



TENDER NOTICE

**Notice Inviting Tender for Providing Catering Services for Officers' Lounge at
NABARD, Assam Regional Office, Guwahat
(e-mail: dpsp.guwahati@nabard.org)
(Phone No. : 0361-231067)**

National Bank for Agriculture and Rural Development (NABARD) invites tenders for providing catering services in Officers' Lounge in its Assam Regional Office located at G S Road, Dispur, Guwahati 781006. Interested Vendors / Catering Firms may log on to the website of NABARD i.e. www.nabard.org or to the gem portal.

CALENDAR OF EVENTS

Date of Issue of Tender Document	17 December 2025
Pre Bid Meeting with Vendor / Service Providers	22 December 2025 at 15.00 hrs. at NABARD Assam Regional Office.
Due Date for submission of Tender	1 st January 2026 at 15:00 hrs. at NABARD Assam Regional Office.
Date & Time for opening of Technical Bids	1 st January 2026 at 15:00 hrs. at NABARD Assam Regional Office.
Opening of Financial Bid	To be announced later
Earnest Money to be deposited (EMD)	Rs. 45,800/- (Rupees Forty five thousand eight hundred only)
Security Deposit	5% of final quoted amount shall have to be deposited with NABARD, till the completion of the contract period.
Nodal Officer for correspondence and Clarification	Shri S.N Roy, Assistant General Manager (Mob : 9435019701) Shri Shiva Ray, Assistant Manager (Mob : 9126585122) Email : dpsp.guwahati@nabard.org

Signature and seal of tenderer on all pages

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Tender for providing catering services in Officers' Lounge at
NABARD, Assam Regional Office, Guwahati

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TENDER No. NB.(Guw)/ / DPSP/Lounge/ 2025-23

Dated : 15 December 2025

Notice Inviting Tender for Catering Service

1. NABARD invites tenders from Vendor / Service Providers / Catering Firms of repute and experience to provide Catering Services in the Officers' Lounge of NABARD Assam Regional Office located in its Premises at G S Road, Dispur, Guwahati – 781006.
2. **The bidder shall be a professional contractor in the field of catering with a minimum of 7 years' experience in (i.e. Veg., Non-Veg., South Indian, North Indian etc.) to establishments of banks, training institutions, financial institutions, Central / State Government offices etc. in Assam/Guwahati with valid proof of documents such as trade license and GST no.**
3. The Bidder shall be based at Guwahati or have a registered representative establishment at Guwahati and should have at least one ongoing catering service work in any of the PSUs or similar type of organization.
4. The Bidder should have a valid FSSAI License to operate as Caterer / FBO.
5. The contract shall be for a period of 2 years and would be renewable for a longer period at the discretion of NABARD. However, continuance of contract will be subject to Performance Review by appropriate authority/committee of NABARD during the agreement period.
6. 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'..1 shall contain Technical Bid along with **Integrity Pact (IP) to be executed on non-judicial stamp paper of Rs. 200/- as per format given in Annexure - VII**, duly signed and stamped by the bidder. Tenders submitted without IP will summarily be rejected and their subsequent will not be opened. No. 2 shall contain Price Bid only. Both the should be kept in another sealed cover with superscription "TENDER FOR PROVIDING CATERING SERVICES IN THE OFFICERS' LOUNGE AT NABARD Assam REGIONAL OFFICE, Guwahati" on it.

Vendor who has already been disqualified earlier or whose services has been terminated by any organization are not eligible for participation in the bid.

7. EMD - An Earnest Money Deposit (EMD) of Rs. 45,800/- (Rupees Forty five thousand eight hundred only) is required to be deposited through NEFT to the following account:

ACCOUNT NAME	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
ACCOUNT NUMBER	NABADMN12
ACCOUNT TYPE	Current Account
IFS CODE	NBRD0000002
BANK NAME	NABARD
BANK BRANCH	HEAD OFFICE,MUMBAI

8. EMD should be deposited at least 2 (two) days before the last date for submission of tender. After depositing the EMD amt., the tenderer is advised to send an email to dpsp.guwahati@nabard.org with the details of transaction.
9. MSEs as defined in MSE Procurement Policy issued by GoI or bidders who are registered with Central Procurement Organisations or empanelled with NABARD itself are exempt from submitting the EMD, a copy of the MSE registration certificate needs to be submitted along with the Technical Bid.
10. 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.
11. 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.
12. The pre – qualification criteria, scope of work, instructions for filing tender document, terms and conditions, formats of “Technical Bid”, covering letter and Pre – Contract Integrity Pact etc. are enclosed as Annexure – I to VII of Part-I and format for “Price Bid” is given in Part-II of tender document.
13. NABARD does not bind itself to accept the lowest or any other bid and reserves the right to accept or reject any or all offers without assigning any reasons whatsoever and its decision shall be final and binding for all.

Address of Communication

The Chief General Manager
National Bank for Agriculture and Rural Development
Assam Regional Office
G S Road, Dispur,
Guwahati – 781006.

(Debabrata Das)
Deputy General Manager

निविदा सूचना
नाबार्ड, असम क्षेत्रीय कार्यालय, गुवाहाटी
केटरिंग सेवाएँ उपलब्ध कराने हेतु निविदा आमंत्रण

(ई-मेल-dpsp.guwahati@nabard.org)

(फोन- **0361-231067**)

राष्ट्रीय कृषि और ग्रामीण बैंक (नाबार्ड) (असम क्षेत्रीय कार्यालय गुवाहाटी 781006-में स्थित अपने क्षेत्रीय कार्यालय के परिसर में केटरिंग सेवाएँ प्रदान करने हेतु निविदाएँ आमंत्रित करता है। इच्छुक वेंडर /केटरिंग फर्म नाबार्ड के वेबसाइट www.nabard.org या जेम पोर्टल से निविदा दस्तावेज़ अपलोड कर सकते हैं।

कार्यसूची

निविदा दस्तावेज़ जारी करने की तिथि	17 दिसम्बर 2025
वेंडर / सेवा प्रदाताओं के साथ बोली - पूर्व बैठक की तिथि और समय	नाबार्ड, असम क्षेत्रीय कार्यालय में दिनांक 22 दिसम्बर 2025 को अपराह्न 15.00 बजे
निविदा प्रस्तुत करने के लिए निर्धारित तिथि और समय	नाबार्ड, असम क्षेत्रीय कार्यालय में दिनांक 1 जनवरी 2026 को अपराह्न 15.00 बजे
तकनीकी बोलियों को खोलने की तिथि और समय	नाबार्ड, असम क्षेत्रीय कार्यालय में दिनांक 1 जनवरी 2026 को अपराह्न 15.00 बजे
वित्तीय बोली खोलने की तिथि और समय	इस संबंध में घोषणा की जाएगी
EMD राशि जो जमा की जानी है	45,800 (पैंतालीस हजार आठ सौ मात्र)
सेक्युरिटी डिपॉजिट	अंतिम रूप से कोट की गई राशि का 5% नाबार्ड के साथ निविदा अवधि की समाप्ति के बाद एक वर्ष की अवधि तक जमा रखना है।

सभी पृष्ठों पर निविदाकार के हस्ताक्षर एवं मुहर अनिवार्य रूप से होने चाहिए।

इस निविदा दस्तावेज़ में कुल 42पृष्ठ हैं।

केटरिंग सेवाओं हेतु निविदा आमंत्रण सूचना

1. राष्ट्रीय कृषि और ग्रामीण विकास बैंक)नाबार्ड (असम, क्षेत्रीय कार्यालय, गुवाहाटी में स्थित अपने कार्यालय परिसर के अधिकारी लाउंज में केटरिंग सेवाएँ प्रदान करने हेतु नमी एवं अनुभवी वेंडरों /सेवा प्रदाताओं केटरिंग निविदाएँ आमंत्रित करता है।
2. बोली लगानेवाला पेशेवर ठेकेदार होना चाहिए और उसे बैंको, प्रशिक्षण संस्थाओं, वित्तीय संस्थाओं कारपोरेट क्षेत्र के संस्थाओं, केन्द्रीय /राज्य सरकार के कार्यालयों आदि में इन - हाउस एवं मल्टी - कोईजीन केटरिंग सेवाएँ) यानि शाकाहारी, मांसाहारी, दक्षिण भारतीय, उत्तर भारतीय भोज आदि (उपलब्ध कराने में असम या गुवाहाटी में न्यूनतम 07 वर्ष का अनुभव प्राप्त होना चाहिए।
3. बोली लगाने वाली फार्म का गुवाहाटी में कार्यालय होना चाहिए अथवा गुवाहाटी में पंजीकृत प्रतिनिधि संस्थान होना चाहिए और वर्तमान में गुवाहाटी में कम से कम एक केटरिंग द्व कार्य चालू होना चाहिए।
4. केटरर /एफबीओ के रूप में कार्य करने के लिए बोली लगवाने के पास मान्य FSSAI लाईसेंस होना चाहिए।
5. इच्छुक वेंडर /सेवा प्रदाता /केटरिंग फार्म निविदा दस्तावेज़ जो निम्नलिखित किसी भी विकल्प से डाउनलोड कर सकते हैं - नाबार्ड का वेबसाइट www.nabard.org या जेम पोर्टल विधिवत भरे गए निविदा दस्तावेज़ नाबार्ड, असम क्षेत्रीय कार्यालय, गुवाहाटी में दिनांक 31 दिसम्बर 2025को अपराह्न 15.00बजे तक प्रस्तुत किए जाने चाहिए।
6. संविदा दो वर्ष की अवधि के लिए होगी और नाबार्ड अपने विवेक के अनुसार इसका दीर्घावधि के लेई नवीकरण कर सकता है। तथापि, संविदा को जारी रखना, करार अवधि के दौरान नाबार्ड के उपयुक्त प्राधिकारी /समिति द्वारा समय - समय पर की जाने वाली कार्य निष्पादन समीक्षा के अधीन होगा।
7. इस बात पर ध्यान दिया जाए कि निविदा प्रक्रिया में दो बोलियाँ होती है। प्रथम बोली तकनीकी बोली होती है और दूसरी बोली मूल्य बोली। दोनों बोलियों को दो अलग - अलग मुहर - बंद लिफाफों में रखना चाहिए और उनके ऊपर 'तकनीकी बोली' और 'मूल्य बोली' लिखना चाहिए। बोली लगाने वाले को रु -/200.के गैर - न्यायिक स्टॉप पेपर पर एक संविधा - पूर्व अखंडता समझौते)Pre Contract Integrity Pact) का निष्पादन संगलनक -VII में दिए जागे फॉर्मेट के अनुसार करना होगा। इस फॉर्मेट पर बोली लगाने वाले को विधिवत हस्ताक्षर करने चाहिए। और नोहर लगानी चाहिए। लिफाफा संख्या 1में 'तकनीकी बोली' के साथ संविदा -पूर्व अखंडता समझौता)Pre Contract Integrity Pact) रखना चाहिए। अखंडता समझौते के बिना प्रस्तुत की गई निविदाओं को सरासर अस्वीकृत किया जाएगा और उनके परवर्ती लिफाफों को भी खोला नहीं जाएगा। लिफाफा संख्या 2में केवल 'मूल्य बोली' होनी चाहिए। दोनों लिफाफों को एक अन्य मोहरबंद लिफाफे में रखना चाहिए और उसके ऊपर "नाबार्ड, असम क्षेत्रीय कार्यालय, गुवाहाटी में केटरिंग सेवाओं के लिए निविदा "लिखा जाना चाहिए।
8. EMD- 45,800 (पैंतालीस हजारआठ सौ मात्र) (की EMD एनईएफटी के जरिए निम्नलिखित खाते में जमा किया जाना अपेक्षित है:

खाते का नाम	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
खाता संख्या	NABADMN12
खाते का प्रकार	CURRENT ACCOUNT
आईएफएस कोड	NABRD0000002
बैंक का नाम	NABARD
बैंक शाखा	HEAD OFFICE, MUMBAI

9. EMD राशि जमा करने के उपरांत, निविदाकार को लें दें से संबंधित विवरण dpsp.guwahati@nabard.org पर ई-मेल कर देना चाहिए।
10. भारत सरकार द्वारा जारी MSE अधिपरपति नीति में परिभाषित MSE / केन्द्रीय अधिप्राप्ति संगठनों के साथ पंजीकृत संस्थाओं /नाबार्ड के साथ सूचीबद्ध) फार्मों को EMD जमा करने से छूट प्राप्त है। तकनीकी बोली के साथ MSE पंजीकरण प्रमाण पत्र की प्रति प्रस्तुत की जानी चाहिए।
11. इसके अलावा, इस बात पर ध्यान दिया जाए कि उनही वेंडरों /सेवा प्रदाताओं /केटरिंग फार्मों को आगे कि निविदा प्रक्रियाय हेतु अभिनिर्धारित किया जाएगा जिनकी तकनीकी बोली अनुबंध-आई में दिए गए पूर्व - आहर्ता मानदंडों के अनुसार उपयुक्त पाया जाएगा।
12. सेवाओं के अनुमानित वार्षिक भुगतान कि गन्ना वेन्दाओन द्वारा लगाई गई बोलियों के अनुसार कि जाएगी और यह वेंडर के चयन के लिए आधार बनेगा।
13. आहर्ता - पूर्व मानदंड , कार्य क्षेत्र, निविदा दस्तावेज़ भरने हेतु अंशुष, नियम व शर्तें, तकनीकी बोली का फॉर्मेट, आवरण पत्र और संविदा पूर्व इंटीग्रिटी का फॉर्मेट निविदा दस्तावेज़ के बहग - आई के अनुबंध -I से VII के रूप में और मुली बोली का फॉर्मेट बहग -II में संलग्न है।
14. नाबार्ड सबसे कम बोली या कोई अन्य बोली को स्वीकार करने के लिए बाध्य नहीं होगा । किसी भी या सभी बोलियों को बिना कोई कारण बताए स्वीकृत /अस्वीकृत करने के लिए नाबार्ड के पास अधिकार सुरक्षित रहेगा और नाबार्ड अंतिम और सर्व -मान्य होगा।

संपर्क के लिए पता

मुख्य महाप्रबंधक
राष्ट्रीय कृषि और ग्रामीण विकास बैंक
असम क्षेत्रीय कार्यालय, गुवाहाटी
दिसपुर 781006-

ANNEXURE – I

PRE-QUALIFICATION CRITERIA

1. The Vendor / Service Providers should **be located in Guwahati** or have a registered representative establishment at Guwahati. (Vendor should also have at least one ongoing catering service work in any **of the PSUs or similar type of organization in Assam/ Guwahati**).
2. The bidder should have their own office within the municipality areas of **Guwahati**. The bidder should have necessary registrations with Government of Assam for carrying out such works.
3. Vendor should have a valid FSSAI License to operate as Caterer / FBO in the Vendor / Service Provider's own name and should comply with all the laws and regulations relating to preparation and sale of food stuff, beverages and refreshments. Vendor shall keep such license duly validated and / or renewed from time to time at his own expenses.
4. **The vendor shall be a professional contractor in the field of catering with a minimum of 7 years' experience (i.e. Veg., Non-Veg., South Indian, North Indian etc.) services to establishments of banks, training institutions, financial institutions, corporate sector, Central / State Government offices etc. in Assam/Guwahati with valid proof of documents such as trade license and GST no.**
5. 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.
6. Vendor should have experience of executing one similar work costing not less than Rs. 17.60 lakh OR two similar works each costing not less than Rs. 11.00 lakh OR three similar works each costing not less than Rs. 8.80 lakh in the last three financial years (i.e. 2022-23, 2023-24 and 2024-25).
7. Vendor should have achieved annual turnover of Rs. 6.60 lakh or more during each of the last three financial years (i.e. 2022-23, 2023-24 and 2024-25) and should have made profits in these financial years. Documentary evidence (Audited Financial Statements of last 3 financial years and Income Tax Return statements) in support of this should be submitted with Technical Bid.
8. Vendor should have applicable Tax registrations (PAN, GSTIN, etc.) and registration with Labour Department, Employee Provident Fund (EPF), ESIC, etc., supported with documentary evidence and licenses, permissions, approvals issued by Labour enforcement and other statutory authorities, wherever applicable.
9. The Vendor / Service Provider shall observe and comply with all Government Laws and Labour legislations concerning employment of staff like EPF Act, ESI Act, Minimum Wages Act, Factory Act, Assam Shops and Commercial Establishments Act., etc.
10. In case, the vendor is not liable to pay EPF / EPS contribution / ESI premium (required as per EPF Act/ESI Act/Minimum Wages Act etc.) in respect of staff employed by him for catering services, they have to submit a declaration to NABARD in this regard.
11. The Vendor / Service Provider should have sufficient number of qualified, competent and well-trained staff for cooking, dining, cleaning and room services.

12. 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 should be made by the vendor.

Annexure-II

Scope of Work

1. Vendor/Service Provider is required to provide all kinds of catering services to the in the Officers' Lounge at NABARD, Assam Regional Office, G S Road, Dispur, Guwahati - 781006.
2. The required services include providing Tea/Coffee/Green Tea to all the Staff members /Officers on all working days and as and when required.
3. Providing Tea/Breakfast/Lunch to the staff members/officers on demand.
4. Supply of Tea/Coffee/High Tea/Snacks/Lunch/Dinner in the official meetings/ other occasions, conducted by NABARD from time to time.
5. Conference Catering for the High-Level Meetings and Conferences hosted by NABARD will also be done by the Vendor / Service Provider.
6. Bank will fix the menu of breakfast, lunch and dinner in consultation with the Vendor and Lounge Committee of the bank.
7. The rates for Tea/Coffee/Green Tea, snacks, lunch, dinner etc. served to staff/officers and served in the official meetings shall be decided by the Lounge Committee of the Bank in consultation with the Vendor.
8. Rates for providing special catering services (Festival Lunch/Dinner, High Tea / Snacks etc.) on special occasions may be agreed upon after mutual discussions with vendor.
9. NABARD regularly holds various meetings / conferences / seminars, etc. in its premises. On some occasions, the attendees are State level/National & International level dignitaries of high stature. The rate for serving special lunch / dinner on these occasions/ high level meetings will be negotiated with the Vendor / Service Provider and rate will be fixed.
10. The Vendor / Service Provider will be required to provide a full cup (150 ml) of Tea / Coffee / Green Tea to all the officers **twice a day** on all working days for which payment on monthly basis will be made by NABARD. There are approx. 80 cups of tea to be served every day, approx. 2080 cups per month and approx. 24960 cups of tea per annum. Further, considering the total number of in-house meetings/workshops etc. **the annual value of tea/coffee, snacks, lunch, dinner etc. (indicative menu given in Appendix) is around Rs. 7 to 8 lakhs per annum (except wage part).**
11. For arriving at monthly tea bill, total working days per month will be taken as **20** days multiplied by the total number of officers. The number of officers will be reviewed on half yearly basis (January and July every year) and intimated to the vendor/ service provider. The Bank reserves the right to review this in case of extraordinary / unforeseen circumstances.
12. Bills for Tea/Catering services provided in the meetings, functions, programmes, events organized by NABARD will be settled as per the menu rates fixed by the Lounge Committee.
13. Tea/Breakfast/Lunch supplied to the staff members/officers on their demand (Except official meetings, functions, programmes) will be paid to the vendor directly by the staff/officer concerned for tea/snacks/food items consumed by them.
14. For the purpose of preparing Tea/Snacks/Lunch/Dinner, etc., NABARD will provide required space for kitchens / dining and crockery / kitchen equipment and furniture in the dining areas. NABARD will also provide water and electricity free of cost. While quoting rates, this aspect may specifically be taken into account.
15. 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. The 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.

16. The Vendor / Service Provider will source food ingredients 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. The Vendor / Service Provider shall not prepare or serve any other item without prior approval of NABARD.
17. The Vendor / Service Provider shall ensure that the food shall be good, wholesome and of high quality and the ingredients like cooking oil, spices and other ingredients etc., shall be branded (should have ISI /Agmark). 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, 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 Vendor / Service Provider.
18. Vegetarian and non – vegetarian cooking shall be done separately.
19. **Tea / Snacks / Lunch Timings** - Officers would be served tea / snacks / lunch as per the following timings:
 - a. Timings for tea Service - 10:00 Hrs to 11:30 Hrs and 15:00 Hrs to 16:00 Hrs.
 - b. Timings for service of Lunch in Officers' Lounge and Dining Room - 13:00 Hrs to 14:00 Hrs.
 - c. Timings for service of Breakfast / Snacks in the Officers' Lounge – 08:30 Hrs to 09:15 Hrs
20. 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 as per need.
21. NABARD reserves the right to change the above timings as and when required. Vendor / Service Provider will have to ensure that the timings changed by NABARD are adhered to.
22. In order to ensure delivery of timely and quality services, the Vendor / Service Provider is required to engage **the following minimum number of qualified and experienced catering staff** –
 - a. Cook – One (Skilled)
 - b. Helper to Cook – One (Un-skilled)
 - c. Canteen Manager / Supervisor – One (Skilled)
 - d. Service Boys - Four (Unskilled)
23. For any increases in manpower for efficient running of the Lounge services, the Vendor / Service Provider shall not be entitled to additional remuneration.
24. **Kitchen Cleanliness and Hygiene:**
 - a. 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 required to ensure use of quality cleaning material

- b. The vendor shall take full responsibility for cleaning and upkeep of entire lounge and dining area.
- c. The Vendor / Service Provider has to ensure that every day before and 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.
- d. 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.

25. The Vendor / Service Provider will be responsible for removal of the garbage and keeping the assigned premises neat and clean.

26. The Vendor will purchase items like crockery, cutlery, cooking utensils and equipment, if directed by the Bank and payment of the same will be made subject to production of original procurement bill. The vendor could be considered for waive off / payment of TDS or whatever is mutually decided.

27. All these catering services are also to be provided at the same rates / charges to any of the employee's / officer's association whenever advised or at the charges / rates as mutually agreed.

28. In case of non-adherence to serial 24 and 25 by the contractor, a penalty of ₹1000/- only may be levied on the 1st instance and ₹2000/- only on every consecutive occurrence which may be recovered from the monthly bills/RMD.

29. The contract staff deployed by the vendor/service provider shall clean their kitchen, canteen, their equipment, furniture etc. on every Saturday and keep the canteen premises clean in all respect.

ANNEXURE – III

Instruction for Bidders for filling tender document

1. All the pages and attachments of the Tender Document should be serially numbered and signed by the Tenderer on all pages.
2. The containing Tender / Quotation should be properly sealed, addressed, duly super scribed with name of work should be submitted in the Office of the Chief General Manager/Officer in Charge, National Bank for Agriculture and Rural Development, Assam Regional Office, G S Road, Dispur, Guwahati - 781006. The last date of receipt of Tender is on or before **15.00 hours on 11.02.2025 and Bids will be opened at 15:30 hours on 11.10.2025**. Revision in date and time, if any, would be conveyed.
3. NABARD takes no responsibility for delay / loss in post or non-receipt of Quotations / Tender Documents by any reason.
4. Bids submitted by unauthorized agents and physical/FAX / Telegraphic bids shall not be entertained/ considered.
5. Rates quoted should be workable and should be filled in the Price Bid neatly and no overwriting shall be made. Corrections, if any shall be authenticated by subscribing signature of the tenderer. The rates quoted should be written legibly in words and figures. If on check, differences are observed between the rates given by the Contractor in words and figures or in the amount worked out by him, the following procedure shall be followed.
6. When there is a difference between the rates in figures and in words the rate that corresponds to the amounts worked out by the Contractor shall be taken as correct.
7. When the amount of an item is not worked out by the Contractor or it does not correspond with the rate written either in figures or in words, then the rate quoted by the Contractor in words shall be taken as correct.
8. When the rates quoted by the Contractor in figures and in words tallies, but the amount is not worked out correctly, the rate quoted by the Contractor shall be taken as correct and not the amount.
9. Tender document shall be accompanied by a copy of each of the following documents in same order like -
 - I. Company/Partnership Firm/Proprietorship Firm etc. Registration Certificate
 - II. Articles of Association/Memorandum of Association/ partnership deed/ any other relevant document showing composition of the firm
 - III. Documents supporting Address Proof (Both for Registered office Address as well as local Assam office)
 - IV. MSME Registration Certificate
 - V. PAN
 - VI. GSTN Registration
 - VII. EPFO registration
 - VIII. Employee State Insurance (ESI) Act registration
 - IX. Registration under Contract Labour Act/Labour Department
 - X. Particulars of bankers & Bank account details.
 - XI. List of eligible works executed during last seven years
 - XII. Details of works on hand (Vendor should have at least one ongoing Catering Service work in any NABARD Regional Office)

- XIII. Details of work experience shall be supported by work orders and corresponding completion certificates.
- XIV. The client-wise names of similar work(s), year(s) of execution of work (s) awarded, and actual value of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished.
- XV. Audited final accounts of the business of the contractor for last 3 years (2025-23, 2023-24 and 2024-25) duly certified by a Chartered Accountant / Certificate of Turnover issued by a Chartered Accountant should be enclosed in proof of their credit worthiness and turnover for the last three years.

If required, original certificates shall be produced for verification by the tenderer and will be returned after verification.

- 10. Intending applicants are required to furnish details about their firm/organization, experience, competence, etc.
- 11. The staff deployed by the firm at site should have adequate experience and knowledge in their respective works.
- 12. The application form should be signed by a person on behalf of the Firm/Organization, who is duly authorized to do so
- 13. If the space in the application form is insufficient for furnishing full details, such information should be supplied on a separate sheet duly signed by competent authority.
- 14. Applications containing false or inadequate information are liable for rejection and Bank reserves the right to blacklist those agencies.
- 15. The firms which do not fulfil prequalification criteria shall not be considered for selection and award of work.
- 16. NABARD reserves the right to verify any or all the documents furnished by the Tenderers with any authorities. NABARD also reserves the right to cancel any or all the applications without assigning any reason thereof

DECLARATION BY THE CONTRACTOR

We / I have read and understood all the instructions / conditions made above and we / I have taken into account the above Instructions / Terms and Conditions while quoting the rates. We / I accept all the above Terms and Conditions without any reservation, in all respects.

Place :

(Signature of the Tenderer)

Date

Name and Address

Seal :

ANNEXURE – IV
TERMS & CONDITIONS

1. The Vendor / Service Provider must have necessary license 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, EPF 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, Assam 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.
2. The Vendor / Service Provider has also to furnish copies of latest Income Tax Return Acknowledgement / Certificate, GST Registration Certificate 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.
3. The Bidder/Contractor 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/Contractor. The persons deployed by the Bidder in NABARD shall not have any 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.
4. 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.
5. 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.
6. 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.

7. 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.
8. Illustrative menu is indicated in the Appendix. Weekly menu will be submitted to NABARD and the approved menu will be served in NABARDs' Officers' Lounge & Dining Room.
9. 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.
10. Over and above the menu indicated in the Appendix, the successful Vendor / Service Provider will also be permitted to serve special items as snacks / lunch / Juices / Ice creams / Packaged mineral water / Packaged food items etc., on sale on MRP basis with prior approval of NABARD.
11. The Vendor / Service Provider shall submit documents satisfying payment of salary and wages paid to their staff to NABARD indicating the date about salary payments effected of wages to the staff employed by them. These payments to laborers should be done preferably through NEFT / RTGS. This declaration has to be submitted on monthly basis. "Certified that salary for the month of _____ has been disbursed/ distributed on _____ to the canteen Vendor / Service Providers' workers by the Vendor / Service Provider in accordance with the wages specified in Minimum Wages Act".
12. The Vendor / Service Provider shall be liable to pay PF/ESI Contribution, leave, salary etc., and shall be liable to observe statutory working hours.
13. 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 NABARD.
14. 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 certified copies of the Contract Labour License, the income tax return / GSTN return / PF / ESI registration etc.
15. Infrastructure and facilities to be provided by NABARD
 - a) Kitchen along with cooking utensils and kitchen equipment
 - b) Dining area with the necessary infrastructure
 - c) Electricity connections/points for Electrical Equipment/ Infrastructure, Fridge, Ovens, Gas Stove, Electric Heater, Water Purifier, etc.
16. **Crockery / Glassware**
 - 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.

- The Vendor / Service Provider will have to maintain inventory register of dead stock items / crockery/ cutlery/ glassware/utensils/ furniture/ equipment's etc. and submit a quarterly 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.
- 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.
- NABARD shall ordinarily take care of the routine and normal wear and tear maintenance of the Lounge equipment. However, in case of any willful damage or damage caused out of negligence to the repairs and / replacement, NABARD shall also adjust security deposits against such damages.
- When material supplied by NABARD become unserviceable and if these are to be replaced by NABARD, the same would be replaced against the return of the unserviceable materials by the Vendor / Service Provider. Otherwise the cost of such materials shall be recovered from Vendor / Service Provider.

17. Catering Staff

- 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.
- The Vendor / Service Provider shall maintain a register showing names and addresses of persons engaged along with photographs and KYC documents of each person and shall produce the same for inspection on demand by persons so authorized by NABARD.
- The Vendor / Service Provider shall issue identity cards bearing photographs of canteen employees for gate entry. Their I-Cards should be countersigned by CT/ACT of NABARD and should not bear NABARD logo. All the personnel engaged by the Vendor / Service Provider entering NABARD's premises shall be identified by I-Cards which may be worn by them at all times while in NABARD premises. The identity cards shall have to be exhibited prominently by Lounge Staff while they are present in the NABARD. The Lounge staff 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
- One supervisor/Manager with decision making capabilities 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.

- The Vendor / Service Provider has to ensure that sufficient number of staff are engaged for discharge of various responsibilities entrusted to Vendor / Service Provider such as food preparation and service. During special lunches or programs, the vendor must arrange adequate staff to ensure that regular canteen services and routine lunch timings remain unaffected.
- 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 should be vaccinated for COVID. 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 at commencement of his tenure at NABARD has to provide for the medical certificate of the employees within a month and for new staff member joining the workforce has to produce similar certificate within 15 days of joining.
- The Vendor / Service Provider will have to provide NABARD with a list of employees engaged in the Lounge and also their emoluments for the purpose of verification.
- The Vendor / Service Provider shall not engage minors for catering service. Any violations will be the sole responsibility of the caterer and NABARD will not be in any way liable/responsible for the same.
- 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.
- The Vendor / Service Provider will ensure compliance of labour laws or any other law applicable / rules including minimum wages / PF / ESI 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.
- 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.

- The contractor shall organize complete medical examination including that of COVID-19 of all the staff before initial deployment to make sure that they don't have any communicable diseases and a medical certificate to that effect should be submitted to NABARD.
- All the staff / employees of the vendor deployed at NABARD should have inoculated both doses for COVID-19.

18. **Quality Assurance**

- The Vendor / Service Provider shall purchase and keep the raw materials stock of minimum 7 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 licenses from the competent authority, where applicable. NABARD at its discretion through its authorized representative may check the stock position of all the items to see that the above is being complied by the Vendor / Service Provider.
- The Vendor / Service Provider will ensure supply of quality items of food / sweets etc. In case of unsatisfactory / unhygienic quality of food items or lapses in service or any breakage / shortage in crockery/cutlery etc., 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 Lounge Committee reserves the right to inspect the kitchen at any time, with prior intimation to the vendor. If any unsatisfactory conditions, unhygienic food quality, or lapses in service are observed, the tender may be terminated with a one-month notice. Under no circumstances will the quality of food materials be compromised.**
- 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.

19. **Payments**

- The Vendor / Service Provider will have to serve Tea/Coffee/Green Tea two times per day to each officer/staff for which NABARD will make payment to the vendor at the rates decided by Lounge Committee in consultation with vendor and approved by NABARD. Similarly, the Vendor / Service Provider will have to serve lunch / dinner / snacks / tea/ coffee etc. in the meetings / workshops / seminars etc. organized by NABARD on select occasions for which NABARD will make payment to the vendor at the rates agreed upon. The Vendor / Service Provider will be required to submit the claim for the services on monthly basis and NABARD will settle the bill within a fortnight.
- Payment for the purchase of meals / snacks and beverages ordered directly and consumed by the Officers in the designated dining areas on a day-to-day basis will be done by the individual officer himself / herself.

20. **No sub-letting of Contract** - 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.

21. **Disputes** - In case of dispute regarding the quality of food / other eatables / unsatisfactory

service etc., the final authority will rest with The Chief General Manager / Officer-In-Charge, NABARD, Assam Regional Office and the same will be binding on the Vendor / Service Provider.

22. **No use of kerosene** – The Vendor / Service Provider shall not use kerosene in Bank's premises under any circumstances.
23. **Rights of NABARD and vendor** - 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 officers of NABARD
24. **Incidental Services** - Any other incidental services required by NABARD and not covered in the terms and conditions will be negotiated separately each time.
25. **Forfeiting of EMD**
 - The EMD 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 EMD within 30 days from the date of final decision of Bank regarding the contract except for exigencies beyond Bank's control.
26. **Security Deposit** - The Vendor / Service Provider selected through the tendering process will be required to give security deposit of 5% of work order in favour of National Bank for Agriculture and Rural Development, payable at Guwahati refundable after one year from expiry of contract after adjustment of any dues receivable from the Vendor / Service Provider. The 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 EMD of the successful bidder will be adjusted in Security Deposit.
27. **Pre-Bid Meeting** - A pre-bid briefing meeting of the intending vendors/Vendor / Service Providers will be held at **15.00 hrs. on 18 December 2025** at NABARD, Assam Regional Office, G S Road, Dispur, Guwahati - 781006, 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.guwahati@nabard.org) by **17 December 2025** 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

28. Quotation and Process of Selection

- 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 V & Part-II of the tender document. Both the bids will be put in separate sealed with superscription “Technical Bid” and “Price Bid”.
 - Technical bid will have to be accompanied with pre contract Integrity Pact (IP) and document / UTR No in support of the payment of 45,800/- (Rupees Forty five thousand eight hundred only) towards Earnest Money Deposit (EMD). In case of MSME, MSME certificate will have to be enclosed along with the Technical bid. This EMD is refundable to unsuccessful Vendor / Service Providers. Tenders without IP & 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 retained as Security Deposit.
29. 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.
30. 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
31. The price bid of those successful Vendor / Service Providers will be opened only after they qualify in technical bid.
32. 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.
33. The resulting qualifying price bids will be used to determine the L1 quote.

34. Rates

- 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 and any taxes as applicable at the time of payment.)
- There will not be any upward revision in the rates during the contract period.

35. Notice for Termination of Contract

- 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.
- 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 by giving one month notice
- If at any stage during the period of the contract any case involving moral turpitude, 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.

36. Dispute Resolution

- All disputes and differences of any kind whatsoever, arising out of or in connection with this tender or in the discharge of any obligation arising out of this tender shall be resolved amicably.
- 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.

If the dispute cannot be resolved through consultations between the Parties within 30 (thirty) days after 1(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.

- 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
- 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.

- 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.
- The award of the arbitrator/s so appointed shall be final and binding on the parties. Work under the contract shall be continued by the successful bidder/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.
- The seat and venue of the arbitration shall be Guwahati under the exclusive jurisdiction of the courts at Guwahati only.
- The Language of arbitration shall be in English.

37. Indemnity –

- 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.
- The Bidder 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.
- In case, the Bidder 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 monetary terms.

38. Agreement – 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.

39. Pre - Contract Integrity Pact - All vendors / service providers will have to submit the Pre-contract Integrity Pact, prior to opening of the Technical Bids. Bids without the Integrity

Pact will not be considered for the process. The Prospective vendors have to submit the same duly signed on a non-judicial stamp paper of Rs.200/- at the time of submission of the tender document as part of technical bid

40. 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
41. NABARD reserves the right to accept or reject any or all offers without assigning any reasons therefor and its decision shall not be open to challenge.

ANNEXURE – V
FORMAT FOR TECHNICAL BID

APPLICATION FOR CATERING ARRANGEMENTS FOR OFFICERS' LOUNGE
AT
NABARD, Assam Regional Office, Guwahati
(Catering Arrangement)

From:

To:

The Chief General Manager,
National Bank for Agriculture and Rural Development (NABARD),
Assam Regional Office,
G S Road, Dispur,
Guwahati - 781006

Sl. No.	Particulars	Details to be filled in / Copy of Documents to be attached by the Agency
1	Name of the Agency / Vendor / Bidder	
2	Regd. Office/Business address of the Agency	Pl. attach supporting document
3	Local (Guwahati) address of office of the agency	Pl. attach supporting document for local address and contact details of your representative in Guwahati
4	Whether Individual/Firm/ Proprietorship Firm/Partnership Firm / Ltd. Company registered with Registrar of Firms/ Companies ? Date of Registration	Copy of registration certificate to be enclosed
5	Date of Registration / Incorporation/ Constitution	
6	* Years of Experience in Providing Catering Services	
7	PAN No. of the Agency	Pl. submit a copy
8	GSTN Nos. of the Agency	Pl. submit a copy
9	Whether registered with Labour Department? Date of Registration.	Pl. submit a copy of Registration certificate
10	Whether registered with Food Safety and Standards Authority of India (FSSAI) ?	Pl. submit a copy of certificate
11	EPF Registration No./Date	Pl. submit a copy of Registration certificate
12	ESI Registration No. / Date	Pl. submit a copy of Registration certificate

13	Please submit a copy of Audited Financial Statements – Balance Sheet and P & L Statements for the last 3 financial years. (In case 2020-21 audited B/S is not available, submit the provisional one along with audited B/S. of)	
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14	Annual Turnover of the firm	Please submit details as per the Format - A attached (supported with / Audited Financial Statements / CA Certificate).
15	Please indicate the particulars of the personnel / employees of vendor with relevant professional qualifications (viz., Degree / Diploma in Catering Technology / Hotel Management) in Cooking/ Catering/ Supervisory level/ Industry Experience of Minimum 5 years.	Please submit details as per the Format –B attached.
16	Whether the vendor is empanelled with other banks / Govt. Depts./ Organisations for catering work, if yes, furnish the details of organisation viz. names, category under which empanelled and date upto which empanelled etc.	Please submit details as per Format - C attached
17	** Name of the Banks / Organisations / Corporations / Departments where the vendor has past experience of catering services along with Name, Designation & Contact details of the key person of those organisations	Please submit details as per the Format - D attached
18	Declaration of Character Non-involvement in illegal activities or Financial Frauds	Pl. submit a Declaration in Format – E attached.
19	Bank Account Details	Please submit details as per Format - F attached
20	Particulars of Payment towards EMD of Rs. 45,800/- (Rupees Forty five thousand eight hundred only), if applicable to vendor.	UTR No. _____ dated _____ of _____ branch of _____ Bank. The receipt of online transfer has to be attached with the Technical Bid. (<i>In case of vendors exempted from EMD, MSMEs, certificate to be submitted</i>)
21	MSME Registration Enclosed	Yes / No
22	Pre Contract Integrity Pact on Rs. 200/- stamp paper as per Annexure VII	Submitted - Yes / No

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

SIGNATURE

Name and Seal of firm

Date:

Place:

Enclosure:

FORMAT - A

Annual Turnover during last 3 Financial Years: -

Year	Turnover (Rs)	Page Number in the Attached Annexure

FORMAT - B

Sr. No.	Name of Personnel / Staff / Employee of Vendor	Academic Qualification	Experience in Catering Service (No. of Years/Months)

FORMAT - C

Details of empanelment of the vendor with other banks / Govt. Depts./Organisations for Catering Work

Sr. No.	Name of the Organisation where the vendor is empanelled for providing catering services	Category under which empanelled (Financial limit upto which amt. contract may be awarded)	Date upto which empanelment is valid

FORMAT - D

(i) Name of the Banks / Organisations / Corporations / Departments where the vendor has past experience of **Catering Services** along with Name, Designation & Contact details of the key person of those organisations

S. No.	Name of the organization	Location of work	Contract Amount (Rs)	Name and contact number of contact person from that Organisation

Please note that the details furnished should be for Annual Maintenance Contracts of similar nature (Catering Services) only

(ii) List of important works on hand costing Rs. 6.00 lakh and above with experience in executing works of similar work i.e. **Catering Services**

S. No	Name of the organization	Location of work	Contract Amount (Rs)	Name and contact number of contact person from that Organisation

FORMAT - E
DECLARATION

To whomsoever it may concerned

I/We, hereby declare that neither our firm/company nor the proprietor / any partner / any director of our firm/company is involved in any sort of illegal activities or financial frauds. I/We also declare that there is no FIR / court case pending against us under court of law.

(Signature)
Proprietor / Director / Authorized Signatory
Name of the Firm/Company
Date

FORMAT - F

Bank account details of the contractor/ service provider

1	Name of the account holder (As appearing in the Bank account)	
2	Address of the Account Holder	
3	Name of the Bank	
4	Name of the Branch	
5	Account number	
6	RTGS/ NEFT/ IFS Code	
7	Type of account (Savings, current, etc.)	
8	PAN Number	
9	GSTN Number	
10	Email id	
11	Contact Number	

ANNEXURE - VI

Covering Letter for submission of bid (Letter to NABARD to be submitted on Vendor/ Bidder's letterhead)

The Chief General Manager
NABARD, Assam Regional Office
G S Road, Dispur
Guwahati – 781006

Dear Sir,

Sub: Tender for providing Catering Services at NABARD, Assam Regional Office (NABARD, Assam RO)

This has reference to your tender notice dated..... for providing catering services for officers' lounge at NABARD, Assam regional office. We have examined the tender document and thoroughly understood its nature/scope of work and terms & conditions.

2. I/we undertake to offer my/our services in conformity with scope/nature of work and the terms and conditions set out in the tender document. I/We confirm that the tender submitted by me/us is confirming to all the terms and conditions mentioned in the tender document.
3. I/We are enclosing application along with required documents in the prescribed proforma as mentioned in tender document.
4. I/We have also deposited the required EMD of ₹. 45,800/- (Rupees Forty five thousand eight hundred only)) vide UTR no.dated in current account no. of **'NABARD'**.
5. I/We agree that our tender remain valid for acceptance by **NABARD** for a period of 90 days from the date of opening of Technical Bid of the tender or till the date of finalization of tender, whichever is earlier. I/We, do hereby declare that there is no case with the Police/Court/Regulatory authorities against me/us. Also I/We have neither been suspended/delisted/blacklisted by any organization for any reason nor any such proceedings are pending or contemplated.
6. I/We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.
7. I/We declare that we are NOT Registered / Registered MSME entity under the Ministry of MSME, Govt. of India and necessary document/certificate is enclosed with our tender.
8. I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to NABARD verifying any or all the information furnished in this document with the concerned authorities, if necessary.
9. I/We understand that **NABARD, Assam Regional Office** reserves the right to accept or reject any or all the tenders in full or in part without assigning any reason therefor.

Dated this _____ day of _____ 2021

For and on behalf of M/s _____

(Signature with seal)

Name: _____

Designation: _____

Place: _____

Date: _____

Telephone No.: _____

Fax No: _____

E-mail: _____

(Certified true copy of the Power of Attorney to be enclosed if the above signatory is authorized representative of the vendor/bidder)

Witnesses (1) Signature with
Name, Address & Date

Witness (2) Signature with
Name, Address & Date

Annexure - VII

PRE CONTRACT INTEGRITY PACT

(To be submitted on Rs. 200 Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder)

Between

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

.....hereinafter referred to as “The Bidder”

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for catering services / arrangements at NABARD RO, Assam. 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).

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)

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

- a. The Bidder(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) will not enter with other Bidders 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 cartelization in the bidding process.

c. The Bidder(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(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) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.

e. The Bidder(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) 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) 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), 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) 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 34 process.

Section 6 – Equal treatment of all Bidders

(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 Contractor

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)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or are 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 his 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:

Dr. Sanjay Kumar Panda,
IAS (Retd.), 515, Ward No. 3,
Sideshwar Sahi, cuttack City,
Cuttack district, Odisha – 753008.

- (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 as confidential. He / she reports to the Chairman, NABARD.
- (3) The Bidder(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) Sub-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 Contract or 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)

(Office Seal)

(Office Seal)

Place:

Date :

Witness 1:

(Name &Address)

Witness2:

(Name &Address)

APPENDIX

Indicative Menu of Tea/Breakfast/Snacks/Lunch/Dinner etc. (Vendors need not quote rates. Final Menu and Rates will be decided by the Lounge Committee of NABARD)

A. Details of Raw Materials to be used:

S.No.	Items	Brands
1	Edible rice bran oil	Saffola/ Sundrop/ Fortune/dhara only.
2	Edible Mustard Oil	Sohna/ P Mark/ Fortune/only.
3	Spices	Catch/ MDH/ Everest
4	Wheat Flour	Aashirwad/ Annapurna/ Nature Fresh/ Pillsbury/ Shakti Bhog
5	Rice	Dubar and Basmati of branded companies like Daawat/ Kohinoor/ India Gate/ Lal Mahal only.
6	Cereals	Tata, Rajdhani or equivalent brands
7	Milk/ Ghee/ Dahi/ Dairy products	Amul/ Goverdhan/ Mother Dairy
8	Seasonal Fresh Vegetables/fruits	Should be of good quality. Perishable items may be procured on daily basis

B. Details of Tea/ Coffee/ Beverages:

S.No	Menu	Qty.	Brand & other specifications
1.	Tea (1 cup)	150 ml	(Brooke Bond/ Lipton/ Taj Mahal/ Tata Tea/ Tetley), sugar, sugar-free sachets on demand
2.	Green Tea/ Lemon Tea (1 cup)	150 ml	Tea bag (Lipton/ Organic India/ Twinings) and fresh lemon wedge, sugar, sugar-free sachets on demand
3.	Coffee (1 cup)	150 ml	Nescafe, Tata coffee Grand, sugar, sugar-free sachets on demand
4.	Fresh Lime water	200 ml	Fresh Lemon
5.	Butter Milk / Lassi	200 ml	Amul/ Verka/ Ananda/ Mother Dairy

C. Indicative Menu at Officers' Lounge & Dining Room (OLDR) for Meetings / Workshops/ Seminars/ etc.

(i) Menu for Standard Lunch (Veg.) - Buffet

1. Roti/ Puri
2. Plain Rice

The Vendor / Service Providers may also serve different types of Pulaos. For pulaos the rice to be used should be of good Quality Basmati Rice.

3. Dal/ Dal Makhani/ Chana Masala
4. Dry Vegetables/ Mix Vegetables / Seasonal Vegetables
5. Boondi Raita/ Mix Raita/ Plain Curd
6. Sweet (Gulab Jamun/Rasgulla/ Ice Cream)
7. Accompaniments (such as Papad, Pickle, Salads)

[For actual serving only one of the options in each category has to be served.]

(ii) Menu for Regular Lunch (Veg.) - Buffet

1. Veg Clear Soup/ Tomato Cream Soup/ Sweet Corn Soup/ Veg Mix Soup/ Veg Manchow Soup
- 2.. Roti/ Puri
3. Plain Rice/ Jeera Rice

The Vendor / Service Providers may also serve different types of Pulaos. For pulaos the rice to be used should be of good Quality Basmati Rice.

4. Dal/ Dal Makhani/ Chana Masala
5. Dry Vegetables/ Mix Vegetables/ Seasonal vegetables
6. Palak Paneer/ Matar Paneer (with gravy)
7. Boondi Raita/ Mix Raita/ Plain Curd
8. Sweet (Gulab Jamun/Rasgulla/ Ice Cream)
9. Accompaniments (such as Papad, Pickle, Salads)

[For actual serving only one of the options in each category has to be served.]

(iii) Menu for Executive Lunch (Veg.) - Buffet

1. Veg Clear Soup/ Tomato Cream Soup/ Sweet Corn Soup/ Veg Mix Soup/ Veg Manchow Soup
 2. Roti/ Puri/ Lachha Pratha/ Green Puri/ Bhatura
 3. Plain Rice/ Jeera Rice/ Veg Pulao/Peas Pulao/ Fried Rice/ Navratan Pulao
- The Vendor / Service Provider may also serve different types of Pulaos. For pulaos the rice to be used should be of good Quality Basmati Rice.
4. Dal/ Dal Makhani/ Chana Masala/ Yellow Dal/ Mix Dal/ Rajma/ Dal Handi
 5. Gajar Matar Beans/ Mix Veg/ Aloo Gobi/ Keema Matar/ Matar Mushroom/ Palak Chana/ Cheese Kofta/ Palak Corn
 6. Dry Vegetables/ Mix Vegetables/ Seasonal vegetables
 7. Shahi Paneer/ Matar Paneer/ Chilli Paneer/ Palak Paneer/ Paneer do pyaza
 8. Pineapple Raita/ Boondi Raita/ Mix Raita/ Plain Curd/ Pudina Curd
 9. Accompaniments [(such as Papad- Roasted/ Fried, Pickle, Salads – Green salad/ Russian salad/ Macaroni salad/ Dry salad]
 10. Sweet (Rasgulla/ Gulab Jamun/ Ice Cream/ Kheer/ Seviyan/ Fruit cream/ Gajrela)
- [For actual serving only one of the options in each category and two options each from Sr No 2, 8 & 10 and from the salad options have to be served.]

(iv) Menu for Executive Lunch (Non - Veg.) - Buffet

1. Veg Clear Soup/ Tomato Cream Soup/ Sweet Corn Soup/ Veg Mix Soup/ Veg Manchow Soup
 2. Roti/ Puri/ Lachha Pratha/ Green Puri/ Bhatura
 3. Plain Rice/ Jeera Rice/ Veg Pulao/Peas Pulao/ Fried Rice/ Navratan Pulao
- The Vendor / Service Providers may also serve different types of Pulaos. The rice to be used should be of good Quality Basmati Rice.
4. Dal/ Dal Makhani/ Chana Masala/ Yellow Dal/ Mix Dal/ Rajma/ Dal Handi
 5. Gajar Matar Beans/ Mix Veg/ Alu Gobi/ Keema Matar/ Matar Mushroom/ Palak Chana/ Cheese Kofta/ Palak Corn
 6. Dry Vegetables/ Mix Vegetables/ Seasonal vegetables
 7. Chilly Chicken/ Masala Chicken/ Butter Chicken/ Methi Chiken/ Karai Chiken/ Chicken Do pyaza/ Fish curry/ Fish Fry
 8. Pineapple Raita/ Boondi Raita/ Mix Raita/ Plain Curd/ Pudina Curd
 9. Accompaniments [(such as Papad- Roasted/ Fried, Pickle, Salads – Green salad/ Russian salad/ Macaroni salad/ Dry salad]
 10. Sweet (Rasgulla/ Gulab Jamun/ Ice Cream/ Kheer/ Seviyan/ Fruit cream/ Gajrela)

[For actual serving only one of the options in each category and two options each from Sr. No 2, Sr. No 8, Sr. No 10 and from the salad options have to be served.]

N.B.:

Adequate quantity of Tooth Pick and mouth fresheners shall 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/ Lounge Committee.

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

(v) Indicative Menu for Snacks (Veg)

Snacks in the Officers' Lounge & Dining Room for Meetings/workshops/ Seminars etc.

The Vendor / Service Provider would be required to serve snacks & tea required in Meetings/ Seminars/ Workshops etc. as and when such meetings are held.

The illustrative menu items could be: -

- a. Bread Pakoda/ Samosa/ Cutlets/wafers -[Any one item]
- b. Pastries/ Patties- [Any one item]
- c. Roasted cashew nuts (10 pieces)/ Roasted almonds(10 pieces) - [Any one item]
- d. Bakery biscuits plain/salted -[Two sweet & two salted]
- e. Biscuit- sweet/ salted -[Two sweet & two salted]
- f. Real Juice – 01 Glass (Big)
- g. Cold drinks -01
- h. Cut Fruits – (03 seasonal fruit)
- i. Mineral water – small (200 ml)/ big (500ml) on MRP

NB:

The above mentioned menu is indicative. The caterer is also required to provide breakfast/ lunch to officers desirous of having the same on a day-to-day basis against rates charged and bill them against those officers individually.

(vi) Tea Service to all officers on all working days

NABARD is providing its Officers with Tea / Coffee. The timings 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. Payment by NABARD will be restricted at the rate of 2 cups per person (staff member) per day for 20 days a month for the total strength officers even though there will be much reduced strength in any given day in the office on account of leave / tour / training. The Tea to be served will include different varieties, viz. Green Tea, Lemon Tea, Black Tea , Ginger tea etc.

(vii) Tea Service to be provided in meetings/ workshops / seminar etc.

NABARD is providing its Tea / Coffee in the various meetings/ workshops/ Seminar held during the year. Such provision of tea / coffee is normally restricted to two cups if such meetings/ workshops/ seminar are held for a full working day or else to one cup when the same is arranged for either pre – lunch or post – lunch session. The Tea to be served will include different varieties, viz. Green Tea, Lemon Tea, Black Tea, Ginger tea etc. The expenditure will be considered on actual basis.

(viii) Catering to the meetings / conferences / seminars conducted by NABARD.

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

Part II

PRICE BID / Bill of Quantities

NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT

Tender for Providing Catering Services at NABARD Assam Regional Office, G S Road, Dispur, Guwahati - 781006 for the period from 01.11.2025 31.10.2024 (subject to annual review of quality of service and if found satisfactory)

The vendor/service provider is required to post at site One Cook (Skilled), One Supervisor (Skilled), 1 Helper to cook (Unskilled) and 4 Service Boys (Unskilled) on all days at office premises of NABARD Assam Regional Office.

- **The quoted rate shall include wages payable to these personnel posted at site.**
- **Rates to be quoted** based on the scope of works and specification/description of items as well as terms and conditions contained in the Tender Document.
- Rates to be quoted as per the latest notification issued by the Office of the Chief Labour Commissioner (C), Ministry of Labor and Employment, Govt. of India.

	Particulars		Rates / Percentage	Amount per month (₹)
A	<u>Unskilled</u>			
i.	Basic Wages plus VDA	For 26 days (as per latest Central govt. minimum wages)	674	17524.00
ii.	EPF on Basic Wages plus VDA	% of (i) (max. limit of basic wage & VDA is ₹15000pm)	13%	1950.00
iii.	ESIC	% of (i)(max. limit of basic wage & VDA is ₹ 21000.00 pm)	3.25%	570.00
iv.	Bonus	% of (i) Shouldn't be less than 8.33% on basic Wage and VDA	8.33%	1460.00
v.	Sub Total			21,504.00
vi.	Total for 5 helpers/ service boy (Unskilled)			1,07,520.00
B	<u>Skilled</u>			
i.	Basic Wages plus VDA	For 26 days (as per latest Central govt. minimum wages)	893	23218.00
ii.	EPF on Basic Wages plus VDA	% of (i) (max. limit of basic wage & VDA is ₹15000pm)	13%	1950.00
iii.	Sub Total			25,168.00
iv.	Total for one cook (skilled) & one Supervisor (skilled)			50,336.00
C	Monthly Cost (Skilled + Unskilled)			1,57,856.00
D	Annual Cost(Sl. D*12)			18,94,272.00
F	Service Charges on %		
H	CGST on (Amt. at Sr. No. G) %		

I	SGST on (Amt. at Sr. No. G) %	
	Uniform charges (2 sets for each staff per year, after submitting of bill)		10500.00
J	Grand Total (Sr. No. G+H+I)		

Note 1: - Rates shall be quoted as “Total Cost per Month”.

Note 2: - For all calculation, there shall be 26 working days in a month and a year shall comprise of 12 months. The duty hours shall be 08 (Eight) hours per day i.e. as per Central Govt. Minimum Wage Act.

Note 3: - No change shall be allowed in this table.

Note 4: - Minimum wages, ESI, EPF etc. above shall be paid as per Central Govt. Acts/Notifications including amendments/ modification.

Note 5: - EPF is calculated on Basic Wage.

Note 6: - Basic Wages plus VDA at Sl No. A are as per Central Govt. Minimum Wages w.e.f. 01 October 2021 for Watch and Ward Duties without arms.

Note 7: - Rates quoted would be applicable for the entire period i.e. up to 31 March 2024. However, revision in rates would be considered only if the minimum wages & taxes are revised.

Note 8: - The Service Charges quoted above may include premium towards insurance cover for the workers employed, premium towards third-party insurance cover, other incidental administrative costs like provision of uniforms to workers etc. These costs (or percentage) are to be solely decided by bidder for the purpose of this quotation.

Note 9: - The service charges should be workable, reasonable as per prevailing market rates.

Note 10: In case of two or more L1 quotes, revised price bids will be sought from the L1 vendors only. In case of receipt of 2 or more L1 quotes in the second instance again, the award of work will be decided on the basis of superiority of the vendor based on parameter matrix by NABARD or by draw of lots. Decision of NABARD in this regard will be final and binding to all.

Note 11: - VDA=Variable Dearness Allowance, ESI= Employee State Insurance, EPF= Employee Provident Fund, EDLI= Employee Deposit Linked Insurance Scheme.

Additional Notes:

- i The rates will be as per scope of work & BOQ and will be exclusive of all taxes (The payment shall be subject to TDS and taxes as applicable at the time of payment) and would remain firm for the entire Contract Period
- ii No escalation or increase in the rates will be given during the Contract period
- iii NABARD does not bind itself to accept abnormally low bids. The rates quoted by the tenderer/bidder should be able to demonstrate the capability of the tenderer/bidder to deliver the contract at the offered price. Abnormally low bids/rates will be subject to analysis by NABARD. If required, NABARD may call written clarification from bidder, including detailed price analysis of the bid price in relation to scope, schedule, allocation of risks and responsibilities and any other requirements of the bid document and tenderer/bidder shall have to furnish Rate Analysis for the scrutiny of rates by NABARD within stipulated time. NABARD reserves the right to reject the bid if bid is found to be abnormally low to deliver/perform the contract.”
- iv The contractor has to quote for all the items of BOQ. Incomplete BOQ will not be considered.

- v The rates have to be quoted by excluding GST even if the contractor is not registered with GSTN. The rates will be compared only after comparing rates with taxes while evaluation of the price bids
- vi Before deployment of staff, their bio-data/competence shall be verified by the Bank's official in the beginning of AMC as well as on changing the staff/labour.
- vii The contractor has to submit one bill on monthly basis.
- viii Deductions will be done in the bill payments as per the applicable penalty clauses in the tender document
- ix The contractor will comply with Labour Laws requirements and maintain the muster roll and wage register etc. and produce the same in the NABARD office, if required. The contractor shall submit the necessary information/data to the concerned statutory authorities in the desired format
- x The working hours as mentioned in price bid includes one-hour lunch break for staff/labour.

I/we declare that:

- a)** The rates quoted are as per the conditions mentioned in this tender document.
- b)** The Financial Bid is liable to be rejected if any of the above rates and percentage are found not to be in compliance with the respective statutory laws.

Accepted all terms & conditions of price bid

Place		
Date		(Signature of the Tenderer)
Address		Name and Seal

