



सर्व हरियाणा ग्रामीण बैंक
Sarva Haryana Gramin Bank
(भारत सरकार का उपक्रम) (Govt. of India Undertaking)

प्रायोजक : पंजाब नेशनल बैंक



Sponsored by: Punjab National Bank

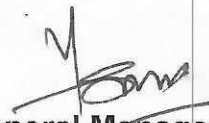
GAD, Head Office, SHGB House Plot No. 1 Sector-3 Rohtak HR

Notice Inviting Tender

Tenders (Two Bid System) are invited from experienced and reputed/eligible Catering Contractors for **running canteen services for Bank's staff at Sarva Haryana Gramin Bank, Head Office, Plot No, 1, Sector 3, Rohtak-124001** as per details/specifications placed in Bank's Website & GeM Portal. The proposal addressed to **General Manager, Sarva Haryana Gramin Bank, Head Office, SHGB House, Plot No. 1, Sector-3, Rohtak, Haryana**. All the interested parties are advised to go through the detailed Tender guidelines on the **Bank's website** before submitting their tenders **through GeM Portal**. Bank reserves its right to reject any or all the tenders without citing any reason, at any stage. **Corrections/Corrigendum**, if any, will be placed on Bank's website only. For more details visit our website www.shgb.co.in/
Email: hogadshgb@shgbank.co.in

Last Date of submission of Tenders: 13.07.2023

Date of Opening of Tender :- 14.07.2023 (Tentative)


General Manager



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Tender for running canteen services for Bank's staff working at Sarva Haryana Gramin Bank, Head Office, Regional Office Rohtak, Branch Office Sector 3 and Currency Chest Rohtak situated at Plot No. 1, Sector 3, Rohtak-124001

About Bank:

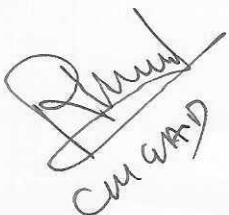
Sarva Haryana Gramin Bank, a Govt. of India undertaking, sponsored by Punjab National Bank is operating in the whole state of Haryana having 680 branches as on 31.03.2023.

Scope of Project:

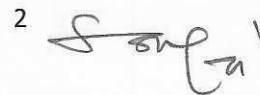
To provide uninterrupted Canteen services at **Sarva Haryana Gramin Bank, Head Office, Plot No. 1, Sector 3, Rohtak-124001**, Haryana. The Catering requirements include providing Lunch, Tea and Snacks etc. for about 75-100 persons as per Annexure 'II' & 'III'. Further, as per requirements and on special occasions, High Tea and Snacks are also required to be provided.

Technical and Qualifying Criteria

1. Bidder should have **GST** registration either in the name of proprietor or the firm (Copy should be enclosed along with technical bid, if applicable).
2. Bidder should have **PANNUMBER** either in the name of proprietor or the firm (Copy should be enclosed along with technical bid).
3. Bidder should have valid **FSSAI** certificate of registration for running Canteen/Catering Services (attach copy)
4. Bidder should have valid **ESI & EPF Registration number** issued by the respective ESI/EPF offices, if applicable (copy should be enclosed with technical bid or Annexure IV)


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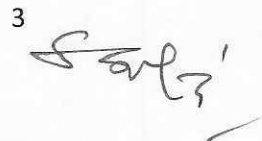
5. Bidder must have at least one completed year continuous satisfactory experience of running a canteen/providing catering/tiffin service in a Government Training Institute/PSU/Central/State Govt/Corporate/Private Institution. Copy of satisfactory performance certificate (on the letter head of service recipient) and statement of Bank account of bidder along with copy of bills must be attached.
6. The technical bid without complete information and supporting documents shall not be considered for evaluation of Financial Bid.

General Instructions:

1. The Contractors must upload their tenders at GeM Portal under two bid system as Annexure-I "Technical Bid for SHGB Canteen Tender" and Annexure-II as "Financial Bid for SHGB Canteen Tender". Tenderer must provide duly signed copy of Appendix-1 as acknowledgement for acceptance of all terms & conditions of the tender document.
2. No overwriting/correction in tender documents by tenderer shall be allowed.
3. Technical Bids will be opened first.
4. Opening of Price bids/Financial bids will be done for the offers of only those tenderers, whose bids are found technically acceptable.
5. For any further Inquiry/Detail, please Contact Mr. Ravinder Garg, Chief Manager, GAD on Telephone No. 01262 – 243110 and Email: hogadshgb@shgbank.co.in
6. Bank reserves the right to reject any or all of the Tender/Bids without citing any reason thereof at any stage of tender process. No further correspondence will be entertained in this regard.


Mr. GAD









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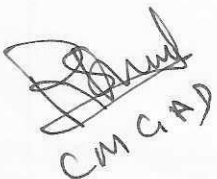


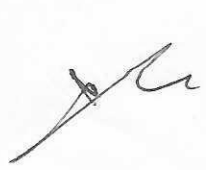

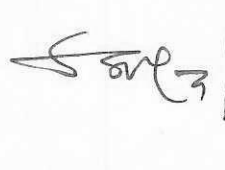

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General Terms and Conditions: -

1. The contract shall remain valid for a period of **Two Year** from the date of its commencement. The contract can be further extended on the same terms and conditions on yearly basis, the right of which is reserved by Sarva Haryana Gramin Bank (SHGB). The extension shall be based on the satisfactory performance of the contract. The contract once awarded can be terminated by either party after giving three months' notice. Nevertheless, SHGB may terminate the contract of the firm without any notice in case of the firm commits a breach of any terms of the contract, The decision, of the Bank will be final and binding on the L-1 vendor when the tender is allotted.
2. The Water and Electricity will be provided free of cost by the Bank. Contractor shall not use other electrical cooking devices for the purpose of catering service. Refrigerator/ Defreezer is to be arranged by caterer providing services.
3. Refilling of commercial gas connections will be borne by the contractor.
4. The rates quoted in this bid should be for the items to be supplied at SHGB Canteen. Contractor shall not be allowed to reduce the items required for the canteen without prior written permission from Canteen Committee, SHGB. Failure for not adhering the bank guidelines or using sub-standard, un-authorized material to supply any items at the indicated cost shall be considered a breach of contract and invite Punitive action of Rs. 2000/- for first instance and Rs. 5000 each subsequent instance including termination of contract and forfeit the security deposit and the penalty may be recovered from the bills due for payment and otherwise.
5. The rates quoted in this bid must be inclusive of GST/ All other type of taxes/ Cess/ Duties/ Charges etc.
6. Packaged goods will not be sold more than MRP.
7. Contractor shall use crockery plates and cups to avoid usages of plastic.


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8. The successful bidders shall have to deposit a sum of Rs. 50000/- (Rs. Fifty Thousand Only) as performance security deposit/retention money within 7 days on receipt of work order through DD in the name of Sarva Haryana Gramin Bank payable at Rohtak before taking over the job assigned.
9. The Performance security deposit/retention money shall be refunded to the service provider without any interest six months after successful completion of contract period after deduction of dues/loss/damage/penalty, if any
10. If at any stage during the period of contract, it comes to the notice of the SHGB that the contractor has misled the SHGB by way of giving incorrect/false information, which has been material in the award of contract to him/her, the contract shall be liable for termination besides other legal action which may be initiated against the contractor or the owner/partners/Directors or any person responsible for the affairs of the contractor.
11. Contractor has to serve foods/refreshments from time to time as per requirement of SHGB during various events/ programs against extra payment on negotiated rates.
12. Contractor shall abide by all labour laws and statutory obligations as applicable. The contractor shall bear all taxes/ levies/ charges what so ever as may be imposed by the State/ Centre Govt. or any local body/ authority. The contractor shall be wholly responsible for redressal of grievances/disputes arising from his staff and it shall not involve SHGB in any way whatsoever. The canteen contractor and his employees will have no rights and privileges for employment or any other benefit from the bank. The employees of the contractor will be the exclusive responsibility of the contractor himself with no liability or responsibility of the bank.
13. The contractor has to obtain comprehensive accidental insurance coverage in respect of every employee employed by him and Fire/Theft/Burglary/Natural cause insurance policy for stock/Utensils/any other material to be used in catering work. Bank will not be liable in case of any damage/loss to the contractor due to any avoidable/unavoidable circumstances.


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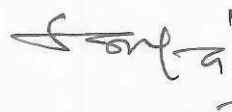
GAD, Head Office, SHGB House Plot No. 1 Sector-3 Rohtak HR

14. The contractor shall also be liable to pay P.F. contribution, Leave, Salary, ESI etc to his employees.
15. The contractor will occupy the space earmarked for canteen and kitchen and shall not occupy/use any other space of the building other than allotted by SHGB Management.
16. SHGB reserves the right to instruct the contractor to remove any person deployed by the contractor without assigning any reason or notice.
17. The contractor will ensure high standard of cleanliness, hygiene and sanitation in the kitchen and canteen. The contractor will make the arrangement for keeping all eatable in covered showcase, free from flies and insects. Adequate number of dustbins must be provided by the contractor to ensure proper disposal of garbage. There should not be any littering of unused food or any other articles within the canteen. Contractor shall also ensure daily removal of canteen garbage from the canteen premises.
18. Contractor will ensure that the cooked and uncooked food is stored properly and no stale food is served. In case of any food poisoning, the contractor will be held solely responsible and will be penalized besides legal action including forfeiture of security and claim, if any, is to be paid by the contractor.
19. The raw material used can be checked by the HO Canteen Committee at any time and if substandard/unauthorized materials are found, the contractor will be penalized at the discretion of SHGB and contractor will have to abide by it.
20. The contractor will be required to display the menu and rate list of all the food articles, soft drinks, tea, coffee and juice etc. sold in the canteen.
21. The contractor should have sufficient and high standard cooking utensils, Ceramic, glassware, Cutlery etc. required to cater to at least 100 persons at a given time.
22. The contractor shall not deploy minor/child labour for the canteen work.


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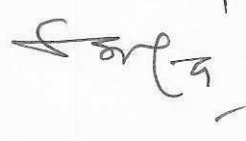


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23. The HO Canteen Committee member(s) may inspect the preparation of food etc. on time to time to keep check on quality of food being prepared and supplied.
24. The contractor shall not use the canteen premises for any other activity except for the purpose for which it has been provided for and will ensure the maintenance of the same.
25. Contractor will keep reserved **three dozens of decent quality crockery set** to serve tea, coffee, food to SHGB management for official meetings.
26. The premises with fittings and fixtures, furniture, equipment etc. provided to the contractor are the property of SHGB. The contractor shall have no right on any of these and shall place them back at the disposal of SHGB when demanded. The contractor shall be responsible for the safe custody and proper use and maintenance of all equipment and properties of SHGB, whether movable or immovable. Any damage caused to the equipment or properties shall be made good by the contractor immediately to SHGB without any loss of time, failing which the cost of equipment, properties etc. will be recovered from his bills or from other means as deemed fit by SHGB. Failure of equipment etc. will not be an excuse for not providing service.
27. The bidder shall upload at GeM Portal, duly signed undertaking enclosed with the tender document as per **Appendix -1**.
28. The bidder may physically visit the site/ canteen before applying for the tender.
29. Contractor and his employees shall be subjected to verification of their character and antecedents by the police, the cost of which shall be borne by the contractor. The contractor shall submit documentary proof of such clearance to the Bank.
30. Contractor shall work under the supervision of the canteen committee of SHGB or such other authorized representatives of the bank as may be nominated from time to time.


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31. Canteen facilities should be provided on Sundays/ Public holidays and as and when specifically required due to administrative exigencies on same rates as quoted in financial bid. The timings of the canteen services will be from 9.00 a.m. to 7.00 p.m. or as decided by the Bank.
32. The contractor shall not assign or Sub-contract whole or any part of this contract.
33. The Contractor will maintain a numbered bound register showing total number of beneficiaries' date wise and will submit the bills on fortnightly basis for payment.
34. Smoking/ Consumption of alcohol/liquor shall be prohibited in the canteen/kitchen area.
35. The contractor shall abide by all labour laws in force, particularly the Contract/ Labour(Regulation & Abolition) Act, 1970, the Minimum Wages Act 1948, the Payment of Gratuity Act 1972, the Payment of Wages Act 1936, the Minimum Wages(Central)Rules 1950. The Contractor shall produce to the Bank their books, registers, documents, certificates etc., whenever required for verification/ examination by the Government authorities / Bank.
36. The contractor will have to produce on demand, license/permit/approval etc. from the concerned statutory authority to concerned authorities for carrying out this type of work. They must also have necessary license to engage labour under the labour laws. The contractor will have to abide by all applicable statutory/regulatory laws/rules including minimum wages/PF etc. The Contractor will be solely responsible for violation of any laws.
37. The contractor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressed Act,2013).

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GAD

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38. The Canteen services will be for exclusive use of staff members, their guests and the persons authorized to enter the Bank.
39. All the employees of contractor working in the Canteen must be medically fit.
40. Tender will be finalized only on the basis of rates of Lunch quoted by Tenderer.
41. Rates of Tea / Coffee is to be quoted for reference only and will be negotiated, with L-1 Tenderer, if needs be.


Chief Manager
GAD


Chief Manager
MASD


Chief Manager
I & A


Chief Manager
FD


General Manager
(Chairman Tender Committee)



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Appendix-1

UNDERTAKING

I/We..... hereby solemnly agree to abide by all terms & conditions of the Tender.

Any breach of the clause/clauses will render my/our contract null & void.

I/We have understood completely about this tender document and the terms & conditions therein. I/We agreed to sell the eatables/snacks/tea/high tea/juices etc. on the rates mentioned in the tender rate list annexed with. I/We have also understood that I/We have to maintain the high standard, quality and hygiene of all the eatables as mentioned in the rate list of items as per **Annexure II** and I/we will use brands as mentioned in **Annexure III**.

I/we hereby declare that the information furnished is true to the best of my/our knowledge. I/We have not been banned and delisted by any Government Department/Financial Institution/ have not been convicted by any Court of Law.

Date:

Signature of the Contractor/Tenderer (with seal)

Name of the Contractor _____

Address :-



GAD, Head Office, SHGB House Plot No. 1 Sector-3 Rohtak HR

Annexure-I

TECHNICAL BID

a) Contact details of Bidder: -

1. Name of Bidder
2. Complete Address of Business
3. Contact No./Email Id
4. Contact Person's Name, Designation
 Along with phone number

b) Criteria/Documents required to be enclosed: -

Sr. No.	Criteria	Brief Details
1.	Relevant Experience	Minimum one completed year experience of running canteen /providing Catering/Tiffin Services in a Government Institute/PSU/Corporate/Private Institution/. Copy of satisfactory performance certificate (on the letter head of service recipient) and statement of account of bidder along with copies of bills must be attached as a proof of experience.
2.	Statutory obligations	<ul style="list-style-type: none"> ➤ PAN number (attach proof) ➤ FSSAI Certificate (attach proof) ➤ EPF/ESI Registration, if applicable (attach proof) or submit undertaking that EPF/ESI Registration is not applicable to the Contractor. (Annexure-IV) ➤ GST registration certificate, if applicable (attach proof) or submit undertaking that GST is not applicable to the Contractor. (Annexure-V)

I/We agree to abide by all the terms and condition of this tender document.

Attach undertaking as appendix-1.

Date:

Signature of the Tenderer

with Seal

Name of the Contractor _____

Address :-



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Annexure-II

Financial Bid

Sr. No.	Items	Quantity	Rates Quoted by the tenderer		
			Rate of 01 plate (in Rs.)	GST Amount (In Rs.)	Total Rate of 01 plate inclusive GST (in Rs.)
1	2	3	4	5	6
1.	<p>Lunch</p> <p>1. Dal / /Rajma/Chana/Kadhi 2. Paneer dish / Soya Chap / Malai Mushroom twice a week 3. Remaining week days seasonal vegetable. 4. Rice/Pulao + Tawa Chapati 5. Curd/Raita 6. Salad + Green Chatni</p> <p>Dessert (Gulab Jamun/Kheer/Halwa Desi Ghee / Ice Cream / Tilla Kulfi/ Fruit Chat etc.)</p>	The quantity should be sufficient for one person			
2.	Rate of Tea	125 ml			
3.	Rate of Coffee	125 ml			

1. Tender will be finalized only on rates of Lunch quoted by Tenderer **inclusive GST** at column no 6.

2. Rates of Tea / Coffee is to be quoted for reference only and will be negotiated with **L-1 Tenderer**, if needs be.

3. Further, it will be allowed to run a canteen having facility of breakfast and other snacks like Samosa/Bread Pakora/ Biscuit, Namkeen, Soft Drinks, Lassi, Juice, Milk bottle, Soup etc. at reasonable rates to be negotiated.

4. I/We agree to abide by all the terms & conditions of this tender document.

Date:

Signature of the Tenderer with Seal

Name of the Contractor _____

Address :-



GAD, Head Office, SHGB House Plot No. 1 Sector-3 Rohtak HR

Annexure-III

List of Indicative/Permissible Brands of consumable items

Sr. No.	Item	Brand*
1.	Milk	Amul/Mother Dairy/Vita/Verka
2.	Curd	Amul/Mother Dairy/Vita/Verka/Ananda
3.	Paneer	Amul/Mother Dairy/Vita/Verka/Ananda
4.	Bread	Britannia/Harvest/Modern
5.	Butter	Amul/Mother Dairy/Vita/Verka
6.	Tomato/Chilli sauce/Ketchup	Kissan/Maggi/Tops
7.	Tea/Tea Bags	Taj Mahal/Tata Tetley/Brook Bond/Lipton
8.	Coffee	Nescafe/Bru
9.	Refined Oil	Fortune/Sundrop of ITC/Sunflower/Saffola
10.	Mustard Oil	Fortune/Patanjali/HAFED
11.	Rice (Basmati)	Lal Quila/HAFED/India Gate/Kohinoor
12.	Sugar/Sugar Cube	Mawana/Daurala/Dhampur/Rohtak
13.	Atta/Maida/Besan	Ashirwad/Shakti Bhog/Rajdhani/Nature Fresh
14.	Pulses	Good quality of Agmark
15.	Spices	MDH/Everest/Catch or Agmark Brand
16.	Salad	Seasonal green vegetables of good quality
17.	Vegetables	Seasonal fresh good quality

*The above brands and/or brands of comparable quality to be used. In case of any objection raised, Contractor must abide by the view / decision taken by the SHGB Authorities.

NOTE: - Edible oil once used for cooking etc. shall not be re-used for cooking.

Date:

Signature of the Tenderer
with Seal

Name of the Contractor _____

Address :-



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Annexure-IV

UNDERTAKING

Reg: Contract Labour (Regulation & Abolition) Act 1970

I/We confirm that we have employed _____ (number) workmen only and that the Contract Labour (Regulation & Abolition) Act 1970 and EPF & ESI are not applicable to us.

Date:

Signature of the Tenderer
with Seal

Name of the Contractor _____

Address :-



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Annexure-V

UNDERTAKING

Reg: GST registration is not applicable

It is confirmed that GST registration is not applicable to us.

Date:

Signature of the Tenderer
with Seal

Name of the Contractor _____

Address:-