



TENDER DOCUMENT

FOR

CATERING AND HOUSEKEEPING SERVICES

AT

**JAWAHARLAL NEHRU INSTITUTE
OF
BANKING AND FINANCE (JNIBF)**

GACHIBOWLI, HYDERABAD - 500032

**PART - A
TECHNICAL BID**

INDEX

**CATERING AND HOSTEL HOUSEKEEPING
AT JNIBF, GACHIBOWLI, HYDERABAD – 500032**

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I. NOTICE INVITING TENDER

1. IDBI Bank Ltd invites sealed tenders from experienced, competent and reputed contractors for providing catering and housekeeping services at Jawaharlal Nehru Institute of Banking and Finance (JNIBF), Gachibowli, Hyderabad – 500032.
2. The tender documents can be downloaded from the website of IDBI Bank Ltd at www.idbi.com. Each tender set comprises (i) **Part A** - Technical Bid and (ii) **Part B** - Commercial Bid.
3. Sealed tenders addressed to The General Manager (FIMD), Jawaharlal Nehru Institute of Banking and Finance, Gachibowli, Hyderabad – 500032 may be submitted in the form of two bid system as per the procedure prescribed in the tender document by dropping in the tender box kept for the purpose in the administrative block of the JNIBF **not later than 1400 hrs in afternoon on August 16, 2013 (Friday)**
4. The tenders shall be submitted in the following manner and shall contain details / documents as listed below :
 - a. One sealed envelope superscribed “**Technical Bid (Part-A) - Tender for Catering and Housekeeping Services at JNIBF**” shall contain the following:
 - i. Forwarding letter (as per proforma given in Annexure-I) on the letter head of the bidder.
 - ii. Demand Draft towards the EMD in the name of **IDBI Bank Ltd**, payable at Hyderabad.
 - iii. Profile of the bidder (as per proforma given in Annexure-II) duly filled.
 - iv. A complete set of tender document (**Part A -Technical Bid**) as issued, duly filled and signed by the bidder.
 - v. Other related documents mentioned in **Technical Bid (Part-A)**.
 - b. One sealed envelope superscribed “**Commercial Bid (Part-B) - Tender for Catering and Housekeeping Services at JNIBF**” shall contain the following:
 - i. A complete set of the tender document (**Part B – Commercial Bid**) as issued, duly filled and signed by the bidder.
 - ii. Both the envelopes shall be submitted by the bidder in another third sealed envelope superscribing “**Tender for Catering and Housekeeping Services at JNIBF**”.
 - iii. The full name and postal address of the bidder shall be written on the bottom left hand corner of the sealed covers.

- iv. Bidder/authorized signatory shall sign on each page of the tender.
- v. If the space in the proforma (Annexure-II) 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.

2. In the first stage of evaluation process, only **Technical Bid (Part-A)** of the bids will be opened on **August 16, 2013 at 3.00 p.m. at JNIBF**. The Technical Bids will be evaluated for credentials, experience, capability based on documents submitted in technical bid, physical inspection of their establishment, physical inspection of their clients' site, obtain feedback on their past performance from their clients. Those bidders satisfying the technical requirements as determined by IDBI and accepting the terms and conditions of these documents shall be short-listed. The decision in this regard will be at the sole discretion of IDBI Bank Ltd.,

3. Under the second stage of evaluation process, the **Commercial Bid (Part-B)** of only those bidders, who have been short-listed earlier in the first stage will be opened. The bidders, who have been short-listed, would be intimated regarding date and time of the opening of the commercial bid.

4. Before submitting the bid, the intending bidder shall visit the site and familiarize himself /herself thoroughly with the site conditions, scope of work, terms and conditions of the tender. **Non-familiarity with the site conditions will not be considered a reason for not carrying out the work in strict conformity with specifications.**

5. Tenders not submitted as per the guidelines stated above, are liable for rejection. JNIBF's decision in this regard will be final.

6. Corrections, if any, in the quotation should be duly authenticated with full signature. In case of any difference between the figures and the wordings, the wordings will be taken as the correct one.

7. **Tenders received after the prescribed time and date will not be considered.**

8. No deviations / conditions will be stipulated by the contractor in both technical and commercial bids. Conditional tenders will not be accepted and will be summarily rejected.

9. Tender would remain open for acceptance for 60 days from the date of opening of Technical Bid (Part-A) of the tender or till the date of finalization of tender, whichever is earlier.

10. Falsification/suppression of information shall lead to disqualification of the bidder / cancellation of contract even

11. after award of work during the currency of the contract.
12. Bidder shall ensure submission of complete information / documents at the first instance itself. JNIBF reserves the right to complete the evaluation based on the details furnished by the bidders without seeking any subsequent additional information. Bids not in compliance with tender conditions or with incomplete information / documents are liable for rejection.
13. JNIBF reserves the right to reject any or all of the tenders received without assigning any reason thereof.
14. For any clarifications please contact on 040-23005638 / 040-23002536 / 9912372559

II. ELIGIBILITY CRITERIA

1. Bidder should be a professional with a minimum of 5 years experience in providing in-house catering (i.e. Veg, Non-Veg, South Indian, North Indian, Chinese, Continental, etc.) and housekeeping services to big training institutions, banks, corporate etc. The time period of 5 years shall be reckoned as on 01/04/2013.
2. Bidder should be a Limited Company (either private or public) incorporated under the provisions of The Companies Act, 1956.
3. Minimum annual turnover of bidder should be Rs.3 crores during last three financial years (i.e. 2012-13; 2011-12; 2010-11) supported by audited or CA certified statement of accounts.
4. Bidder should have successfully completed minimum of 3 similar jobs/ services (both hostel housekeeping and in-house catering services) in training institutions, banks, financial institutions, corporates in public/private sector, guests houses, hotels during the last 5 years ending on March 31, 2013 with a minimum billing amount of Rs.60 lakh p.a. with a single organization by providing 100 lunch/dinner at a time and serving minimum 100 rooms (single or double) in any particular location.
5. Bidder should have among its clients, training institutes / centres established by banks, financial institutions or corporate in public/private sector, for whom they have been providing both catering and housekeeping services of similar nature. Names and addresses of such clients along with details regarding nature, amount and period of the contracts should be furnished along with **Technical Bid (Part-A)**. Certificates from the clients regarding the quality and duration of service rendered during the last three years shall also be furnished in the prescribed format given in **Annexure-II**.

6. Track record of bidder should be clean and should not have any involvement in illegal activities or financial frauds. There should not be any case with the Police/Court/Regulatory authorities against the bidder.
7. Bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
8. Bidder must not have been suspended / delisted / blacklisted by any organization on any grounds.
9. The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/she had with his/her clients and furnish the status of arbitration, if any.
10. If the performance of the bidder is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including JNIBF, then JNIBF reserves the right to reject the bids submitted by such bidders.
11. The bidder should be based at Hyderabad or have a representative establishment at Hyderabad.
12. Bidder should have applicable registrations with statutory authorities such as Regional Labour Commissioner (Central), ESI, PF, PAN, TIN, VAT, CST, Service Tax, etc. The copies of certificates of registration should be enclosed.
13. The bidders shall submit documentary evidence in support of the above eligibility criteria.
14. Bidder should deposit Rs.1,00,000/- by means of a Demand Draft from scheduled bank drawn in favour of “IDBI Bank Ltd.,” payable at Hyderabad as Earnest Money Deposit (EMD). **Tenders without the EMD will not be considered.**

III. TERMS AND CONDITIONS

1. The tenure of the Contract will be for 3 years. Initially the contract will be awarded for 3 months and if services are found satisfactory, the contract will be continued on yearly basis for a total period of 3 years inclusive of the initial 3 month period.
2. The successful bidder will be eligible for an increase in the **rates @ 10%** p.a. every year on successful completion of the annual contract period.
3. JNIBF will have the option to terminate the contract if the contractor commits the breach of any of the conditions contained in this contract and fails to render the services to the satisfaction of JNIBF after giving notice of **two months** expressing its intention to terminate the contract.
4. Bidder shall deposit Rs.1,00,000/- (Rupees one lakh only) by means of a Demand Draft from scheduled bank drawn in favour of “IDBI Bank Ltd.,” payable at Hyderabad as Earnest Money Deposit (EMD).
5. EMD of the unsuccessful bidders will be returned after finalization of the tender. The EMD of successful bidder shall be retained and adjusted towards security deposit. The EMD shall not bear any interest.
6. The offer of contract issued to the successful bidder would need to be accepted within 7 days from the date of issue of the offer. Failure to accept the offer within this period will result in forfeiture of the EMD.
7. The successful bidder will be required to deposit a further sum of Rs.1,50,000/- within 7 days from the date of acceptance of offer towards security deposit for due performance of the contract. The total security deposit of Rs.2,50,000/- shall be refundable after expiry/termination of the contract. The contract order shall automatically become null & void and EMD will stand forfeited on the contracting firm failing to deposit the amount as above. However, JNIBF reserves the right to revive the contract order, if circumstances warrant. The security deposit shall not bear any interest.
8. On payment of the security deposit, the contracting firm will be required to enter into an Agreement/Contract on stamp paper of appropriate value in the form to be approved by JNIBF containing inter-alia all the terms and conditions of the contract.
9. If the successful bidder fails, in course of the contract period, to comply with the terms and conditions of the Agreement/contract, the security deposit may be forfeited in full or in part as decided by the Competent Authority.
10. The contractor shall provide Catering services as specified in “**Scope of work and specific conditions for catering**”.

11. The contractor shall also provide Housekeeping services as specified in **“Scope of work and specific conditions for housekeeping”**.

12. The Catering and Housekeeping services for the participants/guest faculty shall be provided on all days during the contract period (‘Participant’ means an official attending a training programme, ‘Guest Faculty’ means who are invited externally to handle the sessions). Tea and lunch services shall also be provided to the members of the staff/guests of the institute. In addition, breakfast / dinner and snacks also shall be provided to staff, if required. (‘Staff’ means who are employed at JNIBF either as Faculty / Administration personnel). Failure to provide the service shall attract penalty. The amount of penalty would be decided by JNIBF on each occasion and shall be final.

13. Usually the training programmes are conducted throughout the year, but the number of participants may vary from time to time and JNIBF does not guarantee any minimum number of participants. A situation could arise where no training is conducted during a particular month. Notwithstanding this, the contractor’s catering and housekeeping services shall be available throughout the year without any break.

14. Besides providing catering and housekeeping services to the participants/guest faculty in training programmes/seminars, the contractor shall also provide tea/coffee, lunch services etc. to the staff of JNIBF (around 30 to 35 members) on programme and non-programme days as per Menu given in **Annexure-A** and **Annexure-B** respectively at the following pre-fixed rates.

a)	Tea/Coffee	Rs.5/-
b)	Breakfast	Rs.12/-
c)	Lunch/Dinner (for officers)	Rs.40/-
d)	Lunch/Dinner (for other staff)	Rs.26/- (5 members)

15. JNIBF shall pay to the contractor minimum amount of Rs.3,00,000/- Rupees Three lakh only) per month as Retention charges for providing catering and housekeeping services irrespective of number of training programmes conducted during the month.

16. The contractor shall provide adequate number of competent and well-trained staff for cooking including expert Chef, cleaning, dining, room services and also maintenance of hostel.

17. Adequate number of staff shall be maintained at any point of time by the contractor to manage the activities of the training centre at all times. The contractor should have full control of such employees and shall give necessary guidance and direction to carry out the jobs assigned to them by the contractor. The catering and housekeeping staff is to be identified separately and not allotted sundry duties elsewhere in the premises.

18. No advance shall be paid. Bills for catering and housekeeping services may be raised by the contractor on per participant per day basis (as per the rate quoted by the

lowest bidder) upon completion of each programme and the same shall be settled within one month from the date of submission of the bill, provided the same is in order.

19. Applicable taxes will be deducted at source at the time of settlement of bills.
20. JNIBF shall undertake the Pest Control in all areas by deploying specialized agency.
21. The contractor shall comply with the municipal and other regulations relating to preparation and sale of food stuffs, beverages and refreshment and shall obtain the necessary licenses and permits at his/her own cost.
22. In case of any labour problems related to the workmen staff of the Contractor, the same will be settled at the contractor's end only.
23. The contractor should maintain the registers for his employees viz., Muster Roll, Register of Wages, Register of Fines, Register of Deductions for Damage or Loss, Register of Overtime, Wage Slips etc. as required by Labour Laws.
24. It will be the contractor's responsibility to ensure that the obligations under the terms of this contract are duly performed and observed.
25. The contractor shall pay the statutory payments such as PF, ESI, Bonus etc. for the staff deployed by him/her at JNIBF, through a separate challan and it should be submitted along with the monthly bill. The contractor shall also pay the Service Tax, VAT etc pertaining to JNIBF to the respective authorities through separate challan. The bills will not be settled unless the contractor submits the above challans.
26. Residential accommodation shall not be provided by JNIBF to the workmen of the contractor. However, JNIBF will allow a few workmen of the contractor to stay in the kitchen premises for early hour duties such as fetching milk, serving of bed tea/coffee etc. Their presence, however, should not cause any disturbance to normal functioning of the JNIBF.
27. The contractor or his staff shall not use the premises, properties, fixtures, fittings, etc., of JNIBF for any purpose other than those expressly provided in the contract. It shall be open to officials of JNIBF to inspect the hostel and kitchen.
28. The contractor shall be responsible for taking adequate care of all equipment, utensils etc. He should bring to the notice of JNIBF, the repairs and maintenance work that are required to be undertaken from time to time. If any repairs of the equipment are to be made on account of mishandling/negligence of the workmen, except normal wear and tear, the said items will be repaired by the contractor at his/her cost.
29. The contractor or his authorized representative has to attend review meeting every month or as and when required, for discussion, evaluation of performance of the contract, and compliance to statutory issues, etc.

30. In the event, any damage is caused to the movable or immovable property of the JNIBF or its client or to the property of the employees of JNIBF, the JNIBF reserves the right to compute the damage in terms of money and to deduct the money from the bill of the contractor or from the amount payable to the contractor by the bank and the remaining amount, if any, by way of civil damages.

31. The contractor agrees not to use the Trademark and or trade name of JNIBF or letterhead of JNIBF nor will the contractor hold himself as an agent of JNIBF, the relationship between the contractor and JNIBF being a principal-to-principal basis.

32. The contractor shall not use the JNIBF's address on his letterhead/stationery for purposes of Registration with any Government/Local Body or any other organization or person and no tenancy shall be created by the presence of his workmen/employee on JNIBF's premises.

33. To ensure effective implementation of this contract, the Director or an authorized official of JNIBF shall issue instructions, either orally or in writing to the contractor and such instructions shall be deemed to be a part and parcel of this contract and shall be binding on the contractor. In all matters relating to or incidental to this contract, if there arises any doubt or dispute or disagreement the decision of the Director, JNIBF shall be final and binding on the contractor.

34. Contractor's Employees

i) The employees engaged by the contractor shall be of good health and character, fit, well behaved; obedient and skilful in their tasks. They should be conversant with English or Hindi.

ii) The contractor shall furnish list of his/her employees to be deployed along with qualifications, experience, address, photos etc.

The Contractor shall ensure that they observe cleanliness and are properly dressed in clean uniform with identity cards during their hours of service.

iii) The Contractor should take all precautionary measures to ensure the safety of the workmen employed by the contractor and JNIBF shall not be responsible in case of any eventuality.

iv) The contractor shall take prior permission from the authorized official before deploying the employee at JNIBF. However, JNIBF reserves the right to reject any particular workmen/staff placed/employed by Contractor under the contract with JNIBF without assigning any reason.

v) The Contractor shall furnish a detailed duty chart of the employees employed by him at the beginning of every month and keep informed JNIBF of any changes made in them from time to time. The duty chart for the month should give the specific names of the employees and respective duties they are required to attend to. Also, Contractor

should submit the list of employees with the changes effected if any on first day of every month.

vi) The Contractor should rotate the staff at least once in six months with equally trained and experienced people.

vii) The Contractor shall remove any employee who in the opinion of JNIBF is guilty of misconduct, or is in any manner unfit or unsuitable for service. The Contractor shall at all times indemnify JNIBF against all claims which may be made under the Workmen's Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The Contractor shall be solely responsible for the remuneration and other dues of its employees as also for omissions / commissions done by them

viii) The workmen/employees engaged by the Contractor shall not have any right/claim over the facilities enjoyed by JNIBF staff, participant's etc.

ix) JNIBF shall arrange for medical check-up of the canteen personnel if considered necessary by JNIBF and the Contractor shall withdraw any person who is not found medically fit for the job and arrange for an appropriate substitute. The cost if any incurred by JNIBF in this regard would need to be borne by the Contractor.

x) It is clearly understood that the contractor's employees shall not have any employee-employer or master-servant relationship with JNIBF/IDBI Bank.

xi) The Contractor shall ensure that none of his personnel on duty is inebriated state or consume drugs, prohibited substances, smoke, etc., while on duty/JNIBF premises.

xii) In case of theft of any material/cash takes place from the occupants room on account of the negligence on the part of the employees employed by the Contractor, the Contractor would be liable for such lapse and the amount, if any, would be recovered from the Contractor while settling the bill.

35. Failure to Exercise JNIBF's rights

Any omission on the part of JNIBF at any time to exercise any of its rights under the terms of the catering arrangements shall in no way impair or affect the validity of the terms and the rights of JNIBF to enforce its rights at any time subsequently.

36. Tenancy Rights

Nothing herein contained shall be construed to create any tenancy in Contractor's favour of the Canteen block and premises and JNIBF may of its mere motion effect the termination of this catering arrangement, re-enter and retake and absolutely retain possession of the canteen block. JNIBF shall allow a few workmen of the Contractor to stay in the kitchen premises for early hour duties such as fetching milk, serving of bed tea/coffee etc. Their presence, however, shall not cause any disturbance to normal functioning of JNIBF.

37. Licences and Registrations

(i) The Contractor should obtain the requisite license under Contract Labour Act (Regulation and Abolition Act 1970) and amended from time to time issued by the concerned Labour Department for running the establishment. JNIBF shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments by the Contractor.

(ii) The Contractor shall register with the Registrar of concerned State Body and shall abide by State Labour/Government of India (ministry of Labour) rules and regulations and all other Statutory Acts/Regulations and rules relevant to this contract including Works Contract Act, Minimum Wages Act 1950 and amended from time to time, Payment of Wages Act 1935 and amended from time to time Provident Fund Act, ESI Act etc. and such other Statutory Enactment, Rules and Regulations laid by the Government and local body in force, coming into force which may apply to this agreement. The Contractor shall indemnify the principal employer (JNIBF) against risks and damages arising out of the default on the part of Contractor due to negligence or non-compliance of any of the aforesaid rules, regulations etc. laid down by the Government and other Statutory authorities from time to time.

(iii) The Contractor shall comply with all requirements of law with regard to the provision of labour and ensure that an appropriate licence from State Assistant Commissioner is obtained. It shall be the responsibility of the Contractor for furnishing necessary Statutory information / documents in proof of the above whenever called for by JNIBF.

38. In case of any labour problems related to the workmen staff of the Contractor, the same will be settled at the Contractor's end only.

39. Disputes Resolution

All questions, disputes and / or difference arising under or in connection with this agreement or in any way touching or relating to or concerning the construction, meaning or effect or the terms herein, shall be referred to the sole arbitration of JNIBF or to the sole arbitration of the Officer who for the time being is entrusted whether or not in addition to other functions, with the functions of JNIBF by whatever designation shall offer may be called hereinafter referred to as the said Officer and if JNIBF or the said Officer is unable or unwilling to act, the sole arbitration of some other person appointed by JNIBF or the said Officer and willing to act as such arbitrator. The Contractor has no objection to any such appointment to the effect that the arbitrator so appointed is JNIBF's own Officer or that he was a part to the contract or that he had to deal with matters which relate to this arrangement or that in the course of this duties as such Officer he had expressed views on all or any of the matters in dispute or difference. The award of the arbitrator so appointed shall be final and binding.

I/We have read the above terms and conditions and are acceptable to me/us.

Signature of the authorized person:.....

Name of the signatory (.....)
(in block capital letters) :

Status of the signatory i.e.
proprietor/partner :

Date :

IV. CATERING - SCOPE OF WORK AND SPECIFIC CONDITIONS

1. Scope of Work

During the contract period, the contractor shall be responsible for the following:

- i) Complete catering services to the participants, guest faculty, staff and guests of JNIBF as per package at **Annexure – A** on all days.
- ii) Providing water, tea/coffee services to the participants, office staff, guests and guest faculty during office hours at all times and outside office hours and on holidays, if so required. Mints (halves, alpines, polo etc) have to be provided daily twice in the classrooms for the consumption of participants.
- iii) Providing special catering services within the premises / campus of JNIBF on special occasions as per quoted rates for such occasions or any rates agreed upon after mutual discussions.
- iv) JNIBF may decide to have additional vegetarian / non-vegetarian buffet lunch, or dinner or high tea during a Programme, the additional charges leviable by the Contractor for such special buffet (either lunch or dinner or high tea) will be agreed to by mutual discussions / agreed rates / quoted rates in the contract.
- v) The charges for catering services shall be on per head per day basis for the participants/guests staying for an entire day. Where participants/guest stays for only a part of the day or only avails catering services, the catering charges shall be on per head per meal basis.

For the above purpose, the Contractor will be permitted to use and occupy as under:

The Canteen Block consist of main dining hall, VIP dining hall, kitchen, the store rooms attached to the kitchen, dormitory, the receiving area behind the kitchen including the gas bank etc.,

2. Gas

JNIBF shall provide commercial LPG gas connection and the Contractor shall arrange for regular supply of commercial LPG gas refills at his own cost and pay directly to the gas dealer. The Contractor must ensure prompt and uninterrupted supply of gas by placing order with the dealer sufficiently in advance and arrange for alternative sources when there is any short supply of gas.

3. Electrical Lights and Fans

The Canteen Block is fitted with various types of kitchen equipments, lights, fans, exhaust system, geysers and air-conditioners etc. These electrical fittings and equipments should be handled in a proper manner and should be cleaned regularly by the contractor.

4. Furniture and Fixtures

All the furniture, fixtures, equipment and articles as mentioned in **Annexure-C** as per inventory separately prepared and all other furniture, fixtures, equipment and articles bought or made available by JNIBF in or to the kitchen and dining block shall remain to be the exclusive property of Institute and shall on termination/expiry of this contract be handed over by the Contractor to JNIBF in the same order and condition in which they are at the beginning of the contract, except reasonable wear and tear.

5. Damage to other articles in the premises

The Contractor shall be responsible for any damage to the canteen block of the building under the Contractor's occupation and to the fittings, fixtures, furniture, equipment entrusted to the contractor when such damage is in the opinion of JNIBF, caused due to negligence or carelessness or any fault on Contractor's part or that of its Manager or Workmen or Agent and the Contractor shall be liable to pay to JNIBF such amount in respect of such damage as may be assessed by JNIBF officials.

6. Crockery, Cutlery and Cooking utensils etc.

i) The Contractor shall be provided with crockery, cutlery, table linen & frills, cooking utensils and other articles that are necessary and required for providing catering and housekeeping services. The Contractor shall at all times keep and maintain all the articles in a clean, neat, hygienic and tidy order and condition. The Contractor shall maintain inventory of the stock of items given to him. An inventory statement giving clearly the break-up of the stock including usable items, unusable items due to normal wear and tear and breakage / missing, if any, should be submitted to JNIBF by 10th of every month, which shall be checked by the authorized official of JNIBF.

ii) The breakage should be kept to a reasonable level. If any breakage takes place on account of negligence or mishandling of the equipment, utensils, crockery and cutlery, the Contractor shall have to bear the entire cost in respect of such breakage. Similarly, the cost of any items, missing shall be recovered from the Contractor in full. If **breakage takes place on account of normal and regular usage, 25% of the original cost of the items shall be recovered from the Contractor**

7. Kitchen Equipment

Adequate care to be taken to keep the kitchen equipment in good condition. The list of kitchen equipment items will be provided at the time of awarding the contract. The cooking range, oven and other kitchen equipment should be cleaned on a daily basis and kept clear of any spillage of food and oil. Any repairs, if required for, should be brought to the notice of the authorized official of the JNIBF immediately.

8. Electricity

The charges for electricity consumed for lights, fans and other electrical appliances in the Canteen Block will be borne by JNIBF but proper steps shall be taken by Contractor to ensure that the fans, lights and other electrical appliances are used with due economy and are switched off when not required or are used only to minimum extent necessary so as to

avoid wasteful consumption of electricity. JNIBF reserves the right/option to levy penalty on the contractor in case of wastage of electricity.

9. Water Supply

The water required for running the Canteen and maintaining the Canteen Block shall be supplied by JNIBF. The Contractor shall ensure utmost economy in the consumption of water and shall ensure that there is no wastage of water in the canteen. Leaking taps shall be brought to the notice of JNIBF well in time to repair the same. In case of water shortage/ no supply from the water board, the Contractor shall co-operate with JNIBF for regulated supply by JNIBF. The Contractor shall abide by such instructions, as may be imposed or as may be issued by the appropriate Government, Civic authorities and officials of JNIBF or any other person authorised by JNIBF in consumption of water. JNIBF reserves the right/option to levy penalty on the contractor in case of wastage of water.

10. Maintenance of Canteen Block

The Contractor shall keep the 'Canteen Block' as well as the adjoining space around the canteen block in a clean and tidy condition and use branded detergent to clean and mop the canteen block. The dining tables along with the glass top and the service tables have to be maintained in a clean and neat manner. The Contractor shall not permit the canteen block or any portion thereof to be used for residential purposes by any of its employees. It shall be open to any official of JNIBF authorized in this behalf to inspect the canteen block or any portion thereof at any time.

11. Personal Supervision

It will be the Contractor's responsibility to ensure that the obligations under the terms of this agreement are duly performed and observed and a competent and qualified person shall be appointed as Manager whose name should be informed to JNIBF and who shall remain in person on the campus to manage and supervise the catering properly. The Manager should be conversant with both Hindi and English.

12. Standard of Catering

(i) The quality of articles of food and provisions should be of good standard as specified in **Annexure-C**. JNIBF's officials will have authority to inspect such articles of food and provisions and will have full powers to order discontinuance of use of such articles of food and provision, which are found to be of unsatisfactory standard and on grounds of hygiene.

(ii) A high standard of catering shall be maintained at all times with due regard to quantity, quality and purity of foodstuffs. High standard of cleanliness in preparation and handling of food items, cooked and cut food servings should be maintained. The workmen handling the cooking and cutting directly should maintain a high level of personal hygiene and cleanliness. Courtesy should be observed while servicing the guests, guest faculty, participants and staff members. **Rating of the service should be maintained above 2.80 on a scale of (0-4) and the Contractor shall take adequate steps to improve the service in case food is rated below 2.80 by the participants.**

(iii) In case of food rating is below 2.80, JNIBF shall levy penalty charges from the contractor. The amount of penalty would be decided by JNIBF on each occasion and shall be final and binding on the contractor.

(iv) The Contractor shall ensure that the food items supplied are as per the standards of fitness prescribed by the Government authorities and if at any time any fine is imposed by the Government authorities (for Eg. by the food inspectors/ food dept.) the same shall be borne by the contractor and JNIBF will not pay any fine or penalty that may arise/or that may be imposed on account of the fault of the Contractor. The Contractor shall be personally and solely responsible for any consequences due to food poisoning. Besides refusal of the entire payment for the sessions, during which such food poisoning has occurred, JNIBF may initiate further stringent action, as he may deem fit.

(v) The standard of cleanliness of kitchen utensils, crockery, glassware, cutlery; linen etc. shall be of very high order and any laxity in this regard will attract severe penalties of the amount to be determined by JNIBF. The Contractor shall be bound by the decision of JNIBF.

(vi) Utensils, cups, saucers, flasks, crockery, etc. should be scrubbed and cleaned thoroughly with soap water and hot water.

(vii) The Caterer should ensure that the entire catering premises are kept hygienic and clean. A thorough master cleaning ought to take place every weekend for all equipments, fixtures, utensils by removing the grime, grease, stains, oil etc. wiped well by clean cloth and dried.

13. Provisions, fruits and vegetables etc.

(i) The Contractor shall be solely and wholly responsible for the procurement of all articles of food and provisions at his own cost. The Contractor shall bear complete financial responsibility for all purchases and financial commitments he may enter into for fulfilling the contract.

(ii) It shall be the responsibility of the Contractor to store the materials purchased by him in a neat, tidy and hygienic manner in the space provided by JNIBF. The security of such material shall be the sole responsibility of the Contractor

(iii) The quality of food and provisions shall be of good standard as specified in **Annexure-C**. JNIBF shall have authority to inspect such articles of food and provisions and shall have full powers to order discontinuance of use of such articles of food and provision which are found to be not meeting the standard set out in the contract and on grounds of hygiene. Suitable refrigerator shall be provided by JNIBF for storing of perishables. It shall be the responsibility of the Contractor to store the material in an appropriate and hygienic manner.

(iv) Raw food stuffs such as vegetable, milk, fish, mutton, chicken, eggs, fruit etc. shall be fresh and of good quality as per JNIBF's approval and if found not to be fresh, it

shall be rejected and the Contractor shall replace the same with fresh products from the source approved by JNIBF.

(v) There shall be no re-chauffing i.e. **left over food of one meal shall not be served at the next meal.**

(vi) Reuse of burnt oil is strictly prohibited. Oil, once used will not be reused.

14. Complaints and improvements

The Contractor shall carry out such improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the participants, guest faculty and staff either directly to him or through its Manager.

15. Utensils for cooking Non-vegetarian food

The Contractor shall ensure that cooking vessels and other utensils used for preparing non-vegetarian dishes are not used for cooking and serving vegetarian food. A separate cooking arrangement and use of separate utensils etc., shall be ensured for Vegetarian and Non Vegetarian dishes.

16. Service Timings

The timings for serving the Participants / Staff / Guest Faculty / guest shall be as under:

Bed Tea (to be served in the room) - 5:30 am – 7:00 am

Dinning hall/ Refectory service

Breakfast	-	8:00 am – 9:15 am
Lunch	-	12.30:00 pm – 2:30 pm
Snacks	-	5:15 pm – 6:30 pm
Dinner	-	8:30 pm – 10:00 pm

The above timings could be generally observed. However, there could be exceptional circumstances warranting catering service before or beyond the above timing to which the Contractor should provide.

The Contractor shall supply and serve wholesome and hygienic meals and snack in accordance with the menu as stated in **Annexure-A** and at the rates as agreed in the contract.

Normally the service is a buffet service, however at times on instructions service as per specifications are to be provided i.e. sit-down service, banquet or any other form. The service of all food items should be "**UNLIMITED**" as per the requirement of the participants/guests from the spread available.

17. Preparation of the Menu

The menu for each day's breakfast, lunch, evening snacks and dinner shall be drawn up with due regard to the seasonal requirements, needs and varying tastes of the participants

coming to JNIBF from different parts of the country on a weekly/fortnight basis in advance by the Contractor or its Manager and approved by the authorized official designated by JNIBF for this purpose. The duly signed menu shall be enclosed with the bills at the time of submitting the same for payment.

19. Programme and the day following the end of Programme

On the day previous to the day of commencement of a Programme and on the day following the last day of Programme even though such days, fall within the period of the gap intervening between two Programmes, Contractor shall at the prior instruction from JNIBF, keep the canteen open and arrange for catering service to such of the participants as are expected to be present in the hostel on such days and for such items as partaken of by them and the charges shall be calculated at the rates specified for each of the item as per contract.

20. Sick Participants

If a participant / guest faculty / staff / guest falls ill or is indisposed, they shall be provided with special diet up to the cost of the normal menu, as and so long as, needed by him, without any extra charge in lieu of the normal food supplied in the Canteen. The same shall be served in the room of such participants / guests if so required, also without any extra charge.

21. Miscellaneous

(i) Food should be cooked only in the kitchen of the canteen. Contractor should not bring or serve any food prepared or cooked outside. No outsider should be permitted inside hostel and canteen block. Food should not be served to any outsider, either on payment or free of cost.

(ii) The Contractor shall not be allowed to carry away any material/item out of the campus. Accommodation shall not be provided by JNIBF to the staff of the Contractor. However, JNIBF shall allow a few workmen of the Contractor to stay in the kitchen premises for early hour duties such as fetching milk, serving of bed tea/coffee etc. Their presence, however, shall not cause any disturbance to normal functioning of JNIBF.

(iii) The Contractor shall co-operate with the other Contractors working in the campus, if any.

(iv) The disposal of leftover foods and other garbage will have to done on a daily basis by dumping the same in the main garbage bin earmarked by JNIBF for the purpose. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside JNIBF campus area on daily basis. Leftover food should not be sold or sent out of the campus.

(v) The authorized representatives of JNIBF shall check the quality and quantity of the items supplied and served.

(vi) For rendering efficient services to the participant, guest faculty and staff at the time of breakfast, lunch, evening snack and dinner, the Contractor shall always keep and make available sufficient number of staff, which shall also include Chef, Assistant Chefs, Waiters, Dining Hall Helpers, Kitchen Helpers etc.

(vii) In addition, the Contractor shall keep and make available workmen for providing water and tea to the participants, faculty, guests and office staff during office hours at all times and outside office hours and on holidays, if so, required.

(viii) Persons working in the canteen shall be provided with apron, gloves headgear etc., besides uniform.

(ix) Disposable paper napkins (of approved quality)/Cloth napkins shall be placed along with each plate for breakfast, lunch and dinner for dining purpose as well as small ones while serving soup, tea coffee, etc.

(x) The contractor shall prepare and serve the breakfast/lunch/dinner as per Menu, in a pleasing and presentable manner. White clothes and coloured frill clothes required for covering the serving table and dining tables shall be provided by JNIBF. However, the contractor shall arrange for washing and cleaning of these clothes atleast once in a month.

(xi) The contractor shall deploy adequate staff having relevant experience for the catering to ensure consistent good quality of service. Such staff shall include Chef, Assistant Chefs, Kitchen Helpers, Waiters, Dining Hall helpers, Kitchen/dining cleaning/utensil/crockery washers etc.

The contractor shall provide additional manpower whenever necessary.

(xii) One of the Cooks should be available from breakfast till completion of the dinner. Allocation of duties/shifts etc. shall be the responsibility of the Contractor.

(xiii) Contractor would be allowed to use the Bank's kitchen to cater to the other outlets available in the campus viz., Currency Chest, Bank Branch, Retail Asset Center, etc., of IDBI Bank Ltd., However, the terms and conditions, payment, rates and menu have to be discussed with the authorized officials of the respective unit heads. JNIBF would not take any responsibility in this regard.

V. HOUSEKEEPING - SCOPE OF WORK AND SPECIFIC CONDITIONS

1. The scope of work shall cover the entire Hostel block area (from the wooden gate in the Welcome square onwards) including the hostel rooms (Room Nos.1 to 76) and entire New Hostel block area including rooms (Room Nos.1-50). The scope of work shall also cover common areas, toilets, terrace, stair cases, kitchen, dining halls, store rooms, surrounding area /lobbies / corridors / passages etc.

The contractor shall deploy adequate staff in both the hostel blocks (Residentia I and II), viz., 2 housekeeping supervisors, adequate roomboys, bell boys, having relevant experience to ensure consistent good quality of service.

2. The contractor shall deploy a receptionist for manning of hostel receptions (Residential 1&2) round the clock and attending to all incoming and outgoing telephone calls. The receptionist shall also attend to the work relating to "Tele-check in" and arranging transport for participants, guests, faculty, if required. The receptionist's should be fluent in English and Hindi.

3. The housekeeping charges may be billed in relation to actual check-in and check-out time of the participants / guests. For this purpose, the check-in and check-out time shall be on the basis of 24 hours.

4. The check-in and checkout register in respect of the participants/guest faculty has to be maintained by the Receptionist (to be shown to the respective officer as and when required) and the same should be kept always under lock and key and made available to JNIBF or its authorised official for settling all the bills and/or examining the details.

5. At all times all the vacant rooms shall be kept in ready occupancy condition. The rooms vacated should be kept ready for occupation immediately after vacation on daily basis.

6. The contractor shall not allot any rooms of the hostel without the prior permission of officials of JNIBF. In case the contractor or any of his workers found to be occupying any of the rooms in the hostel, the contractor is liable to pay a penalty as decided by JNIBF.

7. A list of items kept in each of the hostel rooms and of other property in the hostel block area, conference room and common areas will be given separately. The Contractor shall be responsible for the safety and security of all the items handed over to him.

8. The Contractor shall be responsible for the safety and security of all the internal items of furniture, equipment, fixtures etc. The Contractor shall maintain inventory of the items given to him and give inventory statement by 10th of every month indicating any loss/damage to the items provided.

9. The Contractor should ensure that in the course of their activities, they should not disturb the landscape, gardens, plants, trees, shrubs, potted plants etc.

10. The Contractor shall attend to the following work in occupied rooms:

- (i) Daily cleaning and dusting of rooms and bathrooms. The walls and the floor of the bathroom shall be cleaned with a detergent like Odopic/Surf etc. and sanitised with phenyl. The bathroom wall and floor tiles shall be scrubbed with brush regularly to keep them clean.
- (ii) The commode, wash basin etc. shall be scrubbed with a brush and cleaned daily with good quality cleaner like Harpic or Sanifresh.
- (iii) The shower curtains to be cleaned with a good detergent once in two days.
- (iv) The beds are required to be made daily. The bed spread, chaddar, pillowcase and bath towels are required to be replaced with fresh ones **once in three days** and the face towels daily. The blue bed sheet has to be changed once in week or when a new occupant occupies the room.
- (v) Fresh linen and towels would need to be provided when a new occupant occupies the room.
- (vi) Upkeep of tableware, furniture, cupboards, dressing mirror, wall clock, intercom set, PC, TV sets, fans, regulators, switches, door mats, Venetian blinds etc. in the rooms by daily dusting and cleaning.
- (vii) Daily sweeping and washing the portico attached to the rooms with a good detergent and cleaning with detergent as and when required
- (viii) Provision of filtered drinking water twice a day and whenever requested by the occupant.
- (ix) JNIBF shall provide the newspaper and the same has to be delivered in the rooms daily in the morning. The Contractor shall arrange to collect the newspaper for the previous day from the rooms everyday while cleaning and deposit them with the administration department.
- (x) The Contractor shall provide toilet soaps {2 Nos. (**one big and one small**) per occupant per week}, mosquito repellent refills of reputed brand, toilet paper rolls, naphthalene balls, air fresheners, room fresheners, etc. of good quality on regular basis at his own cost in occupied rooms, toilets, lounges. They may be replenished immediately whenever required.
- (xi) The Contractor shall provide a **room kit** containing the items viz., Pepsodent paste-35 grams, vaseline body lotion-20ml, santoor shampoo-35ml, parachute oil-40ml, colgate soft brush, zee talk powder-20grams tin) in a matty pouch. **Only the matty pouch will be provided by JNIBF with its logo.** Also, whenever required VIP room kit has to be provided with the similar items with an addition of Gillette Shave Foam – 50 grams, Gillette Presto disposable razor.

(xii) The cost of mechanized cleaning/cleaning equipment for washing the bed-linen with good quality cleaning materials shall be borne by the Contractor.

(xiii) Occasional shifting of furniture and other equipment of hostel rooms should be carried out.

(xiv) The Housekeeping supervisor shall maintain daily log sheets for the above work and produce the same as and when required by JNIBF's official for verification.

11. The Contractor shall attend to the following work in Unoccupied rooms:

(i) Daily sweeping and dusting of rooms

(ii) Daily sanitation of bathrooms

(iii) Daily sweeping and washing with detergent the portico attached to the rooms.

12. JNIBF shall provide bed linens, blankets, bath towels, face towels and mosquito repellent container for the rooms. The linen used in Faculty and VIP rooms should be maintained separately and not mixed up with the regular linen. The bed linen and the towels have to be washed and ironed whenever they are changed and the woollen blankets and curtains are to be dry washed once in 3 months. The cost for the washing, ironing and dry washing shall be borne by the Contractor.

13. The rooms shall be cleaned and freshened usually in the absence of the participants but under the supervision of the Housekeeping Supervisor. The workmen attending to the job should, therefore, have the highest standard of honesty and integrity.

14. The sofas and TV sets in the passages have to be dusted and kept clean daily. All passages and open areas around the dining hall / hostel block should always be kept clean by regular sweeping and mopping with a good floor cleaner. It is to be noted that used soap water should not be thrown in the nearby green areas. Any damage to the items viz., furniture, electrical items, TVs, Sofas, Computers etc., in the common areas would be levied to the Contractor.

15. Making available the services of washer man (Dhobi) between 0700 - 0930 hrs in the morning daily for washing and pressing of clothes for participants, guests, staff members staying in the hostel and guest faculty and staff staying in the campus. The Contractor shall collect the charges directly from them at a rate approved by JNIBF. The cost of consumables like detergents, which should be of reputed brand like Ariel, Henko or Surf shall be borne by the contractor. However, JNIBF shall provide the washing facilities like water, washing machine and iron box. The clothes should be returned within 24 hours.

16. The Contractor shall arrange for collection and removal of wastage/garbage from the hostel block, rooms and the green areas daily and same shall be dumped in the main garbage bin earmarked by JNIBF for the purpose. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside JNIBF campus on daily basis.

17. The Bell boys employed by the Contractor shall have to help the participants in taking carrying baggage to the rooms while checking in and from their rooms while checking out. Occasional packing and unpacking of materials, loading and unloading of articles, etc should also be attended to by them.

18. The housekeeping staff shall receive the participants, guest faculty, guests and escort them to the rooms allotted by the designated official of JNIBF.

19. The Contractor/ Manager will be responsible to attend to the complaints/requirements within the purview of the contract.

20. First Aid box shall be provided by JNIBF and kept under the custody of the Manager who shall ensure that the medicines in the First Aid box and are issued as per instructions from Bank's Medical Officer of JNIBF. A record of the medicines issued to the participants / guest faculty / guests of JNIBF should be maintained and submitted to the BMO on a monthly basis. The Contractor shall report to the respective desk officer/Programme Director / Director, JNIBF any complaint of sickness/ mishap/ accidents to the occupants of the room.

21. On occupant desiring to check out of the room, the Contractor's representative shall do a discreet room inventory to ensure that no items are missing and report missing items, if any, to JNIBF immediately. The contractor's representative shall also ensure that the occupant has not left behind in the room any of his/her belongings, and if any such belongings are found, immediately inform JNIBF official.

22. The Contractor representative shall ensure that on occupant leaving the room, keys are collected back and deposited in the reception and the room is put in order and that the tableware and crockery are cleaned and taken to the store. He shall also ensure that all the electrical appliances are switched off in the room when they have no occupants.

23. The Contractor representative shall inspect, as a part of the hostel housekeeping job, water supply points, plumbing installations, toilets, electrical light and fan points, tower bolts, lock and key of the wooden cupboard of the room as also room AC, battery to the wall clock and bring to the notice of JNIBF any defects/damages so that the same could be attended to immediately by JNIBF. The Housekeeping Supervisor should be present during any repair/maintenance job carried out in the hostel rooms by other contract workers.

24. Fire protection equipment and facilities have been provided in the hostel block. The housekeeping staff shall be trained by the Contractor to make effective use of these equipment and facilities.

25. It is advisable for the Contractor to receive feedback from the participants regarding room service and maintenance with a view to improving the services.

26. The Housekeeping Supervisor shall ensure that the doors and windows of the occupied rooms are properly locked/bolted when the participants are away from the rooms.

27. The employees of contractor should be of good health and character, fit, well behaved, obedient and skillful in their tasks, and the Contractor shall ensure that they observe cleanliness and are properly dressed in clean uniform during their hours of service and wear their identity cards. Rs.50,000/- will be paid as reimbursement of uniform charges per annum on submission of bills for the contract period.

28. In addition to the above, a Manager with experience in Housekeeping of training centres is to be appointed as overall in-charge of the housekeeping operations. Copies of, experience certificate of the Manager and the Housekeeping Supervisor should be submitted to JNIBF.

29. The Manager should be available on the premises of JNIBF at all times during the training programmes and for major part of the day during non programme days.

30. The services of a qualified and experienced housekeeping supervisor shall be provided for supervision of the service. The Housekeeping Supervisor shall have full control over the employees engaged by him. It shall be the duty of the housekeeping supervisor to give necessary guidance and directions to the workmen to carry out the jobs assigned to them effectively. The Contractor should rotate the staff at least once in six months with equally trained and experienced people.

31. The Contractor shall also provide five office boys for attending to work in office and library of JNIBF.

32. Standard of Service

Whenever the quality of the house keeping service/maintenance rendered are below standard, JNIBF at its own discretion may make a deduction of amount in the housekeeping bill after informing the Contractor and JNIBF's decision shall be final. In the event of unsatisfactory service or failure at any time on the part of the Contractor to carry out the terms of this house keeping contract to the satisfaction of JNIBF, JNIBF may forthwith terminate this contract without any prior notice to Contractor and Contractor shall have no claim whatsoever against JNIBF or any of its Officers in consequence of such termination.

36 Contractor to vacate the Hostel Block on termination

Immediately on the termination of this arrangement, the Contractor and its employees and agents shall peacefully vacate the premises and handover to JNIBF all articles, equipment, furniture and other fixtures belonging to JNIBF and entrusted in its custody and shall remove all its stores and effects. In default JNIBF shall be entitled to enter into and take possession of the hostel block and lock up the same or remove its stores or their effects wherever lying and to dispose of the same by sale or otherwise without, being liable for any damage. Failure to exercise JNIBF's rights, any omission on the part of JNIBF at any time to exercise any of its rights under the terms of the housekeeping

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contract shall in no way impair or effect the validity of the terms and the rights of JNIBF to enforce its rights at any time subsequently.

ANNEXURE - A

PROGRAMME MENU

A. Bed Tea/Coffee (for room occupants)

Wherever electrical kettles are provided in the hostel rooms, the contractor shall provide tea bags (Tetley, Brooke Bond or Taj brand) / coffee sachets (Nescafe or Bru brand) / Milk sachets (Everyday, Oasis or Amulya brand) / sugar sachets (Trust classic, Mini Costka brand) / Sugar free sachets (Stevia Zero calorie or Zydus Wellnes) in all the occupied rooms everyday for 1 cup of tea or coffee per participant as per the requirement.

In other hostel rooms, tea/coffee shall be served in Thermo Flask/Tray with individual tea/coffee pot (Hot tea/coffee with milk and sugar separately) in the morning as per the time given by JNIBF

B. Breakfast

- i) Corn flakes or porridge with milk
- ii) Bread Toast with butter (Amul/Britannia only), jam (Kissan/Sill only)
- iii) Two eggs to order - boiled, half-fried or omelet
- iv) Two of the snack items as listed below (one South-Indian & One North-Indian)
 1. Dosa - Sada / Masala / Rawa / Onion / Methi
 2. Paratha (stuffed)
 3. Puri Bhaji
 4. Uttahppa (Kaju / Onion / Veg / Matter)
 5. Idli and Vada
 6. Upma / Vermicelli upma
 7. Chole Bhature
 8. Pongal
 9. Dhokla
 10. Rava Idly
 11. Sabudana Wada
 12. Potato Poha
 13. Tomato Omlet with single slice of bread
- v) Tea / Coffee
- vi) Fruit - Papayya / Banana /seasonal fruits - cut (minimum 3 varieties)
- vii) Fruit Juice

C. Lunch / Dinner

1. Soup – Tomato / sweet corn / hot & sour / minestrone /clear soup (only for lunch)
2. Chappati/Puri/Paratha/Tandoor Roti/Naan
3. Plain Rice
4. Fried Rice/Pulao/Biryani/Lemon rice/Tamarind rice
5. Dal (Tur or Moong)/Sambar
6. One Non-vegetarian dish – (4 days Chicken, 1 day Mutton, 2 day Fish),

Non-veg dish shall be staggered either for lunch or dinner on each day. (Monday / Wednesday / Friday / Saturday for Lunch and Sunday/ Tuesday / Thursday for Dinner).
Once in a week either Chicken or Mutton Biryani with Basmati rice

7. One Vegetable special dish (Gravy)
8. One common veg. Curry (Dry)
9. One Rasam or Sambaar
10. Papad/ South Indian fried/Lijjat roasted
11. Green Salad/ boiled vegetable.
12. Pickle / chutney
13. Curd or Raitha
14. Cut Fruit
15. Desert - Sweet or Ice-cream

D. Tea/Coffee with snacks in the evening

i) Tea/Coffee

ii) One snack item as listed below :

1. Sandwiches – club / grilled
2. Fried Snacks
3. Chats variety
4. Chuduva / Boiled Peanuts
5. Vegetable Samosa
6. Punjabi Samosa
7. Potato Wada
8. Sabudana Wada
9. Vegetable Pattice
10. Vegetable Cutlet
11. Sweet Kachori
12. Dalwada
13. Sev Boondi
14. Mysore Bonda
15. Potato Puri
16. Dahi Wada
17. Panpoli
18. Ragda Pattice
19. Puri Bhaji
20. Cheese Sandwich
21. Misal / Sev / Bhelpuri
22. Potato Toast
23. S K Pakoda
24. Bread Roll
25. Pav Bhaji

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- E. Coffee/Tea (whenever requested by staff).
No room service except for bed tea/coffee
- F. Saunf, nut powder, misri, lavang, elachi and toothpicks- of good quality to be supplied after Break fast, Lunch and Dinner.
- G. Mineral water/ mouth fresheners packets of a reputed company is to be served as and when advised by the office. The charges will be paid at the M.R.P. rate separately.

ANNEXURE - B

QUALITY OF THE MATERIALS TO BE USED

1. RICE - Basmati (Branded), Sona Mussorie, HMT
2. DALS - Tur - President or equivalent
Moong Special polished
3. PULSES - Masoor No.1
Kabuli Chana No.1
Fresh Green Peas
Frozen Green Peas
4. OIL - Refined Ground / Sunflower
Postman / Dhara / Godrej / Sunsudha / Sundrop
5. ATTA - Wheat fresh Atta
Pilsbury, Annapurna, Farm Fresh, Ashirvad
6. PICKLES - Priya / Vaman
7. PAPAD - Lijjat / Ambika
8. BREAD - Modern / Britannia / Spencer
9. BUTTER - Amul / Vijaya / Britannia
10. JAM - Kissan / Sil
11. SAUCE - Kissan / Maggi
12. MILK - Pasteurised Dairy Whole Milk
13. TEA - Tea bags
Tajmahal / Lipton / Redlabel
14. COFFEE - Filter, Nescafe, Rich Cafe, Bru
15. BISCUITS - Marie, Nice, Monaco, Good Day,
Krackjack, Britannia Cream, Bourbon
16. FRUITS(*) - Banana, Pappayya, Grapes, Mango,
Chickoo, Orange, Apple, Water Melon,
Pomegranate, Custard Apple

17. ICE-CREAM - “Amul / Kwality walls / Vadilal / Scoop” - Cup size
18. CORN FLAKES - "Kellogs"/"Champion"
19. OATS - "Champion" / "Quacker" / "Saffola"
20. CHICKEN (*) - Best Quality (Suguna / Venkcob)
21. MUTTON (*) - Best Quality
22. FISH (*) - Best Quality
23. MASALA - Sona/Everest/Bedekar/Badshah/any other popular brand but to be got approved by the competent authority

(*) First quality as approved by concerned authority shall be provided.

Note : The Contractor should at all time ensure that he uses the specified brand only and having the latest validity.

Annexure – I

Forwarding Letter

(To be submitted on bidder's letterhead)

No.:

Date:

To
The Director,
Jawaharlal Nehru Institute of Banking and Finance
Gachibowli,
Hyderabad 500032

Dear Sir,

Tender for Catering and Housekeeping Services

1. This has reference to your tender notice for catering and housekeeping services at JNIBF. We have examined the tender document and thoroughly understood its nature/scope of work and terms & conditions.
2. I/we undertake to offer my/our services in conformity with scope/nature of work and the terms and conditions set out in the tender document. I/We confirm that the tender submitted by me/us is confirming to all the terms and conditions mentioned in the tender document.
3. I/We are enclosing application along with required documents in the prescribed proforma as mentioned in tender document.
4. I/We are enclosing following Demand Draft for Rs.1,00,000/- in favour of “IDBI Bank Ltd” payable at Hyderabad towards EMD.

DD No. _____ Date: _____
Issuing Bank: _____ Branch: _____

5. I/We agree that our tender remain valid for acceptance by JNIBF for a period of 60 days from the date of opening of Part-A of the tender or till the date of finalisation of tender, whichever is earlier.
6. I / We, do hereby declare that there is no case with the Police/Court/Regulatory authorities against me/us. Also I/We have not been suspended / delisted / blacklisted by any organization for any reason. I/We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.

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7. I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to JNIBF verifying any or all the information furnished in this document with the concerned authorities, if necessary.

8. I/We understand that JNIBF reserves the right to accept or reject any or all the tenders in full or in part without assigning any reason therefor.

Yours faithfully,

(Signature and Name of the authorized person
of the firm/bidder with office seal)

Name: _____

Annexure – II

Profile of the bidder (Part-I) – Basic Information

Sl. No.	Particulars	To be filled by the bidder
1	Name of the bidder (Company)	
2	Name of the directors/managing director/chairperson etc.,	
4	Year of Incorporation	
5	Registered address of the Company	
6	Name, designation, telephone nos., email of the contact person / authorized signatory	
7	License for providing catering and housekeeping services (Registration under shops & Estt. Act) obtained (Yes / No)	
8	Trade License from GHMC (Yes / No)	
9	Whether the firm has been in business of catering and housekeeping for at least 5 years (Yes / No)	
10	Annual turnover of the firm for last 3 years (in Rs. lakh) (Furnish copies of audited balance sheets and profit & loss account statements)	a) FY 2012-13 b) FY 2011-12 c) FY 2010-11
11	Details of Incorporation of Company a) Registering Authority b) Date c) Number	
12	Registration Nos. under various Statutory Acts viz. VAT, Service Tax, EPF, ESIC, Labour License (copy of registration	

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	certificate to be enclosed)	
	VAT	
	Service Tax	
	PF	
	ESIC	
	Labour License	
	Professional Tax	
	PAN (Copies of income-tax returns for last 3years to be enclosed)	
13	Whether registered / empanelled with any of the Govt., Semi Govt., MES, Govt. Undertaking, Public Sectors etc. as approved vendors and if so, furnish details.	
14	Whether involved in any litigation earlier with any organization? If so, please submit the details.	
15	Any civil suits pending in any of the works executed? If so, furnish details.	
16	Any other information which the bidder feels relevant.	

(Signature and Name of the authorized person
of the firm/bidder with office seal)

Name: _____

Annexure – II (Contd)

Profile of the bidder (Part-II) – Experience

A) List of similar works being executed presently by the Bidder

Sr. No.	Name & Address of the organization for whom the work was executed Along with contact persons and their telephone nos.	Nature / Type of the work (please specify whether catering, housekeeping or both)	No. of rooms maintained	maximum no. of persons catered on single day	Value of the work executed (Rs)	Duration of the Contract with commencement and expected date of completion
1						
2						
3						

Note: Copies of the work orders should be enclosed

Signature and Name of the authorized person
of the firm/bidder with office seal)

Name: _____

B) List of similar works already executed/completed by the Bidder during the last 5 years

Sr. No.	Name & Address of the organization for whom the work was executed Along with contact persons and their telephone nos.	Nature / Type of the work (please specify whether catering, housekeeping or both)	No. of rooms maintained	maximum no. of persons catered on single day	Value of the work executed (Rs)	Duration of the Contract with commencement and expected date of completion
1						
2						
3						
4						

Note: Copies of the work orders and performance certificate should be enclosed

(Signature and Name of the authorized person of the firm/bidder with office seal)

Name: _____



TENDER DOCUMENT

FOR

CATERING AND HOUSEKEEPING SERVICES

AT

**JAWAHARLAL NEHRU INSTITUTE
OF
BANKING AND FINANCE (JNIBF)**

GACHIBOWLI, HYDERABAD - 500032

**PART - B
COMMERCIAL BID**

Annexure - III

PRICE BID (PART – B)

Tender for Catering and Housekeeping Services

The contractor shall arrange for cooking & services of food on daily basis for any number of participants depending upon the attendance/occasion as decided by JNIBF from time to time.

Usually the training programmes are conducted throughout the year, but the number of participants may vary from time to time and JNIBF does not guarantee any minimum number of participants. A situation could arise where no training is conducted during a particular month. Notwithstanding this, the contractor's catering and housekeeping services shall be available throughout the year without any break.

Besides providing catering and housekeeping services to the participants/faculty in training programmes/seminars, the contractor shall also provide tea/coffee, lunch services etc. to the staff of JNIBF (around 30 to 35 members) on programme and non-programme days as per Menu given in **Annexure-A** respectively at the following pre-fixed rates.

- | | | |
|----|--------------------------------|---------------------|
| a) | Tea/Coffee | Rs.5/- |
| b) | Breakfast | Rs.12/- |
| c) | Lunch/Dinner (for officers) | Rs.40/- |
| d) | Lunch/Dinner (for other staff) | Rs.26/- (5 members) |

(JNIBF shall pay applicable Service Tax and VAT to the contractor on the above rates)

JNIBF shall pay to the contractor minimum amount of Rs.3,00,000/- Rupees Three lakh only) per month as Retention charges for providing catering and housekeeping services irrespective of number of training programmes conducted during the month.

- i. The catering charges shall be paid on per head per day basis for the participants/guests staying in the hostel. A full day means 24 hours time from check-in.
- ii. After full day, if stay exceeds beyond 3 hours, the same shall be treated as half day and accordingly half day catering charges will be paid.
- iii. For participants not staying in the hostel, the catering charges shall be paid at the 3/4th of daily catering charges.
- iv. The housekeeping charges shall be paid on per person per full day basis i.e. 24 hours time from check-in. No claims shall be raised for fractional portion of the stay.

The bidder shall quote the rates for each item separately as under. Details of items are given in **Annexure-A** and **Annexure-B** of Technical Bid.

S.No.	Item Description	Amount quoted per unit in figures (Rs.)	Amount quoted per unit in words (Rupees)
A	Catering		
i)	Bed Tea / Coffee		
ii)	Breakfast		
/iii)	Mid-session tea / coffee with biscuits and mints in the class room		
iv)	Lunch		
v)	Mid-session tea / coffee with biscuits and mints in the class room		
vi)	Evening Snacks with tea / coffee		
vii)	Dinner		
	Total – A		
B	Housekeeping		
i)	Housekeeping charges per participant per day		
	Total – B		
	Total (A + B)		

JNIBF shall pay applicable Service Tax and VAT to the contractor on the above rates.

The rates quoted shall be written both in figures as well as in words in columns specified. Overwriting is not permitted. Failure to comply this condition will render the tender void at JNIBF's option.

The price / rates quoted shall be firm and shall not be subject to any variation during the period of contract. The rates quoted shall include and cover all costs, expenses, labour and liabilities of every description and all risks of every kind of action to be taken in performing the contract.

Annexure - IV
RATES FOR ADDITIONAL ITEMS

Quote the rates for the following additional items to be served during Special Dinner/Lunch occasionally as extra in addition to regular lunch/dinner.

Fruit Punch	Rs. _____
Fresh Mango Juice	Rs. _____
Fresh Grape Juice	Rs. _____
Mixed Fruit Juice	Rs. _____
Assorted Soft Drinks	Rs. _____
Veg Spring Roll / Veg Bullett / Veg Cutlet	Rs. _____
Hara Bara Kabab	Rs. _____
Gobi Manchuria / Veg Manchuria	Rs. _____
Shangai Roll	Rs. _____
Dahi Wada	Rs. _____
Veg Spring Roll	Rs. _____
Soups (Tamato , sweet corn or Veg Clear)	Rs. _____
Cream of Brocoli	Rs. _____
Green Peas Shorba	Rs. _____
Kosambari Salad	Rs. _____
Russaian Salad	Rs. _____
Aloo Chana Chat / Peanut Sprouts	Rs. _____
Romali Roti / Butter Non / Tanduri Roti	Rs. _____
French Fry	Rs. _____
Fish Fingers	Rs. _____
Fish Fry	Rs. _____
Mutton Kabab / Mutton Fry	Rs. _____
Chicken 65 / Pepper Chicken/Chicken	Rs. _____
Drumstick	
Tanduri Chicken	Rs. _____
Double Ka Meeta	Rs. _____
Rasmalai / Basundi	Rs. _____
Rasagulla	Rs. _____
Qubani Ka Meetha	Rs. _____
Gazasr Ki Halwa	Rs. _____
Fruit Custard	Rs. _____
Anjeer Roll / Kaju Burfee / Pan Sweet	Rs. _____
Ice Creams – Amul quality	
Pista / Mango / Strawberry / Chocolate	Rs. _____

The rates quoted shall be written both in words as well as in figures.

JNIBF shall pay applicable Service Tax and VAT to the contractor on the above rates.

Note: Rates quoted for Additional Items (Annexure-IV) shall not be considered for evaluation of Price Bid.
