

**UCO BANK
Regional Training Centre
4TH FLOOR, UCO BHAVAN, NEAR SANYAS ASHRAM,
ASHRAM ROAD, AHMEDABAD – 380009**

**TENDER DOCUMENT
For
HOUSE KEEPING AND CATERING SERVICES**

RTC/AHM/RFP/2022-23/01

DT 17.02.2023

**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/-

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. The bank reserves the right to amend, rescind or reissue this RFP Document and all amendments will be advised to the bidders and such amendments will be binding on them. The, Bank also reserves its right to accept or reject any or all the responses to this RFP Document without assigning any reason whatsoever.

This document is prepared by UCO Bank for engagement of Agencies for Housekeeping and Catering services at RTC, Ahmedabad. It should not be reused or Copied or used either partially or fully in any form.

While the document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will accepted by UCO Bank or any of its employee, in relation to the accuracy or completeness of this document and nay liability thereof expressly disclaimed.

The RFP is not an offer by UCO Bank, but an invitation for bidder's responses. No contractual obligation on behalf of UCO Bank, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of UCO Bank and selected Bidder.

PART A –NOTICE INVITING TENDER (NIT)

1. **UCO BANK**, invites **Tenders** in two bids system from the eligible agencies for **House Keeping and Catering Services** at **Regional Training Centre-Ahmedabad** located at **UCO Bhavan, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009** for **two years** period.
2. A complete set of Request for Proposal (RFP) - Tender Documents containing **62** pages may be obtained from the **UCO Bhavan, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009** during working hours from **17.02.2023 to 13.03.2023 11.00 am to 05.00 pm (on working days)** against payment of **Rs. 2000/-** (Two Thousand only) by way of Demand Draft/Pay Order favoring UCO Bank payable at Ahmedabad **as tender fees** (Non-- Refundable) on or before **13.03.2023 05.00 pm** 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 **05:00 pm 13.03.2023**.

Earnest Money	: Rs. 60,000 (Rupees Sixty Thousand only) by crossed demand draft payable at Ahmedabad in favour of "UCO BANK, REGIONAL TRAINING CENTRE, AHMEDABAD"
Last date & time of submission of tender	: On or before 05:00 PM, 13.03.2023 as per instructions in the tender documents
Time and date of opening of Bid	
Technical Bid	Date: 15.03.2023 Time: 11:00 am
Financial Bid	Date: 16.03.2023 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. A– Details of Buildings Part D – Scope of works – Catering Services Part E- Tender Application Form Part F – Technical Bid for Catering Services Part G – Scoring Matrix Part H – Financial Bid for Catering Management
Date & Venue for Pre-Bid meeting	24.02.2023 at 11:00 AM Venue: RTC Ahmedabad, UCO Bank, 4 th Floor, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009

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.

(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.**)

TENDER DOCUMENT ISSUED TO M/S _____
ON _____

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

AGM-PRINICPAL

PART B – GENERAL RULES AND INSTRUCTIONS TO TENDERER

1. Tenders for the above noted work are hereby invited from Eligible Contractors.
2. Tenders should be addressed to the AGM & Principal, UCO Bhavan 4th Floor, Regional Staff Training College, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009.
- 3. Eligibility Criteria:**
 - a) The applicant must be a Registered, Licensed Company or Partnership firm or Sole proprietor or Individual, LLP, HUF or any other entity recognized by law having its office in India, preferably Ahmedabad, Gujarat.
 - b) The applicant must have a proven track record of minimum 2 years with minimum two reputed Public Sector/Private sector scheduled commercial Bank/ Govt. Office clients in rendering catering services (breakfast, lunch and dinner) and Housekeeping. The work experience should not be like a cafeteria type, it should be work experience of reputed institution of psb's /psu's/Govt Offices/Private scheduled commercial Bank or other such institutions.
 - c) The applicant must have a minimum annual turnover of Rs. 25 Lac (Rupees Twenty Five lakhs only) in last three financial years, exclusively in catering & Housekeeping.
 - d) The experience should relate to catering services of Single Client with minimum of 30 to 50 persons per day providing multi-cuisine vegetarian/Non-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 Ahmedabad 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 60% marks (30 out of 50) 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 for 5% value of the contract, 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 Tendering process and the same will be conducted by UCO Bank RTC, Ahmedabad
20. The tender process will be in two cover system with all documents with authorizing person's signature and seal on all pages:

i. Envelope Cover – I : (super scribed as Technical Bid)

This envelope will contain uploaded –

- a). Part E - Application form duly filled in along with necessary enclosures.
- b). Tender document duly signed in all pages by the tenderer
- c). Proof of submission of EMD of Rs. 60,000/- (Rupees Sixty Five thousand only) in the form of a Demand Draft or Banker's Cheque in favour of UCO Bank, RTC Ahmedabad from any scheduled commercial Bank
- d.) Documents called for eligibility should be as per S. No. 21.
- e) Part F - Basic Information of the Bidder
- f) Work Experience Form with client certificate.

ii. Envelope Cover – II (super scribed as Financial Bid)

- a). This envelope will contain the Price Bid – Part H
- 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:

- a) First, the envelope or Cover –I will be opened in the presence of the tender opening committee of RTC Ahmedabad and the authorized representatives of the bidders on scheduled date and time specified on page no. 3 of this tender document. The application will be checked for fulfillment 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 60% marks (i.e. 30 out of 50) as per the Scoring Matrix- Technical Parameters for Catering -2023 will only be shortlisted.
- b) 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.
- c) The Price Bid in respect of such shortlisted applicants, who have qualified after satisfactory onsite inspection or enquiry, will be opened.
- d) 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.

21. 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, Gujarat Govt.,
- c. Certificate of Registration with Professional Tax Office, Gujarat 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/CA certified Financial Statements (P&L and Balance Sheet) for the last three Financial Years and certified from Chartered Accountant confirming turnover of Rs. 25.00 lacs per annum for Catering 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./PSU's/Govt. Offices/Private schedule commercial Bank or other such institutions.
- 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 shall be sent to us offline by the prospective bidder before opening of Technical Bid. Tender fees to be submitted offline before bidding.

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 UCO Bhavan, 4th Floor, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009

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, Ahmedabad

WORK shall mean Scope of work in Catering & housekeeping Services

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

1. SECURITY DEPOSIT

The successful bidder should submit a Security Deposit for 5% value of the contract within seven days from the date of acceptance of the order towards performance of the Contract. The Security Deposit shall be by way of FDR of UCO Bank. The FDR should be valid for 24 months or entire contract period from the date of commencement of contract. 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. The Bank shall invoke the FDR pledged with UCO Bank, RTC Ahmedabad 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.
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-H. 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 Ahmedabad, 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 Housekeeping and Catering services is for a period of two 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 24 months, at the discretion of the College and as per the Policy of UCO Bank. The Contractor will be obligated to meet the Catering 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 college authority 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 two 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. **Bank has decided the range band of the rates for catering services between Rs.250 to Rs.325 per person per day and for Housekeeping services Rs 47000 to Rs.55000 per month (All excluding taxes for catering and housekeeping). If the bids received do not fall within the range fixed by the Bank, the bid shall be liable to be rejected. The bank will decide L1 on the basis of estimated combined L1 of both catering and housekeeping services.**

In case where L1 is equal for two or more, following criteria will be considered for bid finalization:

 - i. Who have highest current running number of projects (received through tender) at public sector bank/psu or govt offices (no other than mentioned here i.e. private institute or private scheduled commercial bank would be considered only for eligibility not for financial bid) would be considered as successful bidder. (as per experience certificate & client certificate attached, One Bank/institute/department/office= 1 Mark)

(In case where tie remain even after point i. then further point ii will also be taken for consideration in finalization of Bid.)
 - ii. Who have highest turnover as per FY 2022 in term of value as per CA certified financials/Audited (turnover related to Catering and Housekeeping services only)

25. No employee/ex-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. 60,000/- (Rupees Sixty 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 Ahmedabad, payable at Ahmedabad. 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.
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.
49. GST charged by the Contract shall be reimbursed after production of bill.
50. **LABOUR:**
- The Tenderer shall employ suitable labour to maintain the required quality of work to the satisfaction of the Bank. 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. 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. The minimum age of the labour employed a should be as per government/labour law.

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

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.

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.

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.

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

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. 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. 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

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.

The Tenderer shall adopt all fire safety measures. 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.

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.

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.

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.

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.

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.

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.

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

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 Ahmedabad and only Courts in Ahmedabad shall have jurisdiction to determine the same.

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.

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.

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.

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.

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.

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 Scope of work shall be as per Part – D.

56. 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.

57. 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.

58. 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;

59. ROLES, RESPONSIBILITIES & QUALITY CONTROL ASSURANCE

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

a. RESPONSIBILITIES

The Catering & Housekeeping Services Contractor is fully responsible for safe and effective Maintenance of Health/Hygiene, etc. at the contract site.

b. QUALITY CONTROL AND ASSURANCE

Catering Services 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. Catering & Housekeeping Services Contractor 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.

60. 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:

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

64. Communication

- a. Maintaining a system of recording, reporting and implementing a communication process with The BANK about accidents/ illness occurring to Catering & Housekeeping 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.
- b. 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. A set of "Formats" Recommended for use for operation.

S.No	Description of Format	Remarks
1	Daily Reports:- Daily Complaint Register, Daily Dinning in- out register	To Be Submitted by Contractor on daily basis
2	Monthly Consumable / Spares consumption Statement	To be Submitted by the Contractor every month
3	Monthly Assessment of Contractor's performance for the month	Format to be issued by the Bank.

SI No.	Name of record
1	Work instructions for Catering & Housekeeping Team
2	Complaint register, dinning in-out register
3	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 Ahmedabad. The following annexures will be executed:
- a. format of Integrity
 - b. Agreement
 - c. Indemnity Bond
71. The Bank, upon qualification of the tenderer in technical bid, shall consider lowest bid for catering & Housekeeping services.

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.1 – DETAILS OF THE BUILDING

The Regional Training College building constructed on UCO Bank, UCO Bhavan, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009.

Details of the property

Sl No.	Floor	Departmental Details.
1	Regional Training Centre, 2 nd floor, UCO Bhavan, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009.	Stair & entrance, common lobby, Hostel Rooms, Bathrooms, Outside Balconies
2	Regional Training Centre, 3 rd floor, UCO Bhavan, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009	Stair & entrance, common lobby, Hostel Rooms, Bathrooms, Outside Balconies
3	Regional Training Centre, 4 th floor, UCO Bhavan, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009	Stair & entrance, Principal Office, Faculty Room, Store, Library, Class Rooms, Balconies, Bathrooms
4	Regional Training Centre, 5 th floor, UCO Bhavan, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009	Stair & entrance, Canteen, Stores, Activity Room, Class Rooms, Balconies, Bathrooms
5	Regional Training Centre, 6 th floor, UCO Bhavan, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009	Stair & entrance, common lobby, Hostel Rooms, Bathrooms, Outside Balconies
6	Regional Training Centre, UCO Bhavan, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009	Stairs Ground Floor to 6 th Floor (2 Stairs), Lift

PART D – SCOPE OF WORKS – HOUSEKEEPING & CATERING SERVICES

HOUSEKEEPING SERVICES TO BE PROVIDED :

Description of area of Housekeeping services

24 rooms (double occupancy) and one room (single occupancy), located in 2nd ,3rd and 6th floor, in which six rooms with attached bath room, 25 toilets located in 2nd to 6th floor and adjoining corridors, verandahs, open space on 2nd ,3rd , 4th , 5th ,6th floor and staircases (2nd floor to 6th floor) (6 room attached Lat-bath)

Floor	Double rooms	Toilets & Bathroom
2 nd floor	9	9
3 rd floor	6 (one with single bed)	3
4 th Floor	Class room, AGM's chamber, Faculty Room, Library, common area	3
5 th Floor	Canteen, Kitchen, Computer Lab, recreation Room, server room (class room)	3
6 th Floor	9 + 1 store room) (1 attached bathroom)	7

1. Undertaking the work relating to entry and exit of the trainees, carrying of luggage, allotment of room, making of beds, beddings, spraying of room freshener/insecticide, putting on mosquito net, providing clean toiletry/ other items, as directed by the centre, supply of drinking water and incidental services for trainees and guests and ensure comfortable settlement of the guests on their arrival in the hostel.
2. Daily Cleaning, mopping with phenyl/ cleaning agents, spraying with room fresheners, Fixing mosquito repellents and other maintenance of rooms and toilets. Daily cleaning of dustbins of rooms and toilets.
3. Toilets are to be cleaned at least twice daily neatly so as to make them tidy and odour free, using phenyl/ bleaching powder/other cleaning agents. All the toilets should be provided with toilet freshener like odonil and wash basins with liquid soap/soap. The floor and side wall, wash basin and other fittings of the toilets should be cleaned daily with cleaning agents.
4. The verandah, corridor, staircase from Ground floor to 6th floor, One lift of outside, open space of 2nd to 6th floor including all balconies should also be cleaned/ maintained as mentioned above.
5. At least one man should be available 24 hours in the hostel to look-after / ensure Cleanliness and housekeeping activities and render other help/ supply to the inmates.

6. Washing and changing of bed linen, towels etc., every alternate day i.e. Mondays, Wednesday and Friday supplied to the guest, the caterer shall look after their timely and proper washing and keep records thereof.
 7. Maintaining indoor/outdoor plants.
 8. Weekly cleaning of ceiling fans/ air cooler/air conditioner, door surfaces, windows and window panes, cup boards inside and outside as well as clearing of cobwebs at rooms & other above places.
 9. Proper maintenance of geysers by timely putting it on and off, when geyser is not working providing hot water at mutually agreed rate.
 10. Cleaning of curtains, mosquito net once in every alternate month.
 11. Arrangement for medical assistance and transport for guests falling sick. Arrangement of vehicle and taxis for the guests if required.
 12. Arranging of Travel Agents for the travel of trainees.
 13. To keep all computers, hardwares storage equipments table glass, chairs recreation equipments neat & clean for their ready use.
 14. Particulars of ancillary services provided by the caretaking vendor are :
 - a. Necessary arrangements for get together / meetings i.e. hiring furniture, banners, flowers, interior decoration etc.
 - b. Minor repair and upkeep of premises
Repair of wooden items, other appliances, electrical fittings, plumbing works etc.
 - c. Cleaning of toilets, basins, pipelines, drainage etc.
 - d. Arranging plumber/electrician/carpenter at reasonable rates if required.
 - e. The caretaker shall arrange to purchase, acquire, hire articles for rendering above services but the cost of the items purchased will be reimbursed by the college on production of the bills.
- The quotations should be inclusive of consumable stores such as cleaning material like phenyl, Vim, other cleaning materials, room/ toilet fresheners, Odonil, Toilet paper, liquid soap, mosquito repellents and cleaning equipment such as brushes, brooms scrubbers dusting cloth etc.
- The quotations should cover the cost of cleaning/ maintenance of the adjoining corridors, verandahs open space and staircases and be expressed in terms of charges per room per month.

CATERING SERVICES TO BE PROVIDED :

1. The tenderer shall arrange for cooking and service of food on a daily basis for participants trainees at RTC Ahmedabad. 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	1:15 pm to 2:15 pm#
5.	Afternoon tea/coffee with Biscuit/Cookies	3:30 pm to 3:45 pm#
6.	Evening Tea with Snacks	5:00 pm to 5:45 pm#
7.	Dinner	8:30 pm to 9:30 pm#

Timings are flexible.


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

- 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.
- 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.
- 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.
- 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.
- 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.
- 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.

यूको बैंक, क्षेत्रीय प्रशिक्षण केंद्र, चौथी मंजिल, यूको भवन, संन्यास आश्रम के पास, आश्रम रोड़, अहमदाबाद-380009

UCO Bank, Regional Training Centre, 4th Floor, Near Sanyas Ashram, Ashram Road, Ahmedabad-380009

Email Id: rtc.ahmedabad@ucobank.co.in

 **079-40176945**

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.

Our estimated requirement of workers is as under:-

Sr. No.	Particular(duty timing per day)	Nos.
1	Cook	1-2
2	Help for Cook	2 for 1 cook
3	Waiters	2 for 30 participants, 1 additional for increase in every 15 participants
4	Minimum persons required for cleaning of hostel and RTC, 6th 5th 4th 3rd and 2nd floor	2

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 % for that day shall be deducted.

For every additional group of 25 participants or part thereof, the Tenderer shall deploy addition alone 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 as per government laws.

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. The contractor shall be provided by RTC, the articles / equipments for kitchen as per details in attached format. 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
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.

Penalties for violation of Rules, Terms and Conditions: The successful vendor will be fined per occasion in case of the following deficiency in services.

S. No.	Deficiency	Minimum Fine per occasion
1	Non availability of complaint registers on the counter/discouraging residents from registering complaint.	Upto Rs. 1,000/-
2	Insects cooked along with food	Upto Rs. 5,000/-
3	Soft objects like hair, rope, plastic, cloth etc. in food.	Upto Rs. 5,000/-
4	Any complaint of stones/ pebbles of diameter more than 2 mm.	Upto Rs. 5,000/-
5	A hard or sharp objects like glass pieces, nails, hard plastic etc.	Upto Rs. 10,000/-
6	Food poisoning	Upto Rs. 50,000/-
7	Change in menu without permission of Bank.	Upto Rs. 1,000/-
8	In appropriate personal hygiene of workers including their dress/misbehaviour by workers.	Upto Rs. 5,000/-
9	Failure to serve lunch on any given day	Upto Rs. 5,000/-
10	Using brands not mentioned in contract or permitted by Bank.	Upto Rs. 5,000/-
11	Use of newspapers to keep fried items or any cooked food	Upto Rs. 2,000/-
12.	Non availability of foods to all the participants	Upto Rs. 5,000/-

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.
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. 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.
23. 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.
24. 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.
25. 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.
26. Good quality Soap, detergent, mazan/scrubber for cleaning of utensils and crockery to be provided by the Tenderer at his own cost.
27. Paper Napkins, Salt, Black Pepper and saunf / mouth fresheners in containers should be placed on all tables in dining hall on each day.
28. Specified quality of soap, detergent, pesticides and other cleaning material should be used in the pantry and kitchen by the Tenderer.
29. Tenderer will use trash bags in the dustbins at his own cost.
30. Tenderer has to deploy extra manpower during special / extra / additional programmes/ conference / meeting, or as and when required by the College.
31. Pest Control in Canteen Hall, Kitchen and Pantry to be done on weekly basis by the Tenderer.

32. 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 1 kg dal for preparation for 20 participants.
 - b. minimum 1 kg paneer for preparation of Mutter Paneer or Palak Paneer and minimum 1 kg paneer for preparation of Kadhahi Paneer or Shahi Paneer, for 20 participants
 - c. Maximum 10 % potatoes can be used for mix vegetable.
 - d. Halwa will be prepared in Desi Ghee of a good brand.
33. 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.
34. 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.
35. 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.
36. Payment of minimum 10 persons a day will be made, in event of less than 10 person during training days including faculty members. In condition where person vary during breakfast to dinner, minimum 10 persons payment will be given for respective slot i.e. breakfast, tea, lunch, dinner slot and actual payment will be given for other timings.
37. Payment of Rs. 500/- per day will be made for non training days. In any condition tenderer will not claim anything other than Rs. 500 per days for non-training days, conducting training on any day is sole administrative decision of Bank.
38. For the days, when no training is in order, the faculty will still be provided food etc. (if demanded) but minimum 10 persons a day criteria will not remain applicable for non training days.
39. Packed food facility (Breakfast/lunch/snacks) will be provided by the caterer to the other staff members of UCO Bank building at UCO Bhavan. 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 at tender price.

DAILY MENU

S. No.	Service	Menu	Allocation of rates
1.	Bed Tea/ Coffee	1 cup per head (150ml) with/without sugar Brand: Tajmahal/Tette/Twining/Tata tea bagsNescafe Classic/Bru coffee.Milk : Amul/Nestle Dairy To be served in Cup and saucer tray/thermos withcup/flask containerwith cup	3.00 %
2.	Breakfast	(Unlimited) <u>Daily compulsory items</u> Bread (toasted in electrical toasters), butter & jam,fruits/cut fruits, milk with cornflakes, Seasonal Fruits, Tea, coffee <u>One item each from the following</u> (a), (b) (c) and (d)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 Cutletetc. c) Chole Bhature, Chole Kulche, d) Omlet, Boil Egg, Egg Bhujee Cold Milk/Butter Milk/Lassi during the months March to August.	15.00%
3.	Forenoon Tea/ Coffee	Dip tea/Tea/Lemon Tea or Coffee with sufficient quantity of Biscuits/ Cookies.	4.00%
4.	Lunch	Unlimited (Other than mentioned) a. vegetarian Soup(Hot & Sour/Manchow/Tomato/Sweet Corn)with soup stick,for all b. 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. Seasonal Dry Vegetable Subji: Aloo Beans, Aloo Capsicum, AlooPalak, Aloo Parwal, Brinjal Masala, Cabbage Matar, Cauliflower, Lauki Tomato,Palak aloo, Tinda , Boiled vegetables, mix vegetablesetc. alternatively d. Dal (like Dal Makhani, Chhole, Rajma, Kadhi, Arhar/Masoor etc.)alternatively e. Non-veg (150 gm per person maximum): Chicken/Mutton (Gravy) on Wednesday and Friday f. Rice: (Plain Rice, Veg Pulao, Lemon Rice, JeeraRice, Tomato Rice etc.) alternatively g. Tava Roti, Puri(Once in a week if demanded), Missi Roti h. Salad : Green/Russian/Sprouted (any one).alternatively i. Papad: Grilled. j. Plain curd and raita /Dahi Bhalla / Bundi Raita orother raita as desired by the College. alternatively k. Pickles. Dessert (One Piece/bowl) : Gulab jamun, Rasgulla, Jalebi, Ice cream, Custard, Fruit cream, Moong Ki Halwa, Suji Ka Halwa,Gajar Ka Halwa, Cut Fruits, RiceKheer, Boondi Laddu,Kaju Burfi, Ras Malai, Raj Bhog, Sandesh etc., (any one) alternatively Sauf, Misri, Toothpick (all the time)	33.00%

5.	Afternoon Tea/ Coffee	Dip tea/Tea/Lemon Tea or Coffee with sufficient quantity of Biscuits/Cookies near classroom lounges.	4.00%
6.	Evening Tea/ Coffee	Dip tea/Tea/Lemon Tea or Coffee with snacks like Samosa, Cutlets Veg, Kachori, Aloo Bondas, Pakoda, Sandwich etc.	8.00%
7.	Dinner	Unlimited (Other than mentioned) a. 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. 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. Dal (like Dal Makhani, Chhole, Rajma, Kadhietc.). alternatively e. Non-veg (150 gm per person maximum): Chicken/Mutton (Gravy) on Monday and Thursday f. Rice : (Plain Rice, Veg Pulao, Lemon Rice, Jeera Rice, Tomato Rice etc.) alternatively g. Tava Roti h. Salad : Green/Russian/Sprouted (any one). i. Papad: Grilled. j. Plain curd and raita /Dahi Bhalla / Bundi Raita or other raita as desired by the College. k. Pickles. l. Dessert (One Piece/bowl): 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)	33.00%
			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.

LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING

Annexure II

LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING

Sr. No.	ITEM	BRAND
1	MILK	AMUL/ MOTHER DAIRY/NORMAL COW/BUFAELLO DAIRY MILK
2	BREAD	Amul/Modern/Bonn/ BRITANIA /PERFECT/TOP & TOWN/4AM
3	BUTTER	AMUL/BRITANIA/PANTANJALI
4	JAM	KISSAN/TOPS/PATANJALI
5	TOMATO SAUCE	KISSAN/ MAGGI/TOPS/Mother Dairy
6	CHILI SAUCE	KISSAN/MAGGI
7	TEA/TEA BAGS	TAJ MAHAL/ TWINNINGS/TETLEY/TATA TEA/BROKE BOND RED LABEL TULSI GREEN TEA/LIPTON GREEN TEA/GIRNAR/WAGH BAKRI
8	COFFEE	NESCAFE/SUNRISE/BRU
9	REFINED OIL/GROUND NUT OIL	SAFOLA- MARICO/ DHARA-MOTHER DAIRY/ NATURE FRESH/PATANJALI/MAHAKOSH-RUCHI SOYA/ FORTUNE-ADANI/
10	VANASPATHI GHEE	AMUL or EQUITANT
11	MUSTARD OIL	FORTUNE/KALSAH/DHARA/MAHAKOSH/
12	DESI GHEE	AMUL/MOTHER DAIRY/NESTLE/PATANJALI/ ASHIRWAD/COUNTRY DELIGHT
13	RICE BASMATI AND NON-BASMATI RICE	BASMATI RICE VARIANT OF DUBAR, MOGRA IN BRAND INDIA GATE, DAWAT, LAL QILLA, KOHINOOR KALI MOOCHH, DUBRAJ, MANSOORI, GOVID BHOG,
14	SUGAR	MAWANA/DAURALA OR EQUIVALENT GOOD QUALITY
15	ATTA/Maida/ Besan	SHAKTI BHOG /ASHIRWAD/RAJDHANI / ANnapurna/ RAJBHOG
16	Pulses	Good quality
17	Spices	MDH/PUSHP /EVEREST/CATCH/RAKESH
18	FRUITS/VEGETABLES	SEASONAL FRESH QUALITY
19	SALAD	SEASONAL ITEMS CONSISTING OF GREEN FRESH VEGETABLES
20	ICE CREAM	KWALITY/AMUL/ TOP & TOWN/VADILAL/DINSHAW
21	CORN FLAKES	KELLOG'S OR MOHUN
22	PAPAD	LIJJAT OR EQUIVALENT GOOD QUALITY
23	BISCUIT / COOKIES	BRITANIA /PARLE/MARICO/UNIBIC


Above brands and / or brands of EQUIVALENT GOOD QUALITY (to be approved by the canteen committee of the college) can only be used.

*** The caterer can use any other brand only after the approval of Mess Committee, RTC Ahmedabad.**

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UCO Bank, Regional Training Centre, 4th Floor, Near Sanyas Ashram, Ashram Road, Ahmedabad-380009

Email Id: rtc.ahmedabad@ucobank.co.in

 079-40176945

PART E – TENDER APPLICATION

To
The AGM Principal UCO Bank
Regional Training Centre- Ahmedabad,
4th floor, Near Sanyas Ashram,
Ashram Road,
Ahmedabad, 380009.

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 & Housekeeping Service Contractor is required for the Catering & Housekeeping Service for **UCO BANK, Regional Training Centre- Ahmedabad** located at **4th floor, Ashram Road, Near Sanyas Ashram, Ahmedabad, 380009.**

Contract period commences from 5-15th day of letter of intent by the Bank and period of contract will be TWO 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. 60,000/- (Rupees Sixty 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 Schedule necessary in connection with job to be performed in terms of contract wherever required are enclosed. Our Bankers are (Name of Bank) _____ A/c No. _____ IIFSC No. _____
2. Following certificates/documents are enclosed herewith:

Performance & Experience certificate/ award of work showing the experience in the work tendered for in any Central/State Govt & Public Sector undertaking, or scheduled commercial private Bank during the last preceding two years in the same name/firm on which the tender is applied.

One year concession for those bidder or person who is having Hotel Management Degree. 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. Income and expenditure statement or Profit & Loss Statement for last three financial years certified by a Chartered Accountant.

Tender documents duly signed on all the pages (including the 'Technical Bid' and 'Financial Bid') and workexperience annexure.

List of on-going contracts of similar nature.

Proof of Provident Fund Registration Number

Proof of ESIC Registration Number Proof of GST Registration Number

PAN Card

Food Licence / equivalent Certificate / Licence for running Catering & Housekeeping Service.

GST Number and Certificate.

A Valid copy of Shops & Establishment Certificate issued by the local authorities.

Certificate of Incorporation, Articles & Memorandum of Association in case of a company/ partnership deed in case of a partnership firm

Certificate of Registration with Labour Department, Gujrat Govt., Certificate of Registration with Professional Tax Office, Gujarat Govt., Certificate of Registration under GST.

Audited Financial Statements (P&L and Balance Sheet) for the last three Financial Years and certified from Chartered Accountant confirming turnover of Rs. 25.00 lacs per annum for Catering & Housekeeping Services

Income Tax Assessment copies for the last three financial years.

Certificate of I S O, if available

Yours Faithfully,

Signature of the Tenderer / Catering &
Housekeeping 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 F – TENDERER DETAILS FOR CATERING & HOUSEKEEPING SERVICES

Basic Information of the Bidder

CATERING & HOUSEKEEPING SERVICES Contract

For


UCO Bank, Regional Training Centre, 4th floor, Ashram Road, Near Sanyas Ashram, Ahmedabad, 380009.

1. **Name of the Applicant / Firm / Company** : _____
Registered Head Office Address : _____
Mobile No. _____ **Fax No.** _____
Local Office Address : _____
E mail Id _____
2. **Year of Establishment** : _____
3. **Status of the Firm (whether Company/Firm/Proprietary/Association)** : _____
4. **Pan Card No. (Firm 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 favor of "UCO Bank For Earnest Money of Rs. 60000/-** : _____
9. **Whether registered for GST purposes. If so, mention number & date. Also furnish copies of income tax assessment order/return** : _____
10. **Mention permanent Account Number and Furnish Copies of income tax assessment order/return** : _____
11. **Turnover as per audited financial statement** : Year 2019-20 _____
 Year 2020-21 _____
 Year 2021-22 _____
12. **Details of present/on-going catering &Housekeeping contract (Name & Address of the institution, Since when, Avg monthly revenue, value of the contract)** : _____
13. **What are your fields of activity? Mention the Fields of preference basis** : _____
14. **Details description and value of similar work** : _____

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Handled for others in the past 2 years.

15. Furnish the names and address 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*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 G – SCORING MATRIX – TECHNICAL PARAMETERS

Minimum Qualifying marks for technical bid is 60% of Total maximum Marks i.e. 30

PARAMETERS	MAX MARKS	SCORE
1. CONSTITUTION		
A. PUBLIC LTD. CO.	10	
B. PVT. LTD. CO.	08	
C. PARTNERSHIP FIRM/LLP	07	
D. PROPRIETORSHIP/INDIVIDUAL/HUF	06	
2. EXPERIENCE		
>=12 YEARS	10	
>=08 YEARS & <12 YEARS	08	
>=05 YEARS & <08 YEARS	06	
>=03 YEARS & <05 YEARS	04	
3. CAPITAL / NETWORTH IN BUSINESS (AS PER LAST YEAR BALANCE SHEET)		
>RS. 100 LACS	10	
BETWEEN RS. 50 LACS TO RS. 100 LACS	08	
BETWEEN RS. 25 LACS TO RS. 50 LACS	06	
LESS THAN RS. 25 LACS	04	
4. ANNUAL TURNOVER (AS PER LAST YEAR P&L STATEMENT) IN CATERING & Housekeeping		
OVER RS. 3 CRORES	10	
BETWEEN RS. 1.5 CRORE TO RS. 3 CRORE	08	
BETWEEN RS. 75 LACS TO RS. 1.5 CRORE	06	
BETWEEN RS. 30 LACS TO RS. 75 LACS	04	
5. PAST PERFORMANCE (CERTIFICATE TO BE SUBMITTED)		
MORE THAN 2 REPUTED PUBLIC SECTOR ENTERPRISES	10	
AT LEAST 1 PUBLIC SECTOR AND 1 REPUTED PRIVATE SECTOR ENTERPRISES	08	
2 REPUTED PRIVATE SECTOR ENTERPRISES	06	
TOTAL MAXIMUM SCORE	50	

Note: Minimum Qualification marks (In Table) required in each 5 Parameters as mentioned in above matrix

PART H – FINANCIAL BID FOR CATERING SERVICES

TO BE SUBMITTED IN A SEPARATE SEALED COVER

A. CATERING

S. No.	SERVICE	ALLOCATION OF RATE	QUOTED RATE (Daily)
1.	BED TEA/COFFEE	3.00 %	
2.	BREAKFAST	15.00 %	
3.	FORENOON TEA/COFFEE	4.00%	
4.	LUNCH	33.00 %	
5.	AFTERNOON TEA/COFFEE	4.00%	
6.	EVENING TEA/COFFEE	8.00 %	
7.	DINNER	33.00 %	
Total of catering service charges (daily) [A]			

B. Housekeeping:

S. No.	SERVICE	QUOTED RATE (Monthly)
1	Housekeeping	

Calculation Matrix:

S. No.	SERVICE	Rate
1	Total of catering services per day [A]	
2	Housekeeping service charges monthly [B]	
L1 Bidder rate		

L1 Bidder rate= A*250*30+B*12

A= Bid for catering per person for a day.

250= Indicative training days (it may differ, Payment of Rs. 500/- a day will be made for non training days)

30= Indicative participants per days (it may differ, Payment of minimum 10 persons a day will be made if it go lower)

B= Bid for Housekeeping charges for a month.

- 53. Bank has decided the range of the rates, for catering services between Rs.250 to Rs.325 per person per day and for Housekeeping services Rs 47000 to Rs.55000 per month. If the bids received do not fall within the range fixed by the Bank, the bid shall be liable to be rejected. The bank will decide L1 on the basis of estimated combined L1 of both catering and housekeeping services.**

In case where tie remain even after point i. then further point ii will also be taken for consideration in finalization of Bid:

- Who have highest current running project (received through tender) at public sector bank/psu or govt offices (no other than mentioned here i.e. private institute or private scheduled commercial bank would be considered only for eligibility not for financial bid) would be considered as successful bidder. (as per experience certificate & client certificate attached, One Bank/institute/department/office= 1 Mark)
(In case where tie remain even after point i. then only further point ii will be taken for finalization of Bid.)
- Who have highest turnover as per FY 2022 in term of value as per CA certified financials (turnover related to Catering and Housekeeping services only)

Note: The rates should be quoted exclusive of GST.

All rates should be inclusive of daily menu. The number of participants are flexible it may vary in between 10 - 30.

NOTE: The Participation during training programme is flexible so please be cautious while quoting your rate per day per person considering non-training days and holidays. The college does not take any responsibility regarding minimum no. of participants under any circumstances.

Date:

Place:

Signature of tenderer

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WORK EXPERIENCE FORM

The contractor has to submit details of their last two catering 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 Catering Service Contract work (satisfying the requirements mentioned in the Tender notice) completed during the last two 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 litigation /arbitration cases, if any pertaining to : _____
Work completed
- 10 Attach client's certificate. (signed by authorized signatory) : _____
along with copy of work order, agreement clearly stating the scope and details of catering service work.

Date :

Place :

Signature of the Applicant.

UCO BANK, REGIONAL TRAINING CENTRE-AHMEDABAD

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

The RTC will provide the following equipments:

Dining room

1. Dining hall with tables and chairs 2.Hand wash 3.Fans & lighting 4.Water cooler and equipment.

Kitchen

1. Refrigerator / Deep Freezer
2. Exhaust fan

The following shall be arranged by the caterer

- a) Crockery / Cutlery and other dining room equipment
b) Drinking Glasses/ Disposable glasses.
c) Gas Cylinders
d) Cloth / Dish washer for kitchen use.
e) Minor equipment in kitchen.

Any other essential items required for the purpose.

Date:

Place:

Signature of the caterer

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

FORMAT OF INTEGRITY

UCO Bank, a body corporate, constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at No.10, BTM Sarani, Kolkata-700001 and its **Regional Training Centre-Ahmedabad** located at **UCO Bhavan, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009** hereinafter referred to as “**Bank**” which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrators and successors) of the “**ONE PART** And

..... Hereinafter referred to as “**Vendor**”. Preamble

The Bank intends to award, under laid down organizational procedures, contract/s for catering & Housekeeping service as detailed in the tender document. The Bank values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder (s) and / or contractor (s).

In order to achieve these goals, the Bank will appoint an independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Bank.

1. The Bank commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a. No employee of the Bank, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Bank will during the tender process treat all Bidder(s) with equity and reason. The Bank will in particular, before and during the tender process, provide to all Bidders (s) the same information and will not provide to any Bidders (s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the process or the contract execution.
 - c. The Bank will exclude from the process all known prejudiced persons.
2. If the Bank obtains information on the conduct of any of its employees which is criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Bank will inform the Chief Vigilance Office and in addition can initiate disciplinary actions.

Sections 2 – Commitments of the Bidder (s)/Contractor(s)

1. The Vendor commits himself/herself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- a. The Vendor will not directly or through any other persons of firm, offer promise or give to any of the Bank's employees involved in the tender process of the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to in order to obtain in exchange of any advantage or during the execution of the contract.
 - b. The Vendor will not enter with other Bidders into any undisclosed agreement of understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The Vendor will not commit any offence under the relevant IPC/PC Act, further the Bidder(s) / contractors will not use improperly for purposes of competition or personal gain, or pass on to others, any information or document provided by the Bank as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Vendor of foreign origin shall disclose the name and address of the Agent/representatives in India, if any. Similarly the bidder(s)/contractor(s) of Indian Nationality shall furnish the name and address of the foreign Banks, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.
 - e. The Bidder(s)/Contractor(s) will when presenting his bid, disclose any and all payments he has made is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
2. The Vendor will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3: Disqualification from tender process and exclusion from future contracts

If the Vendor before award or during execution has committed transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Bank is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

Section 4 : Compensation for Damages:

1. If the Bank has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Bank is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
2. If the Bank has terminated the contract according to Section 3, or if the Bank is entitled to terminate the contract according to Section 3, the Bank shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value of the amount equivalent to Performance Security Deposit.

Section 5: Previous Transgression

1. The Vendor declares that no previous transgressions occurred in the last three years with any other company in

any country conforming to the anti corruption approach or with any other public sector enterprise in India that could justify his exclusion from the tender process.

2. If the Vendor makes incorrect statement on this subject he can be disqualified from the tender process and action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6 : Equal treatment of all Vendor /Bidders/Contractors/subcontractors.

1. The Vendor undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact, and to submit it to the Bank before contract signing.
2. The Bank will enter into agreements with identical conditions as this one with all contractors and subcontractors.
3. The Bank will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 : Criminal charges against violation Bidder(s)/Contractor(s)/Sub contractor(s).

If the Bank obtains knowledge of conduct of a Bidder, Contractor or subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Bank has substantive suspicion in this regard, the Bank will inform the same to the Chief Vigilance Officer.

Section 8: Independent External Monitor/Monitors

1. The Bank appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Managing Director & CEO, UCO Bank.
3. The Bidder(s)/Contractor (S) accept that the Monitor has the right to access without restriction to all project documentation of the Bank including that provided by the Contractor.

The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder (s)/Contractor(s)/Subcontractor(s) with confidentiality.

4. The Bank will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Bank and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
5. As soon as the Monitor notices, or believes to notice, a violation of this agreement he will so inform the Management of the Bank and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act, in a specific manner refrain from action or tolerate action.
6. The Monitor will submit a written report to the Managing Director & CEO, UCO Bank within 8 to 10 weeks from the date of reference or intimation to him by the Bank and should be occasion arise, submit proposals for correction of problematic situations.

7. Monitor shall be entitled to compensation on the same terms as being extended to / provided to Independent Directors on the UCO Bank.
8. If the Monitor has reported to the Managing Director & CEO, UCO Bank a substantiated suspicion of an offence under relevant IPC/PC Act, and Managing Director & CEO, UCO Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The word "Monitor" would include both singular and plural.

Section 9 – Pact Duration.

This pact begins when both parties have legally signed it, if expires for the contractor 10 months after the last payment under the contract, and for all other Bidders & Months two months the contract has been awarded. If any claim is made lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Managing Director & CEO, UCO Bank.

Section 10 – Other provisions

- This agreement is subject to Indian Law, Place of performance and jurisdiction is the Registered Office of the Bank i.e. Kolkata.
- Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- If the Contractor is partnership or a consortium, this agreement must be signed by all partners or consortium members.
- Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(For & on behalf of the Bank)

(For & On behalf of Bidder/Contractor)

(Office Seal)

(Office Seal)

Place _____ Date _____

Place _____ Date _____

Witness : (Name & Address)

Witness : (Name & Address)

Draft INDEMNITY Bond

KNOW all men by these presents that I/We, Shri/Smt....., son/daughter/wife of Shri....., residing at, as Proprietor/Partner/Director of, having office at, a contractor/Vendor and have submitted an offer in response to Tender Notice No. dated being the indemnifier do hereby execute indemnity bond in favour of UCO Bank having their Head Office at 10, B.T.M Sarani, Kolkata-700 001 and having their Regional Training center, UCO Bhavan, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009 on this.....day of..... 2023

WHEREAS the Bank invited tenders for AND WHEREASsubmitted tenders amongst others for the said work.

AND WHEREAS the Bank after observing all formalities in the matter, accepted the tender submitted byand informed them by its letter datedAND WHEREAS pursuant to acceptance of the tender given by the said Contractor, the Bank and the said Contractor have entered into an Agreement on.....for.....

AND WHEREAS it is one of the terms of the said Tender-Contract that the Contractor shall give an indemnity in the manner hereinafter appearing.

NOW THIS BOND OF INDEMNITY WITNESSTH AS FOLLOWS:


In consideration of the Bank having agreed to award the aforesaid contract to us more particularly described and stated in the aforesaid Agreement dated ----- and the related tender documents, we do hereby agree and undertake that we, being the indemnifier shall, at the time hereinafter save and keep the Bank harmless and indemnified including its respective Directors, officers and employees and keep them indemnified from and against

1. Any third party claims, civil or criminal complaints/ liabilities, site mishaps and other accidents or disputes and/or damages occurring or arising out of any mishaps at the site due to faulty work, negligence, and/or for violating any law, rules and regulations in force, for the time being while executing work order dated.....given to me/us.
2. Any damages, loss or expenses due to/resulting from any negligence or breach of duty on the part of me/us or any sub-contractor/s if any, servants or agents.
3. Any claim by an employee of mine/ours or of sub-contractors if any, under the Workmen Compensation Act and Employer Liability Act or any other law, rules and regulations in force for the time being and any acts replacing and/or amendments thereof as may be in force at the time and under any law in respect of injuries to persons or property arising out of and in the course of execution of the contract work and/or arising out of and in course of employment of any workmen/employee.

यूको बैंक, क्षेत्रीय प्रशिक्षण केंद्र, चौथी मंजिल, यूको भवन, संन्यास आश्रम के पास, आश्रम रोड़, अहमदाबाद-380009

UCO Bank, Regional Training Centre, 4th Floor, Near Sanyas Ashram, Ashram Road, Ahmedabad-380009

Email Id: rtc.ahmedabad@ucobank.co.in

 079-40176945

4. Any act or omission of mine/ours or sub-contractors if any, ours/theirs servants or agents which may involve any loss, damage, liability, civil or criminal action.
5. We further agree and undertake that we shall during the contract period, ensure that all permissions, authorizations, consents are obtained from the local and or municipal and/or governmental authorities, as may be required under the applicable laws, regulations, guidelines, notifications, orders framed or issued by any appropriate authorities.
6. If any, additional approval, consent or permission is required by us to execute and perform the contract during the currency of the contract, we shall procure the same and/or comply with the conditions stipulated by the concerned authorities without any delay.
7. Our obligations herein are irrevocable, absolute and unconditional in each case irrespective of the value, genuineness, validity, regularity or enforceability of the aforesaid agreement or the insolvency, bankruptcy, re-organization, dissolution, liquidation or change in ownership of the bank or indemnifier.
8. Our obligation under this bond shall not be affected by any act, omission, matter or thing which would reduce, release us from any of the indemnified obligation under this indemnity or diminish the indemnified obligations in whole or in part, including in law, equity or contract (whether or not known to it, or to the bank).
9. This indemnity shall be governed by and construed in accordance with the laws of India. We irrevocably agree that any legal action suit or proceedings arising out of or relating to its indemnity may be brought in the Courts, Tribunals at ----- . Final judgment against us in any such action, suit or proceedings shall be conclusive and may be enforced in any other jurisdiction by way of suit on the judgment/decreed, a certified copy of which shall be conclusive evidence of the judgment/decreed, or in any other
10. manner provided by law. By the execution of this indemnity, we irrevocably submit to the exclusive jurisdiction of such Court/Tribunal in any such action suit or proceeding.

IN WITNESS WHEREOF

(Name of Contractor) has set his/their handson this.....day of 2023

SIGNED AND DELIVERED BY THE AFORESAID(Name of Authorized person)

IN THE PRESENCE OF

WITNESS 1)

2)

DRAFT AGREEMENT

Article of agreement made this _____ day of _____ 2023

between the "UCO Bank, a body corporate, constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at No.10, BTM Sarani, Kolkata-700001 (hereinafter referred to as "Bank" which expressions shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns and successors) of the "ONE PART and M/s _____ having its registered office at _____ (Hereinafter called "The Vendor") of the other part, which expression should include its successor/s and assignee/s.

Whereas the Bank is desirous of executing Contract for catering & Housekeeping services at Regional Training center, UCO Bhavan, Near Sanyas Ashram, Ashram Road, Ahmedabad – 380009

And whereas the said work as mentioned in the work order have been accepted and signed by and on behalf of the Vendor.

And whereas the vendor has agreed to execute upon the given under Work Order No Dated , abiding by general conditions of contract, special condition of contract (all of which are collectively hereinafter referred to as " the said conditions") within the overall of rate of catering is Rs.....exclusive of GST per person per day and for Housekeeping is Rs. exclusive of GST

The said rate includes bedtea Rs.....breakfast Rs..... Forenoon tea Rs.....Lunch Rs..... afternoon tea Rs..... evening tea Rs.....Dinner Rs.....exclusive of GST per person per day.

NOW IT IS HEREBY AGREED AS FOLLOWS:

The following documents attached hereto shall be deemed to form an integral part of this Agreement:

(a) Work order letter no-..... dated.....

(b) RFP (Request For Proposal)

A) General Terms & Conditions:

1. The Vendor shall be responsible for all the claims of his employees and the employees of the Vendor shall not make and claim whatsoever against the Bank. The Vendors' workmen will not have any right whatsoever to get absorbed in the Bank.
2. The Vendor shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from all infections or diseases.
3. The Vendor 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.
4. The Vendor 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.

5. Insurance: The Vendor 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.
6. The Vendor 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 Vendor during the course of the contract.
7. Vendor shall ensure that the Vendor's employees maintain peace, order and decorum in the premises. Any disturbance in the premises by the Vendor or his agents/employees would render the termination of the contract without notice by the Bank
8. 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 Ahmedabad, whose decision shall be final, conclusive and binding on the parties to this agreement.
9. The contract for Housekeeping and Catering services is for a period of **two 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 24 months, at the discretion of the College and as per the Policy of UCO Bank. The vendor will be obligated to meet the Catering 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.
10. The performance of Vendor would be assessed and monitored by the college authority at periodical interval with or without the assistance of external expertise as may be decided by the Bank. The vendor shall comply with such observations or feedback made and furnished for improvement of the services by him or her.
11. The contract shall be terminated on the expiry of two years by efflux of time or earlier, by one-three months notice at the option of the Bank, 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 vendor 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 Vendor. Besides if the contract is terminated as stated above the vendor shall be entitled to the payment up to the date of termination for the work already performed.
12. The Vendor 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.
13. The Vendor should specifically note that it is Vendor responsibility to provide all items which are not specifically mentioned in the scope of works, but which are necessary to complete the subject services.

14. No employee of UCO Bank shall be engaged by the Vendor during the course of carrying out the works.
15. The Vendor 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.
16. If any of the labour employed by the Vendor 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.
17. UCO Bank shall have the right to withhold payment of, or make recoveries from claims due to the Vendor 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 Vendor.
18. The Vendor 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 Vendor or for any loss or damage caused or occasioned by himself, his agents or workmen in respect of the property of UCO Bank, the Vendor shall be personally responsible and shall make good the loss forthwith.
19. Whenever under the contract any sum of money shall be recovered from, or payable by the Vendor, the same shall be paid by the Vendor 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 Vendor 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.
20. 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 Vendor to engage adequate number of workers, in that event, Vendor has to reimburse to UCO Bank, the extra cost involved on this account.
21. 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 Vendor each day on completion of work.
22. Without prejudice to any rights or remedies under this agreement if the Vendor 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 Vendor.
23. **TERMINATION:**
 - UCO Bank shall be at liberty to terminate the contract by issuing one-three month's notice to the Vendor without assigning any reason whatsoever. Bank shall not entertain any claim or compensation by Vendor for such termination of Contract.
 - As regards unsatisfactory performance or non compliance with any of the terms and conditions of the contract by the Vendor 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 Vendor and under such circumstances, the security deposit paid by the Vendor shall stand forfeited.
24. The Vendor 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 Vendor.

25. The Vendor 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 Vendor.
26. Any additional items of work not covered by the contract shall be at a rate agreed by mutual discussion between the Vendor and the Bank.
27. STATUTORY DEDUCTION towards Direct & Indirect Tax will be made as per Rules. Applicable taxes will be deducted in every bill payable to Vendor. In case of penalty deducted by Bank, the Vendor shall produce a revised bill for payment.
28. Prevailing Minimum Wages as notified by Regional Labour Commissioner (Central) has to be paid to the labourers employed by Vendor. This will be sole responsibility of the Vendor and they will be held responsible in case of any violation.
29. Payment to the labourers shall be paid on 7th of every month and confirmed to the Bank.
30. The challans and other documents with regard to ESI/PF/pay slip should be submitted along with monthly bill.

31. LABOUR:

The Vendor shall employ suitable labour to maintain the required quality of work to the satisfaction of the Bank. The Vendor 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 Vendor 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. The Vendor 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 Vendor shall furnish necessary returns to the authority through Bank. The minimum age of the labour employed shall not be below 18 years.

The Vendor shall engage all the workers as per requirement, duly verifying the police records and proof for the same should also be submitted to Bank for Banks records. The Vendor 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 Vendor 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 Vendor, 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 Vendor in the other manner. The Vendor 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 Vendor 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. As regards Employees State Insurance Act, the Vendor 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.

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.

The Vendor 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 Vendor 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.

The Vendor 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 Vendor 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.

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.

32. SAFETY CODE - RESPONSIBILITIES OF THE VENDOR IN RESPECT OF SAFETY OF MEN, EQUIPMENT, MATERIAL AND ENVIRONMENT

Before commencing the work, Vendor 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 Vendor 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 Vendor 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. Vendor shall abide by UCO Bank decision in this respect. The Vendor 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. The Vendor 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

All tools, tackles, lifting appliances, material handling equipment scaffolds, cradles, safety nets, ladders upto 25 meters ,gloves equipment's etc used by the Vendor 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.

The Vendor shall adopt all fire safety measures. 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 Vendor shall store the same safely as per the directions of the Bank.

The Vendor 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 Vendor'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 Vendor.

33. 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 vendor.

34. ROLES, RESPONSIBILITIES & QUALITY CONTROL ASSURANCE

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

- **RESPONSIBILITIES**

The Catering & Housekeeping Services Contractor is fully responsible for safe and effective Maintenance of Health/Hygiene, etc. at the contract site.

- **QUALITY CONTROL AND ASSURANCE**

Catering Services Contractor has to insure quality by using all standard Brands for food items as specified in the tender document.

- **INSPECTION AND TESTING BY The Bank**

- **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. Catering & Housekeeping Services Contractor shall make all these items accessible for inspections.

- **Rejection of Services, Equipment**

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

35. Insurance of Works : Before taking up the work, the Vendor shall obtain and submit to the Employer (Bank), a third party insurance policy, in joint names of employer and the Vendor, for maximum Rs. 5.00 lakhs for each accident with the employer as first beneficiary. The Vendor 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 Vendor 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 Vendor unless he obtains the insurance policies as mentioned above. Also, no payment shall be made to the Vendor on expiry of insurance policies unless renewed by the Vendor. Nothing extra shall be payable on this account by Bank.

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

37. **Occupational Health and Safety** With regards to occupational health and safety, the Vendor 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 Vendor's employees.

38. Communication

- Maintaining a system of recording, reporting and implementing a communication process with The BANK about accidents/ illness occurring to Catering & Housekeeping Service Vendor'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.

39. REPORTING AND RECORD KEEPING

- A set of "Formats" Recommended for use for operation.

S.No	Description of Format	Remarks
1	Daily Reports:- Daily Complaint Register, Daily Dinning in- out register	To Be Submitted by Contractor on daily basis
2	Monthly Consumable / Spares consumption Statement	To be Submitted by the Contractor every month
3	Monthly Assessment of Contractor's performance for the month	Format to be issued by the Bank.

SI No.	Name of record
1	Work instructions for Catering & Housekeeping Team
2	Complaint register, dinning in-out register
3	Service Feedback from Participants to be taken by contractor and a copy to be submitted to RTC

40. **Assignment, subletting and Vendor'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 Vendor from the responsibility of the Vendor 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.

41. In case the Vendor 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 Vendor.

B. Description of work

I. Housekeeping services

24 rooms (double occupancy) and one room (single occupancy), located in 2nd ,3rd and 6th floor, in which six rooms with attached bath room, 25 toilets located in 2nd to 6th floor and adjoining corridors, verandahs, open space on 2nd ,3rd , 4th , 5th ,6th floor and staircases (2nd floor to 6th floor) (6 room attached Lat-bath)

Floor	Double rooms	Toilets & Bathroom
2 nd floor	9	9
3 rd floor	6 (one with single bed)	3
4 th Floor	Class room, AGM's chamber, Faculty Room, Library, common area	3
5 th Floor	Canteen, Kitchen, Computer Lab, recreation Room, server room (class room)	3
6 th Floor	10 + 1 store room (1 attached bathroom)	7

1. Undertaking the work relating to entry and exit of the trainees, carrying of luggage, allotment of room, making of beds, beddings, spraying of room freshener/insecticide, putting on mosquito net, providing clean toiletry/ other items, as directed by the centre, supply of drinking water and incidental services for trainees and guests and ensure comfortable settlement of the guests on their arrival in the hostel.
2. Daily Cleaning, mopping with phenyl/ cleaning agents, spraying with room fresheners, Fixing mosquito repellents and other maintenance of rooms and toilets. Daily cleaning of dustbins of rooms and toilets.
3. Toilets are to be cleaned at least twice daily neatly so as to make them tidy and odour free, using phenyl/ bleaching powder/other cleaning agents. All the toilets should be provided with toilet freshener like odonil and wash basins with liquid soap/soap. The floor and side wall, wash basin and other fittings of the toilets should be cleaned daily with cleaning agents.
4. The verandah, corridor, staircase from Ground floor to 6th floor, One lift of outside, open space of 2nd to 6th floor including all balconies should also be cleaned/ maintained as mentioned above.

5. At least one man should be available 24 hours in the hostel to look-after / ensure Cleanliness and housekeeping activities and render other help/ supply to the inmates.
6. Washing and changing of bed linen, towels etc., every alternate day i.e. Mondays, Wednesday and Friday supplied to the guest, the caterer shall look after their timely and proper washing and keep records thereof.
7. Maintaining indoor/outdoor plants.
8. Weekly cleaning of ceiling fans/ air cooler/air conditioner, door surfaces, windows and window panes, cup boards inside and outside as well as clearing of cobwebs at rooms & other above places.
9. Proper maintenance of geysers by timely putting it on and off, when geyser is not working providing hot water at mutually agreed rate.
10. Cleaning of curtains, mosquito net once in every alternate month.
11. Arrangement for medical assistance and transport for guests falling sick. Arrangement of vehicle and taxis for the guests if required.
12. Arranging of Travel Agents for the travel of trainees.
13. To keep all computers, hardwares storage equipments table glass, chairs recreation equipments neat & clean for their ready use.
14. Particulars of ancillary services provided by the caretaking vendor are :
 - a. Necessary arrangements for get together / meetings i.e. hiring furniture, banners, flowers, interior decoration etc.
 - b. Minor repair and upkeep of premises
 - c. Repair of wooden items, other appliances, electrical fittings, plumbing works etc.
 - d. Cleaning of toilets, basins, pipelines, drainage etc.
 - e. Arranging plumber/electrician/carpenter at reasonable rates if required.
 - f. The caretaker shall arrange to purchase, acquire, hire articles for rendering above services but the cost of the items purchased will be reimbursed by the college on production of the bills.

The quotations should be inclusive of consumable stores such as cleaning material like phenyl, Vim, other cleaning materials, room/ toilet fresheners, Odonil, Toilet paper, liquid soap, mosquito repellents and cleaning equipment such as brushes, brooms scrubbers dusting cloth etc.

The quotations should cover the cost of cleaning/ maintenance of the adjoining corridors, verandahs open space and staircases and be expressed in terms of charges per room per month.


II. CATERING SERVICES TO BE PROVIDED :

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

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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	1:15 pm to 2:15 pm#
5.	Afternoon tea/coffee with Biscuit/Cookies	3:30 pm to 3:45 pm#
6.	Evening Tea with Snacks	5:00 pm to 5:45 pm#
7.	Dinner	8:30 pm to 9:30 pm#

Timings are flexible.

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

- The recommended details of eatables (Daily Menu) are given in Annexure I, which shall be strictly complied with by the Vendor. 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.
- The Vendor 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.
- 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 Vendor should arrange for purchase them on own and bear all expenses in connection with such purchases including transportation.
- The Vendor 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 Vendor. 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.
- Vendor shall arrange and pay for commercial cooking gas used for cooking purposes. The Vendor shall be responsible for the safe keeping of the LPG cylinders.
- The Vendor 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.
- The Vendor has to provide biscuits/cookies/namkeen/snacks with forenoon and afternoon tea/coffee and as and when advised by the College.
- The Vendor 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.

Requirement of workers is as under:-

Sr. No.	Particular(duty timing per day)	Nos.
1	Cook	1-2
2	Help for Cook	2 for 1 cook
3	Waiters	2 for 30 participants, 1 additional for increase in every 15 participants
4	Minimum persons required for cleaning of hostel and RTC, 6th 5th 4th 3rd and 2nd floor	2

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

For every additional group of 25 participants or part thereof, the Vendor shall deploy addition alone waiter or serving personnel. The Vendor 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 Vendor shall have full control over the employees engaged by him. The Vendor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by Vendor. The Vendor 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/Bank in charge.

10. The Vendor 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 Vendor 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 Vendor 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 Vendor at his cost.
12. Vendor should adopt modern and hygienic kitchen practices. Vendor 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. Vendor 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 as per government laws.
13. The Vendor 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 Vendor will be responsible to attend to all complaints and requirements within the preview of the contract. The Vendor shall be provided by RTC, the articles / equipments for kitchen as per details in attached format. The Vendor 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.

14. The Vendor 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 Vendor's bill.

Penalties for violation of Rules, Terms and Conditions: The successful vendor will be fined per occasion in case of the following deficiency in services.

S. No.	Deficiency	Minimum Fine per occasion
1	Non availability of complaint registers on the counter/discouraging residents from registering complaint.	Upto Rs. 1,000/-
2	Insects cooked along with food	Upto Rs. 5,000/-
3	Soft objects like hair, rope, plastic, cloth etc. in food.	Upto Rs. 5,000/-
4	Any complaint of stones/ pebbles of diameter more than 2 mm.	Upto Rs. 5,000/-
5	A hard or sharp objects like glass pieces, nails, hard plastic etc.	Upto Rs. 10,000/-
6	Food poisoning	Upto Rs. 50,000/-
7	Change in menu without permission of Bank.	Upto Rs. 1,000/-
8	In appropriate personal hygiene of workers including their dress/misbehaviour by workers.	Upto Rs. 5,000/-
9	Failure to serve lunch on any given day	Upto Rs. 5,000/-
10	Using brands not mentioned in contract or permitted by Bank.	Upto Rs. 5,000/-
11	Use of newspapers to keep fried items or any cooked food	Upto Rs. 2,000/-
12.	Non availability of foods to all the participants	Upto Rs. 5,000/-

16. In case the Vendor 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 Vendor.
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 Vendor 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 Vendor'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 Vendor'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 Vendor 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 Vendor 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 Vendor in consultation with the RTC. He should be a competent person having proven experience & educated in institutional catering.
22. 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.
23. 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 Vendor.
24. The Vendor to provide / employ cooks who can prepare authentic South Indian and North Indian food. The Vendor shall use seasonal vegetables of good quality.
25. 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 Vendor shall be bound to comply with.
26. Good quality Soap, detergent, mazan/scrubber for cleaning of utensils and crockery to be provided by the Vendor at his own cost.
27. Paper Napkins, Salt, Black Pepper and saunf / mouth fresheners in containers should be placed on all tables in dining hall on each day.
28. Specified quality of soap, detergent, pesticides and other cleaning material should be used in the pantry and kitchen by the Vendor.
29. Vendor will use trash bags in the dustbins at his own cost.
30. Vendor has to deploy extra manpower during special / extra / additional programmes/ conference / meeting, or as and when required by the College.
31. Pest Control in Canteen Hall, Kitchen and Pantry to be done on weekly basis by the Vendor.
32. The Vendor has to prepare food to the utmost satisfaction of the Administration of the College. However some indicative standards are given below :
 - a. Minimum 1 kg dal for preparation for 20 participants.
 - b. minimum 1 kg paneer for preparation of Mutter Paneer or Palak Paneer and minimum 1 kg paneer for preparation of Kadhai Paneer or Shahi Paneer, for 20participants
 - c. Maximum 10 % potatoes can be used for mix vegetable.
 - d. Halwa will be prepared in Desi Ghee of a good brand.

33. 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.
34. 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.
35. 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 Vendor.
36. **Payment of minimum 10 persons a day will be made, in event of less than 10 person during training days. In condition where person vary during breakfast to dinner, minimum 10 persons payment will be given for respective slot i.e. breakfast, tea, lunch, dinner slot and actual payment will be given for other timings.**
37. **Payment of Rs. 500/- per day will be made for non training days. In any condition Vendor will not claim anything other than Rs. 500 per days for non-training days, conducting training on any day is sole administrative decision of Bank.**
38. For the days, when no training is in order, the faculty will still be provided food etc. (if demanded) but minimum 10 persons a day criteria will not remain applicable for non training days.
39. Packed food facility (Breakfast/lunch/snacks) will be provided by the caterer to the other staff members of UCO Bank building at UCO Bhavan. 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 at tender price.

DAILY MENU

S. No.	Service	Menu	Allocation of rates (In Rs.)
1.	Bed Tea/ Coffee	1 cup per head (150ml) with/without sugar Brand: Tajmahal/Tette/Twining/Tata tea bagsNescafe Classic/Bru coffee.Milk : Amul/Nestle Dairy To be served in Cup and saucer tray/thermos withcup/flask containerwith cup	
2.	Breakfast	(Unlimited) <u>Daily compulsory items</u> Bread (toasted in electrical toasters), butter & jam,fruits/cut fruits, milk with cornflakes, Seasonal Fruits, Tea, coffee <u>One item each from the following</u> (a), (b) (c) (d) and (e)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 Cutletetc. c) Chole Bhature, Chole Kulche, d) Omlet, Boil Egg, Egg Bhujee Cold Milk/Butter Milk/Lassi during the months March to August.	

3.	Forenoon Tea/ Coffee	Dip tea/Tea/Lemon Tea or Coffee with sufficient quantity of Biscuits/ Cookies.	
4.	Lunch	<p>Unlimited (Other than mentioned)</p> <ul style="list-style-type: none"> vegetarian Soup(Hot & Sour/Manchow/Tomato/Sweet Corn) with soup stick,for all 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 Seasonal Dry Vegetable Subji: Aloo Beans, Aloo Capsicum, Aloo Palak, Aloo Parwal, Brinjal Masala, Cabbage Matar, Cauliflower, LaukiTomato,Palak aloo, Tinda , Boiled vegetables, mix vegetablesetc. alternatively Dal (like Dal Makhani, Chhole, Rajma, Kadhi,Arhar/Masoor etc.)alternatively Non-veg (150 gm per person maximum): Chicken/Mutton (Gravy) on Wednesday and Friday Rice: (Plain Rice, Veg Pulao, Lemon Rice, JeeraRice, Tomato Riceetc.) alternatively Tava Roti, Puri(Once in a week if demanded), Missi Roti Salad : Green/Russian/Sprouted (any one).alternatively Papad: Grilled. Plain curd and raita /Dahi Bhalla / Bundi Raita or other raita as desired by the College. alternatively Pickles. Dessert (One Piece/bowl) : Gulab jamun, Rasgulla, Jalebi, Ice cream, Custard, Fruit cream, Moong Ki Halwa, Suji Ka Halwa,Gajar Ka Halwa, Cut Fruits, RiceKheer, Boondi Laddu,Kaju Burfi, Ras Malai, Raj Bhog, Sandesh etc., (any one) alternatively 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.	
6.	Evening Tea/ Coffee	Dip tea/Tea/Lemon Tea or Coffee with snacks like Samosa, Cutlets Veg, Kachori, Aloo Bondas, Pakoda,Sandwich etc.	
7.	Dinner	<p>Unlimited (Other than mentioned)</p> <ul style="list-style-type: none"> Paneer/Mushroom Subji: Like : Karahi Paneer, Matar Paneer,Paneer Bhurji, Paneer Do-Pyaza, Paneer Masala Veg., Palak Paneer, Shahi Paneer, Malai Kofta, etc. alternatively 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. Dal (like Dal Makhani, Chhole, Rajma, Kadhietc.). alternatively Non-veg (150 gm per person maximum): Chicken/Mutton (Gravy) on Monday and Thursday Rice : (Plain Rice, Veg Pulao, Lemon Rice, JeeraRice, Tomato Rice etc.) alternatively Tava Roti Salad : Green/Russian/Sprouted (any one). Papad: Grilled. Plain curd and raita /Dahi Bhalla / Bundi Raita or other raita as desired by the College. 	

		<ul style="list-style-type: none"> Pickles. Dessert (One Piece/bowl): 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 Sauf, Misri, Toothpick (all the time) 	
		Total	

*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.

LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING

Annexure II

LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING

Sr. No.	ITEM	BRAND
1	MILK	AMUL/ MOTHER DAIRY/NORMAL COW/BUFAELLO DAIRY MILK
2	BREAD	Amul/Modern/Bonn/ BRITANIA /PERFECT/TOP & TOWN/4AM
3	BUTTER	AMUL/BRITANIA/PATANJALI
4	JAM	KISSAN/TOPS/PATANJALI
5	TOMATO SAUCE	KISSAN/ MAGGI/TOPS/Mother Dairy
6	CHILI SAUCE	KISSAN/MAGGI
7	TEA/TEA BAGS	TAJ MAHAL/ TWINNINGS/TETLEY/TATA TEA/BROKE BOND RED LABEL TULSI GREEN TEA/LIPTON GREEN TEA/GIRNAR/WAGH BAKRI
8	COFFEE	NESCAFE/SUNRISE/BRU
9	REFINED OIL/GROUND NUT OIL	SAFOLA- MARICO/ DHARA-MOTHER DAIRY/ NATURE FRESH/PATANJALI/MAHAKOSH-RUCHI SOYA/ FORTUNE-ADANI/
10	VANASPATHI GHEE	AMUL or EQUITANT
11	MUSTARD OIL	FORTUNE/KALSAH/DHARA/MAHAKOSH/
12	DESI GHEE	AMUL/MOTHER DAIRY/NESTLE/PATANJALI/ ASHIRWAD/COUNTRY DELIGHT
13	RICE BASMATI AND NON-BASMATI RICE	BASMATI RICE VARIANT OF DUBAR, MOGRA IN BRAND INDIA GATE, DAWAT, LAL QILLA, KOHINOOR KALI MOOCHH, DUBRAJ, MANSOORI, GOVID BHOG,
14	SUGAR	MAWANA/DAURALA OR EQUIVALENT GOOD QUALITY
15	ATTA/Maida/ Besan	SHAKTI BHOG /ASHIRWAD/RAJDHANI / ANNAPURNA/ RAJBHOG
16	Pulses	Good quality
17	Spices	MDH/PUSHP /EVEREST/CATCH/RAKESH
18	FRUITS/VEGETABLES	SEASONAL FRESH QUALITY
19	SALAD	SEASONAL ITEMS CONSISTING OF GREEN FRESH VEGETABLES
20	ICE CREAM	KWALITY/AMUL/ TOP & TOWN/VADILAL/DINSHAW

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21	CORN FLAKES	KELLOG'S OR MOHUN
22	PAPAD	LIJJAT OR EQUIVALENT GOOD QUALITY
23	BISCUIT / COOKIES	BRITANIA /PARLE/MARICO/UNIBIC

Above brands and / or brands of EQUIVALENT GOOD QUALITY (to be approved by the canteen committee of the college) can only be used.

*** The caterer can use any other brand only after the approval of Mess Committee, RTC Ahmedabad.**

C) Others Terms:

i. Nothing contained in this Agreement shall be construed as establishing or creating between the Parties, a relationship of master and servant or Bank and agent.

ii. The Vendor shall be jointly and severally liable to and responsible for all obligations for performance of works including that of its Associates under the Agreement.

iii. The Vendor shall at all times indemnify and keep indemnified Bank any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its (Agency) employees or agents or by any other 3rd Party resulting from or by any action, omission or operation conducted by or on behalf of the Vendor.

iv. Disputes and governing laws :

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 Ahmedabad and only Courts in Ahmedabad shall have jurisdiction to determine the same.

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 Vendor a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed.


The Vendor 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 Vendor 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.

If UCO Bank fails to send to the Vendor the panel of three names as aforesaid within the period specified, the Vendor 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 Vendor accordingly, the Vendor shall be entitled to appoint one of the persons from the panel as the Sole Arbitrator and communicate his name to UCO Bank.

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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 Vendor 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.

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.

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.

v. Non-Discourser: The Vendor undertakes to hold in trust any information received by him/them, under the Contract/Agreement and the stickiest of confidentiality shall be maintained in respect of such information.

vi) Non Assignment: The Vendor agrees to neither the subject matter of the agreement nor any right here in shall be transferred, sub-contracted, assigned or delegated to any third party by the him/her without prior written consent of the Bank.

In witness where of the Bank and the Vendor have set their respective hands on the day and year first herein above written.

Signed on behalf of the UCO Bank
By its duly authorized Officer

Signature on behalf of the vendor

In presence of:

- 1) Signature.....
Name with address:
- 2) Signature.....
Name with address

In presence of:

- 1) Signature.....
Name with address:
- 2) Signature.....
Name with address: