

Catering Arrangement at New Delhi

Sealed offers are invited in two bid system from reputed agencies interested to cater and manage the serving of food and beverages for around 70 persons daily on working days between Monday to Friday in the office of Small Industries Development Bank of India, Videocon Tower, Ground Floor, E1, Rani Jhansi Road, Jhandewalan Extn., New Delhi 110 055. The caterer will also be called upon to cater, if need be, on Saturdays/ holidays, as also for various meetings, conferences and other events organised by the Bank from time to time. Agencies should have achieved annual sales turn over of ₹.15/- lakh in atleast one of the last three financial years. The pre-qualification criteria along with terms and conditions/ facilities to be provided by the service provider for the catering arrangement are furnished in the **Annexure I and Appendix to Annexure I** respectively. The same are also available in the office of the undersigned between 0930 hrs to 1715 hrs on any working day (except Saturday & Sunday) from November 3, 2010. **The catering agency meeting the pre- qualification criteria shall be empanelled by the Bank for a period of three years.**

The quotations should be submitted in two parts described as under:

Part I (Technical Bid) in sealed cover, containing details of Constitution of the Company/firm, experience in handling catering job, annual sales turnover, Income Tax Assessee, etc., duly supported by documentary proof to be submitted on the proforma attached along with supporting documents.

Earnest money deposit (refundable) of ₹. 20,000/- (Rupees Twenty thousand only) by way of Demand Draft/Pay Order drawn in favour of “Small Industries Development Bank of India”, payable at New Delhi may be submitted along with Part I (Technical bid).

Part II (Financial Bid) in sealed cover, containing the financial bid (in prescribed proforma) for providing catering facility. **The rate should be quoted for lunch /tea for a single day per person basis inclusive of all taxes.**

Two sealed covers of bids (Part I & II) should be kept and sealed in a third cover which should be addressed to **“The General Manager, Small Industries Development Bank of India, Videocon Tower, Ground Floor, E1, Rani Jhansi Road, Jhandewalan Extn., New Delhi 110 055”** and superscribed 'Catering Arrangement at New Delhi.

The offers should reach him not later than 1500 hrs. January 3, 2011. The offers which are not submitted in the prescribed manner will not be accepted. The Technical bid (Part I) would be opened on the same day at 1630 hours and the service provider or their authorized representative can make it convenient to be present at the time of opening the quotations. The Bank reserves the right to accept or reject any or all quotations without assigning any reasons. **After evaluation of technical bids, financial bids (Part II) of only technically qualified bidders would be opened.** Date of opening of financial bids will be intimated to short-listed bidders.

The General Manager,
Small Industries Development Bank of India,
Videocon Tower, G. Floor
E1, Rani Jhansi Road
Jhandewalan Extn.
New Delhi 110 055

Technical-qualification Criteria

- 1.The Caterer could be a sole proprietary concern/partnership firm or a company of repute and should be registered with Registrar of Firms / Companies, wherever applicable and should be in existence for **last 3 years**. [**Attach copy of registration**].
- 2.The Caterer should have minimum of **2 years' experience** in providing catering services to reputed organisations like All India Financial institutions, public sector banks / undertakings, MNCs and large private sector companies. [**Attach copy of work orders or letter of empanelment**].
- 3.The Caterer should have achieved annual sales turn over of ₹ 15 lakh in one of the last 3 financial years i.e., FY 2008 / 2009 / 2010. [**Attach copy of audited Profit & Loss A/c for the relevant FY**]
- 4.The Caterer should be registered with the Labour, Health, Sales Tax and Central & Excise department(s) of State/ Central Govt. as applicable. [**Attach copy of registrations**].
- 5.The Caterer should be an Income-tax assessee having filed its Income tax return for the Assessment Years FY 2008, FY 2009 and FY 2010 [**Attach copy of PAN and copies of return filed during assessment years 2008, 2009 and 2010**].
- 6.The Caterer should have modern and well equipped base kitchen at New Delhi.
- 7.The Caterer will be required to offer a minimum of **5 weeks'** credit limit.
- 8.The crockery, cutlery, serving dishes and pantry facility shall be provided by the Bank for routine day-to-day catering. It shall be the duty of the Caterer to properly handle the various gadgets and utensils, etc. provided by the Bank. Breakage shall be acceptable subject to a specified minimum level.
- 9.The terms and conditions of the catering contract is given in the Appendix.
- 10.Caterer should have its own Base Kitchen to cook food for about 100 persons. Bank shall be at liberty to visit Base kitchen of the Caterer and obtain confidential / performance report of Caterer from its client/employees. If the facility of Base kitchen and performance report is not satisfactory, financial bids of such Caterer **would not be opened**.

The agencies qualifying the above pre-qualification criteria and agree to abide by the terms and conditions given in the Appendix may submit the “**Technical Bid**” in a separate sealed cover superscribing - “**TECHNICAL BID FOR CATERING ARRANGEMENT**)

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Appendix to Annexure I

**Detailed Terms and conditions for providing
daily Catering Services in the Bank Premises**

Period of Contract :-

Three Years from the date of awarding the contract subject to annual review by the Bank.

Rates:

The rates quoted would be valid for a period of one year with hike in the rates by 5% after every year for the remaining period. The taxes, as applicable, would be paid at actuals. All the payments shall be subject to TDS as applicable at the time of payment.

Venue :-

The Catering service shall be provided at "SIDBI, Videocon Tower, G. Floor, E1, Rani Jhansi Road, Jhandewalan Extn., New Delhi 110 055. The building has been provided with pantry and dining halls. The infrastructure provided by the office at these places will be solely under the care and supervision of the caterer and any damage or loss will be entirely the responsibility of the caterer.

Lunch / Tea / Coffee Timings :-

The lunch would be served between 12. 45 p.m. to 2.45 p.m.

Tea/ coffee will be served two times a day as per the schedule and manner indicated below:

Morning	Between 10.15 a.m. to 10.45 a.m. with one namkeen and one sweet biscuit
Evening	Between 3.45 p.m. to 4.15 p.m.

Good quality tea bags, coffee powder, sugar cubes and milk to be used. Extra tea/ coffee if served will be charged separately.

Kitchen Equipment :-

Necessary equipment required for reheating the food and preparation of Tea/ coffee, etc. are required to be arranged by the caterer.

Crockery :-

The crockery/ cutlery/ glassware, etc., will be provided by Bank. Cost of breakage (on annual basis) would be acceptable as per the following breakup :

Sl. No.	Particulars	Percentage
1	Cutlery	10%
2	Crockery	20% (except cups/ saucers)
3	Cups/ saucers	30%
4	Glassware	40%

Menu :-

Menu is enclosed with this **Appendix**. Menu will be compiled mutually on weekly basis to avoid frequent repetition of dishes.

Base Kitchen - Cleanliness & Hygiene :-

The Catering agency shall ensure that the food is cooked in a kitchen designed with a professional touch and equipped with all the necessary machinery and equipment required for bulk cooking. Highest standard of hygiene is to be maintained. The essential items like insect/fly catchers may have to be installed. The cleanliness and maintenance of the utensils used for cooking and transportation of food is to be ensured. In case of unsatisfactory/unhygienic quality of food item(s) breach of any of the terms of accepted tender document or lapse in services, deductions will be made as penalty which will be solely decided by the Bank. The kitchen will be under the constant supervision of the Bank and any lapse or breach of any of the terms will be taken seriously and can lead to termination of the contract immediately. The food should be hygienically cooked and portioned in stainless steel containers from kitchen itself, covered properly and transported in covered van from the base kitchen to the respective pantries. Chapati, fried items, etc., will be cooked at the office premises. Good quality raw material as indicated hereafter is to be used for the preparation of food.

Quality Control and Supervision

Caterer shall use / provide all good quality items and maintain high standard of hygiene and cleanliness. Workers of caterer shall also maintain proper hygiene and properly dressed in clean uniform. Bank may entrust the job of regular supervision/quality control and finalisation of weekly menu to an officer/team of officers constituted out of its officers and other staff members. Such officers/staff members may carry out regular inspection/visits including supervise visits to the base kitchen of the caterer to supervise the quality of the food items/its preparations including hygiene maintained by the caterer and

advise the Bank in this regard. The Bank shall advise the caterer suitably for improvement in the services/quality of food items.

Catering Staff :-

The kitchen as well as the service staff shall be employed/ engaged by the caterer and SIDBI shall not in any way be responsible for their terms of employment/ engagement. The caterer shall inform the service staff so employed/ engaged. .Caterer shall take all precautions and ensure that all statutory laws are followed. SIDBI shall not be responsible in any way for any accident(s) of the staff engaged by the caterer. The staff shall be properly dressed in neat and tidy uniform besides being courteous, well mannered and attentive. They should be conversant with the basics of the trade. One supervisor with decision taking capability as well as authority along with service staff, should be present in the premises from 09.00 a.m. to 07.00 p.m. on working days and as per requirement of the Bank on weekends/ public holidays.

Notice for Termination of Contract :-

The arrangement can be terminated by either party by giving 30 days notice. However, in case the services or quality of food supplied by the caterer are not found satisfactory / hygiene is not maintained by the caterer despite repeated reminders, Bank shall have right to terminate the contract without any notice to the contractor, besides levying of penalty as may be solely decided by the Bank subject to maximum of ₹. 20,000/-.

Security Deposit :-

Successful contractor shall deposit an amount of ₹ 20,000/- towards Security Deposit [SD] for satisfactory performance of contract which notwithstanding the above, SD would be forfeited by Bank in case the services of contractors are terminated by Bank on the grounds of unsatisfactory / irregular services, breach of any of the terms of the accepted tender document or quality of food, will be refunded after satisfactory completion of contract period.

Upkeep and Maintenance of pantry/ dining areas :-

The caterer has to ensure that every day after operations, the pantry/ dining halls/ chafing dishes and all the crockery and cutlery is cleaned and kept in order before closing for the day.

Staff Strength

The staff strength will be verified/ renewed on quarterly basis based on the total number of staff strength availing lounge facility as on the last day of the

previous quarter. The payment shall be made on monthly basis and for this purpose the month will be calculated as actual working days for which the food and other catering services are to be provided. The payment will be made for 95% of no. of staff availing lounge facility at Delhi. Guests payment as per contracted rate on actual basis.

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Buffet Menu

Butter Milk / Jalzira / Aam Ka Pana (April to Oct.)
Soup (Nov. to March)
Gravy Vegetable (Paneer / Mushroom / Special
Vegetables) -
Preportioned (125 gms.)
Dry Vegetable

Roti and Rice/ Dal
Curd (Pre-portioned 100 gms.), salad, Achar & Papad
Assorted cut fruits (Banana, Papaya and one/two
seasonal fruits in equal quantity) [Pre-plated about
150 gms] &
Dessert

Option for fruit Lunch:-

Senior Executives/Officers may opt for fruit lunch for which they will give their option on weekly basis and caterer shall provide fruit lunch to those officers in place of normal lunch as per the following menu -

- (1) Assorted fruits - Approx. 400 gms.
- (2) Soup / Butter milk / Jalzira / curd / lassi etc.

I. Bread Toast / Sprouts/Sandwich - 4 PCs.

II. Dessert

1. Raw Materials

1. Branded refined sunflower oil. (Nature fresh/Sundrop/fortune/Dhara)
2. Good quality of rice (₹. 50/- or more per kg. Basmati rice), wheat flour (Ashirvad / Shaktibhog/Annapurna/K-68 wheat flour), spices[average/ashok/goldi/catch], tea bags (Brooke Bond, Tata, Taj-Mahal), coffee (Nescafe / Bru) and other raw materials like mutton / chicken / fish, cottage cheese, fruits, which will be open to check-up at any stage of preparation without any prior notice.

2. Approximate Overheads

1. Salaries and deployment of about 5 staff (service/kitchen) including 1 supervisor from 9.00 a.m. to 7.00 p.m. on all working days subject to proper cleaning and closing of pantry and dining areas.
2. Uniforms (including dresses and shoes etc.) of the staff and its maintenance
3. Base Kitchen and entire kitchen equipment.
4. Transportation of food in covered van.
5. Tea service to staff on their desk two times a day.

3. Infrastructure to be provided by the Bank

1. Pantry for re -heating of food.
2. Crockery, cutlery, glassware and chaffing dishes.
3. Dining area with table, chairs and buffet counters.
4. Electricity connections/points for Electrical Equipment/ Infrastructure being provided by the Bank.

P A R T - I

**THE FORMAT FOR TECHNICAL BID
(Catering Arrangement)**

From,

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To,

The General Manager,
Small Industries Development Bank of India,
Videocon Tower, G. Floor
E1, Rani Jhansi Road
Jhandewalan Extn.
New Delhi 110 055

Sl.No.	Particulars	Details to be filled in by the Agency
1	Name of the Agency / Contact Person	
2	Regd. office/Business address of the Agency	
3	Constitution of agency [whether proprietary/partnership or company]	
4	Date of Incorporation/Constitution	
5	PAN/TAN Nos. of the Agency	
6	Service Tax Registration No.	
7	Whether registered with Registrar of Firms/Companies? Date of Registration (Attach copy of registration)	
8	Whether the firm / company is in existence for last 3 years?	
9	Whether the Caterer has minimum 2 years' experience in providing catering services to reputed organisations like All India Financial institutions, public sector banks / undertakings, MNCs and large private sector companies? (Attach copy of Work Orders)	
10	Whether registered with Sales Tax Department? Date of Registration (Attach copy of registration)	
11	Whether registered with Health Department? Date of Registration (Attach copy of registration)	
12	Whether registered with Labour Department?	

	Date of Registration (Attach copy of registration)	
13	Whether registered with Central and Excise Department for Service Tax? (Attach copy of registration)	
14	Whether the agency has achieved annual sales turnover of ₹ 15 lakh in any one of the last three financial years i.e., FY 2008 / FY 2009 / FY 2010 (Attach copy of P & L Account of relevant FY)	
15	Whether the agency is an Income Tax Assessee having filed its Income Tax return for the Assessment Years 2008, 2009 and 2010. (Attach copy of Income Tax Returns)	
16	Whether the caterer has modern and well equipped base kitchen at Delhi? If yes, give address of base kitchen.	
17	Whether the caterer agrees to offer a minimum of 5 weeks credit limit?	
18	Whether the caterer agrees to properly handle the various gadgets and utensils, etc., provided by the Bank?	

I / We agree to abide by the terms and conditions stipulated by the Bank and mentioned in the **Appendix to Annexure I**.

Date:

SIGNATURE
Name and Seal of firm / Company

(This format shall be sent in a separate sealed cover superscribing - **“TECHNICAL BID FOR CATERING ARRANGEMENT”**)

P A R T - II

**THE FORMAT FOR FINANCIAL BID
(Catering Arrangement)**

From,

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To,

The General Manager,
Small Industries Development Bank of India,
Videocon Tower, G. Floor
E1, Rani Jhansi Road
Jhandewalan Extn.
New Delhi 110 055

Sl.No.	Particulars	Rate in ₹. (per lunch / tea)
1	Officers (60 nos.)	₹ (Pl. Write in words also) ₹
2	Workmen Staff (10 nos.)	₹.
	Total (70 nos.)	(Pl. Write in words also) ₹
3	Tea / Coffee (140 Nos. – 70 Nos. with biscuits and 70 without biscuits)	₹. (Pl. Write in words also) ₹

(Please write the rates in figures and words-----.)

The above rates are inclusive of all applicable taxes. We are aware that all the payments shall be subject to TDS, as applicable at the time of payment.

The lowest quote rate should be arrived for 70 lunch and 140 tea/coffee per day as mentioned above .

I / We agree to abide by the terms and conditions stipulated by the Bank and mentioned in the **Appendix to Annexure I** at the rates quoted above.

Date:

**SIGNATURE
Name and Seal of firm**

(This format shall be sent in a separate sealed cover superscribing - **“FINANCIAL BID FOR CATERING ARRANGEMENT”**)