



TENDER NOTICE

**Notice Inviting Tender for Providing Catering Services for Staff
Canteen at NABARD, Uttar Pradesh Regional Office, Lucknow
(e-mail: dpsp.Lucknow@nabard.org)
(Phone No. : 0522-2399162)**

National Bank for Agriculture and Rural Development (NABARD) invites online tenders for providing catering services in Staff Canteen of Uttar Pradesh Regional Office located at 11, Vipin Khand, Gomati Nagar, Lucknow 226010. Interested Vendors / Catering Firms may log on to the website of NABARD i.e. www.nabard.org or to the GeM Portal i.e. <https://gem.gov.in> to download the Tender Document for submitting the same duly filled in by **11:00 hrs. on 19 November 2024.**

CALENDAR OF EVENTS

Date of Issue of Tender Document	28 October 2024
Pre Bid Meeting with Vendor / Service Providers	08 November 2024 at 11.00 hrs. at NABARD Uttar Pradesh Regional Office.
Due Date for submission of Tender	19 November 2024 at 11:00 hrs.
Date & Time for opening of Technical Bids	19 November 2024 at 11:30 hrs.
Opening of Financial Bid	To be announced later
Earnest Money to be deposited (EMD)	Rs. 18000/- (Rupees Eighteen thousand only)
Security Deposit	Successful bidder shall deposit Rs. 45000 (Rs. Forty-five Thousand Only) with NABARD, till the completion of 1 year after the completion of the contract period.

Signature and seal of tenderer on all pages

This tender document contains 36 pages.





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Tender for providing Catering services at Staff Canteen NABARD, Uttar Pradesh Regional Office, Lucknow

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TENDER No. NB.(LKO)/ 259 / DPSP/Canteen/ 2024-25 Dated 28 October 2024

Notice Inviting Tender for Catering Service

1. NABARD invites online tenders from Vendor / Service Providers / Catering Firms of repute and experience to provide Catering Services in the Staff Canteen of NABARD Uttar Pradesh Regional Office located in its Premises at 11, Vipin Khand, Gomati Nagar Lucknow – 226010.
2. The bidder shall be a professional contractor in the field of catering with a minimum of **5 year's experience** in providing in-house, multi-cuisine catering (i.e. Veg., Non-Veg., South Indian, North Indian etc.) to establishments of banks, training institutions, financial institutions, corporate sector, Central / State Government offices etc.
3. **The Bidder shall be based at Lucknow or have a registered representative establishment at Lucknow 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. Eligible Vendors / Service Providers / Catering Firms who are interested to apply, may download the tender document from any one of these following options - NABARD's website www.nabard.org OR from the Gem Portal <https://gem.gov.in> for submitting the same duly filled in by **11.00 Hrs. on 19.11.2024** on GeM portal.
6. 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 the contract will be subject to Performance Review by appropriate authority/committee of NABARD during the agreement period.
7. It may be noted that the tendering will be a O2 bid system wherein the 1st bid will be 'Technical Bid' and 2nd bid will be the 'Price Bid'. Part 1 contains Technical Bid. Part 2 shall contain Price Bid only.
8. **Vendor who has already been disqualified earlier or whose services have been terminated by any organization are not eligible for participation in the bid.**
9. EMD - An Earnest Money Deposit (EMD) of Rs. **18000/- (Rupees Eighteen thousand only)** is required to be deposited through NEFT to the following account :

ACCOUNT NAME	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
ACCOUNT NUMBER	NABADMN18
ACCOUNT TYPE	Current Account
IFS CODE	NBRD0000002
BANK NAME	NABARD
BANK BRANCH	HEAD OFFICE,MUMBAI



10. 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.lucknow@nabard.org with the details of transaction.
11. 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.
12. Further, it may be noted that those Vendors / 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.
13. 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.
14. The pre – qualification criteria, scope of work, instructions for filing tender document, terms and conditions, formats of “Technical Bid”, covering letter etc. are enclosed as Annexure – I to VI of Part-I and format for “Price Bid” is given in Part-II of tender document.
15. 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 for Communication

The Chief General Manager
National Bank for Agriculture and Rural Development
Uttar Pradesh Regional Office
11, Vipin Khand, Gomati
Nagar,
Lucknow – 226010.

(Vasireddy VMR Rao)
Deputy General Manager



निविदा सूचना
नाबार्ड, उत्तर प्रदेश क्षेत्रीय कार्यालय, लखनऊ के स्टाफ कैटीन में
केटरिंग सेवाएँ उपलब्ध कराने हेतु निविदा आमंत्रण

(ई-मेल-dpsp.lucknow@nabard.org)

(फोन: 0522-2399162)

राष्ट्रीय कृषि और ग्रामीण विकास बैंक (नाबार्ड), उत्तर प्रदेश क्षेत्रीय कार्यालय लखनऊ- 226010 में स्थित अपने कार्यालय के स्टाफ कैटीन परिसर में केटरिंग सेवाएँ प्रदान करने हेतु प्रस्ताव /निविदाएँ आमंत्रित करता है। इच्छुक वेंडर /कैटरिंग फर्म नाबार्ड के वेबसाइट www.nabard.org या GeM पोर्टल यानी <https://gem.gov.in> से निविदा दस्तावेज़ डाउनलोड कर सकते हैं। विधिवत भरे गए निविदा दस्तावेज़ दिनांक **19 नवंबर 2024** को पूर्वाह्न 11:00 बजे तक GeM पोर्टल में प्रस्तुत किए जा सकते हैं।

कार्यसूची

निविदा दस्तावेज़ जारी करने की तिथि	28 अक्टूबर 2024
वेंडर / सेवा प्रदाताओं के साथ बोली - पूर्व बैठक की तिथि और समय	नाबार्ड, उत्तर प्रदेश क्षेत्रीय कार्यालय में दिनांक 08 नवंबर 2024 को सुबह 11.00 बजे
निविदा प्रस्तुत करने के लिए निर्धारित तिथि और समय	दिनांक 19 नवंबर 2024 को पूर्वाह्न 11.00 बजे
तकनीकी बोलियों को खोलने की तिथि और समय	दिनांक 19 नवंबर 2024 को पूर्वाह्न 11.30 बजे
वित्तीय बोली खोलने की तिथि और समय	इस संबंध में घोषणा की जाएगी
EMD राशि जो जमा की जानी है	रु18000(रुपये अठारह हजार मात्र)
सेक्युरिटी डिपॉजिट	सफल बोलीदाता को अनुबंध अवधि पूरी होने के बाद एक वर्ष की अवधि तक नाबार्ड के पास 45000 रुपये (पैंतालीस हजार रुपये मात्र) जमा कराना होगा।

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

इस निविदा दस्तावेज़ में कुल **36** पृष्ठ हैं।

केटरिंग सेवाओं हेतु निविदा आमंत्रण सूचना

1. राष्ट्रीय कृषि और ग्रामीण विकास बैंक (नाबार्ड) उत्तरप्रदेश क्षेत्रीय कार्यालय लखनऊ में स्थित अपने कार्यालय परिसर के स्टाफ कैंटीन में केटरिंग सेवाएँ प्रदान करने हेतु नामी एवं अनुभवी वेंडरों /सेवा प्रदाताओं / केटरिंग फार्मों से निविदाएँ आमंत्रित करता है।
2. बोली लगानेवाला पेशेवर ठेकेदार होना चाहिए और उसे बैंकों, प्रशिक्षण संस्थाओं, वित्तीय संस्थाओं कारपोरेट क्षेत्र के संस्थाओं, केन्द्रीय /राज्य सरकार के कार्यालयों आदि में इन – हाउस एवं मल्टी – कोईजीन केटरिंग सेवाएँ यानी शाकाहारी, मांसाहारी, दक्षिण भारतीय, उत्तर भारतीय भोजनआदि उपलब्ध कराने में न्यूनतम 05वर्ष का अनुभव प्राप्त होना चाहिए।
3. बोली लगाने वाली फार्म का लखनऊ में कार्यालय होना चाहिए अथवा लखनऊ में पंजीकृत प्रतिनिधि संस्थान होना चाहिए और वर्तमान में लखनऊ में कम से कम एक केटरिंग कार्य चालू (ongoing) होना चाहिए।
4. केटरर /एफबीओ के रूप में कार्य करने के लिए बोली लगाने वाले 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 GeM पोर्टल <https://gem.gov.in> विधिवत भरे गए निविदा दस्तावेज़ GeM पोर्टल पर दिनांक 19 नवंबर 2024 को पूर्वाह्न 11.00 बजे तक प्रस्तुत किए जाने चाहिए।
6. निविदा दो वर्ष की अवधि के लिए होगी और नाबार्ड अपने विवेक के अनुसार इसका दीर्घावधि के लिए नवीकरण कर सकता है। तथापि, निविदा 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 हैं। प्रथम बोली तकनीकी बोली होती है और दूसरी बोली मूल्य बोली। पार्ट 1 में 'तकनीकी बोली' होनी चाहिए। पार्ट 2 में केवल 'मूल्य बोली' होनी चाहिए।
8. वे विक्रेता जिन्हें पहले ही अयोग्य घोषित किया जा चुका है या जिनकी सेवाएँ किसी संगठन द्वारा समाप्त कर दी गई हैं, वे बोली में भाग लेने के लिए पात्र नहीं हैं।
9. **EMD- रु18000/- (रु अठारह हजार 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	NABADMN18
खाते का प्रकार	CURRENT ACCOUNT
आईएफएस कोड	NABRD0000002
बैंक का नाम	NABARD
बैंक शाखा	HEAD OFFICE, MUMBAI

10. EMD राशि, निविदा प्रस्तुत करने हेतु निर्धारित अंतिम तिथि से कम से कम दो (02) दिन पहले जमा की जानी चाहिए। EMD राशि जमा करने के उपरांत, निविदाकार को लेन देन से संबंधित विवरण dpsp.lucknow@nabard.org पर ई-मेल कर देना चाहिए।
11. भारत सरकार द्वारा जारी MSE अधिप्राप्ति नीति में परिभाषित MSE / केन्द्रीय अधिप्राप्ति संगठनों के साथ पंजीकृत संस्थाओं /नाबार्ड के साथ सूचीबद्ध (Empanelled) फर्मों को EMD जमा करने से छूट प्राप्त है। तकनीकी बोली के साथ MSE पंजीकरण प्रमाण पत्र की प्रति प्रस्तुत की जानी चाहिए।
12. इसके अलावा, इस बात पर ध्यान दिया जाए कि उन्हीं वेंडरों /सेवा प्रदाताओं /केटरिंग फर्मों को आगे की निविदा प्रक्रिया हेतु अभिनिर्धारित किया जाएगा जिनकी तकनीकी बोली अनुबंध-1 में दिए गए पूर्व – अहर्ता मानदंडों के अनुसार उपयुक्त पाया जाएगा।
13. सेवाओं के अनुमानित वार्षिक भुगतान की गणना वेंडरों द्वारा लगाई गई बोलियों के अनुसार की जाएगी और यह वेंडर के चयन के लिए आधार बनेगा।



14. अहर्ता - पूर्व मानदंड , कार्य क्षेत्र, निविदा दस्तावेज़ भरने हेतु अनुदेश, नियम व शर्तें, तकनीकी बोली का फॉर्मेट, आवरण पत्र निविदा दस्तावेज़ के भाग-I के अनुबंध -I से VI के रूप में और मूल्य बोली का फॉर्मेट भाग- II में संलग्न है।
15. 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 का निर्णय अंतिम और सर्व - मान्य होगा।

संपर्क के लिए पता

मुख्य महाप्रबंधक

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

उत्तर प्रदेश क्षेत्रीय कार्यालय, 11, विपीन खण्ड, गोमती नगर, लखनऊ

226010

(वासिरेड्डी वीएमआर राव)

उप महा प्रबन्धक



ANNEXURE - I

Pre-qualification Criteria

1. The Vendor / Service Providers should be located in Lucknow or have a registered representative establishment at Lucknow. (Vendor should also have at least one ongoing catering service work in any of the PSUs or similar type of organisation).
2. 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 stuffs, beverages and refreshments. Vendor shall keep such license duly validated and / or renewed from time to time at his own expenses.
3. The vendor shall be a professional contractor in the field of catering with a minimum of 5 year's experience in providing in-house, multi-cuisine catering (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.
4. A Committee of Officials of NABARD may 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.
5. Vendor should have experience of executing one similar work costing not less than Rs. 7 lakh OR two similar works each costing not less than Rs. 4.5 lakh OR three similar works each costing not less than Rs. 3.5 lakh in the last three financial years (i.e. 2023-24, 2022-23 and 2021-22).
6. Vendor should have achieved annual turnover of Rs. 3 lakh or more during each of the last three financial years (i.e. 2023-24, 2022-23 and 2021-22) and should have made profits in these financial years. Documentary evidences (Audited Financial Statements of last 3 financial years and Income Tax Return statements) in support of this should be submitted with Technical Bid.
7. Vendor should have applicable Tax registrations (PAN, GSTIN, etc.) and also 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.
8. 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, Uttar Pradesh Shops and Commercial Establishments Act. etc.
9. 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, he has to submit a declaration to NABARD in this regard.
10. The Vendor / Service Provider should have sufficient number of qualified, competent and well-trained staff for cooking, dining, cleaning and room services.
11. 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 Staff Members/Staff/official visitors / guests at NABARD, Uttar Pradesh Regional Office, 11, Vipin Khand, Gomati Nagar, Lucknow - 226010.
2. The required services include providing Tea/Coffee/Green Tea to all the Staff members on all the working days and as and when required.
3. Providing Tea/Breakfast/Lunch to the staff members on their 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 Conference hosted by NABARD may 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 Canteen Committee of the bank.
7. The rates for Tea/Coffee/Green Tea, snacks, lunch, dinner etc. served to staff and served in the official meetings shall be decided by the Bank in consultation with the Vendor. The rates so decided will be inclusive of all charges and all taxes, if applicable.
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/ Conference / Seminars etc. in its premises. In some occasions, the attendees are State level/national & international 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 staff **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 served every day, approx. **2080 cups** per month and approx. **24960 cups** of tea per annum.
11. For arriving at monthly tea bill, total working days per month will be taken as **20** days multiplied by the total number of staff irrespective of number of working days in a month. The number of staff 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 Canteen Committee.
13. Tea/Breakfast/Lunch supplied to the staff members on their demand (Except official meetings, functions, programmes) will be paid to the vendor directly by the staff 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 his 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 authorized 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** - Staff would be served tea / snacks / lunch as per the following timings :
 - a. Timings for tea Service - 10:00 Hrs to 10:30 Hrs and 15:00 Hrs to 15:30 Hrs.
 - b. Timings for service of Lunch in Staff Canteen - 13:00 Hrs to 14:00 Hrs.
 - c. Timings for service of Breakfast / Snacks in Staff Canteen 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 (Semi-Skilled)
 - b. Helper/Service Boys – One (Un-skilled)
 - c. Canteen Manager / Supervisor – One (Semi-Skilled)
23. For any increases in manpower for efficient running of the Canteen 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 materials.

- b. The vendor shall take full responsibility of cleaning, pest control and upkeep of entire Staff canteen 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.



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. Duly filled tender documents must be submitted on GeM portal only. The last date of receipt of Tender is on or **before 11.00 hours on 19.11.2024 and Bids will be opened at 11:30 hours on 19.11.2024**. Revision in date and time, if any, would be conveyed.
3. NABARD takes no responsibility for delay / loss in or non-receipt of Quotations / Tender Documents by any reason.
4. Bids submitted by 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 superscribing 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 Lucknow 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 five years
 - XII. Details of works on hand (**Vendor should have at least one ongoing Catering Service work in any reputed Bank/ Financial Institution/ Government Organization**)



- 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 Staff/ 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 (2023-24, 2022-23 and 2021-22) 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, Uttar Pradesh 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 NABARD’s staff.



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 NABARD Staff Canteen.
9. The vendor / Service Provider will serve snacks / tea / Lunch etc., at the rate and quantities approved by NABARD from time to time.
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 his staff to NABARD indicating the date about salary payments effected of wages to the staff employed by him. These payments to workers should be done 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**
 - a) The crockery / glassware, etc. for dining areas will be provided by NABARD. Breakage beyond the 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.

- b) 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.
- c) 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.
- d) NABARD shall ordinarily take care of the routine and normal wear and tear maintenance of the Canteen equipment. However, in case of any wilful damage or damage caused out of negligence to the repairs and / replacement, NABARD shall also adjust security deposits against such damages.
- e) When material supplied by NABARD becomes 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

- a) 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.
- b) 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 authorized by NABARD.
- c) 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 Canteen Staff while they are present in the NABARD. 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
- d) 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.

- e) 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.
- f) The Vendor / Service Provider has to carry out annual medical examination at his cost of his 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 and 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 the 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.
- g) 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.
- h) 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.
- i) 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.
- j) The Vendor / Service Provider will ensure compliance of all 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.
- k) The staff shall be properly dressed in neat and tidy uniform with proper head gear and hand gloves. The vendor/service provider shall provide pair of uniform/year to its staff. 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.



- l) 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.
- m) All the staff / employees of the vendor deployed at NABARD should have inoculated both doses for COVID-19.

18. **Quality Assurance**

- a) 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 authorised representative may check the stock position of all the items to see that the above is being complied by the Vendor / Service Provider.
- b) 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.
- c) The kitchen will be under the constant supervision of NABARD and any lapse will be taken seriously. Good quality branded raw material is to be used for the preparation of food.

19. **Payments**

- a) The Vendor / Service Provider will have to serve Tea/Coffee/Green Tea two times per day to each staff at their workplace for which NABARD will make payment to the vendor at the rate decided by the Bank in consultation with the Vendor. 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 tea services on a monthly basis and NABARD will settle the bill within a month.
- b) Payment for the purchase of meals / snacks and beverages ordered directly and consumed by the Staff in the designated dining areas on a day-to-day basis will be done by the individual staff 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 / Staff-In-Charge, NABARD, Uttar Pradesh 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 staff 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. **Tenders without EMD** - Tenders without EMD will not be considered unless exempt as per clause 11 of Notice Inviting Tender.
26. **Forfeiting of EMD**
- a) 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 his bid is accepted and any sort of non-compliance with the terms of services agreed upon.
 - b) 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.
27. **Security Deposit** - The Vendor / Service Provider selected through the tendering process will be required to give security deposit of **Rs. 45000/- (Rupees Forty five Thousand Only)** in favour of National Bank for Agriculture and Rural Development, through NEFT in the Bank A/C No. mentioned in NIT, 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 his 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.
28. **Pre-Bid Meeting** - A pre-bid briefing meeting of the intending vendors/Vendor / Service Providers will be held at **11.00 hrs. on 08 November 2024** at NABARD, Uttar Pradesh Regional Office, 11, Vipin Khand, Gomati Nagar, Lucknow, 226010 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.lucknow@nabard.org) by **07 November 2024** 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

29. Quotation and Process of Selection :

a) 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.”

b) Technical bid will have to be accompanied with document / UTR No in support of the payment of **Rs. 18000/- (Rupees Eighteen Thousand 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 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.

c) The bids so opened will be subjected to desk scrutiny by officials of NABARD.

30.A Committee of officials of NABARD will be visiting the locations where the Vendor / Service Provider is providing his services to evaluate his capability and verify the claims stated in the technical bid document.

31. 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

32. The price bid of those successful Vendor / Service Providers will be opened only after they qualify in technical bid.

33. 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.

34. The resulting qualifying price bids will be used to determine the L1 quote.

35. **An affidavit to the effect that bidder has not defaulted in payment of statutory dues like EPF/ESI/Services Tax and Income Tax to be submitted.**

36. Service Charges quoted would be applicable for the entire contract period. However, revision in minimum wages and taxes may be considered. The service charge should be reasonable as per prevailing market rates. The minimum service charges in the procurement of Manpower Outsourcing service have been fixed as 3.85 % (3% profit plus transaction charges, which are 0.85% at present) and shall not exceed 7.00%. The service charges thus quoted shall be between 3.85 % and 07.00%. **Bids with service charges less than 3.85% may be summarily rejected by NABARD.**

37. Rates

a) 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.)

- b) There will not be any upward revision in the rates during the contract period.

38. Notice for Termination of Contract

- a) 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.
- b) 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 a penalty of Rs. 500/- for each occasion will be imposed. NABARD will also be entitled to terminate this contract by giving one month notice.
- c) If at any stage during the period of the contract any case involving moral turpitude by 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.

39. Dispute Resolution

- a) 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.
- b) 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.
- c) 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.
- d) 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 the 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
- e) 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.

- f) 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.
- g) 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.
- h) The seat and venue of the arbitration shall be Lucknow under the exclusive jurisdiction of the courts at Lucknow only.
- i) The Language of arbitration shall be in English.

40. Indemnity –

- a) 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.
- b) 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.
- c) 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.

- 41. 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.



42. 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
43. 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.
44. Disclaimer:
- a) The tender is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of their bids/offers.
 - b) The information contained in this document or information provided subsequently to the bidders whether verbally or in documentary form by or on behalf of NABARD is provided to the bidders on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.
 - c) The purpose of this tender is to provide the bidders with information to assist in the formulation of their bids. This tender does not claim to contain all the information each bidder may require. Each bidder should conduct his own investigations and analysis and should check the accuracy, reliability and completeness of this information in this tender and wherever necessary may obtain independent advice.
 - d) Bank makes no assertion or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this tender. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender.



ANNEXURE – V
FORMAT FOR TECHNICAL BID

**APPLICATION FOR CATERING ARRANGEMENTS AT
NABARD, Uttar Pradesh Regional Office, Lucknow
(Catering Arrangement)**

From:

To:
The Chief General Manager,
National Bank for Agriculture and Rural Development (NABARD),
Uttar Pradesh Regional Office,
11, Vipin Khand, Gomati Nagar,
Lucknow - 226010

Sl. No.	Particulars	Details to be filled in / Copy of Documents to be attached by the Agency
1	Name of the Agency / Vendor / Bidder	One Passport size photograph of the Proprietor/Owner of the agency to be attached
2	Regd. Office/Business address of the Agency	Pl. attach supporting document
3	Local (Lucknow) address of office of the agency	Pl. attach supporting document for local address and contact details of your representative in Lucknow
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.	2023-2024 2022-2023 2021-2022

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. 18000/- (Rupees Eighteen thousand 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

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

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

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
2023-24		
2022-23		
2021-22		

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. 3.50 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, Uttar Pradesh Regional Office
11, Vipin Khand, Gomati Nagar
Lucknow – 226010

Dear Sir,

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

This has reference to your tender notice dated..... for providing catering services at **NABARD, Uttar Pradesh 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 conforming 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 ₹ 18000/- (Rs. Eighteen thousand only) vide UTR no.dated in current account no..... of '**NABARD**'.
5. I/We agree that our tender remains 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, Uttar Pradesh 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 _____ 2024

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



APPENDIX

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

A. Indicative Menu 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 Canteen Supervisor / department/ Canteen Committee.

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

(v) Indicative Menu for Snacks (Veg)

Snacks in the Staff Canteen & dinning 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)

NB:

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



B. Tea Service to all Staff on all working days

NABARD is providing its Staff with Tea / Coffee. The timings are from 10:00 hours to 10:30 hours in pre-lunch session and 15:00 hours to 15:30 hours in the post lunch session. 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 of Staff 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.

C. Tea Service to be provided in meetings/ workshops / seminar etc.

NABARD is providing 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.

D. 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 Uttar Pradesh Regional Office, 11, Vipin Khand, Gomati Nagar, Lucknow - 226010 for the period from 01.01.2025 to 31.12.2026 (subject to annual review of quality of service and if found satisfactory)

The vendor/service provider is required to post at site One Cook (Semi-Skilled), One Supervisor (Semi-Skilled), One Helper to cook/Service Boy (Unskilled) on all days at office premises of NABARD Uttar Pradesh 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 Labour Commissioner, Labour Department, Govt. of Uttar Pradesh.

	Particulars		Rates / Percentage	Amount per month (₹)
A	Unskilled			
i.	Basic Wages plus VDA	For 26 days (as per latest State govt. minimum wages)	412	10701
ii.	EPF on Basic Wages plus VDA	% of (i) (max. limit of basic wage & VDA is ₹15000pm)	12.0%	1285
iii.	EDLI on Basic Wages plus VDA	% of (i) (max. limit of basic wage & VDA is ₹15000pm)	0.5%	54
iv.	Administrative charges (EPF & EDLI) On Basic Wages plus VDA	% of (i)(max. limit of basic wage & VDA is ₹15000pm)	0.5%	54
v.	ESIC	% of (i)(max. limit of basic wage & VDA is ₹ 21000.00 pm)	3.25%	348
	Sub Total			12442
	Total for 1 helper/ service boy (Unskilled)			12442
B	Semi-Skilled			
i.	Basic Wages plus VDA	For 26 days (as per latest State govt. minimum wages)	453	11772
ii.	EPF on Basic Wages plus VDA	% of (i) (max. limit of basic wage & VDA is ₹15000pm)	12.0%	1413
iii.	EDLI on Basic Wages plus VDA	% of (i) (max. limit of basic wage & VDA is ₹15000pm)	0.5%	59
iv.	Administrative charges (EPF & EDLI) On Basic Wages plus VDA	% of (i)(max. limit of basic wage & VDA is ₹15000pm)	0.5%	59
v.	ESIC	% of (i)(max. limit of basic wage & VDA is ₹ 21000.00 pm)	3.25%	383
	Sub Total			13686
C	Total for one cook (Semi-skilled) & one Supervisor (Semi-skilled)			27372
D	Monthly Cost (Unskilled+ Semi Skilled)			39814



E	Annual Cost		4,77,768
F	Service Charges on Amt. at Sr. No. D %	
G	In words (Service Charges on Amt. at Sr. No. D)		
H	Total with Service Charges (Sr. No. D + F)		
I	CGST on (Amt. at Sr. No. H) %	
J	SGST on (Amt. at Sr. No. H) %	
K	Grand Total (Sr. No. H+I+J)		

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

Note 2: - For all calculations, there shall be 26 working days in a month and a year shall comprise 12 months.

Note 3: - Contractor shall, wherever applicable, pay bonus at Govt. approved rate (prevailing rate @ 8.33% of minimum wages) to the eligible contract workers in consultation with and approval of the Bank and same is payable to contractor on reimbursement basis on production of proof of payment.

Note 4: - Minimum wages, ESI, EPF etc. above shall be paid as per State/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 (i) and B(i) are as per State Govt. Minimum Wages w.e.f. 01 October 2024

Note 7: - Rates quoted would be applicable for the entire contract period. 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:- Service Charges quoted would be applicable for the entire period i.e. up to 31 December 2026. However, revision in minimum wages and taxes may be considered. The service charge should be reasonable and workable as per prevailing market rates. The minimum service charges in the procurement of Manpower Outsourcing service have been fixed as 3.85 % (3% profit plus transaction charges, which are 0.85% at present) and shall not exceed 7.00%. The service charges thus quoted shall be between 3.85 % and 07.00%. **Bids with service charges of less than 3.85% may be summarily rejected by NABARD.**

Note 10:- 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 quoted in Part-II (Financial Bid) shall be exclusive of GST.
- 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 and supported by attendance register certified by CT/ACT of the bank. In case of absence of the workers, the payment will be made proportionately.
- 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.

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