



**STAFF TRAINING COLLEGE  
JAIL ROAD, ARERA HILLS  
BHOPAL**

**TENDER DOCUMENT FOR CATERING SERVICES**

**TENDER ISSUED TO :**

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**COST OF FORM : Rs. 1000/- (Rupees One thousand only)**

**Website : [www.bankofindia.com](http://www.bankofindia.com)  
Email Id : [stc.bhopal@bankofindia.co.in](mailto:stc.bhopal@bankofindia.co.in)**

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## **PREQUALIFICATION CUM TENDER NOTICE**

**For providing Catering Services at Bank of India,  
Staff Training College, Jail Road, Arera Hills, Bhopal 462 004**

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Bank of India, Staff Training College, Bhopal invites applications for Pre-Qualification-cum-sealed Tenders, for providing catering services to Bank of India, Staff Training College, Jail Road, Arera Hills, Bhopal.

**2. Pre-qualification-cum-tender application for the purpose can be downloaded from Bank of India website under the section “Tender”. The pre-qualification-cum-tender application can also be obtained from the Staff Training College, Bhopal, on payment of Rs. 1000/- (non-refundable) by Demand Draft/Pay Order favouring Bank of India from 02.02.2012 up to 22.02.2012. The applicant submitting tender using a downloaded form should pay the said fee of Rs. 1000/- along with tender, apart from Earnest Money Deposit (EMD).**

**3. The Tenders should be submitted in three sealed envelopes as under :**

**Envelope ‘A’ : Shall contain duly filled-in pre-qualification application form with the below mentioned enclosures, a Pay Order or Bank Draft for Rs. 1000/- favouring Bank of India towards non-refundable tender fee from those applicants who have downloaded the applications from the website. The envelop should be superscribed as ‘TECHNICAL BID’.**

- a) Detailed Bio-data of the Tenderer
- b) Terms and conditions duly signed by the Tenderer
- c) Name/s of Proprietor/Partners/Directors of the applicant entity with their residential addresses and telephone numbers
- d) Income Tax/Service Tax return for the last 3 years
- e) Income tax Permanent Account Number (PAN)
- f) Attested copy of VAT/Sales Tax Certificate
- g) Attested copy of Food Licence
- h) Copy of Employees Provident Fund Code No.
- i) Copy of ESIC Code No.
- j) Attested copy of Service Tax Registration Certificate
- k) List of establishments where canteen/catering services are being provided with relevant details by the tenderer along with certificates of recent dates from these establishments
- l) Turnover for the last three years, with supporting Documents or C.A. certificate.
- m) Attested copy of certificate under ‘Shops & Establishment Act’

Note-If any of the above document/s are inapplicable for any tenderer then they may be waived at the sole discretion of the Bank.

**Envelope ‘B’ : Shall contain Earnest Money Deposit of Rs. 25000/- in the form of Bank Draft/Pay Order favouring Bank of India.**

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**Envelope 'C': Price Tender Document.**

All these three Envelops duly sealed shall be submitted to the Principal, Bank of India, Staff Training College, Bhopal on or before 12.30 PM on 23.02.2012. The Envelops A & B will be opened on the same day at 04.30 PM. The tenderers willing to witness the opening of these envelops may remain present on the said date and time. No separate notice in this regard will be send to the bidders. **Tenders received after the stipulated time and date shall be rejected forthwith.**

4. Based on the details as furnished in the pre-qualification documents, as submitted in Envelop 'A', the eligible tenderers will be qualifying for participating in the price tender opening. The Price Tender Document i.e. Envelop 'C' will be opened of only those Tenderers who are thus pre-qualified. EMD, as contained in Envelop 'B', along with the unopened Envelop 'C' will be returned in due course to the tenderers who are not pre-qualified, without any interest. EMD of the tenderers not finally winning the contract will also be returned without interest in due course of time. EMD of successful tenderer whose tender is accepted will be converted in to Security Deposit. **Tenders not accompanied by EMD by means of a DD or pay order will be summarily rejected.**

5. The validity of the offer will be for 4 months from the last date of submission of application form. The rates quoted will remain unchanged for the next 12 months after placing the work order. If any Tenderer withdraws his tender before the said period, the Bank shall be entitled to forfeit Earnest Money Deposit paid along with the tender.

6. The Bank reserve the right to reject any/all applications without assigning any reasons thereof.

**PRINCIPAL  
Bank of India  
Staff Training College, Bhopal  
Jail Road, Arera Hills, Bhopal – 462 004**

**TENDER DOCUMENT**

**TENDER DOCUMENT FOR PROVIDING CATERING SERVICES**

**FOR**

**BANK OF INDIA, STAFF TRAINING COLLEGE  
JAIL ROAD, ARERA HILLS, BHOPAL – 462 004**

**NOTE : Tender Form will be issued on payment of Rs. 1000/- (non-refundable)**

**NAME & ADDRESS OF THE TENDERER**

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\_\_\_\_\_

**TELEPHONE/MOBILE NO. :** \_\_\_\_\_

**NAME, ADDRESS & TELEPHONE NOS. OF PROPRIETOR/PARTNERS/DIRECTORS :**

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

**EXPERIENCE IN THE LINE**

Sr. No.	Name & Address of the Organisation/Department (Past & Present)	No. of Persons being catered	Period	
			From	To

**GENERAL TERMS & CONDITIONS FOR RUNNING THE CANTEEN ON CONTRACT  
BASIS INITIALLY FOR A PERIOD OF ONE YEAR**

**INTRODUCTION :**

Bank of India is a Government of India undertaking having its Head Office at Star House C-5, 'G' Block, Bandra Kurla Complex, Bandra (E), Mumbai – 400 051. It has its Training College called Staff Training College, Bhopal, at Arera Hills, Jail Road, Bhopal

The Bank intends to engage services of experienced and competent contractors for undertaking catering services to around 70 to 100 participants on a daily basis, on the terms and conditions detailed in succeeding paragraphs, initially for a period of one year which can be extended for a further period of two years upon satisfactory performance.

**Minimum eligibility criteria for Pre-Qualification**

1. Applicant should have minimum 3 years experience in providing catering services for full day meals to at least 100 persons per day in a reputed organizations.

The tenderers should mention the details of their experience in the field of Catering Services and attach testimonials from the respective organisation/s in evidence thereof which should be of recent date. They should also indicate the details of contracts being presently held by them. **This information is to be kept in Envelope 'A'**.

2. Tenderers are required to sign the Terms and Conditions of the tender and submit it along with attested copies of the following certificates in **Envelop 'A'**.
  - a) Detailed Bio-data of the Tenderer
  - b) Terms and conditions duly signed by the Tenderer
  - c) Name/s of Proprietor/Partners/Directors of the applicant entity with their residential addresses and telephone numbers
  - d) Income Tax/Service Tax Return for the last 3 years
  - e) Income tax Permanent Account Number (PAN)
  - f) Attested copy of VAT /Sales Tax Certificate.
  - g) Attested copy of Food Licence
  - h) Copy of Employees Provident Fund Code No.
  - i) Copy of ESIC Code No.
  - j) Attested copy of Service Tax Registration Certificate
  - k) List of establishments where canteen/catering services are being provided with relevant details by the tenderer along with certificates of recent dates from these establishments
  - l) Turnover for the last three years with supporting document or C.A.Certificate
  - m) Attested copy of certificate under 'Shops & Establishment Act'

Note: If any of the above document/s is/are inapplicable for any tenderer, then they may be waived at the sole discretion of the Bank.

**Tenders incomplete/deficient in any respect whatsoever or not fulfilling the prescribed conditions are liable to be rejected.**

**Tenderers must distinctly understand that**

- a) They will be strictly required to comply with the terms and conditions of the contract as contained in each of its clauses and that the plea of “CUSTOM PREVAILING” will not on any account be admitted as an excuse on their part for infringement of any of the terms and conditions.
- b) In case of acceptance of tender, the tenderer will have to enter in to an agreement/contract with the Bank. The contract deposit of Rs. 100000/- must be paid within the time specified.
- c) That no subsidy will be given over the quoted rates. No charges will be levied on electrical fixtures, fans, refrigerators, water coolers, kitchen equipments /utensils and canteen space premises. **Maintenance and repair of these equipments will be recovered from the caterer.** Gas connection will be provided by the bank; however cooking gas/fuel will be at the caterer’s cost.
- d) The caterer shall comply with any other instructions which may be issued from time to time by the Bank.
- e) While deciding upon the selection of contractors, emphasis will be given on the ability and competence of applicants to do quality work within the specified time schedule.
- f) Decision of the Bank as regard to Enlistment of contractors will be final. The Bank is not bound to assign any reason thereof.
- g) If the space in proforma is insufficient for furnishing full details, such information may be supplemented on the separate sheets of paper, stating therein the part of the proforma and serial number. Separate sheets shall be used for each part.
- h) Applications containing false and/or inadequate information are liable for rejection.
- i) Each page of the Application shall be signed on behalf of the organisation by authorized signatory.
- j) The tenderers are required to fill in the rates duly typed against each item of the Schedule. Only one rate should be filled in against each item. The rates should be legible, in case it is filled in by hand. Tenderers must put their initials for any corrections and for striking out. If this is not done, the tender is liable for rejection.
- k) Canvassing in connection with tenders in any form is strictly prohibited.
- l) In case of acceptance of tender, the prices quoted therein must be valid for twelve months from the date of work order.
- m) The tenderer must produce necessary documentary proof about his bonafides, such as Banker’s name, latest income tax Return, possession of the shop/hotel/canteen/office and godown etc.
- n) The Bank of India, Staff Training College, Bhopal is not liable to pay any interest on the earnest money. The earnest money of the unsuccessful tenderer will be refunded without any interest soon after the decision to award the work is taken or after the expiry of the validity period of the tender.
- o) **The Contractor should make the payment to its workers as per Minimum Wages Act of Central/State Government whichever is applicable to the area of the Contract.**
- p) The Bank is neither bound to accept the lowest Tender or any tender nor is bound to assign any reason for the same.

- q)** The Bank reserves the right to reject any/all applications without assigning any reason thereof.
- r)** The Contractor shall not assign or subcontract any portion of the contract except with written permission of Employer. In case of breach, Bank of India, Staff Training College, Bhopal has liberty to serve notice and rescind the contract.
- s)** I/We have read the TERMS AND CONDITIONS and the same are acceptable to me/us.

**(Tenderer's Signature with Seal)**

**TENDERER'S NAME AND ADDRESS**

**Name :** \_\_\_\_\_

**Address :** \_\_\_\_\_

\_\_\_\_\_

**BANK OF INDIA**  
**STAFF TRAINING COLLEGE**  
**JAIL ROAD, ARERA HILLS**  
**BHOPAL**

**TERMS & CONDITIONS OF THE TENDER**

1. The tenders should be received by the College at the abovementioned address on or before 12.30pm on 23.02.2012 in a SEALED COVER.
2. The specifications regarding ingredients to be used for preparing the tea/coffee/eatables, breakfast/lunch/snacks/dinner will be as under :

Atta Fresh (Packed) Sharbati	:	Annapurna/ Nature Fresh/ Ashirwad/Tanman
Rice	:	Basmati IndiaGate/Doon/Kohinoor
Butter	:	Amul/Nestle
Jam	:	Kissan/Tops/Nilon's
Bread	:	Modern Special /Top-in Town/Spencer's
Veg. oil	:	Sunflower/Fortune Brand (Tin Packed) - Refined
Salt	:	Tata/ Annapurna
Tea (Bags)/Coffee	:	Tajmahal/ Tetley/Nescafe/ Brooke-Bond
Pulses	:	Standard Quality
Masala / Spices	:	Packed Vindhya Valley/ Maharaja/MTR/ MDH/Catch/Ashoka/Everest
Ketchup	:	Maggi, Kissan
Pappad	:	Lijjat/Shri Ram (Masala/Plain)
Ice Cream	:	Top-N-Town/ Cream Bell/ Amul/Dinshaw/Vadilal
Curd	:	Sanchi/Saurabh Fresh
Pickle	:	Nilons/Kissan
Biscuits	:	Britania/Parle
Ghee	:	Nestle/Sanchi
Paneer	:	Milk Paneer - fresh
Milk	:	Standard Brands-Amul/Sanchi
Vegetables	:	Fresh

The cost of tender document/terms & conditions shall be charged Rs. 1000/- at the time of issue, which is non-refundable.

### **3. TENDER FOR CATERING SERVICES**

#### **GENERAL GUIDELINES FOR SUBMITTING TENDER DOCUMENTS**

1. Sealed tenders are invited in “three envelope system”, Envelope No. ‘A’ should be superscribed “Tender Document for Catering Services at Staff Training College, Bhopal. – Technical Bid. Envelope ‘B’ should contain EMD of Rs. 25000/-. Envelope ‘C’ of only those tenderers who comply with all terms and conditions will be opened.
2. Tenders are not transferable.
3. A minimum experience of three years in catering for providing full day meals to at least 100 persons in reputed organizations is required. The Tenderer should mention the details of their experience in the field of Catering Services and attach testimonials from the respective organizations in proof thereof, which should be of recent date. They should also indicate the details of contracts being presently held by them.
4. Each Tender must be accompanied by a Bank Draft of Rs. 25,000/- (Rupees Twenty Five thousand) from a Nationalised Bank drawn in favour of Principal, Bank of India, Staff Training College, Bhopal, as earnest money. The tenderer’s name etc. should not appear on the Bank Draft. This amount will be refunded in due course to the unsuccessful tenderers. Tenders not accompanied by earnest money shall be summarily rejected.
5. The earnest money of successful tenderers will be forfeited if he does not fulfill any of the following conditions :-
  - a) Furnishing of Security Deposit of Rs. 1,00,000/- (Rupees One lac only) by means of a TDR (A/c Payee) favouring “Principal, Bank of India, Staff Training College, Bhopal” within 5 days of the receipt of the letter awarding the contract.
  - b) Execution of the agreement document within 5 days of the receipt of award letter.
  - c) Commencement of contract within 5 days of the signing of Agreement document or as decided by the sole discretion of the Bank.
  - d) To comply with all the terms and conditions of the award letter and agreement.
6. The sealed cover containing the tender documents should be superscribed “Tender for Contract of Catering Services at Bank of India, Staff Training College, Bhopal.
7. The tenderer should quote rates on “**per head, per day, per meal**” basis. The food shall have to be served as per the menu decided by the Staff Training College on per day basis. Menu to be part of the contract.
8. The tenderer should submit the following documents in addition to the quotation of rates.

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- i) Tender document, duly stamped and signed by the tenderer on all the pages, in token of having accepted all the terms and conditions of the tender.
  - ii) Testimonials of recent dates from Competent Authority at which the tenderer has provided catering services during the last five years including the number of persons whom the services have been rendered.
  - iii) Copy of the latest Income Tax, Service Tax, Clearance Certificate>Returns.
  - iv) Earnest Money of Rs. 25,000/- as detailed hereinabove.
  - v) Documentary proof in support of VAT No.
  - vi) Documentary proof in support of Service Tax No.
  - vii) Tenders without PAN No., ST No. and S.T. will be summarily rejected.
  - viii) Registration under 'Shops & Establishment Act'.
9. **Only those caterers who meet the above mentioned, in all respects should submit their tenders after perusing the enclosed terms and conditions for Catering Services.**
10. The purpose of Tender is to ensure good & standard food quality & service.
  11. The caterer has to hire his own staff and Bank will not provide any staff for this purpose.
  12. The amount quoted in the financial bid should be on realistic basis, at which the tenderer is able to supply food items during contracted period.
  13. The caterers, whose services were found unsatisfactory in the past, and/or litigants with Banks, are not eligible to participate in the Tender process.
  14. The Bank is at liberty to reject any tender even after qualifying as L-I, if it is found subsequently that the quality of service is not up to the mark as per the terms and conditions laid down. If it is detected that some concealment/non-disclosure of material facts made by the tenderer in order to qualify the bid. Bank reserves the right to reject the Tender. In the above eventuality, the disqualified bidder shall forfeit the earnest money and the Bank is entitled to realize the expenses/loss incurred by the Bank for re-tender/compensation at its discretion
  15. The tenders should be received by the College at the abovementioned address on or before 12.30 pm on 23.02.2012 in SEALED COVERS.
  16. The cost of tender document/terms & conditions shall be Rs. 1000/-, which will be charged at the time of issue. Such cost is payable in the form of Bankers' Cheque/Payorder/DD drawn on Bhopal favouring "Principal, Bank of India, Staff Training College, Bhopal.
  17. The intention of the Bank is to provide hygienic and qualitative food to the staff members. The caterer and his staff are expected to provide courteous service to the Bank's staff. Any deficiency noticed in this regard will be treated as a breach of contract and the contract will be terminated without any notice.

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‘C’

**FINANCIAL BID FOR CATERING SERVICES TO BE PROVIDED  
AT CANTEEN OF BANK OF INDIA, STAFF TRAINING COLLEGE,  
BHOPAL**

(Rate for per persons, per serve, per day to be quoted by the Caterer)

Bed tea/Coffee	: Rs. _____
Breakfast	: Rs. _____
Forenoon tea/Coffee	: Rs. _____
Lunch - Vegetarian	: Rs. _____
Lunch - Non-Vegetarian	: Rs. _____
Afternoon tea/Coffee	: Rs. _____
Evening tea/coffee along with Snacks	: Rs. _____
Dinner - Vegetarian	: Rs. _____
Dinner - Non-Vegetarian	: Rs. _____
Taxes	: -----
Total	: Rs. _____

Details of tea/coffee, snacks, lunch, dinner with specification mentioned on page No. 1 of tender document.

## **TERMS AND CONDITIONS FOR CATERING SERVICES**

1. THE CATERING CONTRACTOR shall provide the daily catering at the College hostel as per terms and conditions and as per timings decided by the College from time to time.
2. Catering is required for about 70 to 100 trainees daily. Exact number of trainees will be advised to the caterer on commencement of each programme.
3. Vegetarian/ Non-Vegetarian food to be served to the trainees on the lines of approved Menu (Copy enclosed).
4. THE QUALITY of the ingredients used in preparation of the eatables and beverages etc. shall be as per enclosed details/specifications.
5. THE CHARGES for catering shall be paid at the end of each programme upon submission of bill by the caterer.
6. The items of the Menu may change with permission from College, to provide variety and a first class standard will be maintained by using standard items of consumption and sufficient in quantity at all times to the entire satisfaction of the trainees and College. The College shall have full right to refuse the service of any item in the food without any notice but giving reasons for such refusal and decision of the Principal shall be final. In case of refusal by the College or by the trainees collectively not to take their meals or any preparation due to meager quantity or poor quality of eatable/or due to any other convincing reason/s for which the Caterer is responsible, after an investigation by the Bank, no payment for such Breakfast/Lunch/Dinner/Tea etc. would be made, if so decided by the Bank and the caterer shall bear the entire expenses for alternative arrangements to be made by the College Authorities.
7. That hot bed tea/coffee will be served in the rooms and breakfast, lunch and dinner will be served in the dining hall. Forenoon tea/coffee and afternoon tea/coffee will be served in the class rooms or in the dining hall as decided from time to time on working days and in dining hall on holidays. Appropriate meals will be served to the sick persons in their respective rooms. Tenderer shall ensure unlimited quantity of food stuff for requirement of trainees at all times.
8. Initial stock of cooking utensils, appliances, crockery, cutlery, table linen, furniture i.e. requisite number of dining tables, chairs, refrigerator, if required etc. will be provided by the Bank but the cost of gas consumed would be borne by the caterer. Any subsequent replacement required for utensils, appliances, crockery, cutlery, jug, flask etc. due to wear and tear will have to be borne by the contractor. The caterer shall take care of the articles/equipments provided by the Bank as a bailee, in terms of Indian Contract Act and return all the equipments in good and working order on the expiry/termination of the contract. Minor repairs and maintenance of the above furniture/equipments supplied by the Bank will be carried out by the Caterer. Major repairs will be carried out by the bank.
9. THE CONTRACTOR shall engage the services of sufficient number of able, trained, efficient, neat, healthy, honest, well-behaved and skilled persons for cooking, serving and cleaning of kitchen, dining halls and services areas at his cost. The attendants/waiters/cooks should be properly trained and shall wear smart and neat uniform with their name-badges. The contractor must engage appropriate number of trained cooks for providing authentic Indian dishes of various tastes, as per menu. He

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will be responsible for the good conduct and performance on their part and contractor shall be deemed for all legal and contractual purposes, as the employer of the said persons and such persons will not have any claim for employment in the College/Bank now or at a future date. The contractor shall be responsible for meticulous compliance with provisions of the Contract labour (Regulation & Abolition) Act, 1970 and submission of various returns under the relevant rules framed under the above Act. The number of such persons employed will be determined by the parties to this contract, by exchange of letters from time to time. But in any case, the contractor shall have to engage the services of sufficient number of bearers etc. and one or more supervisors.

10. The Caterer will ensure a high quality of services and for the purpose Caterer or his authorized Manager will always be present in the dining hall during the service of breakfast, lunch and dinner and at pre-lunch and post-lunch tea/coffee breaks. The Caterer will also call on the Principal/A.O. at weekly intervals or as and when summoned during the office hours or thereafter with prior appointment, to discuss the arrangements, complaints etc., if any, regarding running of the mess.
11. In case any insect/cockroach etc. is found in the food, the college reserves the right to claim damages. The decision of the Principal in this regard would be final. The College reserves the right to get the sanitation arrangements in the mess checked by the Health Department or any competent authority and it will be the sole responsibility of the caterer to keep the kitchen/mess in good sanitation with use of disinfectants.
12. The Caterer or his employees shall not use the premises allotted to him for any other purpose than for the preparation of food storing and servicing and shall not act in any manner so as to cause any nuisance or annoyance to the College.
13. No living quarters will be provided by the Bank for the kitchen staff and bearers. The Caterer will also ensure that his staff does not trespass the hostel premises except when on service duty.
14. That the Bank will provide water supply and electricity free of charge but not power for cooking. The recurring charge on the consumption of gas or any other fuel used by Caterer will be borne by the Caterer.
15. The Caterer will be paid the amount as per the final rate approved by the bank in the tender process and quoted by the caterer as per the break-up under the following heads :

Bed tea/Coffee  
Breakfast  
Forenoon tea/Coffee  
Lunch  
Afternoon tea/Coffee  
Evening tea & snacks  
Dinner  
**Total**

Cont.... 3.....

16. On specific occasion, the caterer might be required to serve special lunch/dinner etc. which will be paid for at an agreed rate.
17. No gap charges would be paid. On the days of fasting, the caterer should provide UPVAS dishes for the number of trainees on fast on that day.
18. The College is with capacity of 104 trainees, which may vary as per training requirement. The Caterer is required to serve food to the trainees who report for training the day previous to the commencement of training courses.
19. The normal timings for the catering services shall be 8 A.M. to 10 P.M. Bed tea to be served in the rooms at 6 A.M. The Principal shall have the discretion to the timings, whenever warranted, with prior information to the Caterer.
20. The Resident Officer or Admn. Officer is authorized to take food/dinner/ any other eatables everyday for test/check and no charges will be made in this regard.
21. When seminars, conferences, special programmes etc. of non-residential nature are held, when only partial services are availed of i.e. lunch and tea, etc. charges will be paid only for the services actually availed of at agreed rates.
22. The caterer will submit half yearly medical certificates from Bank's Doctor to the effect that the cooks/bearers are medically fit for the duties they perform.
23. The Caterer shall keep the College indemnified against all the claims/damages if any, mentioned in clauses of the agreement.
24. That if the Bank suffers any loss on account of non-performance of any term(s) of the agreement or on account of any act or omission of the caterer or his servants or by reason of his negligence or misconduct in the due discharge of his duties under this agreement, the Bank will be entitled to recover the loss, from the said caterer.
25. THE CONTRACT will be for a period of one year from the date of awarding the contract subject to review at quarterly intervals by the Bank. The contract may be renewed for two terms of 1 year each at the discretion of the Bank on such Terms & Conditions as decided by the Bank upon satisfactory performance.
26. THE CONTRACT shall be terminated by one months notice at the option of the College. THE CONTRACTOR shall have the option to terminate the agreement after giving three months notice to the College of such termination.
27. The Principal and faculty members/staff members of the college are to be served lunch, tea with snacks as per the rules of the bank. The caterer shall charge only "as per actual" for the faculty and staff of the College. No advance intimation will be necessarily given to the caterer in the case of absence of any faculty or staff on any particular day. However, efforts will be made to inform the caterer in case any faculty or staff member is present on duty, but is not taking lunch or afternoon tea. College may change the menu as per seasonal requirement.
28. The Resident Officer of the College or for that matter any other authorized official of the Bank will have unhindered access to the kitchen, storeroom, cooking areas to check on hygiene and quality of preparation of food articles.

29. The bank shall have the right to change the status of the “residential trainee” to “Non-residential” status and vice versa to suit its genuine requirements. The caterer will merely be informed of the change and will be binding on him as regards computation of weekly bills etc. Whenever deemed fit, the bank shall also take recourse to asking residential course trainees to stay at hostels/lodges outside whenever the maximum capacity of the hostel is exhausted or otherwise.
30. THE CONTRACTOR shall have to deposit a sum of Rs. 1,00,000/- (Rs. One lac only) in the form of TDR as Security Deposit inclusive of Earnest Money which will be refunded on termination of this agreement, and handing over charge of the canteen to the satisfaction of the bank.
31. The Caterer shall bear all costs and expenses in respect of all charges, stamp duty etc. in respect of this agreement.

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**Terms & conditions for Tender Document for catering contract at  
Bank of India, Staff Training College, Arera Hills, Jail Road, Bhopal**

1. The relationship between the Bank and the caterer is that of Licensor and Licensee and not that of landlord and tenant. Bank reserves the right to restore possession of premises and property provided to the caterer for catering contract with 7 days notice.
2. Vegetarian / Non-Vegetarian meals are to be served according to the menu enclosed.
3. The various items of the menu may change at times to provide variety and a first class standard has to be maintained by using standard items of consumption and sufficient in quantity at all times to the entire satisfaction of the trainees and the training college. The college has full right to refuse the service of any item in the food without any notice but giving reasons for such refusal and the decision of the Principal, Bank of India, Staff Training College, Bhopal, shall be final.
4. Hot Bed tea/coffee has to be served in the rooms, breakfast and lunch and dinner will be served in the Dining Hall. Forenoon tea/coffee and afternoon tea/coffee will be served in the dining hall. Appropriate meals to be served to sick persons in their respective rooms. Tea/coffee on all occasions to be served in cups and saucers/mugs of good condition and quality.
5. Initial stock of cooking utensils, appliances, crockery, cutlery, table linen, furniture i.e. requisite number of dining tables, chairs refrigerator, if required etc. will be provided by the Bank but the cost of gas consumed would be borne by the caterer. Any subsequent replacement required for utensils, appliances, crockery, cutlery, jug, flask etc. due to wear and tear will have to be borne by the contractor. The caterer shall take care of the articles/equipments provided by the Bank as a bailee, in terms of Indian Contract Act and return all the equipments in good and working condition on the expiry/termination of the contract. Minor repairs and maintenance of the above furniture/equipments supplied by the Bank will be carried out by the Caterer. Major repairs will be carried out by the bank.
6. The caterer will engage adequate number of waiters including cooks exclusively for the kitchen/dining hall and for preparation of food. The bearers shall be provided with seasonal uniforms by the caterer at its own expenses and caterer shall ensure that the waiters, bearers are in uniform and put on their name plates, whenever on duty at the training college.
7. The caterer shall deposit Rs. 1,00,000/- (Rupees One lac only) as security deposit which will be refunded on expiry or termination of the contract, and handing over charge of the canteen to the satisfaction of the Bank. Such deposits will be in the form of term deposit for a minimum period of contract in the name of The Principal, Bank of India, Staff Training College, Bhopal A/c M/s..... (Contractor) and handed over to the Bank's training college duly discharged. In case of discontinuation without any prior intimation to the bank as per term of contract, or any loss/damage to the premises or property/ies of the bank, the security deposit will be forfeited.

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8. The caterer shall provide his own workmen whose responsibility shall rest with the caterer against all liabilities/damages/consequences which may arise from time to time and the caterer will inform about the full names, present/permanent address of persons working under him with photographs duly verified and any deviation whatsoever, will be prejudicial to the terms of contract. Police verification report and Doctor's Fitness Certificate are compulsory.
9. The caterer shall ensure that workmen under his supervision shall not create any disturbance to the training college in any manner whatsoever and in that case the Bank shall be constrained to instruct the caterer to remove the said person from the employment of the caterer. The caterer shall maintain minimum number of persons as is required for the catering work and any person found to be superfluous shall be asked by the Bank to be removed from his employment or shall not be allowed to be retained with the caterer in the training college canteen/kitchen. The caterer shall employ in his work only persons certified to be medically fit and not suffering from any contagious diseases whatsoever. The Bank may require the caterer and/or his employees to be subjected to medical examination by a Doctor approved by the Bank and any charges whatsoever in this connection will have to be borne by the caterer himself. The caterer shall ensure that all the workmen engaged by him and allowed by the Bank maintain high standard of cleanliness, which shall also include clean dress/uniform, properly manicured hands etc.
10. The bank has availed requisite number of cooking gas connections and this is available to the caterer. However, the charges for the gas connections/cylinders used by the caterer will have to be borne by the caterer and it shall be responsibility of the caterer to settle the bills with gas agency from time to time for the number of the cylinders consumed by him. Use of Domestic Cylinders is not allowed in the Canteen.
11. The kitchen in the training college, Bhopal shall be available for preparation of food articles, along with the storeroom for storage of materials. The caterer shall ensure that the kitchen and storage room shall be utilized only for the genuine purpose or which it is intended and any deviation and misuse of the kitchen or store room for purposes contrary to genuine requirements shall be violation of the contract and the bank reserves the right to ask for removal of articles or the furnitures etc. from the kitchen/store as also removal of unauthorized persons and unauthorised materials from the kitchen.
12. The caterer shall only use material i.e. vegetables, grains, pulses, curry powders, spices etc. as specified and use of any food articles of sub standard quality will be violation of the terms of contract and shall invite consequences including abrogation of the contract by giving due notice to the caterer and will be dealt with accordingly.
13. The caterer shall have sole responsibility for proper upkeep and maintenance of the items provided by the bank.

14. The caterer will have to normally cater to the bank staff who come for training courses at Staff Training College, Bhopal and employees of training college which includes officers, clerks, sub-staff and armed guards of the bank and on specific occasions will have to cater to even persons from other organizations who may be conducting their courses/seminars/workshops etc. at Staff Training College, Bhopal as also, other guests as decided by the Bank.
15. The caterer will have to provide catering to outsiders/outside organizations also at the same rate at which the caterer provide catering for bank's staff and guests, whenever the bank requires.
16. Preparation for food for outside private parties not authorized by the bank is strictly prohibited in the Staff Training College kitchen/store room.
17. Payments towards catering charges shall be made on periodical basis. The caterer may submit his bills on every Monday. However, the bank reserves the right to withhold settlements of bills for 2-3 days in case of exigencies or for any other reason.
18. The normal time for the catering services shall be :
  - a) Bed Tea/coffee : 6.00 to 6.30 AM (In rooms)
  - b) Breakfast : 08.00 to 9.15 AM
  - c) Ist Tea /coffee : 10.15 to 11.00 AM
  - d) Lunch : 01.15 to 02.30 PM
  - e) II<sup>nd</sup> Tea/coffee : 03.15 to 04.00 PM
  - f) Evening Tea/coffee with Snacks : 04.45 to 05.45 PM
  - g) Dinner : 08.00 to 09.30 PM
19. The bank may alter the catering timings at its discretion depending upon its requirement and the caterer shall be obliged to vary the timing to suit the timings of the bank.
20. Catering charges will be payable only for the actual number of trainees participating in the training programmes. Whenever a trainee is not availing of mess facility, no charges will be paid if 8 hours advance notice is given.
21. The caterer will take all reasonable care and responsibility to ensure that servants and all other persons employed by him to do any work shall be courteous and observe personal cleanliness.
22. The caterer will be responsible to the local authorities including health authorities for complying with the rules relating to sanitation and sale of any adulterated or otherwise harmful foodstuff and that bank in no case will be liable for the same, whatsoever.
23. The caterer shall not, except with the prior written consent of the bank, make sub-contracts of any description for the contract entered into.
24. The Resident Officer of Staff Training College, Bhopal or for that matter any other authorized official of the bank will have unhindered access to the kitchen, store room and cooking areas to check on hygiene and quality of preparation of food articles or ingredients.

25. On specific occasions the caterer might be required to serve special lunch/dinner etc. which will be paid at a higher rate than the normal catering rate. The rates for the same shall also be quoted by the caterer along with the model menus for our consideration and approval, whenever required.
26. The caterer is required to serve meals as per menu attached and in case of complaint of not providing any food item of standard quantity/quality, Bank shall be at liberty to deduct appropriate amount from the bill for which Principal's decision shall be binding and final. Carry over/ stale food items is strictly not allowed. Similarly, only fresh vegetables are to be used.
27. The caterer will ensure high quality service in the canteen. For this purpose a manager is always to be present in the dining hall during the service of breakfast, lunch, dinner at pre-lunch, post-lunch and tea/coffee breaks. The caterer/manager will also call on principal/A.O.at weekly intervals and/or as and when required, to discuss the arrangements/complaints regarding the running of the mess.
28. In the case of cancellation/postponement of any training course/seminar/workshop on account of any reason, actual charges only would be paid. No charges will be paid for intervening/gap period between two training programmes.
29. The catering contract will be for a period of one year from the date of contract. However, the bank reserves the right to extend the contract by 3 months at a time at the same rates and the same terms and conditions after the expiry of the said contract period until a fresh renewal/or a new contract is drawn up by the bank. The caterer shall be obliged to perform catering contract during extended period of contract.
30. The caterer will have to give three months termination notice in case the caterer does not wish to continue catering services for the bank/training College. The bank will have the option to terminate the services of the caterer by giving one month notice without assigning any reason and without payment of any compensation thereof.
31. The caterer has to display in the canteen notice required under Rule 81(1)/Contract Labour (R&A) Central Rules, 1971 showing the rate of wages/hours of work, wage period, date of payment of wages, names and addresses of the Inspectors having jurisdiction and date of payment of unpaid wages. The caterer will maintain the register of establishment under Rule 18(3) of the aforesaid rules. The caterer will be solely responsible for compliance of all statutory requirements including submission of returns etc. as required under law.
32. No food item cooked outside will be brought into Staff Training College, unless permitted by the Principal of the Staff Training College, Bhopal.

33. The specifications regarding ingredients to be used for preparing the tea/coffee/eatables for breakfast/lunch/snacks/dinner are as under :

Atta (Packed) Sharbati	:	Annapurna/ Nature Fresh/ Ashirwad/Tanman
Rice	:	Basmati IndiaGate/Doon/Kohinoor
Butter	:	Amul/Nestle
Jam	:	Kissan/Tops/Nilon's
Bread	:	Modern Special/ Top in Town/Spencer's
Veg. oil	:	Sunflower Fortune Brand (Tin Packed) - Refined
Salt	:	Tata/ Annapurna
Tea (Bags)/Coffee	:	Tajmahal/ Tetley/ Brooke-Bond/Nescafe
Pulses	:	Standard Quality
Masala / Spices	:	Packed Vindhya Valley/ Maharaja/MTR/Everest/ MDH/Catch/Ashoka
Ketchup	:	Maggi, Kissan
Pappad	:	Lijjat (Masala/Plain)
Ice Cream	:	Top-N-Town/ Cream Bell/ Amul/Dinshaw/Vadilal
Curd	:	Sanchi/Saurabh
Pickle	:	Nilons/Kissan
Biscuits	:	Britania
Ghee	:	Nestle/Sanchi
Paneer	:	Milk Paneer
Milk	:	Standard Brands – Amul/Sanchi
Vegetables	:	Fresh

35. Use of loose items, will be violation of Contract.
36. No living quarters will be provided by the bank for the kitchen staff and bearers. The caterer will also ensure that his staff does not trespass the hostel premises except when on service duties.
37. The caterer will submit half yearly medical certificate from qualified Doctor to the effect that the cooks/bearer are medically fit for the duties they perform.
38. If the bank suffers any loss on a ground of non performance of any terms of the catering agreement or on account of any act of omission or commission of the caterer or his servants under the catering agreement, the bank will be entitled to recover the loss from the caterer.
39. The Caterer has to arrange for Garbage disposal at least twice in a day at his expenses.
40. Towels to be changed everyday.



### MENU FOR VEGETARIAN DISHES

		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>Breakfast</b>	<b>Veg</b>	• 2 Stuffed Paratha/ Sauce/ Pickle/ Curd	• 4 Vada Sambhar & Coconut Curd chutni	• 2 Alu Paratha/ Sauce/ Pickle/ Curd	• 4 Idli/ Onion Uttapam – 2Pc with Sambhar & Coconut Curd chutni	• Masala Dosa – 2 Pc with sambhar & Coconut Curd chutni	• 2 Stuffed Paratha/ Sauce/ Pickle/ Curd	• Puri 6 Pcs Alu Bhaji
	<b>Common</b>	• 4 Pc Bread with butter and jam • Banana – 1 large size • Tea /Coffee	• 4 Pc Bread with butter and jam • Banana – 1 large size • Tea /Coffee	• 4 Pc Bread with butter and jam • Banana – 1 large size • Tea /Coffee	• 4 Pc Bread with butter and jam • Banana – 1 large size • Tea /Coffee	• 4 Pc Bread with butter and jam • Banana – 1 large size • Tea /Coffee	• 4 Pc Bread with butter and jam • Banana – 1 large size • Tea /Coffee	• 4 Pc Bread with butter and jam • Banana – 1 large size • Tea /Coffee
<b>Soup</b>		• Sweet Corn	• Tomato	• Hot & Sour	• Cream of Veg	• Sweet Corn	• Tomato	• -----
	<b>Veg</b>	• Navrattan Curry	• Mix Veg	• Shahi Paneer	• Bharwan Bhindi	• Fruit Raita	• Alu Chola	• -----
<b>Lunch</b>	<b>Common</b>	• Mix Veg • Moong Dal (Dhuli) • Roti • Rice • Green Chutni • Papad • Curd • Green Salad	• Alu Gobhi/ Kofta (lauki) special • Roti • Rice • Tomato Chutni • Papad • Curd • Green Salad	• Alu/Baigan/ Bhindi/Karela • Arhar Dal • Roti • Rice • Green Chutni • Papad • Raita • Green Salad	• Seasonal Veg • Urad Dal with Chilka • Roti • Rice • Green Chutni • Papad • Curd • Green Salad	• Seasonal Veg • Dal Makhani • Roti • Rice • Tomato Chutni • Papad • Curd • Green Salad	• Bharva Baingan • Arhar Dal • Roti • Rice • Green Chutni • Papad • Curd • Green Salad	• Rajma Curry • Mix Veg • Moong Dal (Dhuli) • Roti • Rice • Green Chutni • Papad • Curd • Green Salad
	<b>Sweet Dish</b>	• Rasgulla – 2 Fresh	• Moong Halwa/ Gajar Halwa (100gm)	• Ice Cream (100 gm)	• Rabadi (100 gm)	• Ras Malai - 2	• Bengali Sweets	• Chocolate burfi – 2 Pcs

### MENU FOR NON- VEGETARIAN DISHES

<b>Lunch</b>	<b>Non - Veg</b>	• -----	• -----	• Egg Curry/ Fish	• -----	• Mutton/ Chicken	• -----	• -----
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### MENU FOR VEGETARIAN DISHES

		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Evening Snacks		<ul style="list-style-type: none"> <li>• Alu Samosa with Chutni</li> <li>• Tea/Coffee</li> </ul>	<ul style="list-style-type: none"> <li>• Veg Chop - 2 pc with Ketchup</li> <li>• Tea/Coffee</li> </ul>	<ul style="list-style-type: none"> <li>• Pakoda Alu Pyaz – 4 pc with Ketchup</li> <li>• Tea/Coffee</li> </ul>	<ul style="list-style-type: none"> <li>• Paneer Pakoda – 4 pc with Ketchup</li> <li>• Tea/Coffee</li> </ul>	<ul style="list-style-type: none"> <li>• Alu Vada – 2 pc with Ketchup</li> <li>• Tea/Coffee</li> </ul>	<ul style="list-style-type: none"> <li>• Dhokla</li> <li>• Tea/Coffee</li> </ul>	<ul style="list-style-type: none"> <li>• Poha</li> <li>• Tea/Coffee</li> </ul>
Dinner	Vegetarian	<ul style="list-style-type: none"> <li>• Alu Chola</li> </ul>	<ul style="list-style-type: none"> <li>• Veg Malai Kofta</li> </ul>	<ul style="list-style-type: none"> <li>• Shahi Paneer</li> </ul>	<ul style="list-style-type: none"> <li>• Navrattan Curry</li> </ul>	<ul style="list-style-type: none"> <li>• Matar Paneer</li> </ul>	<ul style="list-style-type: none"> <li>• Bharwan Karela</li> </ul>	• - - - - -
	Common	<ul style="list-style-type: none"> <li>• Seasonal Veg</li> <li>• Arhar Dal</li> <li>• Roti</li> <li>• Rice</li> <li>• Papad</li> <li>• Curd</li> <li>• Green Salad</li> </ul>	<ul style="list-style-type: none"> <li>• Mix Veg</li> <li>• Moong Dal (Dhuli)</li> <li>• Roti</li> <li>• Rice</li> <li>• Papad</li> <li>• Curd</li> <li>• Green Salad</li> </ul>	<ul style="list-style-type: none"> <li>• Kofta Besan / Banana</li> <li>• Bhaji Veg</li> <li>• Urad Dal</li> <li>• Roti</li> <li>• Rice</li> <li>• Papad</li> <li>• Raita</li> <li>• Green Salad</li> </ul>	<ul style="list-style-type: none"> <li>• Seasonal Veg</li> <li>• Arhar Dal</li> <li>• Roti</li> <li>• Rice</li> <li>• Papad</li> <li>• Curd</li> <li>• Green Salad</li> </ul>	<ul style="list-style-type: none"> <li>• Veg Manchurian</li> <li>• Mix Veg</li> <li>• Choola Dal</li> <li>• Roti</li> <li>• Rice</li> <li>• Papad</li> <li>• Curd</li> <li>• Green Salad</li> </ul>	<ul style="list-style-type: none"> <li>• Seasonal Veg Curry</li> <li>• Mixed Dal (Except Masoor &amp; Urad)</li> <li>• Roti</li> <li>• Rice</li> <li>• Papad</li> <li>• Curd</li> <li>• Green Salad</li> </ul>	<ul style="list-style-type: none"> <li>• Paneer Masala</li> <li>• Bhaji Veg</li> <li>• Arhar Dal</li> <li>• Paratha</li> <li>• Rice</li> <li>• Papad</li> <li>• Curd</li> <li>• Green Salad</li> </ul>
<b>Sweet Dish</b>		<ul style="list-style-type: none"> <li>• Ice Cream (100 gm)</li> </ul>	<ul style="list-style-type: none"> <li>• Rabadi (100 gm)</li> </ul>	<ul style="list-style-type: none"> <li>• Ras Malai - 2</li> </ul>	<ul style="list-style-type: none"> <li>• Rasgulla – 2 Fresh</li> </ul>	<ul style="list-style-type: none"> <li>• Khopra Burfi – 2 Pcs</li> </ul>	<ul style="list-style-type: none"> <li>• Cham Cham 2 pcs</li> </ul>	<ul style="list-style-type: none"> <li>• Fruit Custard (100 gm)</li> </ul>

#### Tea/Coffee Timings:

1. Bed Tea : 1 cup/tea/coffee and 2 Biscuits Britannia/Parle brand to be served in the room per Trainee at 6.30 AM
2. One Cup Tea/Coffee between Breakfast and Luch
3. One Cup Tea/Coffee between Lunch and Evening Snacks
4. Pickle to be provided in Lunch/Dinner etc.
5. Sounf/Long/Elaichi to be provided after Lunch/Dinner etc.