



**UCO BANK
REGIONAL TRAINING CENTRE - CHANDIGARH,
2nd FLOOR, SCO55-57, BANK SQUARE, SECTOR 17-B,
CHANDIGARH, 160017**

TENDER DOCUMENT

For

CATERING

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**FACILITY MANAGEMENT (HOUSEKEEPING &
UPKEEP/MAINTENANCE) SERVICES**

RTC/CHNG/2019-20/110 DT 11.09.2019

IMPORTANT

**TO BE SUBMITTED IN SEALED COVERS ALONG WITH EMD SUPERSCRIBING THE
NAME OF WORK AND NAME AND ADDRESS OF THE TENDERER**

Cost of Document: Rs. 2,000/-

TENDER DOCUMENT

यूको बैंक, क्षेत्रीय प्रशिक्षण केन्द्र, चण्डीगढ़ - 160017

UCO Bank, Regional Training Centre, 2nd floor, SCO 55, 56, 57, Sector-17 B, Chandigarh – 160017

Phone: 0172-5037324, 5037322, Fax: 0172-2770139, e-mail: RTC.chng@ucobank.co.in

PART A –NOTICE INVITING TENDER (NIT)

DATE: 11/09/2019

1. UCO BANK, invites **e-tenders** in two bids system from the eligible agencies for **Catering-cum-Facility Management Services (Housekeeping & Upkeep/ Maintenance)** at **Regional Training Centre-Chandigarh** located at **Second floor, SCO 55-57, Bank Square, Sector 17-B, Chandigarh** and **Hostels (19 Rooms)** located at **H.N. 301/15-A & 145/15-A, Chandigarh** for **three years** period.
2. A complete set of Request for Proposal (RFP) -Tender Documents containing **42** pages may be obtained from the Administration Section, Regional Training Centre, SCO-55-57, Bank Square, Sector 17-B, Chandigarh-160017 during working hours from **16/09/2019** to **05/10/2019** against payment of Rs. 2000/- (Two Thousand only) by way of Demand Draft/Pay Order favouring UCO Bank payable at Chandigarh **as tender fees** (Non-- Refundable) on or before **17.00 hrs 05.10.2019** or can be downloaded from UCO Bank's website www.ucobank.com/media/tenders.aspx.
3. The bidders, who purchase the RFP in their names only, are eligible for submission of bid. The bidder who downloads the RFP from the above website, shall also pay the fees of Rs. 2000.00 as mentioned above, failing which the bid of the concerned bidder will not be entertained.
4. Technical Bid and Financial Bid are to be submitted on or before **17:00 hours 06.10.2019** via e-tender.

Earnest Money	:	Rs. 50,000 (Rupees Fifty Thousand only) by crossed demand draft payable at Chandigarh in favour of "UCO BANK, REGIONAL TRAINING CENTRE, CHANDIGARH"
Last date & time of submission of tender	:	On or before 5 PM, 06/10/2019 as per instructions in the tender documents
Time and date of opening of Bid		
Technical Bid		Date: 08/10/2019 Time: 11:00 am
Financial Bid		Date: 09/10/2019 Time: 11:00 am
Components of Tender		Part A – NIT (Notice Inviting Tender) Part B– General Rules & Instructions to Tenderer Part C – General Conditions of Contract Part D – Details of the Building Part E – Scope of works – Catering Services Part F – Scope of works – Facility Management (Housekeeping & Upkeep/Maintenance) Part G- Tender Application Form Part H – Technical Bid for Catering cum Facility Management Services Part I – Scoring Matrix Part J – Financial Bid for Facility Management Part K – Financial Bid for Catering Management
Date & Venue for Pre-Bid meeting		17.09.2019 at 13:00 hours Venue: RTC Chandigarh, UCO Bank, 2 nd Floor, Sector 17-B, Bank Square, Chandigarh

Financial bid will be opened for only those bidders who are found eligible in the Technical Bid. Addendum, if any shall be issued/ conveyed through the Bank's website only for convenience, Bank prefers a single contractor for both catering and Housekeeping/Maintenance, hence, bidders shall bid both services.

(Bids will be opened as per the above schedule in the presence of bidders present at that time, in case no bidder is present tender will be opened by the Bank's tender committee.)

The Bank reserves the right to reject any / all applications without assigning any reason whatsoever.

TENDER DOCUMENT ISSUED TO M/S _____
ON _____

DGM-PRINICPAL

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PART B – GENERAL RULES AND INSTRUCTIONS TO TENDERER

1. E- Tenders for the above noted work are hereby invited from Eligible Contractors.
2. Tenders should be addressed to the DGM & Principal, Administration Section, Regional Staff Training College, SCO 55-57, Sector 17-B, Bank Square, Chandigarh-160017 via e-tender after paying tender fee along with EMD.
3. **Eligibility Criteria:**
 - a) The applicant must be a Registered, Licensed Company or Partnership firm or Sole proprietor or Individual having its office in India, preferably Chandigarh, Haryana and Punjab.
 - b) The applicant must have a proven track record of minimum 3 years with minimum two reputed Public Sector clients in rendering catering services (breakfast, lunch and dinner) and not like a cafeteria type, to reputed Training- institution or other such institutions and proven track record of minimum 3 years in rendering House Keeping to minimum two reputed Public Sector clients, institutions/ PSBs.
Minimum Three years (for General) or Two years (for those who are having Hotel Management Degree) Experience in above area with National, Multi-National, PSUs and Corporate institutions.
 - c) The applicant must have a minimum annual turnover of Rs. 35 Lac (Rupees Thirty five Lac only) in three financial years, exclusively in catering, and Rs. 5 lacs in three financial years exclusively in House Keeping.
 - d) The experience should relate to catering services of Single Client with minimum of 100 to 150 persons per day providing multi-cuisine vegetarian food.
4. The applicant must produce relevant documentary evidence along with the duly filled application form.
5. Non disclosure of relevant information or furnishing of incorrect information or documents will invite disqualification from the process.
6. The applicant shall not have any right to participate in the Price Bidding process merely on satisfying the above eligibility criteria or on being found unsuitable to apply for tender.
7. The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Labour Authority or Competent Court.
8. The applicant must not have rescinded or abandoned any catering contract awarded by any of his client before the expiry of prescribed period of contract.
9. The applicant is not a sub-Tenderer to any other entity or person nor has at any time sublet the contract awarded to the applicant to any other person.
10. The applicant has complied with all labour laws and obtained all licenses, approvals, permissions to carry on the business of catering services and housekeeping services.
11. The applicant does not suffer or has not suffered any disqualification to render the catering services at any time in respect of matters not enumerated herein.
12. The applicant must furnish appropriate declarations in respect of the terms and conditions mentioned herein along with his pre-qualification application forms.
13. The applicant is or has not formed or part of any cartel at any time for processing any contract including the present tender.
14. UCO Bank, RTC Chandigarh is not responsible in any manner for the postal delay or loss or non receipt of tender Documents, EMD or earnest money DD.
15. Prequalification will be on the basis of marks secured in various parameters as per the Scoring Matrix- Technical Bid. The bidder has to secure minimum 38.8% marks (35 out of 90) to be eligible for prequalification.
16. The College reserves the right to reject all or any of the tender documents without assigning any reason there for.
17. The tenderer should submit a FDR of Security Value of UCO Bank, after the contract is awarded on the date of the agreement/execution of the contract.
18. All entries in tender documents should be with proper indication of the name, designation and address of the person signing. This document is meant for the exclusive purpose of bidding as per the terms; conditions, scope and specifications indicated and shall not be transferred, reproduced or otherwise used for the purposes other than for which it is specifically issued.
19. The RFP will follow e-Procurement (e-Tendering) process and the same will be conducted by Bank's authorized e Procurement service provider M/s E-Procurement Technologies Limited through website www.eauction.auctiontiger.net
20. Following activities will be conducted online through above website:
 - a. Submission of Bid for Eligibility Criteria and for compliance to Technical Specifications.
 - b. Bid Evaluation for Eligibility Criteria and Technical Specifications
 - c. Clarifications, if any, sought by the Bank
 - d. Online Sealed Price Bid (Only for Technically Qualified Bidders)

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Representatives of Bidders will be given required assistance for e-Procurement process by our Service Provide, M/S E-Procurement Technologies Ltd. (AuctionTiger)- Mr. Sujith Nair (Mobile No. Phone: +91-79-40016857) Email: sujith@eptl.in It is mandatory for the Bidders to have;

- a. valid Digital Signature Certificate – Signing & Encryption (Class II or Class III)
- b. Computer/Laptop with internet connection of minimum 256 kbps speed
- c. Operating System – Windows XP Service Pack – 3/VISTA/Windows & or above

21. The tender process will be in two online cover system with all documents with authorizing person's signature and seal on all pages:

i. Envelope Cover – I :

This envelope will contain uploaded –

- a). Part G - Application form duly filled in along with necessary enclosures.
- b). Tender document duly signed in all pages by the tenderer **(to be submitted off line too)**
- c). Proof of submission of EMD of Rs. 50,000/- (Rupees Fifty thousand only) in the form of a Demand Draft or Banker's Cheque in favour of UCO Bank, RTC Chandigarh from any scheduled commercial Bank **(to be submitted off line too)**
- d). Documents called for eligibility should be as per S. No. 22. **(to be submitted off line too)**
- e). Part H- Basic Information of the Bidder **(to be submitted off line too)**
- f). Work Experience Form **(to be submitted off line too)**

ii. Envelope Cover – II

- a). This envelope will contain the Price Bid – Part J
- b). The tender will be rejected if the tenderer fails to submit the required EMD in envelope-1 above.
- c. Annexure A

iii. The process of selection will be as under:

I. First, the envelope or Cover –I will be opened in the presence of the tender opening committee of RTC Chandigarh and the authorized representatives of the bidders on scheduled date and time specified on page no. 2 of this tender document. The application will be checked for fulfilment of all eligibility criteria. The veracities of the claims will be tested to the satisfaction of the committee, and short listing of applications will be done based on such criteria. The bidder who scores minimum 38.8 % marks (i.e. 35 out of 90) as per the Scoring Matrix- Technical Parameters for Catering & House Keeping Tender-2019 will only be shortlisted.

II. The shortlisted applications or units may be subject to onsite inspection and enquiry, with a view to establishing their suitability for undertaking the assigned job. The criteria for satisfactory inspection of the units will be decided by the committee.

III. The Price Bid in respect of such shortlisted applicants, who have qualified after satisfactory onsite inspection or enquiry, will be opened.

IV. The College will not accept any conditional tender from the vendor, i.e., quoting any conditions in the tender form and their tender application will be rejected.

V. In the event of same financial bid, the revised rates will be submitted by the bidders and lowest of the two shall qualify.

22.) Documents to be enclosed (in Technical Bid):

- a. Certificate of Incorporation, Articles & Memorandum of Association in case of a company/ partnership deed in case of a partnership firm.
- b. Certificate of Registration with Labour Department, Chandigarh Govt.,
- c. Certificate of Registration with Professional Tax Office, Chandigarh Govt.,
- d. Certificate of Registration under GST.
- e. Certificate of Registration under Shops & Establishment Act,
- f. Certificate of Registration with the Office of the Regional Provident Fund Commissioner,
- g. Certificate of Registration with Employees' State Insurance Corporation,
- h. Audited Financial Statements (P&L and Balance Sheet) for the last three Financial Years and certified from Chartered Accountant confirming turnover of Rs. 35.00 lacs per annum for Catering Services and Rs. 5.00 lacs per annum for Housekeeping Services
- i. Income Tax Assessment copies for the last three financial years.
- j. Performance certificate providing presently ongoing Catering and Housekeeping services from minimum two PSBs.
- k. Copy of PAN card.
- l. Certificate of I S O, if available

The Tender Form, Details of Bidder Form, Work Experience form, Eligibility documents, EMD and Printout of acknowledgement issued by e-tendering system after submission of Bid Documents in Online mode shall be sent to us offline also by the prospective bidder before opening of Technical Bid. Tender fees to be submitted offline before bidding.

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PART C – GENERAL CONDITIONS OF CONTRACT

DEFINITIONS:

BANK shall mean "UCO Bank" Head Office, or its authorized representatives

TENDERER/CONTRACTOR shall mean the successful tenderer to whom the work is awarded

SITE means Regional Training College (RTC) on 2nd Floor, UCO Bank, SCO 55-57, Sector 17-B, Bank Square, Chandigarh

CONTRACT means this "NIT" (Notice Inviting Tender) and its components

MONTH means calendar month

WEEK means seven consecutive days

DAY means a calendar day beginning and ending at 00 Hrs and 24 hrs respectively

COLLEGE means Regional Training Centre, Chandigarh

WORK shall mean Scope of work in Catering and Facility Management

Where the context so requires, words imparting the singular only also include the plural and vice versa.

1. SECURITY DEPOSIT

1.1. The successful bidder should submit a Security Deposit for 10% value of the contract or Rupees Five lacs, whichever is less within seven days from the date of acceptance of the order towards performance of the Contract.

1.2. The Security Deposit shall be by way of FDR of UCO Bank.

1.3. The FDR should be valid for 36 months or entire contract period from the date of commencement of contract.

1.4. The FDR will be returned to the bidder within 15 days after completion of Contract period subject to satisfactory performance and on the Tenderer rendering a No Demand and No Due Certificate by In-Charge/Officials of Regional Training College (RTC), and after adjusting any sums due to UCO Bank from the Tenderer.

1.5. The Bank shall invoke the FDR pledged with UCO Bank, RTC Chandigarh before the expiry of validity, if the successful bidder breaches the contract or fails to complete his obligations under the contract. The Bank shall notify the bidder in writing before invoking the FDR. The proceeds of the FDR shall be payable to the Bank.

2. The local address of the Tenderers, the name of the person to whom all the correspondence are to be addressed should be indicated, with telephone numbers (both office and residence), mobile numbers, fax numbers and email.

3. All entries in tender documents should be in one ink. Eraser and over writing are not permitted. All cancellation and insertion should be duly signed by tenderer concerned with proper indication of the name designation and address of the person signing and then uploaded online and submitted in hard copy at RTC Office.

4. Tenderer shall fill in all the required particulars in the blank space provided for this purpose in the tender documents and also sign & put seal in each and every page of the tender document before submitting tender and uploading it online.

5. The rate should be quoted in figures as well as in words in Indian Currency (INR) only.

6. In case the rate quoted in figures differs from those quoted in words, the rates quoted in words will be taken as the tendered rate and shall be binding on the tenderer.

7. In quoting rates, the tenderer are advised to take into account all factors including any fluctuations in market rates. No claim for enhanced rates will be entertained during the currency of the contract.

8. The rate to be quoted by the tenderer shall be firm and shall cover and include cost of all materials wages to the labourers (subject to complying with minimum wages Act), supervisors, equipments deployed, Tenderer's profit, transportation charges and all statutory levies, PF, ESI but excluding GST arising from Act passed by Parliament or State Legislature and rules framed there-under. The rates shall be quoted on the format as per Part-J. In case of transition of taxes from present applicable to other, as decided by the Government, the same will not be borne by UCO Bank.

9. The Tenderer shall bind himself and executors or administrators and shall indemnify and hold harmless the Bank, in respect of this contract, including all claims, damages proceedings, costs, charges and any expenses whatsoever which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of contract in respect of violation of any of the provisions of Law, Act, Rules or regulations having the force of law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employed or engaged by the Tenderer in connection with this contract. This indemnity shall survive even after termination of the contract.

10. The Tenderer shall be responsible for all the claims of his employees and the employees of the Tenderer shall not make and claim whatsoever against the Bank. The Tenderers' workmen will not have any right whatsoever to get absorbed in the Bank.

11. The Tenderer shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from all infections or diseases.

12. The Tenderer shall obtain adequate insurance policy in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death, injury or disablement at work etc.

13. The Tenderer shall provide weekly off / holidays to his workmen as per labour laws but it will be his responsibility to ensure uninterrupted services on all days.

14. **Insurance** The Tenderer shall insure or keep insured against fire, theft, injury, accident and also third party risks all goods, articles, equipments being used by him and his employees and shall regularly and punctually pay each and all premia as and when the same shall become due, during the currency of the contract. The Insurance policy will be assigned to the College and will be of Rs. 5 lacs.

15. The Tenderer shall arrange and pay for policy under public liability Insurance Act 1991 and Insure and keep Insured all substances which are or have been declared to be hazardous under the notification/s issued or that may be issued from time to time under the above Act or any rule framed there under and which substances are used by the Tenderer during the course of the contract.

16. Tenderer shall ensure that the Tenderer's employees maintain peace, order and decorum in the premises. Any disturbance in the premises by the Tenderer or his agents/employees would render the termination of the contract without notice by the Bank.

17. All questions relating to the performance of the obligations under this agreement and all the disputes and differences, which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof, shall be referred to the College Incharge, UCO Bank, RTC Chandigarh, whose decision shall be final, conclusive and binding on the parties to this agreement.

18. The rate quoted in the tender shall remain valid for a period of 'SIX MONTHS' from the date of opening tender, for acceptance by Bank. The quoted rates shall be firm for the contract period and no escalation in rates are payable on any grounds.

19. The contract for Catering and House Keeping services is for a period of three years from the date of commencement of the contract subject to review at the expiry of half yearly, and may be renewed for a further period of one year at the end of the contracted period of 36 months, at the discretion of the College and as per the Policy of UCO Bank. The Contractor will be obligated to meet the Catering and Housekeeping Committee once in a month for assessing and monitoring of the Catering and House Keeping services rendered and for which notice will be given to him or her either in person or by written communication.

20. The performance of Contractor would be assessed and monitored by the Sub Committee at periodical interval with or without the assistance of external expertise as may be decided by the College. The Contractor shall comply with such observations or feedback made and furnished for improvement of the services by him or her.

21. The contract shall be terminated on the expiry of three years by efflux of time or earlier, by one-three months notice at the option of the College, if any of the stipulated conditions or qualitative dimensions of the menu or services agreed upon by the contract are not met to the satisfaction of the College. The Contractor shall have the option to terminate the agreement after giving three months notice to the College of such termination but in such case security deposit will be forfeited. If during the currency of the contract, any Government notification prohibits employment of contract labour for Catering and House Keeping services, the contract shall come to an end forthwith and no compensation shall be paid to the Tenderer. Besides if the contract is terminated as stated above the Contractor shall be entitled to the payment up to the date of termination for the work already performed.

22. The Contractor shall note that no claim for enhancement of rates, on the ground that cost of materials, labour has increased; existing statutory levies have been increased, after tender, or in any other ground, will be entertained on any account.

23. Before bidding, the tenderer are advised to inspect the site of work and its environments and be well acquainted with the actual working and other prevailing conditions. If the bidder has submitted tender, it will be presumed that he has visited site and is well acquainted with the requirement, location and topography of site. The tenderer should specifically note that it is tenderer responsibility to provide all items which are not specifically mentioned in the scope of works, but which are necessary to complete the subject services.

24. The Bank will not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

25. No employee of UCO Bank shall be engaged by the Tenderer during the course of carrying out the works.

26. The tenderer shall deposit a sum of Rs. 50,000/- (Rupees Fifty thousand only) towards Earnest Money Deposit along with the tender document. This EMD (Earnest Money Deposit) shall be in the form of demand draft from any nationalized Bank or from a scheduled Bank drawn in favour of UCO Bank, RTC Chandigarh, payable at Chandigarh. Technical Bid will not be opened of the bidder, if EMD is not submitted.

27. The Tenderer has to get the police verification done for the employees engaged by them for the work, submit photocopy of the same, provide them with either photo id card or letter addressed to Bank with the photo of employees duly attested by the company, maintain an attendance register of the persons employed by them and the same to be got inspected daily by the Bank's Officer-in-charge or Bank's Officer identified by Bank/RSTC.

28. If any of the labour employed by the Tenderer is found to be minor, underperforming or any misbehaviour is found/reported while on duty, Bank reserves the right to ask for a suitable substitute, apart from calling action against the company and taking suitable action.

29. No alterations or additions are to be made by the Tenderers to the tender document. Violation of this instruction will attract rejection of the tender at the discretion of the Bank.

30. Tender shall be quoted on prescribed form only and quoting in any other form will be rejected. All rates shall be quoted on the proper form of the tender alone. Quoted rates and units different from prescribed in the tender schedule will be liable for rejection.

31. If any tenderer withdraws his tender before the said period or makes any modifications in the terms and conditions of the tender which are not acceptable to the Bank, then the Bank shall, without prejudice to any other right or remedy, be at liberty to forfeit full value of the EMD as aforesaid.

32. All the parts of this tender documents i.e. Tender Notice, General rules and Instructions to tenderer, offer letter, General conditions of contract, Annexures, technical specifications shall form a part of the contract document.

33. The EMD of unsuccessful tenderer's shall be returned within 7 days after finalising the contract.

34. The EMD of successful tenderer's shall be returned after submission of Security Deposit.

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35. UCO Bank shall have the right to withhold payment of, or make recoveries from claims due to the Tenderer in respect of any loss or damage caused or occasioned in respect of the properties of UCO Bank under the terms and conditions of this Contract or any payment necessitated due to the infringement of any statutory obligations by the Tenderer.

36. The Tenderer or his authorised representative shall be in attendance in UCO Bank premises during all working hours for supervising the work. For any negligence of the service employed by the Tenderer or for any loss or damage caused or occasioned by himself, his agents or workmen in respect of the property of UCO Bank, the Tenderer shall be personally responsible and shall make good the loss forthwith.

37. Whenever under the contract any sum of money shall be recovered from, or payable by the Tenderer, the same shall be paid by the Tenderer on demand such amount may also be deducted from any sum due, or from any sum which at any time there after becomes due to the Tenderer under his contract or under any other contract or from his security deposit, in respect of this work or in respect of any other works.

38. If UCO Bank engages workers to complete any part or whole of the work as per this contract for any period, due to failure of the Tenderer to engage adequate number of workers, in that event, Tenderer has to reimburse to UCO Bank, the extra cost involved on this account.

39. All activities of work done shall be entered in a register daily so that complete record is obtained of all work performed under this arrangement, and signed and dated by both parties viz., persons authorized for and on behalf of UCO Bank and the Tenderer each day on completion of work.

40. Without prejudice to any rights or remedies under this agreement if the Tenderer dies, the UCO Bank authorities shall have the right to terminate this agreement without any liability whatsoever as regards execution of the work for the balance contract period after the death of the Tenderer.

41. TERMINATION:

(a) UCO Bank shall be at liberty to terminate the contract by issuing one-three month's notice to the Tenderer without assigning any reason whatsoever. Bank shall not entertain any claim or compensation by Tenderer for such termination of Contract.

(b) As regards unsatisfactory performance or non compliance with any of the terms and conditions of the contract by the Tenderer or abandoning the work, UCO Bank shall have the right to terminate the contract forthwith with one month's notice and rearrange the work through other agencies at the risk and cost of the Tenderer and under such circumstances, the security deposit paid by the Tenderer shall stand forfeited.

42. The Tenderer shall follow such Act, rules and regulations of the State/Central Government that are in force and that may be framed from time to time for completion of work. UCO Bank shall not be responsible for any infringement of the various statutes in force by the Tenderer.

43. The Tenderer shall take, at his own cost the necessary license from statutory authorities in respect of this work. The expenses in completing the formalities in executing the agreement including execution on stamp paper will also be met by the Tenderer.

44. Any additional items of work not covered by the contract shall be at a rate agreed by mutual discussion between the Tenderer and the Bank.

45. STATUTORY DEDUCTION towards Direct & Indirect Tax will be made as per Rules. Applicable taxes will be deducted in every bill payable to Tenderer. In case of penalty deducted by Bank, the tenderer shall produce a revised bill for payment.

46. Prevailing Minimum Wages as notified by Regional Labour Commissioner (Central) has to be paid to the labourers employed by Tenderer. This will be sole responsibility of the Tenderer and they will be held responsible in case of any violation.

47. Payment to the labourers shall be paid on 7th of every month and confirmed to the Bank.

48. The challans and other documents with regard to ESI/PF/pay slip should be submitted along with monthly bill.

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49. GST charged by the Contract shall be reimbursed after production of bill.

50. LABOUR

50.1 The Tenderer shall employ suitable labour to maintain the required quality of work to the satisfaction of the Bank.

50.2 The Tenderer shall furnish to the Bank at the intervals specified by Bank, a distribution of the number and description of labour employed in carrying out works. The Tenderer shall submit on the 1st of every month to the Bank a statement showing in respect of the current month (i) the number of labourers employed by him on the work (ii) their working hours (iii) the wages paid to them (iv) the accidents that occurred during the previous month showing the circumstances under which they happened and the extent of damage and injury caused by them and (v) the number of female workers who have been allowed maternity benefits as provided in the maternity benefit Act, 1961 or Rules made there under and the amount paid to them.

50.3 The Tenderer shall apply and obtain license under the contract labour (R&A) Act 1970 and comply with the relevant provision of this Act, in respect of the labour employed by him for executing this contract. The Tenderer shall furnish necessary returns to the authority through Bank.

50.4 The minimum age of the labour employed shall not be below 18 years.

50.5 The Tenderer shall engage all the workers as per requirement, duly verifying the police records and proof the same should also be submitted to Bank for Banks records.

50.6 The Tenderer shall comply with the provisions of the Workmen's Compensation ACT 1923, the payment of the Wages Act 1936, Factories Act, Minimum Wages Act 1948, Employment of Children Act 1938, Employers Liability Act 1938, Industrial Disputes Act 1947 and other Acts Central or States, that may be applicable to him. He shall be liable to pay all such sum, or sums that may become payable as contribution, compensation, penalty, fine or otherwise, which the provision of the said acts, to or on behalf of any workmen employed by the Tenderer by an authority empowered under the relevant Act. Any cost incurred by UCO Bank in connection with any claim or proceedings under the said Acts or in respect of loss, injury or improper performance of this contract by the Tenderer, is workmen, servant and any money which may become payable to UCO Bank as aforesaid shall be deemed to be deducted by UCO Bank or may be recovered by the management of UCO Bank from the Tenderer in the other manner.

50.7 The Tenderer should take independent code numbers under EPF Act 1952 and ESI Act 1948 and shall cover his workmen under the employees provident fund schemes and Employees State Insurance Act 1948 and show proof of payment of subscriptions/contributions to the concerned authorities. Both in respect of ESI/EPF the Tenderer shall obtain necessary declaration forms from his employees and obtain individual insurance and PF number and shall furnish to the Bank every month, necessary proofs for having made remittance of ESI and PF contributions in respect of all contract labourers engaged by him.

50.8 As regards Employees State Insurance Act, the Tenderer shall submit Photostat copies of the challan's of remittance of the contributions (both the employees contributions and his own contribution there on) to the ESI corporation in respect of the employees engaged in UCO Bank by him for this work for the relevant period before any payment is released by UCO Bank.

50.9 As regards the Employees provident fund and miscellaneous provision Act 1952 and rules and regulations and schemes framed there under, he shall be liable to pay employees compensation under the Act in respect of all labour employed by him for the execution of the contract. For this purpose, he shall indicate the code number obtained by him from the Regional Provident Fund Commissioner and produce the Photostat copy of the challan receipt of monthly remittance. He shall also furnish such returns as are due under the Act to be sent to the appropriate authorities through UCO Bank.

50.10 The Tenderer is required to take Insurance for all the workers employed on the works towards payments for workmen compensation. The Insurance has to be taken within 15 days of the award of work and has to be provided at the signing of the agreement. The Tenderer shall be fully responsible for the consequences arising out of default and Bank may treat it as breach of Contract and reserves the right to terminate the Contract.

50.11 The Tenderer shall pay wages to his workmen at the rates as applicable under the Minimum Wages Act as per Central Government guidelines for unskilled and for semiskilled/equivalent categories. The Tenderer shall disburse the wages in the presence of the Bank's representatives and obtain their signature in the payment register on or before 7th of every month. If it falls on Sunday payment shall be made on previous day.

50.12 The duration of duty is eight hours per day per person. To keep the efficiency and alertness the overtime will be kept to the barest minimum.

51. SAFETY CODE - RESPONSIBILITIES OF THE TENDERER IN RESPECT OF SAFETY OF MEN, EQUIPMENT, MATERIAL AND ENVIRONMENT

51.1 Before commencing the work, Tenderer should submit a 'SAFETY PLAN' to the authorized UCO Bank official. The 'SAFETY PLAN' shall indicate in detail the measure that would be taken by the Tenderer to ensure safety of men, equipment, material and environment during execution of the work. The plan shall take care to satisfy all requirements

specified hereunder. The Tenderer shall submit Safety Plan along with his offer. During negotiations before placing of work order and during execution of the contract UCO Bank shall have right to review and suggest modification in the Safety Plan. Tenderer shall abide by UCO Bank decision in this respect.

51.2 The Tenderer shall take all necessary safety precautions and arrange for appropriate appliances as per direction of UCO Bank or its authorized officials to prevent loss of human lives, injuries to personnel engaged and damage to property and environment.

51.3 The Tenderer shall provide to its work force and ensure the use of the following personal protective equipment as found necessary and as directed by the authorized UCO Bank officials:-

Safety Helmets conforming to IS-2925:1984

Safety Belts conforming to IS-3521:1983.

Safety Shoes conforming to IS-1989:1978.

Eye and Face protection devices conforming to IS-8520:1977 and IS-8940:1978.

Hand and body protection devices conforming to:

IS-2573:1975

IS-6994:1973

IS-8807:1978

IS-8519:1977

51.4 All tools, tackles, lifting appliances, material handling equipment scaffolds, cradles, safety nets, ladders upto 25 meters, gloves equipment's etc used by the Tenderer shall be of safe design and construction. These shall be tested and certificate of fitness obtained before putting them to use and from time to time as instructed by authorized UCO Bank official who shall have the right to ban the use of any item.

51.5 The Tenderer shall adopt all fire safety measures.

51.6 Where it becomes necessary to provide and/or store petroleum products, explosives, chemicals and liquid or gaseous fuel or any other substance that may cause fire or explosion, the Tenderer shall store the same safely as per the directions of the Bank.

51.7 The Tenderer shall be held responsible for any violation of statutory regulations local, state or central and UCO Bank instructions, that may endanger safety of men, equipment, material and environment in his scope of work or another Tenderer's or agency's. Cost of damages if any, to life and property arising out of such violation of statutory regulations and UCO Bank instructions shall be borne by the Tenderer.

52 INDEMNITY BOND: Tenderer shall sign an Indemnity Bond in an approved format before starting the work, indemnifying the Bank from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the site due to faulty work, faulty construction and for violating rules and regulations for which the Tenderer shall be solely responsible.

52.1 In case of any damage to property by the Tenderer, UCO Bank shall have the right to recover the cost of such damages from payments due to the Tenderer and decision of the Bank shall be binding on the Tenderer.

52.2 In case of any delay in the completion of a job due to mishaps attributable to lapses by the Tenderer, UCO Bank shall recover the cost of such delay from payments due to the Tenderer, after notifying suitably and giving him opportunity to present his case.

52.3 In the event of any damage to the loose furniture's, interiors, computers and such other equipments or to the existing building structure etc., during carrying out the contract works, the cost of repairing the same including the cost of replacement if any will be recovered from the Tenderer.

52.4 If the Tenderer fails to improve the standards of safety in its operation to the satisfaction of UCO Bank after being given a reasonable opportunity to do so, and/or if the Tenderer fails to take appropriate safety precautions or to provide necessary safety devices and equipment or to carry out instructions regarding safety issued by the authorized UCO Bank official, UCO Bank shall have the right to take corrective steps at the risk and cost of the Tenderer after giving a notice of not less than seven days indicating the steps that would be taken by UCO Bank.

52.5 The Tenderer shall submit report of all accidents, fires and property damage, dangerous occurrence to the authorized UCO Bank official immediately after such occurrence, but in any case not later than twelve hours of the occurrence. Such reports shall be furnished in the manner prescribed by UCO Bank. In addition, the Tenderer to the authorized UCO Bank official shall also submit periodic reports on safety from time to time as prescribed.

52.6 Before commencing the work, the Tenderer shall appoint/nominate a responsible officer to supervise implementation of all safety measures and liaison with his counterpart of UCO Bank.

53. ARBITRATION

53.1 All disputes or differences of any kind whatsoever which shall at any time arise between the parties hereto touching or concerning the works or the execution or maintenance thereof of this contract or the rights touching or concerning the works or the execution of maintenance thereof of this contract or the construction remaining operation or effect thereof or to the rights or liabilities of the parties or arising out of or in relation thereto whether during or after determination foreclosure or breach of the contract (other than those in respect of which the decision of any person is by the contract expressed to be final and binding) shall after written notice by either party to the contract to the other of them and to UCO Bank hereinafter mentioned be referred for adjudication to a sole Arbitrator to be appointed as hereinafter provided. All disputes and differences of any kind whatsoever arising out of or in connection with the Work Order whether during or after completion of contract shall be deemed to have arisen at Chandigarh and only Courts in Chandigarh shall have jurisdiction to determine the same.

53.2 For the purpose of appointing the sole Arbitrator referred to above, UCO Bank will send within thirty days of receipt of the notice, to the Tenderer a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed.

53.3 The Tenderer shall on receipt of the names of aforesaid, select any one of the persons named to be appointed as a sole Arbitrator and communicate his name to UCO Bank within thirty days of receipt of the names. UCO Bank shall there upon without any delay appoint the said person as the Sole Arbitrator. If the Tenderer fails to communicate such selection as provided above within the period specified, the competent authority of UCO Bank shall make the selection and appoint the selected person as the Sole Arbitrator.

53.4 If UCO Bank fails to send to the Tenderer the panel of three names as aforesaid within the period specified, the Tenderer shall send to UCO Bank a panel of three names of persons who shall all be unconnected with either party. UCO Bank shall on receipt of the named as aforesaid select anyone of the persons name and appoint him as the Sole Arbitrator. If UCO Bank fails to select the person and appoint him as the Sole Arbitrator within 30 days of receipt of the panel and inform the Tenderer accordingly, the Tenderer shall be entitled to appoint one of the persons from the panel as the Sole Arbitrator and communicate his name to UCO Bank.

53.5 If the Arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever another Sole Arbitrator shall be appointed as aforesaid. The work under the Contract shall, however, continue during the arbitration proceedings and no payment due or payable to the Tenderer shall be withheld on account of such proceedings. The Arbitrator shall give a separate reasoned award in respect of each dispute or difference referred to him. The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion.

53.6 The fees and expenses, if any, of the Arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The Arbitrator may direct to and by whom and in what manner the cost of the reference and of the award including the fees and expenses or any part thereof shall be paid and may fix or settle the amount of costs to be so paid.

53.7 The award of the Arbitrator shall be final and binding on both the parties. Subject to the aforesaid, the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made hereunder, and for the time being in force, shall apply to the arbitration proceeding under this clause.

54. In case the Tenderer or any of his employees, fails to fulfil his obligations for any day or any number of days, to the satisfaction of the COLLEGE, for any reason whatsoever, he shall pay by way of liquidated damages, shall be entitled to deduct such damages from the money, if any, payable by them to the TENDERER.

55. The details of the building shall be as per Part – D.

56. The Scope of work shall be as per Part – E & F.

57. **PAYMENT TERMS:** The payments shall be on monthly basis on format prescribed by Bank, subject to production of Attendance Register, Proof of payment of wages, ESI, PF and filing returns to Statutory Authorities. No payment shall be made in advance. The format shall be provided to claim payment. In case of deduction of penalty, the revised bill will be provided by the tenderer.

58. The successful tenderer shall enter into agreement with the Bank as per Bank's format within fifteen days from the date of acceptance of the tender.

59. **FORFEITURE OF EMD:** Bank reserves the rights to cancel the order and forfeit the EMD if,
- Security Deposit is not submitted within the stipulated time;
- Agreement is not entered within stipulated time;

60. ROLES, RESPONSIBILITIES & QUALITY CONTROL ASSURANCE

It is the sole responsibility of the Catering Cum Facility Management Services Contractor to ensure that the operation and Maintenance are performed to the highest standards.

a. RESPONSIBILITIES

The CCFMSC is fully responsible for safe and effective Maintenance of Health/Hygiene, etc. at the contract site.

b. QUALITY CONTROL AND ASSURANCE

CCFMS contractor has to insure quality by using all standard Brands for food items as specified in the tender document.

c. INSPECTION AND TESTING BY The Bank

d. General

The Bank shall have the right to inspect at any time any tools, instruments, materials, staging or equipment used or to be used in the performance of the Services. CCFMSC shall make all these items accessible for inspections.

e. Rejection of Services, Equipment

The Bank shall have the right to reject any of the services, equipment, work which do not confer the specifications.

65. Insurance of Works : Before taking up the work, the Contractor shall obtain and submit to the Employer (Bank), a third party insurance policy, in joint names of employer and the contractor, for maximum Rs. 5.00 lakhs for each accident with the employer as first beneficiary. The contractor shall, from time to time, provide documentary evidence as regards payments of premia for all insurance policies for keeping them valid till the completion of the work. Without prejudice to any of its obligations and responsibilities specified above, the Contractor shall, within 10 days from the date of work order, submit documentary evidence as required by the Employer. No work shall be taken by the Contractor unless he obtains the insurance policies as mentioned above. Also, no payment shall be made to the Contractor on expiry of insurance policies unless renewed by the Contractor. Nothing extra shall be payable on this account by Bank.

61. **Validity of Proposal** The proposals from the bidders shall be valid for a period of 30 days from the date of opening of Price Bid and the bidder shall not withdraw his proposal prior to the expiry of the validity period. The rates shall be valid for six months. No escalation in rates will be allowed during the tenure of the contract.

62. **Emergency Telephone Numbers** The Contractor shall provide emergency telephone numbers of his employees for normal and out of hour's operations.

63. **Occupational Health and Safety** With regards to occupational health and safety, the contractor shall adhere to the following:

- Comply with applicable local regulatory requirements
- Comply with applicable Banks requirements specified in the contract and appendices
- Correction of all health and safety (non-complied) measures in a timely manner where there is an immediate danger to health or life.
- Be liable for liabilities arising due to non-compliance of contractor's employees.

64. Communication

- Maintaining a system of recording, reporting and implementing a communication process with The BANK about accidents/ illness occurring to CCFM Service Contractor's labours while working for the Bank, apprise about equipment related hazards, unsafe conditions and advice actions required to prevent injury or damage to property and where-ever necessary, to provide suitable and effective means of warning.
- Periodically report to The BANK on the performance of the safety management system, programs, violations of safe work practices and status of corrective plans.

65. REPORTING AND RECORD KEEPING

A set of "Formats" Recommended for use for operation, Maintenance and repair records

SI No.	Description of Format	Remarks
1	Daily Reports:- Daily Complaint Register, Daily Dining in-out register, Daily Newspaper register	To Be Submitted by Contractor on daily basis
2	Weekly washing(linen) & changing register	Weekly twice
3	Monthly Consumable / Spares consumption Statement	To be Submitted by the Contractor every month
4	Monthly Assessment of Contractor's performance for the month	Format to be issued by the Bank.

SI No.	Name of record	
1	Housekeeping & Upkeep/ Maintenance schedule	
2	Work instructions for Catering and Housekeeping & Upkeep/ Maintenance Team	
3	Checklist for office area, common area	
4	Periodic Maintenance schedule	
5	Complaint register, Newspaper register, dining in-out register, washing register	
6	Service Feedback from Participants to be taken by contractor and a copy to be submitted to RTC	

66. Assignment, subletting and contractor's superintendence: The whole of work included in the contract shall be carried out by the contractor and he shall not directly entrust and engage or indirectly transfer, assign or underlet the contract or any part or share thereof or interest without the written consent of the Employer and no undertaking shall relieve the contractor from the responsibility of the contractor from active superintendence of the work. In case of breach, the Bank has liberty to serve notice and rescind the contract along with forfeiting of the EMD and invoke the security deposit.

67. Language: The language in which the contract documents shall be drawn will be English.

68. Inspection of site: The tenderers are advised to inspect the building and finishes (glass, aluminium composite panel, crystalline glass, Italian marble, granite, tiles, carpets, stainless steel cladding, veneers, laminates etc.) before quoting their rates. It is expected that the tenderers will provide high quality services without damaging the existing finishes provided in the various areas of the premises.

69. The contractor will inform himself fully of work, site, conditions, equipments etc. before applying for the tender.

70. The agreements will be executed as per UCO Bank's format only with the qualified tenderer after his acceptance of terms and conditions on approval letter. The format shall be provided by the Bank upon execution of agreement to the successful and approved bidder. The expenses and stamps of agreement will be borne by the contractor. The agreements and bonds will be executed at Chandigarh. The following annexures will be executed:

- Format of Integrity
- Agreement

TENDER DOCUMENT

यूको बैंक, क्षेत्रीय प्रशिक्षण केन्द्र, चण्डीगढ़ - 160017

UCO Bank, Regional Training Centre, 2nd floor, SCO 55, 56, 57, Sector-17 B, Chandigarh – 160017

Phone: 0172-5037324, 5037322, Fax: 0172-2770139, e-mail: RTC.chng@ucobank.co.in

c. Indemnity Bond

71. For the purpose of administration and smooth functioning, the Bank wants a single contractor for catering and facility management services. The Bank, upon qualification of the tenderer in technical bid, shall consider lowest bid for catering and housekeeping.

72. In case the contractor fails to fulfil his obligations for any day or any number of days to the satisfaction of RTC for any reason whatsoever, he shall pay by way of liquidated **damages @ of 150%** of the approved tender rate per participant per day for the entire number of such days and the RTC shall without prejudice to its other rights and remedies be entitled to deduct such damages from the money, if any payable by them to the contractor.

PART D – DETAILS OF THE BUILDING

1. The Regional Training College building constructed on second FLOOR, UCO Bank, SCO 55-57, Sector 17-B, Bank Square, Chandigarh. It consists of main administrative building containing entrance lounge, auditorium/hall, Principal and GM cabins, 3 lecture rooms, faculty rooms, UPS rooms, toilets, corridors, stairs etc, kitchen and dining area.

2. The hostels at House No. 145/15-A and 301/15-A, Chandigarh with all hostel rooms of double/triple occupancy and attached toilets, sump tanks for domestic & fire fighting arrangement, pump room to facilitate pumping of water from the sump to the overhead tanks as well as pumps for the fire fighting systems. The site also consists brick and MS grided compound wall and gates, security shed, open parking lots, garden area, sanitary chambers, pathways, garbage dumping area, kitchen, dining area, open space, corridors, CCTV Room, terrace, Balconies, etc.

3. The RTC Chandigarh can attach any other building as hostel and can shift existing hostels to any other building.

Details of the property

SI No.	Floor	Departmental Details.
1	Regional Training Centre, 2 nd floor, SCO 55-57, Bank Square, Sector 17B, Chandigarh	Stair & entrance, common lobby, Principal's Office, Faculty Room, Class Rooms, RTC- Admn. Room, Library Room, Toilets, Kitchen, Front & Back side Terrace and dining hall etc.
2	Hostel No. 1 (presently at H.N. 301/15-A, Chandigarh.	Entrance lobby, front and back-side set-back areas, 9 Hostel rooms at all the three floors, common areas at all the three floors, One Guest Room, Terrace, kitchen, Dining Hall, Recreation Room/space, store Rooms, balconies, toilets, etc.
3	Hostel No. 2(presently at H.N. 145/15-A, Chandigarh	Entrance lobby, front and back-side set-back areas, 10 Hostel rooms at all the three floors, common areas at all three floors, Terrace, kitchen, Dining Hall, Recreation Room/space, store Rooms, balconies, toilets, etc.

NOTE :At present, we require Catering and Housekeeping & Upkeep/ Maintenance services for RTC, 2nd floor, SCO 55-57, Bank square, Sector 17B, Chandigarh including staircases / common area of the floor and at Hostels (presently at) H.N. 301/15-A & 145/15-A, Chandigarh for full building as well as for open area / parking area in building compound as well as outside compound. The Bank is at liberty to move or add any other premises and the tenderer shall also cater to the same.

TENDER DOCUMENT

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UCO Bank, Regional Training Centre, 2nd floor, SCO 55, 56, 57, Sector-17 B, Chandigarh – 160017

Phone: 0172-5037324, 5037322, Fax: 0172-2770139, e-mail: RTC.chng@ucobank.co.in

PART E – SCOPE OF WORKS – CATERING SERVICES

The catering Contract/Arrangement in the event of award of contract among other usual conditions will also be subject to the following terms and conditions:

a. The tenderer shall arrange for cooking and service of food on a daily basis for participants trainees at RTC Chandigarh. He/She/It shall adhere to the following schedule:

S. No.	Items	Timings
1.	Tea/Coffee	Bed Tea/Coffee or Bed Tea/Coffee in flask with cup to be served in the occupied Hostel rooms between 06:30 am to 7:00 am
2.	Breakfast (Dining Hall/hostel)	8:00 am to 9:30 am#
3.	Forenoon Tea/Coffee with Biscuit/Cookies At RTC/Hostel	11:30 am to 11:45 am#
4.	Lunch (Vegetarian) RTC/Hostel	1:00 pm to 2:15 pm#
5.	Afternoon tea/coffee with Biscuit/Cookies At RTC/Hostel	3:30 pm to 3:45 pm#
6.	Evening Tea with Snacks At RTC/hostel	5:00 pm to 5:20 pm#
7.	Dinner (Vegetarian) At Hostel	8:30 pm to 9:30 pm#

Timings are flexible.

* Forenoon, Afternoon and evening tea/coffee are to be served in the Hostel Dining Hall on holidays, otherwise in lobbies near classrooms or RTC Dining Hall or at any other place as directed by Bank

2. The recommended details of eatables (Daily Menu) are given in Annexure I, which shall be strictly complied with by the Tenderer. Weekly detailed menu will have to be submitted to Administration Section and get approved. The catering should be done only on the basis of such menu. The various items of the menu will be changed frequently to provide variety and a uniform standard. The menu decided by the College must be adhered to any cost. Non-adherence to the menu will attract penalty, which will be decided by the College.

3. The Tenderer shall arrange to display day's menu along with their individual calorie values, on every morning on the notice board provided in the Dining Hall.

4. All the raw materials used in the preparation of food products should be certified ISI/Agmark wherever applicable and or as per the brand names or others specified in Annexure II. Vegetables, fruits, other perishable foods, dry fruits, dry foods and other raw material should be of high quality and be procured from reputed dealers or shops. The tenderer should arrange for purchase them on own and bear all expenses in connection with such purchases including transportation.

5. The Tenderer shall provide standard cooking utensils, crockery glassware, flasks etc to serve food, tea and coffee in the RTC & hostel dining Hall, rooms, Faculty rooms, classrooms and cutlery of very high standard, table linens, cloth napkins, paper napkins etc at his own expenses. The table linen and cloth napkin will be changed daily and washed at his expense. The said items shall be of first class quality and shall be to the full satisfaction of the College whose decision in this regard shall be final and binding on the tenderer. The standard of cleanliness of kitchen utensils, crockery and cutlery shall be of very high order and any laxity in this regard will attract severe penalty.

6. Tenderer shall arrange and pay for commercial cooking gas used for cooking purposes. The Tenderer shall be responsible for the safe keeping of the LPG cylinders.

7. The Tenderer must engage appropriate number of trained cooks and other kitchen staff or cooking Vegetarian, South Indian delicacies, Tandoor items, bakery products etc. and for rendering catering services.

8. The Tenderer has to provide biscuits/cookies/namkeen/snacks with forenoon and afternoon tea/coffee and as and when advised by the College.

9. The Tenderer shall engage the services of sufficient number of able, trained, efficient, neat & clean (viz. with trim haircut, mustache, nail etc) healthy, honest, well behaved and skilled persons for cooking, serving and cleaning of kitchen, dining halls and service area at his cost. The Tenderer shall deploy a minimum of 2 waiters or serving personnel per 50 participants. For every additional group of 25 participants or part thereof, the Tenderer shall deploy additional one waiter or serving personnel. The Tenderer shall ensure that the attendants, waiters, cooks should be properly trained and shall wear smart and neat uniform, including head caps, hand gloves etc. (pattern to be approved from the college) with their name badges and that they are courteous, polite and prompt while rendering efficient service at their respective areas. The Tenderer shall have full control over the employees engaged by him. The Tenderer shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by Tenderer. The Tenderer shall also be responsible for the payment of their wages and their dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and central laws shall be his responsibility. He will on the request of College In charge immediately remove from the work any person(s) or employee(s) who are, in the opinion of the Bank unsuitable or incompetent or who may misconduct himself and such a person shall not be again employed or allowed in the work or campus without the permission of the College in charge.

10. The Tenderer shall provide proper uniform to all his personnel and ensure cleanliness and upkeep. Separate uniforms need to be provided for different categories of staff viz, server, supervisor, waiters and other staff etc.

11. The Tenderer should arrange for upkeep of the Dining Hall, Kitchen area, toilets meant for catering staff and washing are at least three times daily and also immediately after any service is rendered and also whenever it is required to be done. The Tenderer should ultimately ensure that the entire kitchen and dining are kept hygienic and clean. Preventive pest control measures including fly control will have to be done by the Tenderer at his cost.

12. Tenderer should adopt modern and hygienic kitchen practices. Tenderer should ensure that tables (and not floor) should be used for kitchen work. Synthetic or marble cutting boards and stainless steel knives should be used for cutting vegetables. Neat and clean utensils should be used for cooking. Tenderer should arrange for providing proper cover for wastage besides proper and regular disposal of garbage at frequent intervals from the kitchen and twice a day from the College campus.

13. The Tenderer shall carry out improvements as may be necessary for ensuring satisfactory services and shall take due notice of the complaints made by the boarders or through faculty members or the college incharge. A "Suggestion cum Complaint Register" will be maintained in the dining hall and the same will be submitted to the College In charge every day, with his remarks for necessary action. The Tenderer will be responsible to attend to all complaints and requirements within the preview of the contract.

14. The Tenderer has to bring the articles used in the kitchen such as Ban Marie, Hot Plates, Gas Ranges, Deep Freezer, Work Tables, Chapati Plates, Milk Boilers, Movement Trolleys etc. the same should be in good working condition.

15. In the event of insufficient or bad quality or non serving of any eatables agreed upon to be served, the Bank will be within its rights to make suitable deduction from the Tenderer's bill.

16. In case the Tenderer or any of his employees, fails to fulfil his obligations for any day or any number of days, to the satisfaction of the College, for any reason whatsoever, he shall pay by way of liquidated damages an amount decided by the College. The College shall without prejudice to their other right and remedies, shall be entitled to deduct such damages from the money, if any, payable by them to the Tenderer. Penalty will be deducted based on rating given by participants, as under :

Average rating (by participants)	(Out of 5) Penalty
< 2	5 % of the bill for that programme
> 1 but < 2	2 % of the bill for that programme
>2 but < 3	2 % of the bill for that programme
>3 but <4	1 % of the bill for that programme
4 and above	No penalty

17. All questions relating to the performance of the obligations under this agreement and to the quality of ingredients used in preparation of food and beverages and all the disputes and differences, which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance

thereof shall be decided by the Principal of this College, whose decision shall be final, conclusive and binding on the parties to this agreement.

18. The Tenderer shall be responsible for any loss due to theft or pilferage of or damage to the Bank's property, including any portion of the building under the Tenderer's occupation, or the fittings, fixtures, furniture or other equipments entrusted in his charge, or any property belonging to the trainees or guests, when such loss or damage is, in the Bank's opinion, caused due to negligence or carelessness or any fault on Tenderer's part or that of his representative or any of his employee, he shall be liable to pay to the Bank such amount in respect of such damage as may be assessed by the College In Charge or any other officer authorised in this regard. Accordingly, the Tenderer shall ensure that the character and antecedents of the personnel to be engaged has been verified through the appropriate authority and they have unblemished past records.

19. The Tenderer shall not permit the Administrative Block or the Hostel Block or any portion thereof or any other area in the complex to be used for residential purpose by him or any of his employees except the room or area specifically permitted by the College.

20. No minor/child labour to be deployed on job as per prevailing government rules/statutory regulations.

21. A Supervisor has to be appointed by the contractor in consultation with the RTC. He should be a competent person having proven experience & educated in institutional catering.

22. Lunch to be provided to the regular College staff members, if required, in the dining hall and the cost of which to be Rs. 2 inclusive of all taxes and will be recovered by the Tenderer from the concerned individual staff.

23. Daily/Weekly menus will be prepared and submitted in advance for approval by the College and displayed in the Dining Hall for information. The various items of the menu will be changed frequently to provide variety and a uniform standard of courses as stated in the menu will be maintained at all times.

24. Extra Dishes prepared specially, other than those mentioned in the regular menu, when ordered for, will be served to the participants for which an additional cost of Rs.15/- per head per item for vegetarian will be paid to the Tenderer.

25. The Tenderer to provide / employ cooks who can prepare authentic South Indian and North Indian food. The Tenderer shall use seasonal vegetables of good quality.

26. The Mess Committee/other Officials of the College will monitor the entire area of catering including cleanliness of the kitchen, Dining Hall(s), preparation of food, servicing quality and food quality etc and will give its advise / comments / suggestions for any improvements required, to which Tenderer shall be bound to comply with.

27. Good quality Soap, detergent, mazan/scrubber for cleaning of utensils and crockery to be provided by the Tenderer at his own cost.

28. Paper Napkins, Salt, Black Pepper and saunf / mouth fresheners in containers should be placed on all tables in dining hall on each day.

29. Specified quality of soap, detergent, pesticides and other cleaning material should be used in the pantry and kitchen by the Tenderer.

30. Tenderer will use trash bags in the dustbins at his own cost.

31. Tenderer has to deploy extra manpower during special / extra / additional programmes/ conference / meeting, or as and when required by the College.

32. Pest Control in Canteen Hall, Kitchen and Pantry to be done on weekly basis by the Tenderer.

33. The Tenderer has to prepare food to the utmost satisfaction of the Administration of the College. However some indicative standards are given below :

a. Minimum 5 kg dal for preparation for 100 participants.

b. minimum 4 kg paneer for preparation of Mutter Paneer or Palak Paneer and minimum 5 kg paneer for preparation of Kadhahi Paneer or Shahi Paneer, for 100 participants



- c. Maximum 10 % potatoes can be used for mix vegetable.
- d. Halwa will be prepared in Desi Ghee of a good brand.

34. However the above points are only for a basic idea for good quality of food, other food preparation should also be of equally good quality and will be subject to the satisfaction of the in house Mess Committee and the Administration of the College.

35. In case the food quality is found below the satisfaction of the in house Mess Committee and the Administration of the College, the Administration will have the discretion to terminate the agreement at any point of time.

36. In case of failure to serve catering service on any day by the caterer, double the expenses incurred by the college for making alternate arrangements will have to be borne by the caterer and shall be deducted from the caterer's bills. Bank's decision in this regard shall be final and binding on the contractor.

37. Payment of minimum 10 persons a day will be made, in event of less than 10 participants.

38. For the week, when no training is in order, the faculty will still be provided food etc. at subsidised rate, the bill for which will be raised to individual staff only.

39. Packed food facility will be provided by the caterer to the other staff members of UCO Bank building at SCO 55-57, Bank Square, Chandigarh other than RTC staff at their own seat only. No persons will be allowed in the Dining Hall except permitted by the RTC. Rates for the packed lunch to be supplied to staff members of UCO Bank in the Building will be fixed by the caterer.

TENDER DOCUMENT

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UCO Bank, Regional Training Centre, 2nd floor, SCO 55, 56, 57, Sector-17 B, Chandigarh – 160017

Phone: 0172-5037324, 5037322, Fax: 0172-2770139, e-mail: RTC.chng@ucobank.co.in

DAILY MENU

S. No.	Service	Menu	Min Rate	Allocation of rates	Estimated persons per day
1.	Bed Tea/ Coffee	1 cup per head (150ml) with/without sugar Brand: Tajmahal/Tetle/Twining/Tata tea bags Nescafe Classic/Bru coffee. Milk : Amul/Nestle Dairy To be served in Cup and saucer tray/thermos with cup/flask container with cup	5	3.3%	39
2.	Breakfast	Vegetarian (Unlimited) <u>Daily compulsory items</u> Bread (toasted in electrical toasters), butter & jam, fruits/cut fruits, milk with cornflakes One item each from the following (a), (b) and (c) below to be served daily in weekly cyclic menu. a) Idli-Vada or Masala Dosa or Uthappam. All with Sambar, Coconut Chatni and Tomato -Onion Chatni. b) Stuffed Paratha with Curd, Paratha-Aloo Subji, Puri Aloo Sabji, Pav-Bhaji, Poha-Chatni, Veg Cutlet etc. c) Chole Bhature, Chole Kulche, Beverages: Dip tea / instant Coffee Cold Milk/Butter Milk/Lassi during the months March to August.	35	23.33%	39
3.	Forenoon Tea/ Coffee	Dip tea/Tea/Lemon Tea or Coffee with sufficient quantity of Biscuits/ Cookies near classroom lounges.	5	3.33%	86
4.	Lunch	a. One vegetarian Soup (Hot & Sour/Manchow/Tomato/Sweet Corn) with soup stick, for all b. One Paneer/Mushroom Subji: Like : Karahi Paneer, Matar, Paneer, Paneer Bhurji, Paneer Do-Pyaza, Paneer Masala Veg. Palak Paneer, Shahi Paneer etc. & Chilly Mushroom, Malai Kofta, etc. alternatively c. One Seasonal Dry Vegetable Subji: Aloo Beans, Aloo Capsicum, Aloo Palak, Aloo Parwal, Brinjal Masala, Cabbage Matar, Cauliflower, Lauki Tomato, Palak aloo, Tinda , Boiled vegetables, mix vegetables etc. alternatively d. One Dal (like Dal Makhani, Chhole, Rajma, Kadhi, Arhar/Masoor etc.)alternatively e. Rice: (Plain Rice, Veg Pulao, Lemon Rice, Jeera Rice, Tomato Rice etc.) alternatively f. Tava Roti, Puri(Once in a week) g. Salad : Green/Russian/Sprouted (any one). alternatively h. Papad: Grilled. i. Plain curd and raita /Dahi Bhalla / Bundi Raita or other raita as desired by the College. alternatively j. Pickles. k. Dessert : Gulab jamun, Rasgulla, Jalebi, Ice cream, Custard, Fruit cream, Moong Ki Halwa, Suji Ka Halwa, Gajar Ka Halwa, Cut Fruits, Rice Kheer, Boondi Laddu, Kaju Burfi, Ras Malai, Raj Bhog, Sandesh etc., (any	58	38.66%	86

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		one) alternatively m)Sauf, Misri, Toothpick (all the time)			
5.	Afternoon Tea/ Coffee	Dip tea/Tea/Lemon Tea or Coffee with sufficient quantity of Biscuits/ Cookies near classroom lounges.	5	3.33%	86
6.	Evening Tea/ Coffee	Dip tea/Tea/Lemon Tea or Coffee with snacks like Samosa, Cutlets Veg, Kachori, Aloo Bondas, Pakoda, Sandwich etc.	10	6.67%	86
7.	Dinner	a. One Paneer/Mushroom Subji: Like : Karahi Paneer, Matar Paneer, Paneer Bhurji, Paneer Do-Pyaza, Paneer Masala Veg., Palak Paneer, Shahi Paneer etc., Malai Kofta, etc. alternatively b. One Seasonal Dry Vegetable Subji: Aloo Beans, Aloo Capsicum, Aloo Palak, Aloo Parwal, Brinjal Masala, Cabbage Matar, Cauliflower, Lauki Tomato, mix vegetable, Tinda aloo , Boiled vegetables etc. d. One Dal (like Dal Makhani, Chhole, Rajma, Kadhi etc.). alternatively e. Rice : (Plain Rice, Veg Pulao, Lemon Rice, Jeera Rice, Tomato Rice etc.) alternatively f. Tava Roti g. Salad : Green/Russian/Sprouted (any one). h. Papad: Grilled. i. Plain curd and raita /Dahi Bhalla / Bundi Raita or other raita as desired by the College. j. Pickles. k. Dessert : Gulab jamun, Rasgulla, Jalebi, Ice cream, Custard, Fruit cream, Moong Ki Halwa, Suji Ka Halwa, Gajar Ka Halwa, Cut Fruits, Rice Kheer, Boondi Laddu, Kaju Burfi, Ras Malai, Raj Bhog, Sandesh etc., (any one) alternatively m)Sauf, Misri, Toothpick (all the time)	32	21.33%	39
			150	100 %	

*Menu given above is general and subject to change as per Bank's discretion within overall rate.

*Fruits/Milk will be served to participants on fast.

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LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING

Sr. No.	ITEM	BRAND
1	Milk	Mother Dairy/Amul/Vita
2	Bread	Harvest/Modern/Perfect/Britannia
3	Butter	Amul/Mother Dairy
4	Jam	Kissan/Tops
5	Tomato Sauce	Kissan/Maggi/Tops/Mother Dairy
6	Chilli Sauce	Kissan/Maggi
7	Tea/Tea Bags	Taj Mahal/Twinning's/Tetley/Tata Tea or of equal quality
8	Coffee	Nescafe/Sunrise/Bru
9	Refined Oil/ Ground Nut Oil	Nature Fresh/Vital/Sunflower/Fortune/ Ginny
10	Vanaspati Ghee	Dalda/Rath
11	Mustard Oil	Fortune/Engine/Kanodia/Kalash
12	Rice	Basmati Costing not below Rs. 70 per Kg. in the retail market
13	Sugar	Mawana/Daurala or equivalent Good Quality (sulphurless)
14	Atta/Maida/Besan	Shakti Bhog/Ashirwad/Rajdhani/Annapurna
15	Pulses	Good Quality
16	Spices	MDH/Captain Cook/Everest/Catch
17	Fruits/Vegetables	Seasonal Fresh Quality
18	Salad	Seasonal items consisting of green fresh Vegetables
19	Ice Cream	Mother Dairy/Kwality/Amul
20	Corn Flakes	Kellogg's or equivalent good quality
21	Papad	Lijjat or equivalent good quality

•Above brands and/or brands of comparable quality (to be approved by the College) can only be used.

*Verka can be used for dairy products.

*The caterer can use any other brand only after the approval of RTC Chandigarh.

PART F – SCOPE OF WORKS – HOUSEKEEPING & UPKEEP/MAINTENANCE

1. The contractor shall ensure excellent standard of housekeeping and maintenance and also ensure that the entire premises are kept hygienic and clean. Preventive pest control, rodent control and anti-termite measures will also have to be done by the Contractor. The cleansing materials, equipment should be arranged by the Contractor. The Bank will fix up the benchmark of cleanliness desired to be achieved.
2. The Contractor shall arrange for and ensure cleaning and other services for the entire complex as specified in Schedule-I. Even if a room or any other area were not being used, the dusting/cleaning would be done as per schedule.
3. The contractor will arrange for setting/making all beds in the hostel/guest rooms, replace the room linen i.e. bed sheets, bed covers, pillow covers, Bath towels and Hand towels as prescribed in Schedule-I or earlier if required. Bed sheets, covers, towels, pillow covers etc. will be supplied by the Bank. The contractor shall keep proper account of these items and arrange for their regular washing etc. Laundry charges will be borne by the Bank.
4. The contractor shall maintain plumbing, carpentry and masonry work by qualified plumber, carpenter and mason, equipped with proper tools; the measures for maintenance should be pro-active, anticipatory preventive and not fighting an emergency or break down situation after an event has occurred. The contractor shall ensure that the Plumber, Carpenter and Mason are available during the working hours and whenever required in emergency. The cost of replacement of any items shall be borne by the Bank.
5. The contractor shall arrange for refilling of drinking water in flasks provided by the bank and kept in Hostel rooms, Guest rooms, administrative block rooms, faculty rooms etc.
6. The contractor shall ensure opening and proper locking of all rooms in Hostels and all other blocks and in case of any breakage, pilferage of any fixture and/or furniture, equipment, or other material etc. The responsibility shall be of the contractor and the contractor shall be liable to make good the loss.
7. The contractor shall deploy suitable trained personnel round the clock at reception lobby for receiving the trainees, guest speakers & others, entering their details in Register/Computer provided by the Bank including check-in and check-out time, for allotting them rooms as per instructions/guidelines given from time to time by the Competent Authority, and to receive back the keys on their departure. These records will be Bank's property. He is also responsible to handle the Telephone EPABX exchange round the clock. The contractor shall arrange for carrying the luggage of the trainees, guest speakers & others to and from the rooms allotted to them.
8. The contractor will be responsible to attend all complaints/requirements within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap, accident etc. of any participants, guests, etc. to the Principal/Chief Manager/Administrative Officer. Complaint/Suggestion register, First Aid Box and Sports items, to be provided by the Bank, will be made available at the Reception counter under the control of the Contractor's men.
9. The contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of Complaints/suggestions made by the participants/trainees/faculty Members/ College In charge. The contractor shall submit the complaint/suggestion register to the Chief Manager/Administrative Officer every day for further putting up to the Competent Authority.
10. It will be contractor's responsibility to ensure that arrangements are made for storage of water in sufficient quantity for drinking, bathing, washing and toilet purposes. The contractor will for this purpose ensure smooth working of the water pump, foot valve & tube well.
11. The contractor shall provide for pest control measures against flies, mosquitoes and termites, rodents and fogging of plantations. Finite and Baygon spraying should be carried out at regular intervals as also whenever necessary and advised by the Administration, will have to be carried out.
12. The contractor shall discharge his obligations under the contract most diligently, efficiently and honestly.
13. The contractor will be obligated to meet the Subcommittee once in a month for assessing and monitoring the quality of housekeeping services rendered as may be decided by the Bank and for which notice will be given to the Contractor

either in person or by a written communication. The Contractor shall comply with such observations/ feedback made and furnished by the Bank for improvement of the services by him/her.

14. However, the continuance of the contract shall be subject to review of the performance from time to time and in case the performance is not found to be satisfactory by the Bank for any period under such review, the Bank at its discretion, reserves its right to terminate the contract under due notice to the Contractor without incurring any further liability thereof.

15. Timing for carrying out work pertaining to the above noted services shall be as advised from time to time by the Administrative Officer. In general cleaning work related to the Administration and Academic block should be completed before 09.30 a.m. and Housekeeping & Maintenance work of the Hostel rooms is to be started thereafter and to be finished before 5.30 p.m. on all days.

16. The staff should wear immaculate dress with Company's logo and photo-identity-card.

17. The contractor is to provide ISI quality naphthalene balls, odonil, phenyl-perfumed (Domex/Doctor), Urinal cubes, Room freshener, Colin, Branded Mosquito repellents (All out/Good night/Mortein), toilet soap, liquid soap (Dettol/Lifebuoy), toilet rolls, toilet and hand paper and Vim / detergents, HIT/Baygon/ Finit repellents, Anti termite items etc. of reputed companies.

18. In case it is observed that the cleansing material used is of inferior quality or insufficient quantity is used, the Bank will reserve the right to purchase the same itself and deduct the cost thereof out of the monthly bill payable to the contractor.

19. The contractor shall pay the wages of his employees in presence of the authorized representative of the Bank as required under Contract Labour (R&A) Act, 1970 for which the contractor shall intimate the Bank.

20. The disposal of the waste generated per day is the under the preview of the Contractor. The Contractor is responsible for the bringing the waste bags, plastic dustbins and large garbage collector etc and all the necessary tools, accessories etc to keep the premises neat and clean. The charges for the materials and labour used in the disposal of the waste are to be borne by the Contractor.

21. Our estimated requirement of workers is as under:-

Sr. No.	Particular(duty timing per day)	Nos.
1	Supervisor (24 x 7)	1
2	Hostel warden (24 x 7)	1 male and 1 female
3	Housekeeping (morning Shift 7 am to 3 pm) (evening Shift 3 pm to 11 pm)	4 (2 in RTC out of which 1 will also function as peon) 4 (2 in RTC out of which 1 in RTC till closure of office and who will also function as peon)
4	Plumber (minimum 2 hours or as and when required)	1
5	Carpenter (minimum 2 hours or as and when required)	1
6	Mason (minimum 2 hours or as and when required)	1
7	Cook	1-2
8	Help for Cook	3 for 1 cook
9	Waiters	2 for 50 participants, 1 additional for increase in every 25 participants

The attendance of staff at hostel and RTC will be marked daily in attendance register and will be submitted to Administration Incharge at RTC weekly. In event of short staff as mentioned above, penalty of 25 % of the maintenance for that day shall be deducted.

22. Submission of compliance reports executing satisfactory services for Housekeeping & Upkeep/ Maintenance of common area, toilets, office area, open area, such as mopping, cleaning, putting all the consumable items in place as per contract terms.
23. Attending all the Maintenance issues pointed out in the office by the RTC administration.
24. Cleaning of all the lights, switch boards, ventilations, fans etc including servicing as per the manufacturer's specifications, cleaning including removal of dirt, dust, cobwebs, switching on /off the lights, AC's, Tata-sky, dish-TV, DG Sets, HT/ LT panels, coolers.
25. Calling AMC agency periodically as per Bank's AMC contract with different agencies.
26. Maintaining inventory of consumable items, & submitting detailed monthly report along with bill.
27. Should any new areas of services transpire which Bank considers are not envisaged as being part of this tender, the prices for the new scope of services shall be mutually agreed between the Bank and CCFM Service Contractor based on actual rate analysis on established norms . In the event of non-Agreement of the rates, the Bank reserves the right to get the same executed through any other agency so appointed for.
28. The Bank will make all payments to the CCFM Service Contractor for the satisfactory services rendered on monthly basis in accordance to the relevant clause of conditions of contract.
29. Cleaning of Drainage and clogged drains of RTC at 2nd floor, SCO 55-57, Bank square and hostels to be done regularly.
30. Any overwriting in the schedule of rates should be avoided. In case of a mistake, the mistake should be clearly cut and the correction should be signed in full by the tenderer or its authorized signatory.
31. Please note that this CONTRACTOR contract is price based contract and payment shall be released based on the performance parameters given hereunder.
32. In all cases of omissions and / or doubts or discrepancies in any item or job requirement, a reference shall be made to the Principal & Head, UCO BANK, Regional Training Centre-Chandigarh, whose elucidation, elaboration or decision shall be considered as authentic and final. The contractor shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.
33. The contractor shall be provided by RTC, the articles / equipments for kitchen as per details in **Annexure- A**. The contractor shall take care of the said articles / equipments as a bailee, in term of Indian Contract Act and return them in good working order to the RTC on expiry / termination of the contract.
34. The daily and periodical Maintenance and service of all equipments shall be the responsibility of the contractor and the cost of repair and servicing of the all equipments shall be borne by the contractor.
35. A Supervisor has to be appointed by the contractor in consultation with the RTC. He should be a competent person having proven experience & educated in institutional catering.
36. The Contractor shall be responsible for training, allotting duties and timings to his workers in the kitchen and dining room including Maintenance of Hostels & RTC.
37. The contractor shall provide at his own cost proper uniforms / shoes / caps / aprons to all his workers and ensure a high level of hygiene, cleanliness and upkeep. The staff engaged by him shall be always in uniform when on duty.
38. All the persons engaged by the contractor should have gone under medical examination with regard to contagious diseases.

39. The contractor shall ensure that the entire premises comprising cooking, storing and servicing areas etc. are kept clean, neat and orderly at all times. Garbage collected has to be dumped in the area and place specified by the Municipal Corporation/ Estate Office. The entire responsibility of lifting the garbage regularly from the premises lies on the contractor. The contractor will render round the clock / integrated services of Housekeeping & Upkeep/ Maintenance of entire premises comprising of residential rooms guest Room, offices etc. at RTC & Hostels such as :
- Common Area, entrances,
 - Taking the participants to their individual rooms at Hostels,
 - Making up the rooms at Hostels,
 - Maintenance of the Guest Room at the Hostels,
 - Catering of meals to the guests staying at Guest Room at Hostels,
 - Cleansing of all classrooms, offices, passages, furniture, electrical items etc lying in the entire 2nd floor building of RTC,
 - The Bank will pay Catering and Housekeeping & Maintenance/Upkeep charges for services rendered at the agreed rate at the end of the month. However the cost of cleaning / polishing materials should be borne by the contractor. THE CONTRACTOR SHALL HAVE TO ADHERE TO THE PERIODICITY CHART OF THE WORK AS SHOWN IN SCHEDULE I.
40. The contractor shall devote his full attention to the work of purchases, preparations and services and discharge his obligations under the arrangement most diligently and honestly.
41. The contractor or his employees shall not use the premises allotted to him for any purpose other than the purposes of the preparation, storing and servicing and shall not act in any manner so as to cause any nuisance or annoyance to RTC-staff or participants at the RTC. The contractor will not permit entry to any unauthorized person at RTC & Hostels.
42. The contractor shall at all times during the continuance of his agreement obey and observe all directions and instructions which may be given by the Administration of RTC.
43. The Contractor understands and undertakes that he will bear all taxes, rates, charges, levies or claims whatsoever as may be imposed by the State / Central Govt. (s) or any local body or authority for rendering catering and Housekeeping & Upkeep/ Maintenance service except GST.
44. The contractor understands that he is obligated to meet the Mess Committee in person (Proprietor) once in a month, for review of the catering service rendered and for which notice will be given to him either by phone or letter.
45. The monthly payment is subject to deduction of applicable TDS and request for mid-term revision in rates will not be entertained by the Bank.
46. The contractor may obtain for himself on his own responsibility and at his own expenses all the information necessary including risks contingencies and other circumstances before entering the agreement with RTC and may inspect the site of the Bank www.ucobank.com.
47. It is the responsibility of the contractor to possess all licences and registrations as may be required under law and shall be duly registered with the Assistant Labour Commissioner (State as well as Central) and Contract Labour (Regulation and Abolition) Act, as per the legal / statutory requirements. The contractor shall comply with all rules and regulations in force relating to pertaining or connected with persons engaged or employed by him. The contractor shall maintain record registers for contract services as per contract labour (Regulation & Abolition) act and to produce the same for inspection as and when required. It shall be mandatory for contractor to comply with the provisions of the Employees Provident Fund Act Payment of wages ACT, Minimum Wages Act, The Child labour (Prohibition and Regulation) Act 1986 and other laws time being in force and shall keep Bank indemnified at all times in respect of such compliances.

48. In terms of the Contract Labour (Regulations & Abolition) ACT 1970, the contractor shall provide the prescribed amenities to its labours. In case of failure of the contractor in complying with these provisions RTC if asked / forced by the concerned authorities to provide the amenities will be empowered to recover the expenses incurred thereof from the contractor under any contract or as a debit payable by the contractor, as mentioned in Section 20 of the said ACT.
49. Failure to commence services within 15 days after awarding the contract / signing the Agreement / date of commencement may result in withdrawal of the contract awarded and forfeiture of earnest money.
50. Bank reserves the right to shift the premises/hostels and the contractor shall continue to provide the services at agreed terms and conditions at any such new premises / place.
51. Drinking water (filled in bottles) at class rooms should be supplied at regular interval.
52. Contractor has to maintain Complaint Register at the Reception Counter. Complaints raised by the participants should be noted in the complaint Register. On the basis of Complaint Register Bank has to conduct the meeting with the contractor on fortnightly basis in which these complaints shall be discussed with him and these are to be resolved. If the problem on the part of Contractor persists suitable penalty as specified in forgoing clauses would be imposed by the Bank.
53. For administrative reasons and smooth functioning of Catering and Housekeeping & Maintenance/ Upkeep, the Bank does not want to engage separate contractors for Catering and Housekeeping & Maintenance/ Upkeep and prefer single contractor for both the services, as such for allotment of tender Bank shall consider lowest bid for catering primarily.
- The BANK reserves the right to re-tender or modify the terms & conditions of the tender and also reserves the right to re-initiate the tender process in case of receipt of single bid.
- The BANK also reserves the right to negotiate the rates with the lowest qualified tenderer.
- The tenderer shall not increase the rates quoted in case the BANK administration negotiates for reduction of rates. Such negotiations shall not amount to cancellation of the original offer and rates quoted therein will be binding on the tenderer.
54. Maintaining and refilling of tissue papers & hand wash liquid, naphthalene balls, etc in toilets.
55. Removal of Cobwebs/cleaning of water cooler tank with disinfectant/plants on a weekly basis.
56. It is the responsibility of the Agency to deploy sufficient number of workers including single point contact considering the area of floor, quantity of furniture & fixtures, other equipments and timings of Contact Centre Operations.
57. It is the responsibility of the Agency for timely replacement of materials and ensuring their availability.
58. Bank is entitled to recover any damage from the bill and from security deposit or the Bill raised.
59. All the daily services relating to Training Centre and its command will be accomplished before office hours by 9.30 a.m. unless specially advised otherwise and in hostel cleaning of rooms, toilets open and common areas and work changing linens etc., is to start after starting of classes i.e. 10.00 a.m. Even on Sundays and Holidays all jobs relating to Housekeeping & Upkeep/ Maintenance will be completed.

A) DAILY MAINTENANCE SERVICES

This covers daily cleaning of common area, office furniture, electrical / computer equipments and carpet area / floor area including hostels at all floors. The following activities are to be performed:

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- Sweeping and mopping of premises of RTC floor area and all area of Hostels,
- Glass cleaning within premises,
- Sweeping and cleaning of common area and lobbies,
- Removal of bird dropping and other dirt's on the inner walls or on the foot of doors / windows/ ventilators etc., as and when required,
- Dusting / cleaning/ vacuum cleaning of furniture, cupboards, telephone instruments and doors, windows, ventilators, blinds and glass partition using glass cleaning chemical to keep all such articles dust free during the morning time in the office and in common area,
- Cleaning of all toilets (both ladies and gents),
- Removal of garbage if it is collected at any place within the premises,
- Cleaning and mopping of the staircase landing belonging to RTC premises,
- Vacuum cleaning / washing of carpets wherever provided at the Institute,
- Filling water in water bottles provided in hostel rooms and in office cabins and class rooms,
- Upkeep of office / class rooms / hostel rooms / library / reception counters / store / lobby etc.,
- Checking and supervising of electrical installations, ACs and to follow up with AMC vendors if required, etc.

B) PERIODIC MAINTENANCE SERVICES

Apart from regular cleaning, this includes cleaning of interiors with industrial cleaner. The following activities are included:

C) WEEKLY SERVICES

- i. Cleaning and vacuuming of carpets provided in the office,
- ii. Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.,
- iii. Removal of cobwebs dusts, termites, insects' pests etc.,
- iv. Windows sponging and cleaning,
- v. Changing bed sheets / towels in hostel rooms twice in a week,
- vi. Keeping ceiling and table / pedestal fans, air conditioning grills dust free,
- vii. Cleaning of dustbins and buckets with detergents,
- viii. Up keeping of partition glasses and panes with utmost care and by application of glass cleaning chemicals,
- ix. Acid cleaning of sanitary wares,
- x. Polishing & oiling of door closers, door handles and other brass fittings with Silvo / Brasso /Lubricants. Dusting and cleaning of murals, sceneries, photo frames, idols etc.,
- xi. Polishing of taps and other steel fittings in the toilets with silvo / brasso,
- xii. Shampooing / spraying / disinfecting all carpets,
- xiii. Dusting/ cleaning of computers, peripherals, hardware's, telephones, workstations and other sophisticated equipments as per direction of the Head/Officials of the Institute

D) QUARTERLY SERVICES

- Oiling / greasing of ceiling fans and servicing of other electrical installations,
- Testing of electrical switches to check proper distribution of power supply and report to RTC officials,
- Curtain Dry cleaning at RTC and Hostels.

60. CARE-TAKING WORK IN HOSTEL

- To allot hostel rooms to participants,
- To hand-over the keys of hostel rooms and almirahs to participants and collect back the same on their departure and confirming that the items which are provided in the hostel rooms are in order. In case of non-availability/ missing of keys of rooms, almirahs, main doors, the charges for the repair/replacement are to be borne by the contractor.
- To ensure upkeep of hostel rooms and common areas of hostel as well as Training Centre floor areas,
- To distribute bath soaps to inmates of hostel.

61. NORMAL PLUMBING

- Checking of supply and drainage to and from water cooler and water purifiers system,

- In coordination with the upkeep personnel, help to control pests by opening the drainage chambers if any, adjacent to building to spray insecticides as and when required,
- Before each monsoon, check the clean storm water drain and pipes of silt, debris and dry leaves,
- Clean all water tanks every quarter and disinfect specially before the start of the rainy season,
- Monitor the water level and place order for tanker water when required if directed by RTC.

62. NORMAL CARPENTRY

- It is very important to maintain the doors and door closures in order for maintaining proper functioning of the same.
- Periodical Maintenance of doors / door closures hinges, handles etc.
- Attending minor carpentry jobs related to furniture (modular chairs, filing cabinets, tables, table side units etc.)
- Ensure that all ceiling tiles are placed properly.

63. NORMAL MASONRY

- Any minor repair requiring urgent attention. RTC Chandigarh shall approve the work.

The Bank is at free will to include any other maintenance work as and when it arises in future, which will be abided by the tenderer at the same price and terms and conditions.

SCHEDULE I

SPECIFICATION OF THE WORK (JOB DESCRIPTION)

(All above upkeep/ Maintenance services to be rendered for existing furniture & fixtures, electric equipment, movables as well as for new addition in these.)

S. No.	Particulars of work	Frequency
1	Sweeping and Mopping at RTC and Hostels	
a.	Hostel Rooms, Guest Rooms, Faculty Rooms and Administrative Wing	Once a day/change of occupancy
b.	Reception Area, Lobbies, Corridors & Verandas, Hall	Ongoing everyday 9.00am to 5.00pm
c.	Stair Case	Sweeping and Mopping Once a day
d.	Gym, Play room	Sweeping and Mopping Once a day Cleaning & Dusting of equipments with Collin Once a day
e.	Pavements, Path way, Common area	Sweeping once a day
2	Scrubbing of room floors, lobbies, Corridors, staircases and balconies	Once a day
3	Clearance /Waste papers from Cabins/Office rooms etc	Once a day
4	Disposal of Garbage and waste Paper in the garbage box and Dustbins	Once a day
5	Washing/change of Linen change in Hostel rooms	Twice a week or earlier, if required, and on change of occupancy
6	Washing/change of Bath Towels & Hand Towels	Thrice a week or earlier, if required, and on change of occupancy.
7	Dusting of furniture	Once a day
8	Dusting of Fans/Tube lights & other fittings	Once a day
9	Cleaning of toilets/WC's Washbasins of Office Complex/Hostel rooms	Once a day and earlier on change of occupancy if in a day
10	Cleaning of Buckets / Mugs with Vim / detergent	Once a week
11	Scrubbing of bathroom tiles	Once a week
12	Cleaning of window panes/ wall Panelling	Once a week
13	Opening of clogged drains / Sewer lines/Cleansing of drainage lines and disposal of garbage	Half yearly basis and as & when required.
14	Ensuring operation of sewage/ water drainage	On an on-going basis
15	Distribution of Newspaper in Hostel rooms occupied by participants and RTC	Once a day
16	Changing of worn out / damaged water Taps/ pipes/ valves etc.	Whenever required
17	General checking of all toilets Fittings and sanitary accessories	Once a week
18	General checking of all furniture/locking arrangement and their repairs etc	Once a week
19	Shampooing & Wet cleaning Quarterly of Curtains / Sofa sets/Chairs/Blinds	Quarterly and as & when required
20	Pest Control measures	Weekly and as & when required
21	Rodent control	Quarterly and as & when required
22	Anti termite treatment	Quarterly and as & when required
23	Cleaning of fridge, almirahs, cupboards, crates, door knobs, latches, handles, water purifiers, lights, bulbs and other equipments	Once a week
24	Cleaning of blankets, quilts and covers	Quilts in summer season – Monthly Blankets in winters – Monthly Covers to be washed weekly

For the week, there is no in-house training, and no occupancy in hostel, the maintenance of RTC and hostel has to be done as scheduled. However, charges on services like washing of linens, bed sheets, pillows, towels, covers, quilt washing, blanket washing shall not be reimbursed.

TENDER DOCUMENT

यूको बैंक, क्षेत्रीय प्रशिक्षण केन्द्र, चण्डीगढ़ - 160017

UCO Bank, Regional Training Centre, 2nd floor, SCO 55, 56, 57, Sector-17 B, Chandigarh – 160017

Phone: 0172-5037324, 5037322, Fax: 0172-2770139, e-mail: RTC.chng@ucobank.co.in

PART G – TENDER APPLICATION

To
The DGM-Principal
UCO Bank
Regional Training Centre- Chandigarh,
2nd floor, SCO 55-57, Bank Square, Sector- 17B,
Chandigarh, 160017.

Dear Sir,

Having examined the job data, scope of work, schedule of equipments/ quantities etc. relating to the works specified in the memorandum hereinafter set out and having acquired the requisite information relating thereto as affecting the tender, I / We hereby offer to undertake the job specified for duration specified in the said memorandum at the rates mentioned in the attached Price Bid and in accordance with all respects with the specifications, scope of work and instructions in writing referred to in the conditions of the tender, Job requirements and conditions of contract and with such equipments as are provided for by and in all respects in accordance with such conditions so far as they may be applicable.

MEMORANDUM

Description of work

The Catering-cum-Facility Management Service Contractor is required for the Catering and Housekeeping & Upkeep/ Maintenance or any other building Maintenance function etc for **UCO BANK, Regional Training Centre-Chandigarh** located at **2nd floor, SCO 55-57, Bank Square, Sector- 17B, Chandigarh** and Hostels at (presently at) **H.N. 301/15-A & 145/15-A, Chandigarh.**

Contract period commences from 5-15th day of letter of intent by the Bank and period of contract will be three years from the date of commencement subject to performance review on annual basis by the Bank.

Please note that should this tender be accepted,

I / We hereby agree to confirm and to abide by and fulfil the terms and provisions of the said conditions of contract annexed hereto and in default whereof authorize the Bank to forfeit and pay to the Bank, the amount of earnest money mentioned in the said contract.

I / We have deposited a **sum of Rs. 50,000/- (Rupees Fifty thousand only)** as earnest money with the Bank which will not bear any interest. If I / We fail to perform the terms of the contract when awarded, I / We do hereby agree that this sum shall be forfeited by the Bank.

1. All schedules necessary in connection with the job to be performed in terms of the contract wherever required are enclosed. Our Bankers are (name of Bank) _____ A/C No. _____ IFSC No. _____.
2. Following certificates/documents are enclosed herewith:
 - 2.1. Performance & Experience certificate/ award of work showing the experience in the work tendered for in any Central/State Govt & Public Sector undertaking, or reputed private agencies during the last preceding **three years** in the same name/firm on which the tender is applied.
 - 2.2. One year concession for those bidder or person who is having Hotel Management Degree.
 - 2.3. Documents showing constitution of the firm/company (copy of partnership deed with copy of registration certificate in case of partnership firm and a copy of incorporation certificate, certificate of Memorandum, Power of attorney (if required) and Articles of Association in case of a company) or an affidavit in case of a proprietorship firm.
 - 2.4. Income and expenditure statement or Profit & Loss Statement for last three financial years i.e., 2016-17, 2017-18 and 2018-19 certified by a Chartered Accountant.
 - 2.5. Tender documents duly signed on all the pages (including the 'Technical Bid' and 'Financial Bid') and work experience annexure.
 - 2.6. List of on-going contracts of similar nature.

TENDER DOCUMENT

यूको बैंक, क्षेत्रीय प्रशिक्षण केन्द्र, चण्डीगढ़ - 160017

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- 2.7. Proof of Provident Fund Registration Number
- 2.8. Proof of ESIC Registration Number
- 2.9. Proof of GST Registration Number
- 2.10. PAN Card
- 2.11. Food Licence / equivalent Certificate / Licence for running Catering Service.
- 2.12. GST Number and Certificate.
- 2.13. A Valid copy of Shops & Establishment Certificate issued by the local authorities.
- 2.14. Certificate of Incorporation, Articles & Memorandum of Association in case of a company/ partnership deed in case of a partnership firm
- 2.15. Certificate of Registration with Labour Department, Chandigarh Govt.,
- 2.16. Certificate of Registration with Professional Tax Office, Chandigarh Govt.,
- 2.17. Certificate of Registration under GST.
- 2.18. Audited Financial Statements (P&L and Balance Sheet) for the last three Financial Years and certified from Chartered Accountant confirming turnover of Rs. 35.00 lacs per annum for Catering Services and Rs. 5.00 lacs per annum for Housekeeping Services
- 2.19. Income Tax Assessment copies for the last three financial years.
- 2.20. Copy of PAN card.
- 2.21. Certificate of I S O, if available

Yours Faithfully,

Signature of the Tenderer / CCFM Service Contractor
With Seal

Date:

Place:

Contact Number:

Address:
(Office)

Witnesses

1. Signature _____
2. Occupation _____
3. Address _____

Witnesses

1. Signature _____
2. Occupation _____
3. Address _____

PART H – TENDERER DETAILS FOR CATERING-CUM-FACILITY MANAGEMENT (HOUSEKEEPING & UPKEEP/MAINTENANCE) SERVICES

Basic Information of the Bidder

**CATERING-CUM-FACILITY MANAGEMENT SERVICES (Housekeeping & Upkeep/ Maintenance)
Contract**

For

UCO Bank, Regional Training Centre, 2nd floor, SCO 55-57, Bank Square, Sector 17B, Chandigarh and Hostels at(presently at) H.N. 301/15-A & 145/15-A, Chandigarh(India).

- 1 **Name of the Applicant / Firm / Company** : _____
Registered Head Office Address : _____

- Mobile No. _____ **Fax No.** _____
Local Office Address : _____

- Telephone Number _____ **Mob No.** _____
E-mail id _____
- 2 Year of Establishment _____
- 3 Status of the Firm (Whether Company / Firm / Proprietary / Association) : _____
- 4 Pan Card No. (Firms Name) : _____
- 5 Name of Directors / Partners / Proprietor / Office bearers : _____
- 6 Whether registered with the Registrar of Companies / Registrar of firms. If so, mention number and date and attach a copy of registration. : _____
- 7 Name address of Present Bankers : _____
- 8 No./date of Enclosed DD in favour of "UCO BANK" for Earnest Money for Rs. 50,000/-. : _____
- 9 Whether registered for GST purposes. If so, mention **number & date**. Also furnish copies of Sales tax clearance certificate/assessment order. : _____
- 10 Mention Permanent Account Number and furnish copies of income tax assessment order/return : _____
- 11 Turnover as per audited financial statement. : **Year 2016-17** _____
Year 2017-18 _____
Year 2018-19 _____
- 12 Details of present/on-going catering & Maintenance contracts (Name & Address of the institution, since when, avg monthly revenue, value of the contract). : _____

- 13 What are your fields of activity? Mention the : _____

TENDER DOCUMENT

यूको बैंक, क्षेत्रीय प्रशिक्षण केन्द्र, चण्डीगढ़ - 160017

UCO Bank, Regional Training Centre, 2nd floor, SCO 55, 56, 57, Sector-17 B, Chandigarh – 160017

Phone: 0172-5037324, 5037322, Fax: 0172-2770139, e-mail: RTC.chng@ucobank.co.in

fields on preference basis

- 14 Detailed description and value of similar : _____
works handled for others in the past 3 years
- 15 Furnish the names and addresses of two : _____
clients who will be in a position to certify
about the quality as well as past performance
of your firm
- 16 Details of registration with Labour : _____
Department/MCH (Central/State)
- 17 Whether 24 X 7 support and service will be : _____
Available.

I have read the terms and conditions enclosed herewith and undertake to abide by the same in case I am offered the contract.

Date:

Place:

Signature of the Applicant.

Note:- Documentary evidences are to be furnished, these are to be self-certified copies

PART I – SCORING MATRIX – TECHNICAL PARAMETERS

PARAMETERS	MAX MARKS	SCORE
1. CONSTITUTION		
A. PUBLIC LTD. CO.	10	
B. PVT. LTD. CO.	09	
C. PARTNERSHIP FIRM	08	
D. PROPRIETORSHIP/INDIVIDUAL	07	
2. EXPERIENCE		
>10 YEARS	10	
>07 YEARS & <10 YEARS	09	
>05 YEARS & <07 YEARS	08	
>03 YEARS	07	
3. ACADEMIC QUALIFICATION (FOR CATERING)		
ANY ONE OF THE ACTIVE DIRECTORS/PARTNERS/PROPRIETOR HAVING PROFESSIONAL QUALIFICATION IN HOTEL MANAGEMENT/CATERING	10	
OTHERS	08	
4. ACADEMIC QUALIFICATION (FOR HOUSEKEEPING/MAINTENANCE)		
ANY ONE OF THE ACTIVE DIRECTORS/PARTNERS/PROPRIETOR HAVING PROFESSIONAL QUALIFICATION IN HOUSEKEEPING & MAINTENANCE	10	
OTHERS	08	
5. CAPITAL EMPLOYED IN BUSINESS (AS PER BALANCE SHEET)		
>RS. 100 LACS	10	
BETWEEN RS. 50 LACS TO RS. 100 LACS	09	
BETWEEN RS. 25 LACS TO RS. RS. 50 LACS	08	
LESS THAN RS. 25 LACS	06	
6. ANNUAL TURNOVER (AS PER PROFIT AND LOSS STATEMENT) IN CATERING		
OVER RS. 3 CRORES	10	
BETWEEN RS. 1 CRORE TO RS. 3 CRORE	08	
BETWEEN RS. 50 LACS TO RS. RS. 1 CRORE	07	

BETWEEN RS. 35 LACS TO RS. 50 LACS	06	
7. ANNUAL TURNOVER (AS PER PROFIT AND LOSS STATEMENT) IN HOUSEKEEPING		
OVER RS. 1 CRORE	10	
BETWEEN RS. 50 LACS TO RS. 1 CRORE	09	
BETWEEN RS. 15 LACS TO RS. 50 LACS	08	
BETWEEN RS. 5 LACS TO RS. 15 LACS	07	
8. PAST PERFORMANCE (CERTIFICATE TO BE SUBMITTED)		
MORE THAN 2 REPUTED PUBLIC SECTOR FIRMS	10	
AT LEAST 1 PUBLIC SECTOR AND 1 REPUTED PRIVATE SECTOR FIRM	08	
TWO REPUTED FIRMS	07	
9. INSPECTION OF FACILITIES/INTERVIEW OF TENDERER/VERACITY OF TESTIMONIALS ATTACHED/ETC.		
COMMITTEE MEMBERS TO SCORE INDIVIDUALLY		
MAXIMUM MARKS	90	

PART J – FINANCIAL BID FOR CATERING-CUM-FACILITY MANAGEMENT (HOUSEKEEPING & UPKEEP/MAINTENANCE) SERVICES

TO BE SUBMITTED IN A SEPARATE SEALED COVER

A. CATERING

S. No.	SERVICE	ALLOCATION OF RATE	QUOTED RATE
1.	BED TEA/COFFEE	3.33 %	
2.	BREAKFAST	23.33 %	
3.	FORENOON TEA/COFFEE	3.33 %	
4.	LUNCH	38.68 %	
5.	AFTERNOON TEA/COFFEE	3.33 %	
6.	EVENING TEA/COFFEE	6.67 %	
7.	DINNER	21.33 %	

Note: The rates should be quoted exclusive of GST.

All rates should be inclusive of daily menu.

Calculated on the basis of average 86 participants per week. The number of participants are flexible.

Date:

Place:

Signature of tenderer

TENDER DOCUMENT

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B. FACILITY MANAGEMENT (HOUSEKEEPING & UPKEEP/MAINTENANCE)

S. NO.	SERVICES VENUE	RATES (monthly)
1.	FACILITY MANAGEMENT AT RTC CHANDIGARH	_____
2.	FACILITY MANAGEMENT AT HOSTELS:	_____
	TOTAL (Year)	_____

Note: The rates should be quoted exclusive of GST.

Separate sheet including bifurcation of consumables has to be provided by the tenderer along with this lumpsum amount for housekeeping.

Date:

Place:

Signature of tenderer

1	Rates for Housekeeping at Hostels situated at House No. 145 and 301, Sector 15-A, Chandigarh, comprising of 19 (10 + 9) Rooms, Drg hall. Dining rooms, common areas, stores, stairs, balconies, toilets, courtyards, etc at both the hostels.				
A	WASHING CHARGES PER ROOM		rates/ day	rates/ cost per month	Quoted rates/ month
	Quantity per room	Frequency	Rs.		
1	2 Single bed sheets	Twice a week	Rs.		
2	2 Dohars/Sheets	Twice a week	Rs.		
3	2 Pillow Covers	Twice a week	Rs.		
4	2 Full Towels	Twice a week	Rs.		
5	2 Hand Towels	Twice a week	Rs.		
6	Each Toilet 2 Small bath soaps	Weekly	Rs.		
7	2 Quilts covers	Fortnightly during winter season	Rs.		
8	Washing of Sofa, Curtains, Blinds at RTC and Hostel	Quarterly	Rs.		
9	2 Blankets	Twice in the season	Rs.		
10	any other item if any		Rs.		
B	Consumables per month				
1	Room Freshener	10 Pieces			
2	Odonil	20Pcs.			
3	Phynyl	80 Liters			
4	Liquid Hand wash	10 Liters			
5	Harpic	20 Liters			
6	Colin	5 Bottles/ Liters			
7	Soft Broom	as per requirement			
8	Hard Broom	as per requirement			
9	Duster	as per requirement			
10	Wet Mop/Poncha	as per requirement			
11	Plastic Scrubber and Scotch Brite	as per requirement			
12	Any other item if any				
13	Add Administrative Charges				
14	Labour				
	TOTAL 1 (A and B)		NA		

2	Rates for Housekeeping at RTC			
C	Consumables per month			
	Room Freshener	6 Pieces		
	Odonil	3 Pieces		
	Phynyl	25 Liters		
	Liquid Hand wash	10 Liters		
	Harpic	4 Liters		
	Colin	4 Liters		
	Soft Broom	as per requirement		
	Hard Broom	as per requirement		
	Duster	as per requirement		
	Wet Mop/Poncha	as per requirement		
	Nephythenline Balls in toilets	as per requirement		
	Refilling of shoe shiners, tissue papers in toilets,	as per requirement		
	Any other item if any			
	Labour			
	Add Administrative Charges			
	TOTAL 2			
	GRAND TOTAL (1 and 2)			
	During Non-training days participants will not be there but hostels are to cared and maintained properly.			

I undertake that the minimum wages as may be prescribed by the Government of India, from time to time as applicable in Chandigarh, will be paid to the manpower deployed. I also undertake that all statutory requirements e.g., EPF, ESI, BONUS, LEAVE SALARY etc. will be met by me (Tenderer).

Date:

Place:

Signature of tenderer

TENDER DOCUMENT

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WORK EXPERIENCE FORM

The contractor has to submit details of their last three catering and/or housekeeping & Maintenance/upkeep jobs that suit to the requirement of the bank & as mentioned in the pre-qualification cum tender form and advertisement. Experience of Completed Works/Continuing jobs.

Give details of the similar type of CCFM work (satisfying the requirements mentioned in the Tender notice) completed during the last three years in the following Performa **(Separate form of each work)**

- 1 Name of work and location : _____
- 2 Client's name and Address : _____
- 3 In case of Indian Company, was there any tie up with :
foreign company? If yes, give name, address and details
of company with nature of tie-up and since when _____
- 4 Total tendered cost of work (Agreement No. and date) : _____
- 5 Brief description of work including principal features and :
main items of the work _____
- 6 Period of Services :
(a) Original _____
(b) Renewal, if any _____
- 7 Name of applicant's key supervisory personal with :
professional Qualifications _____
- 8 Were there any penalties/fines/stop :
notice/compensation/liquidated damages
Imposed? (Yes or No) (If yes give amount and
explanation) _____
- 9 Details of litigations / arbitration cases, if any pertaining to :
works completed _____
- 10 Attach client's certificate. (Signed by Authorised :
Signatory) along with copy of work order, agreement
clearly stating the scope and details of CCFM Service
work. _____

Date :

Place :

Signature of the Applicant.

ANNEXURE – A

TENDER DOCUMENT

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UCO BANK, REGIONAL TRAINING CENTRE-CHANDIGARH

List of equipment provided by the RTC and equipment to be brought by the caterer.

The RTC will provide the following equipments:

Dining Room

- Dining table and chairs to accommodate 20 persons at a time.

Kitchen

- Refrigerator at RTC
- Stove-1
- Roti Tawa-1
- Exhaust Fan.

One Store room will be provided to the caterer for storage of goods.

The following shall be arranged by the caterer.

- a. Utensils & equipment in kitchen
- b. Crockery/cutlery and other dining room equipment
- c. Gas Cylinders
- d. Table cloth, towels
- e. Cloth / Dish washer for Kitchen use.

+ Any other essential items required for the purpose.

Date :

Place :

Signature of the Applicant.

Detailed list will be provided at the time of execution of agreement.