



**CANARA BANK  
PREMISES & ESTATE SECTION  
GENERAL ADMINISTRATION WING  
HEAD OFFICE  
BENGALURU**

**TENDER DOCUMENT FOR SELECTION OF CONTRACTOR FOR RENDERING  
CANTEEN SERVICES AT STAFF TRAINING CENTRE, BAGALURU, BENGALURU**

**TENDER REFERENCE NO: RFP/P&E/20/08/2024  
DATE OF TENDER ISSUE: 04.09.2024**

**THIS TENDER CONSISTS OF TWO BIDS:**

**PART I : TECHNICAL BID  
PART II : PRICE BID**



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## **NOTICE INVITING TENDER (NIT)**

Canara Bank, Premises & Estate Section, General Administration Wing, Head Office, Bengaluru invites sealed tender for the work mentioned below:

**1). Name of the work:**

To carry out Canteen services for Canara Bank Staff Training College, Bagaluru, Bengaluru.

**2). Earnest Money Deposit (EMD) Amount:**

Rs.1,50,000/- by way of Demand Draft drawn in favour of "Canara Bank, Head Office, payable at Bengaluru obtained from any scheduled Bank (in a separate sealed cover), super-scribing 'EMD for selection of Contractor for carrying out Canteen services at Canara Bank, staff training college' and the same should be submitted along with Technical Bid. However, those who have exemption certificate from NSIC/Similar Government authorities as per provision of MSME Act will be exempted from submission of EMD subject to the submission of valid document/certificate to that effect.

**3). Initial Security Deposit (ISD) Amount:**

Rs.1,50,000/- by way of Demand Draft drawn in favour of "Canara Bank, Head Office, payable at Bengaluru from any scheduled Bank or by way of Bank Guarantee (as per Annexure 9) obtained from any scheduled Bank other than Canara Bank valid for 36 months will be submitted by the successful tenderer within one week from the issue of Contract/Work order. ISD amount is inclusive of EMD Amount, So the total ISD amount is Rs.3,00,000/-

4) DD Liquidation - If Successful Bidder is willing to pay Rs.3,00,000.00 through Bank Guarantee itself, it can be accepted and subsequently EMD amount of Rs.1,50,000.00 shall be returned.

**5). Time for Commencement of work:** Immediately from the date of execution mentioned in the work order.

**6). Proposal Format and Submission Procedure:**

Two Bid System shall be strictly followed. Technical Bid and Price Bid have to be submitted separately. Joint bids will not be accepted by the Bank.

Each Tenderer has to necessarily fulfill the eligibility criteria stipulated and the terms of two bid system should be strictly adhered to. The Tenderer will have to go through four stages of process viz.

Stage - 1: Technical Assessment based on eligibility criteria and documents submitted.

Stage - 2: Site visit (existing facility/s of the tenderer in Bengaluru city limits) by a team/Committee.

Stage - 3: Rating from existing Institution where tenderer currently rendering Catering Services.

Stage - 4: Opening of Price Bid.



Tenderers should qualify in Stage 1, 2, 3 then consolidated marks from Stage 1, Stage 2, Stage 3 and Stage 4 will be taken into consideration for awarding the contract (H1- Highest Score)

Sl No	Item Description	Reference
1	Scope of Works and eligibility Criteria	Annexure 1
2	Selection Process	Annexure 2
3	General rules and instructions to Tenderer	Annexure 3
4	General Conditions of Contract	Annexure 4
5	Facilities Provided by the Bank to the Canteen Contractor	Annexure 5
6	Details of various items to be supplied by the Contractor	Annexure 6
7	Contract Agreement Format	Annexure 7
8	Indemnity Bond Format	Annexure 8
9	Bank Guarantee format for Initial Security Deposit (ISD)	Annexure 9
10	Integrity Pact	Annexure 10
11	Address of Head Office, Head Office Annex Buildings & other Offices in Bengaluru with number of Staff	Annexure 11

After ensuring the above, the Tenderers need to submit their bids as described under 'Envelope-A and Envelope-B' as detailed below:

Sl No	BID DOCUMENTS
<b>A.</b>	<b>Technical Bid - ENVELOPE - A</b>
1	Application
2	Check List for Enclosures
3	Tender offer
4	Certificate of Conformity
5	Self Declaration
<b>B.</b>	<b>Price Bid - ENVELOPE - B</b>
1	Price Bid

Sealed envelope containing Technical Bid and Price Bid in separate envelopes should be super scribed "Technical Bid for providing Canteen Services at Canara Bank Staff Training College, Bagaluru/ Price Bid for providing Canteen Services at Canara Bank Staff Training College, Bagaluru". Both the envelopes should be kept in one envelope super scribed on top "Tender for Selection of Tenderer for providing Canteen Services at Canara Bank, STC, Bagaluru" addressed to the Bank clearly indicating Tenderer address and contact details -



**DETAILS OF THE TENDER:**

PARTICULARS	DETAILS
Date of Issue of Tender	04.09.2024
Earnest Money deposit	Rs.1,50,000/-
Initial Security Deposit	As per Clause 28 & 29 of General rules and instructions to Tenderer
Period/Validity of Contract	3 years from the date of agreement
Date of Pre bid meeting	12.09.2024 at 3.00 PM
Last date and time for submission of the tender	25.09.2024 upto 3.00 PM
Date and time of Opening of the Tender - Technical bids	25.09.2024 at 3.30 PM
Date of opening of Price Bid	Date and time will be informed to the Qualified Tenderer. The communication will be sent through letter or e-mail.
Contact No.	080- 22275664/ 080-22238819

**Note:**

Tender documents should be handed over to Canara Bank, Premises & Estate Section, General Administration Wing, Head Office, Bengaluru before stipulated time on the due date. Any tender submitted after stipulated date and time will not be accepted.

Bid will be opened in the presence of Tenderers or its authorized representatives who choose to attend. In case bid opening day happens to be holiday, the bid will be opened on the next working day of the Bank.

DD for EMD should be enclosed with the Technical Bid only. Technical Bids without the relevant documents and DD shall be rejected.



A copy of the tender document could also be downloaded from [www.canarabank.com](http://www.canarabank.com)  
→ Tenders → Announcements.

Sd /-  
DEPUTY GENERAL MANAGER  
GENERAL ADMINISTRATION WING  
HEAD OFFICE

Place: Bengaluru

Date: 04.09.2024



## ANNEXURE 1

### SCOPE OF WORK & ELIGIBILITY CRITERIA

#### Scope of works:

Canara Bank has established, Canteen for catering of Lunch / snacks / coffee / Tea etc for its Executive/ Staff/ Training participants numbering around 75 (As per Annexure 11). This information is only indicative for purpose of man power requirement.

Labour deployment details needs to be furnished in Technical bid like cook, caterer boys, Supervisor etc.

Bank invites tenders from reputed agencies for providing canteen services in Staff Training College Bagaluru (As per Annexure 11). The kitchen equipment provided is basically induction/gas based and the caterer should be well experienced in use of such equipments.

#### Eligibility Criteria:

No	Criteria	Documents Required
1.	The Firm/Company should have minimum 5 years of experience of providing canteen services continuously preceding to 31/03/2024 in Government offices/ PSUs/ PSBs/ Private & Public limited Companies for a minimum strength of 75 members.	Work Order copies /client certificates from 2016 onwards, clearly indicating the staff strength of the office where canteen service is provided (Including address of office) and period of service.
2.	The Firm/Company must have at least one canteen presently running within Bengaluru city limits for the last one year as on 31/03/2024 for a minimum strength of 75 members	Address where Canteen Services are provided.
3.	The Firm/Company should have annual turnover of minimum one crore for the last three financial years till 31/03/2024 (FY 2020-21, FY 2021-22, FY 2022-23)	Documents supporting the annual turnover amount like Audited Balance sheet, Profit & Loss statement, CA Certificate (form CA who has audited the Firm/Company).
4.	The Firm/Company should have positive net worth.	Supporting documents like Balance sheet, Profit & Loss statement.
5.	The Firm/Company should not be a loss making one and should have operating profit for the last three years i.e. FY 2020-21, FY 2021-22, FY 2022-23.	Supporting documents like Balance sheet, Profit & Loss statement.



DOCUMENTS TO BE SUBMITTED BY THE TENDERER :-

1. Copy of PAN and GSTIN Certificate of the Firm/Company.
2. Copy of FSSAI License for running the Canteen.
3. Copy of Trade License.
4. Copy of Labour License.
5. Copy of registered office at Karanataka State.
6. Experience certificate in catering services from FY 2009 onwards (in Government offices/ PSUs/ PSBs/ Public limited Companies/ Private limited Companies).
7. Proof of having a Catering Services unit at-Bengaluru.
8. ITR for FY 2020-2021, FY 2021-2022, FY 2022-2023.
9. Net worth certificate.
10. Turn over certificate.





## ANNEXURE 2

### SELECTION PROCESS

The Tenderers will have to go through four stages of process viz.

Stage 1 - Technical Assessment based on eligibility criteria and documents submitted.

Stage 2 - Site Visit

Stage - 3: Rating from existing Institution where tenderer currently rendering Catering Services.

Stage 4 - Price Bid

Marks will be awarded in each stages to the tenderers on the following aspects:-

1. **Technical Bid** : Maximum 60 Marks

Stages 1 to 3 will be evaluated for awarding marks under Technical bid.

I. **Experience** : Maximum 30 marks.

A minimum of 5 years of experience is mandatory for a Tenderer to apply for the Canteen Tender. Tenderers should be presently serving for a minimum strength of 75 members continuously for the last 5 years as on 31/03/2024.

The marks for experience will be allotted as follows:

a. **For general experience of 5 years - 10 Marks**

Tenderers should be presently serving for a minimum strength of 75 members continuously for the last 5 years as on 31/03/2024.

b. **For experience of more than 5 years with Govt./ PSUs/ PSBs/ Private & Public Limited Companies - Maximum 20 Marks.**

For experience of more than 5 years, Tenderers should have served a minimum strength of 75 members.

Presently Serving for	Marks
75 & above members in Govt./PSUs/PSBs/Private Public Limited Companies.	For each year of experience 2 mark (Maximum 20 marks)
75 & above members in Private Limited	For each year of experience 1 mark (Maximum 10 marks)

**Last 15 years experience in catering services only will be considered**

II. **Site Visit** : Maximum 20 Marks; Minimum 10 Marks to be scored

The members of canteen committee will visit / inspect the sites of the tenderers who are emerging successful in the first stage of technical bids as mentioned above and marks will be awarded accordingly.



Criteria	Marks
Quality of the food provided	10
Hygiene & maintenance of the premises	5
Managing capacity	5

- Tenderer has to arrange for Site visit and has to secure a minimum of 50% marks i.e. a minimum of 10 marks, otherwise the tender will not be shortlisted for opening of price bid. The site proposed for the visit shall be within Bengaluru city limits.

III. Rating from existing institutions where tenderer currently rendering Catering Services: Maximum 10Marks

Criteria	Marks
Excellent	10
Good	5
Poor	No marks
No ratings from existing institutions	No marks

The tenderer has to secure a minimum of 50% marks ie. A minimum of 5 marks, otherwise the tenderer will not be shortlisted for opening of Price Bid.

2. **Price bid : Maximum 40 marks.**

- Marks will be awarded on sum of all the quoted rates of listed items as mentioned in the Price Bid.
- Tenderer who quotes lowest rate will be awarded 40 marks. For remaining Tenderers proportionate rates will be awarded.

**Note :**

- The aggregate of the marks scored for Experience, Site visit, Rating from existing institutions and the price quoted for food items will be taken and the canteen contract will be awarded to the tenderer securing maximum total marks.
- Canteen Committee** - Bank has formed a Committee for Canteen for reviewing and monitoring the performance of Canteen. There are six members in the Committee. All the members will award marks in Stage 2 i.e. Site Visit .Average of marks allotted by each members will be awarded to Tenderers in each of these two stages.



## ANNEXURE 3

### GENERAL RULES AND INSTRUCTIONS TO TENDERER

1. The documents consisting of Notice inviting the tender, Scope of work & Eligibility criteria, General rules and instructions to tenderer, Method of selection, conditions of contract, Application Format, Price bid can be collected between the dates mentioned in the Notice Inviting Tender (NIT) during the working hours except on Sundays, second & fourth Saturdays and Public Holidays from Canara Bank, Head Office, Premises & Estate Section, Ground Floor, 112, JC Road, Bengaluru - 560 002 OR alternatively tender documents can be downloaded from the banks web site [www.canarabank.com](http://www.canarabank.com) & NIC website: <http://eprocure.gov.in>
2. The tender is "TWO BID CONCEPT" and it has to be submitted as such.
3. The first envelope should contain all the components of Technical Bid as detailed in the NIT with all supportive documents duly signed on all the pages other than the Price aspects along with Earnest Money Deposit's DD. The envelope shall be sealed & super scribed as "Technical Bid for providing of canteen services at Canara Bank, Staff Training College Building, Bagaluru, Bengaluru".

Tenderer should note that Price bid aspects of the offer should not be disclosed in any way, in the technical bid/ first envelope and such technical bids consisting Price bids are liable for rejection.

4. The second envelope should contain the Price Bid i.e., the Priced Bill of Quantities and shall be super scribed as "Price Bid for providing canteen services at Canara Bank STC Bagaluru" and should be sealed and submitted. This envelope should contain duly filled in cost details (enclosed in the offer document) with values written in words and figures.

The two covers containing the Technical Bid and the Price Bid should be placed in a separate third cover mentioning on the face of the cover "Tender for Selection of Tenderer for providing Canteen Services at Canara Bank Staff Training College, Bagaluru".

5. The sealed offers should be submitted to Canara Bank, Premises & Estate Section, General Administration Wing, Head Office, Ground Floor, 112, JC Road, Bengaluru **on or before 25.09.2024 by 3.00 pm**. If last day of submission of bids is declared a holiday under NI Act by the Government subsequent to issuance of NIT the next working day will be deemed to be the last day for submission of the offer. No offer will be accepted by email or FAX.



6. The First envelope (Technical bid) will be opened in the said office on **25 .09.2024 at 3.30 pm.**
7. The price bids of the agencies meeting the eligibility criteria only will be considered and opened on a convenient date with due intimation to the Tenderers emerging successful in the Technical bid.
8. Offer shall be submitted on prescribed Form only i.e. as per documents issued/downloaded from website have to be duly filled and submitted and no other format shall be used, except for Proformas which shall be submitted in the letter head. Wherever required, particulars can be submitted in annexure but such details shall be clearly mentioned in respective columns in the original document. All the documents, enclosures, and correspondence will form part of contract. Offer in any other format other than that prescribed in this document shall be liable for rejection.
9. No alterations or additions are to be made by the Contractors to the tender document. Violation of this instruction will attract rejection of the tender at the discretion of the Bank.
10. The Bank's decision in the selection process is final and Bank will neither entertain any correspondence in this regard nor will be bound to furnish any explanation. The acceptance of an offer will rest with the Bank which does not bind itself to accept the lowest offer and reserves to itself the authority to reject any or all of the offers received without assigning any reason.
11. Offers which are incomplete in any respect are liable to be rejected.
12. Canvassing in connection with tenders is strictly prohibited and the offers submitted by the applicants who resort to canvassing will be liable for rejection.
13. The applicant shall furnish the list of his relatives working in the Canara Bank/list of retired Canara Bank employees employed with him.
14. The Tenderer or their authorized representative is requested to be present during the opening of the bids. This is optional. Bank will proceed with opening of the technical bids on the stipulated date & time unless otherwise modified.
15. It will be obligatory on the part of the Tenderer to tender and sign the offer documents for all the component parts.
16. The successful Tenderer shall execute the agreement (Annexure 7) on a stamp paper of appropriate value within 14 days from the date of acceptance of the offer, and until a formal agreement on stamp paper is prepared and signed, this offer document along with the correspondence shall constitute a binding contract between the tenderer and the Bank.
17. Conditional offers shall be rejected.



18. The Tenderer shall inspect the site to ascertain the site conditions, constraints and any other information required for making the offer. For any assistance for visiting the site intending applicants may contact **Manager, Premises & Estate Section, Canara Bank, Head Office, 112, JC Road, Bengaluru, Telephone 080- 22275664/ 080- 22238819.**
19. During the course of technical evaluation if found necessary the Bank may seek supplementary details and the same shall be submitted within the stipulated time. Non - submission of such details in time may render such applications for disqualification from further evaluations.
20. No costs incurred by the applicant in applying, in providing necessary clarifications or attending discussions, or site visits will be reimbursed by the Bank.
21. Documentary proof with respect to the Eligibility criteria shall be furnished along with the application form. In this regard, copies of the work orders and certificates obtained from clients and or such other documents shall be submitted. Incomplete applications or applications without proper proofs for establishing their credentials will be liable for rejection and no correspondence will be entertained in this regard. The authorised person of the firm/ company shall sign in all the pages of the application with seal of the firm/ company.
22. Applications received after the due date and time are liable for rejection.
23. All entries in tender documents should be in one ink. All cancellation and insertion should be duly signed by tenderer concerned with proper indication of the name designation and address of the person signing.
24. The rate should be quoted in figures as well as in words in Indian Currency only.
25. 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.
26. The tenderer shall note that the rate quoted shall be exclusive of all taxes and inclusive of expenses of all types of Work force/ Manpower (by following Labour Laws scrupulously as per government guidelines) and expenses pertaining to the transportation to various locations in Bengaluru (As per Annexure 11), lifting, shifting, serving to all Executive cabins etc., and no claim for enhancement of quoted rates on any account shall be considered.
27. The tenderer shall deposit a sum of **Rs.1,50,000/-** ( Rupees One Lakh Fifty Thousands only) as Earnest Money Deposit along with the tender document. This EMD (Earnest Money Deposit) shall be in the form of demand draft from any nationalized bank or from a scheduled bank drawn in favour of Canara Bank, Bengaluru. No interest shall be paid on the EMD.
28. In addition to Earnest Money Deposit, the final successful Tenderer shall submit Initial Security Deposit of Rs.3,00,000/- ( Rupees Three Lakhs only) within one



week from the issue of Contract/ Work Order. This ISD (Initial Security Deposit) shall be in the form of demand draft from any nationalized bank or from a scheduled bank drawn in favour of Canara Bank, Bengaluru or by way of Bank Guarantee (Annexure 9) from any scheduled Bank other than Canara Bank valid for 36 months. No interest shall be paid on the ISD.

29. EMD amount of the final successful tenderer shall be retained as a Security Deposit for a period of three years. EMD and ISD amount can be returned during the contract period on submission of Performance Bank Guarantee (Annexure 9) from other than Canara Bank for Rs.3,00,000/- till the contract period.
30. The offer will be valid for a period of 90 days from the date of opening of tender.
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 EMD submitted shall be forfeited.
32. Tenderer has to arrange for site visit and has to secure a minimum of 50% marks i.e. a minimum of 10 marks, failing of which the tender will be disqualified.
33. All the parts of this tender documents i.e., Tender Notice, General rules and Instructions to tenderers, Priced bill of Quantity, offer letter, General conditions of contract, and all other parts shall form a part of the contract document.
34. The EMD of unsuccessful tenderers shall be returned within 30 days after award of work.
35. Contractor should observe utmost economy in use of electricity and water.
36. The daily menu shall be as approved by the Canteen Committee/ Dietician and the same shall be strictly complied.
37. Bank shall provide adequate number of crockery items and other utensils initially against acknowledgement of the contractor and it shall be the responsibility of the contractor to maintain the items in good condition at all point of time. Any damage/breakage/loss in the number of items provided by the bank shall be replaced by the contractor with the same make at his own cost. In case the contractor fails to replace the damaged/broken/missing items, bank shall replace such items and recover the cost from the payment due to the contractor.
38. The contract is valid for 36 months and performance will be reviewed in every quarter by the canteen committee. The contract is subject to annual renewal as per discretion of Bank thereafter. In case of unsatisfactory performance during the review period, the Bank shall terminate the contract at any point of time without prior notice.
39. The price quoted by the Tenderer will be applicable for 3 years or the contract period. Bank may at its sole discretion enhance/decrease the price depending on



annual inflation rates on commodities under groceries and minimum wages payable by consultation with the Contractor at the end of first and second year.

40. The selected contractor shall at his own cost, have to comply with the rules of BBMP Labour Enforcement office and other statutory bodies. The proof of compliance need to be submitted to the Bank within one month from the date of taking over.
41. The contractor needs to employ his own staff for the purposes of cooking, serving and washing and such employment should conform to the labour act presently in force and in future till the contract period.
42. The successful tenderer should prepare food only in the Kitchen provided by the Bank. Transportation of food items to any other places other than Annexure 11 is prohibited.
43. The successful tenderer should keep the Canteen premises neat and clean and should bear the expenses of cleaning materials required for the same.
44. All the records pertaining to Canteen shall be maintained upto date and shall be made accessible to the Bank.
45. The payment of Canteen shall be made on monthly basis against bills certified by the respective wings/sections.
46. The Contractor should maintain a register to record the daily consumption of lunch and snacks and same should be produced along with the bills.
47. The Contractor should ensure a proper background check of all the workers employed by him and should inform the Bank as and when changes happen. Credentials of all workers are to be ensured to the satisfaction of the Bank and records of credential verification are to be submitted to the Bank.





## ANNEXURE 4

### GENERAL CONDITIONS OF CONTRACT

Required facilities will be provided by the Bank like premises, furniture, induction / gas based cooking equipments, utensils, crockery, cutlery and necessary kitchen equipments etc. The Contractor's main responsibilities will be supplying food materials, labour, compliance of statutory requirements and providing efficient service, etc.

#### 1. DEFINITIONS/ INTERPRETATIONS

In the contract, the following expressions shall, unless the context otherwise requires, have the meanings, hereby respectively assigned to them -

- a) The 'Contract' means the documents forming the tender and acceptance thereof and the agreement duly executed between the Bank and the Tenderer, together with the documents referred to therein including those conditions, the specifications, schedule of quantities, tender agreement and instructions issued from time to time by the Officer-in-Charge. All these documents taken together shall be deemed to form one contract and shall be complementary to one another.
- b) The 'Tenderer' or 'Supplier' or 'Contractor' shall mean the individual Karta, or Manager of HUF, firm or Company, whether incorporated or not, undertaking the works and shall include the legal heirs/ representatives of such individual or the partners of firm and their legal heirs and successors, or company's authorised and constituted attorneys/ agents and permitted assignees of such firm or company.
- c) The 'Bank' means any officer of the Canara Bank, who is specifically authorized to enter into contracts in respect of the above works.
- d) Officer In charge: The designated employee of the Bank, assigned with powers to enter into contract.
- e) Canteen Committee: The committee comprising of the Officer In charge and other staff representatives, assigned with powers to decide on the menu and also the quantity.
- f) 'Contract Price' shall mean the final accepted rates in Price Bid hereto.
- g) 'Date of Contract' means the Calendar date on which the Bank and Contractor have signed the Agreement on the stamp Paper.





- h) 'Approval' wherever used in the specifications or schedule of Quantities shall mean, respectively, approved by or approval of the 'Accepting Authority' in writing.

## 2. SCOPE OF WORKS : CANTEEN SERVICES

2.1 If the contract is awarded, the Contractor shall prepare and serve fresh and wholesome "meals, snacks, beverages, cut fruits, fresh fruit juices and water bottles (Items list as per Annexure 6)" to the STC Bagaluru ,Bengaluru during the contract period.

- a) The recommended details of eatables are given in Daily Menu, which shall be strictly complied with by the Tenderer. Weekly detailed menu will have to be submitted to Staff Training College ,Bagalur and get approved. The catering should be done only on the basis of such menu. The items of the menu shall be changed frequently to provide variety and a uniform standard. The Menu decided by the Catering & Maintenance Committee must be adhered to at any cost. Non adherence to the Menu will attract penalty to be decided at the sole discretion of the Catering & Maintenance Committee at Canara Bank Staff Training College, Bagaluru, Bengaluru.
- b) 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.
- c) All the raw materials used in the preparation of food products should be certified ISI/Agmark/fssai/BIS wherever applicable and or as per the brand names or others specified in the List of Indicative Brands of items to be used in Catering (Page No.29 and 30). Vegetables, fruits, other perishables, 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 on his own and bear all expenses in connection with such purchases including transportation.
- d) Bank will provide required kitchen utensils and basic equipments such as cooking range, fridge, grinder etc. on specific request of the contractor, to provide better and efficient service in which case the contractor is liable for any loss or damage to such items. Any other kitchen utensils, which may not be provided by Bagalur residential staff training college, can be supplied by the contractor for kitchen use with prior intimation and submission of the list of such utensils to Bank. The utensils supplied by the contractor can be taken back at the time of end of contract only by proper verification and approval from the Catering and Maintenance Committee of Bank.



- e) Any repairs to the Kitchen utensils and any other furniture equipments like dining tables, chairs, other tables, wash basins, Mirrors, Gas Plant Chamber and Gas Pipe lines provided by the Bank are to informed to Canteen and Maintenance Committee in advance and as and when required.
- f) The contractor has to make arrangement for LPG connections and has to bear the cost of LPG fuel and it's transportation as and when required. The Tenderer shall be responsible for the safe keeping of the LPG cylinders.
- g) The Tenderer must engage appropriate number of trained cooks and other kitchen staff for cooking Vegetarian, South and North Indian delicacies, Tandoor items, bakery products etc and for rendering catering services.
- h) Only vegetarian food will be prepared and served by the contractor in the campus as per the daily menu given. Non- vegetarian food if providing should be brought from outside and served inside.
- i) The Tenderer has to provide biscuits/ cookies with forenoon and afternoon Tea/coffee and as and when advised by the college.
- j) The Tenderer shall engage the services of sufficient number of able, trained, efficient, neat & clean (viz. with trim haircut, mustache, nail cut etc) healthy, honest, well behaved and skilled persons for cooking, serving and cleaning of kitchen, dining halls and service area at his cost.
- k) The Tenderer shall ensure that the attendants, waiters, cooks should be properly trained and shall wear smart, neat and tidy uniform, including head caps, hand gloves etc. (pattern to be approved from Bank) 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.
- l) The Tenderer shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by the 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.

- m) 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.
- n) The contractor should arrange for upkeep/hygiene maintenance of dining hall, kitchen area, catering area, Hand wash area and toilet meant for trainee participants. The washing of the mentioned places to be carried out at least three times daily, immediately after any service is rendered and as and when required to be done. The Tenderer should ultimately ensure that the mentioned places are kept hygienic and clean at every point of time.
- o) 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.
- p) Preventive pest control measures including fly, cockroach and any other insects will have to be done by the Tenderer at his cost on regular basis (once in a week) and as and when required. At most care to be taken on clean, hygiene, neat and tidy premises allotted to the contractor towards catering services like Dining Hall, Kitchen, Serving, Hand Wash, Cleaning/ washing utensils, rooms and toilets for catering staff provided by Institution.
- q) Tenderer should adopt modern and hygienic kitchen practices. Tenderer should ensure that tables/Kitchen base (and not floor) should be used for kitchen work like cutting and preparing food. 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 wastages besides proper and regular disposal of garbage at frequent intervals from the kitchen and twice a day from the institute campus.
- r) 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 submitted to the College In charge every day, with his remarks for necessary action. The Tenderer will be responsible to attend to all complaints and requirements within the preview of the contract.



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

Average rating (by participants) (Out of 5)	Penalty
> 2.50 but < 3.00	10 % of the bill for that program
> 3.00 but < 3.50	5 % of the bill for that program
>3.50 but < 4.00	2.5 % of the bill for that program
>4.00 and above	No penalty

**\*Head of the Institution can relax upto 0.25%.**

- u) 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 Head of the Institution, whose decision shall be final, conclusive and binding on the parties to this agreement.
- v) In exceptional circumstances such as Lockdown imposed due to pandemic condition / natural disaster etc. when the Canara Bank Staff Training College, Bagaluru, is forced to suspend physical programme, a lumpsum amount of Rs. 75000/- per month will be paid on pro-rata basis.
- w) 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, utensils, kitchen equipment 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 authorized 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.

- x) 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 Institution.
- y) No minor/child labour to be deployed on job as per prevailing government rules/statutory regulations.
- z) The contractor should obtain the request license for providing catering services at Bagaluru, form the authorities such as Municipality, State/ central Government Departments, Labour Department etc. on his own cost. Bank shall not be responsible in any breach of the rules/ regulation.
- aa) The contractor has to provide sufficient No. of catering service workmen based on the work load so that hassle free/ timely services can be rendered to the participants.
- bb)The contractor may be asked to provide services like Breakfast/ Lunch/ Dinner/ Tea/ Coffee/Snacks etc.. during the shutoff period as per agreed rates.
- cc) The proportionate labour charges are payable during non-training period (working days only) beyond successive 5 working days.
- dd)The bill shall be paid on the basis of actual consumption by the participants/staffs irrespective of whether they are staying in Hostel/ at outside venue and not on the basis of participants attended the training program.
- ee)If the contract is awarded, the Contractor shall prepare and serve fresh and wholesome “meals, snacks, beverages, cut fruits, fresh fruit juices and water bottles (Items list as per Annexure 6)” to the Executive/staff/ participants of the Bank during the contract period.



## 2.2 MENU & QUANTITY

The meals and snacks to be supplied by the Contractor shall be in fixed quantities as approved by the Bank. **The list of food approved is provided in Annexure 6. The Contractor shall not prepare or serve any other item without the prior approval of the Bank.** A schedule of daily menu with alterations or additions in the service items decided based on the recommendations of the Canteen Committee/ Dietician and communicated to the Contractor through Officer-in-Charge, shall have to be strictly followed by the Contractor.

## 2.3 QUALITY OF RAW MATERIALS AND FINISHED PRODUCTS

The food shall be good, wholesome and of best quality as approved by the Bank. Before using the raw materials and other ingredients for cooking, the Contractor shall ensure their quality and wholesomeness. The Bank through its authorized representatives shall have the authority to carry out test checks at their convenience of the raw materials, ingredients used for cooking, cooking arrangements and the finished eatables and will have absolute right to reject the cooked or raw items if they do not meet the required standard at its sole discretion and the same would be destroyed at the cost of the Contractor.

## 2.4 SERVICE POINTS & TIMINGS

The Contractor shall be required to provide canteen services in the canteen premises, other floors, if specifically asked by the officer in charge on all the working days including Sundays, second & fourth Saturdays and Public holidays if required due to administrative exigencies.

The Contractor is required to provide services for meetings, interviews, trainings and other official occasions at rates as would be finalized mutually, for which no extra maintenance/ labour charges would be payable. Notwithstanding anything hereinafter contained, the Bank will have the right to use the Canteen Hall at any time on all days including holidays at any time, as may be required.

Contractor shall serve the tea/coffee at the work station 2/3 times daily and as and when called for in the Executive cabins/ conference halls. Also the contractor shall serve various cut fruits / fruit juices to all Executive/ staff/participants time to time stipulated by canteen committee.

### Timing of Canteen Service:

S.No	Items	Timings
1.	Bed Tea/ Coffee (Dining Hall)	6:00 AM to 7:00 AM #
2.	Breakfast (Dining Hall)	8:00 AM to 9:30 AM#



3.	Forenoon Tea/ Coffee with Biscuit/Cookies (Class Rooms/*)	11:00 AM to 11:30 AM#
4.	Lunch (Dining Hall)	1:00 PM to 2:30 PM#
5.	Afternoon Tea/Coffee with Biscuit/ Cookies (Classrooms/*)	3:30 Pm to 4:00 PM#
6.	Evening Tea with Biscuit/ Cookies (Classrooms/*)	5:00 PM to 5:30 PM#
7.	Dinner(Dining Hall)	8:00 PM to 9:30 PM#

# - The timings are flexible with prior intimation from the bank.

\* - Supplied at lobbies near classrooms or any place in the campus as directed by the bank from time to time.

### 3.0 CONTRACTOR'S OBLIGATIONS

- 3.1 The Contractor shall be responsible for the proper upkeep and maintenance of the canteen premises, furniture and fixtures, cooking and serving utensils, cutlery, kitchen equipments etc. When materials supplied by the Bank becomes unserviceable and if these are to be replaced by the Bank, the same would only be replaced against the return of the unserviceable materials by the Contractor, otherwise the cost of such materials shall be borne by the Contractor.
- 3.2 For any damage, breakage or loss of any equipment or property of the Bank, the Contractor shall have to replace the same at his own cost failing which the amount will be recovered from his security deposit or from other dues as payable to him by the Bank.
- 3.3 The Contractor shall keep a proper inventory of the items placed at his disposal by the Bank and the same shall be verified by the Contractor along with the representatives of the Bank.
- 3.4 The Bank reserves the right of free access through its authorized representative(s) to inspect the Canteen, Stores, Equipments and food for ensuring their wholesomeness, cleanliness, quality and quantity at all times without any prior notice.
- 3.5 The Contractor shall keep the entire premises, utensils, crockery etc. clean, neat and hygienic. He shall use and provide at his own expenses the prescribed detergents and other requisites for this purpose. He will ensure that furniture of the canteen premises, crockery and cutlery, utensils, kitchen pantry, wash basins, lavatory urinals, drainage system are washed and cleaned in hygienic way as directed by the Officer-in-Charge or any other authorized representative.
- 3.6 The Contractor shall not use or allow to be used the Canteen premises or any part thereof for dwelling purposes and shall not allow any outsiders to loiter in and around the building without valid authority.
- 3.7 The Contractor shall also not use or allow to be used any facility, appliances,





equipment provided by the Bank to him for any purpose other than providing canteen services as per the Bank's requirement.

- 3.8 The Contractor shall not, without prior consent in writing by the Bank assign or sublet the contract or any part thereof to any other party provided that it shall not relieve the Contractor from any obligations, duty or responsibility under the contract.
- 3.9 The Contractor shall arrange for Pest Control services for rodents, cockroaches, flies etc regularly and shall bear the charges for the same. Bank will not entertain any reimbursement in this regard.
- 3.10 The Contractor shall not bring food from outside and shall not supply food
- 3.11 The Contractor shall arrange for cooking gas for the purpose of preparing food items and expenses in this regard shall be borne by the Contractor.

#### 4.0 MANPOWER & WAGES

- 4.1 The Contractor shall make regular and full payment of wages / salaries and other payments to the employees and furnish necessary proof, as and when demanded by the officer-in-charge of the Bank/ concerned department of Central, State and local government agencies.
- 4.2 The Contractor shall be responsible for the compliance with applicable laws or which might become applicable, rules and regulations relating to Contract Labour (Regulations & Abolition) Act, 1970, Shops & Establishments Act, Factories Act, 1948, Employees Provident Funds & Misc. Provisions Act, 1952, Payment of Gratuity Act, 1972, Payment of Bonus Act, 1965, Payments of Wages Act, 1936, Minimum Wages Act, 1948, Workmen's Compensation Act, 1923, ESI Act 1948 or such other Acts, laws or regulations passed by the Central/States, Municipal & Local Government, agency or authority.
- 4.3 The Contractor shall give advance intimation to the Officer-in-Charge indicating the time, date and venue about payment of wages. The Officer-in-Charge or his authorised representatives will witness the payment of wages and shall record the following certification in the wage register. "Certified that salary for the month of \_\_\_\_\_ has been disbursed on \_\_\_\_\_ to the canteen Contractors' workers by the Contractor in accordance with the wages specified in Minimum Wages Act".
- 4.4 The Contractor shall also be liable to pay P.F. contribution, leave, salary etc and shall be liable to observe statutory working hours. The contractor shall note that neither the contractor himself, nor the persons employed by him shall have any right or privilege for employment benefit from the bank, nor they can make any claim in this regard.
- 4.5 Proper records shall be maintained by the Contractor with respect to the above acts and such other acts as may be applicable to Contractor's working and





his workmen which would be subject to check from time to time, by the Officer-in- Charge.

- 4.6 The optimum Manpower requirement in the canteen may vary from time to time for efficient and timely catering covering all categories of personnel required to be provided for canteen services, for which the contractor must, at all times maintain the needed manpower on shift basis. For any increases in manpower for efficient running of the canteen services, the Contractor shall not be entitled to additional remuneration.
- 4.7 The Contractor shall maintain a register showing names and addresses of the persons engaged along with photographs of each person and shall produce the same for inspection on demand by Officer-in-Charge or such other persons so authorised by the Bank.
- 4.8 The Contractor shall arrange through the Bank's Security Department, on the advice of the Officer-in-Charge, to issue identity cards bearing photographs of the canteen employees for gate entry and shall exhibit prominently during working hours. The canteen staff shall also be liable for search on entry / exit.
- 4.9 The Contractor shall ensure that all canteen employees, during their working hours, wear proper and clean uniform as prescribed by the Bank.
- 4.10 The employees of the Contractor should be subjected to medical examination twice in a year at Contractor's cost by the Medical Officer nominated by the Bank. The employees should be free from all communicable, contagious infections and other diseases. In the event of any employee of the Contractor being found medically unfit, the Contractor shall arrange to replace him. Contractor has to submit medical certificate as and when required.
- 4.11 Nothing contained herein shall be construed to create a monthly tenancy or create any such interest in favour of the Contractor or their partners / representatives / employees in respect of Canteen or the premises used by the Contractor in connection with or for the purpose of this agreement.
- 4.12 On termination of this agreement, the Contractor shall discontinue to use and handover vacant and peaceful possession of the Bank Premises of the said Canteen or other premises together with the fixtures, equipments and articles in good condition to the Bank.

## 5 CONTRACTOR'S LIABILITY TOWARDS INDEMNITY

- 5.1. The Contractor shall indemnify the Bank for any loss occurred to the Bank by any act of commission & omission made by the contractor & or its employees and it includes against any claim under the Payment of Wages Act, 1936, and/or the Minimum Wages Act, 1948, Workman's Compensation Act, Factories Act or any statutory obligations arising out of any other Act or Acts or on behalf of any person employed by him.



- 5.2. The Contract shall be in force for the period of 3 years stipulated in the contract and on the expiry thereof, it will be deemed to have been terminated automatically. Further, the contractor will not have any right either contractual or equitable to demand any fresh contract for another term or to continue the same for any period.
- 5.3. In the event of any dispute arising out of the clauses mentioned above, the same shall be referred to the General Manager, General Administration Wing or any officer whom the General Manager may appoint for decisions and his decision shall be final and binding on both the parties.

## 6 MATERIALS

Contractor shall purchase and keep the required raw materials stock for the preparation of various items, including the controlled items of good quality at his own cost. Contractor shall abide by the local Government laws relating to stocking of food grains, sale of food etc. and shall obtain the necessary licenses from the Competent Authority, wherever applicable. The Bank at its discretion through its authorised representative may check the stock position of all the items to see that the above is being complied by the Contractor.

## 7 MISCELLANEOUS

- 7.1. Contractor shall maintain the canteen and all pantries in clean and hygienic conditions. If the Contractor fails to engage sufficient staff for this purpose, the Bank will engage the staff on behalf of the Contractor at his risk and cost.
- 7.2. Contractor shall not exhibit or cause to be exhibited in the canteen premises any printed or written notices or advertisements of any kind, whatsoever except notices related to the working of the canteen, without the prior permission of the Bank.
- 7.3. The Bank reserves the right to deduct any amount that becomes payable by the Contractor in respect of the labour being employed by him for executing the job awarded, under any Act, or rules framed there under and in force from time to time. The same shall be recovered from bills payable to the Contractor as debt recoverable.
- 7.4. The Contractor shall undertake to provide comprehensive accident insurance policy coverage in respect of every employee employed by him. Contractor shall satisfy the Management of the same within the time prescribed by the



Management but before the actual commencement of the job awarded to him.

- 7.5. Contractor shall ensure that none in his employment is allowed to sell meals, snacks etc to outsiders by accepting cash; in the event of any employee being found selling meals, snacks etc to unauthorised persons, by accepting cash the Contractor shall remove such person on the instruction of such officer authorised by the Bank.
- 7.6. Contractor shall ensure that peace and order is maintained in the canteen and if peace and order in canteen is disturbed due to lapse on the part of the contractor, a penalty of Rs.1000/- for such lapse leading to disturbance of peace/order may be imposed by the Bank.
- 7.7. If the Bank finds that the Contractor is misusing the facilities provided by the Bank for running the canteen for any other purpose not covered under the contract, the Bank will be free to levy penalty which may extend to Rs.5000/- or more per occasion.
- 7.8. If, on inspection, it is found that that the quantity / quality of meals/snacks / Fruits etc., served is not as per the norms laid down by Bank, a penalty upto Rs.1000/- may be imposed by the Bank for every such occasion.
- 7.9. Contractor would ensure that all the canteen staff employed by him would behave courteously and decently with employees of the Bank and also ensure good manners.
- 7.10. In the event of the Contractor suspending or abandoning canteen services without giving prior notice to the Bank, without handing over charge of the canteen materials entrusted to him by the Bank, the whole of security money and other dues payable to him shall stand forfeited to the Bank and he shall also be liable for such legal action deemed fit and proper for breach of contract and towards the loss of various accessories and furniture entrusted to the contractor.
- 7.11. The Officer in charge would be the final authority regarding Imposition of penalty under various circumstances as enumerated above. His decision shall be final and binding on the contractor.
- 8.0 AGREEMENT :** The successful tenderer will have to enter into an agreement with the Bank as per the format enclosed within 14 days after acceptance of the tender by the Bank.
- 9.0 SECURITY DEPOSIT:** The successful tenderer will have to deposit a security deposit of Rs.3,00,000/- (Three Lakhs rupees only) and the same shall not carry any interest.



## 10.0 TERMINATION OF CONTRACT

If it is found that the quality of items supplied by the contractor and/or the services rendered are unsatisfactory or that the contractor has violated any terms and conditions of the contract and agreement, then in that event, the Bank will be entitled to terminate this contract, at any time without assigning any reasons whatsoever and without notice.

If at any stage during the period of the Contract any case involving moral turpitude is instituted in a Court of Law against the contractor or his employees, the Bank reserves the exclusive and special right for the termination of the contract and the contractor shall not be entitled to any compensation from the Bank whatsoever.

## 11.0 GENERAL

- 11.1 Contractor shall adhere to safety practices and avoid hazardous and unsafe working conditions and shall comply with the safety rules in force from time to time.
- 11.2 The canteen premises will be in possession of the Bank and the Contractor is permitted to enter the premises to run the canteen only. If at any time the contract is terminated or the contract comes to an end or if the Bank decides that the contractor should not be allowed to run the canteen, in that event, the Bank will be entitled to restrain the contractor from entering the building premises as well as the canteen premises. The contractor will have no right or interest in the canteen premises and other items given by the Bank.
- 11.3 Contractor shall use the canteen only for the purpose of this agreement / contract and he shall not make any structural additions or alterations to the same.
- 11.4 Contractor shall work under the supervision of the Premises & Estate Section, General Administration Wing, Head Office and such other authorised officers of the Bank as may be nominated from time to time.
- 11.5 The Contractor and his workmen will be subject to police verification regarding their antecedents.
- 11.6 The contractor should not have been black-listed by any Government or Private Organization.
- 11.7 The contract will not be given to any bidder for just being L-1. The capacity / experience / desired quality will also be considered.
- 11.8 The offer containing erasures of alterations will not be considered. There should be no hand written material, corrections or alterations in the offer. Technical details must be completely filled up. Conditional offers will be rejected.



- 11.9 The Contractor will have to provide the Bank with a list of employees category-wise located at the Canteen and also their emoluments for the purpose of verification.
- 11.10 All the personnel engaged by the Contractor entering upon the Bank's premises shall properly be identified by badges, which may be worn by them at all times while in Bank premises. The Contractor will ensure that their employees do not remain in the premises beyond their normal working hours unless otherwise authorized. Any unauthorized presence in the premises beyond normal working hours will not be acceptable and Contractor upon receipt of complaint will have to immediately withdraw such employees from working in the Bank premises.
- 11.11 All the personnel engaged by the Contractor shall wholly and purely be in the employment of the Contractor and no claim of individual / collective nature on Bank's employment by any of the employees or claim of any nature on the Bank shall be tenable. The Contractor shall at all times keep the Bank fully and effectively indemnified against all actions, suits, proceedings, losses, costs, damages, charges, claims and demand in any way arising out of or during the course of anything done or committed / omitted to be done by the Contractor including the demand which the Contractor's employees individually / through their Unions may have raised against the Bank arising out of this agreement or as a result of the termination therefor or earlier determination of the Contract.



<b>ANNEXURE 5</b>
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### FACILITIES PROVIDED BY THE BANK TO THE CANTEEN CONTRACTOR

Canteen space required for various purposes such as dining, kitchen, washing place, store room etc., will be provided free of cost.

All items of furniture and fixtures required for the canteen. This will include tables, chairs, refrigerator, washing facility, induction/ gas based cooking equipment etc.

All cooking vessels and service utensils including crockery sets as required will be provided. However, any breakage or loss will be the responsibility of the contractor.

Supply of water & electricity for cooking will be provided.

Tenderers may inspect the site to ascertain the site conditions, constraints and any other information required for making the offer.

#### Other Conditions:

- The approximate requirement of catering service workmen is given below:

Sl.No.	Category of workmen	Required Nos.	Shifts
1	Manager/Assistant Manager	1	1 (General)
2	Head Cook	1	1
3	Assistant Cook	2	2
4	Service Boys	6	2
5	Helper	2	2
6	Sweepers	1	1

- Note: The contractor has to provide sufficient No. of catering service workmen based on the work load so that hassle free/ timely services can be rendered to the participants if required.
- The contractor may be asked to provide services like Breakfast/ Lunch/ Dinner/ Tea/ Coffee etc. during the non-training period days also.
  - The bill shall be paid on the basis of actual consumption by the participants/staffs irrespective of whether they are staying in Hostel/ at outside venue and not on the basis of participants attended the training program.
  - Violating the condition in price bid quote is liable for rejection of the tender.



5. **The minimum commitment charges are payable for the non training working days only, wherein no physical training is being conducted.**
6. **Labour charges for 12 labourers will be paid as per central minimum wages act for Region C and Service charges of 3.85% shall be paid as minimum commitment charges payable for non-training working days. No charges will be paid during holidays/weekly off.**
7. The contractor or his authorized representative should be available in the Hostel building at CIBM, Manipal to supervise and control his workers and take down instructions from the Catering and Maintenance Committee of the Bank.
8. The workers and the staff of the contractor working in the premises will have to maintain with proper discipline. The contractor shall provide his workers with proper safety appliances and equipments and Canara Bank shall not be responsible for accidents and injuries caused to his labour during the course of their work.
9. For working in the Bagalur residential staff Training college, the workmen and supervisory staff of the contractor shall write down the names in the register at the entry of the gate and in the front of CCTV. All the staff of contractor may be required to undergo check as per the rules and regulations of Bank from time to time.
10. The workers / labourers employed by your company will be checked by Bank's Catering and Maintenance Committee personnel if required.
11. The facility Manager, supervisors, and workers should be provided with mobile phones for communication. The list of Mobile Nos. will be submitted to Canteen and Maintenance Committee.
12. All the labourers should maintain personal hygiene, nails should be cut, neatly groomed and should maintain strict discipline within the building premises.



<b>ANNEXURE 6</b>
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**DETAILS OF VARIOUS ITEMS TO BE SUPPLIED BY THE CONTRACTOR**

**DAILY MENU**

S No	Details of Servings	Remarks
<b>PART - A</b>		
<b>Morning Tea / Coffee (06.00AM TO 07.00AM)</b>		
1	One full cup of Tea / Coffee / Milk 150 ml with or without sugar	-
<b>Breakfast : (08.00AM TO 9.30AM)</b>		
1	Banana / Papaya/ Watermelon / any seasonal fruit (Mix cut fruits)	
2	Tea / Coffee / Milk , Sugar Separate	-
3	Cornflakes with milk	-
4	Bread Toasts with butter, Jam of good quality and reputed make	-
5	Two eggs to order : Boiled, half fry or omelette	-
6	<b>One South Indian item : a ) Idli b ) Masala Dosa c) Dosa d) Uthappam e ) Upma f) Poha</b>	Any one item with Vada, Chutney and Sambhar
7	<b>One North Indian item : a) Puri - Aloo Curry b) Chole - Bhature c) Chole - Kulcha, d) Aloo - Paratha with Chutney and Curd</b>	Any one item
<b>Forenoon Tea / Coffee: (11.00AM TO 11.30AM)</b>		
1	Tea / Coffee / Milk with sufficient quantity of Biscuits / Cookies near Classroom lounges.	-
<b>Lunch:( 01.00PM TO 2.30PM)</b>		
1	Phulka/Naan /Tandoori Roti	Any one item
2	a) Kabuli Channa Paneer b) Paneer Butter Masala c) Paneer Palak d) Mixed Veg Curry e) Mutter Paneer f) Veg Kurma	Any one item
3	a)Vegetable Fried Rice b) Kichadi c) Vegetable Pulav d) Vegetable Biryani e) Peas Pulav f) Puliogre g) Lemon Rice h) Tomato Rice i) Curd Rice j ) Bisebellebath	Any one item
4	Rajma Dal / Dal Fry / Dal Makhani / Dal Hariyali / Pancharatana Dal / Tadka Dal / Chole Masala	Any one item
5	Bhindi Fry / Aloo Fry / beans and Carrot Fry / Gobi / Capsicum Fry / Veg Manchurian / Karela Fry / any other seasonal vegetables	Any one item
6	White Rice, Sambar, Rasam	-
7	Green Salad ( Tomato, Onion, Lemon, Cucumber & Carrot)	-
8	Curd / Raita ( Boondi, Pomegranate)	Any one item
9	Pickle - Mango / Lemon / Mixed Vegetables	Any one item
10	Farsan / Chips / Papad	Any one item

TENDER DOCUMENT PAGE NO. 32

Canara Bank, Premises & Estate Section, Head Office, Bengaluru. Tender Document for rendering Canteen Services at Canara Bank STC Building,

Internal





11	Butter Milk	
12	Sweets - Gulab Jamun / Carrot Halwa / Jaleebi/ Monng dal Halwa / Kesaribath / Holige	Any one item
13	Mixed Seasonal Cut Fruits 150 gms (Apple, Mango, Papaya, Watermelon, Pineapple, Guava, Orange) [OR] Banana *3 days mixed cut fruits & 3 days Banana	-
<b>Afternoon Tea / Coffee: (3.30PM TO 4.00PM)</b>		
1	Tea / Coffee / Milk with sufficient quantity of Biscuits / Cookies near Classroom lounges.	-
<b>Evening Tea / Coffee with Snacks (05.00PM TO 05.30 PM)</b>		
1	Tea / Coffee / Milk	-
2	Snacks : a) Onion Pakkoda with Sauce b) Varieties of Pakoda with Snacks c) Potato / Onion / Banana Bajji with Chutney d) Aloo Bonda with Sauce e) Veg Cutlet with Sauce f) Veg Samosa with Sauce g) kachodi h) Aloo Tikki with Sauce i) Vada with Chutney j) Sabudana Vada k) Masala puff rice	Any one item
<b>Dinner: (08.00PM TO 09.30 PM)</b>		
1	Phulka/Naan /Tandoori Roti	Any one item
2	Rajma Dal / Dal Fry / Dal Makhani / Dal Hariyali / Pancharatana Dal / Tadka Dal / Chole Masala	Any one item
3	Bhindi Fry / Aloo Fry / beans and Carrot Fry / Gobi / Capsicum Fry / Veg Manchurian / Karela Fry / any other seasonal vegetables / Mixed Vegetable Kurma / Dum Aloo Curry / Paneer Vegetable	Any one item
4	White Rice, Rasam, Sambhar or Dal	-
5	Green Salad ( Tomato, Onion, Lemon, Cucumber & Carrot)	-
6	Curd	
7	Pickle - Mango / Lemon / Mixed Vegetables	Any one item
8	Farsan / Chips / Papad	Any one item
9	Sweets - Any variety of Kheer	-
10	Banana	-

1. Fruits/milk etc should be served for officials on fasting.
2. For trainees having health problems like Blood Pressure, Diabetes, Heart Problems some deviations would be required to be made to suit their requirements such as providing Oat meal, Tea without Sugar, salad, sprouted methi, sprouted moong, sprouted gram, roasted gram, boiled vegetables etc., on their prior request.
3. Daily/Weekly menus will be prepared and submitted in advance for approval by the Canteen Committee 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.
4. Extra Dishes prepared specially, other than those mentioned in the regular menu, when ordered for, will be served to the participants for which an additional cost per head per item will be paid to the contractor on mutually agreed rate by the Canteen and



Maintenance Committee and the Contractor.

5. The Tenderer to provide / employ cooks who can prepare authentic South Indian and North Indian food. The Tenderer shall use seasonal vegetables of good quality.
6. The Canteen and Maintenance Committee will monitor the entire area of catering including cleanliness/hygiene of the kitchen, Dining Hall(s), wash basins, floors 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.
7. Good quality Soap, detergent, mazan/scrubber for cleaning of utensils and crockery to be provided by the Tenderer at his own cost.
8. Good quality Sprayers and cleaning equipment to be used for cleaning dining tables before and after serving food.
9. Paper Napkins, Salt, Black Pepper and saunf / mouth fresheners in containers should be placed on all tables in dining hall on each day.
10. Specified quality of soap, detergent, pesticides and other cleaning material should be used in the pantry and kitchen by the Tenderer.
11. Tenderer will use trash bags in the dustbins at his own cost.
12. Tenderer has to deploy extra manpower during special / extra / additional programs / conference / meeting, or as and when required by the Institution.
13. Pest Control in Canteen Hall, Kitchen and Pantry to be done on weekly basis by the Tenderer. Prior information to be given to the Catering and Maintenance Committee for verifying the same from the Institution.
14. Electricity will be provided by CIBM for lighting and use of grinders/ Mixers/ fridge etc..and shall not be used for cooking.
15. The Tenderer has to prepare food to the utmost satisfaction of the Administration of the Institution.
16. The hostel canteen is mainly meant for trainee participants and Institutional Guests. Outsiders are not allowed to utilize the boarding and lodging.
17. The complete catering services to the trainee participants and institutional guests as per schedule given above.
18. Special Catering services for any occasion within the campus of CIBM to be provided on demand with extra manpower for cooking and serving on mutually agreed rates.
19. The contractor is solely responsible for the procurement of all articles of food and provisions.
20. In case the food quality is found below the satisfaction of the Canteen and Maintenance Committee and the Administration of the Institution, the Administration will have the discretion to terminate the agreement at any point of time.
21. For checking the food quality, the food may be tested by college in charge or Administration Head/ any other authorized person by the Institution.
22. The tenderer may be asked to provide services like Breakfast/ Lunch/ Dinner/ Tea/ Coffee during the shutoff period with the minimum commitment charges.

Canara Bank, Premises & Estate Section, Head Office, Bengaluru. Tender Document for rendering Canteen Services at Canara Bank STC Building,



Internal

23. Paper glass should be provided for drinking water during evening Tea/ Coffee with snacks.

24. Tenderer should provide Hot Case/ Microwave/ Food warmer equipment for keeping/serving the food hot.

25. List of indicative brands of items to be used in catering is given below:

Sl.No.	ITEM	BRAND
1	Milk	Nandini/Arokya or as approved by the Bank
2	Bread	Standard Quality
3	Butter	Amul/Mother Dairy
4	Jam	Kissan/Tops
5	Tomato Sauce	Kissan/Maggi/Tops/Mother Dairy
6	Chilli/ Soya Sauce	Kissan/Maggi
7	Tea	Three Roses/ Kannan Devan/Red Label or as approved by the Bank
8	Coffee	Green Label/Sunrise/Bru
9	Coconut Oil/ Ground Nut Oil/Sunflower oil	BIS Standards
10	Ghee	Nandini or as approved by the Bank
11	Rice	Quality Sona Masoori (Raw)
12	Sugar	Good Quality (sulphurless)
13	Atta/Maida/Besan	Ashirwad/ Annapurna/ Pillsbury
14	Pulses	Good Quality
15	Spices	MDH/Captain Cook/Everest/Catch
16	Fruits/Vegetables	Seasonal Fresh Quality
17	Ice Cream	Kwality/Amul/Ideal/Hangyo/Arun
18	Corn Flakes	Kellogg's or as approved by the Bank
19	Papad	good quality
20	Biscuits	Goodday/Britania or as approved by the Bank
21	Pickle	Standard quality
22	Curd	Nandini or as approved by the Bank
23	Sweets	At the discretion of the Bank

**Note:**

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

Type of Rice to be used :

- Sona Masuri Rice (Premium quality as approved by the Bank) - It is to be used for preparing white rice for meals, Puliogare, Vangi Bath, Coconut rice, Lemon rice, Bisi bele Bath, Pongal, Rice Bath.
- Basmati Rice (Premium quality as approved by the Bank) - Pulao, Vegetable pulao, Peas pulao, Fried rice, Ghee Rice, Jeera rice, Veg Biryani.
- Red Rice (Premium quality as approved by Bank).
- Cut Fruits : 150 grams
- A mix of cut fruits with different fruits on each day is to be served in the Canteen/Cabins. A minimum of three varieties are to be served with minimum one seasonal fruit in each serve.



Salad should contain Cucumber, Tomato, Carrot, Onion, Lemon, Sweet corn, Green  
Canara Bank, Premises & Estate Section, Head Office, Bengaluru. Tender Document for rendering Canteen Services  
at Canara Bank STC Building,

Internal

Chilly.

South Indian Curry : It should be prepared with Dal/ vegetables like Bottle Gourd, Raw Banana, Snake Gourd, Brinjal etc. in South Indian style.

North Indian Curry : Items like Chana Masala, Razma masala, Paneer masala, Palak Paneer, Aaloo gobi, Maa ki dal, Daal makhani, Vegetable Kofta curry should be prepared in North Indian style.

## **2. Beverages:**

Apart from Canteen, the Contractor will have to serve beverages to all Executive cabins as and when called for. The beverages to be served are as follows:

- (i) Tea/ Coffee/ Lemon tea/ Dip tea/ Green tea - With sugar/ without sugar served with sugar cubes - Quantity 100ml
- (ii) Sweet Lassi/ Butter Milk - Quantity 250ml
- (iii) Soft Drinks : As per MRP

## **3. Water Bottles & Water Cans :**

Water bottles of brands like Kinley, Bisleri & Aquafina are only to be supplied at MRP rates.

4. **Item Description:** Any one of the items mentioned below will be prepared in below mentioned description.

S.No.	Items	Size(Inches or grams)	Quantity
1.	Onion Pakoda	200 gms in each plate	1 Plate
2.	Variety of Pakoda with sauce	200 gms in each plate	1 Plate
3.	Bajji (Onion/Potato/Banana) with chutney	40 gms each piece	4 Pieces
4.	Mangalore Bajji	40 gms each piece	4 Pieces
5.	Idli	75 gms each piece	2 Pieces with Chutney
6.	Rava Idli	75 gms each piece	1 Pieces with Chutney
7.	Khara Bath	150 gms in each plate	1 Plate with Chutney
8.	Chow Chow Bath	150 gms in each plate	1 Plate with Chutney
9.	Tomato Dosa	8"-9" in diameter (60 gms)	2 Pieces
10.	Onion Dosa	8"-9" in diameter (60 gms)	2 Pieces
11.	Set Dosa	8"-9" in diameter (60 gms)	2 Pieces
12.	Pav Bhaji	300 gms in each serve	2 Pieces Pav with bhaji
13.	Veg Sandwich	100gms each piece	2 Pieces with sauce
14.	Samosa	75 gms each piece	1 Pieces with sauce
15.	Veg Cutlet	40 gms each piece	2 Pieces with sauce



Note:

- a. . Any other food items suggested/ recommended by Dietician from time to time has to be prepared by the successful Tenderer at no extra cost by compensating other items.
- b. Size and quality of items are as per market standards. Any ambiguity in the same shall be decided mutually.
- c. Tissue paper shall be provided with all the plates served.
- d. If tea is served in paper cups vendor should arrange the same at their own cost.



**ANNEXURE 7**

**CONTRACT AGREEMENT FORMAT**

This agreement made the \_\_\_\_\_ day of the month of \_\_\_\_\_ in the year 2022 BETWEEN, Canara Bank a body corporate constituted under the Banking Companies (Acquisition and Transfer of undertakings Act, 1970, having its Head office, 112, J C Road, Bengaluru) represented by its duly constituted attorney (hereinafter referred to as the Bank) on the ONE PART; and

\*Sri \_\_\_\_\_ S/D/o \_\_\_\_\_ resident of \_\_\_\_\_ the sole proprietor of M/s \_\_\_\_\_ having office at the following address \_\_\_\_\_

\* M/s. \_\_\_\_\_ the partnership firm having an administrative/principal office at \_\_\_\_\_ represented by its Managing/duly authorised partner.

\* M/s. \_\_\_\_\_ company/body corporate incorporated under the provisions of the Companies Act 1956 having its registered office at the following address \_\_\_\_\_, duly represented at \_\_\_\_\_ duly represented by its constituted and authorised Managing Director, Shri \_\_\_\_\_ and (hereinafter called the Contractor which term shall also be called the Supplier or the Contractor ) on the other part

WHEREAS THE Bank is desirous to undertake Canteen services at Canara Bank STC Bagalur as detailed in the \_\_\_\_\_ and has been accepted by the Bank on the terms and conditions as set out therein and interalia others.

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this agreement words and expression shall have the same meanings as are respectively assigned to them in the conditions of contract hereinafter referred to.
2. The following documents not inconsistent with these presents shall be deemed to form and be read and construed as part of this agreement viz;
  - a) Notice inviting Tender
  - b) Scope of Works and eligibility Criteria
  - c) Selection Process
  - d) General Rules and Instructions for the guidance of Tenderers
  - e) General Conditions of contract along with Annexure thereto



- f) Facilities Provided by the Bank to the Canteen Contractor
- g) Details of various items to be supplied by the Contractor
- h) Tender offer, Contract Agreement Format, Indemnity Bond format & Bank Guarantee format, if any, leading to and prior to acceptance letter.
- i) Address of Head Office, Head Office Annex Buildings & other Offices in Bengaluru with number of Staff
- j) Price - Bid.

[Note: \* Strike off whichever is not applicable ]

3. In consideration of the payments to be made by the Bank to the Contractor, the Contractor hereby covenants and agrees with the Bank to carry out Canteen services and perform the works in conformity in all respects and subject to all terms and conditions/rules as mentioned in the General Conditions as also in the aforesaid documents which shall form part of this agreement.

In witness whereof the parties hereto have hereunto set their respective hands and seals the day and year first above written.

Signed, sealed and delivered by the said Contractor, \_\_\_\_\_

\_\_\_\_\_ to the Bank \_\_\_\_\_ in the presence of:

**Signature of Contractor (with seal)**

**Signature of Authorised representative of the Bank/ Accepting Authority.**

Witness (Signature, Name & Address ):

1).

2).



**ANNEXURE 8**

**INDEMNITY BOND**

(To Be Submitted by the Successful Contractor in stamp paper)

THIS DEED OF INDEMNITY BOND is made on this ----- day of ----- month of year two thousand Twenty two (..22) By M/s ----- duly represented by one of its partners/proprietor -----, aged -- years, son of Sri -----, residing at -----, Bangalore.

\* M/s. \_\_\_\_\_ the partnership firm having an administrative/principal office at \_\_\_\_\_ represented by its Managing/duly authorised partner.

\* M/s. \_\_\_\_\_ company/body corporate incorporated under the provisions of the Companies Act 1956 having its registered office at the following address \_\_\_\_\_, duly represented at \_\_\_\_\_ duly represented by its constituted and authorised Managing Director, Shri \_\_\_\_\_ and (hereinafter called the Tenderer which term shall also be called the Supplier or the Tenderer ) on the other part

Whereas My Firm/Company was short listed for issue of tenders and my company became successful in securing the subject work through competitive tendering and for carrying out Canteen services at Canara Bank Head Office has been awarded in favour of my Firm/ company by Canara Bank, Premises & Estate Section, General Administration Wing, Head Office, Bengaluru.

And whereas for undertaking the contract for Canteen services, my firm/company has entered into contract agreement on .....20\_.

Now this Deed Witnessed that in pursuance of the aforesaid contract agreement dt. \_\_\_\_20\_\_ and in consideration of Canara Bank having agreed to make payments on or before 10 th of the every calendar month, for the bills claimed by my firm/company for rendering Canteen services and referred to above, I hereby undertake to indemnify and keep harmless the Canara Bank and its officials from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the site due to faulty process involved in preparation of food and for violating rules and regulations for which I shall be solely responsible.

Signature of Contractor with seal

[ Note : \* Strike off whichever is not applicable ]





**ANNEXURE 9**

**BANK GUARANTEE FORMAT FOR INITIAL SECURITY DEPOSIT**

Guarantee No.....  
Amount of Guarantee Rs.....  
Guarantee cover from Dated: .....  
To Dated: .....  
Last Date for Lodgement of claim: .....

To:  
Deputy General Manager  
Canara Bank  
General Administration Wing  
Head Office  
Bengaluru

In consideration of ..... (hereinafter called "Beneficiary") having agreed to exempt ..... Ltd., having its Registered Office situated at ..... (hereinafter called the "the obligator(s)") from the demand of security deposit of Rs..... (Rupees..... only) under the terms and conditions of an agreement dated ..... (hereinafter called the "said Agreement") for the due fulfillment by the said obligator of the terms and conditions contained in the said agreement, on production of the Bank Guarantee for Rs..... (Rupees ..... only), at the request of the obligator \_\_\_\_\_ Bank, a body corporate constituted under the Banking Companies (Acquisition & Transfer of undertakings) Act, 1970 having its Head Office at \_\_\_\_\_ amongst others a branch at ..... (hereinafter referred to as "the Bank") has agreed to give following guarantee in favour of the beneficiary for an amount not exceeding Rs..... (Rupees ..... only) against any loss or damage caused to or suffered or would be caused to or suffered by reason of any breach by the said Obligator(s) of any of the terms and conditions contained in the said agreement.

We, the Bank to hereby undertake to pay the amount payable under this guarantee without any demur merely on a demand from the beneficiary stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by reason or any breach of the terms and conditions contained in the said agreement or by reason of the obligator's failure to perform the said agreement. Any such demand in writing made on the Bank shall be conclusive as regards the amount due and payable by the Bank under the guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....

We, the Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the



beneficiary under or by virtue of the said agreement have been fully paid and its claims satisfied or till the beneficiary certifies that the terms and conditions of the said agreement have been fully discharged this guarantee. Unless a demand for claim under this guarantee is made on us in writing on or before ..... we shall be discharged from all liabilities under this guarantee thereafter.

We, the Bank further agree that the beneficiary shall have the fullest liberty, without consent and without effecting in any manner or obligations hereunder, to extend time of performance the said obligator(s) from time to time or to postpone for any time any of the powers exercisable by the beneficiary against the said obligator(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved of our liability by reason of any extension being granted to the said obligator(s) for any forbearance, act or omission on the part of the beneficiary or any indulgence by the beneficiary to the said obligator(s) or by any such matter or thing whatsoever which under the law relating to sureties would not for this provision have effect of so relieving us.

We, the Bank lastly undertake not to revoke this guarantee during its currency except with the previous consent of the beneficiary in writing.

Notwithstanding anything contained herein:

- (i) Our liability under this Bank Guarantee shall not exceed Rs. ....  
(Rupees ..... only)
- (ii) This Bank Guarantee is valid upto ..... and
- (iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ..... (mention period of the guarantee as found under clause (ii) above plus claim period)

PLACE:  
DATE:

SIGNATURE



**ANNEXURE 10**

**INTEGRITY PACT FORMAT  
PRE CONTRACT INTEGRITY PACT**

Between

This pre-bid contract Agreement (herein after called the Integrity Pact) is made on-\_\_\_\_ day of the month 20\_\_\_\_, between, **CANARA BANK** hereinafter referred to as "**The Principal**", a body corporate constituted under Banking Companies (Acquisition and transfer of undertakings), Act 1970 having its Head office at 112, J.C. Road, Bangalore 560 002, with branches spread over India and abroad (hereinafter referred to as BUYER which expression shall include its successors and assigns) acting through Shri\_, (Designation of the officer) representing \_\_\_\_\_, of the BUYER, of the FIRST PART

AND

M/s. \_\_\_\_\_ represented by Shri \_\_\_\_\_ Chief Executive Officer/Authorised Signatory (hereinafter called the "**The Bidder/ Seller/ Contractor/ Service Provider**", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns), of the SECOND PART

The Principal intends to award, under laid down organizational procedures, contract/s for \_\_\_\_\_. The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

**Section 1 - Commitments of the Principal**

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b) The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during



the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

- c) The Principal will exclude from the process all known prejudiced persons.
- (2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

## **Section 2 - Commitments of the Bidder(s)/ Contractor(s)**

- (1) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.
- a) The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b) The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
- c) The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d) The Bidder(s)/ Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- e) Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision



in the matter.

- (2) The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

### Section 3 - Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as below -

(1) Any breach of the provisions herein contained by the BIDDER/SELLER /CONTRACTOR/SERVICE PROVIDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall entitle the BUYER to take all or any one of the following actions, wherever required:-

- a) To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER. However, the proceedings with the other BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER(s) would continue.
- b) To forfeit fully or partially the Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed), as decided by the BUYER and the BUYER shall not be required to assign any reason therefor.
- c) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER.
- d) To recover all sums already paid by the BUYER, and in case of the Indian BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of CANARA BANK while in case of a BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER from a country other than India with Interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER/SELLER /CONTRACTOR from the BUYER in connection with any other contract such outstanding payment could also be utilized to recover the aforesaid sum and interest. The BUYER shall also be entitled to recover the replacement costs from BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER.



- e) To encash the advance bank guarantee and performance bond/ warranty bond, if furnished by the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER, in order to recover the payments, already made by the BUYER, along with interest.
- f) To cancel all or any other contracts with the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER and the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER.
- g) To debar the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER from participating in future bidding processes of the BUYER for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- h) To recover all sums paid in violation of this Pact by BIDDER/ SELLER/ CONTRACTOR/ SERVICEPROVIDER(s) to any middlemen or agent or broker with a view to securing the contract.
- i) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER, the same shall not be opened.
- j) Forfeiture of The Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- k) The BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER, and if he does so, the BUYER shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER. The BIDDER/SELLER/ CONTRACTOR shall be liable to pay compensation for any loss or damage to the BUYER resulting from such rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER.

(2) The BUYER will be entitled to take all or any of the actions mentioned as per above clause - 1 (a) to (k) of this Pact, also in the event of commission by the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined In Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

(3) The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER/ SELLER/ CONTRACTOR shall be final and conclusive on the BIDDER/ SELLER / CONTRACTOR. However, the



BIDDER/SELLER/CONTRACTOR/SERVICE can approach the Independent External Monitor (s) appointed for the purpose of this pact.

#### **Section 4 - Compensation for Damages**

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

#### **Section 5 - Previous Transgression**

- (1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as mentioned in section 3, clause - 1a to 1k).

#### **Section 6 - Equal Treatment of all Bidders/ Contractors/ Subcontractors**

1. In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
2. The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
3. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

#### **Section 7 - Criminal charges against violating Bidder(s)/ Contractor(s) / Subcontractor(s)**

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has





substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

### Section 8 - Independent External Monitor

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/ she reports to the Managing Director, CANARA BANK.
3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non- Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform the Managing Director, CANARA BANK and recuse himself / herself from that case.
5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner,





refrain from action or tolerate action.

7. The Monitor will submit a written report to the Managing Director, CANARA BANK within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the Managing Director, CANARA BANK, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Managing Director, CANARA BANK has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The word 'Monitor' would include both singular and plural.

### Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by the Managing Director, CANARA BANK.

### Section 10 - Other provisions

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



5. Issues like Warranty /Guarantee etc. shall be outside the purview of IEMs.

(For & On behalf of the Principal)  
Contractor)

(For & On behalf of Bidder/

(Office Seal)

(Office Seal)

Place:

Date :

Witness 1:  
(Name & Address)

Witness 2:  
(Name & Address)



# BID DOCUMENT

## APPLICATION

## TECHNICAL BID

1.	Name of the Company/Firm	
2.	Name of the Applicant	
2.a	Address (Head Office/Registered Office with telephone, Fax number, web-site details)	
2.b	Email Address	
2.c	Father's Name	
2.d	Residential Address (Proof to be Enclosed):	
2.e	Office/Branch address at Bengaluru along with details of local in-charge's name, mobile no.	
3.a	Status of the Firm (Whether Company/ Partnership / Proprietary)	
3.b	Name of the Proprietor/ Partners/ Directors (with professional qualifications, if any):	i. ii. iii. iv.
3.c	Year of establishment	
4.a	Whether registered with Registrar of Companies / firm. If so, No. & Date (copy to be enclosed)	
4.b	Whether registered under shops & Establishment Act (copy to be enclosed)	
4.c	Whether License to run the canteen from appropriate authority obtained or not (copy of certificate to be enclosed)	
4.d	Details of Registration under various other statutory acts (attach copies of all)	
5.	Registration with Tax Authorities	
5.a	PAN No.	
5.b	GSTIN No.	
Furnish copies of Income-tax returns, registration		



TENDER DOCUMENT FOR RENDERING CANTEEN SERVICES AT CANARA BANK, STC BAGALURU

6.	Furnish the particulars of Power of Attorney holder or letter of authorization (if applicable) for signing the Tender document	
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7. Turnover of the Company/firm (Please attach copy of audited balance sheet and profit and loss account for three years or TO certified by CA).

Sl. No.	Year	Turnover
1	2021- 2022	
2	2022- 2023	
3	2023- 2024	

8. Whether rendering canteen facilities to Government / Public Sector / Banks/private sector organizations:-

NAME OF THE ORGANIZATION	Location & Address	Staff strength at each location	Year of service	Contract value

If required use additional sheet for providing full details.

9. Details of the qualifying works (please mention only such contracts which qualifies for the category for which you have applied)

Sl .No	Name of client Canteen services extended for (name of the organization with address, concerned office & telephone no)	Number of staff in the organization at that location	Contract value	Period of service	If work left incomplete or terminated (furnish reasons) & other remarks if any
1.					
2.					
3.					

If required use additional sheet for providing full details.

Note: Copies of agreement and satisfactory performance certificate obtained from the client shall be enclosed.



10. Furnish the names of three responsible clients/ persons to whom the major works carried out by the applicant with address and telephone number who will be in a position to certify about the quality as well as past performance of your organization.

NAME OF THE OFFICIAL	ORGANIZATION & ADDRESS	CONTACT NUMBERS

11. Technical bid containing:-

Demand draft No: \_\_\_\_\_ Dt. \_\_\_\_\_ For Rs.1,50,000/- ( Rupees

One Lakh Fifty thousands only ) issued by \_\_\_\_\_ being EMD amount.

#### DECLARATION

1. All the information furnished by me / us here above is correct to the best of my knowledge and belief.
2. I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets / annexures.
3. I / We agree that the decision of CANARA BANK in selection of contractors will be final and binding to me / us.
4. I / We have read the instructions appended to the proforma and I / we understand that if any false information is detected at a later date the contract shall be cancelled at the discretion of the bank.

Place:  
Date:

SIGNATURE OF THE APPLICANT  
NAME & DESIGNATION  
SEAL OF ORGANIZATION

Enclosures:

- 1.
- 2.
- 3.
- 4.



**CHECKLIST FOR ENCLOSURES**  
(Tenderer should fill up YES or NO without fail)

SNo	Bid Enclosures	Yes or No
1.	Whether the Tender is submitted in Two covers Technical Bid and Price Bid separately?	
2.	Whether Technical Bid (Envelope- A) contains the following	
2.1	Signed and stamped Letter of Authorization or Power of Attorney for signing the Tender document shall be submitted.	
2.2	All sections covered in the Tender document in full shall be signed by the authority, stamped and submitted	
2.3	Whether Earnest Money Deposit (EMD) amount as specified in the Tender shall be submitted along with Technical Bid	
2.3a	In case of claiming exemption from EMD, valid document/ certificate for exemption of EMD from NSIC/Similar Government authorities shall be submitted	
2.4	Duly filled up Technical Bid shall be signed by the authority, stamped and submitted	
2.5	Duly filled up all Annexure shall be signed by the authority, stamped and submitted	
2.6	Duly filled up Price Bid format shall be signed by the authority, stamped and submitted	
2.7	Supporting documents to meet the Eligibility Criteria	
	a) All the supporting documents to meet the Eligibility Criteria as laid down in the Tender under Eligibility Criteria shall be signed by the authority and stamped	
	b) Tenderer's Certificate of Incorporation, License or Registration shall be submitted	
	c) Balance Sheet and Profit & Loss accounts for the past three year shall be submitted.	
	d) Clientele list of the Nationalized Bank's/ Government Organization already engaged shall be submitted	
3.0	Whether Price Bid (Envelope-B) contains the following	
	Duly filled up Price Bid with signature and stamp in all headings shall be submitted	
	Whether corrections or overwriting if any is attested?	
4.0	Whether all pages in the tender document is duly signed by the Authorised Person?	

Checklist should be enclosed in technical bid

**SIGNATURE OF THE TENDERER WITH SEAL**



## TENDER OFFER

I/We have read and examined the Notice Inviting Tender, eligibility criteria, proforma filled in by the successful Tenderer, Schedules, Specifications Applicable, Scope of works, General Rules and Instructions, General Conditions of Contract, Schedule (Bill) of quantities in Price Bid, and all other documents referred to in the conditions of contract and all other contents in the tender document for the work.

I/We hereby tender for selection of Contractor for rendering Canteen services specified for the Bank within the time specified, at the rates specified in the attached Price Bid and in accordance in all respects with the specifications, terms and conditions in writing referred to in the General Rules and Instructions, General Conditions of Contract and in all respects in accordance with, such conditions so far as applicable.

I/We agree to keep the tender open for 90 (Ninety) days from the due date of opening of Price bid thereof and not to make any modifications in its terms and conditions. A sum of Rs.....is hereby forwarded as earnest money deposit in form of Demand Draft of ..... (Name of the issuing Scheduled Bank) bearing no..... and date . .....

In the event of my / our failure to commence the work on the specified date after award I/We agree that the Bank shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money deposit absolutely otherwise the said earnest money deposit shall be retained by it towards security deposit to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to therein.

I/We hereby declare that I/We treat the tender documents and other records connected with the work as secret/confidential documents and shall not communicate information/derived there from to any persons other than a person to whom I/We am /are authorised to communicate the same or use the information in any manner prejudiced to the safety of the State / the Bank.

I/We fully understand that you are not bound to accept the lowest or any tender you may receive. Shri. \_\_\_\_\_, Partner/ Proprietor/ Authorised representative of the Company, is the person authorised to negotiate Price, technical terms & conditions & sign on behalf of the firm any Agreement, Bills & receipts for this work.

I/We agree that until a formal agreement on stamp paper is prepared and signed, this tender with your written acceptance thereof shall constitute a binding contract between us.



Signature of Tenderer  
Name & address:  
Full Postal Address  
including Pin Code No.  
& Telephone No.

Dated the: .....day of ..... 2024

Witness,

1).

2).





## CERTIFICATE OF CONFORMITY

Date:

To,  
The Deputy General Manager  
Canara Bank,  
General Administration Wing,  
Head Office, Bengaluru

### CERTIFICATE

This is to certify that, the services for rendering Canteen services at Canara Bank Staff Training College Bagalur which we shall provide, if we are awarded with the work, are in conformity with the Scope of Work in the Tender document. We also certify that the price we have quoted per item cost basis is inclusive of all the cost factors involved in the execution of the contract, to meet the desired standards set out in the Conditions of the contract.

Signature:

Name:

Designation:

Seal:



## SELF DECLARATION

Ref:

Date:

To,  
The Deputy General Manager  
Canara Bank,  
General Administration Wing,  
Head Office, Bengaluru

In response to the tender No. \_\_\_\_\_ dated \_\_\_\_\_ as owner/ partner/

Director of \_\_\_\_\_ I/We hereby declare that our Agency is having unblemished past record and was not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time. We have not been blacklisted by IBA or any other agency in the past. We also undertake that no employee of Canara Bank is in any way connected with or directly involved in the management or activities of our company.

I/We further declare that there has been no damage to records at any of our facility due to FIRE / BURGLARY.

Signature:

Name:

Designation:

Seal:



**PRICE BID**  
**(To be submitted in separate envelope)**

TENDER DOCUMENT FOR RENDERING CANTEEN SERVICES AT CANARA BANK, STC BAGALURU

I, Shri/Smt. \_\_\_\_\_ have gone through the general rules and instructions provided by the Canara Bank, Canara Institute of Bank Management (CIBM), Manipal and am quoting the price for the items mentioned below. I undertake to supply at the rates mentioned hereunder, if the contract is awarded.

1.	Name of the Contractor	
2.	Address	
3.	Telephone No./Mobile No./email ID	

Sl. No.	Service to be provided as per Scope of Works	Price Quoted (in Rupees) excluding GST	
		First Year	Second Year
A	Items cost	(Rate to be quoted for per participant per day)	
1	Morning Tea/ Coffee		
2	Breakfast (Unlimited)		
3	Forenoon Tea/Coffee with Biscuit /Cookies		
4	Lunch (Unlimited)		
5	Evening Tea with Snacks		
6	Dinner (Unlimited)		
7	Total of A		

**Note:-**

1. Tea bags of different flavours (black tea, green tea, lemon tea etc) and sugar cubes/ sugar free sachets should be served along with regular tea.
2. The tenderer shall quote the rates exclusive of all taxes and inclusive of all expenses of all types of Work force/ Manpower (by following Labour Laws scrupulously as per government guidelines) and expenses pertaining to the transportation to various locations within premises lifting, shifting, serving to all Executive cabins/staff cabins etc., and no claim for enhancement of quoted rates on any account shall be considered.
3. The tenderer is eligible to claim the commitment charges when the bank has not placed any order on working days leaving Saturday/Sunday and Holidays as per N.I act.



4.The price quoted by the Tenderer will be applicable for 2 years.

5.Tenderer who quotes lowest rate (*Total of A*) will be awarded 40 marks. For remaining Tenderers, proportionate marks will be awarded keeping the base cost of the lowest rate quoted.

6.For calculation purpose, we may consider total no. of participants per day as 75 for 5 working days in a week (Only for reference purpose if required).

Place:  
Date:  
SEAL OF ORGANIZATION

SIGNATURE OF THE APPLICANT  
NAME & DESIGNATION

