

# **TENDER DOCUMENT**

For  
CATERING, HOUSE KEEPING & MAINTENANCE SERVICE CONTRACT  
AT

Staff Training Centre  
Fatehpur Road  
Sikar – 332001

Staff Training Centre  
Rajeev Colony, Meera Nagar  
Chittorgarh



S. No.	Particulars	Detail
1.	Issuing date for Tender	25-08-2017
2.	Last date and time for submission	15-09-2017 up to 17.00 Hrs.
3.	Date and Time of opening Technical Bid	19-09-2017 16.00 Hrs.
4.	Place of submission & opening of Bids	Baroda Rajasthan Kshetriya Gramin Bank Head Office Plot 2343, IInd Floor, Vaishali Nagar, Ajmer, 305004
5.	Address for communication	Baroda Rajasthan Kshetriya Gramin Bank Head Office Plot 2343, IInd Floor, Vaishali Nagar, Ajmer, 305004

बड़ौदा राजस्थान क्षेत्रीय ग्रामीण बैंक, राजस्थान के 21 जिलों में 814 शाखाओं के साथ अग्रणी ग्रामीण बैंक है। बैंक प्रतिष्ठित, अनुभवी एवं सक्षम आवेदकों से हमारी बैंक के स्टाफ प्रशिक्षण केन्द्र सीकर व चित्तौड़गढ़ में कैंटरिंग, हाउसकीपिंग व संधारण कार्य के लिए मुहरबंद लिफाफे में निविदाएँ आमंत्रित करता है।

## 1. INTRODUCTION

Baroda Rajasthan Kshetriya Gramin Bank is one of the largest Rural Bank in Rajasthan with more than 814 Branches/Offices geographically located all across 21 Districts AJMER, ALWAR, BANSWARA, BARAN, BHARATPUR, BHILWARA, BIKANER, BUNDI, CHITTORGARH, CHURU, DAUSA, DHOLPUR, DUNGERPUR, JHALAWAR, JHUNJHUNU, KARALI, KOTA, PRATAPGARH, SIKAR, SAWAIMADHOPUR and TONK of Rajasthan.

Baroda Rajasthan Kshetriya Gramin Bank invites complete proposal from reputed bidder for providing Catering, House Keeping and Maintenance services at our Staff Training Centre, Fatehpur Road, Sikar and Rajeev Colony, Meera Nagar, Chittorgarh.

## 2. SCOPE OF WORK

Work involves catering, housekeeping, round the clock and maintenance of entire premises occupied by Staff Training Centre, Fatehpur Road, Sikar and Rajeev Colony, Meera Nagar, Chittorgarh.

The both Centre premises are on the Ground, 1st, 2nd and 3rd floor of the building.

Contract period: - Three years, subject to every year renewal after satisfactory report from concerned regional office.

## 3. ELIGIBILITY CRITERIA FOR VENDORS: The Vendor should have following Eligibility Criteria:

- 1) Reputed Contractors, having satisfactory experience at least of 3 years of providing Catering and House Keeping services in reputed institutions/ organization (s) where training cum hostel facilities are available.
- 2) Have a well-established office.
- 3) Be an Income Tax assesses from last 3 years.
- 4) Have registration with GST No and commercial tax department with valid registration number.
- 5) Firm Should have Average 50 Lakhs Turnover per year for last 3 years.
- 6) Firm should have Profit earning from last 3 years.
- 7) Firm should have experience of similar type in Banks/Financial Institutes.
- 8) Firm should not be blacklisted by any Organization.
- 9) Firm should have valid PAN, TIN and GST No.
- 10) Firm should have valid license from appropriate authority for this related type of work.
- 11) Firm should have to submit all the relevant document of eligibility criteria ( As per Point No. 1 to 10)with **Technical Bid**.

#### 4. INSTRUCTIONS TO BIDDER

The intending bidders are advised to visit the site of work before quoting so as to be familiar with the work and site condition.

- **Tender Fee** : Each tender must be accompanied by **Bank Draft of Rs.2000/- (Rupees Two thousand only)** drawn in favour of **Baroda Rajasthan Kshetriya Gramin Bank** payable at Ajmer. The draft is to be enclosed with Technical *Bid* document.
- **Earnest Money Deposit (EMD)**

वित्तीय बिड स्वीकार की जाने वाली आपूर्तिकर्ता फर्म को हमारे बैंक की किसी भी शाखा द्वारा "बडौदा राजस्थान क्षेत्रीय ग्रामीण बैंक" के संयुक्त नाम से जारी ₹ पचास हजार की 36 माह अवधि की सावधि जमा रसीद करार के समय प्रस्तुत करनी होगी।

- **Format and Signing of Bid**

A forwarding letter listing all the documents enclosed with Technical Bid, signed by an authorized signatory of the bidder is required. The pages of all documents should be signed by the tenderer along with rubber stamp. All erasing and alternations in the tender form must be initialed by the bidders. Overwriting of figures is not permitted.

- **Signing of Contract**

The successful bidder (s) shall be required to enter into an agreement contract and an indemnity agreement, with the Baroda Rajasthan Kshetriya Gramin Bank for entire contract period within 15 days of the award of the tender.

- **Resolution of Disputes**

All disputes or differences whatsoever arising between the parties out of or in relation to the catering contract, meaning and operation or effect of these Tender Documents of breach thereof shall be settled amicably. If however, the parties are not able to solve them amicably, the same shall be settled by Arbitration as per Arbitration and Conciliation Act, 1996. For enforcement of awards or any other litigation, Court/Tribunal at Ajmer will have jurisdiction.

## निविदाकर्ता अपनी निविदा निम्नानुसार प्रस्तुत करें :-

- (अ). तकनीकी बिड – एनेक्जर-I वर्णित सूचनाओं, विभिन्न प्रारूप/Schedule, आवेदन पत्र व प्रमाण स्वरूप मांगे गये समस्त आवश्यक दस्तावेजों सहित तकनीकी बिड एक सीलबन्द लिफाफे में प्रस्तुत की जावे। लिफाफे पर “स्टाफ प्रशिक्षण केन्द्र में केटरिंग, हाउसकीपिंग व संधारण हेतु तकनीकी निविदा” अंकित करें। इस बिड में आपूर्त की जाने वाले मद की वित्तीय लागत/ सूचना का वर्णन नहीं होना चाहिए।
- (ब) वित्तीय बिड– एनेक्जर-II के फार्मेट में Financial Bid Part 1,2,3 में कोटेशन रेट भरकर दूसरे लिफाफे में सीलबन्द करें। लिफाफे पर “स्टाफ प्रशिक्षण केन्द्र में केटरिंग, हाउसकीपिंग व संधारण हेतु वित्तीय निविदा” अंकित करें।
- (स) उक्त तकनीकी एवं वित्तीय बिड के दोनों लिफाफों को एक अतिरिक्त बड़े लिफाफे में सीलबन्द करें। जिस पर “स्टाफ प्रशिक्षण केन्द्र में केटरिंग, हाउसकीपिंग व संधारण हेतु निविदा दिनांक 15.09.2017” अंकित हो। इस लिफाफे को उक्त निर्धारित स्थान, दिनांक एवं समय पर प्रस्तुत करें।

### निविदा की शर्तें :-

1. अंतिम दिनांक के पश्चात प्राप्त, अधूरी, मांगे गये आवश्यक दस्तावेजों रहित व शर्तों सहित निविदाएं स्वीकार नहीं की जायेगी।
2. प्राप्त बिड में से सर्वप्रथम तकनीकी बिड दिनांक 19.09.2017 को 04.00 PM पर प्रधान कार्यालय में खोली जावेगी।
3. बैंक को किसी भी निविदा को स्वीकार करने/निरस्त करने व करार अवधि के मध्य समाप्त करने का अधिकार होगा इस हेतु कारण बताना/पूर्व सूचित करना आवश्यक नहीं होगा।
4. वित्तीय बिड स्वीकार की जाने वाली आपूर्तिकर्ता फर्म को हमारे बैंक की किसी भी शाखा द्वारा “बडौदा राजस्थान क्षेत्रीय ग्रामीण बैंक” के संयुक्त नाम से जारी ₹ पचास हजार की 36 माह अवधि की सावधि जमा रसीद प्रस्तुत करनी होगी।
5. निर्धारित दिनांक तक प्राप्त निविदाओं की अहर्ता व तकनीकी रूप से योग्यता की जाँच की जावेगी। बैंक द्वारा अन्य विभिन्न मापदण्डों के आधार पर तकनीकी रूप से योग्य पायी गयी निविदाओं की फर्मों की ही वित्तीय निविदा खोली जायेगी। वित्तीय निविदा खोलने/आवश्यक होने पर प्रीबिड मीटिंग की सूचना दूरभाष/पत्र/ई-मेल द्वारा दी जावेगी।
6. सभी विवादों का न्याय क्षेत्र अजमेर होगा।
7. निविदा फीस हेतु रु 2000/- का डीडी “बडौदा राजस्थान क्षेत्रीय ग्रामीण बैंक” के नाम अजमेर पर देय तकनीकी निविदा के साथ संलग्न करें।
8. निविदा के प्रत्येक पेज पर कंपनी/फर्म की सील एवं प्राधिकृत अधिकारी के हस्ताक्षर होने चाहिए।
9. सफल निविदादाता के साथ बैंक की अन्य सभी शर्तों सहित 36 माह का करार सम्पादित किया जावेगा।
10. किसी भी संस्था द्वारा फर्म/वेण्डर को ब्लैकलिस्ट नहीं किया गया हो।
11. सफल निविदादाता को निविदा की शर्तों व कार्य के आकार/प्रकार एवं पर्यवेक्षण की दृष्टि से कार्य संपादन हेतु आवश्यक कार्यपालक/स्टॉफे/मानव संसाधन के लिए श्रम कानून में निहित प्रावधानों की पालना अनिवार्य रूप से करनी होगी। इस हेतु आवश्यक होने पर श्रम कानून के अनुसार पंजीयन करवाना होगा।
12. Schedule 1 में वर्णित खाद्य, पेय, भोजन एवं अन्य आईटमस मय समय सारणी का पूर्ण विवरण प्रशिक्षण केन्द्र के नोटिस बोर्ड पर प्रदर्शित करना होगा एवं इसी के अनुसार आईटमस की आपूर्ति करनी होगी।

**महाप्रबन्धक**

## Other Terms & conditions

1. The housekeeping and maintenance services contract shall be for the entire Staff Training Centre including Hostel & office premises occupied by **Baroda Rajasthan Kshetriya Gramin Bank**, Staff Training Centre, Fatehpur Road, Sikar and Rajeev Colony, Chittorgarh.
2. The measures for House-keeping & maintenance should be pro-active, anticipatory and preventive and should be capable of handling any emergent situation also.
3. The contractor shall provide specified manpower (as per the annexure I enclosed) for upkeep and maintenance at his own cost for all the days of the week of entire premises.
  - a) Kitchen Hall and Dining area, corridors, common toilet, store rooms etc.
  - b) Hostel hall, reception area, Library, Corridors etc.
  - c) Lecture hall, computer lab, Training Manager's cabin, corridors, etc
  - d) Roof Terraces, balconies, lobbies, corridors other open space, staircases, parking at ground floor, etc.
4. The contractor shall also ensure to perform the following activities for excellent housekeeping services: -
  - a) Check-in & Check-out of candidates etc, handing and taking over of room keys, attending incoming calls and passing these to the concerned candidates, officials; taking luggage to Hostel hall; providing of morning bed-tea at a designated time; preparation of folders with training materials and other logistic support etc.
  - b) Upkeep of Hostel hall, bathrooms; Maintenance and daily dusting / cleaning of Fixtures, fittings, Projectors, Video conferencing equipment, sound systems, Lighting systems, Sign Boards, water coolers, Aqua guards, Electrical cables, Fans, water heaters, room heaters, computer equipments, computer tables, foliage plants and their placement, etc.
  - c) The Contractor shall be responsible for the proper housekeeping of the **Centre** which includes upkeep of the corridors, lounge, Executive Rooms, Faculty Rooms, Training Section, Office Rooms, classrooms, meeting halls, reading rooms, recreation rooms, Library, Computer Labs, Toilets, etc. remaining covered and open areas in the building and the campus including furniture and fixture, cleaning of glass, windows, ceiling, roof, doors, walls etc.
  - d).Desired level of cleanliness of the entire premises of Staff Training Centre shall be maintained and all materials/instruments/tools will be provided by the Contractor.
  - e).The Contractor shall be responsible for Specialized maintenance and upkeep of the residential rooms and bathrooms in the hostel which have been provided with furniture, fixture, mattresses, pillows, blankets, bedroom linen, electricity fittings, bathroom fittings etc.
5. The contractor shall arrange daily cleaning of the entire complex as specified in. Even if room is not being used, the dusting/cleaning should be done as per schedule. This should be strictly adhered to without fail.
6. The contractor shall arrange cleaning of all toilets with 1st marked grade phenyl and detergents. Big size soap, Naphthalene balls, paper hand towels, toilet paper rolls, big size odonil to be always made available in each & every Centre's toilet by contractor at his cost.

The Contractor shall ensure that cleaning material used by him is such that the same does not damage the floors, fitting etc. The cleaning material brought by the contractor shall be subject to checking by the bank staff.
7. The contractor will make all beds in the hostel/ guest rooms, replace the Bed room and bathroom Linen i.e. bed sheets, bed covers, pillow covers, Blankets cover and towels etc. once a week, on Sunday, Thursday or a day before commencement of new training programme which ever is earlier i.e. Bed sheets/covers, pillow covers and towels would be changed twice a week and/or the rooms are vacated by occupant even after staying for single night only, whichever is earlier. Bed sheets, covers, towels, pillow covers, Blankets will be supplied by the bank. The contractor shall keep proper account of these items and arrange for their regular washing, Ironing etc. The

blankets are to be dry cleaned on Quarterly basis. The cost of all this work to be borne by the contractor. The quality of washing & Ironing should be top class to the entire satisfaction of the **Centre**.

8. The contractor shall provide at his cost in each & every hostel room at all times in adequate quantity Big size odonil one in the bathroom & one in each Almirah, two big cakes of soaps, two small cakes of soap, paper hand towels, mosquito liquid repellent.
9. The contractor shall provide trained and experienced receptionists whose name will be intimated to the Training Manager. One of the Receptionists shall be available in reception counter round the clock and shall not be used for other sundry jobs.
10. The contractor shall arrange refilling of filtered drinking water in flasks, etc. which will be provided by the *Centre* in Hostel hall, Guest rooms, administrative block, Training Block, faculty rooms etc. The contractor shall also provide in these places mosquito liquid repellent at his cost & ensure that adequate liquid is in the bottle every night.
11. The contractor shall provide at his cost complete insecticide & pesticide control in each & every part of **Centre** & Hostel including the kitchen, Dinning Hall etc. sprays, chemicals, medicines etc. of a top most ISI approved quality to be used as frequently as required, with a minimum of once in 15 days.
12. All the machines, equipments, materials, articles, tools etc. required for House Keeping, maintenance, up keep, cleanliness, Hygiene etc including for wet scrubbing, wet mopping, wet/dry vacuum cleaning and machine for cleaning water bodies will be provided by the contractor. All these things etc. to be of high quality and duly approved by the **Centre**. They must be in good working order at all times.
13. The contractor shall ensure opening and proper locking of all rooms in Hostels and Centre. In case of any breakage, pilferage of any fixture and/or furniture, equipment, etc. the responsibility shall be of the contractor for which damages / costs will be recoverable from the contractor.
14. The contractor's men working as receptionist will be responsible for receiving the trainees and guest speakers etc. and allotting them rooms as per instructions/ guidelines given from time to time by the Competent Authority. The *check in and check out* timing will also be maintained by the receptionist in a register which will be provided by the Bank. These records will be Bank's property. The Contractor shall be responsible for Liaoning/arranging stay of participants in Hotels having tie-up with the Centre at Sikar in case of non-availability due to full occupancy of hostel rooms.
15. The contractor will be responsible to attend to all complaints / requirements within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap, accident etc. to the Training Manager / *Manager*. Complaint Register/ Suggestion Register and First Aid Box to be provided by the bank will be made available at the Reception counter under the control of the receptionist.
16. The contractor shall engage specified number of trained employees for house keeping and maintenance. The contractor shall ensure that they observe cleanliness & wear neat & clean uniforms & that they are courteous, polite & prompt while rendering effective service in their respective areas. The contractor shall have full control over the employees engaged by him. The contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by the contractor and/or the Bank. The contractor shall also be responsible for the payment of their wages and /or dues to their employees. All liabilities arising out of violating of local laws and/or Central laws shall be his responsibility. He will on the request of **Training Manager, immediately** remove from the work any person(s) / employee(s) who may, in the opinion of the Bank be unsuitable or incompetent or who may misconduct himself and such a person shall not be again employed or allowed in the work/campus without the permission of the **Training Manager**.

17. It will be contractor's responsibility to ensure that the obligations under the house keeping & maintenance are duly performed and observed. The contractor shall also designate supervisor(s) by name who will personally check the working of the house keeping & maintenance staff every day. The contractor shall forward the Daily Report register every day to the **Training Manager**.
18. The contractor shall ensure a very high standard of housekeeping and maintenance of the entire complex at all times, with due regard to hygiene and cleanliness. The contractor shall ensure that waste material, kitchen garbage; other garbage including stale flowers is removed from the premises daily and disposed of in the nearest MCF/authorized garbage bin, without any extra charges. In case of electricity cuts, to ensure starting of Bank's generator for the Centre.
19. The contractor shall be responsible for any loss due to theft/ pilferage of/ damage to the Bank's property, including any portion of the building under the contractor's occupation, or the fittings, fixtures, furniture, computer hardware or other equipment's entrusted in his charge, or any property belonging to the trainees/ guests, when such loss/ damage is, in the Bank's opinion, caused due to negligence or carelessness or any fault on contractor's part or that of his Manager / Supervisor or any of his employees, he shall be liable to pay to the Bank such amount in respect of such damage as may be assessed by the Principal or any other officer authorized in this regard.
20. In the event of normal shortage of water supply it will be contractor's responsibility to ensure that arrangements are made for storage of water in sufficient quantity for drinking, bathing, washing and toilet purposes. The contractor will for this purpose keep and maintain close contact with the respective departments/ persons to ensure smooth working of the water pump, tube well and the Municipal Supply.
21. The contractor 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 and/or any of his employee, except the room/area specifically permitted by the Principal.
22.
  - i) The contractor shall be liable to comply with all rules & regulations in respect of all the labor laws and statutory requirements, which are applicable or will become applicable in future.
  - ii) The contractor shall accept and bear full and exclusive liability for the payment of any or all, GST, charges, duties, expenses etc., now in force or hereafter imposed, increased and revised from time to time by the Central or State Govt. or by any other authority with respect to or covered by wages, salaries, or other compensations paid or payable to persons employed by the contractor.
  - iii) The contractor shall be responsible for proper maintenance of all vouchers, registers, records and accounts so far as these relate to the compliance of any statutory provisions/ obligations. The contractor shall be responsible for maintaining record pertaining to payment of Wages Act and also for depositing the P.F. contributions, if required, with authorities concerned.
  - iv) The contractor shall bind himself/his executors or administrators and shall indemnify and hold harmless the Bank, in respect of this contract, including all claims, damages proceedings, costs, charges and /or any expenses whatsoever which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of contractor in respect of violation of any of the provisions of Laws/Acts/ Rules or regulations having the force of law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employed/ engaged by the contractor /sub- contractor in connection with this contract. Such indemnity bond has to be furnished / executed on a non- judicial stamp paper as per applicable Stamp Act. The cost of such stamp paper, expenses etc. shall be borne by the contractor.
  - v) The contractor shall be responsible for all the claims of his employees and the employees of the contractor shall not make any claim whatsoever against the Bank. The contractor's workmen will not have any right whatsoever to get absorbed in the Bank.

- vi) The contractor shall obtain adequate insurance policy in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.
- vii) The contractor shall provide weekly off /holidays to his workmen as per labor laws but it will be his responsibility to ensure uninterrupted services on all days.
23. In case the contractor, or any of his employees fails to fulfill his/ their obligations for any day or any number of days, to the satisfaction of the Bank, for any reason whatsoever, he shall pay by way of liquidated damages up to a sum of Rs. 5000/- per day for the entire number of such days and the Bank 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 contractor.
24. All questions relating to the performance of the obligations under this agreement 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 referred to the Bank's Authorized Official whose decision shall be final, conclusive and binding on the parties to this agreement.
25. The contractor shall be paid at monthly intervals upon presenting his bill(s).
26. In case of any accident necessitating medical aid to the residents, participants, guests etc. the first aid shall be attended by the contractor and all assistance / co-operation be rendered to the concerned resident etc. and matter reported immediately to **Training Manager** for necessary medical attention and other statutory formalities.
27. The Contractor shall bear GST, charges, levies or claims, whatsoever, as may be imposed by the State/Central Govt. or any local body or authority. The Contractor shall furnish such proof of payment, of compliance or the obligations including registration certificate, clearance certificate etc. as may be required by the **Bank** from time to time.
28. The Contractor shall obtain any license(s), permit(s), consent(s), sanction(s) etc. as may be required or called for from/by local or any other authorities for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force.
29. The Contractor will ensure that his employees abide by the order of the **Gen. Manager/ Regional Manager/ Training Manager/Faculty members** or Sr. Manager/ Manager for the purpose of discipline etc. Further the **Bank** authorities will have the discretion to utilize the services of the contractor staff as per the requirement of the **Bank**.
30. The contractor shall appoint trained Manager(s)/Supervisor(s) with good manners and with Housekeeping background who should be available round-the-clock for attending to the services and complaints and requirements of participants, visitors etc.
31. The Contractor shall provide summer and winter uniforms to his staff failing which the **Bank** may arrange to provide the same after recovering the actual expenses on uniforms from bills payable to the Contractor. The staff of the Contractor shall wear at all times, authenticated photo identity cards issued.
32. The Contractor shall issue appointment letters to all the persons employed by him in connection with performance of his contract for housekeeping services and furnish proof by submitting copies of such letters received by his employees, if asked for by the Bank. The appointment letter shall make clear that the concerned employee is the employee of the Contractor only and Baroda Rajasthan kshetriya Gramin Bank where House- keeping services are rendered has no obligation or any relationship as to employment or otherwise whatsoever with him.
33. The Contractor's employees will be allowed entry into the premises of the **Bank** with the specific permission of the Training Manager or any Officer authorized in this behalf.
34. The contractor shall be responsible for the proper behavior of all his staff (supervisory and workmen) and others and shall exercise a degree of control over them and in particular without prejudice to the said generality the contractor shall be bound to prohibit and prevent any employee



(supervisory and workmen) from trespassing or acting in any way detrimental or prejudicial to the interest of the community or of the properties or occupier of lands or Properties in the neighborhood and in the event of such employees trespassing, the contractor shall be responsible for consequent claims or action for damages or injury or any other ground whatsoever. The decision of the officer authorized by the **Bank** in the matter whatsoever under this clause shall be final and binding on the Contractor.

35. The **Bank** may provide a storeroom for storing the material to be utilized for Housekeeping and maintenance services.
36. The contractor shall not use the **Bank's** premises for any other activity except the purpose for which it has been provided for.
37. The premises with fittings and fixtures, furniture, equipment etc. provided to the Contractor are the property of **Bank**. The contractor shall have no right on any of these and shall place them back at the disposal of the **Bank** when demanded. The contractor shall be responsible for the safe custody and proper use and maintenance of all equipment's and properties of **Bank**, whether movable or immovable. Any damage caused to the equipment's or properties shall be made good by the contractor immediately to the **Bank** without any loss of time, failing which the cost of equipment's, properties etc. will be recovered from his bills or from other means as deemed fit by the **Bank**. On such recovery, if security deposit gets reduced, the same has to be made good by the contractor. Failure of equipment etc. will not be an excuse for not providing service.
38. Nothing contained in this contract is intended to be nor shall be construed to be a grant, demise or assignment in the Law of premises or any part thereof by the **Bank** to the Contractor or his employees and the Contractor and his employees shall vacate the same on the termination of the contract period either by efflux of time or otherwise.
39. The **Bank** reserves the right to audit accounts of the contractor and check the stock position of the raw materials and other articles as and when desired.
40. The price/rates quoted, agreed and accepted by the contractor shall remain fixed and shall not be subject to any variation during the period of contract. The rates quoted shall be deemed to include and cover all costs, expenses and liabilities of every description and all risks of every kind of action to be taken in performing the contract. The Contractor shall be deemed to have known the nature, scope, magnitude and extent of services to be rendered and materials to be procured, though the contract documents may not fully spell out all the details.
41. If at any time from the commencement of the contract, the **Bank** for any reason whatsoever does not require the whole part of the services as specified in the contract, the authorized officer of the **Bank** shall give a notice in writing of the fact to the contractor who shall have no claim to any payment or compensation whatsoever on account of any loss or disadvantage which he might have suffered from fulfillment of the contract in full. Further, the contractor shall not have any claim for compensation by the reason of any alterations having been made in the original contract.
42. In the event of sudden failure, neglect, dislocation or stoppage of the services by the contractor, the **Bank** may get the work done from some other agency or department at the risk and cost of the contractor without prejudice to its rights to enforce performance in respect of the rest of the work. The contractor shall in such event, pay to the **Bank** the additional cost incurred for having such work done from some other agency. Without prejudice to any other rights, which the Bank may have in this behalf either under this contract or under law, the **Bank** may terminate the contract by giving one month notice in writing to the contractor and in such an event the contractor shall have no claim for any loss or damage against the **Bank**.
43. If for any reason, the contractor abandons providing services in the **Centre** without the permission of the **Bank** the authorized officer of the **Bank** will be at liberty to break open the lock and make inventory of the articles. Such an inventory shall be final and binding on the contractor for all purposes. The **Bank** will also be at liberty to make alternative arrangements for provision of services in the **Centre** at the risk and cost of the contractor.

44. In case, the Contractor assigns or sub-contracts this contract without written approval of the **Bank** or in case the performance of the Contractor is found unsatisfactory in case of contravention by the contractor of any of the terms & conditions contained herein and Schedules hereto, the **Bank** shall have the right to terminate the contract without giving any notice to the Contractor. General Manager or Training Manager shall be the authority to decide and judge the quality of service rendered by the Contractor and his decision will be fully binding on the Contractor.
45. The contract can be terminated as provided in clause 46 (without notice) or by efflux of time or earlier by one month notice at the option of the **Bank** as the case may be. The contractor shall also have the option to terminate the contract after giving three month's notice to the **Bank**. If during the currency of the contract, any Govt. notification prohibits employment of contract labor for housekeeping and maintenance services, the contract shall come to an end forthwith and no compensation shall be paid to the contractor.
46. If at any stage during the period of the contract any case involving moral turpitude is instituted in court against the contractor or its personnel, the **Bank** reserves the exclusive and special right to terminate the contract without any notice to the contractor and in such event, the contractor will not be entitled to any compensation from the **Bank**.
47. On termination of contract by the **Bank** for any reason whatsoever, the **Bank** shall be entitled to engage the services of any other person, agency or contractor to meet its requirement without the prejudice to its rights including claim for damages against the contractor.
48. The **Bank** shall have the right to withhold reasonable sums from the amounts payable to the Contractor under this contract and from the security deposit if the Contractor commits breach of any of the terms & conditions of the contract or fails to produce sufficient proof to the satisfaction of the **Bank** as to payment of all statutory and other dues or compliance with any other obligations under any Act, Law, Legislation etc. relevant in the matter. The contractor shall be bound by the decision of the **Bank**.
- 49. Resolution of Disputes**
- All disputes or differences or claims of any kind whatsoever which shall at any time arise between the parties hereto touching upon, arising out of or concerning the work or the execution or maintenance thereof or under this contract, whether during or after the determination or foreclosure or breach of the contract shall be a written notice by either party to the contract to the other, mentioning the claims therein be referred for adjudication to a Sole Arbitrator to be appointed by the General Manager, HO of the Bank.

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## ITEMS OF FOOD, BEVERAGES ETC. TO BE SERVED

S.No.	Item
1	<b>Bed tea / coffee</b> With option of Dip tea / prepared tea (to be served in hostel)
2	<b>Breakfast:</b> a Cornflakes/porridge (dalia) 25 gms with milk 250 gms b <ul style="list-style-type: none"> <li>➤ 4 toasts with butter 25 gms and Jam / Ketchup <b>Or</b></li> <li>➤ stuffed parathas with curd 200 gms and pickle <b>Or</b></li> <li>➤ South Indian dishes like Idli/Vada/Dosa/Utthapam in sufficient acceptable quantity and quality <b>Or</b></li> <li>➤ 6 purees with chholley/bhaji and pickle <b>Or</b></li> <li>➤ fresh fruits in sufficient acceptable quantity and quality.</li> </ul> c Tea/ Coffee
3	<b>Forenoon Tea/Coffee with biscuits</b> Biscuits should be of standard quality (sweet and salted)
4	<b>Lunch</b> <ol style="list-style-type: none"> <li>1. Soup</li> <li>2. One special dish like Paneer, etc.</li> <li>3. One seasonal vegetable,</li> <li>4. Dal / Chana / Rajma</li> <li>5. Curd / Bhalley / Raita</li> <li>6. Rice / pulao</li> <li>7. Roti / Tandoori Roti / Missi Roti</li> <li>8. Pickle, papads, salad, chutney, etc.</li> <li>9. Sweet dish / ice cream / fruit salad / cut fruits.</li> </ol>
5	<b>Afternoon Tea / Coffee with biscuits</b>
6	<b>Dinner – (as in Lunch)</b>
7	<b>In Night : Juice / Frooti / Cold drinks/Milk.</b> (Minimum quantity - 200 ml)

**(SCHEDULE-II)****LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING**

S.No.	Item	Brand*
1	Milk	Saras Dairy / Amul
2	Curd	Fresh having proper consistency
3	Paneer	Fresh having proper consistency
4	Biscuits	Britania / Parle / ITC Sunfeast
5	Bread	Harvest / Britannia
6	Butter	Amul / Britannia / Saras
7	Jam	Kissan
8	Tomato Sauce/Ketchup	Kissan / Maggi
9	Tea	Tata Tea
10	Tea Bags	Taj Mahal / Tata Tetley / Nestea
11	Coffee	Nescafe / Bru/Sunrise
12	Refined Oil (Soya)	Sundrop of ITC / Fortune
13	Mustard Oil	Postman / Dhara
14	Rice	Good quality Basmati rice (Full grain)
15	Sugar / Sugar cubes	Daurala / Balrampur
16	Atta / Maida / Besan	Shakti Bhog / Annapurna / ITC/Laxmi Bhog
17	Pulses	Good Quality
18	Spices	MDH/Everest
19	Fruits / Vegetables	Seasonal fresh good quality
20	Chicken/Mutton/Fish/eggs, etc.	Fresh good quality
21	Salad	Green Salad of seasonal fresh good quality vegetables
22	Papad	Lijjat
23	Pickle	Reputed good quality brands
24	Ice Cream	Kwality Walls / Amul / Vadilal
25	Sweets & snacks	Good quality
26	Frooti / Cold drinks / juice	Standard/established brands

**\*The above brands and/or brands of comparable quality (to be approved by the Bank can only be used.)**

**NOTE:**

**Edible oil once used for cooking etc. shall not be used again for any other purpose whatsoever.**

## Periodicity of House Keeping &amp; Maintenance Services

<b>1</b>	<b>SWEEPING &amp; MOPPING</b> Class Rooms, Hostel rooms, Executive rooms, faculty rooms, administrative rooms, conference room,, Library.	-	Once a day / as per requirement
	Lobbies & corridors	-	Twice a day or more if required
	Staircases	-	Twice a day or more if required
	<i>Open terraces and other open space</i>	-	Sweeping once a day or more as & when required
<b>2</b>	Dusting & cleaning of furniture, cupboards, telephones, instruments, windows and doors, Venetian blinds, glasses, water coolers, flasks, Aqua guards etc.	-	Once a day
<b>3</b>	Vacuum cleaning of carpets/curtains/sofa sets	-	Once a week
<b>4</b>	Cleaning of toilets, sanitary fittings and wares using detergent and disinfectants etc: - in Office complex	-	Minimum twice a day or more if required. Mopping daily
	- in hostel		Once a day
<b>5</b>	Cleaning of buckets, tubs, soap trays, sitting stool, mugs etc. with detergents	-	Once a week
<b>6</b>	Mechanical washing and scrubbing of all floor area including that of bathrooms, toilets with detergent, dust removing chemicals and wax polishing of the floor area	-	Once a week
<b>7</b>	Removal of cobwebs, cleaning of ceilings and roofs	-	Once a week
<b>8</b>	Polishing Saraswati statue, door closers, door handles and other brass fittings with Dora, etc:	-	Once a month
	- in Office complex - in hostels		Once a fortnight
<b>9</b>	Polishing of taps and other steel fittings in the toilets with Silvo	-	Once a week
<b>10</b>	To spray Finit in the hostel rooms,	-	Every alternate day

	classrooms, office complex and outer area as well. The Finit pump and any other material like spray liquid to be provided by the contractor		
11	Cleaning/scrubbing of bathroom wall tiles with detergents.	-	Once a week
12	Cleaning of window panes/wall paneling	-	Once a week
13	Cleaning of fans/switch boards/walls/tubelights/ wall hangings and air-conditioning grills etc.	-	Once a Month
14	Shampooing and spraying carpets laid in the hostel rooms, classrooms and office complex and other areas	-	Once a month
15	Laundry of curtains	-	Once in three months.
16	Laundry of bed sheets/pillow covers/towels/ Blankets cover	-	Once a week and/or on change of occupancy of each hostel room, whichever is earlier
17	Opening of clogged drains/sewer lines	-	As and when required
18	Refilling of filtered drinking water in flasks in hostel rooms, faculty rooms, office, training block etc.	-	Daily in the morning and then as required.
19	Removal and disposal of waste material, garbage etc in the nearest garbage bin without any extra charges.	-	Every day
20	Cleaning of dustbins, waste material baskets etc with detergents etc.	-	Every day
21	Blankets	-	Quarterly

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## TECHNICAL BID

एनेक्जर-1

<b>1</b>	<b>Full Name of the firm/Company etc</b>			
<b>2</b>	<b>Constitution</b>	Proprietorship/ Partnership/ Company (Please tick as applicable)		
<b>3</b>	<b>Complete address</b>			
<b>4</b>	<b>Telephone</b>			
	<b>Fax</b>			
	<b>e-mail</b>			
<b>5</b>	<b>Details of Proprietor/ Managing partner/ Managing Director</b>  (Please attach KYC documents)	Name (S)	Address	Mobile No.
<b>6</b>	<b>Name (s), address &amp; telephone No. of contact Person (s)</b> (Please attach KYC documents)	Name (S)	Address	Mobile No.
<b>7</b>	<b>Year of Establishment of firm/ Co.</b> (In case of Company MOA & AOA be enclosed)			
<b>8</b>	<b>Income Tax PAN/TAN/GST No.</b>			
<b>9</b>	<b>Total number of workmen employed/ on the roll of the Company</b>	We confirm that no minors are employed by our firms.		
<b>10</b>	<b>Number &amp; date of license issued under contract Labor</b> (Regulation & Abolition Act 1970, If applicable)			
<b>11</b>	<b>Experience</b>	With duly authenticated certificates		
<b>12</b>	a)EPF No with date b)ESI No with date c) GST number with date			
<b>13</b>	<b>Detail of Experience/ Main clients at present</b> (reputed institutions/organization (where training cum hostel facilities are available.)	Name of		Mobile No.
		Client (s) & Address	A Responsible person (Who will be in a position to certify about past experience with client)	
<b>14</b>	<b>Turn over during last three financial</b>			

	<b>years (without any change in the constitution) Attached Self-attested documentary proof like IT Return, Balance sheet, etc</b>	Rs. In lakhs
<b>15</b>	<b>Details of Tender Money</b>	D.D. No. .... dated ..... Amount Rs. .... Bank----- Payable at .....
<b>16</b>	<b>Whether firm is blacklisted by any institute or organization</b>	
<b>17</b>	<b>Whether Firm is registered under Lab if registered than provide registration details</b>	

**Note : Firm should have to submit copy of all the relevant document of Mentioned in Technical Bid Format Point No 1 to 17. Bids without incomplete document will be Rejected.**

Verification: I/we verify that all the details furnished above are true and correct to the best of my knowledge and belief. I /We understand that in case of furnishing of any false information or suppression of any material information, the bid shall be liable for rejection besides initiation of panel proceedings by the Bank, if it deems fit.

**Compliance to all the points mentioned in technical bid stand for evaluation of the bid.**

Note :-

**No rates to be quoted in this bid. If the rates are mentioned by the bidder, then the bidder shall be debarred from tendering process.**

**The bidder must accept terms & conditions mentioned below. Each page must be signed by the Bidder/Authorized Signatory of the Bidder in token of having accepted the terms and conditions.**

**Yours faithfully**

Signature of authorized Signatory

Name of Signatory:

Designation:

Seal of Company

Telephone No.

Mobile No.

Place

Date



**FINANCIAL BID**

**Annexure 1I**

**Gen. Manager**

Baroda Rajasthan Kshetriya Gramin Bank  
Head Office –2343, Second Floor,  
Vaishali Nagar,Ajmer – 305004

**Reg: Financial Bid for Catering, Housekeeping & Maintenance services at Bank Per Training Center**

Sir,

This has reference to your tender for Catering, Housekeeping and Maintenance followed by my technical bid. I have read all the terms & conditions as stipulated in the technical & commercial bids and I am ready to execute the stamped agreement and Indemnity Bond.

**I / We offer my / Our rates :-**

**.All expenses and charges including in Bid Rate excluding GST**

**.GST chargeable as per Government Of India Rules.**

**Our Bid Rates are as under:**

**Financial Bid Part 1**

S. No.	Description of Service/ Work type	Unit	Quotation Rate PER MONTH, Each Training Centre ( Amount in Rupees) <b>All expenses and charges including in Bid Rate excluding GST</b>	
			In figures	in words
1	Providing catering, housekeeping & Maintenance Services including the cost of all man power, equipments and consumables required for providing services as mentioned in Schedule no. III and also complying with the aforesaid terms and conditions as per Tender document at <b>Staff Training Centres</b> <b>1.Fatehpur Road, Sikar.</b> <b>2 Rajeev Colony, Chittorgarh</b>	Monthly Rate		

**Signature of authorized Signatory**

**Name of Signatory:**

**Designation:**

**Date:**

## Financial Bid Part 2

S. No.	Description of Service/ Work type	Unit	Quotation Rate PER TRAINEE CANDIDATE, PER DAY for Each Training Centre ( Amount in Rupees) <b>All expenses and charges including in Bid Rate excluding GST</b>	
			Daily, Per Trainee candidate	In figures in words
1	Providing Items of Food, Beverages, in Daily Breakfast, Tea, Snacks, Lunch, Dinner etc. catering, Services including the cost of all man power, equipment's and consumables required for providing services as mentioned in Schedule no. I & II and also complying with the aforesaid terms & conditions as per Tender document at <i>Staff Training Centres</i> <i>1.Fatehpur Road, Sikar.</i> <i>2 Rajeev Colony, Chittorgarh</i>	Daily Rate for per Trainee candidate		

Signature of authorized Signatory

Name of Signatory:

Designation:

Date:

### Financial Bid Part 3

S. No.	Description of Service/ Work type	Unit	Quotation Rate – PER NON WORKING DAY Per Training Centre ( Amount in Rupees) <b>All expenses and charges including in Bid Rate excluding GST</b>	
			In figures	in words
1	Providing catering, housekeeping & Maintenance Services including the cost of all man power, equipment's and consumables required for providing services as mentioned in Schedule no. III and also complying with the aforesaid terms and conditions as per Tender document at <i>Staff Training Centres</i> <i>1.Fatehpur Road, Sikar.</i> <i>2 Rajeev Colony, Chittorgarh</i>	Daily Rate for non working day		

Signature of authorized Signatory

Name of Signatory:

Designation:

Date:

**Application Form**

**(Annexure-III)**

**The General Manager  
Baroda Rajasthan Kshetriya Gramin Bank  
Plot 2343, IInd Floor,  
Vaishali Nagar, Ajmer  
Sir,**

**Reg: Our bid for Catering, Housekeeping & Maintenance services at Bank's Training Centers.**

**We submit our Bid Document with undertaking herewith.**

We understand that

- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
- You may accept or reject or cancel the Tender at any stage without assigning any reason or giving any explanation whatsoever.
- We hereby undertake and agree to provide **Catering, Housekeeping & Maintenance services at Training Centers 1. Fatehpur Road, Sikar. And 2 Rajeev Colony, Chittorgarh** and abide by all the terms and conditions including all annexures, Schedules and corrigendum(s) etc. stipulated by the Bank in this Tender document.

**Yours faithfully**

Signature of authorized Signatory

Name of Signatory:

Designation:

Seal of Company

Telephone No.

Mobile No.