



**NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT  
Department of Premises, Security and Procurement Chhattisgarh  
Regional Office**

Plot No.-1, Opposite Central Park, Sector-24, Nava Raipur, Atal Nagar, Raipur,  
Chhattisgarh, Pincode- 492018 Email: [dpsp.raipur@nabard.org](mailto:dpsp.raipur@nabard.org)

**Tender Notice for Empaneled vendors**

Limited Tender Notice for Annual Service Contract for Catering in  
Office Canteen & Lounge of NABARD, Raipur for the period from 01  
July 2023 to 30 September 2024

National Bank for Agriculture and Rural Development (NABARD)  
invites limited tenders from empanelled vendors with NABARD,  
Chhattisgarh, RO under Catering services may log on to the website  
of NABARD i.e. [www.nabard.org](http://www.nabard.org) or to the Central Public  
Procurement Portal i.e. <https://eprocure.gov.in> to download the  
Tender Document for submitting the same duly filled by Date:  
15/06/2023 by 17.00 hrs

Date of issue of tender document	24/05/2023
Pre Bid Meeting with bidders	29/05/2023 at 11:00 AM
Last date and time for submission of tender	15/06/2023 by 5:00 PM
Date and time of opening Bids	16/06/2023 by 3:00 PM
Bid Estimated value	INR 8,00,000/-
Retention Money Deposit (RMD)	INR 20,000/-

**Letter from the tenderer (on the letter head of bidding agency)**

Place: -

Date: -

The Chief General Manager

National Bank For Agriculture and Rural Development

Plot No. 1, Opposite Central Park, Sector – 24,

Nava Raipur Atal Nagar,

Chhattisgarh - 492018

Dear Sir,

**TENDER FOR CATERING SERVICE for period of 01 July 2023 to 30 September 2024 TO NABARD Chhattisgarh Regional Office, Plot No.-1, Opposite Central Park, Sector-24, Nava Raipur, Atal Nagar, Raipur, Chhattisgarh, Pincode- 492018.**

I/We have read and understood the notice inviting tender and contents in the tender document such as eligibility criteria of applicants, Instructions to the applicants, Services to be rendered, Terms and Conditions of the contract etc. I/We do hereby declare that the information furnished by me/us in the tender documents is correct to the best of my knowledge and belief.

Name of the partner/owner of the firm authorized to sign:

OR

Name or person having power of Attorney to sign the contract:

Seal and Sign of the Tenderer

## **General Terms and Conditions (on the letter head of bidding agency)**

1. NABARD will have no liability whatsoever concerning the persons deployed by the tenderer for the purpose. The successful tenderer shall keep the bank indemnified against all losses of damages or liability arising out of or imposed in the course of employment of persons(s) by him.
2. If at any time during the period of the contract, it is observed by the bank or by its authorized representatives that the services rendered are not to the satisfaction of the bank or any terms of the contract are violated, the bank reserves the right to terminate the contract by giving one month notice.
3. It shall be entirely, the responsibility of the successful tenderer to ensure that no unlawful act is done by his person(s) while on duty.
4. In case of loss of the Bank's property due to the negligence or carelessness of the person(s) deployed by the successful tenderer he will be held responsible and shall make good the same.
5. The contractor shall indemnify bank against any payments to be made under and for observance of the above mentioned various laws and rules. In the event of there being any increase of workmen's compensation under any law or any additional payment or new liability under the labour laws being imposed on the contractor at any time, the vendor shall bring it into the notice of NABARD immediately.
6. The contractor shall not subcontract the whole or any part of this contract to another person/ vendor.
7. Mobile phone number of the personnel deputed may be intimated to us.
8. Period and renewal of contract
  - a) The Contract period will be upto 30 September 2024 subject to signing of the agreement.
  - b) The contract period may be extended further depending upon the discretion of the Bank.
  - c) However, the Bank reserves the right to terminate the services of the agency by giving one month notice if the services are found to be unsatisfactory. If the agency wishes to terminate then the agency has to give three months notice to NABARD.
9. Resolving Disputes  
For all disputes relating to this contract, Arbitration Conciliation Act will be applicable.
10. Rates and Prices  
The rates quoted by the vendor will include all charges(including taxes) for the entire period of the contract. No additional charges on account of transportation of men and material, lunch, tea and conveyance etc. will be given. In the case of any change of statutory charges, the vendor shall bring it into the notice of NABARD immediately.

11. The bank will be deducting the mandatory deductions i.e. taxes etc., from the payments due to the contractor.

12. Arbitration

In the event of any difference or dispute in connection with the agreement over the right and obligations of the parties, the decision of Chief General Manager, NABARD, Chhattisgarh Regional Office, Plot no. 1, Sector no. 24, Nava Raipur, Atal Nagar, Chhattisgarh 492018, shall be final and binding upon the parties. The place of arbitration shall be Raipur. The relevant Indian laws shall be applicable to the arbitration.

Declaration by the Contractor

I have read and understood all the instructions/ conditions given above and I have taken into account the above instructions/ conditions while quoting the rates.

Date :

Signature:

Place :

Name & Address:

Seal of the Contractor:

**NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT**  
**Chhattisgarh Regional Office**

**INDEMNITY BOND**

(On Rs. 100/- Stamp Paper)

KNOW all men by these presents that I,  
Shri/Smt./Ku..... 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 Regional Office at Plot no. 1,  
Opposite Central Park, Sector – 24, Nava Raipur Atal Nagar, Chhattisgarh - 492018  
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 “Tender for Annual Service Contract for  
Catering in Office Canteen & Lounge of NABARD, Raipur” at NABARD Regional  
Office, Plot no. 1, Opposite Central Park, Sector no. 24, Nava Raipur Atal Nagar,  
Raipur, Chhattisgarh - 492018, and staff quarters located at Sector-27 (07 blocks) for  
a period of ..... years from commencement of agreement”.

THIS DEED WITNESSETH AS FOLLOWS:-

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

1. any third Contractor 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,
2. 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. 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.
3. 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) .....
- (2) .....

Signature of the authorized signatory of the contractor / Tenderer

**NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT**  
**Chhattisgarh Regional Office**

**Scope of Work and Specific Conditions for Catering Contract:**  
**(Terms and conditions forming part of Catering contract)**

The Contractor shall prepare and serve lunch and tea/coffee/snacks on daily basis (on working days) from Monday to Friday (Saturday & Sunday Holiday). The timing for services shall be as informed by NABARD in advance to the Agency's staff. The rates of various items shall be fixed as per the bid submitted by the bidder or as per MRP of the food products & beverages. The contractor shall also serve lunch and tea/coffee/snacks in officials meets on need to need basis.

02. The contractor will be liable for penalty for its inability to serve lunch on any working day unless the reasons are beyond his control. The amount of penalty would be decided by NABARD on each occasion and will be final, conclusive and binding.

03. Besides lunch to staff, the contractor shall also serve tea to all staff present in the office. Bidders shall, therefore, bid for serving tea and lunch as per the format for Financial bid. Tea charges will be paid by the Bank @ 2cups per staff per day on average 22 working days of the month. The lunch and Breakfast/snacks charges are to be collected by the caterer from concerned staff.

04. Menu along with the cost may be fixed by a Canteen Committee decided by the Bank in consultation with the vendor and which will be changed periodically.

05. The quality of articles of food and beverage and provisions shall be of good standard and should be purchased from approved vendors. Cooking oil, Masalas and other spices shall be branded and should have FPO registration. The Bank's authorised representatives will have the authority to inspect such articles of food and provisions and will have full powers to order discontinuance of use of such articles of food and provision, which are found to be of unsatisfactory standard and on grounds of hygiene.

06. The Bank will provide to the Contractor, kitchen equipment, fans, Refrigerator, Water cooler, crockery, cutlery, vessels / utensils, water, electricity, furniture and Gas connection. Gas refill charges are to be borne by the Contractor. No charges will be levied by the Bank for these items. The contractor shall ensure minimum breakage / pilferage of the articles. A maximum of 20% for crockery cutlery breakage / loss (per year) may be allowed.

07. The contractor shall keep the usage of water and electricity to a reasonable level.

08. The contractor shall be responsible for taking good care of all equipment, utensils, etc. Equipment are to be repaired/replaced by the Bank, however these should be used

and maintained with all precautionary measures. He shall bring to the notice of Bank, the repairs and maintenance work that are required to be undertaken from time to time. If any repairs of the equipment are to be made on account of mishandling/negligence of the workmen, except normal wear and tear, the said items shall be repaired by the Contractor at his cost.

09. The contractor shall maintain inventory of the items given to him and give inventory statement by 1st week of every quarter indicating any breakage / loss of the items provided. Breakage should be kept to reasonable level. If breakage takes place due to regular usage or otherwise, before economic life (05 years), Crockery/cutlery breakage/loss of maximum 20% per year is permissible and no recovery will be made upto this limit. Beyond 20% limit the recovery will be made at original cost of articles. Cost of any other items missing and breakage due to negligence /mishandling will be recovered from the Contractor fully.

10. The contractor shall be responsible for maintaining the entire dining area spotlessly clean at all times. The crockery, cutlery, furniture and utensils used in the preparation and serving of food shall always be in clean and hygienic condition. The kitchen shall remain open at all times for inspection to the duly authorised representatives of the Bank. The cost of cleaning materials, soap /detergent and other accessories shall be at the contractors cost.

11. It will be the responsibility of the Contractor to store the material purchased by him in a neat, tidy and hygienic manner in the containers at the space provided by the Bank. The security of such material will be the sole responsibility of the Contractor.

12. The authorised representatives of the Bank shall check the quality and quantity of the items supplied and served. Complaints received from the staff on quality of food (including stale food) will be viewed seriously and penalty will be levied in such cases. The penalty could be the cost of entire food it prepared on the date of complaint.

13. Vegetarian and non-vegetarian cooking shall be done separately. Adequate utensils have been provided by the Bank in Canteen. Need based replacement shall be provided by the Bank.

14. The Contractor on daily basis shall do the disposal of leftover foods and other garbage on daily basis at the identified disposal point at regular intervals to the satisfaction of the Bank.

15. Applicable taxes (IT, CGST-TDS and SGST-TDS) will be deducted at source at the time of settlement of bills unless the contractor produces the certificate to the contrary from the Income Tax authorities. TDS Certificate will be issued to the contractor by the NABARD..

16. The Bank reserves the right to terminate the contract at any time during the currency of the contract period by giving 30 days prior notice in writing without



assigning any reason therefor. The contractor, however, shall have to intimate to the Bank by giving three months' prior notice in writing in case it decides to stop services.

17. The contractor shall obtain all the requisite licenses including under Prevention of Food Adulteration Act,1954 and rules frames hereunder and under other applicable laws issued by the concerned Labour Department for running the establishment. The Bank shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments.

18. The contractor shall indemnify and keep indemnified, defend and hold good NABARD, its employees 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 contractor or their services personnel on account of misconduct, omission and negligence by the contractor or his service personnel.

19. The contractor shall maintain and provide all necessary documentation, registers and records in connection with the performance of catering services and other related documents including for complying with any statutory requirements and provisions of applicable laws.

20. The contractor shall take all pre-cautionary measures to ensure the safety of the workmen employed by it and NABARD will not be responsible in case of any eventuality.

## **Special Conditions of Contract**

1. Sealed Tenders, should be addressed to The Chief General Manager, Chhattisgarh Regional Office, National Bank For Agriculture and Rural Development, Plot No.-1, Opposite Central Park, Sector-24, Nava Raipur, Atal Nagar, Raipur, Chhattisgarh, Pincode- 492018 and super scribed "Running Canteen-Catering services at NABARD Office Premises" and submit in a sealed envelope in the drop box at National Bank For Agriculture and Rural Development, Chhattisgarh Regional Office, Plot No.-1, Opposite Central Park, Sector-24, Nava Raipur, Atal Nagar, Raipur, Chhattisgarh, Pincode- 492018.
2. No tender/quotation/bid will be received after 05.00 p.m. on 15.06.2023 under any circumstances whatsoever. Tenders will be opened on 16.06.2022 at 3.00 PM at the office of Chief General Manager, National Bank for Agriculture and Rural Development or any other officer designated for this purpose by him in the presence of other officials and the tenderers or their representatives, should they choose to be present. The Contractor/Caterer's representatives are advised to be present at NABARD's office at while opening of tender. No separate written communication shall be sent to Contractors for being present on the date of opening of Tender.
3. The National Bank for Agriculture and Rural Development does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders, without assigning any reasons for doing so.

## EMD Details

Bidders can also submit the EMD amount of Rs. 20000/- with Payment online through RTGS / internet banking. The details are as under:

Particulars	Details
Beneficiary name	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
Account No.	NABADMN39
IFSC Code	NBRD0000002
Bank Name	AXIS BANK
Branch address	Head Office, Mumbai

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of online transfer. Bidder has to submit proof of the Online Payment Transfer along with bid.

**Price Bid to be quoted by Bidder:**

<b>S No</b>	<b>Details</b>	<b>Price offered by the Agency per cup of tea/coffee (maximum capping of Rs. 15/- per cup of tea/coffee)</b>
1	Supply of Tea/coffee to Bank's employees per day	

The contract shall be awarded to the lowest bidder (with a capping of Rs. 15/- per cup of tea/coffee). In case of tie in price bid lottery system or any other system decided by the Bank shall be followed.