

ADVERTISEMENT

नोटिस

नाबार्ड, अपने प्रधान कार्यालय परिसर, सी-24, 'जी' ब्लॉक, बांद्रा-कुर्ला कॉम्प्लेक्स, बांद्रा (पू), मुंबई 400051 में कैटरिंग सेवाएँ प्रदान करने के लिए प्रस्ताव आमंत्रित कर रहा है. इच्छुक कैटरिंग फर्म हमारी वेबसाइट www.nabard.org पर लॉग ऑन करे और अधिक जानकारी के लिए 'टेंडर नोटिस' शीर्ष को देखें तथा टेंडर दस्तावेज़ डाउनलोड करें. विधिवत रूप से भरे हुए टेंडर दस्तावेज़ दिनांक **22/06/2018 को 14.00 बजे तक प्रस्तुत कर दें.**

NABARD invites offer for providing catering services at its Head Office Premises at C - 24, 'G' Block, Bandra - Kurla Complex Bandra (East) Mumbai 400051. Interested Catering Firms may log on to the website of NABARD *i.e.* www.nabard.org to view the complete details under the heading 'Tender Notice' and download the tender document for submitting the same duly filled by **14:00 hours of 22/06/2018.**

<i>Date of Issue of Tender Document</i>	<i>08 June 2018</i>
<i>Pre Bid Meeting with Vendor / Service Providers</i>	<i>15 June 2018 at 11:00 am</i>
<i>Due Date for submission of Tender</i>	<i>22 June 2018 at 14:00</i>
<i>Date & Time for opening of Technical Bids</i>	<i>22 June 2018 at 15:00</i>
<i>Opening of Financial Bid</i>	<i>To be announced</i>

MATERIAL FOR WEBSITE

REQUIREMENT OF CATERING SERVICE

1. NABARD invites offers from Vendor / Service Providers of repute and experience to provide catering services to its staff/officials/visitors in the Staff Canteen / Officers' Lounge / Executive Lounge of NABARD located in its Premises at C - 24, 'G' Block, Bandra - Kurla Complex, Bandra (East), Mumbai 400051. The Vendor / Service Provider will be required to serve snacks & tea in the morning & evening and lunch in Staff Canteen & Officers Lounge, Executive Lounge on all working days and on select days as and when required. The Vendor / Service Provider shall also provide tea / coffee to all staff members from the Dispensing Machines 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. The Vendor / Service Provider 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 Vendor / Service Provider will be responsible for removal of the garbage and keep the assigned premises clean. The Vendor / Service Provider 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 may be decided by NABARD. The contract shall be initially for the period of 02 years from the date of commencement of services, which would be renewable for a longer 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.
3. Interested Vendor / Service Providers may download the tender document from NABARD's website www.nabard.org and submit their offer in a sealed cover superscribed "OFFER FOR CATERING SERVICES" which shall have to be dropped in the Tender Box kept in Front Lobby Ground Floor "C" Wing by **14:00 Hours on or before 22/06/2018**. It may be noted that the tendering will be a 02 bid system wherein the 1st bid will be 'Technical Bid' and 2nd bid will be the 'Price Bid'. Both the bids will be put in separate sealed covers with superscription of 'TECHNICAL BID' and 'PRICE BID' and both the covers will be put in another sealed cover with superscription on "OFFER FOR CATERING SERVICES" as stated above. Further, it may be noted that those Vendor / Service Providers / catering firms, whose technical bid will be found suitable, as per our prequalification criteria, which are given in Annexure I will only be identified

for further tendering process.

4. The likely annual payment for all services together, to be worked out as per the quotes by the vendors, will form the basis for selection of the Vendor.
5. The pre – qualification criteria, terms and conditions and formats of “Technical Bid” and “Price Bid” are enclosed as Annexure – I, II, III and IV respectively.
6. NABARD reserves the right to accept or reject any or all offers without assigning any reasons whatsoever and its decision shall be final.
7. In case of any difference in interpretation between English and Hindi version of this tender document in any particular clause of this document the English version will prevail.

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

ANNEXURE - I

Pre-qualification Criteria

1. The Vendor / Service Providers should be located within India. However, preference may be given to local Vendor / Service Providers.
2. The Vendor / Service Provider may be a sole proprietary concern, partnership firm or a company and should be in existence for at least 5 years. Preference will be given to Vendor / Service Providers 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 who are catering to more than 500 persons daily.
3. The Vendor / Service Provider should have achieved annual sales turnover of `1.00 Crore (Rupees One Crore Only) in each one of the last three years *i.e.*, 2015-16, 2016-17 and 2017-18. For the year 2017-18 a provisional Balance Sheet & Profit & Loss Statement (in the event of audit not completed) has to be furnished showing the sales turnover. The turnover thus indicated should be highlighted and flagged in the enclosures submitted. The Vendor / Service Providers shall have to furnish Balance Sheet and Profit / Loss A/c for the last 3 years viz., 2015-16, 2016-17 and 2017-18. For the year 2017-18 a provisional Balance Sheet & Profit & Loss Statement (in the event of audit not completed) has to be furnished showing the sales turnover.
4. The Vendor / Service Providers should have done at least during the past 03 years: -
 - a. Three institutional catering works of value not less than `40.00 lakh, or
 - b. Two institutional catering works of value not less than `50.00 lakh, or
 - c. One institutional catering work of value not less than `80.00 lakh
5. The Vendor / Service Provider 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 Vendor / Service Provider's own name and at the Vendor / Service Provider's own expenses for providing the catering services.
6. The Vendor / Service Provider should have licence / 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 Vendor / Service Provider has also to furnish copies of latest Income Tax Acknowledgement / Certificate, 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 the relevant documents. The Vendor / Service Provider 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, Bombay Shop and Establishment Act., 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.

7. The Vendor / Service Provider should have managerial personnel with professional qualification (*viz.*, degree / diploma in catering technology / Hotel Management *etc.*) and with minimum 3 years of work experience. This technically qualified manager needs to be present at site.
8. The Vendor / Service Provider should have sufficient number of cooks, service boys, Managers etc. in proper uniform to attend to the various kitchen and dining area activities.
9. The track record of the Vendor / Service Providers should be clean and it should not have any involvement in illegal activities or financial frauds and declaration to this effect be made.
10. A Committee of Officials of NABARD will be visiting the locations where the Vendor / Service Provider is providing its services to evaluate, quality and verify the claims stated in the technical bid document. The Vendor / Service Providers who will satisfy the criteria will only be considered for further tendering process and their price bid will be opened.
11. NABARD reserves the right to accept or reject any or all offers without assigning any reasons and its decision shall not be open to challenge.

ANNEXURE – II

TERMS & CONDITIONS

1. Requirement

- 1.1. NABARD requires the Vendor / Service Provider to provide all kinds of 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 staff and officers of NABARD. Conference Catering for the meetings and Conferences hosted by NABARD will also be done by the Vendor / Service Provider.
- 1.2. The interested vendors 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. A vendor 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.
- 1.3. For this purpose, NABARD will provide required space for kitchens / dining and crockery / kitchen equipment and furniture in the dining areas, at nominal rent of `100.00 per unit (i.e. Officers Lounge / Staff Canteen). NABARD will also provide water and electricity free of cost.
- 1.4. The relationship between Vendor / Service Provider and NABARD shall be of vendor and vendee and the catering services (supply of food) shall be on sale and purchase basis.
- 1.5. The Vendor / Service Provider 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 etc.,
- 1.6. The Vendor / Service Provider 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 same in designated dining area / cabins/ conference halls in a hygienic manner for which he will realise sale price from the respective purchasing staff / officer etc., at fixed prices as approved by NABARD (**exclusive of taxes**). The Vendor / Service Provider shall not prepare or serve any other item without prior approval of NABARD.
- 1.7. The Vendor / Service Provider 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 FPO registration and /or Agmark and / or ISI mark as approved

by NABARD). Moreover, before using the raw materials and other ingredients for cooking, the Vendor / Service Provider shall ensure their quality and wholesomeness. 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 direction and the same would be destroyed at the cost of the Vendor / Service Provider.

- 1.8. Vegetarian and non – vegetarian cooking shall be done separately.
- 1.9. It is the duty of the Vendor / Service Provider to provide accommodation to the staff employed by the Vendor / Service Provider. NABARD would not entertain any claim either for accommodation at its premises or for reimbursement of expenses in this regard.
- 1.10. Menu: Illustrative menu is indicated in the Appendix. Weekly menu will be submitted to NABARDs’ Officer in charge of supervision of Catering services in NABARD and the approved menu will be served in NABARDs’ Staff Canteen and Officers’ Lounge & Dining Room.
- 1.11. The ceiling rates fixed by NABARD for various services are as under: -
 - 1.11.1.Lunch for CGM’s in Executive Lounge `145.00 per meal
 - 1.11.2.Lunch in Officers’ Lounge `100.00 per meal
 - 1.11.3.Lunch in Staff Canteen `50.00 per meal
 - 1.11.4.Snacks in Staff Canteen / Officers’ Lounge `25.00 per item
- 1.12. As regards the Tea Service from the installed dispensing machines across the Office Building, the billing method used will be for the Total number of Staff and non-staff in the Office Building for 20 days per month. The number of staff and non-staff members will be reviewed twice in the year 01 January & 01 June.
- 1.13. The Vendor / Service Provider will serve snacks / tea / Lunch etc., at the rate and quantities 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.
- 1.14. Over and above the menu fixed in the Annexure, the successful Vendor / Service Provider will also be permitted to serve special items as snacks / lunch / Juices / Ice creams etc., on sale basis the rates for which will have to be approved by NABARD.
- 1.15. The Vendor / Service Provider should have a floor boy at each of the designated tea pantry / tea dispensing machine for attending to the dispensing machines and

various departmental catering requirement.

- 1.16. The Vendor / Service Provider will have to depute sufficient number of service staff to ensure service of Tea/Coffee to senior Officers in cabins during operational time of the dispensing machines / readymade tea/ green tea etc., as and when required by them during the day. No Tea/Coffee service will be provided during the lunch time i.e., from 01:00 p.m. to 02:30 p.m.
- 1.17. The Vendor / Service Provider 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/CGM's Lunch etc.
- 1.18. The meals and snacks served in the Officers Lounge and the staff canteen will be on sale basis.
- 1.19. NABARD regularly holds various meetings / conferences / seminars etc. in its premises. The attendees are national & international dignitaries of high stature. The rate for serving special lunch / dinner will be negotiated with the successful Vendor / Service Provider and rate will be fixed.
- 1.20. The Vendor / Service Provider will be responsible for removal of the garbage and keep the assigned premises clean.
- 1.21. The Vendor / Service Provider 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 the relevant documents. The Vendor / Service Provider 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, Bombay Shop and Establishment Act., etc., and shall duly and promptly pay all sums of money to such staff as may be required to be paid under such laws. The Vendor / Service Provider must ensure that his staff are paid their salary and allowance, if any, latest by 5th of the following month. NABARD will not be responsible for violation of any law which is required to be observed by the Vendor / Service Provider. The Vendor / Service Provider will be solely responsible for violation of any laws.
- 1.22. The Vendor / Service Provider shall give advance intimation to the Officer – in – Charge indicating the time, date and venue about payment of wages. The Officer – in – Charge or his authorised representatives will witness the payment of wages and shall record the following certification in the wage register. “Certified that salary for the month of _____ has been distributed on _____ to the canteen Vendor / Service Providers' workers by the Vendor / Service Provider in accordance with the wages

specified in Minimum Wages Act”.

- 1.23. The Vendor / Service Provider shall be liable to pay P.F. Contribution, leave, salary etc., and shall be liable to observe statutory working hours.
- 1.24. Proper records shall be maintained by the Vendor / Service Provider with respect to the above Acts, and such other Acts as may be applicable to the Vendor / Service Provider’s working and his workmen which would be subject to check from time to time, by the Officer – in – Charge.
- 1.25. The Vendor / Service Provider 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 Vendor / Service Provider. The Vendor / Service Provider should have Income Tax /GSTN Number. At the time of submitting the tender, the applicant should enclose notarised copies of the Contract Labour License, the income tax return / GSTN return / PF registration etc.

2. Tea / Snacks / Lunch Timings

- 2.1.1. Officers / Staff would be served tea / snacks / lunch as per the following timings.
- 2.1.2. Timing for tea Service - 10:00 Hrs to 11:30 Hrs and 15:00 Hrs to 16:00 Hrs (to be served through dispensing machines or otherwise as may be decided by NABARD).
- 2.1.3. Timing for service of Lunch in Staff Canteen is 12:30 Hrs to 14:00 Hrs.
- 2.1.4. Timing for service of Lunch in Officers’ Lounge and Dining Room - 13:00 Hrs to 14:00 Hrs.
- 2.1.5. 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. Vendor / Service Provider will have to ensure that the timings indicated by NABARD are maintained.

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

4. Infrastructure and facilities to be provided by NABARD

- 4.1. Kitchen along with cooking utensils and kitchen equipment
- 4.2. Dining area with the necessary infrastructure
- 4.3. Electricity connections/points for Electrical Equipment/ Infrastructure, Fridge, Ovens, Gas Stove, Electric Heater, Water Purifier, *etc.*,

5. Crockery/ Glassware

- 5.1. The crockery / glassware, etc. for dining areas will be provided by NABARD. Breakage beyond permitted level at 20% per annum, would be recoverable from the Vendor / Service Provider, on quarterly basis. At the commencement of the tender the Bank will provide the Vendor / Service Provider with sufficient quantity of cutlery, it would be responsibility of the Vendor / Service Provider to maintain this adequate stock till the completion of the tender. Crockery & Glassware will be provided by the Bank.
- 5.2. The Vendor / Service Provider will have to submit a fortnightly statement to NABARD indicating the position of the various items handed over to them, to ensure sufficient amount of crockery/cutlery / glassware are in circulation for efficient service.
- 5.3. It shall be the duty of the Vendor / Service Provider to properly handle the various gadgets and utensils etc., provided by NABARD. The Vendor / Service Provider shall keep a proper inventory of the items placed at his disposal by NABARD and the same shall be verified by the Vendor / Service Provider along with the representatives of NABARD. The decision of NABARD will be final in this regard.
- 5.4. NABARD shall ordinarily take care of the routine and normal wear and tear maintenance of the canteen equipment. However, in the case of any wilful damage or damage caused out of negligence to the repairs / replacement NABARD shall also adjust security deposit against such damages.
- 5.5. 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 Vendor / Service Provider. Otherwise the cost of such materials shall be recovered from the Vendor / Service Provider.

6. Kitchens - Cleanliness & Hygiene

- 6.1. The Vendor / Service Provider shall ensure that the food is cooked in the prescribed kitchens. Highest standard of hygiene is to be maintained. The cleanliness and maintenance of the utensils used for cooking is to be strictly ensured besides proper maintenance of fridge, water cooler etc. The Vendor / Service Provider will have to bear the cost of cleaning materials. The Vendor / Service Provider is to ensure use of quality cleaning materials.
- 6.2. NABARD may provide special cleaning agents as per the industry standards for cleaning of the fresh fruits and vegetables.

7. Catering Staff

- 7.1. Vendor / Service Provider has to ensure that a properly qualified person 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.
- 7.2. The kitchen as well as the service staff shall be employed / engaged by the Vendor / Service Provider and NABARD shall not in any way be responsible for their terms of employment.
- 7.3. The Vendor / Service Provider 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.
- 7.4. The Vendor / Service Provider shall arrange through NABARD's Security Department, on the advice of Officer-in-Charge, to issue identity cards bearing photographs of canteen employees for gate entry. All the personnel engaged by the Vendor / Service Provider 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 the canteen staff while they are present in the NABARD premises. The canteen staff shall also be liable for search on entry/exit. The Vendor / Service Provider 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 Vendor / Service Provider upon receipt of complaint will have to immediately withdraw such employees from working in NABARD's premises.
- 7.5. 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 also as and when required by NABARD due to administrative exigencies.
- 7.6. The Vendor / Service Provider has to ensure that proper number of staff are engaged for discharge of various responsibilities entrusted to Vendor / Service Provider such as food production and service. For any increases in manpower for efficient running of the canteen services, the Vendor / Service Provider shall not be entitled to additional remuneration.
- 7.7. The Vendor / Service Provider has to carry out annual medical examination at their cost of its staff members engaged in the catering work in NABARD. The Vendor / Service

Provider 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 Vendor / Service Provider being found medically unfit, the Vendor / Service Provider shall arrange to replace him. NABARD may require the Vendor / Service Provider to submit a medical certificate for any of his staff members deployed at NABARD. The Vendor / Service Provider has to at commencement of his tenure at NABARD within a month provide for the medical certificate of the employees, and at every instance of every new staff member joining the workforce within 15 days of joining.

7.8. The Vendor / Service Provider will have to provide NABARD with a list of employees engaged in the canteen and also their emoluments for the purpose of verification.

7.9. The Vendor / Service Provider shall not engage minors for catering service.

7.10. All the personnel engaged by the Vendor / Service Provider shall wholly and purely be in the employment of the Vendor / Service Provider and no claim of individual/collective nature on NABARD's employment by any of the employees or claim of any nature on NABARD shall be tenable. The Vendor / Service Provider shall at all times keep NABARD fully and effectively indemnified 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 Vendor / Service Provider including the demand which the Vendor / Service Provider'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.

7.11. The Vendor / Service Provider 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 Vendor / Service Provider. The Vendor / Service Provider will be solely responsible for violation of any laws.

7.12. The staff shall be properly dressed in neat and tidy uniform with proper head gear and hand gloves. They shall be courteous, well-mannered and attentive. They should be conversant with the tenets of the trade. The Manager with decision taking capability along with adequate service staff should be present in the dining areas during the service hours on working days as also on weekends / public holidays if services are required during such days.

8. Quality Assurance

- 8.1. The Vendor / Service Provider 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.
- 8.2. The Vendor / Service Provider shall purchase and keep the raw materials stock of minimum 15 days required for the preparation of various items, including the controlled items of good quality at his own cost. The Vendor / Service Provider 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, where applicable. NABARD at its discretion through its authorised representative may check the stock position of all the items to see that the above is being complied by the Vendor / Service Provider. In case of unsatisfactory / unhygienic quality of food items or lapses in service or any breakage / shortage, deductions will be made as penalty which will be solely decided by NABARD. 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 any lapse will be taken seriously. Good quality branded raw material is to be used for the preparation of food.

9. Payments

- 9.1. The Vendor / Service Provider will have to serve tea from dispensing machine for which NABARD will make payment. Similarly, the Vendor / Service Provider will have to serve lunch / dinner / snacks / tea / coffee etc. in the Executive Lounge / in the meetings / workshops / seminars etc. on select occasions for which NABARD will make payment. The Vendor / Service Provider will be required to submit the claim for the services on fortnightly basis and NABARD will settle the bill within a fortnight.
- 9.2. Payment for the purchase of meals / snacks and beverages consumed by the Officers and Staff in the designated dining areas will be done by the individual.

10. Upkeep and Maintenance of pantry / dining areas

- 10.1. The Vendor / Service Provider has to ensure that every day after operations, the pantry / dining halls / chafing dishes and all the crockery and cutlery are cleaned and kept in order before closing for the day.
- 10.2. The Vendor / Service Provider has to ensure proper disposal of waste and take care to see that the outlets / ducts provided in the kitchen are not blocked / damaged etc.

11. No sub-letting of Contract

11.1. The Vendor / Service Provider shall not sub-let the contract. If it is violated, NABARD reserves the right to terminate the contract without any notice.

11.2. 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 Vendor / Service Provider.

12. The Vendor / Service Provider shall not use kerosene in Bank's premises under any circumstances.

13. The contract shall not be construed to have given employment to the Vendor / Service Provider in NABARD nor any right to the Vendor / Service Provider on Bank's property. On completion of the contract or whenever NABARD decides the Vendor / Service Provider and his staff will immediately vacate the premises and handover all the dead stock items that were given by NABARD. The Vendor / Service Provider 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.

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

15. The Vendor / Service Provider who will offer the bids will have to deposit EMD of `50,000.00 (Rupees Fifty Thousand Only) in Demand Draft / Pay Order in favour of National Bank for Agriculture and Rural Development, payable at Mumbai, in along with the quotation. The Vendor / Service Provider selected through the tendering process will be required to give security deposit of `2,00,000.00 (Rupees Two Lakh Only) Demand Draft / Pay Order in favour of National Bank for Agriculture and Rural Development, payable at Mumbai refundable on expiry of contract after adjustment of any dues receivable from the Vendor / Service Provider. The EMD and / or Security Deposit shall not bear any interest and such amount 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 in case their bid is accepted and any sort of non-compliance with the terms of services agreed upon. The unsuccessful Vendor / Service Providers will be returned the E.M.D. within 15 days from the date of final decision of Bank regarding the contract except for exigencies beyond Bank's control. The EMD of the successful bidder will be returned on receipt of `2,00,000.00 (Rupees Two Lakh Only) as Security Deposit.

16. Tenders without EMD will not be considered.

17. Pre-bid Meeting

A pre-bid briefing meeting of the intending vendors/Vendor / Service Providers will be held at **11:00 on 15/06/2018** 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 respect of the terms and conditions of the tenders. No separate Communication will be sent for the meeting. The intending vendors/Vendor / Service Providers will have to send their queries by mail to departmental mail (**dpsp@nabard.org**) by **13/06/2018** which 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.

18. Quotation and Process of Selection:

- 18.1. Interested Vendor / Service Providers will be required to submit their offer in 2 bids viz.,” Technical bid” and” Price bid” in the format indicated in Annexure III & Annexure IV. Both the bids will be put in separate sealed covers with superscription “Technical Bid” and “Price Bid” which will again will be put in another sealed cover with superscription “OFFER FOR CATERING SERVICES” addressed to The Chief General Manager, Department of Premises Security and Procurement, National Bank for Agriculture and Rural Development, C - 24, ‘G’ Block, Bandra - Kurla Complex, Bandra (East), Mumbai 400051.
- 18.2. Technical bid will have to be accompanied by a draft / pay order of `50,000.00 (Rupees Fifty Thousand Only) in favor of National Bank for Agriculture and Rural Development payable at Mumbai, drawn on any PSU / Private Sector Bank towards Ernest Money Deposit (EMD). This EMD is refundable to unsuccessful Vendor / Service Providers. Tenders without EMD would not be considered The EMD and /or Security Deposit shall not bear any interest and such amount shall be forfeited in the event of any refusal or delay on the part of the successful bidder to sign and execute the agreement for commencement of contract in case their bid is accepted and any sort of noncompliance with the terms of services agreed upon. The EMD of the successful bidder will be returned on receipt of `2,00,000.00 (Rupees Two Lakh Only) as Security Deposit.

- 18.3. The cover will be dropped in the Tender Box placed in the lobby of “C” Wing, Ground Floor of HO Premises at C -24 G Block Bandra – Kurla Complex Bandra (East) Mumbai 400051 by 14:00 hours of 22/06/2018.
- 18.4. The quotation (Technical Bid only) will be opened at 15:00 hours on 22/06/2018 in the presence of the Vendor / Service Providers, who wish to remain present.
- 18.5. The bid so opened will be subjected to desk scrutiny by a committee of officials.
- 18.6. Inclusion of any deviations in the quotation is liable for rejection.
- 18.7. A Committee of officials of NABARD will be visiting the locations where the Vendor / Service Provider is providing its services to evaluate its capability and verify the claims stated in the technical bid document.
- 18.8. The Vendor / Service Provider will have to ensure that the team gets an access to the cooking area and dining area for inspection. The Vendor / Service Providers who are recommended by the committee will only be considered for further tendering process and their price bid will be opened.
- 18.9. On opening of the price bid of successful Vendor / Service Providers in technical scrutiny the likely annual payment for all services together will be worked out as per the following:

Service	Rate (₹)	Consumption (average)	Monthly(₹) (*)	Annually (₹)
	(A)	(B)	(C) = A X B X 18	(D) = (C) X 12
CGM Lunch		18		
OLDR Lunch		130		
Staff Canteen Lunch		150		
Snacks		400		
OLDR /Staff Canteen Tea		250		
Total				

18.9.1.(*) *Average number of working days considered as 18 days/ month*

18.9.2. For the tea from the dispensing machines the following amount will be paid: -

Rate / Cup	Rate / Day	Number of Days	Number of Staff + Non Staff	Amount / Month
(A)	(B)	(C)	(D)	(E)
`12.50	`25.00	20	1160 *	`5,80,000=00

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

18.10. The Committee will examine the aggregate of likely annual payment so worked out and based on the same give its recommendations on the acceptance of the bid.

19. Rates

19.1. 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.)

19.2. 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.

20. Venue

20.1. The Catering service shall be provided normally in the Officers' Lounge and in the Staff Canteen at 1st floor of the Office building at C -24, "G" Block, Bandra - Kurla Complex, Bandra (East), Mumbai 400051 or at any other place as approved by NABARD within Bank's premises. The building has been provided with pantry and dining halls.

21. Notice for Termination of Contract

21.1. The contract can be terminated by the Vendor / Service Provider by giving three months' notice while NABARD can terminate the contract by giving one months' notice.

21.2. If it is found that the quality of items supplied by the Vendor / Service Provider and/or the services rendered are unsatisfactory or that the Vendor / Service Provider has violated any terms and conditions of the contract and agreement, then in that event, NABARD will be entitled to terminate this contract.

21.3. If at any stage during the period of the contract any case involving moral turpitude is instituted in a court of law against the Vendor / Service Provider or his employees, NABARD reserves the exclusive and special right for the termination of the contract and the Vendor / Service Provider shall not be entitled to any compensation from NABARD whatsoever.

22. Dispute Resolution

- 22.1. All disputes and differences of any kind whatsoever, arising out of or in connection with this RFP, or in the discharge of any obligation arising out of this RFP, shall be resolved amicably.
- 22.2. 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 differences shall be referred to arbitration by sole arbitrator by mutually agreed in accordance with the Arbitration and Conciliation act, 1996.
- 22.3. If no agreement is arrived at, within 30 days from the date of notice as to who shall be the sole arbitrator, NABARD shall send to the vendor/ service provider a list of 3 names of persons who shall be presently unconnected with NABARD. Vendor/Service Provider shall on receipt of the names as aforesaid, select any one of persons so named to be appointed as sole arbitrator, and communicate his name to NABARD within 30 days of receipt of the names. NABARD shall thereupon without delay appoint the said person as the sole arbitrator.
- 22.4. If Vendor / Service Provider fails to select the person as sole arbitrator within 30 days of receipt of the panel and inform NABARD accordingly, NABARD shall be entitled to appoint one of the persons from the panel as sole arbitrator and communicate his name to the vendor/ service provider.
- 22.5. If the person so appointed is unable or unwilling to act or refuses his appointment or vacates his office due to any reason whatsoever, another person shall be appointed by NABARD from the above list of persons.
- 22.6. The venue of the arbitration shall be Mumbai under the exclusive jurisdiction of the courts at Mumbai only.
- 22.7. The awards shall be final and binding on both the parties.

23. Indemnity

- 23.1. The Vendor / Service Provider 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 Vendor / Service Provider or their personnel on account of misconduct, omission and negligence by the Vendor / Service Provider or his staff.

24. Agreement

- 24.1. The successful Vendor / Service Provider has to enter into an agreement with National Bank for Agriculture and Rural Development, 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 Vendor / Service Provider.

APPENDIX

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

Menu for lunch (Veg. & Non-Veg.)

(The ceiling rate for this service is ` 100.00)

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 Kolam Rice or equivalent will be used. This would also be unlimited.

The Vendor / Service Provider may also serve different types of Pulaos.

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 300 gms per serving. Again in case of the Non - vegetarian Biryani it would be limited but Vegetarian Biryani would be unlimited.

For all the various types of Biryanis and pulaos 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.*: -

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, Chicken or Fish. The meat served will be atleast 100 gms 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, 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)
- 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 fruits) accompanied by Soup, a snack item and sweet dish will be served to him / her.

Snacks in the Officers' Lounge & Dining Room

The Vendor / Service Provider would be required to serve snacks & tea in the OLDR in the morning between 08:45 am and 09:30 am and in the evening between 17:00 and 18:00 on all working days.

The illustrative menu items could be: -

- a. Wadas – 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 Shouf 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.

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

Hot Meals

Soup

Gravy Vegetarian Dish (limited)

Gravy Non Vegetarian Dish (limited) Only on Monday/Wednesday/Friday

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: -

Monday	Tuesday	Wednesday	Thursday	Friday
Chicken	Egg	Mutton	Chicken	Fish

B. CGM Lunch

This a buffet lunch served in the Executive Lounge on a daily basis, which is the meals served in the Officers Lounge with the addition of Boiled Vegetables, Branded Curds packets, variety salad and a snack item. The ceiling rate for this `145=00 per lunch for minimum 18 persons on all working days of the Bank.

Soup

Boiled Vegetables

One Non Veg Gravy

One Gravy Vegetable

One Dry Vegetable

Plain Rice

Rice Preparation

100 gms 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: -

Monday	Tuesday	Wednesday	Thursday	Friday
Chicken	Egg	Mutton	Chicken	Fish

C. Menu for the Staff Canteen

(A) LUNCH THALI - VEGETARIAN

(The ceiling rate for this service is `50.00)

Boiled Rice 2 Wati

Side Bhaji 1 wati

Special Bhaji 1 Wati

Dal 1 wati

Curd 1 Wati

Papad 1 nos

Sweet 1 nos

Puri (6) or Paratha (2) Chappati (3)

Pickle

(B) LUNCH THALI -NON VEGETARIAN

(The ceiling rate for this service is `50.00)

Boiled Rice 2 wati

Side Bhaji 1 Wati

Special Non Veg Dish of the Day 1 Wati

Dal 1 Wati

Curd 1 Wati

Papad 1 nos

Sweet 1 nos

Puri (6) or Paratha (2) or Chappati (3)

Pickle

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

Monday	Tuesday	Wednesday	Thursday	Friday
Chicken	Egg	Mutton	Chicken	Fish

The Staff Canteen menu has to contain biryani once in a fortnight. Mutton Biryani and Chicken Biryani have to be served during these days, thus once a month Mutton Biryani and once a month Chicken Biryani. 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.

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

The rates for each type of snacks will be uniform. The ceiling rate for each item is `25.00.

The items indicated are illustrative and can be changed in consultation with Lounge Supervisor.

SNACKS

(The ceiling rate for this service is `25.00 per serving)

1. Idli Sambar (2 pcs)	80 gms
2. Medu Wada Sambar (2 pcs)	70 gms
3. Batata Wada Sambar (2 pcs)	80 gms
4. Vegetable Samosa (2 pcs)	80 gms
5. Upma	75 gms
6. Sabudana Wada (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 Wada (2pcs)	80 gms
14. Mysore Bonda (2 pcs)	80 gms
15. Batata (Potato) Puri (2 pcs)	70 gms
16. Dahi Wada (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
33. New Menu Items may be introduced by the Vendor / Service Provider in consultation with NABARD	

E. Tea Service

(The ceiling rate for this service is `30.00 per day)

NABARD is providing its Officers' & Staff members with Tea / Coffee utilising the installed dispensing machines. These machines are operational 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 from the dispensing machines the following amount will be paid: -

Rate / Cup	Rate / Day	Number of Days	Number of Staff + Non Staff	Amount / Month
(A)	(B)	(C)	(D)	(E)
`12.50	`25.00	20	1160 *	`5,80,000=00

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

F. Catering to the meetings / conferences / seminars conducted by NABARD.

NABARD regularly holds various meetings / conferences / seminars etc. in NABARDs premises. The attendees are national & international dignitaries of high stature. Hence, the menu served as meals and in course of the meetings will need to meet these standards. The rate and menu will be discussed with the successful Vendor / Service Provider, when the Vendor / Service Provider takes charge.

ANNEXURE – III
THE FORMAT FOR TECHNICAL BID

**APPLICATION FOR CATERING ARRANGEMENTS AT NABARD, HEAD
OFFICE, MUMBAI**

(Catering Arrangement)

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

Sl. No.	Particulars	Details to be filled in by the Agency
1	Name of the Agency	
2	Regd. Office/Business address of the Agency	
3	Date of Incorporation/Constitution	
4	PAN/TAN Nos. of the Agency	
5	Service Tax Registration No.	
6	Whether registered with Registrar of Firms/ Companies? Date of Registration (Attach copy of registration)	
7	Whether registered with Sales Tax Department? Date of Registration.	
8	Whether registered with Health Department	

- / or any other authority? Date of Registration.
- 9 Whether registered with Labour Department? Date of Registration.
- 10 Whether registered for GST? Date of Registration.
- 11 Turnover in the last 3 years. (year-wise) 2015-2016
Please attach a copy of CA certified 2016-2017
Balance Sheet and P & L Statement. 2017-2018
a provisional Balance Sheet & Profit & Loss Statement for FY 2017-2018 has to be furnished in case audited document is not ready.
- 12 Bank Details
1) Name of NABARD
2) Branch
3) Type of Account
4) Account Number
5) IFSC Code
- 13 *Years of experience of in providing catering services.
- 14 ** Name of the Organisations / Corporations / Departments where the experience has been gained and number of persons the agency was serving (each location wise)
- 15 Annual Turnover at each of the Catering location/s.
- 16 Name, Designation & Contact details of the key person at the above indicated location/s from the Contracting Establishment. 1.
2.
3.
- 17 Please indicate the particulars of the personnel with relevant professional qualifications (viz., Degree / Diploma in Catering Technology / Hotel Management) at the Supervisory level?

18 Particulars of Payment towards EMD of
`50,000=00 (Rupees Fifty Thousand Only)
Draft No. / Pay Order No.
Dated drawn on Bank for
`50,000=00 (Rupees Fifty Thousand Only)

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

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

DECLARATION

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

Please Note: -

(This format together with the EMD Draft / Payment Order shall be sent in separate sealed cover super scribing - "TECHNICAL BID" along with "Price Bid" with the both the bids in another sealed cover with superscription "Offer for Catering Services" and dropped in the Box kept Tender Box kept in Front Lobby Ground Floor "C" Wing of NABARD Building. **Last date for receipt of Tender is 22/06/2018.**

Turnover Details: -

Sr. No.	Contracts of Value not less than `40= 00 lakhs	Contracts of Value not less than `50= 00 lakhs	Contracts of Value not less than `80= 00 lakhs	Name & Designation of Administrative Officer	Contact Details
1.					
2.					
3.					

Balance Sheet Details: -

Year	Turnover (`)	Page Number in the Attached Annexure
2015-16		
2016-17		
2017-18		

ANNEXURE – IV

Format of Price Bid

Sr. No.	Service Description	Ceiling Rate (Amount in `)	Per day Rate Quoted
1	Lunch in Officers' Lounge (Buffet)	`100.00	` Rupees
2	CGM Lunch in Executive Lounge (Buffet)	`145.00	` Rupees
3	Snacks in the Officers' Lounge / Staff Canteen per serving	`25.00	` Rupees
4	Tea in Staff Canteen / Officer's Lounge (Uniform Rates)	`15.00	` Rupees
5	Lunch Staff Canteen (Thali)	`50.00	` Rupees
6	Rate for Tea / Coffee (per day basis)	`25.00	`25.00 Rupees Twenty-five Only

SIGNATURE

Name and Seal of firm

Date: