

केनरा उत्कृष्टा केंद्र

**CANARA CENTRE OF EXCELLENCE,  
PLOT NO 80, SECTOR 18  
GURUGRAM HARYANA-122015.**

सी. सी. ओ. ई. गुरुग्राम में खानपान सेवा के लिए  
निविदा प्रलेख

**TENDER DOCUMENT FOR CATERING SERVICES  
AT CCOE, GURUGRAM**

Internal

Internal

**TENDER REFERENCE NO: CCOE/ADMIN/TENDER/03/2024  
DATE OF TENDER ISSUE: 10.04.2024**

**THIS TENDER CONSISTS OF TWO BIDS: PART I :**

**TECHNICAL BID  
PART II : PRICE BID**

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## **NOTICE INVITING TENDER (NIT)**

Canara Bank, Canara Centre Of Excellence (CCOE), Gurugram invites sealed tender for the work mentioned below:

### **1). Name of the work:**

To carry out catering services at Canara Bank, Canara Centre of Excellence (CCOE), Plot No. 80, Sector 18, GURUGRAM - 122015.

### **2). Application fees (Non-refundable):**

Rs.1000/- an non - refundable fees by way of Demand Draft drawn in favour of "Canara Bank, CCOE, Gurugram payable at Gurugram obtained from any scheduled Bank (in a separate sealed cover), super-scribing 'Application fee for tender for Providing Catering Service at CCOE, Gurugram' and the same should be submitted along with Bid. The application cost will not be refunded at any circumstances.

### **3). Earnest Money Deposit (EMD) Amount:**

Rs.150,000/- by way of Demand Draft drawn in favour of "Canara Bank, CCOE, GURUGRAM", payable at GURUGRAM obtained from any scheduled Bank (in a separate sealed cover), super-scribing "EMD for selection of Contractor for carrying out Canteen services at CCOE, GURUGRAM" and the same should be submitted along with Technical Bid. However, those who have exemption certificate from NSIC/Similar Government authorities as per provision of MSME Act will be exempted from submission of EMD subject to the submission of valid document/certificate to that effect.

### **4). Initial Security Deposit (ISD) Amount:**

The successful bidder should submit a Security Deposit for 10% value of the contract within fourteen days from the date of acceptance of the tender for due performance of the Contract. The Security Deposit shall be by way of Performance Bank Guarantee/DD issued by a Scheduled Bank in India other than Canara Bank. The Performance Bank Guarantee should be valid for 36 months from the date of commencement of contract. The guarantee should also contain a claim period of three months from the last date of validity. The Performance bank guarantee will be returned to the bidder within 15 days after completion of Contract period subject to satisfactory performance and on the contractor rendering a No Demand and No Due Certificate, and after adjusting any sums due to Canara Bank from the contractor. The Bank shall invoke the Performance Bank guarantee before the expiry of validity, if the successful bidder breaches the contract or fails to complete its obligations under the contract. The bank shall notify the bidder in writing before invoking the bank guarantee. The proceeds of the Performance Bank guarantee shall be payable to the Bank.

5). **Time for Commencement of work:** Immediately from the date of execution mentioned in the work order.

6). **Proposal Format and Submission Procedure:**

Two bid system shall be strictly followed. **Technical Bid and Price Bid** have to be submitted separately. Joint bids will not be accepted by the Bank.

Each Tenderer has to necessarily fulfill the eligibility criteria stipulated and the terms of two bid system should be strictly adhered to. The Tenderer will have to go through four stages of process viz.

**Stage 1 - Technical Assessment based on eligibility criteria and documents submitted.**

**Stage 2 - Site Visit**

**Stage 3 - Live Demo**

**Stage 4 - Price Bid**

Tenderers should first qualify in Stage 1, Stage 2, Stage 3 & thereafter become eligible for consideration for opening of stage 4 that is price bid.

Tender document contains

| Sl No | Item Description   | Reference   |
|-------|--|-------------|
| 1     | Scope of Works and eligibility Criteria                          | Annexure 1  |
| 2     | <b>Selection Process</b>   | Annexure 2  |
| 3     | General rules and instructions to Tenderers                      | Annexure 3  |
| 4     | General Conditions of Contract                                   | Annexure 4  |
| 5     | Facilities Provided by the Bank to the Canteen                   | Annexure 5  |
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| 10    | Integrity pact format  | Annexure 10 |

After ensuring the above, the tenderers need to submit their bids as described under 'Envelope-A and Envelope-B' as detailed below:

| SI No     | BID DOCUMENTS                       |
|-----------|-------------------------------------|
| <b>A.</b> | <b>Technical Bid - ENVELOPE - A</b> |
| 1         | Application                         |
| 2         | Check List for Enclosures           |
| 3         | Tender offer                        |
| 4         | Certificate of Conformity           |
| 5         | Self Declaration                    |

|   |   |
|---|---|
| 6 | EMD of Rs. 150,000/- (Rupees one lakh fifty thousand only) in the form of a Demand draft or banker's cheque in favour of Canara Bank, CCOE, Gurugram                                      |
| 7 | It will also contain unfilled format of the price bid duly signed and stamped by the contractor. Anything filled prices in this formats, will make bid liable to rejection of the tender. |

|           |                                 |
|-----------|---------------------------------|
| <b>B.</b> | <b>Price Bid - ENVELOPE - B</b> |
| 1         | Price Bid                       |

|           |                                       |
|-----------|---------------------------------------|
| <b>C.</b> | <b>Application fee - ENVELOPE - C</b> |
| 1         | Application fee DD                    |

Sealed envelope containing Technical Bid and Price Bid in separate envelopes should be super scribed "Technical Bid for providing Canteen Services at CCOE, GURUGRAM" & " Price Bid for providing Canteen Services at CCOE, GURUGRAM" respectively. Both the envelopes should be kept in one envelope super scribed on top "Tender for Selection of Tenderer for providing Canteen Services at CCOE, GURUGRAM" addressed to the Bank clearly indicating Tenderer address and contact details -

#### DETAILS OF THE TENDER:

| PARTICULARS   | DETAILS   |
|---|---|
| Date of Issue of Tender                                 | 10.04.2024  |
| Earnest Money deposit                                   | Rs.150,000/-  |
| Initial Security Deposit                                | 10% of contract value to be deposited within fifteen days from the issue of Contract/ Work Order                    |
| Period/Validity of Contract                             | 3 years from the date of agreement  |
| Date of Pre bid meeting                                 | 16.04.2024 at 03.00 PM  |
| Last date and time for submission of the tender         | 01.05.2024 upto 3.00 PM   |
| Date and time of Opening of the Tender - Technical bids | 01.05.2024 at 3.30 PM   |
| Date of opening of Price Bid                            | Date and time will be informed to the Qualified Tenderers. The communication will be sent through letter or e-mail. |
| Contact No.   | Mr. Mousham - 7678586177<br>Mr. Raju Kumar Gupta -9911563676  |

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**Note:**

Tender documents should be dropped in the tender box Physically at **General Administration Section, Canara Centre of excellence, Plot No. 80 Sector 18, Gurugram 122015** before stipulated time on the due date. Any tender submitted after stipulated date and time will not be accepted.

Bid will be opened in the presence of Tenderers or its authorized representatives who choose to attend. In case bid opening day happens to be holiday, the bid will be opened on the next working day of the Bank.

DD for EMD and Application fee should be enclosed with the Technical Bid only. Technical Bids without the relevant documents and DD shall be rejected.

A copy of the tender document could also be downloaded from [www.canarabank.com](http://www.canarabank.com) & CPPP Website: <http://eprocure.gov.in>

**Place: GURUGRAM**

**Date: 10.04.2024**

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**Asst. General Manager  
CCOE, Gurugram**

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## ANNEXURE 1

### SCOPE OF WORK & ELIGIBILITY CRITERIA

#### **Scope of works:**

CCOE, GURUGRAM has established, Canteen for catering of Breakfast/Lunch /Dinner/ snacks / coffee/ Tea etc for its Executive/ Staff/ Training participants numbering around **100 per day**. This information is only indicative for purpose of man power requirement.

**Labour deployment details needs to be furnished in Technical bid like 1. Manager, 2. Assistant Manager, 3. Head Cook, 4. Assistant Cook, 5. Service Boys, 6. Helper, 7. Sweeper.**

Bank invites tenders from reputed agencies for providing canteen services in CCOE, GURUGRAM. The kitchen equipment provided is basically induction/gas based and the caterer should be well experienced in use of such equipments.

#### **Eligibility Criteria:**

| No | Criteria   | Documents Required  |
|----|--|---|
| 1  | The Firm/Company/Proprietary/Individual Person should be registered under the labour commissioner office at the respective jurisdiction  | Copy of Labour License or shop and Establishment License issued by the Assistant labour Commissioner  |
| 2. | The Firm/Company should have minimum 5 years of experience of providing canteen services continuously preceding to 31/03/2024 in Government offices/ PSUs/ PSBs/ Private & Public limited Companies for a minimum strength of 100 members per day. | Work Order copies /client Certificates from 2019 onward.<br><br>Work order or experience certificate should contain address of office, period of service and number of people tenderer serving per day should be clearly mentioned. |
| 3. | The Firm/Company must have at least one food / catering services / unit presently running within Delhi NCR District limits in the last three year as on 31/03/2024.  | Address where Canteen Services are provided.  |

|    |   |  |
|----|---|--|
| 4. | The Firm/Company should have annual turnover of minimum 75 lakhs for the last three financial years till 31/03/2023 (FY 2020-21, FY 2021-22, FY 2022-23)<br>The net worth of the Bidder firm should not be negative on 'The Relevant Date' and also should have not eroded by more than 30%(thirty percent) in the last three years | Documents supporting the annual turnover amount like Balance Sheet/Audited Balance sheet(if applicable), Profit & Loss statement, CA Certificate (from CA who has audited the Firm/Company). |
| 5. | The Firm/Company should have positive net worth.,   | Supporting documents like Balance sheet, Profit & Loss statement.  |
| 6. | The Firm/Company should not be a loss making one and should have operating profit for the last three years i.e. FY2020-21, FY2021-22 and FY2022-23.   | Supporting documents like Balance sheet, Profit & Loss statement.  |
| 7. | <b>FSSAI license / Certificate</b>  | <b>Documentary proof of the same to be submitted</b>   |

## DOCUMENTS TO BE SUBMITTED BY THE TENDERER:-

1. Copy of PAN and GSTIN Certificate of the Firm/Company.
2. Copy of FSSAI License for running the Canteen.
3. Copy of Trade License.
4. Copy of Labour License.



## ANNEXURE 2

### SELECTION PROCESS

The Tenderers will have to go through four stages of process viz.

**Stage 1 - Technical Assessment based on eligibility criteria and documents submitted.**

**Stage 2 - Site Visit**

**Stage 3 - Live Demo**

**Stage 4 - Price Bid**

Marks will be awarded in each stages to the tenderers on the following aspects:-

**1. Technical Bid: Maximum 60 Marks**

Stages 1 to 3 will be evaluated for awarding marks under Technical Bid

**I. Experience: Maximum 30 marks.**

A minimum of 5 years of experience is mandatory for a Tenderer to apply for the Canteen Tender. Tenderers should be serving for a minimum strength of 100 members per day continuously for the last 5 years as on 31.03.2024.

The marks for experience will be allotted as follows:

**a. For general experience of 5 years - 10 Marks**

Tenderers should be presently serving for a minimum strength of 100 members continuously for the last 5 years as on 31.03.2024

**b. For experience of more than 5 years with Govt./ PSUs/ PSBs/ Private & Public Limited Companies - Maximum 20 Marks.**

For experience of more than 5 years, Tenderers should have served a minimum strength of 100 members.

| Presently Per day Serving for  | Marks  |
|--|--|
| 100 & above members in Govt./PSUs/PSBs/Private Public Limited Companies. | For each year of experience 2 marks (Maximum 20 marks) |

**2. Site Visit: Maximum 20 Marks;**

The members of canteen committee will visit / inspect the sites of the tenderers as mentioned above and marks will be awarded accordingly.

| Criteria                              | Marks |
|---------------------------------------|-------|
| Hygiene & maintenance of the premises | 10    |
| Quality of the food provided          | 5     |
| Managing capacity                     | 5     |

Tenderer has to arrange for Site visit and has to secure a minimum of 50% marks i.e. a minimum of 10 marks, otherwise the tender will not be shortlisted for opening of

price bid.

3. **Live demo: Maximum 10 Marks.**  
Tenderers qualifying in first two stages have to perform demo before the members of canteen committee. Members of the committee will check the quality and taste of food.
  - Venue for live demo will be informed at a later date.
4. **Price bid: Maximum 40 marks.**
  - a. Marks will be awarded on sum of all the quoted rates of listed items as mentioned in the Price Bid.
  - b. Tenderer who quotes lowest rate will be awarded 40 marks. For remaining Tenderers proportionate marks will be awarded on percentile basis.

**Note :**

1. The aggregate of the marks scored for Experience, Site visit, live demo and the price quoted for food items will be taken and the canteen contract will be awarded to the tenderer securing maximum total marks.
2. Committee - Bank has formed a Committee and the members will award marks in Stage 2 i.e. Site Visit and Stage 3 i.e. Live Demo. Average of marks allotted by each member will be awarded to Tenderers in each of these two stages.

**ANNEXURE 3****GENERAL RULES AND INSTRUCTIONS TO TENDERER**

1. The documents consisting of Notice inviting the tender, Scope of work & Eligibility criteria, General rules and instructions to tenderer, Method of selection, conditions of contract, Application Format, Price bid can be collected between the dates mentioned in the Notice Inviting Tender (NIT) during the working hours except on Sundays, second & fourth Saturdays and Public Holidays from **Canara Centre of Excellence(CCOE)** General Administration Section, **Plot NO. 80, Sector 18, GURUGRAM - 122015** OR alternatively tender documents can be downloaded from the banks web site [www.canarabank.com](http://www.canarabank.com).
2. The tender is "TWO BID CONCEPT" and it has to be submitted as such.
3. The first envelope should contain all the components of Technical Bid as detailed in the NIT with all supportive documents duly signed on all the pages other than the Price aspects along with Earnest Money Deposit's DD. The envelope shall be sealed & super scribed as "Technical Bid for providing of canteen services at **CCOE, Plot No.80, Sector 18, GURUGRAM**"
4. Tenderer should note that Price bid aspects of the offer should not be disclosed in any way, in the technical bid/ first envelope and such technical bids consisting Price bids are liable for rejection.
5. The second envelope should contain the Price Bid i.e., the Priced Bill of Quantities and shall be super scribed as "Price Bid for providing canteen services at **CCOE, GURUGRAM**" and should be sealed and submitted. This envelope should contain duly filled in cost details (enclosed in the offer document) with values written in words and figures.
6. The two covers containing the Technical Bid and the Price Bid should be placed in a separate third cover mentioning on the face of the cover "Tender for Selection of Vendor for providing Catering Services at **CCOE, GURUGRAM**".
7. The sealed offers should be submitted to Canara Centre of Excellence on or before 01.05.2024 by 3.00 pm. If last day of submission of bids is declared a holiday under NI Act by the Government subsequent to issuance of NIT the next working day will be deemed to be the last day for submission of the offer. No offer will be accepted by email or FAX.
8. The First envelope (Technical bid) will be opened in the said office on 01.05.2024 at 3.30 pm.
9. The price bids of the agencies meeting the eligibility criteria only will be considered and opened on a convenient date with due intimation to the Tenderers emerging successful in the Technical bid.
10. Indemnity bond format is enclosed as Annexure - 8. The same to be duly filled in an applicable non judicial stamp paper and submitted along with offer.
11. Offer shall be submitted on prescribed Form only i.e. as per documents issued/downloaded from website have to be duly filled and submitted and no other format

- shall be used, except for Proformas which shall be submitted in the letter head. Wherever required, particulars can be submitted in annexure but such details shall be clearly mentioned in respective columns in the original document. All the documents, enclosures, and correspondence will form part of contract. Offer in any other format other than that prescribed in this document shall be liable for rejection.
12. No alterations or additions are to be made by the Contractors to the tender document.
  13. Violation of this instruction will attract rejection of the tender at the discretion of the Bank.
  14. The Bank's decision in the selection process is final and Bank will neither entertain any correspondence in this regard nor will be bound to furnish any explanation. The acceptance of an offer will rest with the Bank which does not bind itself to accept the lowest offer and reserves to itself the authority to reject any or all of the offers received without assigning any reason.
  15. Offers which are incomplete in any respect are liable to be rejected.
  16. Canvassing in connection with tenders is strictly prohibited and the offers submitted by the applicants who resort to canvassing will be liable for rejection.
  17. The applicant shall furnish the list of his relatives working in the Canara Bank/list of retired Canara Bank employees employed with him.
  18. The Tenderer or their authorized representative is requested to be present during the opening of the bids. This is optional. Bank will proceed with opening of the technical bids on the stipulated date & time unless otherwise modified.
  19. It will be obligatory on the part of the Tenderer to tender and sign the offer documents for all the component parts.
  20. The successful Tenderer shall execute the agreement (Annexure 7) on a stamp paper of appropriate value within 14 days from the date of acceptance of the offer, and until a formal agreement on stamp paper is prepared and signed, this offer document along with the correspondence shall constitute a binding contract between the tenderer and the Bank.
  21. Conditional offers shall be rejected.
  22. The Tenderer shall inspect the site to ascertain the site conditions, constraints and any other information required for making the offer. For any assistance in visiting the site intending applicants may contact **Officer, Administration Section, CCOE, Plot NO. 80, Sector 18, Gurugram Mobile: 9911563676**
  23. During the course of technical evaluation if found necessary the Bank may seek supplementary details and the same shall be submitted within the stipulated time. Non - submission of such details in time may render such applications for disqualification from further evaluations.
  24. No costs incurred by the applicant in applying, in providing necessary clarifications or attending discussions, or site visits will be reimbursed by the Bank.
  25. Documentary proof with respect to the Eligibility criteria shall be furnished along with the application form. In this regard, copies of the work orders and certificates obtained from clients and or such other documents shall be submitted. Incomplete applications or applications without proper proofs for establishing their credentials will be liable for rejection and no correspondence will be entertained in this regard. The authorised person of the firm/ company shall sign in all the pages of the application with seal of the firm/ company.

26. Applications received after the due date and time are liable for rejection.
27. All entries in tender documents should be in one ink. All cancellation and insertion should be duly signed by tenderer concerned with proper indication of the name designation and address of the person signing.
28. The rate should be quoted in figures as well as in words in Indian Currency only.
29. In case the rate quoted in figures differs from those quoted in words, the rates quoted in words will be taken as the tendered rate and shall be binding on the tenderer.
30. The tenderer shall note that the rate quoted shall be exclusive of all taxes and inclusive of expenses of all types of Work force/ Manpower (under the Central Government Minimum wages) (by following Labour Laws scrupulously as per government guidelines), lifting, shifting, serving to all Tea lounges, Executive cabins etc., and no claim for enhancement of quoted rates on any account shall be considered.
31. The tenderer shall deposit a sum of Rs.150,000/- (Rupees one lakh fifty thousand only) as Earnest Money Deposit along with the tender document. This EMD (Earnest Money Deposit) shall be in the form of demand draft from any nationalized bank or from a scheduled bank drawn in favour of Canara Bank, CCOE, GURUGRAM. No interest shall be paid on the EMD.
32. In addition to Earnest Money Deposit, the final successful Tenderer shall submit Initial Security Deposit 10% of contract value within fifteen days from the issue of Contract/ Work Order. This ISD (Initial Security Deposit) shall be in the form of demand draft from any nationalized bank or from a scheduled bank drawn in favour of Canara Bank, CCOE, GURUGRAM or by way of Bank Guarantee (Annexure 9) from any scheduled Bank other than Canara Bank valid for 36 months. No interest shall be paid on the ISD.
33. EMD amount of the final successful tenderer shall be retained as a Security Deposit for a period of three years.
34. The offer will be valid for a period of 90 days from the date of opening of tender.
35. If any tenderer withdraws his tender before the said period or makes any modifications in the terms and conditions of the tender which are not acceptable to the Bank, then the EMD submitted shall be forfeited.
36. **Tenderer has to arrange for site visit and has to secure a minimum of 50% marks i.e. a minimum of 10 marks, failing of which the tender will be disqualified.**
37. All the parts of this tender documents i.e., Tender Notice, General rules and Instructions to tenderers, Priced bill of Quantity, offer letter, General conditions of contract, and all other parts shall form a part of the contract document.
38. The EMD of unsuccessful tenderers shall be returned within 30 days after award of work.
39. Contractor should observe utmost economy in use of electricity and water.
40. The daily menu shall be as approved by the Canteen Committee/ Dietician and the same shall be strictly complied.
41. Contractor shall provide an adequate number of crockery items, other utensils and shall maintain the items in good condition at all time. Any damage/breakage/loss in the number of items provided by the bank if any shall be replaced by the contractor with the same make at his own cost. In case the contractor fails to replace the damaged/broken/missing items, bank shall replace such items and recover the cost from the payment due to the contractor.

42. The contract is valid for 36 months and performance will be reviewed in every quarter by the canteen committee. The contract is subject to annual renewal as per discretion of Bank thereafter. In case of unsatisfactory performance during the review period, the Bank shall terminate the contract at any point of time without prior notice.
43. The price quoted by the Tenderer will be applicable for 3 years or the contract period.
44. Bank may at its sole discretion enhance/decrease the price depending on annual inflation rates on commodities under groceries and minimum wages payable in consultation with the Contractor at the end of first and second year.
45. The selected contractor shall at his own cost, have to comply with the rules of local Labour bye-laws and other statutory bodies. The proof of compliance need to be submitted to the Bank within one month from the date of taking over.
46. If the contractor needs to employ his own staff for the purposes of cooking, serving and washing and such employment should conform to the labour act presently in force and in future till the contract period.
47. The successful tenderer should prepare vegetarian food (including boiled egg & omelette) only in the Kitchen provided by the Bank and the non- vegetarian food (Occasional) needs to be prepared outside the campus strictly.
48. The successful tenderer should keep the Canteen premises(kitchen and dining areas) neat and clean and should bear the expenses of cleaning materials required for the same.
49. All the records pertaining to Canteen shall be maintained upto date and shall be made accessible to the Bank.
50. The payment of Canteen shall be made on monthly basis against bills certified by the Administrative section, **CCOE, GURUGRAM**.
51. The Contractor should maintain a register to record the daily consumption of lunch and snacks and same should be produced along with the bills.
52. The Contractor should ensure a proper background check of all the workers employed by him and should inform the Bank as and when changes happen. Credentials of all workers are to be ensured to the satisfaction of the Bank and records of credential verification are to be submitted to the Bank.
53. Without prejudice to any rights or any rights or remedies under this agreement if the contractor dies, the Canara Bank authorities shall have the right to terminate this agreement without any liability whatsoever as regards executions of the work for the balance contract period after the death of the contractor.
54. In the case of two or more tenders appearing “Prima Facie” lowest, quoting the same figure before and after the arithmetical check etc, an allotment of tender shall be given to Tenderer with higher Turnover in the last Year (FY-2022-23).
55. Social media Policy : No persons of the bank or the contractors and third parties shall violate the social media policy of the bank.

The following acts on the part of personnel of the bank or the contractors and third parties shall be construed as violation of social media policy;

- i) Non - adherence to the standards/guidelines in relation to social media policy issued by the bank from time to time.

- ii) Any omission or commission which exposes the bank to actual or potential monetary loss or otherwise reputation loss on the account of non adherence of social media related systems and procedures.”
- iii) In case the final successful tenderers withdraw his tenders, the bank be entitled in its right to proceed with next successful tenderer or cancel the tender as deemed fit.

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**ANNEXURE 4****GENERAL CONDITIONS OF CONTRACT**

Required facilities will be provided by the Bank like premises, electricity, water, furniture, induction / gas based cooking equipments, etc. The Contractor's main responsibilities will be supplying food materials, labour, utensile compliance of statutory requirements and providing efficient service, etc.

**1. DEFINITIONS/ INTERPRETATIONS**

In the contract, the following expressions shall, unless the context otherwise requires, have the meanings, hereby respectively assigned to them -

- a) The 'Contract' means the documents forming the tender and acceptance thereof and the agreement duly executed between the Employer and the Tenderer, together with the documents referred to therein including those conditions, the specifications, schedule of quantities, tender agreement and instructions issued from time to time by the Officer-in-Charge. All these documents taken together shall be deemed to form one contract and shall be complementary to one another.
- b) The 'Tenderer' or 'Supplier' or 'Contractor' shall mean the individual Karta, or Manager of HUF, firm or Company, whether incorporated or not, undertaking the works and shall include the legal heirs/ representatives of such individual or the partners of firm and their legal heirs and successors, or company's authorised and constituted attorneys/ agents and permitted assignees of such firm or company.
- c) The 'Employer' or 'Bank' means any officer of the Canara Bank, who is specifically authorized to enter into contracts in respect of the above works.
- d) Officer-in-charge: The designated employee of the Bank, assigned with powers to enter into contract.
- e) Canteen Committee: The committee comprising of the Officer-in-charge and other staff representatives, assigned with powers to decide on the menu and also the quantity.
- f) 'Contract Price' shall mean the final accepted rates in Price Bid hereto.
- g) 'Date of Contract' means the Calendar date on which the Employer and Contractor have signed the Agreement on the stamp paper.
- h) 'Approval' wherever used in the specifications or schedule of Quantities shall mean, respectively, approved by or approval of the 'Accepting Authority' in writing.

**2. 1.SCOPE OF WORKS : CANTEEN SERVICES**

- a) The recommended details of eatables are given in Daily Menu, which shall be strictly complied with by the Tenderer. Weekly detailed menu will have to be submitted to Catering & Maintenance Committee at CCOE and get approved. The catering should be done only on the basis of such menu. The items of the menu shall be changed frequently to provide variety and a uniform standard. The Menu decided by the



Catering & Maintenance Committee must be adhered to at any cost. Non adherence to the Menu will attract penalty to be decided at the sole discretion of the Catering & Maintenance Committee at **CCOE**.

- b) The Tenderer shall arrange to display day's menu along with their individual calorie values, on every morning on the notice board provided in the Dining Hall.
- c) All the raw materials used in the preparation of food products should be certified ISI/Agmark/FSSAI/BIS wherever applicable and or as per the brand names or others specified in the List of Indicative Brands of items to be used in Catering. Vegetables, fruits, other perishables, dry foods and other raw material should be of high quality and be procured from reputed dealers or shops. The Tenderer should arrange for purchase on his own and bear all expenses in connection with such purchases including transportation.
- d) **CCOE** will provide required kitchen basic equipments such as cooking range, etc. the contractor is liable for any loss or damage to such items. Any other kitchen utensils, which may not be provided by **CCOE**, to be supplied by the contractor for kitchen use with prior intimation and submission of the list of such utensils to **CCOE**. The utensils supplied by the contractor can be taken back at the time of end of contract only by proper verification and approval from the Canteen committee of **CCOE**.
- e) Any repairs to the Kitchen utensils and any other furniture equipments like dining tables, chairs, other tables, wash basins, Mirrors, Gas Plant Chamber and Gas Pipe lines provided by the Bank are to be informed to Canteen and Maintenance Committee in advance and as and when required.
- f) Tenderer shall make arrangements for LPG connections and the contractor has to bear the cost of LPG fuel and it's transportation as and when required. The Tenderer shall be responsible for the safe keeping of the LPG cylinders.
- g) The Tenderer must engage appropriate number of trained cooks and other kitchen staff for cooking Vegetarian, South and North Indian delicacies, Tandoor items, bakery products etc and for rendering catering services.
- h) Only vegetarian food (including boiled egg & omelette) will be prepared and served by the contractor in the campus as per the daily menu given. Non- vegetarian food if providing should be brought from outside and served inside.
- i) The Tenderer has to provide biscuits/ cookies with forenoon and afternoon Tea /Coffee and as and when advised by the college.
- j) The Tenderer at the instructions of the admin department shall provide additional fruit/dry fruits/juice/snacks items etc. as and when required and reimbursement of the same will be done by the bank against production of actual bill.
- k) The Tenderer shall engage the services of sufficient number of able, trained, efficient, neat & clean (viz. with trim haircut, moustache, nail cut etc) healthy, honest, well behaved and skilled persons for cooking, serving and cleaning of kitchen, dining halls and service area at their cost.

- l) The Tenderer shall ensure that the attendants, waiters, cooks should be properly trained and shall wear smart, neat and tidy uniform, including head caps, hand gloves etc. (pattern to be approved from CCOE) with their name badges and that they are courteous, polite and prompt while rendering efficient service at their respective areas. The Tenderer shall have full control over the employees engaged by him.
- m) The Tenderer shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by the Tenderer. The Tenderer shall also be responsible for the payment of their wages and their dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and central laws shall be his responsibility. He will on the request of College-in-charge immediately remove from the work any person(s) or employee(s) who are, in the opinion of the Bank unsuitable or incompetent or who may misconduct himself and such a person shall not be again employed or allowed in the work or campus without the permission of the College in charge.
- n) The Tenderer shall provide proper uniform to all his personnel and ensure cleanliness and upkeep. Separate uniforms need to be provided for different categories of staff viz., server, supervisor, waiters and other staff etc.
- o) The contractor should arrange for upkeep/hygiene maintenance of dining hall, kitchen area, catering area, Hand wash area and toilet meant for trainee participants. The washing of the mentioned places to be carried out at least three times daily, immediately after any service is rendered and as and when required to be done. The Tenderer should ultimately ensure that the mentioned places are kept hygienic and clean at every point of time.
- p) The Tenderer should arrange for upkeep of the Dining Hall, Kitchen area, toilets meant for catering staff and washing area at least three times daily and also immediately after any service is rendered and also whenever it is required to be done.
- q) Preventive pest control measures including fly, cockroach and any other insects will have to be done by the Tenderer at his cost on regular basis (once in a week) and as and when required. Utmost care to be taken on clean, hygiene, neat and tidy premises allotted to the contractor towards catering services like Dining Hall, Kitchen, Serving, Hand Wash, Cleaning/ washing utensils, and toilets for catering staff provided by Institution.
- r) Tenderer should adopt modern and hygienic kitchen practices. Tenderer should ensure that tables/Kitchen base (and not floor) should be used for kitchen work like cutting and preparing food. Synthetic or marble cutting boards and stainless steel knives should be used for cutting vegetables. Neat and clean utensils should be used for cooking. Tenderer should arrange for providing proper cover for wastages besides proper and regular disposal of garbage at frequent intervals from the kitchen and twice a day from the institute campus.

- s) The Tenderer shall carry out improvements as may be necessary for ensuring satisfactory services and shall take due notice of the complaints made by the boarders or through faculty members or the college in-charge. A “Suggestion cum Complaint Register” will be maintained in the dining hall and the same will be submitted to the College In charge every day, with his remarks for necessary action. The Tenderer will be responsible to attend to all complaints and requirements within the purview of the contract.
- t) In the event of insufficient or bad quality or non-serving of any eatables agreed upon to be served, the Bank will be within its rights to make suitable deduction from the Tenderer’s bill.
- u) In case the Tenderer or any of his employees fails to fulfill his obligations for any day or any number of days, to the satisfaction of the Institute, for any reason whatsoever, he shall pay by way of liquidated damages an amount decided by the Canteen and Maintenance Committee. The Institute shall without prejudice to their other right and remedies, shall be entitled to deduct such damages from the money, if any, payable by them to the Tenderer.  
Penalty will be deducted based on feed
- v) back rating given by participants also as under :

| <b>Average rating (by participants)<br/>(Out of 5)</b> | <b>Penalty</b>                            |
|--|---|
| <b>&gt; 2.50 but &lt; 3.00</b>                         | <b>10 % of the bill for that program</b>  |
| <b>&gt; 3.00 but &lt; 3.50</b>                         | <b>5 % of the bill for that program</b>   |
| <b>&gt;3.50 but &lt; 4.00</b>                          | <b>2.5 % of the bill for that program</b> |
| <b>&gt;4.00 and above</b>                              | <b>No penalty</b>                         |

- w) All questions relating to the performance of the obligations under this agreement and to the quality of ingredients used in preparation of food and beverages and all the disputes and differences, which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be decided by the Head of the Institution, whose decision shall be final, conclusive and binding on the parties to this agreement.
- x) The Tenderer shall be responsible for any loss due to theft or pilferage of or damage to the Bank’s property, including any portion of the building under the Tenderer’s occupation, or the fittings, fixtures, furniture, utensils, kitchen equipment or other equipment entrusted in his charge, or any property belonging to the trainees or guests, when such loss or damage is, in the Bank’s opinion, caused due to negligence or carelessness or any fault on Tenderer’s part or that of his representative or any of his employee, he shall be liable to pay to the Bank such amount in respect of such damage as may be assessed by the College In Charge or any other officer authorized in this regard. Accordingly, the Tenderer shall ensure that the character and antecedents of the personnel to be engaged has been verified through the appropriate authority and they have unblemished past records.

- y) The Tenderer shall not permit the Administrative Block or the Hostel Block or any portion thereof or any other area in the complex to be used for residential purpose by him or any of his employees except the room or area specifically permitted by the Institution.
- z) No minor/child labour to be deployed on job as per prevailing government rules/statutory regulations.
- aa) The contractor should obtain the request license for providing catering services at **CCOE, GURUGRAM** from the authorities such as Municipality, State/ central Government Departments, Labour Department etc. at his own cost. **CCOE** shall not be responsible in any breach of the rules/ regulation.
- bb) The contractor has to provide sufficient number of catering service workmen based on the work load so that hassle free/ timely services can be rendered to the participants.
- cc) The contractor may be asked to provide services like Breakfast/ Lunch/ Dinner/ Tea/ Coffee/Snacks etc. during the shutdown period as the agreed rates.
- dd) The proportionate labour charges are payable during non-training period (working days only) beyond successive 5 working days.
- ee) The bill shall be paid on the basis of actual consumption by the participants/staffs irrespective of whether they are staying in Hostel/ at outside venue and not on the basis of participants attended the training program.
- ff) If the contract is awarded, the Contractor shall prepare and serve fresh and wholesome “meals, snacks, beverages, cut fruits, fresh fruit juices and water bottles (Items list as per Annexure 6)” to the Executive/staff/ participants of the Bank during the contract period.
- gg) Any canteen related issues if reported should be resolved within 24 hours else penalty will be imposed per occasion of RS 500.00.
- hh) Zero charges quote is liable to be rejected.

## 2.2 MENU & QUANTITY

The meals and snacks to be supplied by the Contractor shall be in fixed quantities as approved by the Bank. **The list of food approved is provided in Annexure 6. The Contractor shall not prepare or serve any other item without the prior approval of the Bank.** A schedule of daily menu with alterations or additions in the service items decided based on the recommendations of the Canteen Committee/ Dietician and communicated to the Contractor through Officer-in-Charge, shall have to be strictly followed by the Contractor.

## 2.3 QUALITY OF RAW MATERIALS AND FINISHED PRODUCTS

The food shall be good, wholesome and of best quality as approved by the Bank. Before using the raw materials and other ingredients for cooking, the Contractor shall ensure their quality and wholesomeness. The Bank through its authorized representatives shall have the authority to carry out test checks of the raw materials, ingredients used for cooking, cooking arrangements and the finished eatables at their convenience 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

Contractor.

## 2.4 SERVICE POINTS & TIMINGS

The Contractor shall be required to provide canteen services in the canteen premises, other floors, if specifically asked by the officer in charge on all the working days including Sundays, second & fourth Saturdays and Public holidays if required due to administrative exigencies.

The Contractor is required to provide services for meetings, interviews, trainings and other official occasions at rates as would be finalized mutually, for which no extra maintenance/ labour charges would be payable. Notwithstanding anything hereinafter contained, the Bank will have the right to use the Canteen Hall at any time on all days including holidays at any time, as may be required.

Contractor shall serve the tea/coffee at the work station 2/3 times daily and as and when called for in the Executive cabins/ conference halls. Also the contractor shall serve various cut fruits / fruit juices to all Executive/ staff/participants time to time stipulated by canteen committee.

### Timing of Canteen Service:

| S.No | Items   | Timings               |
|------|---|-----------------------|
| 1.   | Bed Tea/ Coffee (Hostel Rooms)                            | 6:00 AM to 7:00 AM #  |
| 2.   | Breakfast (Dining Hall)                                   | 8:30 AM to 9:30 AM#   |
| 3.   | Forenoon Tea/ Coffee with Biscuit/Cookies (Class Rooms/*) | 11:15 AM to 11:45 AM# |
| 4.   | Lunch (Dining Hall)                                       | 1:15 PM to 2:30 PM#   |
| 5.   | Afternoon Tea/Coffee with Biscuit/ Cookies (Classrooms/*) | 3:30 PM to 4:00 PM#   |
| 6.   | Evening Tea with Snacks (Classrooms/*)                    | 5:00 PM to 5:30 PM#   |
| 7.   | Dinner(Dining Hall)                                       | 8:30 PM to 9:30 PM#   |

# - The timings are flexible with prior intimation from the bank.

\* - Supplied at lobbies near classrooms or any place in the campus as directed by the bank from time to time.

## 3.0 CONTRACTOR'S OBLIGATIONS

3.1 The Contractor shall be responsible for the proper upkeep and maintenance of the canteen premises, furniture and fixtures, cooking and serving, cutlery, kitchen equipments etc. When materials supplied by the Bank become unserviceable and if these are to be replaced by the Bank, the same would only be replaced against the return of the unserviceable materials by the Contractor, otherwise the cost of such materials shall be borne by the Contractor.

3.2 For any damage, breakage or loss of any equipment or property of the Bank, the Contractor shall have to replace the same at his own cost failing which the amount will be recovered from his security deposit or from other dues as payable to him by the Bank.

Internal

- 3.3 The Contractor shall keep a proper inventory of the items placed at his disposal by the Bank and the same shall be verified by the Contractor along with the representatives of the Bank.
- 3.4 The Bank reserves the right of free access through its authorized representative(s) to inspect the Canteen, Stores, Equipments and food for ensuring their wholesomeness, cleanliness, quality and quantity at all times without any prior notice.
- 3.5 The Contractor shall keep the entire premises, utensils, crockery etc. clean, neat and hygienic. He shall use and provide at his own expenses the prescribed detergents and other requisites for this purpose. He will ensure that furniture of the canteen premises, crockery and cutlery, utensils, kitchen pantry, wash basins, lavatory urinals, drainage system are washed and cleaned in hygienic way as directed by the Officer-in-Charge or any other authorized representative.
- 3.6 The Contractor shall not use or allow to be used the Canteen premises or any part thereof for dwelling purposes and shall not allow any outsiders to loiter in and around the building without valid authority.
- 3.7 The Contractor shall also not use or allow to be used any facility, appliances, equipment provided by the Bank to him for any purpose other than providing canteen services as per the Bank's requirement.
- 3.8 The Contractor shall not, without prior consent in writing by the Bank assign or sublet the contract or any part thereof to any other party provided that it shall not relieve the Contractor from any obligations, duty or responsibility under the contract.
- 3.9 The Contractor shall arrange for Pest Control services for rodents, cockroaches, flies etc regularly and shall bear the charges for the same. Bank will not entertain any reimbursement in this regard.
- 3.10 The Contractor shall arrange for cooking gas for the purpose of preparing food items and expenses in this regard shall be borne by the Contractor.
- 3.11 If any damage/AMC violation happens due to mishandling by catering staffs to other parts of the premises & allotted canteen equipment or by any activity the same shall be borne by the tenderor.
- 3.11 For all tax liabilities refunds, claims & revision tenderer shall be liable.
- 3.12 Submission of documents like GST copy and status of constitution of firm has to be submitted on yearly basis & KYC documents of Canteen Staff should be submitted immediately after joining the canteen premises.
- 3.13 Tenderer will be liable for all sorts of recovery if any correction, misinformation or fault is detected at a later stage even after bill payment.
- 3.14 if the contractor have access to sensitive information, including a confidentiality clause that restrict them from sharing this information with unauthorized parties.
- 3.15 incase of unforeseen circumstances of disaster like covid, etc. bank shall only pay for the services taken during the tenure. Otherwise no other charges will be payable as in normal course as specified earlier.
- 3.16 any legal dispute arising in between, would be resolved in Gurugram Jurisdiction only.

Internal

#### 4.0 MANPOWER & WAGES

- 4.1 The Contractor shall make regular and full payment of wages / salaries and other payments to the employees in his/her account only and shall furnish necessary proof, as and when demanded by the officer-in-charge of the Bank/ concerned department of Central, State and local government agencies.

Internal



- 4.2 The Contractor shall be responsible for the compliance with applicable laws or which might become applicable, rules and regulations relating to Contract Labour (Regulations & Abolition) Act, 1970, Shops & Establishments Act, Factories Act, 1948, Employees Provident Funds & Misc. Provisions Act, 1952, Payment of Gratuity Act, 1972, Payment of Bonus Act, 1965, Payments of Wages Act, 1936, Minimum Wages Act, 1948, Workmen's Compensation Act, 1923, ESI Act 1948 or such other Acts, laws or regulations passed by the Central/States, Municipal & Local Government, agency or authority.
- 4.3 The Contractor shall give intimation to the Officer-in-Charge indicating the payment of wages made online by submitting monthly statements along with the monthly invoice. The Officer-in-Charge or his authorized representatives will verify the payment of wages and shall record the following certification in the wage register. "Certified that salary for the month of..... has been disbursed on\_\_\_\_\_to the canteen Contractors' workers by the Contractor in accordance with the wages specified in Minimum Wages Act"(central Govt.).
- 4.4 The Contractor shall also be liable to pay P.F. contribution, leave, salary etc and shall be liable to observe statutory working hours. The contractor shall note that neither the contractor himself, nor the persons employed by him shall have any right or privilege for employment benefit from the bank, nor they can make any claim in this regard.
- 4.5 Proper records shall be maintained by the Contractor with respect to the above acts and such other acts as may be applicable to Contractor's working and his workmen which would be subject to check from time to time, by the Officer- in- Charge.
- 4.6 The optimum Manpower requirement in the canteen may vary from time to time for efficient and timely catering covering all categories of personnel required to be provided for canteen services, for which the contractor must, at all times maintain the needed manpower on shift basis. For any increases in manpower for efficient running of the canteen services, the Contractor shall not be entitled to additional remuneration.
- 4.7 The Contractor shall maintain a register showing names and addresses of the persons engaged along with photographs of each person and shall produce the same for inspection on demand by Officer-in-Charge or such other persons so authorized by the Bank.
- 4.8 **The Contractor shall arrange through the Bank's Security Department, on the advice of the Officer-in-Charge, to issue identity cards bearing photographs of the canteen employees for gate entry and shall exhibit prominently during working hours. The canteen staff shall also be liable for search on entry / exit.**
- 4.9 The Contractor shall ensure that all canteen employees, during their working hours, wear proper and clean uniform as prescribed by the Bank.
- 4.10 The employees of the Contractor should be subjected to medical examination twice in a year at Contractor's cost by the Medical Officer nominated by the Bank. The employees should be free from all communicable, contagious infections and other diseases. In the event of any employee of the Contractor being found medically unfit, the Contractor shall arrange to replace him. Contractor has to submit medical certificate as and when required.
- 4.11 Nothing contained herein shall be construed to create a monthly tenancy or create any such interest in favour of the Contractor or their partners / representatives/ employees in respect of Canteen or the premises used by the Contractor in connection with or for the purpose of this agreement.
- 4.12 On termination of this agreement, the Contractor shall discontinue to use and

handover vacant and peaceful possession of the Bank Premises of the said Canteen or other premises together with the fixtures, equipments and articles in good condition to the Bank.

## 5 CONTRACTOR'S LIABILITY TOWARDS INDEMNITY

- 5.1. The Contractor shall indemnify the Bank for any loss occurred to the Bank by any act of commission & omission made by the contractor & or its employees and it includes against any claim under the Payment of Wages Act, 1936, and/or the Minimum Wages Act, 1948, Workman's Compensation Act, Factories Act or any statutory obligations arising out of any other Act or Acts or on behalf of any person employed by him.
- 5.2. The Contract shall be in force for the period of 3 years stipulated in the contract and on the expiry thereof, it will be deemed to have been terminated automatically. Further, the contractor will not have any right either contractual or equitable to demand any fresh contract for another term or to continue the same for any period.
- 5.3. In the event of any dispute arising out of the clauses mentioned above, the same shall be referred to the General Manager, General Administration Wing or any officer whom the General Manager may appoint for decisions and his decision shall be final and binding on both the parties.

## 6 MATERIALS

Contractor shall purchase and keep the required raw materials stock for the preparation of various items, including the controlled items of good quality at his own cost. Contractor 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, wherever applicable. The Bank 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 Contractor.

## 7 MISCELLANEOUS

- 7.1. Contractor shall maintain the canteen and all pantries in clean and hygienic conditions & flies free mess and kitchen area. If the Contractor fails to engage sufficient staff for this purpose, the Bank will engage the staff on behalf of the Contractor at his risk and cost.
- 7.2. Contractor shall not exhibit or cause to be exhibited in the canteen premises any printed or written notices or advertisements of any kind, whatsoever except notices related to the working of the CATERING, without the prior permission of the Bank.
- 7.3. The Bank reserves the right to deduct any amount that becomes payable by the Contractor in respect of the labour being employed by him for executing the job awarded, under any Act, or rules framed there under and in force from time to time. The same shall be recovered from bills payable to the Contractor as debt recoverable.
- 7.4. The Contractor shall undertake to provide comprehensive accident insurance policy coverage in respect of every employee employed by him. Contractor shall satisfy the Management of the same within the time prescribed by the Management but before the actual commencement of the job awarded to him.
- 7.5. Contractor shall ensure that none of his employee are allowed to sell meals, snacks etc



to outsiders by accepting cash; in the event of any employee being found selling meals, snacks etc to unauthorised persons, by accepting cash the Contractor shall remove such person on the instruction of an officer authorised by the Bank.

- 7.6. Contractor shall ensure that peace and order is maintained in the canteen and if peace and order in canteen is disturbed due to lapse on the part of the contractor, a penalty of Rs.2000/- per occasion for such lapse leading to disturbance of peace/order may be imposed by the Bank.
- 7.7. If the Bank finds that the Contractor is misusing the facilities provided by the Bank for running the canteen for any other purpose not covered under the contract, the Bank will be free to levy penalty which may extend to Rs.5000/- or more per occasion.
- 7.8. If, on inspection, it is found that the quantity / quality of meals/snacks / Fruits etc., served is not as per the norms laid down by Bank, a penalty upto Rs.2000/- may be imposed by the Bank for every such occasion. Similarly, for non-maintenance of proper hygiene (consuming alcohol/tobacco/pan masala/smoking etc.)in the campus premises by the contractor's staff a penalty upto Rs.2000/- may be imposed by the Bank for every such occasion.
- 7.9. Contractor would ensure that all the canteen staff employed by him would behave courteously and decently with employees of the Bank and also ensure good manners.
- 7.10. In the event of the Contractor suspending or abandoning canteen services without giving prior notice to the Bank, without handing over charge of the canteen materials entrusted to him by the Bank, the whole of security money and other dues payable to him shall stand forfeited to the Bank and he shall also be liable for such legal action deemed fit and proper for breach of contract and towards the loss of various accessories and furniture entrusted to the contractor.
- 7.11. The Officer in charge would be the final authority regarding Imposition of penalty under various circumstances as enumerated above. His decision shall be final and binding on the contractor.

**8.0 AGREEMENT :** The successful tenderer will have to enter into an agreement with the Bank as per the format enclosed within 14 days after acceptance of the tender by the Bank.

**9.0 SECURITY DEPOSIT:** The successful tenderer will have to deposit a security deposit of 10% of contract value and the same shall not carry any interest.

#### **10.0 TERMINATION OF CONTRACT**

If it is found that the quality of items supplied by the contractor and/or the services rendered are unsatisfactory or that the contractor has violated any terms and conditions of the contract and agreement, then in that event, the Bank will be entitled to terminate this contract, at any time without assigning any reasons whatsoever and without notice.

If at any stage during the period of the Contract any case involving moral turpitude is instituted in a Court of Law against the contractor or his employees, the Bank reserves the exclusive and special right for the termination of the contract and the contractor shall not be entitled to any compensation from the Bank whatsoever.

## 11.0 GENERAL

- 11.1 Contractor shall adhere to safety practices and avoid hazardous and unsafe working conditions and shall comply with the safety rules in force from time to time.
- 11.2 The canteen premises will be in possession of the Bank and the Contractor is permitted to enter the premises to run the CATERING SERVICE only. If at any time the contract is terminated or the contract comes to an end or if the Bank decides that the contractor should not be allowed to run the canteen, in that event, the Bank will be entitled to restrain the contractor from entering the building premises as well as the canteen premises. The contractor will have no right or interest in the canteen premises and other items given by the Bank.
- 11.3 Contractor shall use the canteen only for the purpose of this agreement / contract and he shall not make any structural additions or alterations to the same.
- 11.4 The Contractor and his workmen will be subject to police verification regarding their antecedents.
- 11.5 The contractor should not have been black-listed by any Government or Private Organization.
- 11.6 The contract will not be given to any bidder for just being L-1. The capacity / experience / desired quality will also be considered.
- 11.7 The offer containing erasures of alterations will not be considered. There should be no hand written material, corrections or alterations in the offer. Technical details must be completely filled up. Conditional offers will be rejected.
- 11.8 The Contractor will have to provide the Bank with a list of employees category- wise located at the Canteen and also their emoluments for the purpose of verification.
- 11.9 All the personnel engaged by the Contractor entering upon the Bank's premises shall properly be identified by badges, which may be worn by them at all times while in Bank premises. The Contractor will ensure that their 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 Contractor upon receipt of complaint will have to immediately withdraw such employees from working in the Bank premises.
- 11.10 All the personnel engaged by the Contractor shall wholly and purely be in the employment of the Contractor and no claim of individual / collective nature on Bank's employment by any of the employees or claim of any nature on the Bank shall be tenable. The Contractor shall at all times keep the Bank fully and effectively indemnified against all actions, suits, proceedings, losses, costs, damages, charges, claims and demand in any way arising out of or during the course of anything done or committed / omitted to be done by the Contractor including the demand which the Contractor's employees individually / through their Unions may have raised against the Bank arising out of this agreement or as a result of the termination therefor or earlier determination of the Contract.

## ANNEXURE 5

### FACILITIES PROVIDED BY THE BANK TO THE CANTEEN CONTRACTOR

Canteen space required for various purposes such as dining, kitchen, washing place, store room etc., will be provided free of cost.

All items of furniture and fixtures required for the canteen. This will include tables, chairs, washing facility, induction/ gas based cooking equipment etc.

Supply of water & electricity for cooking will be provided. Use of electric heater is prohibited for cooking

Tenderers may inspect the site to ascertain the site conditions, constraints and any other information required for making the offer.

#### Other Conditions:

1. The approximate requirement of catering service workmen is given below:

| Sl.No. | Category of workmen | Required Nos. | Shifts |
|--------|---------------------|---------------|--------|
| 1      | Manager/Supervisor  | 1             | 1      |
| 2      | Head Cook           | 1             | 1      |
| 3      | Assistant Cook      | 2             | 2      |
| 4      | Service Boys        | 6             | 2      |
| 5      | Helper              | 2             | 2      |
| 6      | Sweepers            | 2             | 2      |

- Note: The contractor has to provide sufficient No. of catering service workmen based on the work load so that hassle free/ timely services can be rendered to the participants if required.
2. The contractor may be asked to provide services like Breakfast/ Lunch/ Dinner/ Tea/ Coffee etc. during the non-training period days also.
  3. The bill shall be paid on the basis of actual consumption by the participants/staffs irrespective of whether they are staying in Hostel/ at outside venue and not on the basis of participants attended the training program.
  4. Violating the condition in price bid quote is liable for rejection of the tender.
  5. The minimum commitment charges are payable for the non training working days only, wherein no physical training is being conducted. No charges will be paid during holidays/weekly off.
  6. The contractor or his authorized representative should be available in the CCOE, GURUGRAM premises to supervise and control his workers and take down instructions from the Canteen Committee of the Bank.

7. The workers and the staff of the contractor working in the premises will have to maintain with proper discipline. The contractor shall provide his workers with proper safety appliances and equipments and Canara Bank shall not be responsible for accidents and injuries caused to his labour during the course of their work.
8. For working in the **CCOE** buildings, the workmen and supervisory staff of the contractor shall write down the names in the register at the entry of the gate and in the front of CCTV. All the staff of contractor may be required to undergo check as per the rules and regulations of Bank from time to time.
9. The workers / labourers employed by your company will be checked by Bank's Canteen committee personnel if required.
10. The facility Manager, supervisors, and workers should be provided with mobile phones for communication by the contractor. The list of Mobile Nos. will be submitted to Canteen Committee.
11. All the labourers should maintain personal hygiene, nails should be cut, neatly groomed and should maintain strict discipline within the building premises.

Internal

Internal

Internal

## ANNEXURE 6

### DETAILS OF VARIOUS ITEMS TO BE SUPPLIED BY THE CONTRACTOR

#### DAILY MENU

| S No                         | Details of Servings  | Remarks                                     |
|------------------------------|--|---|
| <b>PART - A</b>              |  |   |
| <b>Bed Tea / Coffee</b>      |  |   |
| 1                            | One full cup of Tea/Coffee / Milk 150 ml in each room with or without sugar  |   |
| <b>Breakfast</b>             |  |   |
| 1                            | <u>Fresh Fruit Juices - Apple, Mango, Pineapple, Watermelon, Papaya, Orange, Lemon, Mosambi</u>  | Any one item                                |
| 2                            | Banana / Papaya/ Watermelon / any seasonal fruit   | Any one item                                |
| 3                            | Tea /Coffee / Milk , Sugar Separate  | -   |
| 4                            | Cornflakes / Porridge with milk or Oats with milk  | -   |
| 5                            | Bread Toasts with butter, Jam of good quality and reputed make   | -   |
| 6                            | <u>Two eggs to order : Boiled, half fry or omelette</u>  | -   |
| 7                            | <b>One South Indian item : a ) Idli b ) Masala Dosa c) Dosa d) Uthappam e ) Upma f) Poha</b>   | Any one item with Vada, Chutney and Sambhar |
| 8                            | <b>One North Indian item : a) Puri - Aloo Curry b) Chole - Bhature c) Chole - Kulcha, d) Aloo - Paratha with Chutney and Curd</b>  | Any one item                                |
| <b>Forenoon Tea/ Coffee:</b> |  |   |
| 1                            | Tea/Coffee with sufficient quantity of Biscuits / Cookies near Classroom lounges.  | -   |
| <b>Lunch:</b>                |  |   |
| 1                            | a) Cream of Tomato Soup b) Cream of Sweet Corn Soup c) Clear Vegetable Soup d) Cream of Mushroom Soup e) Hot and Sour Soup f)Lemon Coriander Soup g) Manchow Veg Soup                                  | Any one item                                |
| 2                            | a)Phulka or Roti b) Poori c) Naan d) Tandoori Roti e) Paratha  | Any two items                               |
| 3                            | a) Kabuli Channa b) Paneer Butter Masala c) Paneer Palak d) Panner do Pyaza e) Mutter Paneer f) Veg Malai Koftha e) Chilli Paneer f) Paneer Bhurji g) Veg Manchurian h) Kashmiri Aloo Dum i)Soya Chaap | Any one item                                |
| 4                            | a) Plain Rice/Vegetable Fried Rice b) Jeera Rice c) Vegetable Pulav d) Vegetable Biryani e) Peas Pulav f) Lemon Rice g) Curd rice  | Any one item                                |

|  |  |              |
|--|--|--------------|
| 5  | Rajma Dal / Dal Fry / Dal Makhani / Dal Hariyali / Pancharatana Dal / Tadka Dal / Chole Masala/Rajma   | Any one item |
| 6  | Bhindi Fry / Aloo Fry / beans and Carrot Fry / Gobi / Capsicum Fry / Veg Manchurian / Karela Fry and any other seasonal dry vegetable  | Any one item |
| 7  | Salad/ Green Salad ( Tomato, Onion, Lemon, Cucumber & Carrot) /sprouted  | -            |
| 8  | Curd / Raita ( Boondi, Pomegranate)/ Dahi Bhalla   | Any one item |
| 9  | Pickle - Mango / Lemon / Mixed Vegetables  | Any one item |
| 10                                       | Farsan / Chips / Papad   | Any one item |
| 11                                       | Butter Milk  | -            |
| 12                                       | Sweets - Gulab Jamun / Angoor Malai, Fruit Custard / Sevai Kheer / Kulfi / Carrot Halwa /Rasgulla/ Jalebi/ Ice cream etc   | Any one item |
| 13                                       | Mixed Seasonal Cut Fruits - 150 gms ( Apple, Mango, Papaya, Watermelon, Pineapple, Guava, Orange)  | -            |
| <b>Afternoon Tea / Coffee:</b>           |  |              |
| 1  | Tea/ Coffee with sufficient quantity of Biscuits / Cookies near Classroom lounges.   | -            |
| <b>Evening Tea / Coffee with Snacks:</b> |  |              |
| 1  | Tea/Coffee   | -            |
| 2  | Snacks : a) Onion Pakkoda with Sauce b) Varieties of Pakoda with Snacks c) Potato / Onion / Banana Bajji with Chutney d) Aloo Bonda with Sauce e) Veg Cutlet with Sauce f) Veg Samosa with Sauce g) kachodi h) Aloo Tikki with Sauce i) Vada with Chutney j) chowmein k)pasta l)sandwich |              |
| <b>Dinner:</b>                           |  |              |
| 1  | a) Cream of Tomato Soup b) Cream of Sweet Corn Soup c) Clear Vegetable Soup d) Cream of Mushroom Soup e) Hot and Sour Soup f)Lemon Coriander Soup g) Manchow Veg Soup  | Any one item |
| 2  | a)Phulka or Roti b) Poori c) Naan d) Tandoori Roti e) Paratha  | Any one item |
| 3  | a) Kabuli Channa b) Paneer Butter Masala c) Paneer Palak d) Panner do Pyaza e) Mutter Paneer f) Veg Malai Koftha e) Chilli Paneer f) Paneer Bhurji g) Veg Manchurian h) Kashmiri Aloo Dum i)Soya Chaap   | Any one item |
| 4  | a) Plain Rice/Vegetable Fried Rice b) Jeera Rice c) Vegetable Pulav d) Vegetable Biryani e) Peas Pulav f) Lemon Rice g) Curd rice  | Any one item |
| 5  | Rajma Dal / Dal Fry / Dal Makhani / Dal Hariyali / Pancharatana Dal / Tadka Dal / Chole Masala/Rajma   | Any one item |
| 6  | Bhindi Fry / Aloo Fry / beans and Carrot Fry / Gobi / Capsicum Fry / Veg Manchurian / Karela Fry and any other seasonal dry vegetable  | Any one item |
| 7  | Salad/ Green Salad ( Tomato, Onion, Lemon, Cucumber & Carrot) /sprouted  | -            |
| 8  | Curd / Raita ( Boondi, Pomegranate)/ Dahi Bhalla   | Any one item |

|    |   |              |
|----|---|--------------|
| 9  | Pickle - Mango / Lemon / Mixed Vegetables   | Any one item |
| 10 | Farsan / Chips / Papad  | Any one item |
| 11 | Milk 150 ml   |              |
| 12 | Sweets - Gulab Jamun / Angoor Malai, Fruit Custard / Sevai Kheer / Kulfi / Carrot Halwa / Rasgulla/ Jalebi/ Ice cream etc | Any one item |

1. **Separate fresh Fruits/milk etc. should be served for officials on fasting.**
2. **For trainees having health problems like Blood Pressure, Diabetes, Heart Problems some deviations would be required to be made to suit their requirements such as providing Oat meal, Tea without Sugar, salad, sprouted methi, sprouted moong, sprouted gram, roasted gram, boiled vegetables etc., on their prior request.**
3. Daily/Weekly menus to be prepared and submitted in advance for approval by the Canteen Committee and displayed in the Dining Hall for information. The various items of the menu will be changed frequently to provide variety and a uniform standard of courses as stated in the menu will be maintained at all times.
4. **Maximum 10% potatoes can be used for mix vegetable.**
5. Extra Dishes prepared specially, other than those mentioned in the regular menu, when ordered for, will be served to the participants for which an additional cost per head per item will be paid to the contractor on mutually agreed rate by the Canteen Committee and the Contractor.
6. The Tenderer to provide / employee cooks who can prepare authentic South Indian and North Indian food. The Tenderer shall **use seasonal vegetables of good quality.**
7. The Canteen Committee will monitor the entire area of catering including cleanliness/hygiene of the kitchen, Dining Hall(s), wash basins, floors, preparation of food, servicing quality and food quality etc and will give its advise / comments / suggestions for any improvements required, to which Tenderer shall be bound to comply with.
8. Good quality Soap, detergent, mazan/scrubber for cleaning of utensils and crockery to be provided by the Tenderer at his own cost.
9. Good quality Sprayers and cleaning equipment to be used for cleaning dining tables before and after serving food.
10. Paper Napkins, Salt, Black Pepper and saunf / mouth fresheners in containers should be placed on all tables in dining hall on each day.
11. Specified quality of soap, detergent, pesticides and other cleaning material should be used in the pantry and kitchen by the Tenderer.
12. Tenderer will use trash bags in the dustbins at his own cost.
13. Tenderer has to deploy extra manpower during special / extra / additional programs / conference / meeting, or as and when required by the Institution.

14. Pest Control in Canteen Hall, Kitchen and Pantry to be done on weekly basis by the Tenderer. Prior information to be given to the Canteen committee for verifying the same from the Institution.
15. Electricity will be provided by CCOE for lighting and use of grinders/ Mixers/ fridge etc. and shall not be used for cooking.
16. The Tenderer has to prepare food to the utmost satisfaction of the Administration of the Institution.
17. The hostel canteen is mainly meant for trainee participants and Institutional Guests. Outsiders are not allowed to utilize the boarding and lodging.
18. The complete catering services to the trainee participants and institutional guests as per schedule given above.
19. Special Catering services for any occasion within the campus of CCOE to be provided on demand with extra manpower for cooking and serving on mutually agreed rates.
20. The contractor is solely responsible for the procurement of all articles of food and provisions.
21. In case the food quality is found below the satisfaction of the Canteen Committee and the Administration of the Institution, the Administration will have the discretion to terminate the agreement at any point of time.
22. For checking the food quality, the food may be tested by college in charge or Administration Head/ any other authorized person by the Institution.
23. The tenderer may be asked to provide services like Breakfast/ Lunch/ Dinner/ Tea/ Coffee during the shutoff period within the minimum commitment charges.
24. Paper glass should be provided for drinking water during evening Tea / Coffee with snacks.
25. Tenderer should provide Hot- Case/ Microwave/ Food warmer equipment for keeping/serving the food hot.
26. List of indicative brands of items to be used in catering is given below:

| Sl.No. | ITEM  | BRAND  |
|--------|---|--|
| 1      | Milk  | Mother dairy/ Amul or as approved by the Bank              |
| 2      | Bread   | Harvest/ Britannia/ Modern                                 |
| 3      | Butter  | Amul/Mother Dairy  |
| 4      | Jam   | Kissan/Tops  |
| 5      | Tomato Sauce                                  | Kissan/Maggi/Tops  |
| 6      | Chilli/ Soya Sauce                            | Kissan/Maggi/Tops  |
| 7      | Tea/Green Tea                                 | Taj Mahal/Red Label/Tata/Lipton or as approved by the Bank |
| 8      | Coffee  | Green Label/Sunrise/Bru/Nescafe                            |
| 9      | Mustard/Rice bran/Groundnut oil/Sunflower oil | Fortune/Nature/Engine/Dhara/ BIS Standards                 |
| 10     | Ghee  | Mother Dairy/Amul or as approved by the Bank               |
| 11     | <b>Rice</b>                                   | <b>Quality Sona Masoori/Basmati (Raw)</b>                  |
| 12     | Sugar   | Good Quality (sulphurless)                                 |
| 13     | Atta/Maida/Besan                              | Ashirwad/ Annapurna/Pillsbury                              |
| 14     | Pulses  | Good Quality   |
| 15     | Spices  | MDH/Captain Cook/Everest/Catch (Whole Spices)              |
| 16     | Fruits/Vegetables                             | Seasonal Fresh Quality                                     |
| 17     | Ice Cream                                     | Kwality/Amul/Mother Dairy                                  |
| 18     | Corn Flakes/Oats                              | Kellogg's or as approved by the Bank                       |
| 19     | Papad   | Lijjat (mahila gram udyog) or other good quality           |
| 20     | Biscuits/cookies                              | Britannia /Sunfeast/Unibic or as approved by the Bank      |



|    |        |  |
|----|--------|--|
| 21 | Pickle | Standard quality                             |
| 22 | Curd   | Amul/Mother dairy or as approved by the Bank |
| 23 | Sweets | At the discretion of the Bank                |

**Note:**

1. Above brands and/or brands of comparable quality (to be approved by the Institution) can only be used.

**Type of Rice to be used :**

- Sona Masuri Rice (Premium quality as approved by the Bank) - It is to be used for preparing white rice for rice dishes
- Basmati Rice (Premium quality as approved by the Bank) - Pulao, Vegetable pulao, Peas pulao, Fried rice, Ghee Rice, Jeera rice, Veg Biryani.
- Red Rice (Premium quality as approved by Bank).
- Cut Fruits : 150 grams
- A mix of cut fruits with different fruits on each day is to be served in the Canteen/Cabins. A minimum of three varieties are to be served with minimum one seasonal fruit in each serve.

Salad : Salad should contain Cucumber, Tomato, Carrot, Onion, Lemon, Sweet corn, Green Chilly.

South Indian Curry : It should be prepared with Dal/ vegetables like Bottle Gourd, Raw Banana, Snake Gourd, Brinjal etc. in South Indian style.

North Indian Curry : Items like Chana Masala, Razma masala, Paneer masala, Palak Paneer, Aloo gobi, Maa ki dal, Daal makhani, Vegetable Kofta curry should be prepared in North Indian style.

Special occasion Non Veg item : Chicken/mutton/fish curry, Fried/tandoori chicken

**2 Beverages:**

Apart from Canteen, the Contractor will have to serve beverages to all Executive cabins as and when called for. The beverages to be served are as follows:

- (i) Tea/ Coffee/ Lemon tea/ Dip tea/ Green tea - With sugar/ without sugar served with sugar cubes - Quantity 100ml
- (ii) Sweet Lassi/ Butter Milk - Quantity 250ml
- (iii) Soft Drinks : As per MRP
- (iv) Biscuits served along with above beverages shall be served at MRP.

**Note:**

- a. Any other food items suggested/ recommended by Dietician from time to time has to be prepared by the successful Tenderer at no extra cost by compensating other items.
- b. Size and quality of items are as per market standards. Any ambiguity in the same shall be decided mutually.
- c. Tissue paper shall be provided with all the plates served.



- f) Facilities Provided by the Bank to the Canteen Contractor  
 g) Details of various items to be supplied by the Contractor  
 h) Tender offer, Contract Agreement Format, Indemnity Bond format & Bank Guarantee format, if any, leading to and prior to acceptance letter.  
 i) Address of Head Office, Head Office Annex Buildings & other Offices in Bengaluru with number of Staff  
 j) Price - Bid.

[Note: \* Strike off whichever is not applicable ]

3. In consideration of the payments to be made by the Employer/ Bank to the Contractor, the Contractor hereby covenants and agrees with the Employer/ Bank to carry out Canteen services and perform the works in conformity in all respects and subject to all terms and conditions/rules as mentioned in the General Conditions as also in the aforesaid documents which shall form part of this agreement.

In witness whereof the parties hereto have hereunto set their respective hands and seals the day and year first above written.

Signed, sealed and delivered by the  
 said Contractor, \_\_\_\_\_  
 \_\_\_\_\_ to the Employer \_\_\_\_\_ in the presence of:

**Signature of Contractor (with seal)**

**Signature of Authorised representative of the Employer / Accepting Authority.**

Witness (Signature, Name & Address ):

1).

2).



## ANNEXURE 9

### BANK GUARANTEE FORMAT FOR INITIAL SECURITY DEPOSIT

Guarantee No.....  
 Amount of Guarantee Rs.....  
 Guarantee cover from Dated: .....  
 To Dated: .....  
 Last Date for Lodgement of claim: .....

To:  
 Deputy General Manager  
 Canara Bank  
 Canara Bank of Bank Management (CCOE),  
 Ananthnagar, II Stage  
**GURUGRAM**

In consideration of ..... (hereinafter called "Beneficiary") having agreed to exempt ..... Ltd., having its Registered Office situated at ..... (hereinafter called the "the obligator(s)") from the demand of security deposit of Rs..... (Rupees ..... only) under the terms and conditions of an agreement dated ..... (hereinafter called the "said Agreement") for the due fulfillment by the said obligator of the terms and conditions contained in the said agreement, on production of the Bank Guarantee for Rs..... (Rupees ..... only), at the request of the obligator \_\_\_\_\_ Bank, a body corporate constituted under the Banking Companies (Acquisition & Transfer of undertakings) Act, 1970 having its Head Office at \_\_\_\_\_ amongst others a branch at ..... (hereinafter referred to as "the Bank") has agreed to give following guarantee in favour of the beneficiary for an amount not exceeding Rs..... (Rupees ..... only) against any loss or damage caused to or suffered or would be caused to or suffered by reason of any breach by the said Obligator(s) of any of the terms and conditions contained in the said agreement.

We, the Bank to hereby undertake to pay the amount payable under this guarantee without any demur merely on a demand from the beneficiary stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by reason or any breach of the terms and conditions contained in the said agreement or by reason of the obligator's failure to perform the said agreement. Any such demand in writing made on the Bank shall be conclusive as regards the amount due and payable by the Bank under the guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....

We, the Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the

Internal

beneficiary under or by virtue of the said agreement have been fully paid and its claims satisfied or till the beneficiary certifies that the terms and conditions of the said agreement have been fully discharged this guarantee. Unless a demand for claim under this guarantee is made on us in writing on or before ..... we shall be discharged from all liabilities under this guarantee thereafter.

We, the Bank further agree that the beneficiary shall have the fullest liberty, without consent and without effecting in any manner or obligations hereunder, to extend time of performance the said obligator(s) from time to time or to postpone for any time any of the powers exercisable by the beneficiary against the said obligator(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved of our liability by reason of any extension being granted to the said obligator(s) for any forbearance, act or omission on the part of the beneficiary or any indulgence by the beneficiary to the said obligator(s) or by any such matter or thing whatsoever which under the law relating to sureties would not for this provision have effect of so relieving us.

We, the Bank lastly undertake not to revoke this guarantee during its currency except with the previous consent of the beneficiary in writing.

Notwithstanding anything contained herein:

- (i) Our liability under this Bank Guarantee shall not exceed Rs..... (Rupees..... only)
- (ii) This Bank Guarantee is valid upto..... Internal ..... and
- (iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ..... (mention period of the guarantee as found under clause (ii) above plus claim period)

PLACE:  
DATE:

SIGNATURE

**PRE CONTRACT INTEGRITY PACT**

**(This has to be submitted in the non-judicial Stamp Paper)**

**1. GENERAL**

This pre-bid contact Agreement (herein after called the Integrity Pact) is made on \_\_\_\_\_ day of the month \_\_\_\_\_ 20..., between, the Canara Bank, a body corporate constituted under Banking Companies (Acquisition and Transfer of Undertakings), Act 1970 having its Head Office at No. 112, J C Road, Bengaluru-560002, with branches spread over India and Abroad through its office at \_\_\_\_ (hereinafter referred to as BUYER which expression shall include its successors and assigns) acting through Shri. \_\_\_\_\_ (Designation of the officer) representing \_\_\_\_\_, of the BUYER, of the FIRST PART

AND

M/s. \_\_\_\_\_ represented by Shri. \_\_\_\_\_ Chief Executive Officer/Authorised Signatory (hereinafter called the "BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns), of the SECOND PART

- 1.1. WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item)/engage the services and the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is willing to offer/has offered the stores/services and
  - 1.2. WHEREAS the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is a private company/public company/Government undertaking/partnership/LLP/registered export agency/service provider, duly constituted in accordance with the relevant law governing its formation/incorporation/constitution and the BUYER as a body corporate constituted under Banking Companies (Acquisition and transfer of undertakings), Act 1970.
  - 1.3. WHEREAS the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER has clearly understood that the signing of this agreement is an essential pre-requisite for participation in the bidding process in respect of Stores/Equipment/Items/Services proposed to be procured by the BUYER and also understood that this agreement would be effective from the stage of invitation of bids till the complete execution of the agreement and beyond as provided in clause 13 and the breach of this agreement detected or found at any stage of the procurement process shall result into rejection of the bid and cancellation of contract rendering BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER liable for damages and replacement costs incurred by the BUYER.
2. NOW THEREFORE, the BUYER and the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER agree to enter into this pre-contract integrity agreement, hereinafter referred to as Integrity Pact, which shall form part and parcel of RFP as also the contract agreement if contracted with BIDDER, in the event that the BIDDER turns out to be successful bidder, and it is intended through this agreement to avoid all forms of corruption by following a

system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the Contract to be entered into with a view to:-

- 2.1. Enabling the BUYER to obtain the desired stores/Equipment/Work/Service/Materials at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and
- 2.2. Enabling BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to refrain from bribing or indulging in any corrupt practices in order to secure the contract, by providing assurance to them that the BUYER shall not be influenced in any way by the bribery or corrupt practices emanating from or resorted to by their competitors and that all procurements shall be free from any blemish or stain of corruption and the BUYER stays committed to prevent corruption and the BUYER stays committed to prevent corruption, in any form, by its officials by following transparent procedures.  
The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

### **3. COMMITMENTS OF THE BUYER**

The BUYER commits itself to the following:-

- 3.1. The BUYER represents that all officials of the BUYER, connected whether directly or indirectly with the procurement process are duty bound by rules and regulations governing their service terms and conditions not to demand, take promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 3.2. The BUYER will, during the pre-contract stage, treat all BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDERS alike, and will provide to all BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDERS the same information and will not provide any such information to any particular BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER which could afford an advantage to the particular BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER in comparison to the other BIDDER/SELLER/CONTRACTOR /SERVICE PROVIDERS.
- 3.3. The BUYER shall report to the appropriate Government Regulators/Authorities any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach, as and when the same is considered necessary to comply with the law in force in this regard.
- 3.4. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER/SELLER/CONTRACTOR/ SERVICE PROVIDER to the BUYER with the full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by the BUYER, the proceedings under the contract would not be stalled.



#### 4. COMMITMENTS OF BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDERS

The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

- 4.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the binding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 4.2. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the BUYER or otherwise for procuring the Contract or for forbearing to do or for having done any act in relation to the obtaining or execution of the contract or any other contract with the BUYER or for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the BUYER.
- 4.3. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER further confirms and declares to the BUYER that the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is the original Manufacturer/Integrator/Authorised government sponsored export entity of the stores/Authorised Service Provider having necessary authorisations, intellectual property rights and approvals from the intellectual property right owners of such materials/services and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 4.4. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payment he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 4.5. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 4.6. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities emanating from other competitors or from anyone else.
- 4.7. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans,

technical proposal and business details, including information contained in any electronic data carrier. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER also undertakes to exercise due and adequate care lest any such information is divulged.

- 4.8. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 4.9. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall not instigate or cause to instigate any third person to commit any of the acts mentioned above.

## 5. PREVIOUS TRANSGRESSION

- 5.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER declares that no Previous transgression occurred in the last three years immediately before signing of this Integrity Pact with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Bank, Public Sector Enterprise/Undertaking in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
- 5.2. If the BIDDER/SELLER/CONTRACTOR/ SERVICE PROVIDER makes incorrect Statement on this subject, BIDDER/SELLER/ CONTRACTOR/ SERVICE PROVIDER can be disqualified from the tender/bid process or the contract, if already awarded, can be terminated for such reason.

## 6. EARNEST MONEY (SECURITY DEPOSIT)

- 6.1. Every BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER while submitting Commercial bid, shall deposit an amount as specified in RFP/Tender Documents as Earnest Money/Security, Deposit, with the BUYER through any of the instruments as detailed in the tender documents.
- 6.2. The Earnest Money/Security Deposit shall be valid for a specific period till the complete conclusion of the contractual obligations or for such period as mentioned in RFP/Contract, including warranty period, whichever is later to the complete satisfaction of BUYER.
- 6.3. In the case of successful BIDDER/SELLER/ CONTRACTOR/ SERVICE PROVIDER, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.
- 6.4. No interest shall be payable by the BUYER to the BIDDER/SELLER/ CONTRACTOR/SERVICE PROVIDER on Earnest Money/ Security Deposit for the period of its currency.

## 7. SANCTIONS FOR VIOLATIONS

- 7.1. Any breach of the provisions herein contained by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER/SELLER

TENDER DOCUMENT FOR CATERING SERVICES AT CANARA CENTRE OF EXCELLENCE GURUGRAM  
/CONTRACTOR/SERVICE PROVIDER shall entitle the BUYER to take all or any one of the following actions, wherever required.

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER/SELLER /CONTRACTOR/SERVICE PROVIDER shall entitle the BUYER to take all or any one of the following actions, wherever required:-
- (ii) To forfeit fully or partially the Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed), as decided by the BUYER and the BUYER shall not be required to assign any reason therefor.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER/SELLER /CONTRACTOR/SERVICE PROVIDER.
- (iv) To recover all sums already paid by the BUYER, and in case of the Indian BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of (Name of the Bank/Financial Institution) while in case of a BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER from a country other than India with Interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER/ SELLER/CONTRACTOR/SERVICE PROVIDER from the BUYER in connection with any other contract such outstanding payment could also be utilised to recover the aforesaid sum and interest. The BUYER shall also be entitled to recover the replacement costs from BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER.
- (v) To encash the advance bank guarantee and performance bond/warranty Bond, if furnished by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, in order to recover the payments, already made by the BUYER, along with interest.
- (vi) To cancel all or any other contracts with the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER and the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall be liable to pay compensation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER.
- (vii) To debar the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER from participating in future bidding processes of the BUYER for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- (viii) To recover all sums paid in violation of this Pact by BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER(s) to any middlemen or agent or broker with a view to securing the contract.
- (ix) In cases where irrecoverable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, the same shall not be opened.
- (x) Forfeiture of the Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- (xi) The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER, and if he does so, the BUYER shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall be liable to pay compensation for any loss or damage to the amount so payable from the money(s) due to the BIDDER/SELLER/CONTRACTOR / SERVICE PROVIDER.

- 7.2. The BUYER will be entitled to take all or any of the actions mentioned at para 7.1(i) to (xi) of this Pact, also in the event of commission by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 7.3. The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER/SELLER/CONTRACTOR shall be final and conclusive on the BIDDER/SELLER/CONTRACTOR. However, the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

## 8. FALL CLAUSE

The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organisation/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organisation/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.

## 9. INDEPENDENT EXTERNAL MONITORS:

- 9.1. The BUYER has appointed two independent External Monitors (hereinafter referred to as Monitors) for this Pact in accordance with the recommendations and guidelines issued by Central Vigilance Commission.
- 9.2. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 9.3. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 9.4. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. The Monitors shall on receipt of any complaint arising out of tendering process jointly examine such complaint, look into the records while conducting the investigation and submit their joint recommendations and views to the Management and Chief Executive of the BUYER. The MONITORS may also send their report directly to the CVO and the Commission, in case of suspicion of serious irregularities.
- 9.5. As soon as any event or incident of violation of this Pact is noticed by Monitors, or Monitors have reason to believe, a violation of this Pact, they will so inform the Management of the BUYER.
- 9.6. The BIDDER(s) accepts that the Monitors have the right to access without restriction to all Project/Procurement documentation of the BUYER including that provided by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER. The

BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will also grant the Monitors, upon their request and demonstration of a valid interest, unrestricted and unconditional access to his documentation pertaining to the project for which the RFP/Tender is being/has been submitted by BIDDER/SELLER /CONTRACTOR /SERVICE PROVIDER, The same is applicable to Sub-contractors. The Monitors shall be under contractual obligation to treat the information and documents of the BIDDER/Sub-contractors with confidentiality.

- 9.7. The BUYER will provide to the Monitors 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 parties. The parties may offer to the Monitors the option to participate in such meetings.
- 9.8. The Monitors will submit a written report to the BUYER at the earliest from the date of reference or intimation to him by the BIDDER/SELLER /CONTRACTOR/ SERVICE PROVIDER and submit proposals for correcting problematic situations.

#### **10. FACILITATION OF INVESTIGATION**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER and the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination.

#### **11. LAW AND PLACE OF JURISDICTION**

This Pact is subject to Indian Law and the place of jurisdiction is Ahmedabad.

#### **12. OTHER LEGAL ACTIONS**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the any other law in force relating to any civil or criminal proceedings.

#### **13. VALIDITY**

- 13.1. The validity of this Integrity Pact shall be from the date of its signing and extend up to 5 years or such longer period as mentioned in RFP/Contract or the complete execution of the contract to the satisfaction of the BUYER whichever is later. In case BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.
- 13.2. If one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

#### **14. The parties hereby sign this Integrity Pact at.....on .....**

In order to achieve these goals, the BUYER 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. Name & details Independent External Monitor (IEM) identified for this Tender/RFP are as under:

- a. Sri. D R S Chaudhary, Rtd. IAS - [dilip.chaudhary@gmail.com](mailto:dilip.chaudhary@gmail.com)  
b. Sri. Rakesh Jain, IA&AS - [rakeshjain18@hotmail.com](mailto:rakeshjain18@hotmail.com)

**BUYER (CANARA BANK)**

**BIDDER (TENDERER)**

**(Authorised Signatory**

**HO:Canara Bank)**

**Name:**

**Designation:**

**Email ID:**

**Mobile No:**

**Witness: 1**

**Name, Designation**

**Email ID: Mobile No**

**Witness: 2**

**Name, Designation**

**Email ID: Mobile No**

**(Authorised Signatory**

**Tenderer)**

**Name:**

**Designation:**

**Email ID:**

**Mobile No:**

**Witness: 1**

**Name, Designation**

**Email ID: Mobile No**

**Witness: 2**

**Name, Designation**

**Email ID: Mobile No**

Internal

# BID DOCUMENT

## APPLICATION

### TECHNICAL BID

|     |  |  |
|-----|--|--|
| 1.  | Name of the Company/Firm   |  |
| 2.  | Name of the Applicant  |  |
| 2.a | Address (Head Office/Registered Office with telephone, Fax number, web-site details)                               |  |
| 2.b | Email Address  |  |
| 2.c | Father's Name  |  |
| 2.d | Residential Address (Proof to be Enclosed):  |  |
| 2.e | Office/Branch address along with details of local in-charge's name, mobile no.                                     |  |
| 3.a | Status of the Firm (Whether Company/ Partnership / Proprietary)  |  |
| 3.b | Name of the Proprietor/ Partners/ Directors (with professional qualifications, if any):                            | <ul style="list-style-type: none"> <li>i.</li> <li>ii.</li> <li>i</li> <li>i</li> <li>i</li> <li>.</li> <li>i</li> <li>v</li> <li>.</li> </ul> |
| 3.c | Year of establishment  |  |
| 4.a | Whether registered with Registrar of Companies / firm. If so, No. & Date (copy to be enclosed)                     |  |
| 4.b | Whether registered under shops & Establishment Act (copy to be enclosed)   |  |
| 4.c | Whether License to run the canteen from appropriate authority obtained or not (copy of certificate to be enclosed) |  |
| 4.d | Details of Registration under various other statutory acts (attach copies of all)                                  |  |
| 5.  | Registration with Tax Authorities  |  |

|  |  |  |
|--|--|--|
| 5.a  | PAN No.  |  |
| 5.b  | GSTIN No.  |  |
| Furnish copies of Income-tax returns, registration |  |  |
| 6.   | Furnish the particulars of Power of Attorney holder or letter of authorization (if applicable) for signing the Tender document |  |

7. Turnover of the Company/firm (Please attach copy of audited balance sheet and profit and loss account for three years or TO certified by CA).

| Sl. No. | Year      | Turnover |
|---------|-----------|----------|
| 1       | 2022-2023 |          |
| 2       | 2021-2022 |          |
| 3       | 2020-2021 |          |

8. Whether rendering canteen facilities to Government / Public Sector / Banks/private sector organizations:-

| NAME OF THE ORGANIZATION | Location & Address | Staff strength at each location | Year of service | Contract value |
|--------------------------|--------------------|---------------------------------|-----------------|----------------|
|                          |                    |                                 |                 |                |
|                          |                    |                                 |                 |                |
|                          |                    |                                 |                 |                |
|                          |                    |                                 |                 |                |
|                          |                    |                                 |                 |                |
|                          |                    |                                 |                 |                |

If required use additional sheet for providing full details.



9. Details of the qualifying works (please mention only such contracts which qualifies for the category for which you have applied)

| Sl.No | Name of client Canteen services extended for (name of the organization with address, concerned office & telephone no) | Number of staff in the organization at that location | Contract value | Period of service | If work left incomplete or terminated (furnish reasons) & other remarks if any |
|-------|---|--|----------------|-------------------|--|
| 1.    |   |  |                |                   |  |
| 2.    |   |  |                |                   |  |
| 3.    |   |  |                |                   |  |
| 4.    |   |  |                |                   |  |
| 5.    |   |  |                |                   |  |
| 6.    |   |  |                |                   |  |

If required use additional sheet for providing full details.

Note: Copies of agreement and satisfactory performance certificate obtained from the client shall be enclosed.

10. Furnish the names of three responsible clients/ persons to whom the major works carried out by the applicant with address and telephone number who will be in a position to certify about the quality as well as past performance of your organization.

| NAME OF THE OFFICIAL | ORGANIZATION & ADDRESS | CONTACT NUMBERS |
|----------------------|------------------------|-----------------|
|                      |                        |                 |
|                      |                        |                 |
|                      |                        |                 |

11. Technical bid containing:-

Demand draft No: \_\_\_\_\_ Dt. \_\_\_\_\_ For  
Rs.1,50,000/- ( Rupees

One Lakh Fifty Thousand only ) issued by \_\_\_\_\_ being  
EMD amount.

#### DECLARATION

- All the information furnished by me / us here above is correct to the best of my knowledge and belief.
- I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets / annexures.

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3. I / We agree that the decision of CANARA BANK in selection of contractors will be final and binding to me / us.
4. I / We have read the instructions appended to the proforma and I / we understand that if any false information is detected at a later date the contract shall be cancelled at the discretion of the bank.

Place:  
Date:  
SEAL OF ORGANIZATION

SIGNATURE OF THE APPLICANT  
NAME & DESIGNATION

**Enclosures:**

- 1.
- 2.
- 3.
- 4.

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**CHECKLIST FOR ENCLOSURES**

(Tenderer should fill up YES or NO without fail)

| SN<br>o | Bid Enclosures  | Yes or No |
|---------|---|-----------|
| 1.      | Whether the Tender is submitted in Two covers Technical Bid and Price Bid separately?   |           |
| 2.      | Whether Technical Bid (Envelope- A) contains the following  |           |
| 2.1     | Signed and stamped Letter of Authorization or Power of Attorney for signing the Tender document shall be submitted.   |           |
| 2.2     | All sections covered in the Tender document in full shall be signed by the authority, stamped and submitted   |           |
| 2.3     | Whether Earnest Money Deposit (EMD) amount as specified in the Tender shall be submitted along with Technical Bid   |           |
| 2.3a    | In case of claiming exemption from EMD, valid document/ certificate for exemption of EMD from NSIC/Similar Government authorities shall be submitted                |           |
| 2.4     | Duly filled up Technical Bid shall be signed by the authority, stamped and submitted  |           |
| 2.5     | Duly filled up all Annexure shall be signed by the authority, stamped and submitted   |           |
| 2.6     | Duly filled up Price Bid format shall be signed by the authority, stamped and submitted   |           |
| 2.7     | Supporting documents to meet the Eligibility Criteria   |           |
|         | a) All the supporting documents to meet the Eligibility Criteria as laid down in the Tender under Eligibility Criteria shall be signed by the authority and stamped |           |
|         | b) Tenderer's Certificate of Incorporation, License or Registration shall be submitted  |           |
|         | c) Balance Sheet and Profit & Loss accounts for the past three year shall be submitted.   |           |
|         | d) Clientele list of the Nationalized Bank's/ Government Organization already engaged shall be submitted  |           |
| 3.0     | Whether Price Bid (Envelope-B) contains the following   |           |
|         | Duly filled up Price Bid with signature and stamp in all headings shall be submitted  |           |
|         | Whether corrections or overwriting if any is attested?  |           |
| 4.0     | Whether all pages in the tender document is duly signed by the Authorised Person?   |           |

Checklist should be enclosed in technical bid

**SIGNATURE OF THE TENDERER WITH SEAL**

**TENDER OFFER**

I/We have read and examined the Notice Inviting Tender, eligibility criteria, proforma filled in by the successful Tenderer, Schedules, Specifications Applicable, Scope of works, General Rules and Instructions, General Conditions of Contract, Schedule (Bill) of quantities in Price Bid, and all other documents referred to in the conditions of contract and all other contents in the tender document for the work.

I/We hereby tender for selection of Contractor for rendering Canteen services specified for the Employer within the time specified, at the rates specified in the attached Price Bid and in accordance in all respects with the specifications, terms and conditions in writing referred to in the General Rules and Instructions, General Conditions of Contract and in all respects in accordance with, such conditions so far as applicable.

I/We agree to keep the tender open for 90 (Ninety) days from the due date of opening of Price bid thereof and not to make any modifications in its terms and conditions. A sum of Rs.....is hereby forwarded as earnest money deposit in form of Demand Draft of ..... (Name of the issuing Scheduled Bank) bearing no..... and date . .....

In the event of my / our failure to commence the work on the specified date after award I/We agree that the Bank shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money deposit absolutely otherwise the said earnest money deposit shall be retained by it towards security deposit to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to therein.

I/We hereby declare that I/We treat the tender documents and other records connected with the work as secret/confidential documents and shall not communicate information/derived there from to any persons other than a person to whom I/We am /are authorised to communicate the same or use the information in any manner prejudiced to the safety of the State / the Employer.

I/We fully understand that you are not bound to accept the lowest or any tender you may receive. Shri. \_\_\_\_\_, Partner/ Proprietor/ Authorised representative of the Company, is the person authorised to negotiate Price, technical terms & conditions & sign on behalf of the firm any Agreement, Bills & receipts for this work.

I/We agree that until a formal agreement on stamp paper is prepared and signed, this tender with your written acceptance thereof shall constitute a binding contract between us.

Signature of Tenderer Name & address:  
Full Postal Address including Pin Code No. & Telephone No.

Dated the: .....day of..... 2024

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**Witness,**

**1).**

**2).**

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## CERTIFICATE OF CONFORMITY

Date:

To,  
The Assistant General Manager  
Canara Bank,  
Centre Of Excellence, Plot No.80,  
Sector 18,  
**GURUGRAM - 122015**

### CERTIFICATE

This is to certify that, the services for rendering Canteen services at **Canara Centre of Excellence(CCOE)** which we shall provide, if we are awarded with the work, are in conformity with the Scope of Work in the Tender document. We also certify that the price we have quoted per item cost basis is inclusive of all the cost factors involved in the execution of the contract, to meet the desired standards set out in the Conditions of the contract.

Signature:

Name:

Designation:

Seal:

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## SELF DECLARATION

Ref:

Date:

To,  
The Assistant General Manager  
Canara Bank,  
Centre Of Excellence, Plot NO 80,  
Sector 18,  
**GURUGRAM - 122015**

In response to the tender No. \_\_\_\_\_ dated \_\_\_\_\_ as owner/ partner/

Director of \_\_\_\_\_ I/We hereby declare that our Agency is having unblemished past record and was not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time. We have not been blacklisted by IBA or any other agency in the past. We also undertake that no employee of Canara Bank is in any way connected with or directly involved in the management or activities of our company.

I/We further declare that there has been no damage to records at any of our facility due to FIRE / BURGLARY.

Signature:

Name:

Designation:

Seal:

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**PRICE BID**  
**(To be submitted in separate envelope)**

I, Shri/Smt. \_\_\_\_\_ have gone through the general rules and instructions provided by the Canara Bank, Canara Centre of Excellence(CCOE), GURUGRAM and am quoting the price for the items mentioned below. I undertake to supply at the rates mentioned hereunder, if the contract is awarded.

|    |                                   |  |
|----|-----------------------------------|--|
| 1. | Name of the Contractor            |  |
| 2. | Address                           |  |
| 3. | Telephone No./Mobile No./email ID |  |

| Sl. No.  | Service to be provided as per Scope of Works   | Price Quoted (in Rupees) excluding GST                 |             |            |
|----------|--|--|-------------|------------|
|          |  | First Year   | Second Year | Third year |
| <b>A</b> | <b>Items cost</b>  | <b>(Rate to be quoted for per participant per day)</b> |             |            |
| 1        | Morning Tea/ Coffee  |  |             |            |
| 2        | Breakfast (Unlimited)  | Internal   |             |            |
| 3        | Forenoon Tea/ Coffee with Biscuit /Cookies   | Internal   |             |            |
| 4        | Lunch (Unlimited)  |  |             |            |
| 5        | Afternoon Tea/Coffee with Biscuit /Cookies   |  |             |            |
| 6        | Evening Tea with Snacks  |  |             |            |
| 7        | Dinner(Unlimited)  |  |             |            |
| 8        | <i>Total of A</i>  |  |             |            |
| <b>B</b> | <b>Occasional Items cost including transportation charges (Limited)</b><br>1. Lunch (Non-Veg)<br><br>2. Dinner (Non-Veg) |  |             |            |
| <b>C</b> | Minimum Charges per day( No Training on Working Day )  |  |             |            |

Internal

Internal



|  |   |  |  |  |
|--|---|--|--|--|
|  | <b>1. Service charges</b><br><b>Minimum 4.2% of</b><br><b>S.No.8)</b> |  |  |  |
|  | <b>2. Total (C3 = C1+C2)</b>  |  |  |  |

**Note:-**

- 1.The tenderer shall quote the rates exclusive of all taxes and inclusive of all expenses of all types of Work force/ Manpower (by following Labour Laws scrupulously as per government guidelines) and expenses pertaining to the transportation to various locations within premises lifting, shifting, serving to all including Executive cabins/Guest house etc. and no claim for enhancement of quoted rates on any account shall be considered.
- 2.The tenderer is eligible to claim minimum charges per day when the bank has not placed any order for working days leaving Saturday/Sunday and Holidays as per N.I act. Minimum charges in Point no C (Price Bid) can be filled as lumpsum amount (fixed) for the entire day.
- 3.The price quoted by the Tenderer will be applicable for 3 years.
- 4.Tenderer who quotes lowest rate (*Total of A*) will be awarded 40 marks. For remaining Tenderers, proportionate marks will be awarded keeping the base cost of the lowest rate quoted.
- 5.For calculation purpose, we may consider total no. of participants per day as 100 for 5 working days in a month (Only for reference purpose if required).

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Place:  
Date:  
SEAL OF ORGANIZATION

SIGNATURE OF THE APPLICANT  
NAME & DESIGNATION

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