

UCO Bank, Regional Training Centre

UCO Bank Building, 4th Floor, C-2, Ashok Nagar, Bhubaneswar– 751009

Phone: 0674-2530321, 2532579, Fax: 0674-2530321, E-mail: rtc.bhubaneswar@ucobank.co.in

**TENDER NOTICE FOR CATERING – CUM - CARETAKING SERVICES AT UCO BANK,
REGIONAL TRAINING CENTRE, BHUBANESWAR.**

UCO Bank, Regional Training Centre, Bhubaneswar invites sealed tender on prescribed format from the reputed contractors having expertise and experience in similar works for Catering - cum Caretaking of its hostel located at UCO Bank Building at C - 2, Unit - II, Ashok Nagar, Bhubaneswar -751009. Tenders shall be submitted in two bids system, i.e.

1. Technical bid (Part –A) and
2. Financial bid (Part-B).

Financial bids of only those Contractors will be opened who qualify in Technical bid. Detailed Application format, eligibility criteria, instructions, terms and conditions, Technical and Financial bids can be downloaded from Bank's Website www.ucobank.com under "Tenders" column. Advertisement in News Papers and Bank's website will be available on **14/10/2022** Bid document downloading will be start on **14/10/2022**.

Tenders accompanied with specified EMD amount in prescribed manner shall be submitted to the Principal, UCO Bank Regional Training Centre, UCO Bank Building (4th. Floor) C-2, Unit-2, Ashok Nagar, Bhubaneswar - 751009 latest by **1.00 P.M of dtd. 10.11.2022.**

Technical bids as well as the Financial bids will be opened at 11.00 A.M. of dtd. 14.11.2022.

Principal

RTC, Bhubaneswar

UCO Bank, Regional Training Centre

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TENDERING FOR CATERING-CUM-CARETAKING SERVICES AT BANK'S

REGIONAL TRAINING CENTRE, BHUBANESWAR

Eligibility Criteria

1. The applicant must be in the field of catering –cum-caretaking services for the **last 3 years with a proven track record with reputed clients** in rendering catering –cum-caretaking services in Learning/Training Centres/ Residential Institutes / Establishments and should possess necessary licence for the same.(Supporting documents to be enclosed)
2. **Minimum average annual turnover** of the Contractor during the **last two years** should be **Rs.10.00 lacs.**
3. Must be having **sufficient number of experienced staff. A declaration** to be made of number of skilled staff to be employed.
4. Should have **Goods & Service Tax Number, PAN Number and AADHAR Number.**
5. Should have **satisfactory track record** in case engaged by the Training Centre earlier.
6. Contractors / Caterers who have been depanelled on earlier occasion or whose contracts have in the past been prematurely terminated by The Training Centre on grounds of substandard quality of services **are not eligible to Bid again** in the current Tendering process.

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INSTRUCTIONS FOR THE APPLICANTS

- 1) Tender is open to registered Partnership Firm, Companies, HUF or Proprietary concern.
- 2) Intending applicants are required to submit their applications with bio-data giving details about their **organization, experience and competence of cooks/catering personnel** in the organization and **adequate evidence of their financial standing etc.** in the enclosed form which will be kept confidential.
- 3) **Each page** of the application should be **signed and stamped** with rubber seal of the establishment. The application should be signed by the person/persons on behalf of the organization having necessary authorization/power of attorney to do so.
- 4) If the space in the pro-forma is insufficient for furnishing full details such information may be supplemented on separate sheets of paper, stating therein the name after relevant parts of the pro-forma and serial number. Separate sheets shall be used for each part.
- 5) **Applications containing false and/or inadequate information are liable to be rejected.**
- 6) Information shall be limited to the applicant. If any relevant data concerning the group of companies to which the applicant belongs is desired to be given, the same shall be given separately in a supplementary sheet.
- 7) The applications received as per the press notice/web site notice only will be considered. **The criteria for selection will be decided by the Bank.** The Bank reserves the right to re-tender.
- 8) Intending contractor/service provider has to **apply using separate covers** for Technical Bid (Part-A) and Financial Bid (Part-B) i.e. Cover – A & B respectively.

- 9) All applications for the bid should be separately submitted **with Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees twenty five Thousand only)** each in shape of an account payee Bank Draft/Banker's Cheque/Bank Pay Order drawn in favour of **"The Principal, UCO Bank, RTC, Bhubaneswar"** payable at **Bhubaneswar**. The Bank Draft/Banker's Cheque/Bank Pay Order along with the filled in 'Technical Bid' should be put in a single closed cover super scribed with "Technical Bid – Cover-A". **Earnest Money Deposit amount of unsuccessful bidders shall be returned against their acknowledgement.** The respective price bid duly filled in shall be placed in a closed cover super scribed with "Financial Bid Cover-B". **The "Financial Bid Cover-B" will be opened only of those bidders who qualify in the "TECHNICAL BID – Cover –A".** Contractor/Service Provider, in case of successful tender shall carry out the work by executing an agreement on Non Judicial stamp paper of appropriate value within a period of fifteen days after receipt of the work order, failing which the tender in his favour shall be cancelled and the EMD amount shall be forfeited.
- 10) The contractor awarded with the contract shall have to **deposit Rs.100,000/- (Rupees one lac only)** as Security Deposit and the contract agreement shall be for a minimum period of 3 (three) years and subsequently, may be renewed for an additional period of one year or part thereof subject to satisfactory performance at the bank's discretion. For the additional period rate for catering service would be mutually fixed and in this regard decision of the Bank would be final and binding
- 11) In case the contractor fails to fulfil his obligation for any day or any number of days to the satisfaction of the Bank, for any reason whatsoever, **he shall pay by way of liquidated damage a sum equivalent to 5% of the quoted amount per item of food per day** for the entire number of such days and the Bank shall without prejudice to their rights and remedies including the termination of contract, be entitled to deduct such damages from the money, if any, payable by them to the Contractor. The Bank at the cost of Tenderer will carry out such work through any agency.
- 12) The Court in Bhubaneswar alone shall have the jurisdiction in respect of any or all matters relating to and connected with the tender.
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(To be signed by the Applicant and submitted along with the Application Part-A)

Terms and conditions for Catering-cum-Care taking services at UCO Bank,

Regional Training Centre, Bhubaneswar.

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

If any complaint is received from the participants regarding the quality and quantity of any item of food, proportionate charges will be deducted therefore. The successful vendor will be fined per occasion in case of the following deficiency in service:

Deficiency	Minimum Fine per occasion
Non availability of complaint registers on the counter/discouraging residents from registering complaint.	UptoRs. 1,000/-
Insects cooked along with food	UptoRs. 5,000/-
Soft objects like hair, rope, plastic, cloth etc.in food.	UptoRs. 5,000/-
Any complaint of stones/ pebbles of diameter more than 2 mm.	UptoRs. 5,000/-
A hard or sharp objects like glass pieces, nails, hard plastic etc.	UptoRs. 10,000/-
Food poisoning	UptoRs. 50,000/-
Change in menu without permission of Bank.	UptoRs. 1,000/-
In appropriate personal hygiene of workers including their dress/misbehavior by workers.	UptoRs. 5,000/-
Failure to serve lunch on any given day	UptoRs. 5,000/-
Using brands not mentioned in contract or permitted by Bank.	UptoRs. 5,000/-
Use of newspapers to keep fried items or any cooked food	UptoRs. 2,000/-

- 8) In case foreign particles are found in the prepared food, besides charging fine, the entire stock of food shall be discarded and fresh preparation shall be made at the vendor's cost
- 9) The charges for catering will be paid course wise or weekly as may be mutually convenient and Care taking charges to be paid on monthly basis.
- 10) The "Caterer" shall engage sufficient number of persons for kitchen, rooms and table services. He will ensure that they remain in proper and clean dress and behave decently with the trainees/staff of the Bank. The Caterer or his supervisor will have personal supervision of the kitchen, rooms and dining hall.
- 11) The "Caterer" shall be responsible for the compliance of laws including labour laws and he will be responsible for payment of wages to persons engaged by him and under no circumstances the liability shall be thrown on the Bank. In the event of any liability comes on the Bank, the Caterer shall indemnify the same without any protest, counter and demure.
- 12) All the workers of the Contractor must be properly covered by an Insurance Policy under "**Workman's Compensation Act**" and "**Fatal Accident Act**". The Contractor at his own expenses shall arrange to effect and maintain the Insurance Policy until the virtual completion of the contract and indemnify the Bank from all the liabilities arising out of such events.

- 13) The Caterer shall provide and **use his own crockery, cutlery, utensils** which must be of good quality.
- 14) The "Caterer" shall be paid for all services at the rate quoted by him in schedule I in the application per head per day from the date of engagement. Proportionate charges shall be taken into account for payment in case of part supply, non-supply or in dine out cases besides penalty provisions as per Para 18 mentioned hereunder.
- 15) **Guests** will be charged at regular rates applicable to the participants for the services availed.
- 16) **Room services** will be provided by the "Caterer" at no extra cost for serving bed tea, drinking water, and attending the sick participants and any such miscellaneous services as deemed necessary from time to time.
- 17) The rate of compensation payable to the "Caterer" during the training will be the quoted price per day per head (participant). If the number of the participants during the training period falls short of the **break- even point of 15 trainees** and the compensation payment will be made for exactly the number short (from 15) of the break- even point only.
- 18) **Compensation towards establishment cost for Non training periods would be the quoted price in the application by the caterer only per day.**
- 19) UCO Bank, Regional Training Centre, Bhubaneswar reserves the right of terminating this arrangement by **giving one month** prior notice to the Caterer. No compensation shall be payable to the Caterer by the Regional Training Centre for terminating the said agreement. The Regional Training Centre also reserves the right to terminate the agreement/arrangement with immediate effect if the Caterer neglects and fails to take proper care or does any act jeopardizing the health and safety of the participants/staff members of the Bank without serving the notice of one month.
- 20) Catering cum Care taking services rendered by the Caterer will be judged by the Regional Training Centre from time to time and if the Caterer fails to overcome the deficiencies pointed out within the reasonable time, it will be construed as inability of the Caterer to provide catering services as per the desired grade and in such a case the Regional Training Centre will be at liberty to terminate the contract/arrangement by giving one month notice.
- 21) In case the contractor fails to fulfil his obligation for any day or any number of days to the satisfaction of the Bank, for any reason whatsoever, he shall pay by way of liquidated damage a sum equivalent to 5% of the quoted amount per item of food per day for the entire number of such days and the Bank shall without prejudice to their rights and remedies including the termination of contract, be entitled to

deduct such damages from the dues, if any, payable by them to the Contractor. The Bank at the cost of Tenderer will carry out such work through any agency.

- 22) When seminar, conferences and special programmes etc. of non residential nature are held and only partial services are availed of e.g. lunch and tea etc. charges will be paid as per prescribed rate only for the services availed of.
- 23) The Caterer will be responsible for the compliance of all laws and regulations governing working conditions of the employees working under him/engaged by him.
- 24) The Caterer shall not infringe any law relating to the contract labour, payment of wages or the minimum wages, child labour etc. In the event of any violation of any law/regulations it will be the sole responsibility of the Caterer to make good the compliance.
- 25) The Caterer shall keep the furniture and fixtures of the dining hall in a tidy manner.
- 26) The Caterer will be responsible for proper up keep of the Kitchen and Dining Hall and also proper Caretaking of the Hostel rooms. He will be responsible for safety and security of the articles entrusted to him by the Bank. In the event of any damage caused on account of any default, negligence, omission or commission on the part of the Caterer or his staff then the Caterer shall forthwith pay adequate compensation as determined by the Bank. The Caterer shall help in verification of articles as and when desired by the Bank.
- 27) The Caterer will duly and faithfully perform the duties to be assigned under the agreement.
- 28) The Bank reserves the right to change/modify the terms and conditions of Catering – cum - Caretaking services from time to time in case of exigencies as per requirement of Bank under intimation to the Caterer.
- 29) The applicant shall deposit Rs. 25,000/- (Rupees twenty five Thousand only) in shape of an account payee Demand Draft/Banker's Cheque drawn in favour of the Principal, UCO Bank, Regional Training Centre, Bhubaneswar, payable at Bhubaneswar as Earnest Money Deposit (EMD) which will be refunded to the unsuccessful applicants for the tender. However, on completion of tendering process and in case of successful applicant, the EMD will be adjusted towards security deposits of Rs. 1,00,000/ (one lac only). The security deposit of Rs. 1,00,000/- shall be kept as Term Deposit with the Bank for the period of contract and shall be refunded to the Caterer/Contractor on termination of the Contract with accrued interest.
- 30) **All incomplete/applications without EMD amount/blank applications for the tender shall be rejected.**

- 31) The successful bidder shall execute an agreement and indemnity bond on non-judicial stamp paper of appropriate value within a period of 15 days in case of successful tender. Cost of stamp will be borne by the successful bidder**
- 32)** The period of contract in case of successful applicant for the purpose for which this tender is floated shall be valid for three years from the date of execution of agreement/contract.
- 33)** The Care-taking services shall include proper care for stay of the participants in the Hostel of the Training Centre, maintenance of registers of the check- in and check-out of the participants, allotment of rooms and making of their beds, supply of drinking water, keep custody of records of the stocks, recreation materials, cleaning and washing materials, arranging repair and upkeep of items/equipments/appliances as directed by Training Centre Authorities and any other services which are incidental and allied to Caretaking works as may be entrusted to him by the training centre authorities from time to time.
- 34)** The Bank shall arrange at its cost for supply of bed- sheets, pillow covers, towels, blankets etc. required for stay of the trainees, cost for washing of linens, cost of sanitation items required for cleanliness of the premises and for repair and upkeep of any other appliances/equipments at the said premises with prior approval of the Principal.
- 35)** UCO Bank, Regional Training Centre, Bhubaneswar reserves the right to accept or reject any or all applications for the tender without assigning any reason whatsoever.
- 36)** There shall not be any upward revision in price during the validity of the contract i.e., for a period of three years from the date of execution of the contract.
- 37)** The Court in Bhubaneswar alone shall have the jurisdiction in respect of any or all matters relating to and connected with the tender.

Date :

Signature of the Applicant

Part-B

SCHEDULE- I

Sl. No.	Items	Time Between	
1	Bed Tea/Coffee	06.30 am	07.00 am
2	Breakfast with Tea / Coffee	08.00 am	09.30 am
3	Forenoon Tea / Coffee	11.15 am	11.30 am
4	Mid-day Lunch	01.00 pm	02.00 pm
5	Afternoon Tea/Coffee	03.15 pm	03.30 pm
6	Evening Tiffin with Tea	05.30 pm	06.00 pm
7	Dinner	08.30 pm	09.30 pm

Date:

Signature of the applicant

Part-B

SCHEDULE- II

Menu

Sl. No.	Item/Timing	Detail description of food/beverage items
1	Bed Tea / Coffee (6.30am to 7.00 am)	Specification: One cup Dip tea (Tajmahal or similar quality) coffee (2gram instant coffee sachet) with on Marie biscuit.
2	Breakfast with Tea /Coffee. (8.00am to 9.30am)	<p>i) Four slices of bread toasted with butter (20gms) and jam, Cornflakes 50 grams with milk (1 cup), One Banana (Cavendish / Patakpura) and sweet. OR</p> <p>ii) Four pieces of Idlies with Chutney and Sambhar and one Banana and sweet. OR</p> <p>iii) One plate Upama with 2 Vadas with Chutney / Sambhar, Sweet, one Banana. OR</p> <p>iv) Two vegetable cutlets with Tomato Sauce, one single Egg Omlet, Sweet and Banana. OR</p> <p>v) Four pieces of Puris with Chanamasala, one Banana and Sweet. OR</p> <p>vi) Two Parathas with Chanamasala / Two Aalu Parathas, one cup Porridge with milk, one Banana and sweet. OR</p> <p>vii) Four slices of Toasted bread with Jam/ butter (20gms), one boiled Egg or single Egg omlet and one banana and sweet.</p> <p><u>Note: (Every breakfast will be followed by one cup of Tea / Coffee)</u></p>
3	Forenoon Tea / Coffee (11.15am to 11.30 am)	to be served in the dining hall or in the classroom as per instruction. One cup Dip tea (Tajmahal or similar quality) coffee (2gram instant coffee sachet) with on two biscuits of standard quality.
4	Mid day Lunch (1.00pm to 2.00pm)	to be served in dining hall. Good quality Chapati (Ashirvadbrand or similar quality atta) and rice (fine rice), Green salad (cucumber, onion, carrot and lemon) one vegetable curry, one vegetable fry, dal, papad pickle/chutney, curd (100 gram cup) and one special curry like paneer, malaikofta, dhoka, Chana Masala for vegetarians, two rosagolla or two gulabjamuns or two sandesh.

		<p>(at least one vegetable dish out of vegetable curry/fry would be prepared without potato).</p> <p>Non Veg :Fish 150 gram/chicken 150 gram. Fish to be served three days in a week , chicken four days in a week. Egg curry shall be an alternative non-veg dish.</p> <p>Special food to be served to the diabetics and fasting persons as per their requirement</p>
5	Afternoon Tea /Coffee (3.15pm to 3.30pm)	to be served in the dining hall or in the classroom as per instruction. One cup Dip tea (Tajmahal or similar quality) coffee (2gram instant coffee sachet) with on two biscuits of standard quality.
6	Evening Tiffin 5.30 pm to 6.00pm	To be served in the dining hall or in the classroom as per instruction. One cup dip tea (Tajmahal or similar quality) coffee (2gram instant coffee sachet) with two samosas (standard sized) or two cutlets or one piece good quality cake or six pieces pakodas or two pieces dal-bada or two pieces aloo-bonda or two pieces sandwiches with chutney
7	Dinner (8.30pm to 9.30 pm)	<p>to be served in dining hall. One soup (vegetarian) with croutons. Good quality Chapati (Ashirvad brand or similar quality atta) and rice (fine rice) Greensalad (cucumber, onion, carrot and lemon) one vegetable curry, one vegetable fry, dal, papad pickle/chutney, ice-cream (100 gram) and one special curry like paneer, malaikofta, dhoka, Chana masala for vegetarians. Two rosagolla or two gulabjamuns or two sandesh. (atleast one vegetable dish out of vegetable curry/fry would be prepared without potato).</p> <p>Non Veg :Fish 150 gram/chicken 150 gram. Fish to be served four days in a week, chicken three days in a week. Egg curry shall be an alternative non-veg dish.</p>
8	Special food to be served to the diabetics and fasting persons as per their requirement	<p>a) Special food for the residents and participants to be served for lunch on Fridays in the overall rate quoted. Suggested menu:</p> <p>Roomali roti/puri, vegetable and chicken biryani, vegetable cutlet, dahi-bada, veg Manchurian mixed vegetable, fish fry/chicken Manchurian (150 gram) raita, chutney (pudina/dhaniya) ice-cream/hot gulabjamun (2 pieces) Egg curry shall be an alternative non-veg dish</p>

Note: Maximum rate for the entire service should not exceed Rs. 450. Breakfast 15% of the total rate payable per day Lunch 40% of the total rate payable per day Dinner 35% of the total rate payable per day Bed tea/coffee and snacks 10% of the total amount payable per day

Date:

Signature of the applicant

Part A- (1)

Application

Basic Information

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

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

Date:

Signature of the Applicant

Part A-(2)

Application

Work Capability and Previous Experience

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

Sl. No.	Name of the Organisation and its location	Contract amount in Rs. Lakhs	Whether residential or not	Contract period in Years
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Date:

Signature of the Applicant

Note-To be enclosed with supportive certificate from previous organisation

PART—B (1)

Application

Financial Quote for Catering-cum-Caretaking Services at

UCO Bank, Regional Training Centre, Bhubaneswar

Sl. No.	Items	Amount
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1	Rate at which willing to offer the services (per head per day) as per the enclosed menu provided in the tender paper during training period.	Rs. Rupees.....only
2	For absentees (i.e. below 15 inmates per day per head during training period)	Rs. Rupees.....only
3	Compensation for off days (during Non-training period per day)	Rs. Rupees.....only
4	Care - taking charges per month	Rs. Rupees.....only

Note -Maximum Care - taking charges per month should be within Rs20000/-

Place:

Date:

Signature of the Applicant

PART—B (2)

Application

(To be filled by the applicant)

Sl. No.	Items	Time Between		Charges/head Rs.
1	Bed Tea/Coffee	06.30 am	07.00 am	
2	Breakfast with Tea / Coffee	08.00 am	09.30 am	
3	Forenoon Tea / Coffee with biscuits	11.15 am	11.30 am	
4	Mid-day Lunch	01.00 pm	02.00 pm	
5	Afternoon Tea/Coffee with biscuits	03.15 pm	03.30 pm	
6	Evening Tiffin with Tea	05.30 pm	06.00 pm	
7	Dinner	08.30 pm	09.30 pm	

Total amount per day per head :

Rupeesonly.

Date:

Signature of the Applicant

CERTIFICATE

(Certificate on non-participation of near relatives in the Bank)

I,....., son of.....resident ofhereby certify that none of my relative(s) is employed in UCO. In case, and at any stage, it is found that the information given by me is false/ incorrect.

Bank shall have the absolute right to take any decisions including termination of the contract as being fit without any prior intimation to us.

Signed.....

for and on behalf of the bidder

Name (in capital letters)

Position

.....

Date.....