

Tender for

Catering Services

AT
NIBSCOM, Noida

National Institute Of Banking Studies and Corporate Management
A-30, Sector 62, Institutional Area
NOIDA – 201 307, U.P.

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NOTICE INVITING TENDER

Tender for engaging a firm/Proprietorship/company for “**Catering Services**”, for premises of NIBSCOM, situated at A-30, Sector 62, Institutional Area, NOIDA (UP).

Interested parties are requested to submit the Bids in sealed envelope for the aforesaid work as per detailed specifications and other requirements as mentioned more specifically elsewhere in this tender document.

The tender document consists of three parts as under:

Volume I : General Terms & Conditions

Volume II : Technical Bid

Volume III : Price Bid

Tender Ref. No.	NIBSCOM/ADMIN/2025-26/1
Tender Date	22-09-2025
Cost of Tender document (Non-Refundable)	Rs 2,000 (Rupees two thousand only) Demand Draft in favor of “National Institute of Banking Studies and Corporate Management” Payable at Delhi/Noida
Last Date & Time for Submission of tender	13-10-2025
Earnest Money Deposit (Refundable)	Rs.2,00,000 (Rupees two lacs only) in the form of a Demand Draft in favor of “National Institute of Banking Studies and Corporate Management” Payable at Delhi/Noida
Tender to be submitted at	NIBSCOM, A-30, SECTOR 62, INSTITUTIONAL AREA, NOIDA(U.P.)
Date of opening of the Tender	13-10-2025 at 03:00 PM
Validity of Tender from the Date of opening	90 Days

Tender for

Catering Services

VOLUME-I

GENERAL TERMS AND CONDITIONS

National Institute Of Banking Studies and Corporate Management
A-30, Sector 62, Institutional Area
NOIDA – 201 307, U.P.

GENERAL TERMS AND CONDITIONS

OVERVIEW OF SCOPE OF WORK & CONTRACTOR'S RESPONSIBILITY

The Contractor shall be responsible for providing daily catering services in accordance with the requirements and standards of the Institute. The menu of food and beverages to be served is specified in **Annexure–C**, while the quality standards of ingredients and materials are detailed in **Annexure–D**. All catering operations must be executed to the satisfaction of NIBSCOM, ensuring adherence to hygiene, quality, and service standards. The services shall be performed only by qualified and experienced personnel with proven expertise in catering operations. Notwithstanding anything to the contrary contained in the contract document, expressed or implied, the contractor shall be and remain at all times exclusively responsible to provide all material, manpower and equipment at his cost that are needed to ensure that the contractual obligations are fulfilled by the contractor.

INVITATION TO TENDER

1. Sealed consolidated price/fixed rate tenders are invited by the Director, National Institute of Banking Studies and Corporate Management, A-30, Sector 62, Institutional Area, Noida – 201 307 (hereinafter called NIBSCOM) from the experienced Contractors having quality experience of more than 5 years of similar nature of work.
2. The tender documents can be downloaded from our website www.nibscm.in.
3. The tender documents need to be submitted with a non-refundable demand draft (DD) of a scheduled bank in favour of 'National Institute of Banking Studies and Corporate Management' payable at Delhi/Noida for Rs.2000/- (Rupees two thousand only) towards the cost of tender document. DD must be attached with the technical bid.
4. An Earnest Money Deposit (EMD) of Rs.2,00,000/- (Rupees Two Lacs only) must accompany the tender in the form of demand draft issued by a scheduled bank favoring '**National Institute of Banking Studies and Corporate Management**' payable at Delhi/Noida.
5. Bidders are advised to visit the site and make himself thoroughly acquainted with the work to be executed at the site and nature and scope of the work. Location of site, transport arrangement (to be made by Contractor at its own) and other aspects to be inspected beforehand. The Contractor shall not be entitled to any claim of compensation for difficulties faced or losses incurred on account of any site condition which existed before the commencement of work or which in the opinion of NIBSCOM might be deemed to have reasonably being inferred to be so existing before the commencement of work.
6. Tenders are invited from recognized and experienced Contractors only. Every bidder should submit the following along with the tender:
 - a. A copy of Income Tax Return (FY 21-22, 22-23, 23-24).
 - b. Audited copies of balance sheets for last three years (FY 21-22, 22-23, 23-24). The quantum of business done during the mentioned financial years must be furnished as per **Annexure-A**:
 - c. Details of similar works undertaken in the past must be furnished as per **Annexure-B**.
 - d. Bidder's catering contract should not have been terminated by any organization during the last 5 years for poor service, quality any other misconduct.

7. If the tender document is submitted by an individual, it shall be signed by him giving his full name and complete address. If it is made by a firm, it shall be signed by Proprietor/Partners/Director/Authorized Signatory as the case may be. Address of firm, proprietor, each of the partners as applicable, shall be furnished and a copy of the Power of Attorney shall be attached with the tender. In case the tender is made by or on behalf of a company incorporated under the Companies Act, it shall be signed by the Managing Director/authorized representative and shall bear the official seal of the Company.
8. The bidder must accept all the terms & conditions specified elsewhere in the document. Each page of the technical bid submitted by the bidder must be duly signed by the Individual/Proprietor/Partner/Authorized Signatory of the bidder in token of having accepted the terms & conditions.
9. The bidder should indicate in the Bid, the name and designation of the authorized representative who has the authority to negotiate, settle and accept the order at the time of its opening. Copy of the Power of Attorney (if any) in this regard shall be submitted by the Bidder along with Technical Document.
10. The last date of submission of sealed tenders complete in all respects is 13.10.2025 (3.00 P.M.). The tender should be submitted in the office of the Sr. Manager (Accounts), National Institute of Banking Studies and Corporate Management, A-30, Sector 62, Institutional Area, Noida-201307.
- 11. No bidder shall be given any exemption from Tender Fee and EMD, irrespective of the bidder's exemption under MSMED Act or any other scheme.**
12. The price quoted in the Price Bid shall be valid for acceptance for a period of 3 (three) months from the date of opening of the Bids.
13. NIBSCOM reserves the right to accept in part or whole or reject any or all tenders without assigning any reason whatsoever.

TENDER DOCUMENT

The tender document consists of three parts as under:

- Volume I** : General Terms & Conditions
- Volume II** : Technical Bid
- Volume III** : Price-Bid.

The bidder is required to separately seal duly completed and signed General Conditions of Contract (Volume I), Technical Bid (Volume – II) and Price Bid (Volume III) and all the three covers be put together in a larger sealed envelope marked “**Tender for Catering Services – NIBSCOM**”.

- 1). Before putting the bids in a sealed cover, bidder should ensure that
 - a). If there is any correction, the same must be duly authenticated by the bidder with his full signature along with date as many times as the corrections occur. Any tender having over-writing or erasure is liable to be rejected.

- b). The rate/rates in the Price-Bid (Volume III of tender document) are to be filled up in figures as well as words. The tenders who do not fulfill this requirement are liable to be summarily rejected.
 - c). The rates quoted in the Price Bid shall be exclusive of applicable taxes.
 - d). Any deviation from scope of work as enumerated in the tender document should be clearly specified. No excuse as regards want of information on any particular point will be considered after the tender has been received.
- 2). Any tender submitted without the requisite EMD will not be considered by NIBSCOM.
 - 3). Should the successful bidder fail to enter into an agreement to start the work for any reason whatsoever; NIBSCOM will have every right to forfeit bidder's Earnest Money Deposit (EMD).
 - 4). The EMD of successful bidder shall be treated as part of Security Deposit as per clause AWARD OF CONTRACT Section (3) below. No interest shall be paid on EMD till it becomes a part of initial security deposit.
 - 5). The earnest money deposit of unsuccessful bidders will be returned after NIBSCOM's signing the agreement with the successful bidder and shall not bear any interest.

AWARD OF CONTRACT

- 1). Once NIBSCOM has arrived at a decision, it will issue a written notice of award to the successful bidder. Thereafter, the Contractor will be required to execute a formal '**Agreement for commencement of the work**'. Failure of the successful bidder to sign the Agreement within 15 (fifteen) days of the issue of the said Notice of Award shall be a just cause for the annulment of the award of the contract and in the event of such an annulment; the EMD of the successful bidder shall be forfeited by NIBSCOM.
- 2). The successful bidder will commence the work within one week after issue of the Letter of Award & formal agreement.
- 3). On award of contract, the EMD of the Contractor will be converted into initial security deposit. The Contractor will have to keep a security deposit of Rs.5,00,000 (Rupees Five Lacs Only) till the validity of contract, out of which EMD of Rs.2,00,000/- (Rupees Two Lacs only) will be taken as initial security deposit. Balance amount of security deposit may either be deposited by the Contractor before he starts work otherwise it will be recovered from progressive bills at the rate of 10% (ten percent) of the amount of progressive bills till the entire amount of security deposit is created. The Security deposit that may be made with the Institute shall not carry any interest.
- 4). All payments made will be subject to TDS as per Income Tax Rules applicable.

DETAILED SCOPE OF WORK

- 1). All Catering jobs shall be carried out as per the requirement of NIBSCOM. All the jobs are to be carried out by professional / experienced persons who are well versed in such jobs.
- 2). The Contractor shall provide daily catering services as per the requirements and satisfaction of the Institute from time to time as set out in **Annexure-C**.

- 3). All material used for Catering as specified in the bid shall be of the best quality, from a reputed vendor and approved by NIBSCOM (List of items with indicative brand name is attached in **Annexure-D**).
- 4). The quality of the ingredients to be used for preparation of eatables, beverages etc. shall be of good quality and as decided by the Institute (**as per Annexure-D**).
- 5). The Catering charges will be payable at the approved rates for the items served to the participants etc. on actual basis.
- 6). The Contractor shall submit bills every week/fortnightly.
- 7). If at any time during the subsistence of the contract, the Institute so desires to utilize the services of the Contractor for any special parties, seminars, conferences, meetings or otherwise, the Contractor shall arrange the same at mutually agreed rates in case the items are outside the list of items for which rates have already been agreed to in the contract.
- 8). The Contractor shall supply Teas/Coffees & Lunch to Faculty Members and NIBSCOM staff of not exceeding Rs. 50 per person per day.
- 9). The catering to the participants shall be provided only for the period of training i.e. from afternoon (lunch) of the day preceding start of training and till forenoon (breakfast) of the day succeeding the last day of training on the basis of actual meals / actual number of participants present unless otherwise permitted by the Director/Mess Committee/authorized representative of NIBSCOM.
- 10). The Contractor shall provide fresh, hygienic and RO filtered drinking water in the dining hall, place of service etc. The Contractor shall ensure that the clean RO water is used for cooking.
- 11). Timings of service of food and beverages and the menu as approved by the Institute will be displayed on the Notice Board in the dining hall by the Contractor.
- 12). Breakfast, lunch and dinner will normally be served in the Dining Hall. Afternoon-tea, coffee, snacks, forenoon tea, coffee, snacks, will be served in the lounge near the class rooms or at such places as may be found suitable by the Institute. Appropriate meals will be served to sick persons, guests etc. in their respective rooms.
- 13). Daily menu on a weekly basis will be prepared in consultation with the Mess Committee of NIBSCOM and submitted in advance to the Institute for approval. The various items of the menu will be changed frequently to provide variety and uniform standard. The menu decided by the Institute must be adhered to at all circumstances. Non-adherence to the menu will attract penalties to be decided at the sole discretion of the Institute, which will be binding on the Contractor.
- 14). The Contractor will provide at his cost Liquid Hand Wash, good quality napkins and Hand Dryer in the wash basin area provided in the dining hall.
- 15). It shall be the responsibility of the Contractor to employ sufficient staff.
- 16). The contractor shall provide cleansing material of first class quality for the cleaning, washing area, pantry, kitchen, dining hall and service area at his cost. Cleanliness and maintenance of all these areas will be the exclusive responsibility of the Contractor.
- 17). Contractor shall be responsible for pest control or similar job to ensure that the washing / pantry / kitchen / dining hall and service areas are pest-free. Any laxity in the cleaning of

these areas will attract severe penalties to be decided at the sole discretion of the Institute, which will be binding on the contractor.

- 18). The Contractor shall devote his full attention to the work of purchases, preparations of food and beverages etc. and shall discharge his obligations under the contract most diligently and honestly.
- 19). The Contractor shall remove garbage from kitchen and dining hall etc. daily at his own cost and dump / dispose off at a place designated by local authority in the vicinity.
- 20). Any stale and / or rejected material (raw or cooked), shall be removed from Institute premises immediately by the Contractor failing which penalties will be imposed by the Institute as deemed fit.
- 21). The Contractor shall maintain high standard of catering for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. All the materials used in preparation for food items should be of standard food grade brands.
- 22). The Contractor shall provide very high standard cooking utensils i.e. *bone china crockery, glassware, cutlery, table linen etc. for use of the catering at his own expenses*. Under no circumstances the Melamine, steel or equivalent crockery will be allowed to serve food.
- 23). All crockeries and cutleries, etc., need to be provided by caterer and they need to be replaced with new crockery and cutlery as and when required. Broken/chipped and stained plates/bowls/cutleries must not be used.
- 24). The table linen shall be changed daily and washed & ironed at his expenses. The said items shall be of first class quality and shall be to the full satisfaction of the Institute, whose decision in this regard shall be final and binding on the Contractor.
- 25). The standard of cleanliness of kitchen utensils, crockery, glassware, cutlery, linen etc. shall be of very high order and any laxity in this regard will attract severe penalties of the amount to be determined by the Director, NIBSCOM. The contractor shall be bound by the decision of the Director.
- 26). The Contractor shall maintain standard of quality in the catering services compared to one rendered by 3-4 star hotels.
- 27). In case of any accident caused due to rendering of catering service necessitating medical aid to the residents, participants, guests etc. the first aid shall be attended by the Contractor and all co-operation be rendered to the concerned resident etc. and matter shall be reported immediately to Director / Resident employees for necessary medical attention and other statutory formalities.
- 28). Authorized official of the Institute shall be entitled to test and taste the food to keep a check on the quality of food being prepared and supplied. No charges shall be paid to the Contractor in this regard.
- 29). The Institute shall have full rights and shall be at liberty to refuse to accept the serving of any of the items of the food, beverages etc found stale, unsuitable, bad in taste or of poor quality.

- 30). The Caterer shall not prepare food by availing of the facilities provided by the Institute for the purpose of serving in institutions/canteen run by the caterer at any other place outside Institute premises.
- 31). The Contractor shall ensure to keep and use materials; items etc. of high quality as per **Annexure-D** and maintain buffer stock of each item of requirement to last at least for 2 weeks (except for perishable items i.e. Milk products etc.). The failure of the Contractor to maintain the required material of high quality will invite penalty up to Rs.5,000/- (Rupees Five Thousand Only) per occasion. Further, all the required materials, items etc. should be stored properly by the Contractor in proper high quality containers so that the same are not exposed to any risk, damage etc. due to insects, rats, weather conditions etc.
- 32). In the event of insufficient / bad quality / non-serving of any eatables agreed upon to be served, the Institute will be within its rights to make suitable deductions from the Contractor's Bills, which will be binding on the Contractor.
- 33). The authorized officer of the Institute shall have unrestricted entry into the kitchens, dining place, pantry etc. at any time to inspect the up keep of the same. If the authorized officer finds that the upkeep is not of good standard, then a penalty of Rs.1,000/- (Rupees one thousand only) per instance shall be imposed on the Contractor and the same will be borne by the Contractor.
- 34). In case the Contractor or any of his employees fails to fulfill his obligations for any day or any number of days to the satisfaction of the Institute for any reason whatsoever, he shall pay by way of liquidated damages a sum of Rs.100/- (Rupees One hundred only) per participant per day for the entire number of such days and the Institute shall without prejudice to its other rights and remedies shall be entitled to deduct such damages from the money, if any, payable by it to the Contractor. The decision of the Director in this respect will be final and fully binding on the Contractor.
- 35). All questions relating to the performance of the obligations under the contract and to the quality of ingredients (as per **Annexure-D**) used in preparing the food and beverages and all the disputes and differences which may arise either during or after the contract period or other matters arising out of or relating to the payments to be made in pursuance to the contract shall be decided by the Director of the Institute, whose decision shall be final, conclusive and binding on the parties to the Contract.
- 36). NIBSCOM shall inform the Contractor about its requirement at least twenty four hours in advance for the already planned courses and in urgent and exceptional cases, two hours in advance.
- 37). The Contractor shall keep and maintain regular and proper books of accounts supported by vouchers so that the same may be available for inspection by any authorized person of the Institute etc.
- 38). The Contractor shall deploy sufficient number of able, trained, efficient, neat, healthy, honest, well-behaved experienced manpower for cooking, serving and cleaning of kitchen, dining halls and services areas at his cost.

- 39). The cooks deployed should be well versed in cooking variety of foods served in India and have Diploma or Certificate from a reputed and recognized Hotel Management Institute.
- 40). The attendants, waiters and cooks should be properly trained and shall wear smart and neat uniform (pattern to be got approved from the Institute) and photo identity cards.
- 41). Cooks must wear aprons, chef coats, head caps, and gloves while preparing food.
- 42). Waiters and serving staff shall wear formal dress code with aprons, name badges and gloves. The dress code of cleaning staff must be different from the ones serving.
- 43). Staff shall maintain personal hygiene and neat appearance at all times. Hair must be properly covered with head caps/hairnets during food handling. Nails shall be kept short and clean; no use of nail polish or jewellery while on duty. Staff should wear closed shoes (no slippers or sandals).
- 44). The cook/s should maintain personal hygiene and hygiene in the kitchen. S/he should ensure that timely good quality hygienic food is served and should ensure all the utensils, crockery and kitchen equipment are clean and in working condition and also should ensure that the kitchen and dining halls are kept clean and in hygienic condition. The service provider must provide adequate personnel for accelerated cleaning of Kitchen, Canteen, and service areas.
- 45). The waiter and helpers in the kitchen should be courteous, polite in behaviour and maintain personal hygiene, they should serve the meals in a clean and hygienic manner. They should enquire with staff and provide additional food items on request. They should not keep participants and staff waiting to be served unattended.
- 46). The personnel engaged for serving should be courteous, well-mannered, well-dressed as well as well-versed in speaking Hindi. Staff shall maintain polite, disciplined and professional behaviour towards all participants, faculty, and officers.
- 47). A separate cooking arrangement and use of separate utensils etc, shall be ensured for Vegetarian and Non-Vegetarian dishes. Non-Vegetarian and Vegetarian items should be cooked & stored separately.
- 48). Smoking, consumption of alcohol, or chewing of tobacco/gutka is strictly prohibited within the campus.
- 49). The Contractor shall also furnish a detailed duty chart of his employees at the beginning of every month and keep informed the office of any change made in the duties assigned from time to time. The duty chart for the month should give the specific names of the employees and the respective duties they are required to attend to.
- 50). The Contractor will, on the advice of Director, immediately remove from work any person(s) / employee(s) who may, in the opinion of the Institute be unsuitable or incompetent or who may misconduct himself and such a person shall not be again employed or allowed in the work / campus without the permission of the Director.
- 51). The Contractor will ensure that his employees abide by the order of the Director /Authorized representative for the purpose of discipline etc.
- 52). The Contractor shall appoint Manager (s) / Supervisor (s) with good manners having proven experience in the hospitality business and with catering background who should be available

- round-the-clock for attending to the services and complaints and requirements of participants, visitors etc.
- 53). The Contractor shall provide summer and winter uniforms to his staff failing which the Institute may arrange to provide the same after recovering the actual expenses on uniforms from bills payable to the Contractor. The staff of the Contractor shall wear at all times, authenticated photo identity cards.
 - 54). The Contractor shall issue appointment letters to all the persons employed by him in connection with performance of his contract for catering services, furnish proof by submitting copies of such letters received by the employees as and when demanded by the Institute. The appointment letter shall make clear that the concerned person is the employee of the Contractor only and NIBSCOM where catering services are rendered has no obligation or any relationship as to employment or otherwise whatsoever with him.
 - 55). The Contractors' employees will be allowed entry into the premises of the Institute with the specific permission of the Director or any Officer authorized on his behalf. The Institute reserves the right to grant permission or to refuse permission or to withdraw it where it has been granted earlier without assigning any reasons. The Contractor shall ensure that his employees attend to their assigned duties and do not wander or roam about or pose disturbance to the Institute, its staff, guests or participants.
 - 56). Except the personnel of the Contractor working in the night shift, other persons deployed by the Contractor will not be allowed in the Institute during night time or to use the Institute for their residential purpose.
 - 57). The Contractor shall be responsible for the proper behaviour of all his staff (supervisory and workmen) and others and shall exercise a degree of control over them and in particular without prejudice to the said generality the Contractor shall be bound to prohibit and prevent any employee (supervisory and workmen) from trespassing or acting in any way detrimental or prejudicial to the interest of the community or of the properties or occupier of lands or Properties in the neighbourhood and in the event of such employees trespassing, the Contractor shall be responsible for consequent claims or action for damages or injury or any other ground whatsoever. The decision of the officer authorized by the Institute in the matter whatsoever under this clause shall be final and binding on the Contractor.
 - 58). The PNG bills paid by the Institute will be recovered from the bills of contractor submitted subsequently.
 - 59). The Contractor shall not use the Institute premises for any other activity except the purpose for which it has been provided for.
 - 60). Nothing contained in this contract is intended to be nor shall be construed to be a grant, demise or assignment in the Law of premises or any part thereof by the Institute to the Contractor or his employees and the Contractor and his employees shall vacate the same on the termination of the contract period either by efflux of time or otherwise.
 - 61). The rates quoted shall be deemed to include and cover all costs, expenses, and liabilities of every description and all risks of every kind of action to be taken in performing the contract excluding the applicable taxes.

- 62). The Contractor shall be deemed to have known the nature, scope, magnitude and extent of services to be rendered and materials to be procured, though the contract documents may not fully spell out all the details. An undertaking to this effect has to be submitted alongwith the bid as detailed in **Annexure-H**.
- 63). If at any time from the commencement of the contract the Institute for any reason whatsoever does not require the whole part of the services as specified in the contract, the authorized officer of the Institute shall give a notice in writing of the fact to the Contractor who shall have no claim to any payment or compensation whatsoever on account of any profit or advantage which he might have derived from fulfillment of the contract in full but he did not derive in consequence of full contract having not been carried out. Further, the Contractor shall not have any claim for compensation by the reason of any alterations having been made in the original contract.
- 64). If for any reason, the Contractor abandons providing services in the Institute, without the permission of the Institute the authorized officer of the Institute will be at liberty to break open the lock and make inventory of the articles. Such an inventory shall be final and binding on the Contractor for all purposes. The Institute will also be at liberty to make alternative arrangements for provision of services in the Institute at the risk and cost of the Contractor.
- 65). The Contractor shall be equipped to undertake Hygiene audit as per **Annexure-F** on daily basis and submit report to NIBSCOM. NIBSCOM will also undertake independent hygiene and quality audits as and when deemed necessary.
- 66). The Contractor shall submit in the prescribed format on a daily basis a checklist for the maintenance of Catering Services as given in **Annexure-G** or as and when deemed necessary.

FACILITIES & ITEMS TO BE PROVIDED BY THE INSTITUTE

- 1). Dining Hall, Kitchen, Pantry, Store room, employee room;
- 2). Reasonable equipment, PNG Connection, Deep freezer & Cooler, Water Cooler, Geysers, Storage Space, Cupboard, Service Tables, Service Counters/Service Stations, RO Water etc. Dining room furniture, Electrical and fittings in the kitchen) for use of the Contractor in the Institute.
- 3). Whereas Institute would endeavour to provide these facilities, non-provision of some equipments, shall not be a cause for the Contractor for providing inefficient and inadequate services. On termination of the contract, if the contractor fails to return the said equipments in good and working condition or fails to return at all, the Institute has the right to get replaced or repaired at the risk and cost of the Contractor and such cost shall be appropriated from the pending bills / security deposit or through other remedial legal measures. The cost of repair, maintenance and upkeep etc. of all the appliances & equipments etc. under the control & supervision of Contractor will be borne by the Contractor to the extent of Rs.5000/ per instance per month.
- 4). The institute shall supply free water and electrical power for the electrical equipments and appliances provided by it. Contractor shall not use other electrical cooking devices for the purpose of catering services without the prior approval of the Institute.

- 5). The Contractor shall provide a Tandoor to provide Tandoori Roties at no extra cost for lunch and dinner. The running expenses of Tandoor will be borne by the Contractor.
- 6). The damages not limited to cafeteria and kitchen lights, fixtures, bulbs, regulators, sanitary wares, water taps or any other item/thing on account of negligence of Contractor's staff shall be recovered from the Contractor.
- 7). The cleaning staff must be given strict instructions to ensure that no solid waste is allowed to flow into Gutter pipes and cause choking particularly in working place and Kitchen.
- 8). Standard cleaning materials of high quality must be used regularly and its buffer stock must be maintained. Dining hall, service area, kitchen etc. should always be neat, clean and fresh and air-fresheners shall be used by the Contractor as per need.
- 9). The upkeep and maintenance of the entire dining area, kitchen, washing area, wash basins attached to canteen, electrical equipment, furniture and other equipment installed by the Institute, if any, in the kitchen and dining areas will be the sole responsibility of the caterer. The caterer shall keep the kitchen space (kitchen, store room, dining hall and service area clean at all the times.
- 10). The premises with fittings and fixtures, furniture, equipment etc. provided to the Contractor are the properties of Institute. The Contractor shall have no right on any of these and shall place them back at the disposal of the Institute when demanded. The Contractor shall be responsible for the safe custody and proper use and maintenance of all equipments and properties of the Institute, whether movable or immovable. Any damage caused to the equipments or properties shall be made good by the Contractor immediately to the Institute without any loss of time, failing which the cost of equipments, properties etc. will be recovered from his bills or from other means as deemed fit by the Institute. On such recovery, if security deposit gets reduced, the same has to be made good by the Contractor. Failure of equipment etc. will not be an excuse for not providing service.
- 11). The Contractor will have to maintain permanent records of all materials, equipments etc. supplied to him by the Institute. At the end of each quarter and also at the end of the contract period, the Contractor will prepare the list of all items held by him and show them separately in good condition, repairable, irreparable and missing and make them available for the purpose of joint verification by the authorized officer of the Institute and the Contractor. Cost of missing or damaged items shall be recovered from the Contractor.
- 12). The Contractor shall arrange for physical verification of all articles given as and when required by the Institute.
- 13). The Institute reserves the right to audit accounts of the Contractor and check the stock position of raw materials and other articles as and when desired.

STATUTORY & OTHER COMPLIANCES AND CONTRACTOR'S LEGAL OBLIGATIONS

- 1). The Contractor shall bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the State / Central Govt. or any local body or authority. The Contractor shall furnish such proof of payment, of compliance or the obligations including registration

- certificate, clearance certificate etc. as may be required by the Institute from time to time failing to this will result in stop payment of next month bills.
- 2). The Contractor shall obtain any licence(s), permit, consent, sanction etc. as may be required or called for from / by local or any other authorities for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force. Further, the Contractor shall obtain such permission / licence (s) as may be required under the Contract Labour (Regulation and Abolition) Act, 1970, if applicable to them or under any other Laws relating to his services. The Contractor shall produce the licence(s) permission etc. so obtained to the Institute or furnish copies thereof as and when required by the Institute. The Contractor shall keep and get renewed such licence(s), permission etc. from time to time. The Contractor shall be responsible for any contravention of the Local, Municipal, other Laws, Rules, Regulations etc.
 - 3). The Contractor shall obtain necessary licence(s) as required by the Food & Supply Department and other Government authorities.
 - 4). The contractor shall obtain necessary license, if required from the Licensing Authority under the Contract Labour (R&A) Act and Central Rules framed thereunder and produce the same before the commencement of the contract. The Contractor shall also comply with all the obligations under the said Act/Rules as well as other applicable laws, State as well as Central Laws.
 - 5). The contractor 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/disablement at work etc.
 - 6). The Contractor shall also maintain all registers as required by the Food & Supply Department and obtain such licence(s) as required for the storage of different commodities, materials, items etc.
 - 7). All the Rules & Regulations regarding hygiene, health etc. issued by the State, Municipal Corporations, any other authorities shall be strictly adhered to by the Contractor. The Contractor also indemnifies the Institute against any loss or damage on this score.
 - 8). The Contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them under the scope of work of the contract. The Contractor shall also be responsible for the payment of wages and / or dues to his employees. All liabilities arising out of violating the State Laws and / or Central Laws shall be his responsibility.
 - 9). The contractor shall be liable to comply with all rules and regulations in respect of all the labour laws and statutory requirements including safety regulations which are in vogue or will become applicable in future.
 - 10). The contractor shall accept and bear full and exclusive liability for the payment of any or all taxes etc., now in force or thereafter imposed, modified and/or revised from time to time by the Central or State Government or by any other authority with respect to or covered by wages, salaries, or other compensations paid or payable to persons employed by the Contractor.

- 11). The contractor shall fully comply with all the applicable laws, rules and regulations relating to P.F. Act including the payment of P.F. contributions, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI, C.L. (R&A) Act, Essential Commodities Act, Migrant Labour Act, Contract Labour (Regulation and Abolition) Act, 1970 and/or such other Acts or Laws, regulations passed by the Central, State, Municipal and Local Government Agency or authority, including T.D.S. as per I.T. Act, applicable from time to time.
- 12). The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance of any statutory provisions/obligations. The Contractor shall be responsible for maintaining record pertaining to payment of Wages Act and also for depositing the P.F. contributions, if required, with authorities concerned.
- 13). The Contractor indemnifies the Institute against all money or other benefits to which his personnel are entitled during the period of employment or in relation to employment under various Labour Laws such as Factory Act, 1948, Workmen Compensation Act or other such statute as may be made applicable from time to time. He will also be required to obtain the license (s) as per provisions of Law including contract Labour (Regulation & Abolition) Act, 1970 if applicable to them. Contractor shall be solely responsible and shall fully comply with all the provisions of all the labours laws applicable such as Factories Act, Industrial Dispute Act, Miscellaneous Provisions Act, Minimum Wages Act, Payment of Bonus Act, Workmen Compensation Act, and Contract Labour (Regulation of Employment and conditions of services) Act, 1979, Employees State Insurance Act, Employees PF Act, ESI Act, Payment of wages act, etc. and any other Act / Legislations passed from time to time. There shall neither be any privity of contract with employees of the Contractor nor an employer – employee relationship between the Institute and the Contractor.
- 14). The Contractor should verify and submit the certificate of Police verification of the Personnel to be deployed at NIBSCOM at his own cost. The contractor should also make adequate enquiries about the character and antecedents of the Personnel to be deployed at NIBSCOM their own level. The Contractor will have to provide attested documentary proofs of identity, bank account details, previous work experience, proof of residence and recent photograph of his deputed employees to NIBSCOM.
- 15). The contractor shall bind himself/executors or administrators and shall indemnify and hold NIBSCOM harmless, in respect of this contract, including all of its claims, damages proceedings, costs, charges and/or any expenses whatsoever which may be imposed, enforced or brought against NIBSCOM or any of its members, officers, employees and due to reasons or consequent upon any breach or default on the part of the contractor in respect of violation of any other provisions of Law/Act/Rules or regulations having the force of a law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employed/engaged by the contractor/sub-contractor in connection with this contract. Such indemnity bond has to be furnished/executed on a non-judicial stamp paper worth Rs.100/-. The cost of such stamp paper shall be borne by the Contractor.

- 16). The contractor shall be responsible for all the claims of his employees and the employees of the contractor shall not make any claim whatsoever against NIBSCOM.

SPECIAL CONDITIONS OF CONTRACT

- 1). If any property/asset/equipment is damaged during the servicing of catering contract which is attributable to the Contractor, the same shall be made good by the Contractor at his own cost, to the satisfaction of NIBSCOM.
- 2). The Contractor shall keep NIBSCOM saved harmless and indemnify against claims, if any, of the workman, staff engaged by Contractor and all costs and expenses as may be incurred by NIBSCOM in connection with any claim that may be made by such staff.
- 3). The Contractor shall on the request/instructions of NIBSCOM immediately remove from site any person (s) employed thereon by him, who may in the opinion of NIBSCOM be found unsuitable or incompetent or who may be involved in misconduct. Such discharges shall not be the basis of any claim for compensation or damages against NIBSCOM.
- 4). During the lean period i.e. when classroom training programmes are not conducted (excluding Holidays & Second & Fourth Saturday), NIBSCOM will pay Rs.1000/- per day as lean period compensation, if and only if the continuous lean period is more than 6 days.

INSPECTION AND TESTING BY NIBSCOM AND PENALTIES AND LIABILITIES FOR DAMAGES

- 1). The contractor shall make himself available for regular inventory inspections of all material/items supplied by NIBSCOM, if any. He shall make up for any loss of such items at market rates. This shall also cover any other damages that may be due to his/her employees' negligence.
- 2). NIBSCOM shall be entitled at all times to inspect and/or test by itself or through any of his representatives or an independent agency the premises served by the contractor and cleaning materials, disinfectants etc. used for the purposes of this contract. If any material, item or component intended to be used for the work is found to be unsatisfactory (in which matter the decision of NIBSCOM or its authorized representative shall be final) the contractor shall replace such material.
- 3). The contractor shall be liable to make good the loss or damage caused to NIBSCOM's premises, equipment, furniture etc. In addition to this, in case the contractor fails in his contractual obligations at any time for any reasons whatsoever including his own labour problem, he shall be liable for penalty to the extent of 10% (ten percent) of the contract value or as NIBSCOM deems fit as well as to compensate for the excess expenditure incurred by NIBSCOM, by way of providing Catering services from any other source, which will be done at the cost, risk, expenses and responsibility of the contractor. The above will be without any prejudice to any other action, which NIBSCOM may take. If particular work is not performed at time than the proportionate amount (according to the payment terms) will be deducted from the next immediate bill of the month.
- 4). If due to the above reason, or any other failure on the part of the contractor the venue of training programmes is required to be shifted from NIBSCOM to any other place, NIBSCOM shall be entitled to get the service done at the shifted venue at the cost, risk and responsibility

of the contractor not withstanding anything in this respect contained in the contract and without any prejudice to the other action NIBSCOM may take including imposing penalty or termination of contract.

- 5). For all instances of delay in service within the specified time, not serving or supplying any one of the stimulated/specified items, not rendering Catering services, not deploying minimum stipulated manpower which is likely to result in incomplete/inefficient performance of the assigned tasks or for any omission or commission in consistent with the terms and conditions of the contract, the contractor shall be liable to pay an amount not exceeding Rs.1000/- as decided by NIBSCOM for every such occurrence/instance.

ASSIGNMENT AND SUBLETTING

The Contractor shall not without the written consent of NIBSCOM assign this contract or sub-let a portion of this contract to any third party.

PERIOD OF CONTRACT

The period of contract shall be for two years and extendable by maximum one year at the sole discretion of competent authority at **NIBSCOM with upto 10% increase in the contract value (excluding GST) for the extended period.** The contract could also be renewed for a fraction/part of the year provided the services are found to be satisfactory.

The contract shall be in force for the period stipulated in the contract, and only on expiry thereof, it shall be deemed to have been terminated automatically unless otherwise extorted by NIBSCOM & intimated in writing. Further, the contractor shall not have any right, either contractual or equitable, to demand any fresh contract for another term or to continue the same in preference to any other intending party. The contractor shall have no right to sublet the entire work or any portion of the work under any circumstances.

TERMINATION OF THE CONTRACT BY NIBSCOM

NIBSCOM shall have full rights to terminate or rescind the contract if the Contractor makes default in any one or more of the following respects

- a). if he without reasonable cause wholly suspends the carrying out of the works before completion thereof, and continues to do so after a written notice of seven days from NIBSCOM, or
- b). if he fails to proceed regularly and diligently with the works, and continues to do so after a written notice of seven days from NIBSCOM, or
- c). if he refuses or persistently neglects to comply with the written notice of seven days arranged to be served upon him by NIBSCOM, or
- d). if he assigns, transfers or attempts to assign, transfer or sublets the works or any portion thereof without the prior written permission of NIBSCOM.

Upon termination of the contract, NIBSCOM shall be entitled, at the risk and expenses of the contractor, to carry on the services for the balance period of the contract as contemplated in the scope of work through an independent agency and to recover the amount thus incurred from the

contractor in addition to any other amounts, compensation and damage that NIBSCOM is entitled to in terms of the relevant clauses of the existing contract. The difference between the amounts of running the services under the contract and the amount actually incurred by NIBSCOM for the completion of the entire services for the balance period of the contract and in the event of the latter being in excess of the former, NIBSCOM shall be entitled, without prejudice to any other mode of recovery available to NIBSCOM, to recover the excess from the security deposit or any money which is due to the contractor.

ARBITRATION IN CASE OF DISPUTE

- 1). All dispute and differences of any kind whatsoever arising out of or in connection with the Contractor carrying out the works (whether during progress of the works or after their completion and whether before or after the determination, abandonment or breach of contract) shall be referred to and settled by the Director, NIBSCOM, who shall state his decision in writing.
- 2). If the Contractor is dissatisfied with the decision on any matter, question or dispute, he may within 14 days after receiving such decision give a written notice to the Director, NIBSCOM requiring such matters to be arbitrated upon. Such written notice shall specify the matters which are in dispute, and none others shall be arbitrated upon; and such matters shall be referred to the arbitration of an Arbitrator who shall be appointed by the Director, NIBSCOM.
- 3). This contract shall be governed by Indian Laws for the time being in force.
- 4). Any legal proceedings related to this contract shall be limited to Courts of Law under the jurisdiction of Gautam Budh Nagar District Court at NOIDA-UP.

SECRECY – CARE AND DILIGENCE

The Contractor shall exercise reasonable care and diligence in the discharge of the services agreed to be performed by him. If in the performance of the services, the Contractor has discretion exercisable as between NIBSCOM and any other concerned party; the Contractor shall exercise his discretion fairly.

ENTIRETY OF AGREEMENT

This agreement contains the entire terms and conditions to be agreed upon by the parties hereto with respect to the award of the contract and all previous understanding, agreements and communications relative hereto are superseded unless otherwise incorporated therein. This Volume duly signed by the bidder will form a part of the tender document and will be submitted along with the Technical Bid.

**For & on behalf of National Institute of Banking
Studies and Corporate Management**

Director

Tender for

Catering Services

VOLUME - II

Technical Bid

National Institute Of Banking Studies and Corporate Management
A-30, Sector 62, Institutional Area
NOIDA – 201 307, U.P.

TECHNICAL BID

We are pleased to submit our technical bid in response to the Tender for Catering Services issued by NIBSCOM, Noida. With extensive experience in providing high-quality catering services to esteemed institutions and a proven record of compliance with statutory and hygiene standards, our organization offers tailored services to meet your requirements. Enclosed are our credentials, certifications, and other details as per given formats to deliver reliable, hygienic, and client-focused catering services as per the tender specifications.

1). Three years Balance Sheet and Profit & Loss Account

Individuals, Proprietary Firms, Partnership Firms as well as companies who are participating are required to enclose three years audited Balance Sheet and Profit & Loss Account (FY 21-22, 22-23, 23-24) complete in all respects i.e. along with audit reports.

2). Income Tax Return

Photocopies of the self attested valid Income Tax Returns (FY 21-22, 22-23, 23-24) shall be furnished by every Bidder. The tender will be rejected in the absence of required Income Tax Returns.

3). Earnest Money Deposit

The Earnest Money Deposit of Rs.2,00,000/- is to be enclosed along with the Technical Bid. The Earnest Money should be in the form of Demand Draft drawn payable at Noida/New Delhi favouring '**National Institute of Banking Studies and Corporate Management**' **duly crossed** 'Account Payee'. Draft should be got issued from a Scheduled Commercial Bank. Particulars of the Demand Draft may be furnished below (DD must be valid for 2 months from the date of submission of tender):

Draft/Pay Order No. : _____

Date : _____

Name of the Issuing Bank : _____

Drawn on : _____

4). If this contract requires a license, are you in possession of the same?

Yes/No/Not Applicable

If Yes, Furnish particulars of the license and attach a copy of the same.

5). Deviations

List out areas where the contractor will not be able to provide services/maintenance as per the specification & terms and conditions laid down under **DETAILED SCOPE OF WORK** of this contract.

(Enclose a separate sheet as annexure if this space is found inadequate)

I/We hereby declare that the information submitted above is true and correct to the best of my knowledge & nothing material has been suppressed or concealed. I/we fully understand that I/we will be liable for all damages if such a concealment/suppression is likely to affect the interest of NIBSCOM. Further I/we have gone through the scope of work detailed in Volume I of this Contract Document and I/we hereby undertake to provide maintenance and operational services in conformity with the specifications and service conditions so described except for the deviations listed in Para 5 “DEVIATIONS” of TECHNICAL BID above.

SIGNATURE -----

NAME OF THE BIDDER -----

ADDRESS -----

DATE

SEAL

FINANCIAL STATUS OF BIDDERS

Quantum of business done during the below mentioned financial years:

- 1). F Y 21-22 Rs. _____
- 2). F Y 22-23 Rs. _____
- 3). F Y 23-24 Rs. _____

Please enclose audited profit and loss account and balance sheets for the last three years (Indicate no. of sheets).

(Signature of Bidder with Stamp)

Note :

All the documents should be duly certified by auditors/chartered accountant, as may be applicable.

Details of similar nature of works executed in the past along with copies of Certificates

S.No.	Name of the organization	Address/ Telephone No.	Value of Contract	Year of award of contract	Duration of contract	Whether completed/ incomplete

The bidder may use if so required, separate sheet of paper(s) to furnish the particulars in the order demanded above and these sheets may be enclosed with the Technical Bid.

Copies of the Certificates must be enclosed with the technical Bid as attachments.

(Signature of Bidder with Stamp)

Note : Please enclose the certificates from the clients, if any.

ITEMS OF FOOD, BEVERAGES ETC. TO BE SERVED

Daily Meal Plan

General Instructions

- i). All food shall be prepared and served in hygienic conditions with fresh ingredients of good quality.
- ii). Presentation of served food shall be professional and aesthetic in nature.
- iii). Packed **butter, jam, tomato sauce and pickle sachets** must be provided daily (reputed brands only).
- iv). **Toast shall be made using a proper industrial bread toaster** to ensure uniform quality.
- v). All items must be served hot and in clean crockery.
- vi). The presentation of the served food shall be given special attention.
- vii). Drinking water and beverages should be served in good quality glassware.

Menu to be followed each day

Breakfast

Daily items (compulsory):

- Bread toast (white & brown) with butter, jam, tomato sauce and pickle (packed sachets)
- Boiled eggs / omelette (different option on different days)
- Dalia/Corn Flakes (different option on different days)
- Cut fruits (seasonal, minimum 3 varieties daily)
- Tea / Coffee / Milk

Indicative Rotational items:

- Idli/Vada–Sambar with Coconut Chutney
- Stuffed Paratha with Curd & Pickle
- Upma with Coconut Chutney/Poori–Bhaji
- Masala Dosa with Sambar & Chutney
- Chole–Bhature/Poha with Sev & Lemon

Intermittent Tea (During Class Breaks): Tea / Coffee with 2 Assorted digestive biscuits

Lunch

Standard items daily:

- Chapati/Missi Roti/Tandoori Roti/Bhatura/Poori (freshly prepared)
- Steamed Rice / Jeera Rice/Veg Pulao
- Salad (fresh-cut seasonal vegetables)
- Papad & Pickle
- Curd in cups/ Raita

- Non –Veg (Chickan/Fish)

Rotational items (Indicative only):

- Sprouts/Corn Salad/Black or white Chana Salad/Rajma Salad/Boiled Veg
- One seasonal vegetable
- One Paneer/Mushroom/Kofta/Soya Chaap Gravy/Kadhi
- One Dal preparation (Toor / Chana / Moong / Rajma/Chole/Mix etc)
- One Sweet dish (Kheer, Gulab Jamun, Halwa, Ice Cream, Rasgulla, etc.)

Afternoon Tea (During Class Breaks): Tea / Coffee with (Assorted digestive biscuits)

High Tea (After Last Class of the Day): Tea / Coffee with snacks

Indicative Snacks (rotational basis):

- Samosa with Green Chutney
- Vegetable Cutlet with Sauce/Aloo Patties
- Dhokla with Green Chutney
- Veg Sandwich / Paneer Sandwich/ Bread Roll
- Pakoras (Mix Veg / Paneer)/Moong Pakoda (Ram Laddoo)
- Aloo Tikki with Chutney
- Veg Burger or Veg Maggi
- Vada Pav/Misal Pav/Sev/ Bhelpuri

Dinner

Standard items daily:

- Chapati/Missi Roti/Tandoori Roti (freshly prepared)
- Steamed Rice / Jeera Rice
- Salad (fresh-cut seasonal vegetables)
- Papad & Pickle
- Curd in Cups/ Raita

Rotational items (Indicative only):

- Chapati
- One seasonal dry vegetable
- One light gravy curry item
- Dal (different from lunch variety)/Veg Manchurian
- Rice (Steamed / Pulao / Lemon Rice)/Veg Noodles
- Salad (fresh seasonal)
- Dessert (Ice Cream Cups/ Halwa / Rasmalai / Fruit Custard – rotation)

Note: Premium quality Mouth Freshener with tooth pick to be provided with all meals.

Paraphernalia to be Provided by the Contractor for Delivery Catering Service

The contractor shall provide and maintain all necessary catering paraphernalia in good condition to ensure hygienic and quality service. The following items are mandatory:

1. Crockery (Bone China / Ceramic of Good Quality)

- Full-size Dinner Plates
- Quarter Plates (Side Plates)
- Soup Bowls with Spoons
- Dessert Bowls / Katori
- Coffee Cups with Saucers
- Tea Cups with Saucers
- Glass Tumblers (200 ml, 300 ml)
- Water Glasses (standard size)

2. Cutlery (Stainless Steel, Food-Grade, 18/10 or equivalent)

- Dinner Spoons
- Dessert Spoons
- Soup Spoons
- Forks (Dinner & Dessert)
- Table Knives
- Serving Spoons (Deep and Flat)
- Ladles (Dal / Curry serving)
- Tongs (for Salad / Snacks)

3. Serving & Display Ware

- Food Serving Dishes Electrical Induction Based (Stainless Steel with Lids)
- Serving Bowls for Vegetables, Dal, Salad, etc.
- Hot Cases / Chafing Dishes with burners/induction heaters
- Water Jugs (Glass)
- Tea / Coffee Pots (Ceramic / Stainless Steel)
- Salt & Pepper Shakers (per table)
- Salad Bowls / Platters

4. Kitchen & Service Equipment

- Industrial Bread Toaster (heavy-duty, multi-slice)
- Industrial Mixers for grinding miscellaneous food items
- Electrical Induction Plates for Serving Dishes

5. Linen & Accessories

- Table Cloths (washable, white/off-white)
- Napkins (cloth, good quality)
- Aprons & Head Caps for serving staff
- Hand Gloves (single-use, disposable)
- Table Mats

6. Hygiene & Safety Essentials

- Covered Waste Bins (with disposable bags)
- Sanitizer Dispensers near dining area
- Liquid Hand Wash
- Good quality napkins
- Hand Dryer

**Signature of Contractor / authorized person
(With Seal)**

LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING

S.No.	Item Name	Brand Name (Given Brand or equivalent)
1.	Milk in Packets & Curd in Cups	Mother Dairy/DMS/Amul/Paras
2.	Paneer	Packaged Mother Dairy/DMS/Amul/Paras
3.	Digestive Biscuits	Britannia / Unibic/Parle / Sunfeast
4.	Brown Bread	Harvest / Britannia
5.	Butter Sachet	Amul / Britannia / Mother Dairy/Goverdhan
6.	Jam & Tomato Sauce / Ketchup Sachet	Kissan / Tops / Maggi
7.	Chilli Sauce / Ketchup Sachet	Kissan / Maggi
8.	Tea / Tea Bags / Coffee	Taj Mahal/Tata Tetley/Nestle/ Bru
9.	Refined Oil/Groundnut	Sunflower/Saffola/Nature Fresh/Fortune
10.	Mustard Oil(Kachi Ghani)	Patanjali / Kanodia / Dhara/Nature fresh/Fortune
11.	Rice	Good quality Basmati rice (Full grain)
12.	Sugar / Sugar cubes	Daurala / Balrampur
13.	Atta, Maida & Besan	Shakti Bhog / Annapurna / ITC/ Rajdhani/ Patanjali
14.	Pulses	Good quality Packaged
15.	Spices	MDH/Everest/Catch/Patanjali
16.	Fruits / Vegetables/ Green Salad	Seasonal Fresh Good quality
17.	Papad	Lijjat or equivalent
18.	Pickle Sachet	Patanjali/Tops/Mother Receipe
19.	Ice Cream Cups	Mother Dairy / Kwaliti Walls /Amul / /Creambell
20.	Sweets & snacks	Good quality
21.	Frooti / Cold Drinks / Juice	Reputed good quality brands

* The above brands and / or brands of comparable quality (approved by the Institute can only be used).

NOTE : Edible oil once used for cooking etc. shall not be used again for any other purpose whatsoever. Plain curd shall be served in cups while raita/dahi bhalle etc. shall be prepared in good quality curd.

Signature of Contractor / authorized person

MINIMUM ELIGIBILITY CRITERIA

- i). The entity should be registered with GST Department & should have a valid GSTIN.
- ii). GST compliance will serve as a key evaluation parameter. Entities that have been issued GST notices—for instance, due to non-compliance such as failure to file or pay GST, non-traceability at their declared business address, involvement in fraudulent activities (like generating fake invoices or wrongful ITC claims), or violations of legal provisions such as anti-profiteering—will be disqualified from participating in the tender process. A declaration in this regard may please be furnished in the given format on a Rs.100 stamp paper at **Annexure-I**.
- iii). The entity should have a valid Permanent Account Number.
- iv). The entity must have Provident Fund Account Number.
- v). The entity must have ESI registration.
- vi). The entity must be registered for deployment of Catering Services and must enclose the valid food license certificates issued by the concerned authority.
- vii). The entity should have an office in Delhi/NCR.
- viii). The entity should be in the business of institutional Catering Service for at least five years. The entity must enclose work completion certificate(s) for the catering service(s), failing which the bid shall be summarily rejected.
- ix). The turnover of the firm for the catering service during last each of the three financial years should not be less than Rs.2 Crore (Two Crores). The bid shall be summarily rejected, if the turnover is less than two crores in any of the last three years.
- x). The entity should not be blacklisted by any Govt Department/State/Ministry of the Government of India or any PSU or any other reputed organization (declaration on Rs.100 stamp paper to be furnished in given format at **Annexure-J**).

Note

Bidders must attach documentary proof supporting each of the Minimum Eligibility Criteria. Applications lacking such evidence will be rejected without consideration. Entities that do not meet these Minimum Eligibility Criteria should refrain from applying. Each technical document should bear a serial page number and must be signed by the authorized signatory on every page.

PROFORMA FOR HYGIENE AUDIT

(I)	Quality testing at receiving point (Where the raw food/Consumable is received/Procured)			
	1	FIFO Principle is applied (First in –in First out)	Yes	No
(II)	Food Preparation			
	2	Food Indexing-the menus are being decided to ensure food variety	Yes	No
(III)	Food Safety			
	3	Is the food prepared properly under hygienic conditions	Yes	No
	4	Are the prepared items covered properly	Yes	No
	5	Proper cleaning of the utensils	Yes	No
(IV)	Kitchen/Pantry Hygiene			
	6	Floors are Hygiene Clean	Yes	No
	7	Walls are dust/damp free	Yes	No
	8	Furniture is regularly Cleaned	Yes	No
	9	Washing area provides hygienic environment	Yes	No
	10	Cooking counter is adequately clean	Yes	No
(V)	Conditions of Equipment in Food Preparation			
	11	Work worthy	Yes	No
	12	Safe to handle	Yes	No
	13	Clean	Yes	No
(VI)	Food Handler's Health			
	14	Health check up done or not ‘	Yes	No

	15	Nail are cut clean and healthy	Yes	No
	16	Head gears/caps are worn	Yes	No
	17	Gloves are worn	Yes	No
	18	Smoking, eating or chewing of tobacco, zarda, gutka etc spitting, are strictly prohibited – Prohibition observed or not	Yes	No
(VII)	Hygiene of Eating Place			
	19	Floor is hygienically Clean	Yes	No
	20	Wall are dust/damp free	Yes	No
	21	Furniture is regularly cleaned	Yes	No
(VIII)	Food Quality			
	22	Palatability is tasted by the Company's Representative	Yes	No
(IX)	General			
	23	Exhaust System is working	Yes	No
	24	Garbage disposal is done regularly	Yes	No
	25	Drainage system is functioning	Yes	No
	26	Washing area provides hygienic environment	Yes	No
	27	Service Counters(s) are adequately clean	Yes	No

DAILY CHECKLIST FORM CAFETERIA

Date_____

Sl. No.	Issue	Observation		Remarks
1.	Raw material received are branded ones and stored Properly	Yes	No	
2.	Food prepared properly and stored properly under Hygienic conditions	Yes	No	
3.	Prepared items covered properly	Yes	No	
4.	Utensils are properly cleaned	Yes	No	
5.	Floors are hygienically cleaned	Yes	No	
6.	Kitchen staff are in uniform	Yes	No	
7.	Service Boys are in uniform and wearing Gloves & Cap	Yes	No	
8.	Potable Drinking water arrangements neatly done	Yes	No	
9.	Utensil washing is properly maintained	Yes	No	
10.	Dining hall and Tables in cafeteria properly cleaned and dressed up	Yes	No	
11.	All items as per Menu provided	Yes	No	
12.	Serving tables covered with white cloth with coloured frills	Yes	No	
13.	All items are kept in orderly manner and are in a presentable Manner	Yes	No	
14.	Fingernails trimmed and clean	Yes	No	
15.	Bathing daily	Yes	No	
16.	Storage area/fridge is clean	Yes	No	
17.	Exhaust system is working	Yes	No	
18.	Garbage disposal done regularly	Yes	No	

19.	Drainage system is functioning	Yes	No	
20.	Flies present in Kitchen and Dining Area	Yes	No	
21.	Fly Catcher working satisfactorily	Yes	No	
22.	Insect or Spiderweb seen in Kitchen and Dining Area	Yes	No	
23.	Any other Observation	Yes	No	

Overall Maintenance of Cafeteria: Satisfactory/Not Satisfactory

LETTER OF UNDERTAKING
(On Duly Notarized Stamp Paper of Rs.100)

We, M/s _____
having office address _____ do
hereby declare and confirm that we have visited site/all areas/locations of NIBSCOM, A-30, Sector
62, Noida and have understood the nature, scope, magnitude and extent of services to be rendered
and materials to be procured.

We confirm that our bid is prepared in accordance with the scope of work described in the
document and fulfills all the obligations as stipulated in the tender document.

(Name & Designation of Authorized Signatory)

For & On Behalf of

Date : _____

Place: : _____

LETTER OF UNDERTAKING

(On Duly Notarized Stamp Paper of Rs.100)

We, M/s _____
having office address _____ do
understand that GST compliance is a key evaluation parameter for this tender.

We hereby declare that our entity is not under any investigation for GST non-compliance, including but not limited to non-filing or non-payment of GST, non-traceability at declared business address, involvement in fraudulent activities (such as issuance of fake invoices or wrongful ITC claims), or for violations of legal provisions including anti-profiteering actions.

We understand and undertake that if any such notice is issued before or during the currency of the contract and violation is established, our bid/contract shall be liable for disqualification/termination, and we shall not have any claim in this regard.

(Name & Designation of Authorized Signatory)

For & On Behalf of

Date : _____

Place: : _____

LETTER OF UNDERTAKING
(On Duly Notarized Stamp Paper of Rs.100)

We, M/s _____
having office address _____, do
hereby solemnly declare and confirm that:

1. Our entity/firm/company, its directors/partners, or proprietors have not been blacklisted or debarred by any Government Department, State Government, Ministry of the Government of India, any Public Sector Undertaking (PSU), or any other reputed organization at any time.
2. We further undertake to promptly inform the tendering authority if any blacklisting or debarment proceedings are initiated or concluded against us during the validity of the tender or, if awarded, during the contract period.
3. In the event that this declaration is found to be false or misleading, or if, at any stage, it is discovered that our entity is blacklisted or debarred as above, we understand that our bid/contract will be liable to disqualification/termination without any claim or compensation..

(Name & Designation of Authorized Signatory)

For & On Behalf of

Date : _____

Place : _____

Tender for

Catering Services

VOLUME - III

Price Bid

National Institute Of Banking Studies and Corporate Management
A-30, Sector 62, Institutional Area
NOIDA – 201 307, U.P.

PRICE BID

The Director
National Institute of Banking Studies &
Corporate Management,
A-30, Sector 62, Institutional Area,
NOIDA – 201 307

Reg.: Tender for Catering – Financial Bid

Sir,

I offer my rates as under:

ITEMS OF FOOD, BEVERAGES ETC. TO BE SERVED

S.No.	Item	Rates to be charged per head per day for each item
1.	Breakfast	
2.	Forenoon Tea & Coffee with biscuits/Cookies	
3.	Lunch	
4.	Afternoon Tea & Coffee with biscuits/Cookies	
5.	High Tea with snacks	
6.	Dinner	
	Total (item 1 to item 6)	

*** (GST extra)**

**(Name & Designation of Authorized Signatory)
For & On Behalf of**

Date : _____
Place : _____

