



यूको बैंक/UCO BANK

**REGIONAL TRAINING CENTRE, BHOPAL**

Plot No.22, Arera Hills, Jail Road

Bhopal (M.P) Pin- 462027

**TENDER NOTICE FOR CATERING-CUM-CARE TAKING/HOUSE KEEPING SERVICES AT UCO BANK, REGIONAL TRAINING CENTRE, BHOPAL.**

UCO Bank, Regional Training Centre, Bhopal invites sealed tender on prescribed format from the reputed contractors having expertise and experience in similar works for catering-cum-Care taking/House keeping of its Hostel located at **UCO Bank Building , Arera Hills, Jail Road, Bhopal, M.P** . Tenders shall be submitted in two bids system, i.e., Technical Bid (Part A) and Financial Bid (Part B). Financial Bids of only those Contractors will be opened who qualify in Technical Bid. Detail Application format, eligibility criteria, instructions, terms and conditions, Technical and Financial bids can be downloaded from Bank's website [www.ucobank.com](http://www.ucobank.com) under "Tenders" column.

Tenders accompanied with specified EMD amount in prescribed manner shall be submitted to the Principal, UCO Bank Regional Training Centre, Plot No.22, Arera Hills, Jail Road, Bhopal, 462027, latest by 1.00 P.M. of **12th July, 2017**. Technical bids will be opened at 11.00 A.M. of 14<sup>th</sup> July, 2017 and Financial Bid of those who qualify in Technical Bid will be opened at 11.00 A.M. on 15<sup>th</sup> July, 2017.

Principal  
RTC Bhopal.



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**REGIONAL TRAINING CENTRE, BHOPAL**

Plot No.22, Arera Hills, Jail Road

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**Tendering for Catering-cum-Care taking/House keeping services at Bank's Regional Training Centre, Bhopal**

**Eligibility Criteria:**

- The applicant must be in the field of Catering-cum-Care taking/House keeping services for the last 7 years with a proven track record with reputed clients in rendering catering services in Learning/Training Centres/Residential Institutes/ Establishments and should possess necessary license for the same. (Supporting documents to be enclosed).
- Minimum average annual turnover of the contractor during the last two years should be Rs.10 lakh.
- Must be having sufficient number of experienced staff. A declaration to be made of number of skilled staff to be employed.
- Should have Service Tax/ GST No. and/or PAN No.
- Should have satisfactory track record in case engaged by the Training Centre earlier.

### **Instructions for the Applicants**

1. Tender is open to registered Partnership Firm, Companies, HUF or Proprietary concern.
2. Intending applicants are required to submit their applications with bio-data giving details about their organisation, experience and competence of cooks/catering personnel in the organisation and adequate evidence of their financial standing etc. in the enclosed form which will be kept confidential.
3. Each page of the application should be signed and stamped with rubber seal of the establishment. The application should be signed by the person/persons on behalf of the organisation having necessary authorisation/power of attorney to do so.
4. If the space in the pro-forma is insufficient for furnishing full details such information may be supplemented on separate sheets of paper, stating therein the name after relevant parts of the pro-forma and serial number. Separate sheets shall be used for each part.
5. Applications containing false and / or inadequate information are liable to be rejected.
6. Information shall be limited to the applicant. If any relevant data concerning the group of companies to which the applicant belongs is desired to be given, the same shall be given separately in a supplementary sheet.
7. The applications received against the press notice/web-site notice only will be considered. The criteria for selection will be decided by the Bank. The Bank reserves the right to re-tender.
8. Intending contractor/service provider has to apply using separate covers for Technical Bid (Part-A) and Financial Bid (Part-B) i.e., Cover – A & B respectively.
9. All applications for the bid should be separately submitted with Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees ten thousand only) each in shape of an account payee Bank Draft/ Banker's Cheque/ Bank Pay Order drawn in favour of “ **The Principal, UCO Bank, RTC, Bhopal**” payable at Bhopal. The Bank Draft/ Banker's Cheque/ Bank Pay Order along with the filled in ‘Technical Bid’ should be put in a single closed cover super scribed with “Technical Bid – Cover-A”. Earnest Money Deposit amount of unsuccessful bidders shall be returned against their acknowledgement. The respective price bid duly filled in shall be placed in a closed cover super scribed with “Financial Bid Cover- B”. The “Financial Bid Cover- B” will be opened only of those bidders who qualify in the “TECHNICAL BID- Cover – A”. Contractor/Service provider, in case of successful tender, shall carry out the work by executing an agreement on Non-judicial stamp paper of appropriate value within a period of seven days after receipt of the work order, failing which the tender in his favour shall be cancelled and the EMD amount shall be forfeited.
10. The contractor awarded with the contract shall have to deposit Rs. 200,000/-(Rs.two lac only) as Security Deposit and the contract shall be for a period of three years from the date of execution of contract. There shall not be any upward revision in price during the validity of the contract i.e., for a period of three years from the date of execution of the contract.
11. In case the contractor fails to fulfil his obligation for any day or any number of days to the satisfaction of the Bank, for any reason whatsoever, he shall pay by way of liquidated damage a sum equivalent to 5% of the quoted amount per item of food per day for the entire number of such days and the Bank shall without prejudice to their rights and remedies including the termination of contract, be entitled to deduct such damages from the money, if any, payable by them to the Contractor. The Bank at the cost of Tenderer will carry out such work through any agency.
12. The Court in Bhopal alone shall have the jurisdiction in respect of any or all matters relating to and connected with the tender.



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### REGIONAL TRAINING CENTRE, BHOPAL

Plot No.22, Arera Hills, Jail Road

Bhopal (M.P) Pin- 462027

**(To be signed by the Applicant and submitted along with the Application Part-A)**

#### **Terms and conditions for Catering-cum-Care taking/House keeping Services at UCO Bank, Regional Training Centre, Bhopal**

1. The “Caterer” shall do the daily catering of food and Care-taking services for 55 rooms having capacity of 90 participants at the Training Centre Hostel as per the terms and conditions, timings and the charges specified in Schedule - I to the arrangement. He shall not carry out any other business inside the Bank’s premises.
2. The food items and beverages and dishes agreed to be served by the “Caterer” at the time of (i) bed tea (ii) breakfast (iii) forenoon tea/coffee (iv) lunch (v) after-noon tea/coffee (vi) evening tiffin (vii) dinner and the general conditions pertaining to the aforesaid services are given in the Schedule – II.
3. The food items, the beverages and dishes agreed to be served by the Caterer shall be prepared in the Bank’s kitchen and to be served in the existing Dining-Hall.
4. The Catering services shall be for the exclusive use of the Regional Training Centre, Bhopal for its trainees, employees, and Bank guests and for such other persons authorised by the Principal.
5. The quality of ingredients used in the preparation of food and beverages shall be of high order/brands specified (with AGMARK/FSSAI quality Marks items, nutritious and delicious and subject to the approval of the RTC as and when required.
6. The “Caterer” will be entirely responsible for the quality of food and for serving it free from any contamination.
7. Any officer of the UCO Bank, duly authorised by Regional Training Centre, Bhopal may at any time, preferably before serving, demand any dish or item to be tested by him. If the item/ dish is not approved by the official, it may be replaced. This, however, does not absolve the Caterer of his responsibility for serving food of the highest quality.
8. If any complaint is received from the participants regarding the quality and quantity of any item of food, proportionate charges will be deducted therefore.

9. The charges for catering will be paid course wise or weekly as may be mutually convenient and Care-taking charges to be paid on monthly basis.
10. The “Caterer” shall engage sufficient number of persons for kitchen, rooms and table services. He will ensure that they remain in proper and clean dress and behave decently with the trainees/ staff of the Bank. The Caterer or his supervisor will have personal supervision of the kitchen, rooms and dining hall.
11. The “Caterer” shall be responsible for the compliance of laws including labour laws and he will be responsible for payment of wages to persons engaged by him and under no circumstances the liability shall be thrown on the Bank. In the event of any liability comes on the Bank, the Caterer shall indemnify the same without any protest, counter and demure.
12. All the workers of the Contractor must be properly covered by an Insurance Policy under “Workman’s Compensation Act” and “Fatal Accident Act”. The Contractor at his own expenses shall arrange to effect and maintain the Insurance Policy until the virtual completion of the contract and indemnify the Bank from all the liabilities arising out of such events.
13. The Caterer shall provide and use his own crockery, cutlery, utensils which must be of good quality.
14. The “Caterer” shall be paid for all services at the rate quoted by him in schedule I in the application per head per day from the date of engagement. Proportionate charges shall be taken into account for payment in case of part supply, non-supply or in dine out cases besides penalty provisions as per Para 18 mentioned hereunder.
15. Guests will be charged at regular rates applicable to the participants for the services availed.
16. Room services will be provided by the “Caterer” at no extra cost for serving bed tea, drinking water, and attending the sick participants and any such miscellaneous services as deemed necessary from time to time.
17. The rate of compensation payable to the “Caterer” during the training will be the quoted price per day per head (participant). If the number of the participants during the training period including Staff members falls short of the break-even point of 30 trainees including staff members , the compensation payment will be made for exactly the number short (from 30) of the break-even point only.
18. Compensation towards establishment cost for Non-training periods would be the quoted price in the application by the Caterer only per day.
19. UCO Bank, Regional Training Centre, Bhopal reserves the right of terminating this arrangement by giving **one** month prior notice to the Caterer. No compensation shall be payable to the Caterer by the Regional Training Centre for terminating the said agreement. The Regional Training Centre also reserves the right to terminate the agreement/arrangement with immediate effect if the Caterer neglects and fails to take proper care or does any act jeopardizing the health and safety of the participants /staff members of the Bank without serving the notice of one month.

20. Catering-cum-Care taking services rendered by the Caterer will be judged by the Regional Training Centre from time to time and if the Caterer fails to overcome the deficiencies pointed out within a reasonable time, it will be construed as inability of the Caterer to provide catering services as per the desired grade and in such a case the Regional Training Centre will be at liberty to terminate the contract / arrangement by giving one month notice.
21. In case the contractor fails to fulfill his obligation for any day or any number of days to the satisfaction of the Bank, for any reason whatsoever, the Bank shall without prejudice to their rights and remedies including the termination of contract, be entitled to deduct such damages as would be decided by the Bank from the money if any payable to the contractor and shall get the work done through any agency at the cost of the tenderer
22. When seminar, conferences and special programmes etc. of non-residential nature are held and only partial services are availed of e.g. lunch and tea etc. charges will be paid as per prescribed rate only for the services availed of.
23. The Caterer will be responsible for the compliance of all laws and regulations governing working conditions of the employees working under him/engaged by him.
24. The Caterer shall not infringe any law relating to the contract labour , payment of wages or the minimum wages, child labour etc. . In the event of any violation of any laws/regulations it will be the sole responsibility of the Caterer to make good the compliance.
25. The Caterer shall keep the furniture and fixtures of the dining hall in a tidy manner.
26. The Caterer will be responsible for proper up keep of the Kitchen & Dining-Hall and also proper Care-taking of the Hostel rooms. He will be responsible for safety and security of the articles entrusted to him by the Bank. In the event of any damage caused on account of any default, negligence, omission or commission on the part of the Caterer or his staff then the Caterer shall forthwith pay adequate compensation as determined by the Bank. The Caterer shall help in verification of articles as and when desired by the Bank.
27. The Caterer will duly and faithfully perform the duties to be assigned under the agreement.
28. The Bank reserves the right to change / modify the terms and conditions under intimation to the Caterer.

29. The applicant shall deposit Rs. 10,000/- ( Rupees ten thousand only) in shape of an account payee Demand Draft/ Banker's Cheque drawn in favour of Principal, UCO Bank, Regional Training Centre, Bhopal, payable at Bhopal as Earnest Money Deposit (EMD) which will be refunded to the unsuccessful applicants for the tender. However, on completion of tendering process and in case of successful applicant, the EMD will be adjusted towards security deposits of Rs. 200, 000/- (Rupees two lakh only). The security deposit of Rs. 200,000/- shall be kept as Term Deposit with the Bank for the period of contract and shall be refunded to the Caterer/Contractor on termination of the Contract with accrued interest.
30. All incomplete / applications without EMD amount/ blank applications for the tender shall be rejected.
31. The Caterer shall execute an agreement / undertaking on non-judicial stamp paper of appropriate value within a period of 7 days in case of successful tender.
32. The period of contract in case of successful applicant for the purpose for which this tender is floated shall be valid for three years from the date of execution of agreement/contract.
33. The care-taking services shall include proper care for stay of the participants in the Hostel of the Training Centre, maintenance of registers of check-in & check-out of the participants, allotment of rooms and making of their beds, supply of drinking water, keep custody of records of stocks, recreation materials, cleaning and washing materials, arranging repair and upkeep of items/equipments/appliances as directed by Training Centre Authorities and any other services which are incidental and allied to care-taking works as may be interested to him by the training centre authorities from time to time.
34. House keeping of rooms and RTC Office includes cleaning of all the rooms, toilets, corridors, open spaces including roofs along with periodical cleaning of water tanks, ceiling fans, door surfaces, windows, window pans, cobwebs and other items, equipments of training centre.
35. The Bank shall arrange at its cost for supply of bed-sheets, pillow covers, towels, blankets etc. required for stay of the trainees. The cost for washing of linens, cost of sanitation items required for cleanliness of the premises will be borne by the Caterer. Bed sheets, pillow cover & towels will have to be changed twice in a week and blankets, blanket covers and curtains as decided by the bank. Any repair and upkeep of any other appliances/equipments at the said premises will be made with prior approval of the Principal.
36. The contractor shall not assign or sublet this contract without the prior written approval of RTC.
37. It may be noted that this Catering –cum-care taking contract is price based contract and payment shall be released based on the performance parameters mentioned herein above.

38. For administrative reasons and smooth functioning of Catering and Care taking services, the bank does not want to engage separate contractors for catering & Care taking/maintenance and prefer single contractor for both the services, as such for allotment of tender, Bank shall consider lowest bid for catering primarily and shall negotiate with L1 bidder of catering to accept the lowest bid offered for Care taking/ Maintenance of premises by any other bidder.
39. UCO Bank, Regional Training Centre, Bhopal reserves the right to accept or reject any or all applications for the tender without assigning any reason what so ever.
40. The Bank also reserves the right to negotiate the rates with the lowest qualified tenderer.

**Date:**

**Signature of the Applicant**

**Part-B****Schedule I**

Sl No.	Items	Time Between	
1)	Bed Tea/Coffee	06-30 A.M.	07-00 A.M.
2)	Breakfast with tea /coffee	08-00 A.M.	09-30 A.M.
3)	Forenoon tea / coffee with biscuits	11-15 A.M.	11-30 A.M.
4)	Mid day Lunch	01-00 P.M.	02-00 P.M.
5)	After-noon tea/coffee with biscuits	03-15 P.M.	03-30 P.M.
6)	Evening Tiffin with tea	05-30 P.M.	06-00 P.M.
7)	Dinner	08-30 P.M.	09-30 P.M.

**Date:****Signature of the Applicant**

**Schedule II****Menu**

Sl No.	Items	Detail Description of Food / Beverage items
1)	Bed Tea/Coffee At 6.30 A.M to 7 A.M.	To be served at Hostel Rooms
2)	Breakfast with tea /coffee. At 8 to 9-30 A.M.	<p>(a) Four slices of bread toasted with butter (20 gms.) and jam, cornflakes 50 grams with milk (1 cup), one banana or Sweet Or</p> <p>(b) Four pieces of Idlies with Chatney and sambar and one banana and sweet.  Or</p> <p>(c ) One plate Upma with 2 vadas with chatney / sambar, sweet, one banana.  Or</p> <p>(d) Two vegetable cutlets with tomato sauce, one single egg omlet, sweet and banana Or</p> <p>(e) Four pieces of puris with chanamasala, one banana and sweet. Or</p> <p>(f) Two Paratas with Chanamasala/ Two Alu Paratas, one cup porridge with milk, one banana and sweet Or</p> <p>(g)Four slices of toasted bread with buttar and jam, one boiled egg or single egg omlet and one banana and sweet.</p> <p>Every breakfast will be accompanied with one cup of tea / coffee.</p>
3)	Forenoon tea / coffee with biscuits At 11-15 to 11-30 A.M.	To be served at class-rooms with 2 biscuits (sweet / salted) on every working day.

4)	Mid day Lunch 1 P.M. to 2 P.M.	<p>A. Fine Rice B. Roti C. Dal fry D. Salad E. Vegetable/ Green leaves fry – 100 grams F. Dahi / Raita 100 grams G. Sweet / Rasgolla – 2 pieces (standard size)/Khir</p> <p><b>For Non – Vegetarian</b></p> <p>(G) Fish curry (2 standard slices) / Chicken curry 3 or 4 standard pieces / Eggs curry ( 2 eggs ) with masala.</p> <p><b>For Vegetarian</b></p> <p>(H) Special Palak Paneer or Rajma kurma or Paneer Matar or Mushroom masala etc. – minimum 100 grams.</p>
5.	After-noon tea / coffee 3-15 P.M. to 3- 30 P.M.	To be served at class room with 2 biscuits (Sweet/salted on every working day)
6.	Evening Tiffin 5-30 P.M. to 6 P.M.	2 pieces of Samosa / 1 plate of pakoda / 2 Alu chops with tea / coffee.
7.	Dinner ( 8-30 P.M. to 9.30 P.M.)	Same as lunch but only vegetarian dishes.

**Note: Same Menu should not be repeated for two consecutive days.**

**Date :**

**Signature of the Applicant**

## Part A- Technical Bid

## Part A (1)

### Application

#### Basic Information

1.	Name(s) of the Applicant and Office address with contact numbers	
2.	Year of Establishment (enclose documentary evidence)	
3.	Type of organisation (Proprietary/ Partnership/HUF / Pvt. Ltd. / Co-operative body etc.)	
4.	Name(s) of the Proprietors/Partners/ Directors of the Applicant with Address and Phone Nos.	
5.	Details of Registration – of Proprietary or Partnership Firm, Company etc, name of registration authority, date and registration number.	
6.	Address and phone numbers of office through which the proposed work will be handled.	
7.	a. Income Tax assessment certificate/Income-Tax return and PAN(copy to be enclosed) b. Service Tax number and certificate ( Copy to be enclosed) c. Shop and establishment Registration number (copy to be enclosed).	
8.	Whether any penalty imposed or indictment passed against the applicant or any case is pending with any statutory	

	authorities related to his business enterprise.	
9.	Adequate and satisfactory evidence to indicate financial capacity of the applicant to undertake the work. Name of the Banker with full address and facilities enjoied (copies of proof to be enclosed)	
10.	Yearly turn over during last two years.	
11.	Performance Certificates from clients served.	
12.	Number of supplementary sheets attached.	

**Date :**

**Signature of the Applicant**

**Part A (2)**

**Application**

**Work Capability and Previous Experience**

List of important Works executed by the organisation/contractor are to be furnished in the format given below :

Sl No.	Name of the Organisation and its location	Contract amount	Whether residential or not	Contract period

**Date :**

**Signature of the Applicant**

**PART – B Financial Bid**

**Part – B (1)**

**Application**

**Financial Quote for Catering-cum-Care taking Services at UCO Bank, Regional Training Centre, Bhopal**

Sl. No. 1.	Rate at which willing to offer the services (per head per day) as per the enclosed menu provided in the tender paper during training period.	Rs. Rupees.....only
2.	For absentees ( i.e. below 30 inmates per day per head during training period )	Rs. Rupees.....only
3.	Compensation for off days(during Non-training period per day)	Rs. Rupees.....only
4.	Care-taking charges for 55 Hostel rooms and Regional Training Center Office premises per month	Rs. Rupees.....only

**Place :**

**Date :**

**Signature of the Applicant**

**Application**

(To be filled up by the applicant)

Sl No.	Items/Menu as given in tender paper	Time between		Charges (Rs.)
1.	Bed Tea/Coffee	6-30 A.M.	07-00 A.M.	
2.	Breakfast with tea/coffee	8-00 A.M.	09-30 A.M.	
3.	Forenoon tea/coffee with biscuits	11-15 A.M.	11-30 A.M.	
4.	Lunch	01.00 P.M.	02.00 P.M.	
5.	Afternoon tea / coffee with biscuits	03.15 P.M.	03.30 P.M.	
6.	Evening tiffin with tea	5-30 P.M.	06.00 P.M.	
7.	Dinner	8-30 P.M.	09.30 P.M.	

Total amount per day per head

Rupees .....only.

**Date:****Signature of the applicant**

**PART-B (2)****Menu**

Sl No.	Items	Detail Description of Food / Beverage items
1)	Bed Tea/Coffee At 6.30 A.M to 7 A.M.	To be served at Hostel Rooms
2)	Breakfast with tea /coffee. At 8 to 9-30 A.M.	<p>(a) Four slices of bread (Toasted with butter and jam), cornflakes 50 grams with milk ( 1 cup), one banana or Sweet Or</p> <p>(b) Four pieces of Idlies with Chatney and sambar and one banana and sweet.  Or</p> <p>( c ) One plate Upma with 2 vadas with chatney / sambar, sweet, one banana.  Or</p> <p>(d) Two vegetable cutlets with tomato sauce, one single egg omlet, sweet and banana Or</p> <p>(e) Four pieces of puris with chanamasala, one banana and sweet. Or</p> <p>(f) Two Parotas with Chanamasala/ Two Alu Paratas, one cup porridge with milk, one banana and sweet Or</p> <p>(g)Four slices of toasted bread with buttar and jam, one boiled egg or single egg omlet and one banana and sweet.</p> <p>Every breakfast will be accompanied with one cup of tea / coffee.</p>
3)	Forenoon tea / coffee with biscuits At 11-15 to 11-30 A.M.	To be served at class-rooms with 2 biscuits (sweet / salted) on every working day.
4)	Mid day Lunch 1 P.M. to 2 P.M.	<p>A. Fine Rice B. Roti C. Dal fry D. Salad E. Vegetable/ Green leaves fry – 100 grams</p>

		<p>F. Dahi / Raita 100 grams G. Sweet / Rasgolla – 2 pieces (standard size)/Khir</p> <p><b>For Non – Vegetarian</b></p> <p>A. Fish curry (2 standard slices) / Chicken curry 3 or 4 standard pieces / Eggs curry ( 2 eggs ) with masala.</p> <p><b>For Vegetarian</b></p> <p>B. Special Palak Paneer or Rajma kurma or Paneer Matar or Mashroom masala etc.– minimum 100 grams.</p>
5.	After-noon tea / coffee 3-15 P.M. to 3-30 P.M.	To be served at class room with 2 biscuits (Sweet/salted on every working day)
6.	Evening Tiffin 5-30 P.M. to 6 P.M.	2 pieces of Samosa / 1 plate of pakoda / 2 Alu chops with tea /coffee.
7.	Dinner ( 8-30 P.M. to 9.30 P.M.)	Same as lunch but only vegetarian dishes.

**Note: Same Menu should not be repeated for two consecutive days.**

Date :

Signature of the Applicant