



सर्व हरियाणा ग्रामीण बैंक  
Sarva Haryana Gramin Bank  
(सरकारी संस्था का उपकरण)  
(Govt. of India Undertaking)

प्रायोजक: पंजाब नेशनल बैंक

Sponsored by: Punjab National Bank

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

### Notice Inviting Tender

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

Last Date of submission of Tenders : 03.01.2022 17:00

Date of Opening of Tender : 03.01.2022 17:30

  
General Manager

Bid No : GEM/2021/B/1779725

Dated: 20/12/2021





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**Tender for running canteen services for Bank's staff working at Sarva Haryana Gramin Bank, Head Office, Plot No. 1, Sector 3, Rohtak-124001**

**About Bank:**

Sarva Haryana Gramin Bank a Govt. of India undertaking, sponsored by Punjab National Bank is operating in the whole state of Haryana having 654 branches.

**Scope of Project:**

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

**Technical and Qualifying Criteria**

1. Bidder should have **GST** registration either in the name of proprietor or the firm (Copy should be enclosed along with technical bid)
2. Bidder should have **PAN NUMBER** either in the name of proprietor or the firm (Copy should be enclosed along with technical bid)
3. Bidder should have valid **FSSAI** certificate of registration for running Canteen/Catering Services (attach copy)
4. Bidder should have valid **ESI and EPF registration** number issued by respective ESI/EPF offices (Copy should be enclosed along with technical bid)
5. Bidder must have at least three completed years continuous satisfactory experience of providing Catering Services/Tiffin Service in a Government training institute /PSU/ Central/ State Govt. department/ Corporates having staff of approximately 50 as on 31.03.2021 and must be running one canteen/ catering services presently. Copy of satisfactory performance certificate (on the letter head of service recipient with complete address and telephone number) in having executed following similar contracts during the last three years ending 31.10.2021 must be attached.
6. The successful bidders shall have to deposit a sum of Rs. 1,00,000/- (Rs. One Lakh Only) as performance security deposit/retention money within 7 days on receipt of work order through DD in the name of Sarva Haryana Gramin Bank payable at Rohtak before taking over the job assigned. The Performance security deposit/retention money shall be refunded to the service provider without any interest within Six months on successful completion of contract period after deduction of loss/damage/penalty, if any
7. The technical bid without complete information and supporting documents shall not be considered for evaluation of Financial Bid.





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8. The contractor should have the average annual turnover of Rs. 6 Lakh for the last three years. The copy of Certified/Audited Balance sheets and Profit & Loss A/c's of last three years 2018-19, 2019-20, 2020-21 must be submitted along with the technical bid in support of the same.
9. The bidder should not have been blacklisted by any organization i.e. Bank/PSU/ any Govt. agency/department during the last three years ending March 2021. An undertaking in this regard will have to be furnished as per format attached as Annexure-V.

**General Instructions:**

1. The Contractors must upload their tenders at GeM Portal under two bid system as Annexure-I "Technical Bid for SHGB Canteen Tender" and Annexure-II as "Financial Bid for SHGB Canteen Tender": Tenderer should note specifically that all pages of tender document shall be submitted by them (after signing/ stamping on each page) as a part of their offer.
2. No overwriting/correction in tender documents by tenderer shall be allowed.
3. Technical Bids will be opened first.
4. Opening of Price bids/Financial bids will be done for the offers of only those tenderers, whose bids are found technically acceptable.
5. For any further Inquiry/Detail, please Contact Mr. Amit, Functional Manager, GAD on Telephone No. 01262 – 243110 and Email: [hogadshgb@shgbank.co.in](mailto:hogadshgb@shgbank.co.in)
6. Bank reserves the right to reject any or all of the Tender/Bids without citing any reason thereof at any stage of tender process. No further correspondence will be entertained in this regard.

**General Terms and Conditions: -**

1. The contract shall remain valid for a period of **One Year** from the date of its commencement. The contract can be further extended on the same terms and conditions on yearly basis, the right of which is reserved by Sarva Haryana Gramin Bank (SHGB). The extension shall be based on the satisfactory performance of the contract. The contract once awarded can be terminated by either party after giving three months' notice. Nevertheless, SHGB may terminate the contract of the firm without any notice in case of the firm commits a breach of any terms of the contract, SHGB decision that a breach has occurred will be final and shall be accepted without demur by the firm.
2. The Water RO, Fridge and Electricity will be provided free of cost by the Bank. Contractor shall not use other electrical cooking devices for the purpose of catering service.
3. Refilling of commercial gas connections will be borne by the contractor.
4. The rates quoted in this bid should be for the items to be supplied at SHGB Canteen. Contractor shall not be allowed to reduce the items required for the canteen without prior written permission from Canteen Committee, SHGB. Failure to supply any items at the indicated cost shall be considered a breach of





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contract and invite Punitive action of Rs. 500/- for first instance and Rs. 1000 for second instance and so on.

5. The rates quoted in this bid must be inclusive of GST/ All other type of taxes/ Cess/ Duties/ Charges etc.
6. Packaged goods should not be sold more than MRP.
7. Contractor shall use recyclable/reusable plates and cups to avoid usages of plastic.
8. The successful bidders shall have to deposit a sum of Rs. 1,00,000/- (Rs. One Lakh Only) as performance security deposit/retention money within 7 days on receipt of work order through DD in the name of Sarva Haryana Gramin Bank payable at Rohtak, before taking over the job assigned.
9. The Performance security deposit/retention money shall be refunded to the service provider without any interest six months after successful completion of contract period after deduction of dues/loss/damage/penalty, if any
10. If at any stage during the period of contract, it comes to the notice of the SHGB that the contractor has misled the SHGB by way of giving incorrect/false information, which has been material in the award of contract to him/her, the contract shall be liable for termination besides other legal action which may be initiated against the contractor or the owner/partners/Directors or any person responsible for the affairs of the contractor under law.
11. Contractor may have to serve foods/refreshments from time to time as per requirement of SHGB during various events/ programs against extra payment on contractual rates.
12. Contractor shall abide by all labour laws and statutory obligations as applicable. The contractor shall bear all taxes/ levies/ charges what so ever as may be imposed by the State/ Centre Govt. or any local body/ authority. The contractor shall be wholly responsible for redressal of grievances/disputes arising from his staff and it shall not involve SHGB in any way whatsoever. The canteen contractor and his employees will have no rights and privileges for employment or any other benefit from the bank. The employees of the contractor will be the exclusive responsibility of the contractor himself with no liability or responsibility of the bank.
13. The contractor has to obtain comprehensive accidental insurance coverage in respect of every employee employed by him and Fire/Theft/Burglary/Natural cause insurance policy for stock/Utensils/any other material to be used in catering work. Bank will not be liable in case of any damage/loss to the contractor due to any avoidable/ unavoidable circumstances.
14. The contractor shall also be liable to pay P.F. contribution, Leave, Salary, ESI etc to his employees.
15. The contractor will occupy the space earmarked for canteen and kitchen and shall not occupy/use any other space of the Building other than allotted by SHGB Management.
16. SHGB reserves the right to instruct the contractor to remove any person deployed by the contractor without assigning any reason or notice.





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17. The contractor will ensure high standard of cleanliness, hygiene and sanitation in the kitchen and canteen. The contractor will make the arrangement for keeping all eatable in covered showcase, free from flies and insects. Adequate number of dustbins must be provided by the contractor to ensure proper disposal of garbage. There should not be any littering of unused food or any other articles within the canteen. Contractor shall also ensure daily removal of canteen garbage from the canteen premises.
18. Contractor will ensure that the cooked and uncooked food is stored properly and no stale food is served. In case of any food poisoning, the contractor will be held solely responsible and will be penalized besides legal action.
19. The raw material used can be checked by the HO Canteen Committee at any time and if substandard/unauthorized materials are found, the contractor will be penalized at the discretion of SHGB and contractor will have to abide by it.
20. The penalty for not adhering the bank guidelines or using substandard/unauthorized material will be Rs. 500/- on first occasion and will further increase to Rs. 1000 on each occasion.
21. The contractor will be required to display the menu and rate list of all the food articles, soft drinks, tea, coffee and juice etc. sold in the canteen.
22. The contractor should have sufficient and high standard cooking utensils, Ceramic, glassware, Cutlery etc. required to cater to at least 100 persons at a given time.
23. The contractor shall not deploy minor/child labour for the canteen work.
24. The HO Canteen Committee member(s) may inspect the preparation of food etc. on time to time to keep a check on quality of food being prepared and supplied.
25. The contractor shall not use the canteen premises for any other activity except for the purpose for which it has been provided for and will ensure the maintenance of the same.
26. Caterer will keep reserved three dozens of decent quality crockery set to serve tea, coffee, food to SHGB management for official meetings.
27. The premises with fittings and fixtures, furniture, equipment etc. provided to the contractor are the property of SHGB. The contractor shall have no right on any of these and shall place them back at the disposal of SHGB when demanded. The contractor shall be responsible for the safe custody and proper use and maintenance of all equipment and properties of SHGB, whether movable or immovable. Any damage caused to the equipment or properties shall be made good by the contractor immediately to SHGB without any loss of time, failing which the cost of equipment, properties etc. will be recovered from his bills or from other means as deemed fit by SHGB. Failure of equipment etc. will not be an excuse for not providing service.





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28. The bidder shall upload at GeM Portal, duly signed undertaking enclosed with the tender document as per **Appendix -1**.
29. The bidder may physically visit the site/ canteen before applying for the tender.
30. Contractor and his employees shall be subjected to verification of their character and antecedents by the police, the cost of which shall be borne by the contractor. The contractor shall submit documentary proof of such clearance to the Bank.
31. Contractor shall work under the supervision of the canteen committee of SHGB or such other authorized representatives of the bank as may be nominated from time to time
32. Canteen facilities should be provided on Sundays/ Public holidays and as and when specifically required due to administrative exigencies on same rates as quoted in financial bid.
33. The contractor shall not assign or Sub-contract whole or any part of this contract.
34. The caterer will maintain a numbered bound register showing total number of beneficiaries' date wise and will submit the bills on fortnightly basis for payment.
35. Smoking/ Consumption of alcohol/liquor shall be prohibited in the canteen/kitchen area.

  
**Chief Manager**  
**GAD**

  
**Chief Manager**  
**FD**

  
**Chief Manager**  
**MASD**

  
**Chief Manager**  
**I&A**

  
**General Manager**  
**(Chairman Tender Committee)**



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Appendix-1

**UNDERTAKING**

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

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

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

Date:

Signature of the Contractor

Name of the Contractor \_\_\_\_\_

(Full signature of the Tenderer with seal)



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Annexure-I

**TECHNICAL BID**

**a) Contact details of Bidder: -**

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

**b) Criteria/Documents required to be enclosed: -**

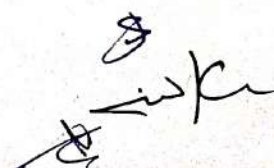
Sr. No.	Criteria	Brief Details	
1.	Relevant Experience	Three years' experience of providing Catering Services/Tiffin Service.(Attach Satisfactory Performance Certificate)	
2.	Statutory obligations	<ul style="list-style-type: none"> <li>• Registration under GST (attach proof)</li> <li>• PAN number (attach proof)</li> <li>• FSSAI Certificate (attach proof)</li> <li>• ESI Registration (attach proof)</li> <li>• EPF Registration (attach proof)</li> </ul>	
3.	Turnover:2018-2019		Attach Certified/Audited Balance Sheet & Profit & Loss A/c duly certified by CA.
	2019-2020		
	2020-2021		

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

Attach undertaking as appendix-1.

Date:

Signature of the Tenderer  
with Seal





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**Annexure-II**

**Financial Bid**

Sr. No.	Items	Quantity	Rates Quoted by the tenderer ( Rs.)
1.	<b>Lunch</b> Dal/Chana/Rajma/Kadhi + Curd/Raita +Paneer dish twice a week and rest days of week one seasonal vegetable + Rice/Pulao + Tawa Chapati + Salad + Desert (Gulab Jamun/Kheer/Halwa etc.) Tea two times (100ml)	The quantity should be sufficient for one person	
2.	Rate of Tea	100ml	

Further, it will be allowed to run a canteen having facility with Samosa/Bread Pakora/Soft Drinks/Lassi/Juice/Milk /Soup etc. at reasonable rates.

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

Date:

Signature of the Tenderer  
with Seal





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**Annexure-III**

**List of Indicative/Permissible Brands of consumable items**

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

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

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

Date:

Signature of the Tenderer  
with Seal





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Annexure-IV

**UNDERTAKING**

**Reg: Contract Labour (Regulation & Abolition) Act 1970**

I/We confirm that we have employed \_\_\_\_\_ (number) workmen only and that the Contract Labour (Regulation & Abolition) Act 1970 is not applicable to us.

Date:

Signature of the Tenderer  
with Seal





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**ANNEXURE-V**

**SELF-DECLARATION- NO BLACKLISTING**

(Date)

The General Manager  
Sarva Haryana Gramin Bank  
Rohtak

Dear Sir/Madam,

**Ref: Tender for Catering Contractors for running canteen services for Bank staff.**

In response to the Tender Document for Catering Contractors for running canteen services for Bank staff, I/ We hereby declare that presently our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Place:  
Date:

Signatures :  
Name :  
Seal of the Organization: