

# **BANK OF MAHARASHTRA- MUMBAI**



## **REQUEST FOR PROPOSAL FOR RUNNING OFFICE CANTEEN**

**AT**

**BANK OF MAHARASHTRA  
ZONAL OFFICE PREMISES  
JANMANGAL BUILDING, FORT**

**MUMBAI 400001**

**Non Refundable Tender Price Rs. 1,000/-**

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**BANK OF MAHRASHTRA**

**Zonal Office "Janmangal"**

**45/47, Mumbai Samachar Marg, Fort, Mumbai-400001**

**Tender Notice for Canteen Contract**

Bank of Maharashtra invites the sealed offers in prescribed format on two bid system i.e. Technical bid and Price bid for running office canteen at Zonal Office Premises, Janmangal Building, Fort, Mumbai - 400001. The details are as under:

- |    |   |  |
|----|---|--|
| 1  | Last date for collecting the tender forms:          | On any working day of the Bank up to 03/07/2019 Till 10.30 A.M.  |
| 2. | Pre bid meeting                                     | 28/06/2019 at 3.30 p.m.  |
| 2  | Last date for acceptance of the tender              | On any working day of the Bank forms up to 03/07/2019 at 2.30 p.m.   |
| 3  | Place of collection and submission of tender forms. | Assistant General Manager (Admin.),<br>Janmangal, 45/47, Mumbai Samachar Marg,<br>Fort, Mumbai-400001  |
| 4  | Cost of tender form                                 | Rs. 1,000.00 (non-refundable) in the form of Demand Draft only drawn on "Bank of Maharashtra". Payable at Mumbai. To be paid at the time of submitting the tender. |
| 5  | Opening of tender Technical Bid.                    | On -03/07/2019 at 4.00 P. M.   |
|    | Opening of Financial Bid-                           | On -03/07/2019 at 4.30 P. M.   |

The tenders received after the last date and time of submission are liable for rejection.

The Bank reserves the right to accept or reject any or all the tenders without assigning any reasons thereof.

Asstt. Gen. Manager  
Admin.

ANNEXURE-I

To,  
The Asstt. General Manager,  
Bank of Maharashtra, GAD Department,  
Zonal Office,  
Mumbai 400001.

Sub: Tender for running office canteen at Zonal Office Premises, Janmangal Building,  
Fort, Mumbai - 400001.

Ref: Tender Notice Published in Daily Newspaper on \_\_\_\_\_

With respect to the tender notice published in above mentioned daily newspaper, I/We hereby submit my/ our tender in a required format.

I/W enclose a DD for Rs...../- bearing No: .....dated .....drawn.....towards Earnest Money Deposit.

I/We have adhered to the requirements prescribed by the Bank. I/We have carefully gone through the guidelines terms and conditions as well as prescribed format carefully and I/We accept the same without any alterations/ modifications.

Yours faithfully,

Signature & Seal of Contractor.

**PART I TECHNICAL BID**  
**ANNEXURE – II**

Following details are to be submitted by the Contractor.

SI.No	Name and address of the Contractor	
1	Name and address of the proprietor/ partner / Director.	
2	Details of the experience in the field of running and maintaining the canteen / mess.	
3	Details of such contracts undertaken in the past. Present status of such contracts along with the copies of award of contract, duration of the said contract, certificate of appreciation, if any, and reasons if the contracts are discontinued.	
4	Contractor will obtain all the relevant and necessary licenses/ permissions required to run the canteen at Janmangal premises from the Concerned depts., authorities/ municipal offices.	
5	Details of registration as per the shop and establishment Act	
6	Details of registration with Public Health Department, BMC to run and maintain the canteen, hotels etc.	
7	Details of hotels/restaurants, if owned or maintained on contract basis by the firm / proprietor/company	Details be submitted as per Form - A given below
8	ESIC and GST no	

**FORM A**

Sr. No.	Name & address of the Restaurant canteen /mess etc. owned and/or maintained on the contract basis	Capacity per day for which services rendered such as breakfast/sna cks/lunch/tea/ coffee	Period		Reasons for discontinuat ion, if presently not owned or maintained.	Whether at any point of time license of the contractor was cancelled by any Govt Agency. If yes ,provide the date of latest renewal with sufficient proof.
			From	To		

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Date:

Place:

Seal &amp; Signature of the contractor

## ANNEXURE - III

**FACILITIES PROVIDED BY THE BANK FOR THE CANTEEN:**

1	Electricity	Is provided by the Bank, free of cost.
2	Water	Is provided by the Bank, free of cost.
3	Furniture & fixtures	Table, Chair, Fan, Storage, etc. <a href="#">If any additional item required same can be decided after mutual discussion</a>

Note: Maintenance, repair & upkeep of items provided by the bank will be the responsibility of the contractor who can also use additional facilities(not prone to security and fire hazard) after taking prior written permission from GAD Department Zonal Office Mumbai.

ANNEXURE - IV  
ELIGIBILITY CRITERIA

1. The contractor should have the minimum experience of 5 years in running of the hotel/ restaurant / canteen etc., out of which 2 years' experience in running the canteen / mess for any Government organization like Bank, insurance offices, govt. offices etc., having staff more than 100 are only eligible for the submission of tender. The tenders of the contractors with inadequate experience as mentioned are liable for rejection.
2. The successful bidder will have to keep interest free deposit of Rs.-15000/- within a period of 7 days from date of acceptance of Tender.
3. The contractor should submit Technical Bid & Price Bid in separate sealed Envelope.
4. The Technical bid should accompany EMD for 5,000.00 in the form of DD drawn on any Nationalized Bank in the Name of Bank of Maharashtra, payable at Mumbai as earnest money. In case of the unsuccessful bidder the said EMD would be returned / refunded within a period of 15 days from the date of opening the tender. In case of successful bidder the said amount of EMD would be adjusted towards the interest free deposit of Rs.15000/- to keep within 7 days ( Which is deposited with Bank at the time of submission of tender). However if the successful bidder fails to deposit the amount of interest free deposit, within period of 7 days the bank shall have right to cancel the contract, forfeit the EMD and at the discretion of the Bank award the contract to with L-2 Tenderer or cancel the process altogether .

## ANNEXURE - V

### TERMS & CONDITIONS

1. 1st floor of the Bank Premises shall be used for canteen, kitchen area is about 200sq.ft. & should be kept neat & in hygienic condition.
2. Contract will be initially for a period of 11 months & may be renewed at the sole discretion of the bank on the same terms, for next term which may be decided mutually by parties. If the contract is not renewed it shall automatically stand terminated at the end of contract period of 11 months.
3. The Contractor will ensure that cooking, serving and cleaning staff engaged by him will provided with at-least 2 to 3 sets of uniform which will be maintained clean ,washed and ironed and that said employees of the contractor will always present themselves in such uniforms at all times of functioning and working at canteen. Uniform of the employee of the contractor will be subject to prior approval from the Assistant General Manager (GAD) in writing and then contractor will make procurement of material & stitching of uniforms.
4. The canteen staff shall be medically fit & a certificate to that effect from recognized medical practitioner shall be submitted every quarter. In case any of the kitchen staff falls sick, the contractor immediately provide medical care and simultaneously take suitable steps to avoid contamination of food. If any staff is found to have a contacted with a communicable or contagious disease, the contractor shall take suitable steps for safety of the staff and also of the food and shall prevent such person from entering into kitchen till the concerned staff of the contractor is not medically fit.
5. Contractor shall have to sign formal contract with the Bank containing all terms & conditions contained herein.
6. Bank will provide facilities to the contractor as per Annexure III. The contractor has to bring additional equipment's or utensils [for cooking](#) as per requirement at



his own cost. However that shall not hamper the area atmosphere, movement space etc. in the canteen.

7. The Contractor should have a valid license from local authority BMC for running canteen. The contractor shall use the said space for the purpose of running canteen during the period of the Contract. Under no circumstances night stay will be allowed for any of canteen staff.
8. The Contractor is entitled only for "use of premises" and equipment's, utensils provided by Bank as a licensee only for providing canteen services to the bank as per contract and does not in any way , under any circumstances, acquire any other rights, liens or privileges on the said premises and equipment's, utensils provided by Bank in any form whatsoever. The Contractor hereby agrees to use and maintain said premises and furniture and equipment's described in Annexure III in the best state of cleanliness, 'conducive to ideal hygienic conditions. It is the responsibility of contractor to keep the canteen space clean & garbage if any should take away every day. The contractor shall dispose the garbage as per the policy of the BMC and Bank will not be liable for any acts of the canteen staff concerning the disposal of left overs and garbage. The Bank may make for any purpose at its liberty requisition a part of the said premises if required by them or change the place anywhere in the Janmangal building, without reducing compensation amount.
9. The Bank will provide items of electrical equipment and furniture incorporated in Annexure III. The contractor will take charge of the said furniture and equipment on satisfying himself that the said items included in Annexure III are in best working conditions, and in the best state of repair. The Contractor will also pass a receipt in writing acknowledging possession of the said items of equipment and furniture. Receipt in writing of taking possession of these items will mean that he has satisfied himself on the best state of affair and working condition of all these items. (would be listed later on with the successful contractor).

10. It will be the sole responsibility of contractor to maintain the said items in the best working condition and in the best state of affair and that he shall handover the said items back in working conditions to the owners/Bank upon termination of the contract.
11. If the said items are lost, misplaced *and / or* if the said items of furniture and equipment are not in the best state of working condition and affair, the Bank shall have the right to get the same replaced *and / or* repaired at the discretion of the Bank, entirely at the cost and risk of the contractor. The statement of loss, damages, suffered and *lost* costs etc. incurred by the Bank for this shall be final & conclusive.
12. The contractor shall be solely responsible for payment of wages & other benefits & complying with all applicable laws , labour laws and rules & regulations & shall indemnify bank for any claim, loss or damage suffered by the bank .The contractors shall be solely responsible to comply with the provisions of Contract Act and Labour Act along with other applicable laws.
13. Utensils, vessels, porcelains, cutlery and all other items used for cooking, storing and serving will be subject to inspection by the bank or by any authorized representative and or representatives of the Bank and the employees of the Bank. All these items of utensils etc. will be washed in boiling water before any use thereof so as to maintain the highest standards of hygiene in kitchen, pantry and canteen. The contractor shall keep the canteen pest free to the best extent possible and in case the contractor or his agents find any opening, cuts, holes, Burroughs, mounds etc created by insects or pests, he shall inform the GAD Department immediately and take steps to avoid contamination of food. The Contractor shall not use Aerosols, sprays under any circumstances in the kitchen.
14. Item of snacks and hot and cold beverages including their specified weights and measures form part of this contract. The proposed rates in Schedule 'B' shall be furnished by the contractor along with the rates of supply of items and the rates

will then be finalized mutually between the Bank and contractor from time to time as the exigencies may demand. The contractor shall procure best available ingredients and materials required for preparation of foods such as oils, ghee, milks etc. These items and ingredients will always be made available for inspection as to the manufacture and quality to the authorities of the Bank at all reasonable times. The contractor shall specify manufacturers of ingredients if they so desire in Part II

15. Items included in Part II may be added to or removed from "the menu" by mutual agreement between the Bank and the Contractor.
16. If the contractor fails to abide by and/or to run and maintain in the conditions of hygiene and cleanliness as stated in the above mentioned condition and/or fails to follow other stipulations and conditions of this contract and/or fails to supply the items of menu in the prescribed manner at the prescribed rates in prescribed weights and measures, the Bank shall be entitled to terminate the said contract by giving one month notice in writing stating clearly reasons for such termination.
17. Responsible person shall always be present at all reasonable times, designated as Manager, who will for all purposes represent the contractor and the instructions issued to such representative Manager will be deemed to have been issued to the contractor and written communications handed over to the said manager shall be deemed to have been given to the contractor.
18. All disputes and differences of any kind whatever arising out of and in connection with this- contract or the running of the canteen whether before or after the determination abandonment or breach of the contract shall be referred to General Manager, Mumbai Zone of the Bank who shall give the decision in writing. Such decision shall be final and binding on the parties to the contract and without appeal.

19. The contract can only be terminated with one month's notice by bank only without assigning any reason.
20. Contractor shall arrange for cutlery, crockery, labour, utensils and other ancillary items that may be additionally required to give proper service, running the staff canteen as per the contract requirements.
21. The contractor shall deposit *Rs.15,000/-* (Rs. fifteen thousand only) with the Bank during the period of the contract for due performance of the contract. The deposit shall not carry any interest. The Bank will have a right to forfeit the said security deposit in case of breach of contract by the contractor of any of the terms and conditions agreed to herein above & to recover any loss damages caused to the Bank & to proceed separately for the balance amount due. The contractor will ensure that police verification of all his staff members has been done and details along with the copy of police verification are handed over to Security Department of the bank for preparation of temporary pass .
22. The Contractor shall follow the FDA rules, Food and Safety standards Act 2006 and comply with using "fssai" approved products.
23. Contractor shall display the menu and rates board at a conspicuous part of the canteen.
24. Contractor shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, ( including reasonable attorney fees), relating to or resulting directly or indirectly from
  - i. An act or omission of Contractor, its employees, its agents, in the performance of the services provided by this contract,
  - ii. Breach of any of the terms of this agreement document or breach of any representation or warranty by contractor,
  - iii. Use of the allocated site and or facility provided by Contractor,

- iv. Infringement of any patent, trademarks, copyrights, Intellectual Property Rights, etc or such other statutory infringements in respect of all components used to facilitate and to fulfill the scope of the site requirement.
- v. Contractor shall further indemnify the Bank against any loss or damage arising out of claims or infringement of third-party copyright, patents, or other intellectual property and third-party claims on the Bank for malfunctioning of the equipment providing facility to Banks equipment at all points of time.
- vi. Contractor shall indemnify the Bank and undertake to keep the Bank fully saved and indemnified against any loss, action or claim arising out of or in respect to error, misconduct, fraud, misbehavior or violations of any laws committed by Contractor or its employees/agents/persons employed by third parties.
- vii. This indemnification is only a remedy for the Bank. Contractor /partner is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.

**PRE-QUALIFICATION CRITERIA:**

<b>Sr. No.</b>	<b>Criteria</b>	<b>Weight ages</b>	<b>Self rating marks</b>
1	Experience in HO/CO of Public sector undertaking/ Government office/ big private sector organization in which minimum strength is 100 (2 mks for 1 yr per each above mentioned office & 2 mks to be added only for second yr, and 2 mks for letter of appreciation from each present employer )	20	
2	Infrastructure i.e. manpower, utensils/ crockery /cutlery /machine etc to be provided at Pimpri Canteen. Necessary documentation must be attached .(Minimum 5 employees including manager , any additional staff provided , 2 mks to be awarded, 5 mks for utensils/crockery/cutlery & 2 mks each for each tea/coffee machine/ juice machine/ dosa and idly grinding /any other utility machine )	20	
3	Quality of food to be supplied. The vendor has to prepare 4 items out of the list given in front of bank panel member by the cook who will later on be used in Janmangal in case of selection.	20	
4	Hygiene _ The vendor has to submit his idea/course of actions through which he/she will keep the canteen neat, clean and hygienic.	10	
5	The firm must have full-fledged office at Mumbai	10	
6	Additional items over & above specified	10	
7	Present licenses in hand such as BMC,Health Department, ESIC, GST,Labour license ( 2 marks for each license)	10	
<b>T O T A L</b>		<b>100</b>	

**NOTE:** Criteria/parameters mentioned above are the just minimum requirements. The Bank at its discretion may upgrade the criteria. No complaint on this account will be entertained. Contractors/professional/vendors scoring 65 marks & above will only be considered for pre-qualification .The financial bid of those who qualify ,will only be opened and the lowest bidder may be offered the contract .However decision of the

bank in this respect shall be final. Cost of additional extra/new items to be served to be got approved from GAD Department.

## **PART -II PRICE BID**

Sr. No	Name of Item	Weight in Gms	Price (Rs.)
1.	Idly Chatani / sambar	120/180	
2.	Wada Chatani/ Sambar	150/180	
3.	Batata wada	25	
4.	Sabudana Wada	90	
5.	Dosa Masala/ Plain	150/80	
6.	Uttappa Onion/Plain	140	
7.	Tomato Omlet	150	
8.	Double bread omlet / bread jam with tomato ketchup	2 eggs 4 pieces slice Per plate	
9.	Egg Bhurji / Paneer Bhurji with Pav 2 nos		
10.	<b>Upma</b>	100	
11.	<b>Kanda Bhaji</b>	150	
12.	Misal paw	150	
13.	Sabudana Khichadi	180	
14.	Veg. Samosa/ Cutlet/Kachori/Jalebi	150	
15.	Shira	150	
16.	Sandwich Veg/Chutni/Jam/ Cheese*		
17.	Bread Butter/ Toast Butter *		
18.	Puri Bhaji (4 pieces)	150	
19.	Egg Omlet (Single)	100	
20.	<b>Kanda Poha</b>	150	
21.	Tea/ Special Tea*	125 ml	
22.	Filter Coffee/ Nescafe*	125 ml	

23.	Pot Coffee / Tea (4 CUPS)*		
24.	Lime juice/ juice with soda		
25.	Lassi Sweet/salted	300 ml	
26.	Butter milk ( Tak )	300 ml	
27.	Cold Drinks*	200/300 ml	
28.	Thali (Non veg Chicken / Mutton / fish or veg 3 roti, dal, 2 sabji, papad, pickle ,curd) with or without rice		
29.	Single Chapatti/ Puri		
30.	Rice		
31.	Biscuits/Dry Nuts/ Chips/ Kurkure/ other dry snacks *		
32.	Any additional item which vendor can offer		

No two items should be repeated within the span of four days. Everyday (morning & evening ) for breakfast & evening snacks minimum four item must be prepared other than the compulsory available item . Staff Lunch will be available for specific period of time (2 P.M to 3.30 PM).

\*These items must be available at canteen all the time.

**Note:** Since wide choice is given in the Menu- season wise / taste wise / region wise, No single item or items of above Menu be repeated for the same week except dal . Dal should be prepared in any three different ways alternatively like Maharastrian / South Indian / Dal-tadka or like North –Indian.