Special Bhaji- 1 Wati
- Dal- 1 Wati
- Curd- 1 Wati
- Papad- 1 No.
- Sweet -1 No.
- Puri (6 No.) or Paratha (2 No.) Chapatti (3 No.)
- Pickle

II. LUNCH THALI -NON VEGETARIAN

(The ceiling rate for this service is ₹50.00 inclusive of GST)

- Steamed Rice- 2 Wati
- Side Bhaji- 1 Wati
- Special Non Veg Dish of the Day- 1 Wati
- Dal- 1 Wati
- Curd- 1 Wati
- Papad- 1 No.
- Sweet- 1 No.
- Puri (6 No.) or Paratha (2 No.) or Chapatti (3 No.)
- Pickle

The suggested menu pattern for the non-vegetarian items served is as under:

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicken</td>
<td>Egg</td>
<td>Mutton</td>
<td>Chicken</td>
<td>Fish</td>
</tr>
</tbody>
</table>
III. The Staff Canteen menu has to contain biryani once in a fortnight. Mutton Biryani and Chicken Biryani have to be served during these days, i.e. once in a month Mutton Biryani and once in a month Chicken Biryani. In case of the Non-Vegetarian Biryani with minimum 100g. of cooked meat, Chole Masala or Veg Kurma along with raita needs to be served with the Biryani. For vegetarians, Vegetarian Biryani will be served on these days. Quantity of this biryani shall be 300g.

E. Menu for Snacks to be served in the Dining Areas

The ceiling rate for each item is ₹25.00(inclusive of GST), however the rate for items may vary.

The items indicated are illustrative and can be changed in consultation with NABARD. New Menu Items may be introduced by the Bidder in consultation with NABARD.

(The ceiling rate for this service is ₹25.00 inclusive of GST per serving)

1. Idli Sambar (2 pcs) 80 gms
2. Medu Vada Sambar (2 pcs) 70 gms
3. Batata Vada Sambar (2 pcs) 80 gms
4. Vegetable Samosa (2 pcs) 80 gms
5. Upma 75 gms
6. Sabudana Vada (2 pcs) 75 gms
7. Batata Poha 70 gms
8. Vegetable Pattice (2 pcs) 80 gms
9. Vegetable Cutlet (2 pcs) 80 gms
10. Sweet Kachori (2 pcs) 80 gms
11. Bhajiya 75 gms
12. Sheera 75 gms
13. Dal Vada (2pcs) 80 gms
14. Mysore Bonda (2 pcs) 80 gms
15. Batata (Potato) Puri (2 pcs) 70 gms
16. Dahi Vada (2 pcs) 80 gms
17. Ragda Pattice 80 gms
18. Puri Bhaji 80 gms
19. Masala Dosa 100 gms
20. Sada Dosa 70 gms
21. Uttapam 80 gms
22. Tomato Omlette 80 gms
23. Vegetable Sandwich 80 gms
24. Bread Butter 75 gms
25. Jam Bread 75 gms
26. Usal Pav 100 gms
27. Samosa Punjabi 70 gms
28. Shengdana Usal 70 gms
29. Sabudana Khichedi 70 gms
30. Kachori 70 gms
31. Misal / Sev/ Bhelpuri 80 gms
32. Chivda 70 gms

F. Tea / Coffee Service:
(The ceiling rate for this service is ₹25.00 inclusive of GST per day)

NABARD is providing its Officers’ & Staff members with Tea / Coffee. The hours of tea service are from 10:00 hours to 11:30 hours in pre-lunch session and 15:00 hours to 16:00 hours in the post lunch session. However, there is no restriction on the number of cups that can be consumed by the Officer / Staff Member. Payment will be restricted at the rate of 2 cups per person member per day for 20 days a month for the total strength of employees and executives even though there will be much reduced strength in any given day in the office on account of leave / tour / training. For the tea the following amount will be paid:

<table>
<thead>
<tr>
<th>Rate/Cup ₹</th>
<th>Rate/Day ₹</th>
<th>Number of Days per month (No.)</th>
<th>Number of Staff + Non Staff (No.) *</th>
<th>Amount/Month ₹</th>
</tr>
</thead>
<tbody>
<tr>
<td>A 12.50</td>
<td>B 25.00</td>
<td>C 20</td>
<td>D 1000</td>
<td>E = BXCXD 5,00,000.00</td>
</tr>
</tbody>
</table>

*This is an indicative number; the actual number will be as per the actual staff strength as of 1st January and 1st July.

G. Additional Service: Catering to the meetings / conferences / seminars conducted by NABARD.

NABARD regularly holds various meetings/conferences/seminars etc. in NABARD’s premises. The attendees are national & international dignitaries of high stature. Hence, the menu served as meals and Snacks in course of the meetings need to meet these standards. The rate and menu for these events will be discussed and fixed with the successful Bidder (contractor) and Menu and rates will be standardised in consultation with the contractor for such type of events for the period of the contract.
TERMS AND CONDITIONS

1. NABARD requires the Bidder to provide various catering services to the Officers’/official visitors and Staff at the Head Office, Bandra – Kurla Complex. The required services include Morning & Evening Snacks and Tea, Lunch services and provision of tea/coffee to the Officers and Staff of NABARD. Catering for the meetings and conferences hosted by NABARD will also be done by the Bidder.

2. Interested bidders are advised to inspect the site/nature of service required in this regard and satisfy themselves before submitting their bids. However, no visits will be allowed after the pre – bid meeting. The bidder shall be deemed to have full knowledge of the site/nature of services to be provided, whether he inspects it or not and no extra claims due to any misunderstanding or otherwise shall be allowed.

3. NABARD will provide required space for kitchens / dining and crockery / kitchen equipment and furniture in the dining areas, at nominal rent of ₹ 100.00 + GST as applicable per unit per month (i.e. Officers Lounge / Staff Canteen). NABARD will also provide water and electricity free of cost.

4. The relationship between Bidder (contractor) and NABARD shall be of bidder and vendee and the catering services (supply of food) shall be on sale and purchase basis.

5. The Bidder shall, for all intents and purposes, be the “Employer” within the meaning of different labour legislation in respect of manpower so employed by it and deployed in NABARD and the manpower so employed by it and deployed in NABARD shall remain under the overall control and supervision of the Bidder. The persons deployed by the Bidder in NABARD shall not have claims of Master and Servant relationship (implicitly or explicitly) between him/her/them and NABARD nor have any principal and agent relationship with or against the NABARD. The Bidder’s personnel shall not claim any benefit/ compensation /absorption /regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.

6. The Bidder (Contractor) shall keep NABARD indemnified against all claims whatsoever in respect of the manpower deployed by it in NABARD. In case any employee of the Bidder so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the Bidder to contest the same. In case NABARD or its employee is made party and is supposed to contest the case, NABARD will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses, which shall be paid in advance by the Bidder to NABARD or any person authorized by NABARD, on demand. Further, the Bidder will ensure that no financial or any other liability comes to NABARD or its employee in this respect of any nature whatsoever and shall keep NABARD or any employee of NABARD indemnified in this respect.

7. The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses etc., as may be necessary or required for carrying out the contract. The Contractor shall also inform
and assist NABARD in procuring any registration, permissions or approvals, which may be statutorily required to be obtained by NABARD for availing the services. The Bidder shall, in particular, obtain appropriate license under the Food Safety and Standards Act, 2006 and Contract Labour (Regulation and Abolition) Act 1970 and the Rules thereunder and shall comply with all terms and conditions thereof strictly, and shall keep such license duly validated and / or renewed from time to time.

8. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid under this NIT will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.

9. The Bidder should have sufficient number of cooks, service boys, Managers etc., in proper uniform to attend to the various kitchen and dining area activities.

10. The Bidder will have to cook in the kitchen attached to the Dining Areas in NABARD’s premises for serving food to the Officers, Staff, Contract Staff and any other persons permitted by NABARD at specific instances.

11. The Bidder will source food ingredients, labour etc., at their cost, prepare the prescribed type of food items and in quantities as approved by NABARD, in NABARD’s specified space in its premises and serve the food items in designated dining area / cabins/ conference halls in a hygienic manner for which he will realise sale price from the respective purchasing officer / staff member etc., at fixed prices as approved by NABARD (plus taxes as applicable). The Bidder shall not prepare or serve any other item without prior approval of NABARD.

12. The Bidder shall ensure that the food shall be good, wholesome and of high quality and the ingredients like cooking oil, masalas and other spices etc., shall be branded (should have FSSAI registration /FPO registration and /or Agmark and / or ISI mark or as approved by NABARD). NABARD through its authorised representatives shall have the authority to carry out tests and checks at their convenience of the raw materials, ingredients used for cooking, cooking arrangements and the 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 Bidder.

13. Vegetarian and Non-Vegetarian cooking shall be done separately.

14. It is the duty of the Bidder to provide accommodation to the staff employed by the Bidder. NABARD would not entertain any request either for accommodation at its premises or for reimbursement of expenses in this regard.

15. Menu: Illustrative menu is indicated in the Appendix (Page No. 29 to 38). Weekly menu will be submitted to Officer in charge of supervision of Catering services in NABARD and the approved menu will be served in NABARD’s Staff Canteen and Officers’ Lounge & Dining Room.

16. **Tea / Snacks / Lunch Timings**

   16.1. Officers / Staff would be served tea / snacks / lunch as per the following timings.

   16.2. Timing for tea Service - 10:00 Hrs to 11:30 Hrs and 15:00 Hrs to 16:00 Hrs

   16.3. Timing for service of Lunch in Staff Canteen is 12:30 Hrs to 14:00 Hrs.
16.4. Timing for service of Lunch in Officers’ Lounge and Dining Room - 13:00 Hrs to 14:00 Hrs.

17. Timing for service of Snacks in the Staff Canteen and Officers’ Lounge – 08:30 Hrs to 09:15 Hrs and 16:45 Hrs to 17:30 Hrs. Bidder will have to ensure that the timings indicated by NABARD are maintained.

18. NABARD reserve the right to change the above timings as and when required. Bidder will have to ensure that the timings changed by NABARD are maintained.

19. The Officials and staff of NABARD are required to work at times on weekends and Public Holidays. The Bidder will have to provide catering services to these Officials/Staff Members.

20. **Infrastructure and facilities to be provided by NABARD**

   - 20.1. Kitchen along with need based cooking utensils and kitchen equipment
   - 20.2. Dining area with the necessary infrastructure

21. **Crockery/ Glassware**

   - 21.1. The crockery / glassware, etc. for dining areas will be provided by NABARD. Breakage beyond permitted level of 20% per annum, would be recoverable from the Bidder, on annual basis. At the commencement of the contract the Bank will provide the Bidder with required quantity of cutlery as may be decided by mutual consideration, it would be responsibility of the Bidder to maintain this adequate stock till the completion of the tender. Cutlery for the dining areas will have to be maintained at the agreed level by the Bidder. Crockery & Glassware will be provided by NABARD.

   - 21.2. The Bidder will have to submit a quarterly statement to NABARD indicating the position of inventory including the various items handed over to them, to ensure sufficient amount of crockery/cutlery / glassware are in circulation for efficient service.

22. It shall be the duty of the Bidder to properly handle the various gadgets and utensils etc. provided by NABARD. The Bidder shall keep a proper inventory of the items placed at his disposal by NABARD and the same shall be verified by the Bidder along with the representatives of NABARD. In case of any variation, bidder to compensate NABARD and the decision of NABARD will be final in this regard.

23. NABARD shall ordinarily take care of the routine maintenance of the canteen equipment. However, in the case of any wilful damage or damage caused out of negligence, the cost repairs / replacement shall be borne by the Bidder.

24. When materials supplied by NABARD become unserviceable and if these are to be replaced by NABARD, the same would be replaced only against the return of the unserviceable materials by the Bidder.

25. **Kitchens - Cleanliness & Hygiene**

   - 25.1. The Bidder shall ensure that the food is cooked in the prescribed kitchen. Highest
standard of hygiene is to be maintained. The cleanliness and maintenance of the utensils used for cooking as also proper maintenance of fridge, water cooler etc., to be strictly ensured. The Bidder will have to bear the cost of cleaning materials. The Bidder is to ensure use of quality cleaning materials.

25.2. NABARD will provide special cleaning agents as per the industry standards for cleaning of the fresh fruits and vegetables.

26. Catering Staff

26.1. The bidder, before quoting this bids should properly asses the requirement of staff for production, service and cleaning in line with tender conditions. The Bidder has to ensure that proper number of staff are engaged for discharge of various responsibilities entrusted to Bidder such as food production and service. For any increases in manpower for efficient running of the canteen services, the Bidder shall not be entitled to additional remuneration.

26.2. The Bidder shall not engage minors for catering service. Any violations in this regard will be the sole responsibility of the caterer and NABARD will not be in any way liable/responsible for the same. The Bidder shall ensure that his staff members deployed at NABARD are free from all communicable, contagious infections and other diseases. In the event of any employee of Bidder being found to be medically unfit, the Bidder shall arrange to replace him. NABARD may require the Bidder to submit a medical certificate for any of his staff members deployed at NABARD. The Bidder has to, at commencement of his contract at NABARD within a month provide the medical certificate of the employees, and at every instance of every new staff member joining the workforce, the medical certificate of the concerned staff should be produced before joining.

26.3. Bidder has to ensure that a properly qualified person with qualification from a catering institute is employed with the consent of NABARD at managerial position and available at the said location. This person should be capable and should have the authority of taking decisions. In case of failure in this regard, fixed penalty of 1% of the previous months billing per month will be charged from the monthly payment done to the bidder, till the same is regularised.

26.4. One supervisor along with service staff should be present in the dining areas during the service hours on working days and as per requirement of NABARD on weekends/ public holidays and as and when required by NABARD due to administrative exigencies.

26.5. The Bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions/commissions done by them. The Bidder will ensure compliance of labour laws or any other law applicable / rules including minimum wages / PF etc., for extension of catering service to NABARD. NABARD will not be responsible for violation of any law which is required to be observed by the Bidder. The Bidder will be solely responsible for violation of any laws.

26.6. The kitchen as well as the service staff shall be employed / engaged by the Bidder and NABARD shall not in any way be responsible for their terms of employment. The staff shall be properly dressed in neat and tidy uniform with proper head gear and hand gloves. They will also wear face mask, if advised by NABARD. They shall be courteous, well mannered and
attentive. They should be conversant with the tenets of the trade.

26.7. The Bidder shall maintain a register showing names and addresses of the persons engaged along with photographs and KYC documents of each person and shall produce the same for inspection on demand by Officer-in-Charge or such other persons so authorized by NABARD. The Bidder shall arrange through NABARD’s Security Department, on the advice of The Officer-in-Charge, to issue identity cards bearing photographs of canteen employees for gate entry. All the personnel engaged by the Bidder entering upon NABARD’s premises shall be identified by badges, which may be worn by them at all times while in NABARD premises. The identity cards shall have to be exhibited prominently by such staff while they are present in the NABARD premises. The Bidder’s staff shall also be liable for search on entry/exit. The Bidder will ensure that its employees do not remain in the premises beyond their normal working hours unless otherwise authorized. Any unauthorized presence in the premises beyond normal working hours will not be acceptable and Bidder upon receipt of complaint will have to immediately withdraw such employees from working in NABARD’s premises.

26.8. The Bidder has to carry out Annual Medical Examination of his staff members engaged in the catering work in NABARD at his cost.

26.9. All the personnel engaged by the Bidder shall wholly and purely be in the employment of the Bidder and no claim of individual/collective nature on NABARD’s employment by any of the employees of the bidder or claim of any nature on NABARD shall be tenable. The Bidder shall at all times keep NABARD fully and effectively indemnify against all actions, suits, proceedings, losses, cost, damages, charges, claims and demand in anyway arising out of or during the course of anything done or committed/omitted to be done by the Bidder including the demand which the Bidder’s employees individually/through the Unions may have raised against NABARD arising out of this tender, or as a result of the termination thereof or earlier determination of the contract.

Quality Assurance

27. The Bidder will ensure supply of quality items of food / sweets etc., In case of unsatisfactory/unhygienic quality of food item(s) or lapses in service or any breakage/shortage, deductions will be made as penalty which will be solely decided by NABARD.

28. The Bidder shall purchase and keep the raw materials stock except perishable fresh fruits, vegetables and non-vegetarian items of minimum 15 days required for the preparation of various items, including the controlled items of good quality. Food products beyond the expiry date should be removed from the Premises. The Bidder shall abide by the local Government laws relating to stocking of food grains, sale of food etc. and shall obtain the necessary licences from the competent authority, wherever applicable. NABARD at its discretion through its authorised representative may check the stock position of all the items to see that the quality parameters as prescribed above are being complied by the Bidder. The amount of penalty would be decided by NABARD on each occasion and will be final, conclusive and binding. The kitchen will be under the constant supervision of NABARD and any lapses will be viewed seriously. Good quality branded raw
material should be used for the preparation of food.

29. Payments

29.1. The Bidder will have to serve tea at work place of Officers/Staff for which NABARD will make payment. Similarly, the Bidder will have to serve lunch/dinner/snacks/tea/coffee etc., in the Executive Lounge/meetings/workshops/seminars etc., on select occasions for which NABARD will make the payment on behalf of Officers and Guests. All the supplies will be on sale basis and the Bidder will be required to submit the bill for the services on fortnightly basis and NABARD will settle the bill within a fortnight.

29.2. Payment for the purchase of meals/snacks and beverages consumed by the Officers and Staff in the designated dining areas will be made by the individual.

30. Upkeep and Maintenance of Kitchen/Pantry/Dining/Wash basins/Washroom areas

30.1. The Bidder at his cost has to ensure that every day after each operation viz., Breakfast/Lunch/Evening Snacks/Dinner as the case maybe and before closing for the day, the pantry, dining halls, chafing dishes and all the crockery and cutlery are cleaned and kept in order.

30.2. The Bidder at his cost has to ensure proper disposal of wastes and take care to see that the outlets/ducts provided in the kitchen are not blocked/damaged etc., and should clean the mouths of disposal duct after every disposal of wastes.

30.3. After every individual meal, the bidder should keep clean the dining table/chairs and dining area with approved cleaning materials at his cost. Further, the bidder daily at the end of Breakfast/Lunch/Evening Snacks/Dinner should clean store rooms, utensils, cooking platform burners, ovens, kitchen platforms, kitchen floor, kitchen walls, Dining area floor & walls, kitchen floor drains & gratings, utensils and wash area, sinks wash basins of dining area and wash rooms in kitchen area (washrooms of kitchen staff) with approved cleaning materials at his cost.

31. No sub-letting of Contract

31.1. The Bidder shall not sub-let the contract. If it is violated, NABARD reserves the right to terminate the contract without any notice.

32. In case of dispute regarding the quality of food/other eatables/unsatisfactory service etc., the final authority will rest with The Chief General Manager, Department of Premises Security and Procurement and the same will be binding on the Bidder.

33. The Bidder shall not use kerosene in Bank’s premises under any circumstances.

34. The contract shall not be construed to have given employment to the Bidder in NABARD nor any right to the Bidder on NABARD’s property. On completion of the contract or whenever NABARD decides the Bidder and his staff will immediately vacate the premises after handing over all the dead stock items given by NABARD. The Bidder is only allowed to use NABARD’s premises as a licensee for the limited purposes of preparing and serving of food stuff to the employees/officers of NABARD.

35. Any other incidental services required by NABARD and not covered in the Contract will be
negotiated separately each time and the contractor will be bound to carry out this additional service as per the negotiated terms.

36. **Earnest Money Deposit (EMD)**

36.1. The Bidder who will offer the bids will have to deposit EMD of ₹3,20,000.00 (Rupees Three lakh Twenty Thousand Only) using online funds transfer i.e. National Electronic Funds Transfer (NEFT)/RTGS to NABARD. Details of the Bank account are as under:

<table>
<thead>
<tr>
<th>NAME OF ACCOUNT</th>
<th>NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>BANK NAME</td>
<td>NABARD</td>
</tr>
<tr>
<td>BRANCH NAME</td>
<td>HEAD OFFICE,MUMBAI</td>
</tr>
<tr>
<td>IFS CODE</td>
<td>NBRD0000002</td>
</tr>
<tr>
<td>ACCOUNT NUMBER</td>
<td>NABADMIN07</td>
</tr>
</tbody>
</table>

36.2. Earnest Money Deposit (EMD) is to be sent through online transfer not later than 02 (two) days before the last date of submission of tender. The receipt of online transfer has to be attached with the Technical Bid. The EMD shall not bear any interest. The EMD shall be forfeited in the event of any refusal or delay on part of the successful bidder to sign and execute the agreement for commencement of contract and any sort of non-compliance with the terms of services agreed upon after award of Work Order. The unsuccessful Bidder will be returned the EMD within 15 days from the date of final decision of NABARD regarding the contract except for exigencies beyond NABARD's control. MSMEs as defined in MSME Procurement Policy issued by Government of India or Bidder who are registered with Central Procurement Organizations or empanelled with NABARD itself are exempted from submitting the EMD, a copy of the relevant registration certificates needs to be uploaded in the Technical Bid.

36.3. The Bidder selected through the tendering process (contractor) will be required to remit Security Deposit (RMD) @5% of annual awarded value of the contract in favour of National Bank for Agriculture and Rural Development, payable at Mumbai, through online transfer to NABARD. The RMD is refundable on expiry of contract after adjustment of any dues receivable from the contractor. The contractor has to execute the agreement along with the RMD within 7 working days from the date of issue of Work Order. The RMD shall not bear any interest and such amount shall be forfeited in the event of any refusal on part of the successful bidder to any sort of non-compliance with the terms of services agreed upon. The EMD of the successful bidder will be returned on receipt of RMD.

36.4. Tenders without EMD will be rejected except the exemption as per clause 46 above.

37. **Pre-Bid Meeting :**

37.1. A pre-bid briefing meeting of the intending Bidder/s will be held at **11:00 on 12-04-22** at the Conference Hall Ground Floor “A” Wing, National Bank for Agriculture and Rural Development, C- 24, ‘G’ Block, Bandra - Kurla Complex, Bandra (East), Mumbai 400051, to clarify any point/doubts raised by them in the meeting or through E-mail before the scheduled
meeting in respect of the terms and conditions of the tenders. No separate Communication will be sent for the meeting. The intending Bidder/s will have to send their queries by E-mail to NABARD in the E-mail ID “dpsp@nabard.org” by 10-04-22 and the queries will be clarified in the Pre-bid meeting. No request for change in date of pre-bid meeting will be entertained. No fresh queries will be entertained after pre-bid meeting.

38. Tenders and Process of Selection:

38.1. Interested Bidders will be required to submit their offer in two bids viz. “Technical Bid” (Part – I) and “Price Bid” (Part – II) at website https://nabard.eproc.in as per the procedure detailed in the Guideline/Process for e-tendering.

38.2. Technical Bid only will be opened at 15:00 hours on 19-04-2022 in the e-tendering process at C1 India’s website.

38.3. The bid so opened will be subjected to desk scrutiny by a committee of officials. Incomplete Technical Bids will lead to rejection of bids.

38.4. Inclusion of any conditions in the tender by bidders is liable for rejection of respective tenders.

39. Rates

39.1. The rates accepted would remain valid for the entire period of contract. The rates will be exclusive of all taxes. The payment shall be subject to TDS wherever applicable at the time of payment.

39.2. There will not be any upward revision in the rates during the contract period.

NABARD will provide water and electricity for running of the catering services.

40. Venue

40.1. The Catering service shall be ordinarily provided in the Officers’ Lounge and in the Staff Canteen at 1st floor and Executive Lounge at 7th Floor of the Office building of NABARD at C -24, "G" Block, Bandra - Kurla Complex, Bandra (East), Mumbai 400051 or at any other place within the office premises as approved by NABARD. The venue will be provided with pantry and dining halls.

46. Indemnity

46.1. The Bidder shall indemnify and keep indemnified, defend and hold good NABARD, its staff and agents against loss, damages or claims arising out of any violations of applicable laws, regulations, guidelines during the contract period and for the breach committed by the Bidder or their personnel on account of misconduct, omission and negligence by the Bidder or his staff, through sufficient insurance cover.

46.2. Format of Indemnity Bond enclosed at Annexure VI.

47. Agreement

47.1. The successful Bidder has to enter into an agreement with NABARD, for providing the catering services on sale-purchase basis. Format of agreement will be provided by National Bank for Agriculture and Rural Development, to the successful Bidder.
Annexure-IX

Termination of Agreement

1. Termination

1.1. The contract can be terminated by the contractor by giving three months’ notice while NABARD can terminate the contract by giving one months’ notice.

1.2. If the contractor commits breach of any terms and conditions of the contract, NABARD reserves its right to terminate the contract forthwith without assigning any reasons and without any compensation, the contractor shall also be liable to risk and cost in such situation.

2. Dispute Resolution

In case of dispute regarding the quality of food / other eatables / unsatisfactory service etc., the final authority will rest with the Chief General Manager, Department of Premises, Security and Procurement, NABARD, HO, Mumbai and the same will be binding on the caterer. In the event of any claim, difference, dispute or controversy and questions whatsoever arising between the parties under this bid and subsequent agreement shall in the first instance, be attempted to be resolved between the parties themselves.

3. Arbitration

3.1. If the dispute cannot be resolved through consultations between the Parties within 30 (thirty) days after one Party has served a written notice on the other Party requesting the commencement of such discussions, any Party may thereafter in writing, demand that the dispute be finally settled by an arbitration comprising of sole arbitrator mutually appointed by the Parties in accordance with the Arbitration and Conciliation Act, 1996 or any modifications thereof. The arbitrator shall be a person of professional repute who is not directly or indirectly connected with any of the parties to this Agreement and shall have prior experience as Arbitrator. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996. The seat and venue of arbitration shall be Mumbai. The language of arbitration shall be English.

3.2. The award of the arbitrator/s so appointed shall be final and binding on the parties.

3.2.1. Work under the contract shall be continued by the successful bidders/contractor during the arbitration proceedings unless otherwise directed in writing by NABARD. No payment due, or payable by NABARD, to the contractor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.
ANNEXURE - X

INTEGRITY PACT

On non-judicial stamp paper of ₹200/-

Between

National Bank for Agriculture and Rural Development (NABARD) hereinafter referred to as “The Principal”

And

…………………………………………. hereinafter referred to as “The Bidder/Contractor”

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for ………………………………. The Principal values full compliance with all relevant laws of the land, rules, regulation, and economic use of resources and of fairness /transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

   a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

   b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will, in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

   c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)/Contractor(s)
(1) The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) / Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution:

a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal’s employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Bidder(s)/Contractor(s) will not enter with other Bidder into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) / Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.

e. The Bidder(s) /Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2) The Bidder(s) /Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from tender process and exclusion from future contracts

If the Bidder(s) /Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form which put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s) /Contractor(s) from the tender process.

Section 4 – Compensation for Damages
(1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.

(2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process.

Section 6 – Equal treatment of all Bidder / Contractors/ Subcontractors

(1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors

(3) The Principal will disqualify from the tender process all bidders who do not sign the Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidders(s) / Contractor(s)/ Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor, which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor

(1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

The Independent External Monitor appointed for NABARD is

Shri Pramod Kumar Sangewar,  
IRSS (Retd.)  
H. No. 12-5-65/1,  
Flat No. 109 Sri Harsha  
Sethuram Unique  
Vijayapuri Colony, South Lalaguda
Secunderabad 500 017,

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/she reports to the Chairman, NABARD.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.

(4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on ‘Non-disclosure of Confidential Information’ and of ‘Absence of Conflict of Interest’. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, NABARD and recuse himself/herself from that case.

(5) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project, provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

(6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The Monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(7) The Monitor will submit a written report to the Chairman, NABARD within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposal for correcting problematic situations.

(8) If the Monitor has reported to the Chairman, NABARD, a substantiated suspicion of an offence under the relevant IPC/PC Act, and the Chairman NABARD has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word ‘Monitor’ would include both singular and plural.

Section 9 – Pact Duration
This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharge/determined by the Chairman of NABARD.

Section 10 – Other provisions

(1) This agreement is subject of Indian Law, Place of performance and jurisdiction is the Head Office of the Principal, i.e. Mumbai.

(2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

(3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(5) Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.

(6) In the event of any contradiction between the Integrity Pact and its Annexure, if any, the Clause in the Integrity Pact will prevail.

____________________________________________________________________________________
(For & On behalf of the Principal) (For & on behalf of the Bidder/Contractor)
(Office Seal) (Office Seal)

Place: __________________________
Date: __________________________
Witness 1:
(Name & Address)
____________________________________________________________________________________
Witness 2:
(Name & Address)
ARTICLE OF AGREEMENT
(On ₹200/- Non-Judicial Stamp Paper)
AGREEMENT

THIS AGREEMENT made at Mumbai on this the day on __/__/____.

BETWEEN

National Bank for Agriculture and Rural Development, a body corporate established under an Act of Parliament (viz., National Bank for Agriculture and Rural Development Act, 1981), and having its Head Office at C-24, “G” Block Bandra-Kurla Complex, Bandra (East), Mumbai 400051, hereinafter referred to as “NABARD” which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors and assignees OF THE FIRST PART

AND

(NAME & ADDRESS OF THE VENDOR) hereinafter referred to as “the Caterer” which expression shall unless repugnant to the context or meaning thereof, be deemed to include his legal heirs, legal representatives, administrators and executors OF THE SECOND PART

(NABARD and the Caterer are collectively referred to as the parties)

WHEREAS:

1. NABARD is desirous of facilitating sale and supply of snacks, tea, Lunch and other beverages (hereinafter referred to as “said Catering Services”) at select timings and places, to its employees and select visitors at its Office Premises at C-24, “G” Block, Bandra-Kurla Complex, Bandra (East), Mumbai 400 051 (hereinafter referred to as “said Premises”)

2. The Caterer is in the business of providing catering services and had, vide its letter dated __/___/____, submitted its offer for providing the said Catering Services in the said Premises and NABARD, by its letter Ref. No.____________, accepted the said offer, on nomination basis to meet its immediate needs based on mutually accepted terms & conditions.

3. The parties have agreed to deduce the broad terms and conditions of the said arrangements being these presents.

NOW THEREFORE IT IS MUTUALLY AGREED BY AND BETWEEN THE PARTIES AS FOLLOWS:

1. Subject to the other covenants of this Agreement, NABARD hereby agrees to allow the Caterer has consented to provide said Catering Services (i.e. preparation
and serving/sale of the standard items of snacks, tea, lunch and other beverages), in
the said Premises for a period from__/__/___ to__/__/___, which may be allowed
for a further period as per requirement and at the discretion of NABARD.

2. For making arrangement for sale and supply of food items as part of the said
Catering Services in the said Premises, NABARD agrees to provide required space
for kitchens/dining and also crockery/cutlery/kitchen equipment and furniture in
the dining areas at nominal charges of `200/- per month (i.e. `100/- for Officers
Lounge & `100/- for Staff Canteen) + GST to be paid in advance or on/by the 7th of
each month to which it relates. NABARD will also provide water and electricity
free of cost to the Caterer for providing said Catering Services in said Premises. The
Caterer shall not misuse the facility of free water and electricity. Any uneconomical
use or wastage shall be considered as breach of the terms of this agreement and may
result in levy of charges which shall be at the sole discretion of NABARD.

3. The Caterer shall cook food in the kitchen attached to dining areas of the Staff
Canteen, Officers Lounge and Executive Lounge in the said Premises and offer the
same to officers/staff/visitors etc.

4. Nothing contained herein shall be construed to create a monthly tenancy or
create any interest in favour of the Caterer in respect of the kitchens/dining and
other premises used by the Caterer in connection with the purpose of this Agreement.
The status of the Caterer will be only mere licensee and not lessee or tenant.

5. **NATURE OF AGREEMENT**
   i. The supply of snacks, tea, lunch and other beverages shall be on sale and
      purchase basis.
   ii. It is agreed by and between the parties hereto that the permission herein
      granted to the Caterer to prepare and serve snacks, lunch, tea and other
      beverages in the said Premises is personal in character and cannot be assigned,
      transferred, sub-contracted by the Caterer to any person either by inter Vivos
      or by operation of law.
   iii. That the employees/personnel of Caterer rendering the services under this
      Agreement, shall never be deemed to be the employees of NABARD in any
      manner whatsoever and shall not be entitled for employment, salary/wages,
      damages, compensation or anything arising from their deployment by Caterer
      for rendering the said Catering services.
iv. The Caterer shall furnish for the purpose of verification, the name, age, address and other details including emoluments about his staff who are deployed in the said building. Any change in the details shall be properly informed to NABARD promptly. The caterer shall also fulfill the requirement of registering details of his workers with the local police station, and other required departments/authorities, if required, under the law and produce the details to NABARD as and when called for.

6. In the course of performing the Agreement, the caterer shall comply with the conditions set out in Schedule ‘A’ hereto.

7. The Caterer shall, against meal coupons/ meal card/ cash or any such instrument as decided by NABARD, provide snacks, tea, lunch and beverages to its Officers/ Staff in the Officers lounge and Staff Canteen in the First Floor & to Senior Officers in the Executive Lounge on the seventh floor of the said Premises on all working days of NABARD and on such other days as may be decided by NABARD. The rates to be charged by the Caterer for providing snacks, tea, lunch and beverages will be as indicated in the Schedule ‘B’. The rates would remain constant and unchanged for the entire period of this Agreement. The rates to be charged for articles which are not included in the schedule of rates shall be determined from time to time by mutual agreement. The rates would be exclusive of taxes. Apart from providing the facilities as mentioned in this agreement, no other amount or subsidy will be paid by NABARD.

8. The Caterer shall display the current schedule of rates at a conspicuous place in the said premises. The Caterer shall not levy or receive any service charges for serving food stuffs, beverages etc., to the employees of NABARD and its guests.

9. The dining areas shall be kept open during such timings as may be stipulated by the Chief General Manager. The reference to the Chief General Manager in this agreement and the schedules hereto annexed shall mean the Chief General Manager holding charge of Department of Premises Security and Procurement from time to time at Head Office, Mumbai (of NABARD) and shall include, in respect of any powers exercisable by him or the NABARD under this agreement any officer of NABARD designated by him in that behalf from time to time. Presently, the timings during which the aforesaid facilities may generally be provided will be as under:

Morning Snacks service
(Officers’ Lounge & Staff Canteen) 08:30 to 09:15

Morning Tea/ Coffee Service
(Dispensers) 10:00 to 11:30

Lunch (Staff Canteen) 12:30 to 02:00
Lunch (Officers’ Lounge) 01:00 to 02:00
Lunch (Executive Lounge) 01:00 to 02:00

Afternoon Tea/ Coffee (Dispensers) 03:00 to 04:00
Evening Snacks service
(Officers’ Lounge & Staff Canteen) 05:00 to 05:45 on Monday
04:45 to 05:30 Tuesday to Friday

The Caterer shall also arrange to serve tea/ coffee in the cabins of senior officers of NABARD as and when ordered.

10. The dining areas shall be for the exclusive use of the employees of NABARD and its guests. The caterer shall provide edibles to the employees of NABARD at the said Premises including such other categories of persons as may be specifically allowed by NABARD. The Caterer will serve edibles to the guests of NABARD for which payment, as per Schedule B, shall be made by NABARD.

11. The Caterer shall also have to serve Executive lunch/ dinner/ snacks/ tea/ coffee etc., in the Executive Lounge in Seventh Floor of the said Premises in meetings/ workshops/ seminars etc., on select occasions for which NABARD will make payment as per the rates mutually agreed.

12. The Caterer will arrange/ source gas, food ingredients, labour etc. at its own cost, prepare the food items in the area provided by NABARD and serve the same in designated dining areas/ cabins in a hygienic manner for which it will obtain sale price from the respective purchasing staff/ officer etc.

13. The Caterer shall provide free of charge facilities such as supply of drinking water, cleaning of plates, etc., to enable the employees of NABARD to consume in
the said dining area food and other articles brought by them from outside. The Caterer shall have no objection for the same.

14. Any other incidental services required by NABARD and not covered in the terms and conditions will be negotiated separately each time.

15. The Caterer shall not carry on in the said premises any business other than running the said dining areas for the employees of NABARD. The Caterer shall not make any changes, additions, or alterations in the said premises without prior permission of NABARD.

16. **STATUTORY COMPLIANCES**
   i. The Caterer shall comply with all the laws relating to the preparation and sale of food stuffs, beverages and refreshments and shall obtain the necessary registrations, licenses and permissions from authorities under various Central and State enactments (including Prevention of Food Adulteration Act, 1954) in the Caterers own name and at the Caterers own expenses for providing the said Catering Services under this Agreement and comply with the same. The Caterer indemnifies and shall always keep NABARD indemnified against all losses, damages, claims and actions taken against NABARD by any Authority/ office/ person in this regard.
   ii. The Caterer undertakes to comply with the applicable provision of all labour welfare legislations and more particularly with Contract Labour (Regulation and Abolition) Act, 1970, if applicable, for carrying out the purpose of this Agreement. The Caterer shall further observe and comply with all Government Laws concerning employment of staff and shall duly and promptly pay all sums of money to such staff as may be required to be paid under such laws. The caterer must ensure that his staff are paid their salary and allowance, if any, latest by 5th of the following month. It is expressly provided that the Caterer is fully responsible to ascertain and understand the applicability of various enactments and take necessary action to comply with the requirements of law.
   iii. The Caterer will comply with the requirements, registrations, permissions etc. under various Labour Laws and other laws required to be complied in the country and provide its registration details to NABARD within a period of 3 months from the signing of this Agreement or such other period as extended by the Chief General Manager. NABARD will not be responsible for violation of any law which is
required to be observed by the Caterer. The Caterer will be solely responsible for violation of any law.

iv. The Caterer shall at all times indemnify and keep indemnified NABARD against any/all claims of/ by its employees including but not restricted to the claims under the Workmen’s Compensation Act, 1923; Payment of Wages Act; Payment of Bonus Act; Employees’ Provident Funds & M.P. Act; Payment of Gratuity Act; Minimum Wages Act; Employees’ State Insurance Act or any other Act(s) or statutory modifications thereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury sustained by any worker or other personnel of the caterer or in respect of any claim, damage or compensation under Labour Laws or any other laws or Rules made thereunder, by any person whether in the employment of the Caterer or not, who provided or provides the said Catering services under this Agreement. Any expenditure incurred by NABARD to handle the situation arising out of the conduct of personnel deployed by the Caterer will be made good from performance security/ or monthly bills.

During the currency of the Agreement, the Caterer shall give an undertaking each month (by the 22nd of the succeeding month) in favour of NABARD that he has complied with all his statutory obligations.

17. **Quality**

i. Good quality branded raw material is to be used for the preparation of food. All items of food, raw materials for food purchased will have to conform to the standards, prescribed under the Prevention of Food Adulteration Act, and/or any other Act applicable and as far as possible shall have the standards/branded bearing the mark “Agmark”, ISI, FPO registration as applicable.

ii. No expired material shall be provided at the said premises. All the consumable material must have batch number and manufacturing date with minimum shelf life of six months.

iii. The caterer shall always use good quality vegetable, fruit, ISI marked flours, pulses, rice, non-veg, spices, cooking oils, tea, sweets, etc. and the same shall be arranged, purchased by the Caterer at its own cost. Caterer shall always ensure that all material, provisions and stores procured by them are unadulterated and of good quality. NABARD shall always have the right to inspect any/all provisions, materials, eatables or foodstuff brought/ served by the Caterer and take samples thereof for inspection and analysis. The decision of the Chief General Manager with regard to the quality/purity of such provisions, materials, eatables, or foodstuff,
beverages and other refreshments shall be final and binding on the Caterer. If NABARD finds any adulteration in the said materials/ food/ snacks or the same are found to be of poor/ sub-standard quality, it may impose penalty and/or terminate this Agreement. The Caterer shall be liable to compensate NABARD to the extent of losses and damages suffered by NABARD for failure of the Caterer on this count.

iv. The Chief General Manager may at any time either himself or through authorized officials of NABARD inspect the lounge & the canteen and direct the removal therefrom any articles of food stuffs or beverages which may in his opinion be considered as unsuitable for consumption and the caterer shall carry out such directions without any cost therefor to NABARD. The Bank shall also impose penalty @ `1,000=00 for each of the first three instances of violation, if any, in quality or quantity of food items observed. Thereafter, the penalty will be increased to `2,000=00 for the next three instances. If the violation persists, NABARD may terminate the contract without further notice. The decision of NABARD in this regard will be final.

v. The caterer will ensure supply of quality items of food/ sweets etc. In case of unsatisfactory/ unhygienic quality of food item(s) or lapses in service or any breakage, shortage, deductions will be made as penalty which will be solely decided by NABARD.

18. Staff and Discipline

i. The Caterers shall provide at their own cost and expenses sufficient numbers of experienced and competent staff such as Managers, Supervisors, Store/ Accounts/ Coupons/ Tally Clerks, Cooks, Waiters, Vendors, Attendants, Hamals, Cleaners/ Helpers etc. as may be reasonably required for fulfilment of the contractual obligations under this agreement and for providing the services in the dining areas during the service hours on working days and as per requirement of NABARD on weekends/ public holidays. They should have good moral character, should be experienced, efficient, free from disease, clean, courteous, well mannered, attentive and clothed in clean and decent uniform and conversant with the tenets of the trade.

ii. The Proprietor of the Caterers will visit the establishment at least once a day and contact NABARD’s Representative/s /in-charge of the Officers’ Lounge/ Staff Canteen.

iii. The caterer should have a floor boy on each of the 8 floors during working hours of the bank for attending to the various departmental needs on the concerned floors.

iv. The Caterer shall of its own select, recruit and employ its workforce and NABARD shall in no manner be associated with this process. The Caterer will
maintain and show NABARD on demand, all employment documents (like appointment letter, bio-data, I-card etc..) in respect to its employees.

v. The Caterer will be required to carry out annual medical check-up of its staff engaged for providing the said Catering Services in said premises by a doctor acceptable to NABARD. Expenses in this regard will have to be borne by the caterer.

vi. The Caterer shall issue identity cards, in its own name and trading style, to its staff deputed for rendering the said services, which at NABARD’s option, would be subject to verification at any time.

vii. The Caterer shall not employ or continue to employ for serving snacks, tea, lunch and beverages any person whose employment is objected to by the Chief General Manager. The decision of Chief General Manager shall be final in this regard. The kitchen as well as the service staff shall be employed/ engaged by the Caterer and NABARD shall not in any way be responsible for their terms of employment.

viii. It is the duty of the Caterer to provide accommodation to the staff employed by the caterers. The Caterer shall not engage minors for catering service.

ix. The Caterer shall provide minimum 2 sets of uniforms to the staff and ensure that the staff are properly dressed in neat and tidy uniform with hand-gloves during the service hours. Cook/ Asst. Cook will always wear aprons, hand-gloves and caps on duty. NABARD shall have right to disallow any of the employees of the Caterer who is not wearing the uniform or that it is not neat and clean. Staff engaged in serving in Executive Lounge/ Top Management’s Secretariat shall have to wear waist coat, bow-tie, hand-gloves and cap.

x. The kitchens will be under the constant supervision of NABARD and any lapse or negligence in performance of this Agreement would, apart from other consequences, also attract penalty as decided by NABARD.

19. **Tea Service**

i. The Caterer will have to serve tea/ coffee for which NABARD will make payment. Payment will be calculated as `25=00 per staff for 20 days in a month. The Caterer shall supervise all the tea service in the said premises. The Caterer shall take care of the raw materials used for tea service. The caterer will provide the service as specified in the tender document.

20. **Furniture, Machines/ Equipment in the kitchen**
i. NABARD agrees to arrange for kitchen equipment, crockery and other electrical
gadgets etc., as per “Schedule ‘C’” hereto. The caterer shall be responsible for their
good maintenance and the repairs.

ii. The furniture and the equipment/ machinery used in the kitchen as indicated in
“Schedule C” shall be kept neat, clean and well maintained and in good working
condition by the Caterer. Replacement/ major repairs of the equipment on account
of normal wear and tear shall be the responsibility of NABARD. However, repairs
occasioned by the negligence of caterer/ its employees or any other person working
under the direction of caterer or its employees/ staff shall be the responsibility of
the caterer at its own cost. The decision of NABARD in this regard will be binding
on the caterer.

iii. The Caterer shall ensure the safety of the furniture, fittings, stores, utensils,
cutlery, crockery or any other goods or articles kept in its custody and shall be
responsible for any loss or damage occurring thereto.

iv. The Caterer shall ensure that no loss or damage is caused by any act or default
on the part of the Caterer or its employees/ agents to NABARD’s furniture, fixtures
and fittings and other articles, utensils permitted to be used by the caterer particulars
thereof are set out in “Schedule C” hereto, except the reasonable war and tear or
such damage or loss as may be caused by act of God or other forces beyond the
Caterers control. Any loss or damage up to 20% per annum will be considered as
reasonable.

v. The Caterer should furnish an inventory of articles/ equipment/ items given to
him at the time of signing of this agreement to NABARD on a quarterly basis by 5th
of every quarter indicating any wear and tear or loss/ damage.

21 OTHER OBLIGATIONS OF THE CONTRACTOR

i. THE Caterer shall, at its own expenses, make good any loss or damage to the
property of NABARD caused/ arisen by the acts of commission or omission,
negligently or otherwise of its personnel while providing the said services at the said
building.

ii. If any theft or loss of any of the items of NABARD in its custody occurs during
the period of this Agreement, the caterer shall be liable for the same and shall make
good the loss.

iii. The Caterer shall maintain regular accounts and other records to reflect the true
and fair results of the business with the Bank.

iv. The caterer shall keep at a conspicuous place in the said dining areas a
complaint book in which complaints and suggestions, if any, may be recorded
and the complaint book shall be open to inspection by the Chief General Manager or any other officer of NABARD deputed by him. The Caterer shall put up the complaint book once in a week to the Chief General Manager or to his authorized official, if Monday were to be public holiday the same may be submitted on the next working day. The Chief General Manager, will take such action in respect of each complaint or suggestion, as the case may be and the Caterer shall be obliged to take rectificatory measures as instructed by the Chief General Manager.

v. The caterer shall display at a conspicuous place all statutory compliances as required under various Central/State Government Regulations/Laws.

vi. The Chief General Manager or any officer of NABARD authorized by the Chief General Manager may at any time inspect the said dining areas and all fixtures and fittings thereon and the caterer shall give all assistance for this purpose to the Chief General Manager or any other officer deputed by him in this behalf.

vii. The leftover food and garbage shall be removed from the said building on daily basis by the caterer at its own cost and any failure on the part of the caterer in this regard shall be viewed seriously and attract penalty as will be decided by NABARD.

viii. It will be the responsibility of the caterer to clean the floor of the kitchen, cooking area, arrange the dining areas using good quality cleaning materials and detergents approved by NABARD, clean the kitchen utensils, plates, cutleries etc., used in cooking using approved cleaning agents and the toilets attached with the said premises to be cleaned using good quality approved cleaning materials before closing for the day. It is needless to emphasis that the caterer will have to bear the cost of cleaning material and wage of cleaning staff. NABARD shall arrange for the cleaning of the Tea Vending Machine area and dining halls of both Officers’ Lounge and Staff Canteen.

22. SECURITY DEPOSIT

As security for due performance or its obligations hereunder, the caterer shall deposit with the keep deposited with NABARD ₹ ______(Rupees ________ only) credited to NABARD’s account only as EMD/SD at the time of execution of this Agreement. No interest will accrue on the said deposit. Such deposit would be returned to the caterer after the caterer has vacated the premises allowed to it for providing the said catering services and also return to NABARD the various items of equipment, crockery, cutlery etc., as per “Schedule C” herein above referred to in good condition subject to normal wear and tear. The cost of equipment, crockery, cutlery
etc., which has been lost or damaged beyond normal wear and tear i.e. 20% shall be recovered by NABARD from the caterer and the amount of aforesaid security deposit would also be adjusted against such recovery, if necessary. The security deposit shall be liable to be forfeited, if the caterer commits breach of any of the terms and conditions contained in this agreement. The amount to be recovered in respect of item lost/ damaged shall be arrived at on the basis of current market prices of such item or the price paid by NABARD at the time of purchasing them whichever is higher.

23 PAYMENT OF TAXES
i. The caterer shall be wholly responsible for payment of all rent, rates & taxes including GST, duties, cess, etc. under the existing or future Laws, Acts, Rules, Orders, Notifications etc., issued by the Central or State Governments or any local authority or body in respect or in connection with supplies and that NABARD shall not be liable to pay such taxes, rates, duties etc., whether existing or which may accrue in future. The caterer shall be solely and exclusively liable for payment of any or all taxes in vogue or hereinafter imposed, increased or modified from time to time. All payments made by NABARD will be subject to TDS as applicable at the time of payment.

24 PENALITY
i. In the event of failure of the caterer to provide the services or part thereof, as mentioned in this Agreement, the caterer shall be liable for the same and shall make good the loss.

ii. Right of rejection
(a) NABARD shall have the right to reject such articles of prepared tea, food, meals and snacks etc. as in the opinion of NABARD are not of proper and standard quality. In such eventuality, the caterer shall arrange to replace the rejected material forthwith.
(b) The caterer agrees that in the event it is unable to replace any or all of the rejected material forthwith, NABARD shall be free to procure the same from any other supplier or suppliers and recover the cost of such procurement from the caterer without prejudice to the other rights of NABARD under the Agreement.

25 TERMINATION
i. This agreement shall stand automatically terminated in the event of insolvency of the caterer.
ii. NABARD can terminate the agreement immediately on the occurrence of any event which, in the exclusive opinion of Chief General Manager, to be recorded in writing, necessitates the termination of this Agreement forthwith.

iii. The Chief General Manager shall be entitled to terminate this agreement and license herein granted without assigning any reason in writing by giving one month’s (01) notice and the caterer shall not be entitled to any compensation in the event of such termination. The contract can be terminated by the caterers by giving three months (03) notice to NABARD.

iv. On expiry or earlier termination of the license hereby granted, the caterer shall vacate the premises and surrender to NABARD all licenses and permits then in force relating to the running of the canteen and assist in transfer of such licenses and permit to NABARD or its nominee or nominees.

v. On the expiry or earlier termination of this agreement the caterer shall remove himself and its employee servants and agents form the said premises and all articles belonging to him or to his employee or agents. It shall also surrender to NABARD all the crockery, utensils gas connections (if any) and other articles supplied by NABARD under and in pursuant to these presents. The caterer shall however, ensure that its action does not cause any damage to the said Premises or any property therein belonging to NABARD.

26 PENALTY FOR CATERING TO OUTSIDERS

Notwithstanding anything contained herein, the caterer shall be liable to pay a fine of not less than `1,000.00 (Rupees One Thousand only) for every occasion coming to the notice of NABARD when the caterer had allowed or permitted a person not being a member of the staff or guest of NABARD to avail of the facility provided under this presents. Provided, however, NABARD may at its discretion waive this penalty, if the caterer satisfies NABARD beyond doubt that the breach occurred for reasons beyond its control.

27 DISPUTE RESOLUTION

i. This agreement shall be governed by and construed according to the Indian Laws.

ii. All settlement of disputes or differences whatsoever, arising between the parties out of or in connection to the construction, meaning and operation or effect of the agreement or in the discharge of any obligation arising under this agreement (whether during the course of execution of the order or after completion and whether before
or after termination, abandonment or breach of the agreement) shall be resolved amicably between the representatives of NABARD and the Caterer.

iii In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then such unsettled dispute or difference shall be referred to arbitration by sole arbitrator mutually agreed in accordance with the Arbitration and Conciliation Act, 1996.

iv The venue of the arbitration shall be Mumbai.

v The language of arbitration shall be English or Hindi.

vi The award shall be final and binding on both the parties.

vii Work under the contract shall be continued by the caterer during the arbitration proceedings unless otherwise directed in writing by NABARD and unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Save as those which are otherwise explicitly provided in the Agreement, no payment due, or payable by NABARD, to the Caterer shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject mattes thereof.

28 **NOTICES**

All notices or communication under or in connection with this Agreement shall be in English or Hindi and shall be given in writing and may be sent by personal delivery or courier or by registered post to the address given below. Any such notices or other communication will be deemed to be effective if sent by personal delivery, when delivered, if sent by Regd. Post/AD or Courier on receipt of acknowledgement of delivery. Notices to NABARD shall be served to the following designated official at the following address:

```
The Chief General Manager  
Department of Premises Security and Procurement 
NABARD, Head Office 
Ground Floor, A Wing, C-24, G Block 
Bandra Kurla Complex, Bandra €  
Mumbai – 400051 
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Notices to Caterer shall be served at the following address:

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All notices shall be deemed to have been received on the date of delivery by the other party on delivery of the notice by messenger, courier or registered post. Any Party may, from time to time, change its address or representative for receipt of
notices provided for in this Agreement by giving to the other not less than fifteen
days prior written notice.

29 This Agreement shall be executed in duplicate, NABARD shall retain the
original the Caterer the duplicate, the stamp duty on the original and the duplicate
shall be borne by the Caterer.
IN WITNESS WHEREOF, the Parties hereto have duly executed and delivered this
Agreement at the place and on the day and year first above written.

Signed, Sealed and Delivered by NABARD
Through its Authorised Signatory

Deputy General Manager
NABARD, HO, Mumbai

In the presence of

1. 

2. 

Signed, Sealed and Delivered by the Caterer
Through its Authorised Signatory

In the presence of

1. 

2. 
SCHEDULE “A”

Conditions to be complied by the caterer.

1. To use Electric or Gas stoves for preparing food stuffs, beverages and refreshments and not to use firewood, coal, coke or charcoal without prior permission in writing from the Chief General Manager.

2. To maintain and keep the Executive Lounge, Officers’ Lounge and Staff Canteen in a clean and hygienic condition to the satisfaction of the Chief General Manager and also make arrangements for serving water in the dining areas, picking up plates and glasses, cleaning of tables, changing of table cloths etc.

3. To ensure that the cutlery, crockery etc and utensils, in which food and beverages are prepared or served are properly and hygienically cleaned in boiled water using quality detergent.

4. To use only the best quality “Agmark” branded/ FPO Registration raw material such as edible oils, pulse, sugar, vegetables, meats, jams, etc for preparation of food stuffs/beverages.

5. To store food stuffs and other articles in a hygienic manner.

6. The leftover food and garbage shall be removed from the said Premises on daily basis and any failure on the part of the caterer in this regard shall be viewed seriously and attract penalty as will be decided by NABARD.

7. It will be the responsibility of the caterer to clean the floor of the Kitchen, cooking area, dining areas, washing areas and the toilets attached with the said premises meant for the use of the caterer’s staff. Separate staff with uniform/dress code different from the cooking the serving staff shall be engaged for cleaning.
SCHEDULE B
(List of Equipment / Infrastructure provided)
Annexure XII

INDEMNITY BOND
(On ₹200/- Non-Judicial Stamp Paper)

(An authority letter for signing of Indemnity Bond needs to be submitted)

KNOW all men by these presents that I, Shri.............................................................. of M/s ....................................................... ...................................... do hereby execute Indemnity Bond in favour of National Bank for Agriculture and Rural Development (NABARD), having their Registered Office at C-24, G Block, Bandra-Kurla Complex, Bandra(E) Mumbai-400051 and M/s.......................................................................................... having their office at ............................................................. on this ............. day of........................ 2022.

WHEREAS NABARD have appointed M/s................................................ as the Contractor for their Proposed work relating to “…………………………………………………………………………………………….”.

THIS DEED WITNESSETH AS FOLLOWS :-

I/We M/s ....................................................... hereby do Indemnify, and same harmless NABARD against and from

i. any third party claims, civil or criminal complaints liabilities, site mishaps and other accidents or disputes and/or damages occurring or arising out of any mishaps at the site due to faulty work, negligence, faulty construction and/or for violating any law, rules and regulations in force, for the time being while executing/executed works by me/us,

ii. any damages, loss or expenses due to or resulting from negligence or breach of duty on the part of me/us or any sub-contractor/s if any, servants or agents.

iii. any claim by an employee of mine/ours or of sub-contractor/s, if any, under the Workmen Compensation Act and Employers Liability Act, 1939 or any other law,
rules and regulations in force for the time being and any Acts replacing and/or amend the same or any of the same as may be in force at the time and under any law in respect of injuries to persons or property arising out of and in the course of the execution of the contract work and/or arising out of and in the course of employment of any workmen/employee.

iv. any act or omission of mine/ours of sub-contractor/s if any, our/their servants or agents which may involve any loss, damage liability, civil or criminal action.

IN WITNESS WHEREOF THE M/s ...............................................has set his/their hands on this .............day of ............. 2022.

SIGNED AND DELIVERED BY THE AFORESAID M/s
IN THE PRESENCE OF WITNESS: -

(1) ........................................... (Executer)

Signature
Name
Address

(2) ........................................... (Witness)

Signature
Name
Address
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Particulars of document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FORM OF TENDER</td>
</tr>
<tr>
<td>2</td>
<td>TECHNICAL BID</td>
</tr>
<tr>
<td>3</td>
<td>REGISTRATION CERTIFICATE</td>
</tr>
<tr>
<td>4</td>
<td>CHARTERD ACCOUNTS CERTIFICATE</td>
</tr>
<tr>
<td>5</td>
<td>UNDERTAKING</td>
</tr>
<tr>
<td>6</td>
<td>FSSAI CERTIFICATE</td>
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<tr>
<td>7</td>
<td>LABOUR DEPARTMENT CERTIFICATE</td>
</tr>
<tr>
<td>8</td>
<td>GST TAX REGISTRATION</td>
</tr>
<tr>
<td>9</td>
<td>PAN / TAN DETAILS</td>
</tr>
<tr>
<td>10</td>
<td>ESI REGISTRATION</td>
</tr>
<tr>
<td>11</td>
<td>PROFESSIONAL QULIFICATION DETAILS</td>
</tr>
<tr>
<td>12</td>
<td>EXPERINCE CERTIFICATES</td>
</tr>
<tr>
<td>13</td>
<td>EMD DETAILS</td>
</tr>
</tbody>
</table>
PART-II
PRICE BID
PART - II

PRICE BID

TENDER FOR PROVIDING CATERING SERVICES AT NABARD, HEAD OFFICE, MUMBAI

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Service Description</th>
<th>Ceiling Rate ₹</th>
<th>Rate Quoted ₹ (to be written in figures and words)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A)</td>
<td>(B)</td>
<td>(C)</td>
<td>(D)</td>
</tr>
<tr>
<td>1</td>
<td>Lunch in Officers’ Lounge (Buffet)</td>
<td>100.00</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Executive Lunch in Executive Lounge (Buffet)</td>
<td>100.00</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Snacks in the Officers’ Lounge/Staff Canteen per serving</td>
<td>25.00</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Tea in Staff Canteen/Officers’ Lounge (Uniform Rate)</td>
<td>15.00</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Lunch Staff Canteen (Thali)</td>
<td>50.00</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Rate for Tea / Coffee (per day basis) to served at the work places of staff</td>
<td>25.00</td>
<td>25.00 Rupees Twenty five Only</td>
</tr>
</tbody>
</table>

Note:

i) For services viz. Sr. No. 1, 2, 3, 4 & 5, the rate quoted should not be more than the respective ceiling rates, which are inclusive of GST.

ii) For Sr. No.6, the rate is a fixed rate inclusive of GST (firm throughout the contract period) for the service to be rendered twice in a day.

SIGNATURE

Name and Seal of firm
Date: