

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075



**GENERAL SERVICES ADMINISTRATION DIVISION, HO: Plot no 4, Sector 10,  
Dwarka , NEW DELHI 110075**

**Tender Notice (Canteen Facility)**

Punjab National Bank invites online bids from reputed/eligible Catering Contractors for running canteen services for staff etc. at Bank's New Head Office Building at Plot no:4, Sector 10, Dwarka, New Delhi-110075.

Necessary tender documents may be downloaded from bank's e-Procurement website <https://www.pnbindia.in> or <https://etender.pnbnet.in> Bidders have to pay a tender document fee of Rs.5,000/-+ 18% GST( 5900.00) (non refundable) in the form of Demand Draft/Pay Order in favour of Punjab National Bank, Delhi at the time of submission of bids. Bid should also accompany Earnest Money Deposit of Rs.1,00,000/- (Rupees One lakh only) in the form of DD favouring Punjab National Bank, Delhi.

**Last date for :**

<b><u>Downloading, Bid Preparation and Hash Submission</u></b>	<b>16/09/2019 up to 1500 hrs.</b>
<b><u>Re-encryption and online &amp; Physical Bid submission</u></b>	<b>17/09/2019 up to 1400 hrs.</b>

Please note that hash submission is compulsory activity, failing which bidders will not be able to submit the on-line bids on **16/09/2019**. Bank is not bound to accept the lowest offer/bid and reserves the right to accept or reject any or all the offers submitted in response to this advertisement without assigning any reason whatsoever.

**Chief Manager**

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

पंजाब नैशनल बैंक  punjab national bank  
...भरोसे का प्रतीक ! ...the name you can BANK upon !

सामान्य सेवाएं प्रशासन प्रभाग, प्रका, प्लॉट सं. 4, सेक्टर 10, द्वारका, नई दिल्ली -  
110075

**निविदा सूचना (कैंटीन सुविधा)**

पंजाब नैशनल बैंक प्लॉट सं.4, सेक्टर 10, द्वारका, नई दिल्ली-110075 स्थित अपने नए प्रधान कार्यालय भवन में स्टाफ इत्यादि के लिए कैंटीन चलाने हेतु प्रतिष्ठित/पात्र केटरिंग ठेकेदारों से ऑनलाइन बोलियां आमंत्रित करता है।

आवश्यक निविदा दस्तावेज बैंक की ई-खरीद वेबसाइट <https://www.pnbindia.in> या <https://etender.pnbn.net.in> से डाउनलोड किए जा सकते हैं। बोलियां प्रस्तुत करते समय बोलीदाताओं को पंजाब नैशनल बैंक, दिल्ली के पक्ष में डिमांड ड्राफ्ट/भुगतान आदेश के माध्यम से दस्तावेज शुल्क के रूप में रु.5,000/-+ 18% GST (5900/-) (अप्रतिदेय) का भुगतान करना होगा। बोली के साथ पंजाब नैशनल बैंक, दिल्ली के पक्ष में देय डीडी के रूप में रु.1,00,000/- (रुपए एक लाख मात्र) की बयाना राशि भी संलग्न की जानी चाहिए।

**अंतिम तिथि:**

डाउनलोडिंग, बोली तैयार करने तथा हैश प्रस्तुत करने हेतु

**16/09/2019 1500 बजे तक**

एन्क्रिप्शन एवं ऑनलाइन तथा भौतिक बोली प्रस्तुत करने हेतु

**17/09/2019 1400 बजे तक**

कृपया नोट करें कि हैश की प्रस्तुति एक अनिवार्य गतिविधि है जिसे न करने वाला बोलीदाता दिनांक **16/09/2019** को ऑनलाइन बोली प्रस्तुत नहीं कर सकेगा। बैंक के पास इस विज्ञापन के प्रत्युत्तर में प्रस्तुत किसी भी प्रस्ताव अथवा सभी प्रस्तावों को बिना कोई कारण बताए स्वीकार/अस्वीकार करने का अधिकार सुरक्षित है।

**मुख्य प्रबंधक**

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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**PART - I**

**PUNJAB NATIONAL BANK**

**TENDER DOCUMENTS**

**FOR RUNNING STAFF CANTEEN AT BANK'S HO : PLOT NO.4. SECTOR-10**  
**DWARKA, NEW DELHI-110075**

**GENERAL SERVICES ADMINISTRATION DIVISION,  
HEAD OFFICE, Plot no 4,  
Sector 10, Dwarka ,  
NEW DELHI - 110 075.  
Tel No. :- 28044403,**

**Ext No.:- 3003**

**STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075**

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**INDEX**

<b>S. No.</b>	<b>Description</b>	<b>Page No.</b>
<b>PART - I</b>		
1.	Bid Details	5-6
2.	Notice Inviting Tender	7-8
3.	Eligibility Criteria	9
4.	Instruction to Bidder	10-16
5.	General Information and Other Terms & Conditions	17-19
6.	Tender for staff canteen (application form )	20-21
7.	Performa – 1 (Details of catering services rendered)	22
8.	Performa – 2 (Permanent Key admin/ supervisory/ workers employed)	23
9.	Annexure -A (Draft Agreement)	24-29
10.	Annexure – I (Menu & Rate list for the staff canteen )	30
11.	Annexure – II (List of Approved Make of items to be used in staff canteen )	31
12.	Annexure -III (Letter from contractor to Bank )	32
13.	Annexure - IV (pre-qualification for bidders)	33
14.	Annexure-V (Compliance Statement)	34
<b>PART - II</b>		
15.	Commercial Bid	35

**STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075**

**BID DETAILS FOR RUNNING BANK'S STAFF CANTEEN**

<b>TENDER ENQUIRY NO.</b>	<b>PNB/GSAD/STAFF CANTEEN/DWARKA/ 2019</b>
Date of Initiating Bidding Process	26.08.2019 from 14.00 hrs
Last date and time for submission/acceptance of queries	02.09.2019 till 14.00 hrs Email: hogad@pnb.co.in
Date & venue/Time of Pre-bid meeting	03.09.2019 at 11.00 hrs at HO Building Plot no 4, Sector 10, Dwarka, New Delhi
Last date and time for downloading the tender documents, bid preparation and hash submission	16.09.2019 till 15.00 hrs
Closure of Technical & Commercial bid	16.09.2019 from 15.01 hrs to 16.00 hrs
Last date and time for submission of bids online and re-encryption <b>and</b> Submission of physical bids along with supporting documents.	17.09.2019 till 14.00 hrs
Date & time for opening of technical bid	17.09.2019 at 15.00 hrs
Date and time for opening of commercial bids	Will be informed later on.
Place of opening	PUNJAB NATIONAL BANK, 1 <sup>st</sup> FLOOR, GENERAL SERVICES ADMN. DIVISION, H.O. Plot no 4, Sector 10, Dwarka , NEW DELHI – 110075
Address for Communication	CHIEF MANAGER, GSAD, 1 <sup>st</sup> FLOOR, GENERAL SERVICES ADMN. DIVISION, H.O. Plot no 4, Sector 10, Dwarka , NEW DELHI – 110075 Email: hogad@pnb.co.in
Site for downloading and submission of tender	Prospective bidders may download the tender documents from our e-procurement website at <a href="https://etender.pnbnnet.in">https://etender.pnbnnet.in</a> and <a href="https://www.pnbindia.in">https://www.pnbindia.in</a>
EMD	Rs.1,00,000/- ( Rs. One lakh only) in the form of Demand Draft drawn in favour of Punjab National Bank, payable at New Delhi. EMD should be submitted in a separate envelop super-scribed "EMD for Catering In Staff Canteen" at the time of physical bid submission. Bids not accompanied by EMD in separate envelop will be summarily rejected.
Cost of RFP (Non Refundable)	Rs. 5,000/- + 18% GST ( Rs 5900/-) (Rs. Five Thousand Nine hundred only), non- refundable, in the form of DD drawn in favour of Punjab National Bank, New Delhi. DD should be submitted In a separate envelop super-scribed "Cost of RFP for Staff Canteen" at the time of physical bid submission (if not submitted earlier)
<b>Estimated Cost</b>	Rs. 32,00,000/- (Rs Thirty Two Lakh only) Per Annum
<b>Security Deposit</b>	Rs.5% of tender amount inclusive of EMD

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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**Note:**

1. Technical Bids will be opened online as well as in physical form but Commercial bid will be opened online only. Bidders may view the details through their terminal using their e-procurement [<https://www.etender.pnbnet.in>] registration login.
2. Any Bidder, who wish to participate in this tender and not registered earlier in our e-procurement site, would have to register with our e-procurement site.
3. All the technical supporting documents should be given in physical form only. However, Commercial Bid should be submitted only online in our e-procurement website.
4. Contractor will be responsible for payment of wages, other dues and compliance of all statutory provisions related to minimum wages, labour laws etc. applicable to the workers deployed by them in the Office. Any penalty for failure/negligence on this part shall be the responsibility of the contractor and the Bank has no role and responsibility in this regard.

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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**NOTICE INVITING TENDER**

E-tenders are invited on behalf of Punjab National Bank from experienced and reputed Canteen Contractors for providing canteen services for staff working in its Head Office building situated at Plot No.4, Sector-10, Dwarka, New Delhi, spread over total 9 floors (Basement three level + ground floor + five floors). Before submission of bid, Contractors are requested to visit the building to have first-hand knowledge about the nature and quality of jobs involved. Bidders to note the following :

1. Bidders should fulfil the eligibility criteria mentioned in the tender documents, [to be obtained against payment of Rs.5,000/- + 18 % GST (Rs 5900/- )(non refundable) by way of DD/Pay Order fvg. Punjab National Bank, New Delhi being cost of tender latest by 17/09/2019 upto 14:00 hrs. Tender fee of Rs.5,900/- may be submitted in a separate envelope along with EMD
- 2 Bidders should submit (i) Technical Bid & (ii) Commercial bid. Commercial bid shall be submitted **online only**.
3. Bidders intending to participate in this tender are required to get enrolled on the bank's website i.e. <https://etender.pnbnet.in>. Enrolment on the above mentioned website is **mandatory**.
4. As the bids have to be digitally signed by the Digital Certificate of the respective Bidder, before submitting the bids online, the bidders are advised to obtain Digital Certificates of **class II and above with both signing and encryption facility** in order to bid for the tender.
5. Tender Documents containing detailed terms & conditions can be downloaded from the e-portal <https://etender.pnbnet.in> or <https://www.pnbindia.in> and be submitted as per Tender schedule attached.
6. For any further information / queries please contact Chief Manager, GSAD, PNB, Head Office, Plot no 4, Sector 10, Dwarka, New Delhi 110075 over Ph: 011-28044403 / E-mail [hogad@pnb.co.in](mailto:hogad@pnb.co.in).
7. Bidders may submit their queries regarding any technical clarification before 02/09/2019 upto 14:00 Hrs. Thereafter pre bid conference (if needed) shall be held at PNB HO: Plot no 4, Sector 10, Dwarka, New Delhi on 03/09/2019 at 11:00 Hrs, details of which can be checked from bank's website.
8. Standardized documents may be downloaded from the "Corrigendum/Addendums" section of the above mentioned portal up to 15:00 hrs on 04/09/2019 after clarification on queries. No deviation on the above will be entertained by the bank thereafter.
9. Based on the clarification of conditions by the bank, the intending bidder will have to submit unconditional acceptance on the prescribed format along with tender documents.
10. Price bid of only those bidders shall be opened who bring their tender in line with requirement of tender documents and are acceptable to the bank. Bidders who do not submit the EMD in the form of Bank draft, their tenders will be summarily rejected.

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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11. First of all, envelope containing DDs of EMD and Tender Cost shall be opened and on satisfactory receipt of the same, their technical bids shall be opened. In case of online bids, hard copy of the Demand draft in favour of Punjab National Bank, payable at New Delhi for an amount of Rs.1,00,000/- (Rs. One lakh only) towards EMD is to be submitted physically by the bidder and shall reach the office of the Chief Manager, GSAD, PNB Head Office, Plot no 4, Sector 10, Dwarka, New Delhi on or before 14:00 Hrs. on 17/09/2019.
12. Price bid of technically eligible bidder who meets the eligibility criteria stipulated in tender documents will be opened online in the presence of participating bidders or their representatives as per the schedule attached. Date for opening of Commercial Bids shall be intimated later on
13. Tenders shall be valid for a period of not less than 90 days after the date of opening of price bid online
14. All the disputes arising out of or in connection with this agreement shall be deemed to have arisen in Delhi and only the courts of Delhi shall have the jurisdiction to determine the same.
15. **Please note that bid preparation, hash submission and bid submission is compulsory activity, failing which bidder will not be able to submit the bids online.**
16. Bank will not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever.
17. Please note that, on tendering procedure through the electronic tendering system, refer to the Instructions for Using the Electronic Tendering System document available along with the tender documents on <https://etender.pnbnet.in>



**STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075**

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**ELIGIBILITY CRITERIA**

- Average annual financial turnover of the bidder for the past 3 years ended 31.03.2019 must be at least Rs. 10.00 lakh.
- Bidder must have at least 3 years continuous satisfactory experience of providing catering services in a Government training institutions/PSU/Central/State Govt. Deptt./MNC located in Delhi/ New Delhi or NCR.
- Bidder should have at least satisfactorily running one canteen to cater minimum 500 staff strength
- The bidder must possess EPF, ESI and GST registration number issued by respective EPF/ESI/ Service Tax offices located in Delhi/New Delhi/NCR only. PAN No is also mandatory.
- The bidder should not have been blacklisted by any organization i.e. the Bank/ PSU/any Govt. agency during the last five years ending June 2019. An undertaking in this regard will have to be furnished.

**Note:- The bidder shall furnish following documents along with technical bid in support of eligibility criteria:-**

- a) Copy of Audited Balance Sheets (if applicable) along with Trading, profit & loss Account Statements for the last 3 financial years i.e. 2016-17, 2017-18 & 2018-19.
- b) Copy of satisfactory performance certificate (on the letter head of service recipient with complete address and telephone no.) in having executed following similar category contract/s (in Delhi/ NCR only ) during the last 3 years (minimum) ending 30.06.2019 for reputed training institutions/PSU's /Central/State government/MNC etc. at least one of the which must be presently running:
  - One work amounting to Rs. 25.60 Lakh or
  - Two works amounting to Rs. 16 Lakh or
  - Three works amounting to Rs. 12.8 lakh
- c) Copy of registration of EPF, ESI, GST and PAN No.
- d) Power of Attorney/Resolution, if applicable

**Chief Manager (GSAD)**

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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**INSTRUCTIONS TO BIDDER**

**1. INTRODUCTION**

Punjab National Bank, one of the largest Public Sector Banks in India, invites technically complete and commercially competitive online bids from reputed /eligible catering contractors for running staff canteen at Bank's Head Office Building at Plot no:4, Sector 10, Dwarka , New Delhi-110075, for one year.

**2. ELIGIBLE BIDDER**

This invitation of Bids is open to all bidders, provided they fulfill the minimum eligibility criteria as mentioned in tender document

**3. SCOPE OF WORK**

To provide uninterrupted catering service in staff canteen at Punjab National Bank, HO: Plot No:4, Sector 10, Dwarka, New Delhi.

**4. COST OF BIDDING**

Bidder shall bear all the costs associated with the preparation and submission of its bid and Punjab National Bank, hereinafter referred to as The Bank, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

**5. BIDDING DOCUMENT**

Bidder is expected to go through all the instructions, forms, terms & conditions and Technical specifications in the Bidding Documents. Failure to furnish any information required in the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidders' risk and may result in the rejection of bid. Bidder should strictly submit the bid as per RFP, failing which, bid will be rejected as non-responsive.

**6. AMENDMENT OF BIDDING DOCUMENTS**

Bank may modify the Bidding Documents through amendments at the sole discretion of the Bank at any time prior to the last date and time for submission of bids. All such amendments shall be uploaded on the Bank's websites (<https://www.pnbindia.in> or <https://etender.pnbnet.in>) and shall be binding on all who are interested in bidding.

In order to provide prospective Bidders a reasonable time to take into account the amendment(s), if any, in preparing the bid, Bank may, at its discretion, extend the deadline for submission of bids.

**7. CONTACTING THE BANK**

Any effort by a bidder to influence the Bank in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Bank's decision shall be final and without prejudice and will be binding on all parties.

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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**8. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS**

Bank reserves the right to accept or reject any or all bid(s) and scrap the bidding process at any time prior to award of contract, without incurring any liability thereby to the affected bidder(s) or without any obligation to inform the affected bidder or bidders about the grounds for the Bank's action. Bank reserves the right to accept or reject any technology proposed by the contractor(s).

**9. MODIFICATION AND WITHDRAWAL**

Bids once submitted will be treated as final and no further correspondence will be entertained in this regard. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

**10. REVEALATION OF PRICES**

Prices should not be disclosed in the technical or other parts of the bid in any form and shall be disclosed only in the commercial bid. Failure to do so will make the bid liable to be rejected.

**11. CLARIFICATIONS OF BIDS**

Notwithstanding anything contained in the tender document, to assist in the examination, evaluation and comparison of bids, the bank may, at its discretion, ask the bidder for clarifications. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

**12. BID EARNEST MONEY**

Bidder has to submit the Bid Earnest Money Deposit of Rs.1,00,000/- (Rs. One lakh only) in the form of Demand Draft favoring PUNJAB NATIONAL BANK, payable at New Delhi and fill all the details in the format available in our e-procurement system at website <https://etender.pnbnet.in>. The Draft should be submitted in **person** at the time of bid submission. In case of unsuccessful bidder(s), EMD will be returned on completion of tender process and no interest will be payable on EMD amount.

**13. DEADLINE FOR SUBMISSION OF BIDS**

Bids must be submitted not later than the specified date and time given in the Bid Document. If specified date of submission of bids is declared a holiday in the Bank, the bids shall be received up to the specified time on the next working day. However, the Bank may, at its discretion, extend the deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Bank and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended.

All the correspondence/bid should be addressed to Bank at the following address:

**The Chief Manager**, General Service Administration Division,  
Punjab National Bank,  
HO: Plot No. 4, Sector 10, Dwarka. New Delhi 110075

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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**14. LATE BIDS:**

Any bid received by the Bank after the deadline for submission of bids will be rejected.

**15. OPENING OF BIDS:**

All the bids will be opened at the date, time and location mentioned in RFP (as per tender schedule). Technical bids will be opened in the presence of representatives of the bidders who choose to attend.

**16. PERIOD OF VALIDITY:**

Bids shall remain valid for a period of 90 days from the date of commercial bid opening. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

**17. BIDDING PROCESS (TWO STAGES):**

For the purpose of the present job, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts:

- I. **Technical Bid (Part-I)**
- II. **Commercial Bid (Part-II)**

Bidders will have to submit the technical bid in physical as well as online form through Bank's e-procurement system. The supporting documents will have to be submitted in physical form. **Commercial Bids should be submitted in online form only through bank's e-procurement system. Bidder may inspect bank's site before quoting the price in Commercial Bid.**

**I. TECHNICAL BID (Part I):**

The bidder will have to submit the Technical Bid in sealed envelopes, duly superscribing "TECH. BID for staff canteen in PNB HO : Dwarka, Sector 10, New Delhi."

**TECHNICAL BID** will also contain all the documents mentioned in para 20, given below. All the Annexure should be duly signed and sealed.

TECHNICAL BID will **not contain any pricing or commercial information at all**. Technical bid documents with any commercial information will be rejected. In the first stage, only TECHNICAL BIDs will be opened and evaluated. Only those bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed for next stage of evaluation.

Bid shall contain no inter-lineation, erasures or over writing except as necessary to correct errors made by the Bidder, in which case such corrections shall be duly confirmed under signature/initials of the person(s) signing the bid.

**II. COMMERCIAL BID (Part II):**

Under the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are responsive, will be opened.

**18. SUBMISSION OF BIDS :**

Bidders shall duly complete the formats of Technical Bid and Commercial Bid and the same will be submitted online through our e-Procurement System using their Digital Signature at website <https://etender.pnbnet.in> . Bid submitted by the bidder using Digital Certificate is binding on the bidder to the contract.

**Bidders are also required to submit the attested true copies of technical supporting documents in physical form in sealed cover on or before date and time of bid submission. In case of any variation between physical bid and on-line bid, the contents in the on-line bid shall be valid and acceptable.**

**19. QUANTITY :**

The services are to be provided at the pre-approved rates.

**20. CONTENTS OF DOCUMENTS TO BE SUBMITTED**

**Documents required in Technical Bid;**

- Supporting documents in respect of minimum eligibility criteria
- Bidders' Application
- Acceptance of the Terms & Conditions and compliance of Technical specifications.
- Attested True Copies of balance sheets, Trading and Profit & Loss account statements for the FY 2016-17, 2017-18 & 2018-19 (audited- if applicable) .
- Bid Earnest Money Deposit of Rs.1,00,000/- (One lakh only) in the form of Demand Draft.
- Performance Certificates from Client(s) on their letterheads with authorized signature.
- Technical Offer indicating compliance to the Bank's requirement as per Technical Specifications.
- Compliance Statement.
- Power of Attorney/board resolution (if applicable)

**21. RESOLUTION OF DISPUTES:**

All disputes or differences whatsoever arising between the parties out of or in relation to the contract, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of the Courts at Delhi. During the arbitration proceedings the contractor shall continue to work under the Contract unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Delhi.

**22. PROCEDURE FOR FINALIZING L1:**

L-1 of short listed bidders will be selected based on the **lowest quoted rate of lump sum Subsidy** as mentioned in the commercial table subject to satisfaction of the Bank.

**23. SIGNING OF CONTRACT**

The successful bidder(s) shall be required to enter into a Rate Contract with the Bank, within 7 days of the award of the tender or within such extended period as may be specified by **Chief Manager, General Services Administration Division**, Punjab National Bank, HO on the basis of the Tender Document. Letter of acceptance and such other terms & conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract.

Successful bidder shall keep an amount of Rs. 5% of tender amount as Security Deposit (No interest payable) with the Bank, which shall be refundable after six months of expiry of contract.

**24. CONTRACTOR'S RESPONSIBILITY**

Contractor will ensure to provide the following:

- a) Make arrangement for supply of food items/water etc in the canteen as per the requirement and timing to staff and other visitors etc as per the details given in Annexure I and II of the tender.
- b) Proper uniform with cap, gloves and identity cards to all workers/staff of the canteen.
- c) Half Yearly medical check- up of workers;
- d) Police verification of the contractor and workers/staff;
- e) Hygiene and cleanliness of Canteen area;
- f) Deployment of staff/workers for operation and service in staff canteen.
- g) Timely payment of wages to staffs/workers and all statutory dues to the concerned Govt./state agency
- h) Discharge obligations as provided under various applicable statutory enactments including the Employees Provident Fund & Miscellaneous Provisions Act, 1952, Employees State Insurance (ESI) Act, 1948 ESI (if applicable at the Place of work –Delhi, Delhi State), the Contract Labour (Regulation & Abolition) Act, 1970, the Inter-State Migrant workman (Regulation of employment & conditions of Service) Act, 1979, The Minimum Wages Act, 1928, the Payment of Wages Act, 1936, The Workmen's Compensation Act, 1923 and other relevant Act, Rules and Regulations, instructions etc. issued / enforced from time to time

**25. PRINCIPAL TO PRINCIPAL RELATIONSHIP**

The relationship between the bank and contractor shall be on “Principal to Principal basis”. Employees engaged by the contractor shall be deemed to be the employees of the contractor. Contractor would comply with all statutory obligations and labour laws/regulations/rules etc. None of the provisions of the agreement shall be deemed to constitute a partnership between the parties hereto, and neither party shall have authority to bind the other, except as specifically provided hereunder. Neither party hereto is the agent of the other nor there is Master–Servant relationship between the parties. The relationship is “Principal to Principal basis” only.

**26. SEVERABILITY**

In the event any provision of this agreement is held by a Tribunal/Court of Competent to be contrary to the law, the remaining provisions of this agreement will remain in full force and effect.

**27. NON DISCLOSURE CLAUSE**

Contractor to ensure non-disclosure of vital information received from bank to any other party which may be detrimental to banks’ interest. Contractor will be liable to bank for any loss suffered due to non compliance of the clause.

**28. DISMISSAL OF WORKMEN/STAFF**

Contractor shall, at the request of bank, immediately dismiss from works any person employed thereon by him, who may in the opinion of the bank be unsuitable or incompetent or who may misconduct himself. Such discharges shall not be the basis of claim for compensation or damages against the bank or any of the officers or employee.

**29. ASSIGNMENT**

The contractor shall not assign, in whole or in part, its obligations to perform under the contract, except with the Bank’s prior written consent.

**30. FORCE MAJEURE**

Any failure or delay by Contractor or Employer in performance of its obligations, to the extent due to any failure or delay caused by fire, flood, earthquake or similar elements of nature or acts of God, war, terrorism, riots, civil disorders, rebellions or revolutions, acts of governmental authorities or other events beyond the reasonable control of non-performing Party, is not a default or a ground for termination. The affected Party shall notify the other party, within reasonable time, period of the occurrence of a Force Majeure Event.



**31. PAYMENT TERM**

Payment of food items (as per Annexure I & II) ordered by the staff members or any other individual guests etc. shall be borne by the person placing the order. However for Orders Placed by any division(s) of the bank, the same will be paid by the concerned division(s), as per the agreed rate. If any item is to be procured from the market, its payment shall be made on actual basis.

**32. INDEMNITY CLAUSE**

Contractor shall indemnify the bank from any loss caused to bank for non-compliance of any statutory duty by the contractor under any labour law or otherwise.

**33. TERMINATION CLAUSE**

Contract will be terminated due to unsatisfactorily services like :

- Supply of items, not as per quantity and quality, defined in the tender.
- Repeated complaint regarding poor service/improper behaviour etc
- Improper maintenance and cleaning of canteen area including crockery and other service tools.
- Non maintenance of dress code
- Any other discrepancy observed by the Bank.

Bank also reserves the right to terminate the contract any time without assigning any reason whatsoever after giving one month's notice.

34. Bidders are advised to understand auto bid process to safeguard themselves. In case of technical failure or inability to bid due to telephone line glitch or Internet response issues or software/hardware hangs, Bank will not be responsible.

35. Bidder should be prepared with competitive price quotes on the day of the bidding event and participate in the online bidding as per the schedule. Bidder to submit the item-wise price break up for all the items within the stipulated time as per the schedule immediately after the online event. Bidder has to necessarily quote rates for all the items listed in the commercial bid. In case of incompleteness of the bid, same may be rejected.



STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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**GENERAL INFORMATION AND OTHER TERMS AND CONDITIONS.**

**1) General Information**

Canteen is located on ground floor in an area of 10,000 sq ft. approx. The area is fully air-conditioned with required furniture like tables, chairs, provision of free electricity, water and other basic amenities for the canteen. Canteen is meant for the requirement of staff posted in Head Office and also for the corporate visitors as well as the staff of service agencies engaged in the building for various services by the Bank. Contractor will be responsible to provide complete efficient canteen service as per the scope of work mentioned in the tender. Number of staff posted in the building will be approx. 1200 (Tentative).

**2) Details of the equipments to be provided in the kitchen by the Bank.**

Bank will provide only basic infrastructure like Dish washer, Deep freezer, Fridge, Roti maker, water heater/boiler, Cutting table, Food warmer and other heavy equipments etc of permanent nature in the kitchen. Routine repair of these items will be carried out by the Bank. But if any repair necessitate due to mishandling of equipment by the staff of Contractor, that repair will be carried out at the cost of contractor and in this regard the decision of Canteen Committee will be final.

Canteen contractor will provide all other kitchen equipments required for the smooth functioning of canteen viz. bread toaster, Microwave oven, blender, Grinder-mixer, tools, kitchen utensils etc. Such items will be maintained and repaired by the canteen contractor.

**3) List, quality and other details of the crockery to be provided by the canteen contractor**

Contractor will be responsible to provide good quality crockery and other utensils required for the serving of food items in the canteen. Contractor has to use stain less steel plates (for officers up to Scale III) for serving food items in canteen. Steel Plates should be well designed/shaped and made of good quality stainless steel. Sample and model thereof should be got approved from the bank. For serving food items to officers IV and above, ceramic crockery will be used.

**4) Timing of the canteen.**

Service Timing of canteen will be restricted from 12.30 PM to 3.00 PM. However contractor need to deploy staff well before that timings so that canteen is ready to serve food items at prescribed time. Also it will be the responsibility of the canteen contractor to keep the canteen and serving area as well as kitchen etc. neat and clean at all times.

## STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA, NEW DELHI-110075

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Contractor should also ensure that all waste materials from canteen and dining area is removed and dumped in the approved municipal area on the same day in order to stop breeding of insects, rodents and also to keep entire area neat and clean.

### **5) Number of workers to be deployed in the canteen**

Canteen contractor to deploy sufficient number of staff/workers for the smooth functioning of the canteen. Kitchen will be need based to cater the requirement of approx.1300 staff and 200-300 other workers/visitors on daily basis. Contractor will be responsible for uninterrupted service by providing sufficient number of trained workers as per the service requirement given in the tender.

### **6) List of food items to be served through Kitchen.**

Menu of staff up to Scale III officer : As per Annexure – 1

### **7) Uniform, medical fitness/check up and other requirement of canteen staff**

Contractor should provide Medical Fitness Certificate of all Canteen workers, on quarterly basis, to check any communicable diseases. Workers will always wear uniform while in duty. Design and colour of uniform will be approved by the bank. Besides, regular visit of Canteen Committee members, food quality and hygiene will also be checked ,on quarterly basis, by external agency. Cost of checking will be borne by bank. In case any negative report is found in the testing, all the charges including penalty, as decided by the bank, will be borne by the contractor.

### **8) Cost of food items which can be charged from staff as well as non staff**

Food. as per menu, will be served to staff members as well as drivers, contractors' workers, visitors at the same rate as given in Annexure I. but the service counter(s) may be different. **Food will be served as buffet system.**

### **9) Period of contract**

Contract will be executed/valid for a period of One Year. However contract may be renewed further for one year, only if the performance of the canteen contractor is found satisfactory by the Bank. Performance will be reviewed based on the quality of food, hygiene, performance/behavior of canteen staff etc. It will be assessed by a Committee of internal and external members.

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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**10) Eligibility to participate in tender**

In addition to normal CVC guidelines, contractor should have experience of satisfactory running two canteens in training institutions/PSU/Central/State Govt. located in NCR, for a minimum period of one year having staff of approx. 1000 during the last five years. In addition, contractor should have running one canteen of same capacity, at present, in Delhi/NCR.

**11) Type of food items which can be prepared in kitchen of Bank**

Only vegetarian food items will be allowed to cook in the kitchen.

**12) Power**

Bank will provide PNG. However cost of PNG will have to be borne by the canteen contractor.

**13) Mode of payment**

Cost of General Thali may be fixed at a subsidized rate of Rs.25/- per Thali and Rs.50/- for Special Thali. However, **food will be served as buffet system**. Other Items as per the list (Please refer - Annexure I).

**14) Subsidy Claim (per month)**

Contractor have to quote lump sum amount of monthly subsidy (Inclusive of the cost of material & Manpower to be deployed) for the service as per the Terms & Conditions of the tender (Part II – Commercial Bid).

Bidders are required to quote it ,as mentioned in Technical Specification, without which, Bank reserves the right to reject the technical bid being technically non compliant.

**15) Execution of Agreement :**

Selected Bidder would be required to execute the Bank's Approved Agreement without any exception, as per the format in the tender (Annexure A).

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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**APPLICATION FORM FOR TENDER FOR STAFF CANTEEN**

1. Name of the Firm :
2. Full Address with telephone no. & email ID :
3. Year of Establishment :
4. Status/Constitution of the Firm :
5. Name/s of the Directors/Partners/Proprietor with telephone no. & email IDs :
6. Name, address & Telephone /Mobile/email ID of Contact Person(s) :
7. Whether registered with the Registrar of Companies/ Registrar of Firms. If so, mention Number and date :  
:
8. Name and address of Banker(s) :
9. Enclose solvency certificate from bankers (not mandatory) :
10. Whether registered for Sales Tax purpose. If so, mention number and date. (Furnish copies of Sales Tax Clearance Certificate). :
11. Whether assesses of Income Tax. If so, mention Permanent Account Number. (Furnish copies of Income Tax Return for FY 2016-17,2017-18 & 2018-19: :
12. Details of GST No (Enclose attested photocopy) :
13. Furnish copies of Balance Sheet and Profit & Loss Account (Audited, if applicable) for the preceding three years i.e. 2016-17,2017-18 & 2018-19: (Furnish attested copies failing which the firm's application is liable to be rejected summarily) :
14. Whether registered in the catering panel of other Organizations /statutory bodies such as Govt Deptt. /PSU's/ Bank's etc. If so , furnish their names and date of registration.(Enclose documentary evidence) :
15. Detailed description of and value of catering services rendered to other organizations during last 5 years (Supported by documentary evidence) :
16. Detailed description and value of catering services

**STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075**

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rendered for PNB, if any (enclose documentary evidence) :

17. Specify the maximum Value of catering Service executed /completed in a year with documentary proof :
18. Experience with Performance Certificates (self attested) :
19. EPF (Regd) no. with date (enclose attested copy) :
20. ESI (Regd) no. with date (enclose attested copy) :
21. Furnish the names of three responsible persons who will be in a position to certify about the quality as well as performance of your organization. :
22. Average annual financial turnover during the last 3 years ending 31<sup>st</sup> March of the previous year (2018-19) :
23. Power of attorney (if applicable) :

**Note : Wherever copies of any documents are to be furnished, the same should be self certified/Notary certified**

I /we verify that all the details furnished above are true and correct to the best of my knowledge and belief. I/We understand that in case of furnishing of any false information or suppression of any material information, the bid shall be liable for rejection besides initiation of penal proceedings by the bank, if it deems fit.

Date

**Signatures of Authorized signatory  
seal of the firm/co.**

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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**PROFORMA – 1**

**DETAILS OF OFFICES WHERE CATERING SERVICES BEING RENDERED.**

S.N	Name and address of client/employer	Short description of work with year	Value (In Rs Lakh)	Performance Certificate enclosed & its page no.
1	2.	3.	4.	5.

**Note: Performance Certificate from the Client(s) for each work mentioned above should be enclosed (Application without submission of Performance Certificate from the previous employers are liable to be rejected summarily).**

**Signatures of Authorized Signatory  
Seal of the firm/co**

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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**PROFORMA – 2**

**PERMANENT KEY ADMN./SUPERVISORY/WORKERS EMPLOYED**

s. no 1	Name 2	Designation 3	Qualification 4	Experience (in years ) 5	Years with the firm 6

**ANY OTHER RELEVANT INFORMATION:**

Signature of Authorized Signatory  
Seal of the firm/co

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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**ANNEXURE -A**

**DRAFT AGREEMENT**

THIS AGREEMENT is made at New Delhi on this day of \_\_\_\_\_ between M/S \_\_\_\_\_ having its office/Regd. Office at \_\_\_\_\_ (hereinafter called The “**Contractor**” which expression shall, unless it be repugnant to the subject or context thereof, include its successors and assigns) of the **ONE PART** and Punjab National Bank, a body corporate constituted under Banking Companies (Acquisition & Transfer of Undertaking) Act, 1970 having its Head Office at Plot no. 4, Sector 10, Dwarka New Delhi – 110075 (hereinafter called “**The Bank**” which expression shall include its successors and assigns) of the **OTHER PART**.

Whereas the bank had floated RFP inviting tenders from eligible persons, for running its staff canteen for its New Head Office at Plot No: 4, Sector 10, Dwarka, New Delhi. The contractor had also submitted tender amongst others and the tender submitted by the contractor has been found acceptable to the bank. After discussions, the bank and the contractor have agreed to enter into this agreement on the terms and conditions set out hereunder.

Now, this agreement witnesses as under:-

1. This agreement shall be in force for a period of 12 month w.e.f. /2019 to \_\_\_\_/2020. The agreement may be renewed for one more term of 12 months by the bank on such terms and conditions as may be mutually agreed upon by the parties. However, bank can terminate the contract at any time after giving one month's notice without assigning any reason whatsoever. In case of termination of this agreement for any reasons whatsoever, the bank shall be entitled to engage any other contractor, or make any other arrangement as it may deem fit. In case of abrupt stoppage of service by the contractor, bank will be at liberty to make alternative arrangements at the cost of the contractor.

2. The contractor has agreed to make available to the staff & other visitors of the bank various food stuff/articles at the rates which have been mutually agreed upon between the bank and the contractor more particularly described in Annexure–I and II, annexed to this agreement on the condition that the bank will pay to the contractor a lump sum subsidy of Rs.\_\_\_\_\_/ - (Rs.\_\_\_\_\_/only) + applicable Service Tax per month during the contract period to meet part of the cost and profit of the Contractor and whatever expenditure the contractor may have to incur for the running of the canteen efficiently according to the well established procedures and standards to the intent and purpose that the contractor shall have no other right, claim or demand against the bank of any kind except the payment of said lump sum amount to meet all the contractual obligations undertaken by the contractor by virtue of and in



## STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA, NEW DELHI-110075

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relation to the running of the canteen by the contractor. The contractor further agrees that in no case the subsidy will be enhanced during the currency of the agreement.

Further, the payment of subsidy will be subject to deduction of tax at source as per rates in force from time to time. The contractor will promptly pay the wages to his workers and deposit statutory dues towards his workers from his own sources well in time and will have no right to link with the release of subsidy by the bank with the said payments/deposits. The contractor will have to lodge claim for payment of subsidy amount by bank along with copy of pay bills, photocopy of challans relating to deposit of PF, ESI and all other statutory dues. The contractor will ensure deposit of EPF and ESI contribution of workers on monthly basis and the monthly subsidy shall be paid only after confirmation of payment of same. The contractor will submit a copy of ECR Challan for EPF and contribution history for ESIC for the workers deployed in the canteen with the subsidy claim.

3. The contractor shall obtain license under the Contract Labour (Abolition and Regulation) Act, 1970 (hereinafter referred to as the Contract Labour Act) and all other requisite licenses at his own cost from the appropriate authorities and comply with the terms and conditions of the license(s) and all the relevant and necessary provisions of the Contract Labour Act and the rules framed there under and all such other provisions of law in any enactment or otherwise laid down by any authority from time to time it being otherwise clearly understood and agreed upon that the entire responsibility for compliance thereof shall always be of the contractor. In the event of the bank being held liable in any manner for any default or failure on the part of the contractor, the bank shall always be kept indemnified by the contractor in that behalf.

4. Contractor to deposit sum of **5% of tender amount** by way of security with the bank which will be refundable after six months of expiry/termination of the contract, subject to adjustment of amounts dues to the bank or on account of any statutory liability under the Contract Labour Act or such other Acts. The release of such security deposit will not prejudice the right of the bank against the contractor to get reimbursed any amount or claim that is paid or met by the bank which is otherwise payable by the contractor even after expiry of six months from the expiry/termination of the contract. Security Deposit will not carry any interest.

5. It is agreed that the bank shall have the right to retain or refuse to pay the amount as mentioned in clause 4 hereinabove in full or in proportion thereof in the event of the contractor committing any breach or failure to comply with the any of terms and conditions of the agreement. The bank shall be the sole judge as to any breach or failure and extent of such breach or failure committed by the contractor and the amount retainable in respect thereof and the decision of the bank in this regard shall be final and binding on the contractor.

6. Contractor agrees that he shall not sub-let/sub-contract the benefit of this contract/ the running of canteen under this agreement. If at any point of time any sub-letting/ sub-

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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contracting is found, the contract shall be liable to be terminated at the discretion of the bank.

7. The contractor shall have to employ the required staff at his own cost and bear all the statutory and other liabilities for running the canteen. The contractor undertakes to pay monthly wages to the workers as per the minimum wages of Govt. orders in the presence of authorized representative of the bank and also pay P.F., Bonus, Gratuity and variable Dearness Allowance under Minimum Wages Act, 1948 as notified by Delhi Administration from time to time.

8. The contractor agrees to comply with all statutory provisions of law and the principles laid down in the industrial adjudication in connection with this agreement. The contractor shall always be liable to maintain all relevant and necessary records, registers etc. in respect thereof and to provide inspection of the originals as well as the copies thereof as and when required by the bank from time to time.

9. The contractor shall employ sufficient number of workers in clean and proper uniforms, to be provided by the contractor as approved by the bank, for due and proper running of the canteen.

10. The contractor shall issue identity cards to the workers employed by him for discharging the obligations of running the canteen and shall also arrange for all other facilities for identification of the workers employed by the contractor. Bank shall be entitled to check up the position through security staff and the contractor will allow entry and inspection by them.

11. The contractor agrees to maintain quality standards and supply eatables of good quality and render quality services. Further, the contractor has been informed by the bank about the various other requirements. **(Annexure – I and II carries specifications of** Quantity and number of food/drink items including their rates at which they will be sold by the contractor to staff & guests).

The contractor has fully understood the specifications mentioned in Annexure I and II and represented to the bank that he has the capabilities and capacity to run the canteen on the terms and conditions agreed hereunder and on such assurance of the contractor, the bank has entered into this agreement with the contractor accordingly. Total No. of persons to be served is approximately 1300. However, bank is not responsible for minimum consumption, if any.

12. It has been agreed that the bank shall provide the space and furniture for running the canteen, as may be considered necessary and proper by the bank and shall also provide electricity and other appliances as per requirement, duly assessed by bank as well as water for the purpose of the running the canteen without any charge to the contractor.

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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13. The contractor shall only use crockery (Porcelain or stainless steel) of reputed Companies like : Hindustan Potteries, Bengal Potteries and Hitkari Potteries. Contractor shall have to get the crockery items for the canteen inspected and approved from the Canteen Committee and contractor will be under obligation to put to inspection all his crockery every month before Canteen Committee or to its nominated members and the contractor has to permanently destroy the defective crockery at his own cost. Contractor shall have no claim for the crockery found defective and destroyed under this clause.

14. The contractor undertakes to use only PNG in the canteen,

15. The contractor undertakes to display the menu and rate list Daily and shall neither introduce any other item in the menu without prior approval of the bank nor modify the rates, mutually agreed upon and fixed as in the schedule of rates annexed hereto.

16. The contractor shall be responsible for all damages or losses to bank property including furniture and furnishings within the premises and shall be liable to make good any such loss/ damage excepting those due to reasonable use or wear and tear as are caused by storm, earthquake or irresistible force and shall in particular on demand, pay for all panels and glasses broken in the doors and windows of the said premises.

17. The contractor shall not bring or cook or permit bringing or cooking of beef or pork (or anything which may hurt/injure the religious feelings of any community).

18. The contractor shall, keep a complaint book at a conspicuous place in the canteen premises in which the complaints may be recorded, which shall be open to inspection by persons duly authorized by the bank and shall be placed before them on the first Saturday of each English calendar month or the following working day, for inspection.

19. The contractor undertakes to use only Ag-mark Ghee/vegetable oil, specifically. Oil used will be groundnut oil/sunflower oil/Soya refined oil. Wheat flour, spices for preparation of eatables shall be of reputed brand.. The quality of oil, rice, wheat flour spices and other raw materials used for eatables etc. will be checked by the Canteen Committee of the bank. List of approved make of materials are given in annexure-II.

20. Size and weight including quality of various food items should be as approved by the bank.

**21. The contractor shall maintain proper hygienic and sanitation standard as laid down by the bank from time to time and shall employ necessary personnel in that behalf. The contractor will have to make his own arrangements for the cleanliness of the canteen in the kitchen as well as in the canteen hall and utensils used for cooking and serving.**

22. The contractor shall observe the timing for providing the canteen facilities subject to the right of the bank to change the said timings as and when required, as under :

- Service time in the canteen will be from 12.30 p.m. to 3.00 p.m.

**STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075**

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23. It is agreed that the canteen facilities as required to be provided by the contractor are exclusively meant for the members and their guests and visitors only. Contractor shall not provide canteen facilities to any other outsider or who is not a member of the staff of the bank or guest accompanied by member of the staff.

24. Bank shall not be held responsible for any loss or damage occurring to any goods, stores and articles intended for sale that may be kept in the said premises.

25. It is agreed that the bank shall have the right to inspect the canteen and enter the premises of the canteen at any time for checking and ensuring the cleanliness and sanitation standard maintained therein, size and weight including quality of food preparation and for any other purpose as the bank may deem fit and proper and the contractor undertakes to cooperate with the bank in that respect. Manager, In-charge of staff canteen at GSAD of bank or any other person authorized for the purpose by Chief, GSAD may test and taste the food and drink items free of any charge any time any day to keep check on the quality of food and drinks being supplied. The canteen Committee members are also authorized to test and taste the food and drink items supplied by contractor and contractor will not charge for items taken for this purpose. Further, the contractor clearly understands and agrees that for any loss or damage to any person due to supply of adulterated food or drink items supplied from the canteen, contractor will be solely responsible. If the bank is called upon to pay or incur any expenditure in this connection, the bank shall have the right to be reimbursed by the contractor.

26. The contractor agrees that for defective services specified below, bank will have a right to make suitable deductions from the subsidy amount or such amount as may be decided by the Bank.

- a. Supply of defective or substandard drinking or food items.
- b. Using unapproved crockery or crockery of unhygienic condition.
- c. Insufficient supply of food items.
- d. Insufficient/poor service in the floors or in the canteen.

**27. Contractor also agrees to provide the following as per terms & conditions:**

- a) Proper uniform with cap, gloves and identity cards to all workers/staff of canteen.
- b) Periodical medical check up of workers;
- c) Police verification of the contractor & staff employed by him
- d) Hygiene and cleanliness of canteen premises

28. Contractor agrees that if its services are not found acceptable to the bank or has violated any of the terms and conditions of this agreement, the Bank shall in its own discretion can debar/ black-list the contractor and in such an event, the contractor shall be disqualified for participating in any future tenders floated by the Bank for any of its offices and subsidiaries.

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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**FOR CONTRACTOR**

**FOR PUNJAB NATIONAL BANK**

SIGNATURE

WITNESS:

NAME :

1.

**ADDRESS :**

2.

**STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075**

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**ANNEXURE –I**

**Menu and Rate List for the Lunch in the Staff Canteen at PNB HO: Plot No:4,  
Sector 10, Dwarka, New Delhi**

<b>Sr No</b>	<b>Type</b>	<b>Items to be served</b>	<b>Rate (Rs.)</b>
1	General Thali	Rice, Two Roti, Dal, 1 Vegetables , Curd/Raita, Papad, Achaar and Sweet	25/-
2	Special Thali	Soup, papad, Boiled veg, Dal, Sabji, Salad, Curd, Rice, Roti (2), Sweet and Fruit.	50/-
3.	Dal/Vegetable	Dal/Vegetable – app. weight. 150 gm	6/-
4.	Rice	Approved brand – app. Weight 200 gms	10/-
5	Roti	Approved brand – app. Weight 30 gm each	4/-
6.	Sweets (35 gms)	Besan Barfi/Laddoo/Balushai/Jalebi/Gulab jamun, Suji Halwa, Kheer.	5/-
7	Water	Branded 20ltr jars on water dispenser with paper disposable glasses, ( Water Dispenser will be provided by the bank)	Free.

Quality of Rice, Atta, Dal and Other ingredients are mentioned in the General terms and condition/Agreement of the tender.

**Canteen Contractor will be allowed to sell Mother dairy/Amul or equivalent approved make of packed curd/butter milk etc. as part of lunch at MRP. Further, contractor will be permitted to sell Branded Biscuits, Ice Cream & Cold Drinks at MRP.**

**ANNEXURE –II**

**List of Approved Make of items to be used in the canteen**

Only branded / Agmark items will be allowed to use in kitchen. Detailed list of make of items are given below :

<b><u>Item</u></b>	<b><u>Make</u></b>
a) Atta	Ashirbad/Shakthibogh/pilsbury/patanjali
b) Cooking oil	Vital/Fortune/Dhara/sunflower/Dalda/
c) Ghee	Patanjali/Amul/Mother Dairy/Verka
d) Butter	Amul/Mother Dairy
e) Jam/ Sauce	Kissan/Tops/Maggi
f) Bread	Britannia/Harvest
g) Dal	Unpolished Arhar/Moong/Chana/Rajma of good quality
h) Rice	Standard quality Basmati approved by bank ( Sri Lal Mahal, Indiagate, patanjali))
i) Spices	MDH/Everest/any other approved Agmark
J) Salt	Tata/Aashirdwar/Anpoorna
k) Maida	Shakthi Bhog/Rajdhani
l) Sooji	Shakthi Bhog/Rajdhani
m) Papad	Lijjat/Khadi Gramudyog
n) Soup	Nestlé/Knorr

**LETTER FROM CONTRACTOR TO BANK**

**The Chief Manager,**  
General Service Administration Division,  
Punjab National Bank,  
HO: Plot no 4, Sec. 10  
Dwarka,  
New Delhi-110075

Sir,

**Reg:- Our bid for Catering Services in Staff Canteen at Bank's HO:  
Plot No:4, Sector10, Dwarka, New Delhi-110075.**

We submit our Bid Document herewith.

We understand that :

- You are not bound to accept the lowest or any bid received by you and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute required Agreement in the prescribed form, at our cost, when called upon by the Bank to do so. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
- Contractor means the bidder who is decided and declared so after examination of commercial bids.

**Date:** \_\_\_\_\_  
**PLACE:** \_\_\_\_\_

**Yours faithfully,**

Signature of Authorized Signatory  
Name of Signatory:  
Designation:  
Seal of Company



**STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075**

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**Annexure- IV**

**PRE QUALIFICATION FOR BIDDERS**

<b>Sl. No.</b>	<b>Minimum Qualification Criteria</b>	<b>Compliance (Yes/No)</b>	<b>Remark</b>
<b>1.</b>	Average annual financial turnover of the bidder for the past 3 years ended 31.3.2019 must be at least Rs.25 lakh. (Balance Sheet & P & L a/c for past 3 FY's ended 31.03.2019-audited, if applicable)		
<b>2.</b>	1. One work amounting to Rs. 25.6 Lakh 2) Two works amounting to Rs.16 Lakh 3) Three works amounting to Rs.12.8 lakh		
<b>3.</b>	Bidder must have at least 3 years satisfactory experience of providing catering services in a reputed training institutions/PSU/Central/State Govt. located in NCR. (Certificate required)		
<b>4.</b>	Bidder must possess EPF, ESI and Service Tax registration number issued by respective EPF/ESI/ Service Tax offices located in Delhi / New Delhi only. PAN No is also mandatory		
<b>5.</b>	Bidder should not have been blacklisted in any organization i.e. the Bank/PSU/any Govt. agency in the recent past. An undertaking in this regard be furnished		

**Please enclose documentary proof for all the above criteria. In absence of these, bid will not be considered for further evaluation and no further Correspondence will be entertained in this case.**

**Further, those bidders who have been blacklisted by any organization i.e. the Bank/PSU/any Govt. agency shall not be eligible for participating in this tender**

**Signature & seal of Bidder**

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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Annexure- V

**COMPLIANCE STATEMENT**

Compliance	Description	Compliance (Yes/No)	Deviations
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of bid).		
Technical Specification*	We certify that the services offered by us for tender conforms to the specifications stipulated by you with the following deviations:  i) ii) iii)		

\*(If left blank it will be construed that there is no deviation from the specifications given above)

**Please note that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. Bank reserve the right to reject the bid, if bid not submitted in proper format as per RFP.**

**Signature & Seal of Bidder**

STAFF CANTEEN FACILITY, HO: PLOT NO.4, SECTOR 10, DWARKA,  
NEW DELHI-110075

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**PART - II**

**COMMERCIAL BID**

**FOR RUNNING OF STAFF CANTEEN AT PNB. HO: Dwarka, Sector 10**  
**NEW DELHI**

S/N	Description	Unit	No of Months	Unit (Monthly)Rate	Total Rate for Year
1	Canteen subsidy lump-sum Per Month As per annexure I enclosed	Month	12		
	Total Amount  (In Words..... ..... .....)  				

**Applicable Service tax shall be paid by the Bank in addition to the subsidy amount as quoted in lump-sum.**

**CONTRACTOR**  
**(Sign with stamp)**