



**UCO BANK
STAFF TRAINING CENTRE - BHOPAL,
PLOT NO. 22, UCO BANK BHAWAN, ARERA HILLS,
BHOPAL 462027 (M.P.)**

**TENDER DOCUMENT
FOR
CATERING**

STC/BPL/2026-27/ Dt 12-08-2026

**IMPORTANT
TO BE SUBMITTED IN SEALED COVER SUPERSCRIBING THE NAME OF WORK AND
NAME AND ADDRESS OF THE TENDERER**



PART A –NOTICE INVITING TENDER (NIT)

Date: 12-08-2026

1. **UCO BANK**, invites **tenders in two bid system** from the eligible agencies for **Catering Services** at **Staff Training Centre BHOPAL** located at plot no 22, UCO BANK Bhawan Arera Hills, BHOPAL for a period of Two Years.
2. A complete set of Request for Proposal (RFP) -Tender Documents containing 31 pages may be obtained from the Administrative office, Staff Training Centre, BHOPAL- 462027 during working hours from 12-08-2026 to **02-09-2026** or can be downloaded from UCO Bank's website <https://www.uco.bank.in>. Payment of Rs. 2500/- (Two Thousand Five Hundred only) by way of Demand Draft/Pay Order favouring UCO Bank Staff Training Centre, payable at BHOPAL **as tender fees** (Non- Refundable) to be submitted with technical part of the bid.
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. 2500.00 as mentioned above, failing which the bid of the concerned bidder will not be entertained.
4. Technical Bid and Financial Bid are to be submitted on or before **17:00 hours 02-09-2026**.

Earnest Money	Rs. 110000/- (Rupees One Lakh Ten thousand only) by crossed demand draft payable at BHOPAL in favour of " UCO BANK, STAFF TRAINING CENTRE, BHOPAL "
Last date & time of submission of tender	17:00 hours 02-09-2026.
Time and date of opening of Bid	-----
Technical Bid	Date: 03-09-2026 Time: 12:00 hours
Financial Bid	Will be informed later date
Components of Tender	Part A – NIT (Notice Inviting Tender) Part B – General Rules & Instructions to Tenderer Part C – General Conditions of Contract 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-tender meeting	27-08-2026 at 12:00 hours Venue: Plot no 22, UCO BANK Bhawan Arera Hills , BHOPAL

Note:

1. Financial bid will be opened for only those bidders who are found eligible in the Technical Bid. Addendum, if any shall be issued/ conveyed through the Bank's website only for convenience, Bank prefers a single contractor for catering services.
2. **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.**
3. The Bank reserves the right to reject any / all applications without assigning any reason whatsoever.



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, Administrative Office, Staff Training Centre, at plot no 22, UCO BANK Building, Arera Hills, **BHOPAL** via tender after paying tender fee along with EMD.
3. **Eligibility Criteria:**
 - A. The applicant must be a Registered, Licensed Company or Partnership firm or Sole proprietor or Individual having its office in India, preferably in BHOPAL.
 - B. The applicant must have a proven track record of minimum **3** years at a stretch with minimum two reputed Public Sector or one public sector and one reputed organisation clients in rendering catering (breakfast, lunch and dinner) not like a cafeteria type, to reputed Training- institution or other such institutions.
 - C. The applicant should have a minimum annual **average** turnover of **Rs. 120 Lakh** per year during the last three financial years i.e. 2023-24, 2024-25 & 2025-26. This must be the individual company turnover and not of any group of companies.
 - D. The experience should relate to catering services of Single Client with minimum of 60 to 70 persons per day providing multi-cuisine vegetarian and non-vegetarian food.
 - E. The applicant should not have been debarred / black-listed by any Bank or RBI or any other regulatory authority or Financial Institutions in India as on date of RFP submission. Annexure-III should be submitted.
 - F. The applicant must have a registered office in Bhopal.
 - G. The applicant should have experience of serving in a 3-star hotel or higher category hotel, or must possess a valid Hotel Management certification
 - H. The applicant must provide ESIC and EPF challans for a minimum of 10 employees for the last three financial years.
 - I. The applicant should currently be executing catering-related work in any reputed institution/organization in Bhopal.
 - J. The applicant must possess a valid Labour License and ISO Certification.
 - K. **There will be a pre-decided floor rate for the tender and all freak rates will be disqualified.**
 - L. The applicant must produce relevant documentary evidence along with the duly filled application form.
 - M. Non-disclosure of relevant information or furnishing of incorrect information or documents will invite disqualification from the process.
 - N. The UCO Bank, Staff training centre, Bhopal reserves the right to reject all or any of the tender documents without assigning any reason there of.
 - O. The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws, by any Labour Authority, any legislative agency or authority or Competent Court.
 - P. 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.
 - Q. **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.**
 - R. The applicant has complied with all labour laws and obtained all licenses, approvals, permissions to carry on the business of catering services.



- S. 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.
- T. The applicant must furnish appropriate declarations in respect of the terms and conditions mentioned herein along with his pre-qualification application forms.
- U. The applicant is or has not formed or part of any cartel at any time for processing any contract including the Present tender.
- V. UCO Bank, STC Bhopal is not responsible in any manner for the postal delay or loss or non-receipt of tender documents, EMD or earnest money DD.
- W. Prequalification will be on the basis of marks secured in various parameters as per the Scoring Matrix – PART- G Annexure no. III of Technical Bid. The bidder has to secure **minimum 60% marks** (30 out of 50) to be eligible for prequalification for opening financial bid.
- X. The tenderer should submit a FDR of Security Value of UCO Bank, after the contract is awarded on the date of the agreement/execution of the contract.
- Y. 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.
- Z. The RFP will follow Tendering process and the same will be conducted by UCO Bank STC, Bhopal.
- AA. The tender process will be in two sealed envelope cover with all documents with authorizing person's signature and seal on all pages.

I. Envelope Cover – I

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. 1,10,000/- (Rupees One Lakh ten thousand only) by the way of Demand Draft or Banker's Cheque in favour of UCO Bank, STC BHOPAL 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

II. Envelope Cover – II

- 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-I above.

BB. The process of selection will be as under:

- I. First, the envelope or **Cover – I** will be opened in the presence of the tender opening committee of STC Bhopal and the authorized representatives of the bidders on scheduled date and time specified on page no. 2 of this tender document. The application will be checked for fulfilment of all eligibility criteria. The veracities of the claims will be tested to the satisfaction of the committee, and short listing of applications will be done based on such criteria. **The bidder who scores minimum 60.00 % marks (i.e. 30 out of 50) as per the Scoring Matrix- Technical Parameters for Catering -2026 will only be shortlisted.**

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



for satisfactory inspection of the units will be decided by the committee.

- III. The financial Bid in respect of such shortlisted applicants, who have qualified after satisfactory onsite inspection or enquiry, will be opened.
- IV. Selection of **L-1 Bidder (subject to floor rate)** will be based on lower amount quoted by the bidder in the tendering process. But quoting **freak rates** will lead to disqualification.
- V. The UCO Bank, Staff Training Centre 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.

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

- I. 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, Govt. of M.P.
- II. Certificate of Registration with Professional Tax Office, Govt. of M.P.
- III. Certificate of Registration under GST.
- IV. Certificate of Registration under Shops & Establishment Act
- V. Certificate of Registration with the Office of the Regional Provident Fund Commissioner
- VI. Financial Statements (P&L and Balance Sheet) for the last three Financial Years and certified from Chartered Accountant confirming turnover of Rs. 50.00 lacs in last financial year for Catering.
- VII. Income Tax Assessment copies for the last three financial years.
- VIII. Performance certificate providing Catering services from minimum two PSUs or One PSU and one reputed organisation or two reputed private organization.
- X. Copy of PAN card.
- XI. Certificate of ISO
- XII. ESIC and EPF challans of last 3 years of 10 persons working regularly with you.
- XIII. Valid Labor License

The Tender Form, Details of Bidder Form, Work Experience form, Eligibility documents and EMD shall be sent to us by the prospective bidder before opening of Technical Bid.

Note: - The service provider must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Documentary Evidence for compliance to each of the eligibility criteria must be enclosed along with the bid together with references. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances. However, UCO Bank reserves the right to seek clarifications on the already submitted documents. Non-compliance of any of the criteria will entail rejection of the offer summarily. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the service provider.



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 Staff Training Centre (STC) at plot no 22 UCO Bank building Arera Hills, Bhopal **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 UCO Bank, Staff Training Centre, BHOPAL

WORK shall mean Scope of work in Catering services

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

1. SECURITY DEPOSIT

1.1. The successful bidder should submit a Security Deposit for 5 % value of the contract amount per year or Rupees Three Lakh Only, whichever is higher within seven days from the date of acceptance of the order towards performance of the Contract.

1.2. The Security Deposit shall be by way of FDR of UCO Bank. FDR to be issued in the name of 'Tenderer account UCO Bank.

1.3. The FDR should be valid for 24 months or entire contract period from the date of commencement of contract.

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

1.5. The Bank shall invoke the FDR pledged with UCO Bank, STC BHOPAL 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 is 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.



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 is 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, equipment's deployed, Tenderer's profit, transportation charges and all statutory levies, PF, ESI but excluding GST arising from Act passed by Parliament or State Legislature and rules framed there-under. The rates shall be quoted on the format as per Part-J. In case of transition of taxes from present applicable to other, as decided by the Government, the same will not be borne by UCO Bank.
9. The Tenderer shall bind himself and executors or administrators and shall indemnify and hold harmless the Bank, in respect of this contract, including all claims, damages proceedings, costs, charges and any expenses whatsoever which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of contract in respect of violation of any of the provisions of Law, Act, Rules or regulations having the force of law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employed or engaged by the Tenderer in connection with this contract. This indemnity shall survive even after termination of the contract.
10. The Tenderer shall be responsible for all the claims of his employees and the employees of the Tenderer shall not make and claim whatsoever against the Bank. The Tenderers' workmen will not have any right whatsoever to get absorbed in the Bank.
11. The Tenderer shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from all infections or diseases.
12. The Tenderer shall obtain adequate insurance policy in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death, injury or disablement at work etc.
13. The Tenderer shall provide weekly off / holidays to his workmen as per labour laws but it will be his responsibility to ensure uninterrupted services on all days.
14. **Insurance:** The Tenderer shall insure or keep insured against fire, theft, injury, accident and also third party risks all goods, articles, equipment 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 (In charge), UCO Bank, STC BHOPAL, whose decision shall be final, conclusive and binding on the parties to this agreement.

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

19. The contract for Catering services is for a period of Two years from the date of commencement of the contract subject to review at the yearly interval, 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 Faculty 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 Faculty Committee at periodical (every month) Interval. The Contractor shall comply with such observations or feedback made and furnished for improvement of the services.

21. The contract shall be terminated on the expiry of Two years of time or earlier, by one 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 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 is advised to inspect the site of work and its environments and be well acquainted with the actual working and other prevailing conditions. If the bidder has submitted tender, it will be presumed that he has visited site and is well acquainted with the requirement, location and topography of site. The tenderer should specifically note that it is tenderer responsibility to provide all items which are not specifically mentioned in the scope of works, but which are necessary to complete the subject services.

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

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

26. The tenderer shall deposit a sum of Rs110,000/- (Rupees One Lakh Ten Thousand only) towards Earnest



Money Deposit along with the tender document. This EMD (Earnest Money Deposit) shall be in the form of any demand draft from any nationalized Bank or from a scheduled Bank drawn in favour of UCO Bank, STC BHOPAL, payable at Bhopal. 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/STC.

28. If any of the labour employed by the Tenderer is found to be minor, underperforming or any misbehavior 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 tenderers shall be returned within 7 days after finalizing the contract.

34. The EMD of successful tenderers 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 authorized 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, or Bank has the right to deduct the amount from the bill of the contractor or the amount to be paid in future, 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 (Partner/Proprietor/Beneficiary Owner) 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 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 (State) 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 maintained and produce as and when required by the college.

49. GST charged by the Contract shall be reimbursed after production of bill and GST returns of previous quarters. GST transaction in this regard to be reported as B2B.

50. LABOUR

50.1 The Tenderer shall employ minimum 8 (Eight) labours to maintain the required quality of work to the satisfaction of the Bank.



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

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

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

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

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

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

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

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

50.10 The Tenderer is required to take Insurance for all the workers employed on the works towards payments for workmen compensation. The Insurance has to be taken within 15 days of the award of



work and has to be provided at the signing of the agreement. The Tenderer shall be fully responsible for the consequences arising out of default and Bank may treat it as breach of Contract and reserves the right to terminate the Contract. Bank shall not be responsible for loss of life or disability due to any kind of mis happening, natural calamities, fire in Bank premises.

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

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

51. SAFETY CODE - Responsibilities of the tenderer in respect of safety of men, equipment, material and environment

51.1 Before commencing the work, Tenderer should submit a 'SAFETY PLAN' to the authorized UCO Bank official. The 'SAFETY PLAN' shall indicate in detail the measure that would be taken by the Tenderer to ensure safety of men, equipment, material and environment during execution of the work. The plan shall take care to satisfy all requirements specified hereunder. The Tenderer shall submit Safety Plan along with his offer. During negotiations before placing of work order and during execution of the contract UCO Bank shall have right to review and suggest modification in the Safety Plan. Tenderer shall abide by UCO Bank decision in this respect.

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

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

51.4 The Tenderer shall adopt all fire safety measures. Contractor's employee should be trained to operate the safety equipment installed in Bank Premises.

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

51.6 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 agencies. 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 and for violating rules and regulations for which the Tenderer shall be solely responsible.

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

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



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

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

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

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

53. ARBITRATION

53.1 In the event of any dispute(s) and / or difference(s) arising out or in connection with agreement, the parties shall refer the dispute for amicable settlement to the Zonal Head, Zonal Office, UCO Bank, Bhopal and the authorised representative of the contractor, whose joint decision shall be final and binding in case the dispute / difference is not resolved by amicable settlement, the same shall be resolved through arbitration by a panel of three arbitrators. Each party shall appoint one arbitrator of its own choice and two appointed arbitrators shall appoint the third arbitrator who will act as presiding arbitrator. The place of arbitration shall be at UCO bank STC Bhopal.

53.2 The Court in Bhopal shall have the jurisdiction in respect of any or all matters relating to and connected with the tender.

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.

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

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

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

60. ROLES, RESPONSIBILITIES & QUALITY CONTROL ASSURANCE



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

a. RESPONSIBILITIES

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

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 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.

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

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

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

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

64. Communication

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

65. REPORTING AND RECORD KEEPING

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



Sl No.	Description of Format	Remarks
1	Daily Reports: - Daily Complaint Register, Daily Dining in-out register	To Be Submitted by Contractor on daily basis
2	Monthly Assessment of Contractor's performance for the month	Format to be issued by the Bank.

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 College 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. 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, equipment 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 BHOPAL. The following annexures will be executed:

- Agreement
- Indemnity Bond
- The Bank, upon qualification of the tenderer in technical bid, shall consider lowest bid for catering, after reverse auction is completed.
- 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.
- Special Condition: Prequalification will be on the basis of marks secured in various parameters as per the Scoring in Matrix-PART G Annexure no. III Technical Bid. The bidder has to secure **minimum 60% marks** (30 out of 50) to be eligible for prequalification.

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

1. The tenderer shall arrange for cooking and service of food on a daily basis for participants trainees at STC BHOPAL. 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 (Veg/Non-Veg) (Dining Hall/ hostel)	8:00 am to 9:45 am#
3.	Forenoon Tea/Coffee with Biscuits/Cookies At STC	11:30 am to 11:45 am#
4.	Lunch (Veg/Non-Veg) STC Canteen	1:30 pm to 2:30 pm#
5.	Afternoon tea/coffee with Biscuit/ Cookies At RTC	3:45 pm to 4:00 pm#
6.	Evening Tea with Snacks At STC/Canteen	5:30 pm to 6:00 pm#
7.	Dinner (Vegetarian/Non-vegetarian) At STC Canteen	8:30 pm to 9:30 pm#

Timings are flexible.

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

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

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

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

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

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

7. The Tenderer must engage appropriate number of trained cooks and other kitchen staff or cooking Vegetarian, Non-vegetarian, South Indian, North Indian, Chinese Foods, French food, Tandoor items, bakery products etc. and for rendering catering services.

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

9. The Tenderer shall engage the services of sufficient number of able, trained, efficient, neat & clean (viz. with trim haircut, moustache, nail etc) healthy, honest, well behaved and skilled persons for cooking, serving and cleaning of kitchen, dining halls and service area at his cost. The Tenderer shall deploy a minimum of 3 waiters or serving personnel per 60 participants. For every additional group of 25 participants or part thereof, the Tenderer shall deploy additional one waiter or serving personnel. The Tenderer shall ensure that the attendants, waiters, cooks should be properly trained and shall wear smart and neat uniform, including head caps, hand gloves etc. (pattern to be approved from the college)

with their name badges and that they are courteous, polite and prompt while rendering efficient service at their respective areas. The Tenderer shall have full control over the employees engaged by him. The Tenderer shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by Tenderer. The Tenderer shall also be responsible for the payment of their wages and their dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and central laws shall be his responsibility. He will on the request of College In charge immediately remove from the work any person(s) or employee(s) who are, in the opinion of the Bank unsuitable or incompetent or who may misconduct himself and such a person shall not be again employed or allowed in the work or campus without the permission of the College in charge.

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

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

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

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

14. The Tenderer has to bring the articles used in the kitchen such as Ban Marie, Hot Plates, Gas Ranges, 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/misbehavior by workers.	Upto Rs. 5,000/-
9	Failure to serve meal 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/-

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

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

24. 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.

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



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26. Paper Napkins, Salt, Black Pepper and Anise / mouth fresheners in containers should be placed on all tables in dining hall on each day.
27. Specified quality of soap, detergent, pesticides and other cleaning material should be used in the pantry and kitchen by the Tenderer.
28. Tenderer will use trash bags in the dustbins at his own cost.
29. Tenderer has to deploy extra manpower during special / extra / additional programmes/ conference / meeting, or as and when required by the College.
30. Pest Control in Canteen Hall, Kitchen and Pantry to be done on weekly basis by the Tenderer.
31. The Tenderer has to prepare food to the utmost satisfaction of participants and 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 1.25 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 Amul/Britania/Pantanjali/Nestle/Sanchi.
32. 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 inhouse Mess Committee and the Administration of the College.
33. In case the food quality is found below the satisfaction of the inhouse Mess Committee and the Administration of the College, the Administration will have the discretion to terminate the agreement at any point of time.
34. 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.
35. Payment of minimum 10 persons each working day will be made, in event of less than 10 participants/Staff on working Days such payment may be maximum 24 days in a month.
36. Food facility will be provided by the caterer to the training participants, including Guest of STC/ZO, ZO Bhopal staff at the contracted rate allocated in Annexure-I for specific meal i.e. Breakfast, Lunch, Dinner etc.
37. Tenderer will have to make arrangements during special / extra / additional programmes/ conference / meeting / work shop/ Exam or any other work as and when required by the STC, Bhopal/zonal Office at the Contract rate with STC Bhopal. As per the menu of that particular day.
38. In case any extra item is required by STC, Bhopal / Zonal Office or special lunch/dinner is required then only extra charges will be accepted subject to negotiation for finalization of Rate per plate.
39. Tenderer is not allowed to provide Food to anyone other than above mentioned in point no.36 without permission of STC, Bhopal in charge or A Committee of Faculty.
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DAILY MENU

S. No.	Service	Menu	Allocation of rates
1.	Bed Tea/ Coffee	1 cup per head (150ml) with/without sugar Brand: Tajmahal/ Tatley/ Twining/ Tata tea bags Nescafe Classic/Bru coffee. Milk: Amul/Nestle /Sanchi /Dairy Milk/ To be served in Cup and saucer tray/thermos with cup/flask container with cup	3%
2.	Breakfast	Vegetarian, Non Vegetarian (Unlimited) <u>Daily compulsory items</u> Bread (toasted in electrical toasters), butter & jam, fruits/cut fruits, milk with cornflakes <u>One item each from the following</u> (a), (b) and (c) below to be served daily in weekly cyclic menu. a) Idli-Vada or Masala Dosa or Uthappam. All with Sambar, Coconut Chatni and Tomato -Onion Chatni. b) Stuffed Paratha with Curd, Onion Paratha, Paneer Paratha, Palak Paratha with curd and pickle, Paratha-Sabji, Puri Aloo Sabji, Pav-Bhaji, Poha-Chatni, Veg Cutlet etc. c) Chole Bhature, Chole Kulche, Suji Halwa, Upma, Omlet, Boil Egg, Egg Bhujee (2 No.) Beverages: Dip tea / instant Coffee Cold Milk/Butter Milk/Lassi during the months March to August.	15%
3.	Forenoon Tea/ Coffee	Dip tea/Tea/Lemon Tea or Coffee with sufficient quantity of Biscuits/Cookies near classroom lounges.	4%
4.	Lunch	<u>One item each from the following</u> (a), (b) .(L) below to be served daily in weekly cyclic menu. a. One vegetarian Soup (Hot & Sour/ Manchow /Tomato /Sweet Corn) with soup stick, for all or Chanch/Buttermilk in summer season b. One Paneer/Mushroom Sabji: Like: Karahi Paneer, Matar, Paneer, Paneer Bhurji, Paneer Do-Pyaza, Paneer Labadar, Paneer Masala Veg. Palak Paneer, Shahi Paneer etc. & Chilly Mushroom, Malai Kofta, mater mashroom etc. alternatively c. One Seasonal Dry Vegetable Subji: Aloo Beans, Aloo Capsicum, Aloo Palak, Aloo Parwal, Brinjal Masala, Cabbage Matar, Cauliflower, Lauki Tomato, Palak aloo, Tinda , Bhindi masala, Boiled vegetables, mix vegetables etc. alternatively d. One Dal (like Dal Makhani, Dal tadka, Chhole, Rajma, Kadhi, Arhar Dal/Masoor Dal/ Kali Dal etc.) alternatively e. Rice: (Plain Rice, Veg Pulao, Lemon Rice, Jeera Rice, Tomato	38%



		Rice etc.) alternatively f. Tava Roti daily, Puri (twice in a week), Missi Roti, g. Salad: Green/Russian/Sprouted (any one) Alternatively h. Papad: Roasted,Fried i. Plain curd and raita /Dahi Bhalla / Fruit raita/ Bundi Raita or other raita as desired by the College. Alternatively j. Pickles. k. Dessert: Gulab jamun, Rasgulla, Jalebi, Ice cream, Custard, Fruit cream, Moong Ki Halwa, Suji Ka Halwa, Gajar Ka Halwa, Cut Fruits, Rice Kheer, Vermiseli, Boondi Laddu, Kaju Burfi, Ras Malai, Raj Bhog, Sandesh etc., (any one) alternatively l. Sauf, Mishri, Toothpick (all the time) m. Chicken Masala / Kadai Chicken/ Chicken Curry/ Chicken Biryani / Chicken do pyaja / Chicken latpata ** Chicken dishes to be served on Monday, Wednesday and Friday	
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	b. One Paneer/Mushroom Sabji: Like: Karahi Paneer, Matar, Paneer, Paneer Bhurji, Paneer Do-Pyaza, Paneer Labadar, Paneer Masala Veg. Palak Paneer, Shahi Paneer etc. & Chilly Mushroom, Malai Kofta, mater mashroom etc. alternatively c. One Seasonal Dry Vegetable Subji: Aloo Beans, Aloo Capsicum, Aloo Palak, Aloo Parwal, Brinjal Masala, Cabbage Matar, Cauliflower, Lauki Tomato, Palak aloo, Tinda , Bhindi masala, Boiled vegetables, mix vegetables etc. alternatively d. One Dal (like Dal Makhani, Dal tadka, Chhole, Rajma, Kadhi, Arhar Dal/Masoor Dal/ Kali Dal etc.) alternatively e. Rice: (Plain Rice, Veg Pulao, Lemon Rice, Jeera Rice, Tomato Rice etc.) alternatively f. Tava Roti daily, Puri (twice in a week), Missi Roti, g. Salad: Green/Russian/Sprouted (any one) Alternatively h. Papad: Roasted,Fried i. Plain curd and raita /Dahi Bhalla / Fruit raita/ Bundi Raita or other raita as desired by the College. Alternatively j. Pickles. k. Dessert: Gulab jamun, Rasgulla, Jalebi, Ice cream, Custard, Fruit cream, Moong Ki Halwa, Suji Ka Halwa, Gajar Ka Halwa, Cut Fruits, Rice Kheer, Vermiseli, Boondi Laddu, Kaju Burfi, Ras Malai, Raj Bhog, Sandesh etc., (any one) alternatively l) Sauf, Mishri, Toothpick (all the time)	28.00%
TOTAL			100 %

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

**Non-Vegetarians food will be served on Monday, Wednesday and Friday

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

The estimated person per day 60-65, subject to change, as maximum capacity of STC Bhopal is 90.



LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING

Sr. No.	ITEM	BRAND
1	MILK	AMUL/ SANCHI/ MOTHER DAIRY/NORMAL COW/BUFAELLO DAIRY MILK
2	BREAD	MODERN/ BRITANIA /PERFECT/TOP & TOWN/4AM
3	BUTTER	AMUL/BRITANIA/SANCHI
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	VANASPATI GHEE	DALDA/RATH/SANCHI/AMUL
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/BISFARMA/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, STC BHOPAL.**

PART E – TENDER APPLICATION

To
The AGM Principal
UCO Bank
Staff Training Centre- BHOPAL, Plot no 22, Arera Hills,
BHOPAL, 462001

Dear Sir,

Having examined the job data, scope of work , schedule of equipment's/ 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 equipment's 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 Service Contractor is required for the Catering function etc. for **UCO BANK, Staff Training Centre- BHOPAL** located at Plot no 22, UCO Bank Bhawan, Area hills, **BHOPAL**.

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

Please note that should this tender be accepted,

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



I / We have deposited a **sum of Rs. 110,000/- (Rupees One lakh ten thousand only)** as earnest money with the Bank which will not bear any interest. If I / We fail to perform the terms of the contract when awarded, I/ We do hereby agree that this sum shall be forfeited by the Bank.

1. All schedules necessary in connection with the job to be performed in terms of the contract wherever required are enclosed. Our Bankers are (name of Bank) _____ A/C No. _____ IFSC No. _____.
2. Following certificates/documents are enclosed herewith:
 - 2.1. Performance certificate providing Catering services from minimum two PSUs or One PSU and one reputed organization or 2 reputed organization.
 - 2.2. Documents showing constitution of the firm/company (copy of partnership deed with copy of registration certificate in case of partnership firm and a copy of incorporation certificate, certificate of Memorandum, Power of attorney (if required) and Articles of Association in case of a company) or an affidavit in case of a proprietorship firm.
 - 2.3. Tender documents duly signed on all the pages (including the '**Technical Bid**' and '**Financial Bid**') and work experience annexure.
 - 2.4. List of on-going contracts of similar nature.
 - 2.5. Proof of Provident Fund Registration Number
 - 2.6. Proof of ESIC Registration Number
 - 2.7. Proof of GST Registration Number
 - 2.8. Food License / equivalent Certificate / License for running Catering Service.
 - 2.9. A Valid copy of Shops & Establishment Certificate issued by the local authorities.
 - 2.10. Certificate of Incorporation, Articles & Memorandum of Association in case of a company/ partnership deed in case of a partnership firm
 - 2.11. Certificate of Registration with Labour Department, Govt. of MP,
 - 2.12. Certificate of Registration with Professional Tax Office, Govt of MP
 - 2.13. Financial Statements (P&L and Balance Sheet) for the last three Financial Years and certified from Chartered Accountant confirming turnover of Rs. 120.00 lacs in last financial year for Catering.
 - 2.14. Income Tax Assessment copies for the last three financial years.
 - 2.15. Copy of PAN card.
 - 2.16. Certificate of I S O, if available
 - 2.17. ESIC and EPF challans of last 3 years
 - 2.18. Labour License

Yours Faithfully,

Signature of the Tenderer / Catering
Service Contractor With Seal

Date:

Place:

Contact Number:

Address:
(Office)

Witnesses: 1

1. Signature _____



2. Occupation _____
3. Address _____
4. Aadhar No. _____

Witnesses: 2

1. Signature _____
2. Occupation _____
3. Address _____
4. Aadhar No. _____

PART F – TENDERER DETAILS FOR CATERING SERVICES

Basic Information of the Bidder CATERING SERVICES Contract For UCO Bank, Staff Training Centre, Plot no 22, UCO Bank Building, Arera Hills, BHOPAL (India)

1 Name of the Applicant/Firm/Company :

Registered Head Office Address :

Local Office Address :

Mobile No :

Telephone Number :

Mob No. :

E-mail id :

2 Year of Establishment :

3 Status of the Firm (Whether Company/ Firm/ Proprietary / Association) :

4 Pan Card No. (Firms Name) :

5 Name of Directors/ Partners/ Proprietor / Office bearers :

6 Whether registered with the Registrar of Companies / Registrar of firms. If so, mention number and date and attach copy of registration. :



-
- 7 Name address of Present Bankers :
- 8 No./date of Enclosed DD in favour :
of "UCO BANK" for Earnest Money
- 9 Whether registered for GST purposes:
If so, mention **number & date**. Also
furnish copies of Sales tax clearance
certificate/assessment order.
- 10 Mention Permanent Account No :
and furnish copies of income tax
assessment order/return
- 11 Turnover as per financial statement. :
Year 2023-24
Year 2024-25
Year 2025-26
- 12 Details of present/on-going catering :
& Maintenance contracts (Name &
Address of the institution, since when,
average monthly revenue, value of
the contract).
- 13 What are your fields of activity? :
Mention the fields on preference basis
- 14 Detailed description and value of :
similar works handled for others in the
past 3 years
- 15 Furnish the names and addresses of :
two clients who will be in a position
to certify about the quality as well as
past performance of your firm
- 16 Details of registration with Labour :
Department/MCH (Central/State)
- 17 Whether 24 X 7 support and service :
will be Available.

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



Date:

Place: Signature of the Applicant.

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

PART 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	07	
D. PROPRIETORSHIP/INDIVIDUAL	06	
2. EXPERIENCE		
>=10 YEARS	10	
>=08 YEARS & <10 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		
OVER RS. 2 CRORES	10	
BETWEEN RS. 1.2 CRORE TO RS. 2 CRORE	08	
BETWEEN RS. 75 LACS TO RS. 1.5 CRORE	06	
BETWEEN RS. 50 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
1.	BED TEA/COFFEE	3.00 %	
2.	BREAKFAST	15.00 %	
3.	FORENOON TEA/COFFEE	4.00%	
4.	LUNCH	38.00 %	
5.	AFTERNOON TEA/COFFEE	4.00%	
6.	EVENING TEA/COFFEE	8.00 %	
7.	DINNER	28.00 %	
A	Total rate per day/person	100.00%	

Note:

The rates should be quoted exclusive of GST.

All rates should be inclusive of daily menu.

The number of participants are flexible.

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

Date:

Place:

Signature of tenderer



WORK EXPERIENCE FORM

The contractor has to submit details of their last three 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 work (satisfying the requirements mentioned in the Tender notice) completed during the last three years in the following Performa (**Separate form of each work**)

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

Date:

Place: Signature of the Applicant.

UCO BANK, STAFF TRAINING CENTRE-BHOPAL

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

1. The STC will provide the following equipment:

Dining Room

- 14 Dining table and 94 chairs to accommodate 94 persons at a time.
- **One Store room will be provided to the caterer for storage of goods.**

Kitchen

S No	Name of Items	No. of items	Items Verified	Remarks
01	Cooking Range steel	01	01	
02	Salamander steel (Toaster)	01	01	
03	Cutting tables Steel	01	01	
04	Electric Grinder Steel big size	01	01	
05	Mixer Grinder electric	01	01	
06	Refrigerator (working)	01	01	
08	Deep Freezer (Working)	01	01	
09	Water Cooler Dining	01	01	
10	Water Cooler 4 floor	04	04	
11	T V one Reception	01	01	
12	Ban marry steel 5 Compartment 6 Compartment	01 01	01 01	
13	Service Rack Steel 2 compartment	01	01	

2. The following shall be arranged by the caterer.
- a. Utensils & equipment in kitchen
 - b. Crockery/cutlery and other dining room equipment
 - c. Gas Cylinders
 - d. Table cloth, towels
 - e. Cloth / Dish washer for Kitchen use.
 - f. +Any other essential items required for the purpose.

Detailed list will be provided at the time of execution of agreement. Weightage of marks obtained in the technical bid will be given in price bid process over and above the minimum qualification marks in technical bid in case of multiple L1 tenderer.

Date:

Place:

Signature of the Applicant.