



भारतीय लघु उद्योग विकास बैंक

Small Industries Development Bank of India

खानपान सेवा प्रदाता के चयन के लिए प्रस्ताव देने हेतु अनुरोध
Request for Proposal for Selection of Catering Service Provider

निविदा संख्या : 400/2017/1221/BYO/ADMIN दिनांक: 15/12/2016
Tender No. : 400/2017/1221/BYO/ADMIN Dated: 15/12/2016

भारतीय लघु उद्योग विकास बैंक
एमएसएमई विकास केन्द्र, सी-11, जी ब्लॉक
बान्द्रा-कुर्ला कॉम्प्लेक्स, बान्द्रा (पूर्व), मुम्बई - 400 051

SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA
MSME Development Center, C-11, 'G' Block,
Bandra Kurla Complex, Bandra (E), Mumbai - 400 051

यह दस्तावेज़ भारतीय लघु उद्योग विकास बैंक (सिडबी) की सम्पत्ति है। इसका सिडबी से लिखित अनुमति प्राप्त किए बिना, प्रतिलिप्यंतरण, वितरण या इलेक्ट्रॉनिक या अन्य, किसी भी माध्यम में अभिलेखन नहीं किया जा सकता। इस दस्तावेज़ में दी गई सामग्री का उपयोग, यहां तक कि प्राधिकृत कार्मिकों/एजेंसियों द्वारा भी, यहां इसमें विनिर्दिष्ट प्रयोजन के अतिरिक्त अन्य प्रयोजनों के लिए उपयोग किया जाना, सर्वथा वर्जित है क्योंकि यह भी कॉपीराइट का उल्लंघन माना जाएगा तथा इस कारण दंडनीय होगा।

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Invitation to Bid

1. Introduction and Requirement:

SIDBI is an All India Financial Institution with a mandate of promotion, financing, development of Micro, Small and Medium Enterprises. It has its Head Office at Lucknow.

SIDBI invites offers from Catering Service Providers of repute and experience to provide catering services to its staff/officials/visitors in the Bank's Office Premises at C - 11, 'G' Block, Bandra - Kurla Complex, Bandra (East), Mumbai 400051. The Service Provider will be required to serve tea / coffee in the morning & evening (desk service) and lunch in dining areas on all working days and as & when required.

SIDBI will provide required space for re-heating & dispensing the food, floor pantries for Tea / coffee service, dining space, crockery/cutlery/glassware, pantry equipment and furniture in the dining areas. SIDBI will also provide water and electricity required for above service. While bidding, this may specifically be taken into account. The Service Provider will serve tea / coffee / lunch etc., at the contracted rate. Employees will make payment by meal voucher / meal card / cash or any such instrument as may be decided by the Bank. The tenure of the contract shall be for two years and is extendable for further period of one year. However, continuance of contract will be subject to on going review of quality of food served and services rendered done by appropriate authority of the Bank. If quality of food items served and /or services rendered are not found upto mark the Bank has right to deduct reasonable amount from and out of fixed monthly charges payable to the service provider and the service provider should agree to this. Any such deduction will be effected by giving warning only once to improve upon the same and in second instance onwards the service provider will not be entitled to any warning.

Accordingly, proposals are invited from the eligible Service Providers for providing of Catering Services at SIDBI's above Office at Mumbai. You are requested to submit your bids strictly conforming to the schedule and terms and conditions given in Annexures attached.

2. Bidding Information:

प्रयोजन Purpose	खानपान सेवाएं प्रदान करने के लिए "सेवाप्रदाता" का चयन Selection of "Service Provider" for providing Catering Services
बयाना जमा राशि (ईएमडी) Earnest Money Deposit (EMD)	₹ 1,00,,000/- [तकनीकी बोली के साथ, किसी अनुसूचित वाणिज्यिक बैंक द्वारा/पर, सिडबी के पक्ष में मुम्बई पर आहरित डिमांड ड्राफ्ट (डीडी)/भुगतान आदेश (पीओ)/बैंक गारंटी (बीजी) के माध्यम से प्रस्तुत किया जाना है] ₹1,00,000/- [to be submitted in the form of Demand Draft(DD)/ Pay Order (PO) / Bank Guarantee (BG) drawn on / from any scheduled commercial bank in favour of SIDBI payable at Mumbai along with Technical Bid].
बोलियाँ प्रस्तुत करने की अंतिम	06 जनवरी, 2017 15.00 बजे तक है

तिथि Last Date of Submission of Bids.	January 06, 2017 by 1500 hrs
स्पष्टीकरण Clarifications.	इस संबंध में, यदि किसी भी स्पष्टीकरण की आवश्यकता हो तो कृपया 20 दिसम्बर, 2016 को 1200 बजे से पहले मेल आईडी- kachroo@sidbi.in तथा aamrit@sidbi.in पर ई-मेल के माध्यम से पूछें। Clarifications, if any, may be asked in writing through e-mail not later than December 20, 2016 by 1200 hrs on mail id. 'kachroo@sidbi.in & aamrit@sidbi.in'.
बोली वैधता Bid Validity	बोलियां प्रस्तुत की दिनांक से 03 महीनों , अर्थात् 06 अप्रैल, 2017 तक। 03 months from the date of submission of bids. i.e. till April 06, 2017
बोलियां प्रस्तुत करने के लिए पता Address for submission of Bids	उप महाप्रबन्धक प्रशासन तथा परिसर उद्-भाग, सिडबी, एमएसएमई विकास केन्द्र प्लॉट नं.सी-11, जी ब्लॉक, बान्द्रा-कुर्ला कॉम्प्लेक्स, बान्द्रा (पूर्व) मुम्बई- 400 051 THE DEPUTY GENERAL MANAGER ADMINISTRATION & PREMISES VERTICAL, SIDBI, MSME DEVELOPMENT CENTER PLOT No.C-11, 'G' BLOCK, BANDRA KURLA COMPLEX, BANDRA (EAST), MUMBAI - 400 051
लिफाफों की संख्या (विंडो-रहित, मुहरबंद) No. Of Envelopes (Non window, sealed)	02 (दो), विंडो-रहित मुहरबंद लिफाफे : लिफाफा क्र.1: (जिस पर "खानपान सेवाओं के लिए प्रस्ताव - निविदा सं. 400/2017/1221/BYO/ADMIN , दि. 06 जनवरी, 2017 है- तकनीकी बोली" लिखा हुआ हो), इसमें निम्न दस्तावेज़ भेजे जाएं- 1. अयोषण पत्र - अनुलग्नक V में दिए गए प्ररूप के अनुसार 2. बयाना जमा राशि (ईएमडी) ₹ 1,00,000/- के लिए डिमांड ड्राफ्ट/भुगतान आदेश/बैंक गारंटी (अनुसूचित वाणिज्यिक बैंक पर/द्वारा जारी) 3. तकनीकी बोली- अनुलग्नक- III में दिए गए प्ररूप के अनुसार 4. बैंक अधिदेश प्रपत्र- अनुलग्नक- VI में दिए गए प्ररूप के अनुसार लिफाफा क्र. 2 : (अनुलग्नक-IV में दिए अनुसार मूल्य बोली, इस लिफाफे पर "खानपान सेवाओं के लिए प्रस्ताव - निविदा सं. 400/2017/1221/BYO/ADMIN , दि 06 जनवरी, 2017 है - मूल्य बोली" लिखा हुआ हो) 02 (Two), Non-window

		sealed with: 1st. Envelope: (Superscribing "OFFER FOR CATERING SERVICES - Tender No. 400/2017/1221/BYO/ADMIN dated :15/12/2016 -Technical Bid") containing: 1. Forwarding letter as per format given in Annexure V. 2. Demand Draft/ Pay Order/Bank Guarantee towards Earnest Money Deposit (EMD) for ₹1,00,000/- [on/from scheduled commercial bank] 3. Technical Bid details as per format given in Annexure III. 4. Bank Mandate Form as per format given in Annexure VI. 2nd Envelope: (Superscribing "OFFER FOR CATERING SERVICES - Tender No. 400/2017/1221/BYO/ADMIN dated 15/12/2016 - Price Bid ") containing price bid as per format given in Annexure IV.	
तकनीकी बोलियां खोलने की दिनांक व समय Date of opening of Technical Bids		06 जनवरी, 2016 को 15:00 बजे है January 06, 2017 at 1500 hrs.	
मूल्य बोलियां खोलने की दिनांक व समय Date and time of opening of Price Bids		मूल्य बोलियां, बाद म एक तिथि को खोली जाएंगी, जिसकी सूचना केवल छॉटे गए सेवाप्रदाताओं को भेजी जाएगी।Price bids would be opened at a later date which would be notified only to the short listed Service Providers.	
सम्पर्क सूत्र विवरण Contact Details		सिडबी, एमएसएमई विकास केन्द्र प्लॉट नं. सी-11, जी ब्लॉक, बान्द्रा-कुर्ला कॉम्प्लैक्स बान्द्रा (पूर्व), मुम्बई - 400 051 SIDBI, MSME Development Center, Plot No.C-11, 'G' Block, Bandra Kurla Complex, Bandra(East), Mumbai - 400 051.	
नाम (श्री/सुश्री) Name (S/Sh.)	पदनाम Designation	नाम (श्री/सुश्री) Phone	पदनाम E-mail
संजय काचरू Sanjay Kachroo	सहायक महाप्रबन्धक (आतिथ्य-सत्कार)AGM(Hospitality)	67531198	kachroo@sidbi.in
Amrit Anand	सहायक प्रबन्धक (आतिथ्य-सत्कार)AM (Hospitality)	67531134	aamrit@sidbi.in

3. INSTRUCTION TO SERVICE PROVIDERS

- 3.1. Service Providers are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- 3.2. Any clarification to be sought by the Service Providers should be done on or before the stipulated date.
- 3.3. At any time prior to the deadline for submission of Bids, the Bank, for any reason, may modify the Bidding Document, by amendment.
- 3.4. Amendment, if any, shall be hosted on SIDBI Website (www.sidbi.in).
- 3.5. In order to allow prospective Service Providers reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for the submission of Bids.
- 3.6. In case of any clarification required by SIDBI to assist in the examination, evaluation and comparison of bids, SIDBI may, at its discretion, ask the Service Provider for clarification. The response / Clarification shall be in writing and no change in the price of substance of the bid shall be sought, offered or permitted
- 3.7. It would be the responsibility of the Service Provider's representative (only one person per Service Provider) to be present at the venue of opening of Bids.
- 3.8. The envelopes should clearly indicate the Name and Address of the Service Provider. All pages of the bid are to be signed and numbered as **Page ---(page) of --(total pages)** and the page numbers should be running across the complete bid document and not section wise.
- 3.9. The Service Provider shall bear all the costs associated with the preparation and submission of the bid and SIDBI will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the tendering process.
- 3.10. Deviations, if any, to the terms of the RfP should be annexed separately to the Technical bid.
- 3.11. BID VALIDITY:

The period of bid validity shall be binding on the Service Provider, as SIDBI may award the contract at any stage on or before the expiry of the bid validity date. SIDBI, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

3.12. Modification And/Or Withdrawal of Bids:

Bids once submitted will be treated, as final and no further correspondence in this regard will be entertained. No Service Provider shall be allowed to withdraw the bid. SIDBI has the right to reject any or all the bids received without assigning any reason whatsoever. SIDBI shall not be responsible for non-receipt / nondelivery of the bid documents due to any reason whatsoever.

3.13. **CORRUPT PRACTICES:** Any bribe, commission, or advantage offered or promised by or on behalf of the service provider to any officer or official of the Bank shall (in addition to any criminal liability which the service provider may incur) debar his/its BID from being considered. Canvassing on the part of, or on behalf of, the service provider will also make his/its BID liable for rejection.



3.14. In case of any indication of cartelization, the Bank shall reject the BID(s), and forfeit the EMD.

3.15. If the information given by the service provider in the BID Document and its Annexures & Appendices are found to be false / incorrect at any stage, the Bank shall have the right to disqualify/ summarily terminate the contract, without prejudice to any other rights & remedies that the Bank may have under the Contract and any other law.

3.16 If the dates fixed for particular activity like opening of BIDs is subsequently declared a holiday, the activity like opening of BIDs will be done/opened on the next working day following the holiday but there will be no change in the time for the activity/opening as indicated above.

3.17. The person signing the BID, or any documents forming part of the BID, on behalf of another, or on behalf of a Firm (Proprietorship/Partnership/LLP) shall be responsible to produce a proper Power of Attorney duly executed in his favour, or other authorization stating that he has authority to bind such other person, or the Firm, as the case may be, in all matters, pertaining to the Contract. If the person so signing the BID fails to produce the said Power of Attorney, his BID shall be summarily rejected without prejudice to any other rights & remedies of the Bank under the Contract & other Laws. The entire BID document must also be signed on each page by the bidder or his /its authorized person.

TENDER METHODOLOGY, BID EVALUATION & AWARD OF CONTRACT:

- 4.1. The tender methodology proposed to be adopted by SIDBI will be "TWO BID SYSTEM" i.e., Technical Bid and Price Bid.
- 4.2. Bid evaluation shall be done in two phases. In first phase only the 1st envelope will be opened on the date mentioned above. Representatives of the Service Providers may like to be present during this bid opening. Evaluation of Technical Bids shall be done with respect to terms and conditions defined in the tender. Based on the technical evaluation, Service Providers will be short listed for opening of the Price Bids.
- 4.3. In second phase, 2nd envelope containing price bids of the Service Providers short listed in the first phase shall be opened. Service Provider's representatives may like to be present during Price bid opening. Date and time of opening of the price bids shall be advised only to the Service Providers shortlisted in the first phase of evaluation, through fax/ email.
- 4.4. Accepting of application by the Bank would not guarantee the award of contract. The Bank reserves the right to accept or reject any or all applications without assigning any reason whatsoever.
- 4.5. SIDBI will award the contract to the successful Service Provider whose bid has been determined to be substantially responsive and has been determined as the LOWEST (L1) PRICE BID.4.6. The Bank, on the request of the Service Providers may furnish the reasons for rejecting tender.

Annexure II

Terms and Conditions

1. DEFINITIONS:

In this Contract, the following terms shall be interpreted as indicated below:

- 1.1. The "Bank " means Small Industries Development Bank Of India (SIDBI);
- 1.2. The "Service Provier" means the individual or firm or company supplying or intending to supply the Food and Services under this Contract;
- 1.3. The "Contract" means the agreement entered into between the Bank, represented by its authorised representative and the service provider represented by its authorised representative as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;
- 1.4. The "Contract Price" means the price payable to the Service Provider under the Contract for the full and proper performance of its contractual obligations;
- 1.5. The "Services" means those services ancillary to the supply & service of food & any other incidental service related to catering.
- 1.6. "TCC" means the Terms and Conditions of Contract contained in this section;
- 1.7. The "Site" means the Mumbai Office of Small industries Development Bank of India located at MSME Development Centre, Plot No. C-11, G Block, Bandra Kurla Complex, Bandra (E), Mumbai – 400 051.
- 1.8. The relationship between Service Provider and the Bank shall be of Vendor & Vendee and the catering services (supply of food) shall be on sale and purchase basis.

2. RESPONSIVE BIDS: Bids conforming to the following essential requirements shall be considered as responsive:

2.1. Bids submitted at the prescribed address on or before the stipulated date and time.

2.2. Bids accompanied with following documents:

2.2.1. Forwarding letter

2.2.2. DD/ PO/BG towards the EMD as required.

2.2.3. Duly filled in and signed Technical Bid in prescribed format [Annexure III].

2.2.4. Duly filled in and signed Price Bid in prescribed format [Annexure IV].

2.2.5. Duly filled in and signed Bank Mandate Form in prescribed format [Annexure VI]

3. MINIMUM ELIGIBILITY CRITERIA / TECHNICAL BID:

- 3.1. The Service Provider should be located within Mumbai and having their base kitchen within 15 km radius of Bandra Kurla Complex, Bandra(E) Mumbai.

- 3.2. The Service Provider should be a sole proprietary concern, partnership firm or a company and should be in existence for at least 5 years. Preference will be given to Service Provider having necessary experience in providing catering services to reputed organizations like All India Financial Institutions, public sector banks / undertakings, MNCs and large private sector companies and who are catering to more than 300 persons daily.
- 3.3. The Service Provider should have achieved annual sales turnover of ₹ 1.0 Crores in last three financial years *i.e.*, 2013-14, 2014-15 and 2015-16, as per the audited financial results.
- 3.4. The Caterers Should have done at least during the past three(03) years:
Three Institutional Catering works of value not less than Rs 40.00 Lakh,
or
Two Institutional Catering works of value not less than Rs 50.00 Lakh,
or
One Institutional Catering work of value not less than Rs 80.00 Lakh
- 3.5. The Service Provider should be making profit during these last three years as per the audited financial results.
- 3.6. The Service Provider should have licence / permit / approval etc. from the concerned statutory authority or any other authority concerned for carrying out this type of work. They must also have necessary license to engage labour under the Labour laws. They have to produce, on demand the relevant documents.
- 3.7. The Service Provider should have personnel with relevant experience preferably with professional qualification (*viz.* degree / diploma in catering technology / Hotel Management etc.) at the supervisory level.
- 3.8. The Service Provider should not have been black-listed by any Public Sector Bank, RBI or IBA or any other Government agencies during last 5 years.
- 3.9. Before award or during scrutiny of candidature , Committee of officials shall visit the site of the caterer for satisfaction
- 3.10.

4. SCOPE OF WORK:

FOLLOWING WOULD be the scope of work under the contract.

- 4.1. SIDBI requires the Service Provider to provide all kinds of catering services to the Officers/official visitors and Staff at the Mumbai Office, Bandra – Kurla Complex. The required services include Morning & Evening Tea / coffee (served on respective workstations) and Lunch services to the staff and officers of the Bank.
- 4.2. For this purpose the Bank will provide required space for Pantry / dining and crockery / cutlery / equipment for re-heating and furniture in the dining areas, **free of cost.**
- 4.3. The Service Provider will source gas, food ingredients, service staff, labour etc. at their own cost, prepare the food items in their base kitchen, transport the same in closed van, hygienically packed, re-heat before serving and serve the same in designated dining areas / cabins in a hygienic manner,
- 4.4. The Service Provider will be responsible for removal of the garbage and keep the assigned premises clean.
- 4.5. A sample Lunch Menu is given in this RFP. Weekly Menu will be submitted by the Service Provider to the Bank's Officer in-charge of

Catering Services for approval. The approved menu will be served in the Bank's Executive Dining Room (EDR) & Lounge.

The ceiling rates fixed by the Bank for various services are as under :-

Sr No	Services	Rate (ceiling for 1 st year)	Rate (ceiling for 2nd year)	Timings
1	Tea / Coffee with good quality cookies or biscuit each time. (served in morning and evening on individual work-stations / cabins).	₹18.00 for two servings in a day.	₹20.00 for two servings in a day.	Morning 10:30 to 10:45 am Evening 03.30 to 03.45 pm
2	Lunch (Category 1) buffet	₹130.00 per meal	₹145.00 per meal	between 1 pm & 02.30 pm
3	Lunch (Category 2) buffet/fixed standard portion	₹95.00 per meal	₹105.00 per meal	between 1 pm & 02.30 pm
4	Fruit Lunch (soup, fruits, boiled veg & sweet dish).	₹95.00 per meal	₹105.00 per meal	

4.6 The Bank regularly holds various meetings / conferences / seminars etc. in the Bank's premises. The attendees are national & international dignitaries of high stature. Hence, the meals served on these occasions shall meet the requisite standard. The menu for these services will be discussed with the successful Service Provider as per the requirement.

4.7 Moreover staff members may like to have morning & evening snacks on regular basis.

4.8 The rate for serving Special Lunch / Hi-Tea / Dinner on various occasions as also morning and evening snacks (if so required) shall be negotiated with the successful Service Provider and rate will be fixed separately.

4.9 The Bank will make payment for two rounds of tea/coffee served at the desk/cabins during morning & evening timings indicated above.

4.10 The Service Provider will serve lunch & additional tea / coffee / etc., at the contracted rate. Employees will make payment by meal voucher / meal card / cash or any such other manner, as may be decided, directly to the caterer.

4.11. Infrastructure and facilities to be provided by the Bank

4.11.1. Main pantry along with re-heating equipment.

4.11.2. Dining area with tables, chairs and counters.

4.11.3. Electricity connections/points for Electrical Equipment/ Infrastructure, Fridge, Ovens, Gas Stove, Electric Heater, Water Purifier, etc.

4.12. Crockery/Cutlery/Glassware

4.12.1. The crockery / cutlery / glassware, etc. for dining areas will be provided by the Bank. Breakage beyond permitted level at 20% per annum of the cost of such items would be recoverable from the Service Provider.

- 4.12.2. It shall be the duty of the Service Provider to properly handle various gadgets and utensils, etc. provided by the Bank.
- 4.12.3. Service Provider will have to submit a half yearly statement to SIDBI indicating the position of various item handed over to them to ensure sufficient amount of crockery/cutlery /Glassware are in circulation for efficient service.
- 4.12.4. SIDBI will ordinarily take care of normal Wear and tear maintenance of equipment, In case of willful damage or damage through negligent approach the same will be recovered from service provider either from monthly Bills or from Security deposit of the Caterer.

4.13. Kitchen - Cleanliness & Hygiene

- 4.13.1. The Service Provider shall ensure that the food is cooked in their base kitchen mentioned in the tender document. Highest standard of hygiene is to be maintained. The cleanliness and maintenance of the utensils used for cooking is to be strictly ensured. The Bank shall have the right to visit & inspect the base kitchen without prior information to the Service Provider. Any lapses with regard to cleanliness, hygiene & quality of raw material used for cooking & food shall attract penalty solely at the discretion of the Bank.
- 4.13.2. In office pantry, proper maintenance of fridge, water cooler and other gadgets shall be the responsibility of Service Provider.
- 4.13.3. The Service Provider will have to bear the cost of cleaning materials and will ensure use of quality cleaning materials.

4.14. Catering Staff

- 4.14.1. The Service Provider shall obtain all the requisite licenses including under Prevention of Food Adulteration Act, 1954 and Contract Labour (Regulation & Abolition) Act, 1970 and any rules framed hereunder and under other applicable laws issued by the concerned Labour Department etc for running the establishment.
- 4.14.2. The Bank shall not be responsible in any way for any breach by the Service Provider of the rules and regulations governing the running of such establishments.
- 4.14.3. The Service Provider shall not engage minors for catering service.
- 4.14.4. The Service Provider shall maintain the Register/Challan copies as under:
 - 4.14.4.1. Under Contract Labour (Regulation and Abolition) Act, 1970
 - a) Attendance Register
 - b) Wage Register
 - c) Over-time Register
 - d) Advance Register
 - e) Register of Deduction for Damage & Loss
 - f) Register of Fine
 - g) Accident Register
 - 4.14.4.2. Under PF/ESIC/MLWF Act
 - a) Photo copies of PF/ESIC Monthly Challans (from the beginning of the contract)
 - b) MLWF Challans (from the beginning of the contract)
 - c) Agreement copy with the Bank
 - 4.14.4.3. Under Minimum Wages Act, 1948
 - a) Minimum wages to all employees of the agency/contractor as prescribed by applicable laws.
- 4.14.5. The Service Provider shall indemnify and keep indemnified, defend and hold good SIDBI, its officers, directors, employees and agents against loss, damages or claims arising out of any violations of

- applicable laws, regulations, guidelines during the contract period and for the breach committed by the Service Provider or their services personnel on account of misconduct, omission and negligence by the Service Provider or his service personnel.
- 4.14.6. The Service Provider shall maintain and provide all necessary documentation, registers and records in connection with the performance of catering services and other related documents including for complying with any statutory requirements and provisions of applicable laws.
- 4.14.7. The Service Provider shall take all precautionary measures to ensure the safety of the workmen employed by it and SIDBI will not be responsible in case of any eventuality.
- 4.14.8. In the case of any labour problems related to the workmen staff of the Service Provider deployed in SIDBI premises, the same shall be settled at the Service Provider's end only. The "Service Provider" shall indemnify SIDBI suitably. It shall be the duty of the Service Provider to clearly inform his own personnel / staff that they shall have no claim whatsoever against SIDBI and they shall not raise any industrial dispute, either directly and / or indirectly, with or against SIDBI in respect of any of their service conditions or otherwise.
- 4.14.9. The Service Provider 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, Provident Fund Act, ESI, etc., and shall indemnify SIDBI against and damages arising out of the default on the part of Service Provider due to negligence or non-compliance of any of the aforesaid rules, regulations, etc., laid down by the Government, Statutory authorities Regulations and other Government bodies, if any, from time to time.
- 4.14.10. The Service Provider shall organize medical examination of all the staff before initial deployment which will be repeated on yearly basis. Any person found to be medically unfit or unsuitable shall have to be removed by the Service Provider from the services and suitable replacement shall have to be arranged forthwith.
- 4.14.11. The Service Provider shall arrange to issue Identity Cards to all his staff, through Security Desk of SIDBI, which has to be produced for inspection as and when required by SIDBI and/or suitably displayed.
- 4.14.12. The Service Provider shall provide the proof of background check of its staff deputed for catering service at the site of the Bank.
- 4.14.13. The Service Provider shall ensure:
- That all instructions, guidelines and specifications issued to the Service Provider by SIDBI are clearly and effectively communicated by the Service Provider to its employees and personnel;
 - That all instructions, guidelines and specifications are strictly adhered to by the employees and personnel of the Service Provider so that reputation of SIDBI is not damaged.
 - That no action taken by the Service Provider and / or its employees and /or personnel shall violate laws and regulations.
- 4.14.14. The staff shall be properly dressed in neat and tidy uniform. They shall be courteous, well mannered and attentive. They should be conversant with the tenets of the trade. One site Manager and one supervisor with decision taking capability as well as authority along with adequate service staff should be present in the dining areas during the service hours on working days as also on weekends / public holidays if services are required during such days.

- 4.14.15. The Service Provider will ensure supply of quality items of food / sweets etc. In case of unsatisfactory/unhygienic quality of food item(s) or lapses in service or any breakage, / shortage, deductions will be made as penalty which will be solely decided by the Bank. The kitchen will be under the constant supervision of the Bank and any lapse will be taken seriously. Good quality branded raw material is to be used for the preparation of food.

4.15. Upkeep and Maintenance of pantry / dining areas

- 4.15.1. The Service Provider has to ensure that every day after operations, the pantry / dining halls / chafing dishes and all the crockery and cutlery are cleaned and kept in order before closing for the day.
- 4.15.2. The Service Provider has to ensure proper disposal of waste and ensure that the outlets / ducts provided in the kitchen are not blocked / damaged etc.
- 4.15.3. In case of dispute regarding the quality of food / other eatables / unsatisfactory service etc., the final authority will rest with The Officer of the Bank in-charge of Catering Operations and the same will be binding on the Service Provider.
- 4.15.4. The Service Provider shall not use kerosene oil for any purpose in the Bank's premises under any circumstances.
- 4.15.5. The contract shall not be construed to have given employment to the Service Provider in the Bank nor any right to the Service Provider on Bank's property. On completion of the contract or whenever the Bank decides the Service Provider and his staff will immediately vacate the premises and handover all the dead stock items that were given by the Bank. The Service Provider is only allowed to use the Bank's premises for the limited purposes of re-heating and serving of food stuff to the employees/officers, etc of the Bank.

4.16. Services for 8th floor Executive Dining Room (EDR)

- 4.16.1. Lunch (category 1) service as per sample Menu indicated at sr. no. 6 below.
- 4.16.2. Rates quoted for Lunch (category 1) will be inclusive of following services:
- 4.16.3. Day to day cleaning of EDR.
- 4.16.4. Lay-out of tables and other mise-en-place to keep EDR in readiness for lunch / snacks service.
- 4.16.5. Food service by professional staff who are trained to carry-out all types of food services including silver service.
- 4.16.6. Daily tea service on 7th and 8th floors (both staff and visitors).
- 4.16.7. General upkeep and maintenance of floor pantry on 7th and 8th floors including machinery and equipment installed by the Bank.

4.17. Services for 1st floor Lounge

(for staff members who opt for Lunch facility)

- 4.17.1. Lunch service in Lounge (Menu indicated sr. no. 6 below)
- 4.17.2. Rates quoted will be inclusive of following services:-
- 4.17.3. Day to day cleaning of first floor lounges.
- 4.17.4. Lay-out of tables and other mise-en-place to keep lounge in readiness for service.
- 4.17.5. General upkeep and maintenance of Lounge.
- 4.17.6. Food service by professional staff.
- 4.17.7. Management of coupon collection system, display of weekly menu,

4.18. Tea / Coffee

Tea/Coffee will be served 2 times in a day on the desks/in cabins as detailed below, or as may be changed by the Bank (Tea bags/Coffee sachets and sugar cubes of reputed standard quality brands only to be used). Tea / Coffee with good quality cookies or biscuit each time is to be served with the tea/coffee.

S.No.	Place of Service	Timings
1	Desk Service on all floors	Morning 10:30 am to 10:45 am
2	Desk Service on all floors	Evening 03.30 pm to 03.45 pm

Trays will be used for the service of Tea/Coffee for Officers in the rank of Chief General Manager(CGM) and above. For others, i.e., GMs and below, tea/ coffee will be served on their desk/ cabin.

4.19 Additional catering arrangements required in the Office

- Tea/coffee/other refreshment services and guest lunch arrangements.
- Special catering arrangements for lunch, tea/coffee and other refreshments for various meetings/conferences/other Bank functions held in the Office premises.
- The service provider will arrange minimum one Vending Machine (fresh milk option) preferably installed on 1st floor lounge for serving of Tea/ Coffee, Juice, Soup etc throughout the day as and when required. Cost of Vending machine, its operation & maintenance shall be borne by the service provider.
- SIDBI will provide the workstation & service provider will prepare (cook) Fulka/Roti/Chapati etc.using only reputed brands of raw material at Bank Premisesonly.
- Service provider also need to maintain MRP Counter at 1st floor lounge for readily serving MRP items. These may include sandwich, Wafers, Biscuit, Farsan, Juices, Ice-cream etc.

5. Service Staff requirement & Management Charges (Minimum staff Requirement shall be 15 personal

5.1. Minimum staff requirement shall be 01 site manager, 07 service boys, 01 cook, 02 dish washer – Total 11 staff (excluding EDR)

5.2. Minimum staff required for EDR service shall be 02 service boys and 01 pantry man and 01 dish washer) – Total 4 staff

5.3. Some staff members may not opt for the Lounge facility and carry their own lunch. They will require services like crockery, cutlery, water service and will use the lounge space for taking food. These services should be provided to them during lunch hours.

5.4. Service agency may quote a management fee within ceiling of Rs.60000/- (Rupees sixty thousand only) per month to compensate part of cost required to be incurred on the above services mentioned under 5.1, 5.2. & 5.3.

6. Sample Lunch Menu

All the food items should be made of good quality @@branded raw material and served in hygienic manner.

Lunch (Category 1) buffet (The ceiling rate for this service is ₹130.00 per meal for 1 st year)	Lunch (Category 2) buffet/fixed standard portion (The ceiling rate for this service is ₹95.00 per meal for 1 st year)	Fruit Lunch (The ceiling rate for this service is ₹95.00 per meal for 1 st year)
Soup with bread & butter		To balance the nutritional intake, fixed portion of (i) Soup or butter milk (ii) fruits (iii) boiled veg (iv) sweet Dish & standard accompaniments shall be part of the Fruit Lunch #
Special Veg. viz., Paneer/ Mushroom/ Kofta etc. (semi gravy)	Special Veg. viz., Paneer/ Mushroom/ Kofta etc. (semi gravy) #	
Mix Vegetable (dry)	Mix Vegetable (dry)	
Sauté Vegetable	-	
Roti / Chapati / Paratha	Roti /Chapati / Paratha	
Pulao Rice	Pulao Rice	
Dal / Choley / Rajma etc.	Dal / Choley / Rajma etc	
Curd#, Salad, Achar, Papad	Curd#, Salad, Achar, Papad#	
Cut Fruits & Dessert #	Cut Fruits OR Desseert #	
Non-Veg (All days)	Non-veg # (Mon. Wed. & Fri.)	

Fixed Standard Portions

7. Venue

The Catering service shall be provided normally in the Lounge on 1st floor and Executive Dining Room (EDR) on the 8th floor of the Office building at C -11, "G" Block, Bandra - Kurla Complex, Bandra (East), Mumbai 400051 or at any other place as approved by the Bank within Bank's premises.

8. Pre-bid Clarifications

- 8.1. The intending Service Providers will have to send their queries by email to mail id (kachroo@sidbi.in) & aamrit@sidbi.in and necessarily visit in person to SIDBI BKC Office premises for pre bid meeting to be held on **December 20, 2016 at 3Pm**. All queries will be clarified in the Pre-bid meeting on same day. No request for change in date of pre-bid meeting will be entertained. No fresh queries will be entertained after pre - bid meeting.
- 8.2. The interested Service Providers are advised to necessarily inspect the site/nature of service required and satisfy themselves before submitting their bids. However, no such visits will be allowed after the pre – bid meeting date. A Service Provider shall be deemed to have full knowledge of the site/ nature of services to be provided, whether he inspects it or not and no extra claims due to any misunderstanding or otherwise shall be allowed.

9. Rates

- 9.1. No escalation in rates will be permitted during the contract period beyond the quoted rates.
- 9.2. No advance will be paid.
- 9.3. Applicable taxes will be deducted at source at the time of settlement of bills unless the Service Provider produces the certificate to the contrary

from the Income Tax authorities. Certificate for tax deducted will be issued by the Bank.

- 9.4. Prices quoted by the Service Providers should include all applicable taxes, duties, levies and transportation costs etc for the services where payment is made through meal vouchers. However, Taxes as applicable, for catering services for which invoice is raised on the Bank, shall be paid by the Bank.

10. TERMS OF PAYMENT:

The payment terms of the Bank are as under:

- 10.1. Payment to service provider shall be made on monthly basis. Service provider shall raise the invoices for services provided during the month and submit the consolidated bills to Administration Vertical in the first week of every month (bills for food & services provided in the preceding month). The Bank after scrutiny will release the payments within 7-10 working days from the date of bill submission under normal circumstances.
- 10.2. All the payments including refund of EMD will be made by SIDBI Mumbai office, electronically through RTGS/ NEFT. All the Service Providers should submit duly filled-in & signed [by authorized signatory and Service Provider's banker] **Bank Mandate Form** as per format prescribed in **Annexure – VI**.
- 10.3. At the time of claiming the payments including refund of EMD, Service Provider will be required to confirm in writing the bank a/c and other details furnished in Bank Mandate Form. In case of any changes, Bank Mandate Form would require to be re-furnished.
- 10.4. The Service Provider must accept the payment terms proposed by the Bank. The price bid submitted by the Service Provider must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the Service Provider, in case of delays or defaults on the part of the Service Provider. Such withholding of payment shall not amount to a default on the part of the Bank.
- 10.5. TDS, if any, will be deducted while releasing the payment.

11. EARNEST MONEY DEPOSIT (EMD):

- 11.1. The Service Provider submitting the bids will have to deposit EMD of ₹1,00,000/- (Rupees One lakh only) by way of DD/PO/BG drawn from a scheduled commercial bank in favour of '**Small Industries Development Bank of India**', payable at **Mumbai**, along with the Technical Bid.
- 11.2. Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.
- 11.3. The Service Provider selected through the tendering process may be required to give security deposit of ₹2,00,000/- (Rupees Two Lakh Only) in the form of a performance bank guarantee / DD/PO drawn or from a scheduled commercial bank in favour of Small Industries Development Bank of India payable at Mumbai refundable on expiry of contract after adjustment of any dues receivable from the Service Provider.
- 11.4. SIDBI is governed by provisions of the Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, Gol. 2.5.1 These provisions shall be applicable to Micro and Small Enterprises

(MSEs) registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).

- 11.5. Such MSEs would be entitled for exemption from furnishing tender fee and earnest money deposit (EMD). In case of any issue on the subject matter, the MSE's may approach the tender inviting authority to resolve their grievances. Agencies/ Bidders desirous of availing exemptions/ preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by SC/ST along with the tender/RFP.
- 11.6. The unsuccessful Service Providers will be returned the E.M.D. within 15 days from the date of final decision of Bank regarding the contract except on account of exigencies beyond Bank's control.
- 11.7. The EMD may be forfeited:
 - 11.7.1. If a Service Provider withdraws its bids during the period of bid validity.
 - 11.7.2. If a Service Provider makes any statement or encloses any form which turns out to be false/ incorrect at any time prior to signing of the contract.
 - 11.7.3. In case of successful Service Provider, if the Service Provider fails to accept the order/ sign the contract within the stipulated time or fails to furnish performance guarantee.

12. Quotation and Process of Selection:

- 12.1. Interested Service Providers will be required to submit their offer in 2 bids viz., "Technical bid" and "Price bid" in the format indicated in **Annexure III & Annexure IV**. Both the bids will be required to be put in separate sealed covers with superscription "Technical Bid" and "Price Bid" which will again be put in another sealed cover with superscription "OFFER FOR CATERING SERVICES" addressed to The Deputy General Manager, Administration Vertical, Small Industries Development Bank of India (SIDBI), MSME Development Centre, C- 11, 'G' Block, Bandra - Kurla Complex, Bandra (East), Mumbai 400051.
- 12.2. The cover will be required to be handed over at Reception, Ground Floor, Small Industries Development Bank of India (SIDBI), MSME Development Centre, C- 11, 'G' Block, Bandra - Kurla Complex, Bandra (East), Mumbai 400051 on or before **15:00 hours on 06.01.2017** The quotation (Technical Bid only) will be opened at **15:00 hours on 09.01.2017** in the presence of the Service Providers, who wish to remain present.
- 12.3. The bid so opened will be subjected to desk scrutiny by a committee of officials. **Inclusion of any deviations in the quotation is liable for rejection.**
- 12.4. A Committee of **officials of the Bank will** be visiting the locations where the Service Provider is providing its services and operating its base kitchen to evaluate its capability and verify the claims stated in the technical bid document. The Service Providers who satisfy the criteria will only be considered for further tendering process and their price bid will be opened.
- 12.5. On opening of the Price Bid of 'successful Service Providers in technical scrutiny' the likely payment for following services together will be worked out as below:

Service	Rate Ceiling (₹) 1 st year	Rate Ceiling (₹) 2 nd year	Consumption (pax)
Lunch (Category 1)	130.00	145.00	38 (Guranteed) As on date
Lunch (category 2 &3)	95.00	105.00	70 lunch Per day Average but not limited to. (Not Guranteed)
Tea / Coffee with good quality cookies or biscuit each time.	18.00 two servings in a day.	20.00	480 (240 cups 2 times a day Guranteed)
Tea / Coffee with good quality cookies or multigrain biscuit each time.	18.00	20.00	2252 Cups monthly guaranteed as on date
Fixed maintenance charges (per month) (Please refer to 5.____ above)	Any indication how much it could be??? How it is arrived at?		

(* Average number of working days considered as 20 / month

The aggregate of likely contract value so worked out shall form the basis for arriving at the L1 service provider.

13. Notice for Termination of Contract

The contract can be terminated by the Service Provider by giving three months' notice while the Bank can terminate the contract by giving one months' notice. Notice in writing may be given to the service provider at the notified address. The service provider shall not be entitled to any compensation by reason of such termination. The action of the Bank under this clause shall be final, conclusive and binding on the service provider.

14. Agreement

The successful Service Provider has to enter into an agreement with SIDBI for providing the catering services on sale – purchase basis. Format of agreement will be provided by SIDBI, to the successful Service Provider.

15. USE OF CONTRACT DOCUMENTS AND INFORMATION:

- 15.1. The Service Provider shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Service Provider in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- 15.2. The Service Provider will treat as confidential all the data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

16. SUBCONTRACTS:

- 16.1. The Service Provider shall not assign or sub-contract to others, in whole or in part, its obligations to perform under the contract, except with the Bank's prior written consent.

17. APPLICABLE LAWS:

- 17.1. The Contract shall be interpreted in accordance with the laws prevalent in India.
- 17.2. **COMPLIANCE WITH ALL APPLICABLE LAWS:** The Service Provider shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this RfP and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/ staff/personnel/ representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

18. FORCE MAJEURE:

- 18.1. If the performance as specified herein is prevented, restricted, delayed or interfered by reason of Acts of God including fire, explosion, cyclone, floods, war, revolution, acts of public enemies, blockage or embargo, any law, order, proclamation, ordinance, demand or requirements of any Government or authority or representative of any such Government including restrictive trade practices or regulations, shutdowns labour disputes which are not instigated for the purpose of avoiding obligations herein, or any other circumstances beyond the control of the party affected, then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided that the party so affected uses its best efforts to remove such cause of non-performance, delay or interference and when removed the party shall continue performance with utmost dispatch. Strikes by service provider's workers on account of any dispute between the service provider and his/its workers as to wages or otherwise will not be deemed to be a reason beyond the service provider's control and the service provider shall be responsible for any loss or damage which the Bank may suffer on this account .
- 18.2. If a Force Majeure situation arises, the Service Provider shall promptly notify the Bank in writing of likelihood or actual existence /occurrence of such condition, the cause thereof and the change that is necessitated due to the conditions. Until and unless otherwise directed by the Bank in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

19. RESOLUTION OF DISPUTES:

- 19.1. It will be the Bank's endeavor to resolve amicably any disputes or differences that may arise between the Bank and the Service Provider from misconstruing the meaning and operation of the RFP and the breach that may result.
- 19.2. In case of Dispute or difference arising between the Bank and the Service Provider relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The Arbitrators shall be chosen by mutual discussion between the Bank and the Service Provider OR in case of disagreement each party may appoint an arbitrator and such arbitrators may appoint an Umpire before entering on the reference. The decision of the Umpire shall be final.
- 19.3. The Service Provider shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is of such nature that the work cannot possibly be continued until the decision of the Arbitrator or the umpire, as the case may be, is obtained.
- 19.4. Arbitration proceedings shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
- 19.5. Notwithstanding anything contained above, in case of dispute, claim & legal action arising out of the contract, will be governed by the Laws of India for the time being in force and the parties shall be subject to the jurisdiction of courts at Mumbai, India only.
- 19.6. Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by fax and confirmed in writing to the other party's specified address. The same has to be acknowledged by the receiver in writing.
- 19.7. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

Any dispute between the Service Provider and the Bank, which cannot be settled by negotiation may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 30 days of the failure of negotiations. Arbitration shall be held in Mumbai, India and conducted in accordance with the provision of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Mumbai alone shall have the jurisdiction in respect of all matters connected with the Contract. The arbitration award shall be final and binding. The Service Provider shall not be entitled to suspend the provision of the catering services, pending resolution of any disputes and shall continue to render the catering services in accordance with the provisions of the contract notwithstanding the existence of any dispute between the Service Provider and the Bank or the subsistence of any arbitration or other proceedings.

The contract shall be governed by and construed in accordance with the laws of India and the Courts in Mumbai shall have the exclusive jurisdiction to try any suit, proceedings in connection therewith / in that behalf.



Annexure-III

सिडबी, मुंबई में खानपान व्यवस्थाओं के लिए आवेदन
APPLICATION FOR CATERING ARRANGEMENTS AT SIDBI MUMBAI

प्रेषक /From:

To:

उप महा प्रबंधक / The Deputy General Manager

भारतीय लघु उद्योग विकास बैंक /Small Industries Development Bank Of India

प्रशासन एवं परिसर उद्-भाग **Administration & Premises Vertical**

सी -11,'जी'-ब्लॉक /C-11, 'G' Block

बांद्रा कुर्ला कॉम्प्लेक्स / Bandra Kurla Complex

बांद्रा(पूर्व) /Bandra (East)

मुंबई /Mumbai - 400 051

क्रम सं. Sl. No.	विवरण / Particulars	खान-पान सेवा प्रदाता द्वारा भरे जाने वाले विवरण(कृपया समर्थन में दस्तावेज संलग्न करें) Details to be filled in by the Catering Service Provider(Please attach supporting Documents)
1	सेवाप्रदाता का नाम Name of the Service Provider	
2	सेवाप्रदाता का पंजीकृत कार्यालय /व्यवसायिक पता Regd. Office/Business address of the Service Provider	
3	बेस रसोई का पता Address of Base Kitchen	
4	निगमीकरण / गठन की तिथि Date of Incorporation /Constitution	
5	सेवाप्रदाता का पैन / टैन सं. PAN/TAN Nos. of the Service Provider	
6	सेवा कर का पंजीकरण सं. Service Tax Registration No.	
7	क्या फर्म / कंपनियों के रजिस्ट्रार के पास पंजीकृत हैं। पंजीकरण की तिथि (पंजीकरण की प्रति संलग्न करें) Whether registered with Registrar of Firms/ Companies? Date of Registration (Attach copy of registration)	

क्रम सं. Sl. No.	विवरण / Particulars	खान-पान सेवा प्रदाता द्वारा भरे जाने वाले विवरण(कृपया समर्थन में दस्तावेज संलग्न करें) Details to be filled in by the Catering Service Provider(Please attach supporting Documents)
8	क्या विक्रय कर विभाग के पास पंजीकृत हैं। पंजीकरण की तिथि Whether registered with Sales Tax Department? Date of Registration.	
9	क्या स्वास्थ्य विभाग या किसी अन्य प्राधिकरण के पास पंजीकृत हैं। पंजीकरण की तिथि Whether registered with Health Department / or any other authority? Date of Registration.	
10	क्या श्रम विभाग के पास पंजीकृत हैं। पंजीकरण की तिथि Whether registered with Labour Department? Date of Registration.	
11	क्या सेवाकर के लिए केंद्रीय एवं उत्पाद विभाग के पास पंजीकृत हैं। पंजीकरण की तिथि Whether registered with Central and Excise Department for Service Tax? Date of Registration.	
12	(क) पिछले तीन वित्त वर्षों में (वर्षवार) कुल बिक्री कृपया सनदी लेखाकार द्वारा प्रमाणित लेखापरीक्षित तुलनपत्र और लाभ एवं हानि विवरणी की प्रति संलग्न करें। (ख) उपर्युक्त वित्त वर्षों के लिए लाभ (a) Turnover in the last 3 financial years. (year-wise). Please attach a copy of CA certified audited Balance Sheet and P & L Statement. (b) Profit for the above financial years	2013-2014 2014-2015 2015 -2016
13	बैंक विवरण /Bank Details बैंक की शाखा का नाम Name of the Bank Branch खाते का स्वरूप / Type of Account खाता सं. /Account Number आईएफएससी कूट / IFSC Code *	
14	** खानपान सेवाएँ प्रदान करने से संबंधित अनुभव के वर्ष Years of experience in providing catering	

क्रम सं. Sl. No.	विवरण / Particulars	खान-पान सेवा प्रदाता द्वारा भरे जाने वाले विवरण(कृपया समर्थन में दस्तावेज संलग्न करें) Details to be filled in by the Catering Service Provider(Please attach supporting Documents)														
	services.															
15	<p>*** उन संगठनों / निगमों / विभागों के नाम , जहाँ अनुभव प्राप्त किया गया है और एजेंसी ने ये सेवाएँ कितने व्यक्तियों के लिए प्रदान की है (प्रत्येक केंद्रवार)</p> <p>Name of the Organisations / Corporations / Departments where the experience has been gained and number of persons the agency was serving (each location wise)</p>															
16	<p>प्रत्येक खानपान केंद्र (कम से तीन केंद्र) पर कुल वार्षिक बिक्री</p> <p>Annual Turnover at each of the Catering location/s (at least three locations)</p>	<table border="1"> <thead> <tr> <th>केंद्र का नाम Name of location</th> <th>कुलवार्षिक बिक्री Annual Turnover</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> </tr> <tr> <td>2</td> <td></td> </tr> <tr> <td>3</td> <td></td> </tr> </tbody> </table>	केंद्र का नाम Name of location	कुलवार्षिक बिक्री Annual Turnover	1		2		3							
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1																
2																
3																
17	<p>उपर्युक्त इंगित केंद्रों में से संविदाकर्ता प्रतिष्ठान के मुख्य व्यक्ति का नाम, पदनाम एवं संपर्क विवरण</p> <p>Name, Designation & Contact details of the key person at the above indicated location/s from the Contracting Establishment.</p>	<table border="1"> <thead> <tr> <th>केंद्र का नाम Name of location</th> <th>कुल वर्ष No. of years</th> <th>सेवा प्रदत्त व्यक्तियों की सं. No. of persons served</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> </tr> <tr> <td>2</td> <td></td> <td></td> </tr> <tr> <td>3</td> <td></td> <td></td> </tr> </tbody> </table>	केंद्र का नाम Name of location	कुल वर्ष No. of years	सेवा प्रदत्त व्यक्तियों की सं. No. of persons served	1			2			3				
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18	<p>कृपया पर्यवेक्षक स्तर क संबंधित कार्मिक की व्यवसायिक अर्हताओं का विवरण इंगित करें (अर्थात खानपान तकनीक / होटल प्रबंधन में उपाधि / पदविका)</p> <p>Please indicate the particulars of the personnel with relevant professional qualifications (viz., Degree / Diploma in Catering Technology / Hotel Management) at the Supervisory level?</p>															

क्रम सं. Sl. No.	विवरण / Particulars	खान-पान सेवा प्रदाता द्वारा भरे जाने वाले विवरण(कृपया समर्थन में दस्तावेज संलग्न करें) Details to be filled in by the Catering Service Provider(Please attach supporting Documents)
19	₹1,00,000/- (एक लाख रुपये केवल) के बयाना जमा राशि के प्रति भुगतान का विवरण ₹1,00,000/- (एक लाख रुपये केवल)के दिनांक.....काबैंक पर आहरित ड्राफ्ट सं. / भुगतान आदेश सं. । बैंक गारंटी के मामले में उसका विवरण Particulars of Payment towards EMD of ₹1,00,000/- (Rupees One Lakh Only) Draft No. / Pay Order No. Dated drawn on Bank for ₹1,00,000/- (Rupees One Lakh Only). In case of Bank Guarantee, the details thereof.	

* बैंक अधिदेश फार्म संलग्न

हाँ / नहीं

Bank Mandate Form attached

Yes / No

** बैंक को यह अधिकार है कि वह अनुभव के लिए निर्दिष्ट अवधि का निर्णय करे।

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

*** बैंक को यह अधिकार है कि वह प्रमाण / दस्तावेजों के सत्यापन के लिए प्रमाण माँगे।

Bank reserves right to call for proof / documents for verifications.

घोषणा / DECLARATION

1. मेरे ज्ञान में उपर्युक्त जानकारी सत्य है और यदि कोई जानकारी असत्य और झूठी पाई जाती है, तो निविदा प्रक्रिया /दी जा रही संविदा से मुझे बाहर कर दिया जाए।

The above information is true to the best of my knowledge and if any information is found untrue or false I may be debarred from the tender process/being given the contract.

2. मैं/ हम बैंक द्वारा निर्धारित शर्तों के अनुपालन के लिए सहमत हैं।

I/We agree to abide by the terms and conditions stipulated by the Bank.

दिनांक / Date:...../...../2017

प्राधिकृत हस्ताक्षरकर्ता / Authorised Signatory:

नाम / Name:

पदनाम /Designation:

फोन / Phone:

ईमेल आईडी / Email id:

ANNEXURE – IV

Format of Price Bid

Service	Rate Ceiling (₹) for 1 st Year(A)	Rate (₹) for 2 nd . Year (B)	Approx. average Consumption	Annually (₹)(First Year)	Annually (₹)(Second Year)
			(C)	A*C*20*12	B*C*20*12
Lunch (Category 1)	130.00	145.00	38(Guaranteed)		
Lunch (category 2)	95.00	105.00	70 Average consumption but not limited) Non Guranteed		
Tea / Coffee with good quality cookies or biscuit each time.	18.00 for two servings in a day.	20.00 for two servings in a day.	480 (240 cups 2 times a day) Guranteed		
Tea / Coffee with good quality cookies or biscuit each time.	18.00 for two servings in a day.	20.00 for two servings in a day.	2252 Cups monthly Guranteed as on date		
Fixed maintenance charges (per month)					

(* Average number of working days considered as 20 / month

Note:

1. No terms and conditions should be stipulated in the Price Bid, which is meant only for the quotation of offer price/ rate.
2. **Prices quoted above shall be valid throughout the bid validity period.**
3. Prices shall be in conformity to the scope of the work.
4. Price quoted shall be inclusive of all taxes where payment is done through meal vouchers, Taxes as applicable shall be extra on services for which invoice is raised by the Service Provider. The applicable taxes should be indicated separately.
5. L I will be based on total cost to Bank as worked-out above.

Organization :

Date:...../...../2017

Authorised Signatory:

Name:

Designation:

Phone:

Email id:

Annexure - V

Forwarding Letter

(To be submitted on the letter head of the "Service Provider")

To:

The Dy. General Manager
Administration and Premises Vertical
SIDBI
2nd Floor, MSME Development Center
C-11, 'G' Block
Bandra Kurla Complex
Bandra (East)
Mumbai - 400 051

Dear Sir,

Your Tender No.

This is with reference to your above mentioned tender for Selection of "Service Provider" for providing catering services in the Banks premises at BKC, Mumbai. Having examined the tender document, we hereby submit our proposal along with the necessary documents.

Further, we agree to abide by all the terms and conditions as mentioned in **Annexure II** of the tender document.

Date:...../...../2017

Authorised Signatory:

Name:

Designation:

Phone:

Email:

Annexure - VI

BANK MANDATE FORM
(To be submitted in Duplicate)

(Please fill in the information in CAPITAL LETTERS. Please TICK wherever it is applicable)

1. Name of "Service Provider" : _____
"Service Provider" Code (if applicable): _____

2. Address of the "Service Provider" : _____

City _____ Pin Code _____

E-mail id: _____

Phone No. with STD code: _____

Mobile No.: _____

Permanent Account Number _____

MSE Registration / CA Certificate _____
(if applicable)

3. Particulars of Bank account:

Beneficiary Name			
Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No.			
Account type	Saving	Current	Cash Credit
Account No.	(as appearing in the Cheque book)		
(Code number appearing on the MICR cheque supplied by the bank. Please attach a cancelled cheque of your bank for ensuring accuracy of the bank name, branch name & code and Account Number)			
IFSC CODE	For RTGS transfer		For NEFT transfer

4. Date from which the mandate should be effective :

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information, I shall not hold SIDBI / IDBI Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through **RBI RTGS/NEFT**.

Place : _____



Date : _____

Signature of the party / Authorized Signatory

.....
.....

Certified that particulars furnished above are correct as per our records.

Bank's stamp :

Date :

(Signature of the Authorized Official from the bank in which the a/c is held)

N.B.: RTGS/NEFT charges if any, is to be borne by the party

^{1,2}: Note on IFSC / MICR

Indian Financial System Code (IFSC) is an alpha numeric code designed to uniquely identify the bank-branches in India. This is 11 digit code with first 4 characters representing the bank's code, the next character reserved as control character (presently 0 appears in the fifth position) and remaining 6 characters to identify the branch. The MICR code, (Magnetic Ink Character Recognition) that appears on cheques, has 9 digits to identify the bank-branch. RBI had since advised all the banks to print IFSC on cheque leaves issued to their customers. A customer may also contact his bank-branch and get the IFS Code of that branch.

EMD / PERFORMANCE SECURITY FORM

(Sample Format - TO BE EXECUTED ON A NON-JUDICIAL STAMPED PAPER of requisite value)

To: **SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA, MSME Development Centre, C-11, G Block , Bandra Kurla Complex, Bandra (E), Mumbai – 400 051**

WHEREAS (Name of Service Provider) (hereinafter called the “Service Provider”) has undertaken, in pursuance of Request for Proposal (RFP) No **dated 2016** for providing catering services (herein called the ‘the RFP”) to you.

AND WHEREAS, it has been stipulated by you in the said RFP that the Service Provider shall furnish you with a Bank Guarantee from a scheduled commercial Bank for the sum specified therein, as security for compliance with the Service Provider’s performance obligations in accordance with the RFP.

AND WHEREAS we -----Bank having its registered office at ----- and inter alia a branch office situate at ----- have agreed to give a performance guarantee in lieu of EMD of ₹ ----- (₹ ----- only) on behalf of the Service Provider.

We -----~~Bank~~ further undertake not to revoke and make ineffective the guarantee during it’s currency except with the previous consent of the buyer in writing.

We ----- Bank do hereby unconditionally and irrevocably undertake to pay to SIDBI without any demur or protest, merely on demand from SIDBI, an amount not exceeding ₹ ----- (----- only) by reason of any breach of the terms of the RFP dated ---- by Service Provider. We hereby agree that the decision of the SIDBI regarding breach of the terms of the RFP shall be final, conclusive and binding.

WE do hereby guarantee and undertake to pay forthwith on demand to SIDBI a sum not exceeding ₹...../-. (Rupees only) (amount of the Guarantee in words and figures) and we undertake to pay you upon your first written demand declaring the Service Provider to be in default under the RFP and without cavil or argument, any sum or sums within the limit of ₹...../-. (Rupees only) (Amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Our obligation to make payment under this Guarantee shall be a primary, independent and absolute obligation and we shall not be entitled to delay or withhold payment for any reason. Our obligations hereunder shall not be affected by any act, omission, matter or thing which but for this provision might operate



to release or otherwise exonerate us from our obligations hereunder in whole or in part, including and whether or not known to us or you:

- (i) any time or waiver granted to the "Service Provider";
- (ii) the taking, variation, compromise, renewal or release of or refusal or neglect to perfect or enforce any rights, remedies or securities against the "Service Provider";
- (iii) any Variation of or amendment to the RFP or any other document or security so that references to the Contract in this Guarantee shall include each such Variation and amendment;
- (iv) any unenforceability, invalidity or frustration of any obligation of the "SERVICE PROVIDER" or any other person under the RFP or any other document or security waiver by you of any of the terms provisions conditions obligations UNDER RFP or any failure to make demand upon or take action against the "SERVICE PROVIDER";
- (v) any other fact, circumstance, provision of statute or rule of law which might, were our liability to be secondary rather than primary, entitle us to be released in whole or in part from our undertaking; and;
- (vi) any change in constitution of the "Service Provider";
- (vii) any petition for the winding up of the "SERVICE PROVIDER" has been admitted and a liquidator or provisional liquidator has been appointed or an order of bankruptcy or an order for the winding up or dissolution of the "Service Provider" has been made by a Court of competent jurisdiction;

The written demand referred to in paragraph above shall be deemed to be sufficiently served on us if you deliver to us at the address as set out in 3rd paragraph

This guarantee is valid until the day of <validity date> and a claim in writing is required to be presented to us within a period of one month from <validity date> i.e. on or before <claim period> failing which all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities mentioned hereinabove.

Signature and Seal of Guarantors ("Service Provider"'s Bank)

.....

Date.....

Address

.....

.....