



NATIONAL INSTITUTE OF BANK MANAGEMENT
Kondhwe, Pune 411 048

TENDER DOCUMENT

FOR

**CATERING SERVICES AT
CAFETERIA & PGDM MESS**

2018– 2019

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**NATIONAL INSTITUTE OF BANK MANAGEMENT
NIBM POST OFFICE, KONDHWE KHURD, PUNE 411 048**

TENDER NOTICE

- 1) The Director, National Institute of Bank Management, Pune, an autonomous apex institution established in 1969 by the Reserve Bank of India, in consultation with the Government of India invites sealed tenders through advertised tender enquiry for **“CATERING SERVICES AT CAFETERIA”** as per the details given in the Annexure IV of the Tender Document.
- 2) The offers may be submitted in TWO-BID SYSTEM (separate Technical Bid and Financial/Price Bid) from reputed and experienced individuals/firms/agencies/companies, preferably established and functioning in and around Pune city with sound financial background having valid licenses/sanctions and experience in this field for a minimum period of three years along with institutional /organizational performance report.
- 3) The tender document can also be downloaded from NIBM website www.nibmindia.org (**Downloaded tender document will have to be submitted with a DD of Rs.500/- drawn in favour of National Institute of Bank Management, Pune**).
- 4) The tender form and terms and conditions for **CATERING SERVICES AT CAFETERIA** can be obtained in person from the office of the **Chief Administrative Officer (CAO), (Purchase & Procurement Section)** National Institute of Bank Management, NIBM Post Office, Kondhwe Khurd, **Pune 411048**, on any working day between 11.00 am to 1.00 pm and 3.00 p.m. to 5.00 p.m.
- 5) **The tenderers will have to deposit the earnest money of Rs. 1,00,000/- (Rupees One lakhs only)** through Demand Draft/Pay Order drawn in favour of National Institute of Bank Management, Pune.
- 6) The tenderer can offer bids either for catering services for the executive hostels, or catering services at cafeteria or both. However, both the tenders will not be allotted to only one entity.
- 7) The Director, NIBM, Pune reserves the right to award contract for the above services either to one party or more than one party. He also reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all the tenders without giving any notice or assigning any reason, and is not bound to accept the lowest tender. The decision of the Director, NIBM, Pune in this regard shall be final and binding on all.

Important Dates:

- | | | |
|--|---|---|
| (i) Date of Advertisement | : | January 22, 2018 |
| (ii) Issue of tender forms | : | From January 22, 2018 to January 29, 2018 |
| (iii) Pre-bid Meeting | : | February 1, 2018 at 2.45 p.m. |
| (iv) Last date for Tender Submission | : | February 8, 2018 up to 5.00 p.m. |
| (v) The date and time for opening of
Technical Bid | : | February 12, 2018 at 2.30 p.m. |
| (vi) Date for presentation/interaction
By/with short-listed Vendors | : | February 21, 2018 at 11.00 a.m. |
| (vii) The date and time for opening of
Financial/Price Bid | : | February 23, 2018 at 11.00 a.m. |

Director

**PART – I
TECHNICAL BID**

ANNEXURE – I

The Director
National Institute of Bank Management
NIBM Post Office
Kondhwe Khurd
Pune 411048

Dear Sir,

**Sub: Tender for: CATERING SERVICES AT CAFETERIA
for NIBM, Kondhwe Khurd, Pune 411048**

Ref. : Tender Notice published on NIBM Website on January 22, 2018.

With respect to the tender notice published on NIBM Website, I / We hereby submit my / our tender in the required format.

I / We have adhered to the requirements prescribed by NIBM Pune. I / We have carefully gone through the guidelines / terms and conditions and prescribed format and I / We accept the same without any alternations / modifications.

I / We understand that you are not bound to accept the lowest or any tender you may receive.

Thanking you,

Yours faithfully,

Signature and seal of contracting agency/firm/company

Date:

Address:

PART – I
ANNEXURE – II
TECHNICAL BID.

1. Earnest Money Deposit (EMD)	Demand Draft No. _____ dated _____ for Rs. 1,00,000/- (Rupees One lakh only) drawn on (Name of the Bank)_____ in favour of National Institute of Bank Management, Pune payable at Pune (To be submitted with Technical Bid but in a separate envelope)
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AGENCY/FIRM/COMPANY PROFILE										
Sr. No.	Required Information									
1	Name and registered address of the agency/firm/company									
2	Legal status (individual/ proprietor, partnership firm, limited company, corporation, cooperative society, etc.									
3	Name, designation, and telephone nos. of the contact person / persons. Mob No. Fax No. E-mail id									
4	Month and Year of commencement of service business.									
5	Statutory details (Photocopies to be attached) <ul style="list-style-type: none"> • Registration number of the firm (as per Shop and Establishment act) • Registration number under the Contract Labour Act. • Registration number under Labour Welfare Act. • PAN No. • RPFC - Registration number • ESI – Registration number • GST – Registration number 									
5A	Income Tax Acknowledgement for the last 3 years commencing from A.Y. 2015- 2016 along with gross taxable income declared in income tax returns.	<table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;">A.Y.</td> <td style="width: 33%; text-align: center;">Gross Income</td> </tr> <tr> <td style="text-align: center;">2015-2016</td> <td></td> </tr> <tr> <td style="text-align: center;">2016-2017</td> <td></td> </tr> <tr> <td style="text-align: center;">2017-2018</td> <td></td> </tr> </table>	A.Y.	Gross Income	2015-2016		2016-2017		2017-2018	
A.Y.	Gross Income									
2015-2016										
2016-2017										
2017-2018										

6	Existing manpower deployed in such services (along with letters from these firms)				
7	List of present and past clients (Please use separate sheet for each) as per the following format. The information provided will facilitate evaluation of your Technical Bid.				
Sr. No.	Name of the organization with complete postal address mentioning Private Sector / Govt. Body / PSU / Training Institute	Name and designation of the contact person with Tel. / Mobile No(s)	Period for which the contract was awarded	No. of persons deployed by your firm / company / co-operative society	Nature of Work
8	Financial Capabilities. Last three years audited statement of Accounts by C.A. from FY 2014-15 giving following details:				
	Details	2014-2015	2015-2016	2016-2017	
i.	Annual Turnover				
ii.	Net Profit				
iii.	Fixed Assets / Investments/Cash & Bank (closing balance as on 31.03.2017)				
iv.	Capital Accounts (closing Balance as on 31.03.2017)				
9	Any Special award or recognition / certificate from PSU / Govt. Bodies / Training Institutions.				

Check List of documents to be submitted along with the tender

1. Registration number under the Contract Labour Act.
2. Registration number under Labour Welfare Act.
3. PAN No.
4. RPFC - Registration number
5. ESI – Registration number
6. GST – Registration number
7. IT Returns for last 3 years

MEMBER

PART – I
ANNEXURE – III
ELIGIBILITY CRITERIA

- 1) The contracting agency/firm/company should have the minimum experience of three years as on 31/12/2017 in similar type of Catering Services, out of which three years experience should be for any Public Sector Undertaking (PSU), Govt. Organisation, educational institution like college, university, or any other commercial training centers, etc. The tenders of the contracting agency/firm/company with inadequate experience as mentioned are liable for rejection.
- 2) The contracting agency/firm/company should submit Technical Bid & Financial / Price Bid in separate sealed envelopes superscribing “Technical Bid” and “Financial / Price Bid” as the case may be.
- 3) The Technical Bid should be accompanied by a DD / Pay Order of **Rs. 1,00,000/- (Rupees One lakh only)** drawn on any Nationalized Bank in the Name of National Institute of Bank Management, Pune payable at Pune towards Earnest Money Deposit (EMD). Tender received without EMD or lesser amount will be summarily rejected. It should be in a separate envelop outside the Technical Bid envelop. No exemption will be granted. The EMD shall be forfeited to NIBM Pune, if tenderer withdraws his tender after opening of the tender. An amount of **Rs.500.00 (non-refundable)** towards cost of tender documents should be paid separately either in Cash or by DD / Pay Order.
- 4) The tender rates shall be valid for at least 6 months after the date of opening the tender. Tender valid for a shorter period shall be liable for rejection.
- 5) The tender shall be signed by the authorized person and his / her full name and status be indicated below the signature along with official stamp of the firm.
- 6) Team of NIBM Pune shall visit the sites of bidders to inspect the present sites of the contract(s) to receive on the spot information regarding the quality of workmanship and services rendered, etc.
- 7) The successful tenderer will have to deposit a performance **security deposit of Rs. 5,00,000/- (Rupees Five Lakhs only)** by Demand Draft. The security deposited shall be refunded after 60 days from completion/termination of contract.
- 8) The tenders of the contracting agency/firm/company not in possession of valid statutory sanctions / registrations are liable for rejections.
- 9) The successful tender will have to make an agreement with NIBM Pune on terms and conditions of the contract on a non-judicial stamp paper, the cost of which will be borne by the contracting agency/firm/company.

ANNEXURE – IV

CATERING SERVICES FOR CAFETERIA & PGDM MESS

A. GENERAL CONDITIONS

01. The catering facilities are required to be offered to residents of hostel blocks and any other requirements as may be directed by the NIBM.
02. The agency will be required to offer catering services in the space allotted for the purpose in the premises of the institute. The agency will use the space so provided for catering services only and will have no tenancy right over the space so provided.
03. The contract will be for a period of **one year**, extendable upto maximum of 3 years based on annual performance evaluation every year by NIBM. Annual rate revision will also be considered by NIBM at the time of extension.
04. During the currency of this agreement, the Institute shall have the right to terminate this agreement if it is not satisfied with the performance of the agency by giving it 30 days notice in writing. For this purpose, the Institute shall be the sole Judge to decide whether the performance of the agency is satisfactory or not and such decision of the Institute shall be final, conclusive and binding on the agency and the agency shall not be entitled to any compensation in that regard. Furthermore if on account of non-renewal of the contract and/or termination of this contract, the agency has to terminate its employees, then it shall be the responsibility of the agency to pay the legal dues to its employees. In the event of non-compliance of legal reimbursements, agency itself shall be liable for all the costs and consequences.
05. The agency should obtain the requisite licence for running the establishment from authorities such as Municipal Corporation, Food and drug licence, **Sanitation and Fire**, Local Authority, State/Central Government Department, Labour Laws Department and Rationing Department, etc. at its own cost. The Institute shall not be responsible in any way for any breach of these rules and regulations by the agency. These will have to be deposited with NIBM within 1 month from the award of contract.
06. The Head of the agency shall visit the establishment at least thrice a week and contact the person authorized by the Institute to look into catering matters. Any deficiencies in the services of the agency should be rectified immediately when pointed out by such authorized person/s.

07. The Institute will provide the agency the following facilities :-

1. Water
2. Electricity (for lighting only) – a sub-meter will be installed in kitchen area so that electricity consumption for cooking is recorded and accordingly 50% of the electricity bill for consumption will be paid by the agency. If the total food billing to the Institute by the agency exceeds rupees 1 crore during the year agency will have to pay the full amount of electricity charges for using the kitchen equipments. Also if it is found that agency are not using the dish washer, full electricity charges will be recovered from your monthly bills.
3. Kitchen equipments
4. Crockery, cutlery etc.
5. Furniture
6. Cooking gas/fuel connection to be provided by NIBM - actual cost of LPG / Kerosene to be borne by the agency)

08. The contractor shall be responsible for taking good care of all equipments, utensils, etc. It should bring to the notice of the Institute the repair and maintenance works that are required to be undertaken from time to time. The NIBM will enter into a Service Contract for the major maintenance of kitchen equipments, gas supply lines etc. with the authorized representatives or manufacturers / any other local party. However, any repairs required outside the scope of service contract will be paid by the contractor.

09. The agency should keep the usage of the water and electricity to a reasonable level. If it is found that water and electricity are not used properly and involves a lot of wastage, the Institute reserves the right/option to levy penalty on the agency, to be decided by NIBM.

10. Annual breakage to the tune of 10% is permissible in case of crockery supplied to the agency. The breakage over and above 10% should be made good by the agency. No breakage is allowed in cutlery. Losses will have to be made good by the caterer on quarterly basis.

11. The agency shall be responsible for maintaining the entire premises (Kitchen, Store, Office, Dining Hall, Service area etc.) spotlessly clean at all time. The

crockery, cutlery, furniture and utensils used in the preparation and service of food shall always be in clean and hygienic condition. The kitchen shall be open at all times for inspection by the duly authorized representative of the Institute. The Contractor will arrange for periodical disinfestations treatment and minor repairs of the kitchen equipments.

12. It is likely that a committee of users will get formed which will interact with the agency on various issues in the total framework that may be agreed.
13. It will be the responsibility of the agency to store the materials purchased by him in a neat, tidy and hygienic manner in the space provided by the Institute. The security of such material will be the sole responsibility of the agency.
14. The authorized representative of the Institute shall check the quality and quantity of items supplied and served and in case of any discrepancy the decision of such persons will be final.
15. The agency hereby agrees and undertakes to return to the Institute all materials supplied by the Institute to them on termination of the contract, for any reason whatsoever, fair wear and tear accepted as per condition (10) above.
16. On termination of the contract, the agency shall discontinue use of and hand over peaceful possession of the Institute's premises together with fixtures and articles therein, in good condition.
17. The agency shall not transfer or assign to or share benefit of this agreement with anyone else without the Institute's consent in writing.
18. The agency shall at all times keep the Institute effectually indemnified against all sections, suits, proceedings, losses, costs, damages, charges, claims and demands in any way arising out of or reason of anything done or omitted to be done by the agency.
19. Any dispute arising out of the terms of this contract or in the interpretation of any clause herein shall be settled by mutual discussion between the nominated authorities of the Institute and the Caterers or their authorized representatives. Director of NIBM will be the last authority in resolving such disputes.
20. The agency should co-operate with other agencies at campus particularly at the hostels.

B. CONTRACTOR'S RESPONSIBILITY

21. The quality of work at all stage should be as per the standards laid down and explained to the agency. The agency shall ensure that it fully complies with and

- observe all the provisions of the Contract Labour Act (Regulation and Abolition) 1970, **Under Minimum Wage Act 1948 Schedule employment Canteen & Club, Payment of Wages Act 1935, Employees Provident Fund and Miscellaneous Provisions Act 1952, Registration under Prevention of Food Adulteration Act 1954, Gratuity Act 1972, the E.S.I. Act**, and such other statutory enactments / rules and regulations laid down by the Govt. or local body in force/ coming into force which may apply to this agreement and any liability on account of non-compliance or violation thereof shall be the agency's responsibility.
22. The agency shall ensure that it obtains an appropriate licence under the Contract Labour (Regulation & Abolition) Act, 1970 from the Assistant Labour Commissioner, Government of Maharashtra, Pune and file regular returns as required under the Act. In the event the agency does not obtain a licence or does not renew the licence on its expiry then, this agreement shall automatically stand terminated. In the event of such a termination, the Institute shall not be liable to pay any compensation whatsoever, to the agency.
23. The employees employed by the agency shall be its employees and the Institute shall in no way be responsible or liable for their wages, salaries, bonus, gratuity or any compensation notice pay, etc.
24. The agency shall regularly make payment to the Provident Fund, Family Pension, Employee State Insurance Contribution, Deposit Linked Insurance Scheme, Gratuity and all other statutory dues that may become due or payable by the agency for the labour employed by it and maintain all such records as may be statutorily required and present the same to the officers of the Institute as and when required. Proof of the same will have to be deposited by the agency along with its monthly bills without fail.
25. All the workmen in the employment of the agency working in the Institute shall abide by the disciplinary procedures/rules and regulations laid down by the Institute from time to time.
26. In the event the agency is provided with any material or equipment belonging to the Institute, the agency undertakes to return the same in good condition, failing which the agency shall be responsible for the cost of the same.
27. The agency shall deploy the following number of personnel and workmen for rendering satisfactory services on all days :

<i>Designation</i>	<i>No. of personnel</i>
Manager	1
Supervisor	1
Head Cook	1
Assistant Cook	3
Service Boys	10
Helper	6
Sweeper	4
Total	26

In case agency reduce the number of personnel employed, Institute reserve the right to impose penalty to the extent of the salary of the absent personnel from the monthly billing amount payable to you. The employees engaged by the agency should observe the discipline and should see that the decency and decorum are maintained during the course of their employment. Not more than 25% should be on leave at any given point of time

28. All personnel employed by the agency shall be medically fit for handling food and certified for fitness before employment and every six months thereafter by a qualified Medical practitioner. The medical fee, if any, will be borne by the Contractor. The medical certificate shall be submitted by the agency along with the bills of April and October each year.
29. The employees should be supplied with proper uniforms by the agency at its cost. The workers should use these uniforms in clean condition, properly ironed.
30. Every Saturday afternoon, there shall be training conducted for all Canteen Supervisors and Canteen boys. A record of the same will be maintained and got signed from the catering supervisor appointed by NIBM.
31. A catering qualified manager should be appointed to oversee all the affairs regarding catering at dining hall and cafeteria. This person should have full authority and resources for efficient running of catering service. It should also be ensured that a responsible supervisor is present at all services (viz. breakfast, lunch, dinner, etc.)
32. In the case of lapses on the part of its employees, suitable disciplinary action should be taken against a defaulter by the agency. In case the agency fails to

take any action against defaulter, the Institute reserves the right to take any action it deems fit against the defaulter.

33. The Institute will not allow any employees of the agency to stay in the campus premises unless it is an emergency or absolutely necessary. Their presence, however, should not cause any nuisance to normal functioning of the Institute.
34. The Institute shall accept no claim in the event of any of the agency's employees sustaining any injury, damage or loss to either person or property either inside or outside the Institute premises. The contractors should provide insurance cover as per Workmen's Compensation Act for all its workers.
35. The workers / supervisors engaged by the agency shall be provided with identity cards issued by NIBM. No child labour will be employed by the agency.
36. A complete list of workers / supervisors together with detailed bio-data, photographs, etc. should be submitted to the Institute before they are employed, based on which the identity cards will be issued.
37. NIBM reserves right to accept / reject any particular worker / supervisor placed on duty at the Institute.
38. The workers/ staff of the contractor will have nothing to do with the NIBM and shall have no presumptive right of absorption in the services of the Institute. In order to give effect to this, the contractor shall incorporate suitable clause in the appointment orders to be issued to its workers/staff.
39. In case the workers engaged by the agency have any grievance, they will take it up with the agency without any disturbance on the campus. If the agency's workers were to resort to agitation resulting in damage to NIBM property or hindrance to its work, the agency would be liable to pay damages to NIBM. Further, such action by the agency's workforce would result in termination of the contract.
40. The agency shall at all times indemnify the Institute against all claims for compensation under the provisions of any law for the time being in force/brought into force, by or in respect of any workmen employed by the agency in carrying out the contract and against all costs and expenditures incurred by the Institute in connection therewith, the Institute shall be entitled to deduct any amount due, from the agency, from all the money paid or payable by way of compensation as aforesaid and costs or expenses in connection with any claim thereto.
41. If in the course of execution of this contract by the agency, any minor or major damage is caused by the agency or its workmen to the persons or property of the

Institute after joint investigation by the 'Institute' and the 'Contractor' any claims arising therefrom shall be recovered, settled and dealt with directly from the agency. The agency shall render all assistance and cooperation to the Institute if any enquiry is held thereon.

42. In the event of the contract being terminated or upon its expiry, the contractor shall relocate his employees to any other site, which he may have. In the event the contractor terminates the services of the employees on account of non-renewal of this contract or on account of termination of this contract for any reason whatsoever, then it shall be the responsibility of the contractor to terminate the services of its employees in a legal manner by paying them notice salary and retrenchment compensation alongwith other legal dues. Any liability on account of non-payment of the aforementioned dues would rest exclusively upon the contractor and the Institute shall not be liable for consequences arising therefrom.

C. TYPE AND STYLE OF SERVICES

43. The agency shall be solely and wholly responsible for the procurement at its expenses of all articles of food and provisions. The agency shall bear complete financial responsibility for all purchases it effects, financial commitments it may enter into for fulfilling the contract.
44. The quality of food and provisions should be acceptable and of high standard. The Institute or its authorized representative will have authority to inspect such articles of food and provision and will have full powers to order discontinuation of use of certain articles of food and provision which are found to be of unsatisfactory standard and on grounds of hygiene.
45. The agency shall supply and serve wholesome and hygienic meals and eatables in accordance with the weights, units, price as may be mutually agreed between the two parties.
46. A menu for all the services to be offered every day will be prepared for a period of one week and will be submitted to NIBM sufficiently in advance. NIBM will have free right to change / amend any of these menus.
47. Services in dining hall/office rooms/tea lounge will be arranged as per the timings that will be indicated from time to time.
48. Morning and afternoon tea, coffee, lime juice will be served to NIBM office staff at below timings.

Morning – 10:30 am to 10:45 am

Afternoon – 3:00 pm to 3:15 pm

D. RATES / QUOTATION

49. The contractor should quote a per person per day rate as per the package of catering services at the dining hall comprising the following segments :-
Breakfast, Mid Morning and Mid Afternoon Tea/Coffee **with biscuits**, Evening Tea/Coffee with snacks, lunch and dinner (as per the enclosed Annexure V and VI). Separate rates for each segment, the total not exceeding the package rate should also be given.
50. The number of persons to be offered catering as per the above-referred package will change from time to time. However, on a monthly average the minimum number assured is 40. For the purpose of calculation, each segment of the package will be counted separately.
51. The rate should be same both for vegetarian/non-vegetarian package. However, rates for each segment of the package also be quoted which if added up should be the same as the package rate.
52. While submitting quotation, contractor should explicitly state the emoluments and other facilities payable to its workers at all levels (pay + special pay, medical facilities, P.F., Gratuity, Bonus, Leave etc.) and method of making such payments and making such facilities available.
53. The NIBM may ask for items/services not included in the package. Rates for such items/ services will be mutually decided.
54. It would be preferable if the salary and benefits payable to workers/supervisors are arranged through the Bank of Maharashtra, NIBM Branch.
55. On award of work, the agency shall **deposit with the Institute a Security Deposit of Rs. 5,00,000/- (Five Lakhs only) which shall bear no interest**. This deposit shall be paid by way of demand draft. The Institute shall have the right to deduct, out of the above deposit any amount which the caterer may become liable hereunder and shall refund the balance amount, if any, to the agency 60 days after the termination /completion of the term of the contract.
56. The agency shall submit bills on monthly basis. All deductions due to the Institute shall be made from such bills.
57. **Tenderer has to enclose Certified Copy of Tax, PAN Card No. Income Tax as applicable from time to time will be deducted while making every payment. Excise, GST or any other tax will be the responsibility of the**

agency. Bill should be tax invoice. The agency have to comply with KYC (Know your Customer Document) norms.

58. The amounts specified herein above are inclusive of all costs, expenses, wages and other expenses including ex-gratia payment to workmen or payment of their legal dues that may be incurred by the agency and the agency shall not be entitled to make any other demands, monetary or otherwise, from the Institute during the term of this contract.

59. In addition to Catering Services for the residents at Hostels, the agency will have to run the Cafeteria of the campus for employees, PGP students and guests of the Institute. The specific details of which will be as follows-

- a. The General Conditions, Conditions relating to Employment of Supervisors/workers and Type and style of services will be the same as Part I.
- b. Annexure VII gives a list of items of snacks, beverages, etc. which will be required to be served. Rates are to be quoted for each item.
- c. The cafeteria will be run from 7.00 am to 10.00 pm everyday and should offer full package of services.
- d. The agency will be required to serve items in rooms also.
- e. The cafeteria will have to be kept open on all days including Saturdays/ Sundays/ Holidays.
- f. None of the employees will be permitted to stay in the premises.
- g. a) Catering to students of PGPBF is a part of Cafeteria Catering Services. The Institute provides mess facilities to PGPBF students. About 180 students stay on the campus for 10 months. Students are expected to take their meals in the mess, unless permission is granted in writing to opt out. The student normally write to the catering contractor for permission to opt out of the mess.
b) The caterer shall directly raise the mess bill to the individual student and collect the amount. The Institute will not be responsible for any collections.
c) The dining hall has a self-service system and will be open during the following hours of service. Mess timings are to be strictly adhered to.

Breakfast	:	7.30 am to 8.30 am
(Saturday/Sunday)	:	8.00 am to 9.30 am
Morning Tea	:	10.00 a.m. to 10.20 a.m.
Lunch	:	1.15 pm to 2.45 pm (Sunday feast)
Afternoon Tea	:	3.30 p.m. to 3.50 p.m.
Dinner	:	8.00 pm to 9.30 pm (Saturday skip)

All meals are to be taken in dining halls and the adjoining lounge only and not outside. Crockery items shall not be taken outside the dining hall either to the rooms or the academic block.

- d) The students' mess shall be selling extra items like soft drinks, biscuits, snacks, tea/coffee, sweets, milk, chocolate, etc. Charges for extra items shall be included in the bill and no cash transaction will be entertained.
- e) Student shall inform one day in advance if he/she wants to skip a meal. A skip-meal register will be kept in the dining hall for the same.

60. Sick Diet

- a. Sick diet is provided for a day if a prior written request is made. If sick diet is to be continued, the advice of the Institute's doctor is necessary. Sick diet is served in the room only if the student is unable to move out. Utensils used for serving sick diet shall be collected the next day.
- b. An advance notice of minimum three hours before the meal time commences is necessary to enable the mess to provide sick diet.

61. Package for Catering to students of PGPBF

Breakfast (unlimited):

Indian Items like-Masala dosa or paratha (stuffed) or Puri Bhaji or Uttapam or Sheera or Idlis or Upma (Sufficient Quantity) (one item)

PLUS

One common Item – Daily (Pohe / Upma)

Additional daily Items- bread, toasts with butter, jam, egg omlette, One Banana of good quality or any other equivalent items, tea/coffee-milk, sugar separate.

Lunch (hot) Unlimited:

Vegetarian- 2 veg, one Dal (or equivalent), Chapatti, Rice item (or equivalent), one curd/curd preparation, green salad, papad, pickle, cut onion, lemon (as required).

Dinner (hot) (Unlimited) :

Vegetarian- One Soup, 2 veg, one Dal (or equivalent), Chapatti, Rice item (or equivalent), curd/curd preparation, desert item, salad, papad, pickle, cut onion, lemon (as required)

Skip Dinner on Every Saturday

Sunday feast at no extra cost – 1 additional Non-veg. (Chicken Only)

Veg- one special item like – Paneer Tikka Masala, Paneer Bhurjee, etc

Any sweet

(Institute reserves the right to award catering contract for Executive Hostels and Cafeteria to separate agencies/contractors)

ANNEXURE V

LIST OF ITEMS REQUIRED TO BE SERVED IN THE CAFETERIA

<u>SR. NO.</u>			<u>PARTICULARS</u>
1.	Meals		Thali (Rice, Dal, Dahi, Two Bhaji (dry & curry), Chapti, Puri, Pickle, Salad & Papad, cut onion, lemon), Chana Bhatura & Paratha
2.	Breakfast		Idli, Medu Wada, Batata Wada, Sada Dosa, <u>Masala Dosa</u> , Onion uttapa, Dal wada, Paratha, Pohe
3.	Regular Snacks		Pattice, dahi wada, veg cutlet, Punjabi samosa, Bhajia, tomato omelette, dhokla, sheera, upama, poha, sabudana wada, khichadi, bread pakoda, sweet kachori, veg kachori, potato chips, biscuits.
4.	Sandwiches		Vegetable, chutney, cheese
5.	Bread Preparations		Bread slice, bread butter and jam, toast butter, French toast
6.	Beverages		Tea, filter coffee, Nescafe, cold drinks
7.	Vegetarian Items		Pizza, veg-burger, veg-pattice, veg-rolls, veg spring rolls, veg fried rice, hakka noodles, veg hongkong
8.	Non-Vegetarian Items		Omelette, fried egg, egg bhurji, boiled egg, egg curry, birds nest, egg pakoda, egg sandwich, omelette sandwich, mutton masala, mutton palak, mutton mougala, mutton cutlet, mutton burger, shahi kababs, nargisi kababs, mutton kofta, kheema masala, kheema kaleji, chicken curry, fried chicken, tandoori chicken, fish curry, fried fish, fish cutlet, fish mayonnaise, prawns curry, masala prawns, fried prawns, chicken roll, chilly chicken

Standard Specifications for Grocery items

S no	Items	Specifications
1	Biryani Rice	Basmati / Sella
2	Regular Rice	Kolam
3	Oil - Sunflower	Gemini / Suntop
4	Papad	Lijjat
5	Red chili Powder	Pravin / Suhana / Everest
6	Turmeric Powder	Pravin / Suhana / Everest
7	Corriander Powder	Pravin / Suhana / Everest
8	Goda Masala	Pravin / Suhana / Everest
9	Kanda Lasoon Masala	Pravin / Suhana / Everest
10	Pav Bhaji Masala	Pravin / Suhana / Everest
11	Chaat Masala	Pravin / Suhana / Everest
12	Chhole Masala	Pravin / Suhana / Everest
13	Pani Puri Masla	Pravin / Suhana / Everest
14	Atta	Ashirwad / Samrat
15	Tur Dal	President
16	Besan	Hira
17	Dalda	Gemini / Sun top
18	Tea Powder	Red Label / Tata
19	Milk for Tea - Cow	Chitale
20	Milk for Curd - Cow	Govind
21	Sevai for sweet	Ganesh
22	Sevai for Upma	Bombino
23	Pickle	Pravin /Bedekar
24	Tomato Sauce	Kissan / Mapro
25	Jam	kissan / Mapro
26	Butter	Amul / Britannia
27	Red Chili Sauce	Winn
28	Green Chili Sauce	Winn
29	Soya Sauce	Winn

Use only fresh Vegetables/Fruits/Leafy vegetables

SPECIAL CONDITIONS FOR TECHNICAL AND FINANCIAL BID

Tenderer will be qualified technical bidder if he / she fulfills following conditions:

- Demand Draft / cash of Rs. 500/- for the cost of tender (if any tenderer paid money by cash to NIBM, he has to produce original copy of the receipt.
- Earnest money of deposit by Demand Draft or pay order drawn on any Nationalized Bank in favour of National Institute of Bank Management, Pune payable at Pune.
- Minimum 25 marks out of 50 marks allotted for technical criteria evaluation.
- Tenderer will not be allowed to submit any further information after opening the tender.
- The original copies of the document required for the purpose of tender as mentioned for technical bid as per Annexure-II will be verified by the official of the NIBM within 7 days from the date of opening of the tender, if any original document is not available for the verification then the marks for the concerned item will be subtracted by the Selection Committee.
- If any tenderer declare or file misleading statement, misrepresentation then he will be disqualified from the process of selection.
- The NIBM will prepare merit list of first three tenderers according to their marks of technical evaluation and financial evaluation of bid.
- The officials of NIBM will conduct site visit at the work place of tenderers on suitable dates for verifying the present infrastructure, quality of food, quality of services and spot feedback from the concerned employer.
- NIBM reserves right to select a tenderer on the basis of above mentioned criteria from three successful bidders as per merit list of the above.
- Although the contract period for the tender is for a period of one year as mentioned in the tender document, Director of NIBM shall have power to extend the contract upto maximum of 3 years (one year at a time) to the selected tenderer subject to satisfactorily services of fulfillment of contractual obligations on satisfactory manner.



NATIONAL INSTITUTE OF BANK MANAGEMENT, PUNE

EVALUATION SHEET

TECHNICAL BID FOR CATERING SERVICES – CAFETERIA & PGDM MESS

Part I – Annexure II – Technical Bid

(Marks are Progressive)

Sr. No.	Description	Maximum Allocative Marks	Actual Marks
1.	Statutory Requirement as per item No. 5 (1 mark for each requirement)	7	
2.	Income tax acknowledgement for last 3 years with gross taxable income of individual / firm / companies / cooperative societies as per Item No. 5A	6	
	(a) Gross Taxable Income	3 Marks	
	Up to Rs. 10 lakhs	1 mark	
	Rs. 10 lakhs – 20 lakhs	2 marks	
	Rs. 20 lakhs & above	3 marks	
	(b) Income tax acknowledgement copy commencing from AY 2015-16, 2016-17 & 2017-18 as per Item No. 5A (1 mark for each copy of acknowledgement)	3 marks	
3.	Existing manpower deployed in services (As Item No. 6 & Item No. 7)	4 Marks	4
	Employees upto 50	1 mark	
	Employees 50–100	2 marks	
	Employees 100–200	3 marks	
	Employees 200 & above	4 marks	
4	Highest manpower at any particular location	2 marks	2
	Upto 30	1 mark	
	30 & above	2 marks	
5	Financial Capabilities Last 3 years audited statement of accounts commencing from financial year 2014-15, 2015-16 & 2016-17 (as per Item No. 8)	14	

Sr. No.	Description		Maximum Allocative Marks	Actual Marks	
	i)	Turnover (average of 3 years)	4 Marks		
		Upto Rs. 15 lakhs	1 mark		
		Rs. 15 lakhs to Rs. 30 lakhs	2 marks		
		Rs. 30 lakhs to Rs. 50 lakhs	3 marks		
		Above Rs.50 lakhs	4 marks		
	ii)	Net profit (average of 3 years)	4 Marks		
		Upto Rs. 5 lakhs	½ mark		
		Rs. 5 lakhs to Rs. 15 lakhs	1mark		
		Rs. 15 lakhs to Rs. 20 lakhs	2 marks		
		Rs. 20 lakhs to 25 lakhs	3 marks		
		Above Rs. 25 lakhs	4 marks		
	iii)	Capital Account (closing balance as on 31.03.2017)	3 Marks		
		Upto Rs. 20 lakhs	1 mark		
		Rs. 20 lakhs to 30 lakhs	2 marks		
		Above Rs. 30 lakhs	3 marks		
	iv)	Fixed Assets / Investments/Cash & Bank (closing balance as on 31.03.2017)	3 Marks		
		Upto Rs. 10 lakhs	1 mark		
		Rs. 10 lakhs to Rs. 20 lakhs	2 marks		
		Above Rs. 20 lakhs	3 marks		
5.	Experience in catering services (as per Item No. 7) Experience in catering services Details as under	9 Marks	15		
	Experience up to 3 years	3 marks			
	3 years to 5 years	5 marks			
	5 years to 7 years	7 marks			
	Above 7 years	9 marks			
	Work experience in an Institute/organization where services provided for more than 100 persons at a time	3 marks			
	2 years to 3 years	1 marks			
	3 years to 7 years	2 marks			
	7 years and above	3 marks			

Sr. No.	Description	Maximum Allocative Marks	Actual Marks
	Catering Experience in Training Institutions/Hospitality Industry/Colleges etc. 2 years to 3 years 3 years to 7 years 7 years and above	3 marks 1 mark 2 marks 3 marks	
6.	Any other details like Awards, felicitation, certificates of merits / good work (At least two)	2	
Total Marks		50	

Committee Member Signature

Place:

Date:

PART – II
FINANCIAL / PRICE BID
CATERING SERVICES – CAFETERIA & PGDM MESS

Consolidated rates for the following items at Sr.No.1 to 3 should be quoted on a complete items package basis including Labour and all other costs.

Sr. No.	CATERING ITEM	Rate/Plate/ Cup (Inclusive of Taxes & service Charges)	Rate in Words
1	MEALS (Fixed Qty.) : Rice, Dahi, Bhaji (2) per plate, Chapati (2 Nos.) or Puri (5 Nos.) Pickle/ Papad / Salad (As per Annexure VII)		
2	MEALS (UNLIMITED) : Rice, Dahi, Bhaji (2) per plate, Chapati or Puri (5 Nos.) Pickle/ Papad / Salad/cut onion/lemon, sweet item) (As per Annexure VII)		
2	Snacks : - Idli, Medu Wada, Batata Wada, Batata Wada Pav, Sabudana Wada, Pattice, Kachori, Dahi Wada, Cutlets, Samosa, Pakoda (7 pieces), Sada Dosa, Masala Dosa, Sabudana Khichadi, Onion Uttappa, Tomato Omellete, Upma, Pohe Maggi Vegetable } Chatni } Jam } Cheese } ANY ONE SANDWICH Bread Butter } Toast Butter (2 pieces)} Bread Slice (1 no.) }		

	(As per Annexure VII)		
3	Egg Items : Egg Omellete (single), Egg Omellete (double), Egg Bhurji (single), Egg Bhurji (double) (As per Annexure VII)		
4.	Beverages : Tea Coffee Nescafe (on demand) Filtered coffee Pepsi/Sprite Coca Cola 7 Up Thums Up/Limca Soda (As per Annexure VII)		

Tenderer has to give satisfactory projected calculations supporting to his quotation/price by considering the following factors:

- i. **Procurement of Raw Material Cost**
- ii. **Labour & other Costs**
- iii. **Profitability**

The selection committee will have the right to reduce marks in case of any discrepancy

Package for Catering to PGDM Students at Cafeteria

S.N.	CATERING ITEM	Basic Rate	Rate/Plate/ Cup (Inclusive of Taxes & service Charges)	Rate in Words
1	<p>Breakfast (unlimited): Indian Items like-Masala dosa or paratha (stuffed) or Puri Bhaji or Uttapam or Sheera or Idlis or Upma (Sufficient Quantity)</p> <p style="text-align: center;">+</p> <p>One common Item – Daily (Pohe / Upma) Additional daily Items- bread, toasts with butter, jam, egg omlette, One Banana of good quality or any other equivalent items, tea/coffee-milk, sugar separate.</p>			
2	<p>Lunch (hot) Unlimited: Vegetarian- 2 veg, one Dal (or equivalent), Chapatti, Rice item (or equivalent), curd/curd preparation, salad, papad, pickle, cut onion, lemon</p>			
3	<p>Dinner (hot) (Unlimited) : Vegetarian- One Soup, 2 veg, one Dal (or equivalent), Chapatti, Rice item (or equivalent), curd/curd preparation, desert item, salad, papad, pickle, cut onion, lemon</p>			
4	<p>Monthly Feast (Unlimited) : Shall include in addition to the normal package of Lunch / dinner, veg soup, non-veg soup, one non-veg main dish rice dal chappati & at least 2 special items (starters) such as varieties of Dosa, Uttappa, Pani Puri, Pav Bhaji, Kacchi Dabeli, Bhajia/Pakodas, Pizza etc. at no extra cost.</p>			
	Total			

Skip Dinner on Every Saturday

Sunday feast at no extra cost – 1 additional Non-veg. (Chicken Only)

Veg- one special item like – Paneer Tikka Masala, Paneer Bhurjee, etc

Any sweet

Skipping Meals

Students are permitted to skip a total of 7 meals in a month, which is inclusive of Dinner on all Saturdays, ie. If there are 4 Saturdays in a month, students will be get 3 additional skip meals. For skipping a meal prior intimation is necessary by entering relevant details at least a day in advance in the skip-meal register maintained in the mess. Please note that this is on a pro-rata basis, i.e. 7 skip meals are for a month, but if there are vacations, then the permissible number of meals that can be skipped will be reduced proportionately.

**Package for Catering to Probationary Officers of Bank
at Cafeteria for Participants/Guests**

S.N.	CATERING ITEM	Basic Rate
1	<p>Breakfast (unlimited): Omlet, masala dosa or paratha (stuffed) or Puri Bhaji or Uttapam or Sheera or Idlis or Upma (Sufficient Quantity), bread, toasts with butter, jam of good quality or any other equivalent items, tea/coffee-milk, sugar separate.</p> <p>One common Item – Daily (Pohe / Upma)</p>	
2	<p>Tea / coffee /break: Forenoon / afternoon (with biscuits)</p>	
3	<p>Lunch (hot) Unlimited: Vegetarian- 2 veg, one Dal (or equivalent), Chapatti, Rice item (or equivalent), one curd preparation, salad, papad.</p>	
4	<p>Evening Tea (Unlimited): Sandwiches or Samosa or Medu Vada or Bhaji or Sabudana Wada or Dhokla or Bread Pattice (One item only) and tea and coffee.</p>	
5	<p>Dinner (hot) (Unlimited) : Vegetarian- one soup, 2 veg, one Dal (or equivalent), Chapatti, Rice item (or equivalent), one curd preparation, desert item, papad, salad. Non-veg. - 1 dish made of chicken / mutton / fish. (Limited)</p>	
6	<p>Additional Non-veg (Chicken , Mutton, Fish): Limited to one bowl or min 4 pieces per person</p>	
	Total	
7	<p>If NIBM requires additional special Dinner/ Lunch Unlimited : This shall include normal package of Lunch / dinner non-veg main dish & in addition at least 2 special items such as varieties of Dosa, Uttappa, Pani Puri, Pav Bhaji, Kacchi Dabeli, Masala Papad ,Bhajia/Pakodas, Pizza etc.</p> <p>Unlimited Chicken Unlimited Mutton</p>	

Rate for Tea/High Tea for Office Staff and Contract Workers

S.N.	CATERING ITEM	Basic Rate
1	Tea - Faculty and staff (served in office)	
2	Coffee - Faculty and staff (served in office)	
3	Lime Juice- Faculty and staff (served in office)	
4	Tea for Contract Workers (served in Cafeteria)	
5	High Tea (2 snacks + 1 sweet + Tea/Coffee)	