

TENDER DOCUMENT

FOR CANTEEN SERVICES AT J&K BANK BUILDINGS

AT

RAIL HEAD COMPLEX

UNDER TWO BID SYSTEM

Issued by:

Jammu & Kashmir Bank

Estates & General Department,

Zonal Office Jammu

TENDER DOCUMENT INVITING OFFERS UNDER TWO-BID for CANTEEN SERVICES AT J AND K BANK BUILDINGS AT RAIL HEAD COMPLEX FROM FSSAI LICENCE HOLDERS

This Tender Document consists of the following:

- 1) Notice Inviting tenders.
- 2) Instructions for tenderer.
- 3) General Terms and conditions.
- 4) Cleaning and Canteen services.
- 5) Special Terms & Conditions.
- 6) General Instructions.
- 7) Empanelment Evaluation Matrix.
- 8) Annexure 1 Eligibility Criteria
- 9) Annexure 2 (Technical Bid Format)
- 10) Annexure 3 (Particulars in respect of similar job done)
- 11) Annexure 4 (Particulars in respect of similar works in hand)
- 12) Annexure 5 (Details of satisfactory performance reports)
- 13) Annexure 6 (Solvency Certificate)
- 14) Annexure 7 Undertaking for having been Non-Blacklisted
- 15) Annexure 8 (Agreement)
- 16) Annexure 9 (Schedule I and II)
- 17) Annexure 10 (Price Bid Format)

All the above mentioned documents are to be submitted to the Bank duly signed by the Bidder on all pages.

NOTICE INVITING TENDERS

The Jammu & Kashmir Bank Ltd. desires to from reputed, registered and licensed Professional service providers (the bidders) interested in Canteen services at Zonal Office Jammu premises:-

REF. No.		<u>JKB/ZOJ/GEN/2026-</u>
DESCRIPTION		Canteen services at J&K Bank Buildings at Rail head Complex Jammu from FSSAI licence holders
BIDDING SYSTEM		TWO BID SYSTEM (<i>Single Stage Two Envelope System</i>)
WEBSITE DOWNLOADING DOCUMENTS	FOR	www.jkb.bank.in under the link “EOI & Tender / Notification” in the Quick Access Tab
METHOD OF SUBMISSION	TECHNICAL BID	OFFLINE / PHYSICAL FORM
	FINANCIAL BID	OFFLINE / PHYSICAL FORM
PRE-BID MEETING		Venue: Zonal Office Jammu Date & Time: 22/05/2026 & 03:00 PM
AVAILABILITY OF TENDER DOCUMENTS ON WEBSITE		From 20/05/2026 to 10/06/2026
LAST DATE OF SUBMISSION OF BIDS/TENDER		Up to 05:00 PM (IST) on 10/06/2026

DATE OF OPENING OF TECHNICAL BIDS	03:00 pm (IST) ON 11/06/2026
ZONE CONCERNED	JAMMU
LOCATION OF ZONAL OFFICE	PANAMA CHOWK, RAIL HEAD COMPLEX
For any clarification/s, please contact	General & Estates Department, Zonal Office Jammu Name of the Official: Sanjeev Gupta Contact No.: 7006137338

Details of the tender are given below:

1	Name & Location of Work	Canteen services at Zonal Office Jammu premises.
2	Eligibility Criteria	Please See Annexure -1
3	Availability of Tender documents	Tender documents can be downloaded from Bank's website www.jkb.bank.in
4	Earnest Money Deposit (EMD)	Amounting to Rs.50000/- (Rupees Fifty Thousand Only) to be credited through NEFT only vide below details: <u>Account Name:</u> Earnest Money Deposit) EMD 16-digit Account No : 9931070690000001 IFSCcode: JAKA0HRDCHQ (0 denotes zero) Bank: THE J&K Bank Ltd

5	Performance Guarantee	Performance Guarantee of Rs 200000/- (Two Lakh only) to be submitted in the form of Bank Guarantee in favour of Zonal Head, JAMMU, J&K Bank from any nationalized/PSU Bank or any scheduled commercial Bank Immediately on receipt of the Allotment letter from the Bank as per RFP.
6	RFP Application Fee (Non Refundable)	Rs.1000/- (Rupees One Thousand Only) to be deposited through Transfer / NEFT to the below detailed A/c: Account Name: Tender Fee/ Cost Account 16-digit Account No : 9931530300000001 IFSC Code: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd Branch: Corporate Headquarters MA Road Srinagar J&K - 190001
7	Tender documents downloading start Date	From 10.00 am on 21/05/2026
8	Tender documents downloading end date	Up to 2.00 pm on 10/06/2026
9	Last date and time of submission of Tender	Up to 5.00 pm on 10/06/2026
10	Address at which the tenders are to be submitted	General & Estates Department Zonal Office Jammu Rail Head Complex Jammu -180012
11	Date and time of opening of tender	11/06/2026 at 04.00 pm.

12	Validity of offer	3 (three) months from last date of submission of bids.
13	Period of contract	Two years, extendable up to two years.
14	SELECTION PROCEDURE	Techno-Commercial evaluation by assigning 50% weightage for Technical Parameters and 50% weightage for Financial Bids.
Interested participants are advised to go through the complete set of tender documents before submitting their tenders.		
In case the date of opening of tenders is declared a holiday, the tenders will be opened on the next working day at the same time. J&K Bank has the right to accept/reject any/all tenders without assigning any reasons.		

INSTRUCTIONS FOR TENDERERS

1. Scope of Work.

J&K Bank Canteens, Zonal Office Jammu is located in premises of Zonal Office Jammu situated at Panama Chowk, and comprises Dining Hall, Kitchen, Service Counter, Wash Basin, Storage Room and other space. The work comprises broadly of the following areas:

- a. The Canteen timing would be from 10:00AM to 06:00PM.
- b. Quality and Hygienic food to be provide as per the pre-finalized menu.
- c. Cleaning and maintenance including cleaning, sweeping, washing in entire area along with utensils of Canteen.
- d. Adequate number of staffs are to be deployed for smooth and uninterrupted services during functioning hour of canteen.
- e. All necessary equipment and accessories required for the operation of the canteen, including cooktop, refrigerator, raw material, crockery, LPG for cooking and other related items, shall be arranged and provided by the vendor Collection and removal of garbage of the canteen will be arranged by the Vendor.
- f. Fire safety operations like fire extinguishers, fire blankets and properly maintained chimneys/hoods.
- g. The Vendor will take care of other support activities like attending to switching on/off lights etc.
- h. The canteen premises shall primarily be available for use by the Bank's staff for consumption of meals during working hours. The Bank shall also have the unrestricted right to utilize the canteen area for serving meals, refreshments, or catering arrangements during official meetings, conferences, training programs, or any other institutional events.
- i. It is expressly clarified that the Bank reserves the absolute and unfettered right to procure food, catering services, or related arrangements from any vendor, caterer, or agency of its choice, without any reference to or consent from the selected canteen contractor.
- j. The selected bidder/contractor shall have no claim, objection, lien, or exclusive right over catering services within the premises and shall not be entitled to any compensation, reimbursement, loss of business claim, or damages on account of the Bank engaging any third-party vendor for such purposes at any time during the contract period.

Interested bidders are advised to visit and inspect the site before submitting their bids.

2. Eligibility Criteria

To be eligible to participate in the tender, the bidder/applicant should satisfy the following minimum eligibility criteria:

- a. The applicant must be a Registered/Licensed Organization in nature of a Public Ltd. Co. /Private Ltd Co. /Partnership firm/Sole proprietor/Limited Liability Partnership.
- b. The applicant must have (i) PAN No. (ii) All requisite licenses under Contract and Labour Regulation Act (iii) GST registration number (IV) EPFO registration(if applicable) (v) ESIC registration(if applicable) & (vi) any other permission/Certification under applicable laws, for the time being in force, which are necessary and incidental for effectively carrying out the work envisaged under these tender documents.
- c. The applicant must have sound financial capacity/credit worthiness and duly supported by a Solvency certificate of Rs.5 lacs issued on or after 01.04.2026 or any other equivalent certificate acceptable to the Bank.
- d. The applicant must have annual turnover of Rs. 20 lacs averaged over the last three Financial Years.
- e. The applicant should have filed Income Tax returns for the FY 2022-23, 2023-24 & 2024-25.
- f. The applicant should not have abandoned any work or rescinded any part of their contract or been disqualified by the client during the last 5 years.
- g. The applicant should not have been blacklisted or debarred from participating in any tender for similar services by a Government Department, Organization, whether public or private, in last five years and must not be under rigors of any such blacklisting or debarment at the time of submission of tender documents.
- h. The application form must be completely filled in with all supporting enclosures.
- i. The applicant mandatory have FSSAI license.

3. The eligible contractors, who satisfy the above criteria, may download the prescribed Performa from the Bank's website www.jkb.jkbank.in and submit the form, duly filled in and duly supported by relevant documents to the General & Estates Department Zonal Office Jammu Rail Head Complex, Jammu -180012.

Any clarification in this regard may be obtained from Bank email at <genjmu@jkbmail.com>. Selection on technical parameters will be made based on fulfillment of eligibility norms and particulars and documents furnished by the applicant as required and satisfactory verification carried out by the Bank. Incomplete information in the application may lead to summary rejection of the same. Bank reserves the right to accept or reject any or all applications without assigning any reason whatsoever. Bank's decision as regards eligibility will be final and binding

4. SUBMISSION OF BIDS:

Tender bids should be submitted in two separately sealed envelopes (covers) i.e., Cover-I (Technical Bid) and Cover-II (Price Bid).

A. Cover- 1 (Technical Bid):

A sealed envelope, subscribe as 'Technical bid for Canteen Services for J&K Bank Canteens at Zonal Office Jammu, should contain the following documents:

- i) Technical Bid on the specified format (Annexure-2), duly filled in and signed by the bidder.
- ii) EMD of Rs.50, 000/- (Rupees Fifty Thousand Only) to be credited through NEFT only vide below details: Account Name: Earnest Money Deposit (EMD), 16 Digit account number: 9931070690000001 IFSC: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd. Branch: corporate headquarters MA Road Srinagar J&K -190001.
- iii) Annexures (Instructions for Tenderer), (General Terms & Conditions) and (Schedule I, II & III - Periodicity of services, List of indicative brands and Menu), duly accepted by the bidder.
- iv) Balance Sheet of last three Financial Years.
- v) ITR of last three Financial Years (2022-23, 2023-24 and 2024-25).
- vi) Declaration duly signed and sealed on the Letter Head of the applicants that no work has been abandoned or rescinded any part of their contract or been disqualified by the client during the last 5 years and they have not been blacklisted or debarred from participating in any tender for similar services by any Government Department, Organization, whether public or private, in last five years and are not under rigors of any such blacklisting or debarment at the time of submission of tender documents.

B. Cover- 2 (Price Bid)

A sealed envelope, super scribe as 'Price Bid for Canteen at J&K Bank Canteen Zonal Office Jammu, should contain Price Bid in the specified format, (Annexure 10).

5. The documents should be signed by the applicant on all the pages including on all necessary documentary evidence, wherever applicable. EMD will be refunded without interest to all except the successful bidder. Technical Bid not accompanied by the Tender FEE, EMD and valid FSSAI License in the above manner will be rejected. Bank may, at its sole discretion, ask for documents or clarifications in regard to the bid submitted. If the Information or documents

asked for is not submitted within the specified period, Bank may treat the application as incomplete and reject the application.

6. Terms & conditions for Price Bid

- a. The applicant should quote charges including taxes for various services to be provided, in Annexure - 10, on the basis of items & periodicity of services detailed in Annexure- 9.
- b. The cost quoted must be inclusive of staff expenses, and therefor while quoting the cost, the applicant shall keep in mind that applicant shall be required to make payment to staff in accordance with the Minimum wages ACT as applicable to Central Govt. Undertakings.”
- c. The cost of food to be quoted in the Price Bid shall be realistic for providing good quality of food. If an applicant quotes unreasonably low rates for being selected as L1 and does not provide good quality food, Bank may terminate the contract and may even blacklist the applicant from participation in future bids, and the security deposit may be forfeited and the Bank’s decision in this regard shall be final and binding on all parties.
- d. The Financial Bids will be opened of only those bidders who are found technically suitable on the basis of Technical Bid. The bidders or their representatives duly authorized under the sign and seal of the bidder may be present at the time of opening of the Price Bids. The authorized representatives should bring necessary authority letter on an official letter head of the bidder along with necessary document like resolution in case of Private Limited Company etc. conferring full and comprehensive authority to deal with all matters relating to the tenders.
- e. Selection of L-1 will be decided on the basis of $(0.5 \times \text{Technical Score}) + (0.5 \times \text{Financial Score})$. However, Bank reserve its right to reject the bid if in the estimation of the Bank, the price quoted by the bidder is unrealistic or unworkable. The Bank, for any justifiable reason, in its estimation, may reject the bid of lowest bidder and may declare the next lowest bidder as L-1 and the decision of the Bank shall be final and binding upon all bidders including the lowest bidder.
- f. The applicants are advised to inspect the premises and assess the scope of work before quoting the rates.

7. Earnest Money

- a. EMD of Rs.50, 000/- (Rupees Fifty Thousand Only) to be credited through NEFT only vide below details: Account Name: Earnest Money Deposit (EMD), 16 Digit account number: 9931070690000001 IFSC: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd. Branch: corporate headquarters MA Road Srinagar J&K -190001.
- b. EMD in any other form other than as specified above will not be accepted. Tender not accompanied by the EMD shall be rejected.

- c. No interest will be paid on the EMD.
- d. EMD of unsuccessful bidders will be refunded within 30 days of award of Contract.
- e. EMD of the successful bidder will be retained as a part of security deposit.

8. Security Deposit

Performance Guarantee of Rs 200000/- (Two Lakh only) to be submitted in the form of Bank Guarantee in favour of Zonal Head, JAMMU, J&K Bank from **any nationalized/PSU Bank or any scheduled commercial Bank** Immediately on receipt of the Allotment letter from the Bank as per RFP.

9. Signing of Contract Documents

The successful bidder on completion of tender process shall enter into a formal written agreement with the Bank, within 15 days from the receipt of intimation of acceptance of his tender by the Bank.

10. Validity of Tender

Tenders shall remain valid and open for acceptance for a period of 3 (three) months from the last date of submission of Bid. If the bidder withdraws his/her offer during the validity period or makes modifications in his/her original offer which are not acceptable to the Bank, the Bank shall be at liberty to forfeit the EMD without prejudice to any other right or remedy.

GENERAL TERMS & CONDITIONS

- 1. The applicant must produce relevant documentary evidence along with the Technical Bid form. Non-disclosure of relevant information or furnishing of incorrect information/ documents will suffer disqualification under Technical Bid.
- 2. The applicant shall not have any right to participate in the financial bidding merely on satisfying the above eligibility criteria or on being found suitable to apply for tender documents.
- 3. The applicant (including its Officer bearers in charge) must not have been prosecuted or suffered any penalty for violation of any labour laws by any Labour Authority/Competent Court. In such cases, Bank reserves its right to take final call subject to its satisfaction.
- 4. The applicant should not have rescinded/ abandoned any contract awarded by any of his client before the expiry of prescribed period of contract. In such cases, Bank reserves its right to take a final call on the eligibility of the

applicant, subject to its satisfaction.

5. The applicant must neither be a sub-contractor to any other entity/person nor has at any time sub-let the contract awarded to the applicant to any other person.

6. The applicant must have complied with all labour laws and obtained all licenses/approvals/ permissions to carry on the business of, maintenance, catering and gardening services.

7. The applicant should not have suffered disqualification at any time in the past in rendering services like cleaning, maintenance and catering services in respect of matters enumerated herein.

8. The applicant must furnish appropriate declarations in respect of the terms and conditions mentioned herein along with his Technical Bid forms.

9. The applicant should not form part of any cartel at any time for processing any contract including the present tender.

10. The Bank, in any manner, is not responsible for the delay in submission of bid due to any technical fault of the internet or the system or for any other analogous or other reason of whatsoever nature / loss /non-receipt of tender application/documents.

11. The Bank reserves the right to reject all or any of the tender documents without assigning any reason thereof.

12. 'Successful bidder' or 'the contractor' throughout this tender document or the agreement which shall be subsequently entered into on completion of tender process shall mean such bidder who has been declared successful by the Bank in bidding process and necessary approval for awarding of the contract has been accorded by the competent authority of the Bank.

13. The contract entered into with the successful bidder on completion of bidding process shall be for a period of two years from the date of commencement of the Agreement, subject to review at the expiry of every 12 months period, and extendable for two more years on same terms and conditions at Bank's discretion provided the contractor has license and /or renewed license and renders satisfactory services. Upon expiry of the two years period, the contract may be renewed for another term of two years on mutually acceptable conditions at sole discretion of Bank.

14. Pre-qualification under Technical Bid will be on the basis of meeting the

minimum eligibility criteria. The short-listed bidders will be eligible for participation in Price Bid.

15. The successful bidder shall bear all the cost and expenses in respect of all charges, stamp duty etc. of the agreement which will be entered into with him on completion of bidding process.

16. In terms of the provision of the contract labour, the successful bidder/contractor shall disburse the minimum wages to its personnel. The contractor shall be liable for any violation of the aforesaid provision of the labour laws. There will be no responsibility of Bank in this regard.

17. In case of any dispute arising upon or in relation to or in connection with this agreement between parties, the disputes shall at the first instance be resolved through negotiations. If the dispute cannot be settled amicably within fourteen (14) days from the date on which either party has served notice on the other of the dispute; then any party can submit the dispute for arbitration under Arbitration and conciliation Act, 1996. The parties hereby agree that the DGM Zonal Office Jammu shall be the sole arbitrator whose decision shall be final and binding upon the parties. The place of arbitration shall be Jammu, India and the language of the arbitration proceedings and that of all the documents and communications between the parties shall be English. The decision of the arbitrator shall be final and binding upon the parties. The expenses of the arbitrator as determined by the arbitrator shall be borne equally by both the parties.

18. The bidder must obtain for himself at his own responsibility and expenses, all the necessary information/documents including approvals, permissions, risks, contingencies and other circumstances to enable him to make a proper tender and to enter into contract with the Bank, he must examine the specifications, conditions and seek whatever clarification he desires before submitting the Tender documents.

19. Omission, neglect or failure on the part of the bidder in obtaining requisite, reliable and full information on any matter affecting his tender or the subsequent contract or supply, shall not relieve the bidder from any liability under this tender document or any subsequent contract or agreement.

20. If any bidder withdraws his tender after submission or makes any modifications to the tender after its submission, the tender will be treated as having been rejected by the Bank and it will not be processed further.

21. Final award of the contract for canteen services will be subject to the approval of the Competent Authority.

22. Bank does not bind itself to accept the lowest tender and reserves the

right to reject any or all the tenders received without assigning any reason.

23. The successful bidder, after the work is awarded, shall have to execute an Agreement with the Bank on a stamped paper.

24. On award of contract the successful bidder shall not assign or sub-contract the benefit of this tender to any other person.

25. Bank reserves its right to cancel the tender at any stage without any reference to any bidder or to modify, amend or alter the terms of the tender at its sole discretion. Any such cancellation, modification, amendment or alteration shall be published on the Bank's website and no separate communication will be made to any bidder.

CLEANING AND CANTEEN SERVICES:

26. The contractor shall arrange daily cleaning and other services of the entire canteen.

27. The contractor shall provide catering services at the J&K Bank canteen at Zonal Office Jammu on working day basis and if required on holidays. The items may be changed, as per Bank's requirement, within the prescribed costs.

28. The quality of the ingredients used in preparation of the eatables and beverages etc. shall be of AGMARK quality or equivalent quality, as approved/decided by the Bank from time to time. Suggested brand/quality is indicated in Schedule (II) of Annexure - 8.

29. The menu charges may be reviewed by the Bank after every 12 months, at absolute discretion of the Bank on account of increase in food prices, the quantum in increase will be based on the increase, during the past 12 months, in the corresponding consumer price index data of Government of India. The new rates will be effective prospectively.

30. The contractor will arrange for commercial LPG Gas cylinders at his cost used for cooking purpose and coal / kerosene / wooden / charcoal stove will not allowed to be used in the kitchen.

31. The contractor will arrange for standard cooking utensils of high standard, table linen, napkin paper etc. at his cost. The table linen will be changed daily and washed at his expense. The said items shall be of superior quality to the full satisfaction of the Bank, whose decision in this regard shall be final and binding on the contractor.

32. In the event of insufficient/bad quality or non-serving of any eatables agreed upon to be served, Bank will be within its right to impose penalty to the contractor @ Rs. 200/- per person per day for the entire number of such days, besides taking such other action including but not limited to cancelation of contract for remaining period with immediate effect, as deemed fit by the Bank.

33. The contractor shall provide liquid hand wash in all wash basin. It shall be the responsibility of the contractor to deploy sufficient staff and provide cleansing material of superior quality for the cleaning of washing area, pantry, kitchen and service areas.

34. Drinking water (from a water purifier provided by Bank) will be provided. In case of VIP guest, mineral water bottle has to be provided (cost to be reimbursed by Bank).

SPECIAL TERMS AND CONDITIONS

35. The contractor shall engage the services of sufficient number of able, trained, efficient, neat, healthy, honest, well-behaved and skilled persons for cleaning, house-keeping, maintenance, cooking, serving and cleaning of kitchen, dining halls and service areas at his cost round the clock. The cook(s) shall be expert in preparation of various types of North Indian veg. and non-veg. dishes. The attendants/ room boy-cum-helpers/cooks and other staff should be properly trained and shall wear neat and clean uniform. The contractor shall be responsible for the good conduct and performance on their part and the contractor shall be deemed, for all legal and contractual purposes, as the employer of the said persons and such persons will not have any claim for employment in the Bank now or at a future date. The contractor shall have to engage the services of sufficient numbers of bearers, cook, supervisor etc.

36. The contractor shall have full control over the employees engaged by him. The contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them. The contractor shall also be responsible for the payment of their wages, statutory deductions and/or dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and / or central laws shall be contractor's responsibility. He will remove any person (s)/employee (s) who may, in the opinion of the Bank be unsuitable or incompetent or who may misconduct and such a person shall not be again employed or allowed in the work/campus.

37. The contractor will pay rates and wages as per Minimum Wages Act (Central) and observe hours of work and conditions of employment as per existing rules, agreement and applicable laws. The contractor shall be having a valid license under the Contract Labour (Regulation & Abolition) Act, 1970 and rules there under and they must comply with and carry out all the provisions and

obligations under the said Act and Rules and shall furnish all information to the Bank as may be required by the Act / Rules and shall indemnify the Bank against any penalty / claims/ damages/ loss which may be made against or suffered by the Bank because of any default on the part of the contractor in execution of the obligation under the contract which will be entered with him by the Bank on approval from the competent authority of the Bank on his coming out successful in this tender process and the said obligation shall survive even after termination of the Agreement. Bank may undertake a review of the charges payable on account of revision in minimum wages payable as per Government directives.

38. It will be contractor's responsibility to ensure that the obligations under the contracts are duly performed and observed. The contractor shall also designate supervisor (s) by name who will personally check the working of their staff every day. The contractor shall maintain the Daily Report Register of services every day and make available for inspection by Bank's authorized officials.

39. The contractor shall ensure a high standard of and maintenance of the entire canteen at all times, with due regard to hygiene and cleanliness. Disposal of all garbage shall be the responsibility of contractor. The black plastic bag shall be provided by the contractor for the dust bins of in dining area, kitchen etc. daily at his cost.

40. The contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of the Complaint Register and put up to the Competent Authority as and when required.

41. The contractor shall be responsible for any loss due to theft/pilferage of damage to the Bank's property, including any portion of the building under the contractor's occupation or the fittings, fixtures or other equipment entrusted to their charge, when such loss/damage is in the Bank's opinion, caused due to negligence or carelessness or any fault on contractor's part or that of his representative or any of his employee(s), he shall be liable to pay to the Bank such amount in respect of such damage as may be assessed by Bank. Accordingly, the contractor shall ensure that the character and antecedents of the personnel to be engaged has been verified through the appropriate authority and they have unblemished past records.

42. The contractor shall not permit any portion thereof or any other area in the canteen to be used for residential purpose by him and/or any of his employee.

43. All consumable materials and equipment required for day to day which are to be arranged by the contractor shall be of best quality and approved by the Bank.

44. The contractor shall be liable to comply with all rules and regulations in

respect of all the labour laws and statutory requirements and other regulations, which are in vogue or will become applicable in future.

45. The contractor shall accept and bear full and exclusive liability for the payment of any or all taxes etc., now in force or hereafter imposed and revised from time to time by the Central or State Government or by any other authority with respect to or covered by wages, salaries or other compensation paid or payable to persons employed by the contractor.

46. The contractor shall fully comply with all the applicable laws, rules and regulations relating to E.P.F. Act including the payment of P.F. contributions, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESIC, Shops and Establishment Act, CL (R&A) Act, Essential Commodities Act, Migrant Labour Act and/or such other Acts or Laws or / regulations passed by the Central, State, Municipal and Local Government agency or authority, including TDS as per IT Act, applicable from time to time.

47. The contractor shall be responsible for maintenance of all registers, records and accounts so far as these relate to the compliance or any statutory provisions / obligations. The contractor shall be responsible for maintaining record pertaining to payment of Wages Act and also for depositing PF contributions, if required, with authorities concerned.

48. The contractor agrees to indemnify and keep the Bank indemnified against all claims, damages, loss, proceedings costs, charges, expenses, etc. which may be made against, suffered by, or brought against, the Bank, any of its Directors, officers or employees in connection with and/or relating to execution of the contract by the contractor, his representative(s), agents (s), employees, etc. for reasons of or consequent upon any breach or default of any of the terms of the contract or in respect of violation of any of the provisions of Law / Act / Rules or regulations having the force of law or any award or decision by any competent tribunal, court or authority in respect of the workmen or any employee / engaged by the contractor / sub-contractor in connection with this contract. This indemnity shall survive even after termination of the contract.

49. The contractor shall be responsible for all claims of his employees. The contractor's employees will not have any claim whatsoever against Bank.

50. The contractor shall engage dully trained and adequately experienced persons, who are medically fit. They should be free from all infections/diseases.

51. The contractor shall provide weekly off / holidays to his employees as per labour laws but it will be his responsibility to ensure uninterrupted services on all days at no extra cost.

52. The contract shall be terminated at one month's notice by the Bank

without assigning any reason thereof. If during the currency of the contract, any Government notification prohibits employment of contract labour for any of these services, the contract shall come to an end forthwith and no compensation shall be payable to the contractor. Besides, if the contract is terminated as stated above, the contractor shall be entitled to payment up to the date of termination of the work already performed.

53. The Bank reserves the right to terminate the contract with immediate effect without any compensation if the contractor commits such breach of the terms and conditions of this tender documents or the agreement which will be subsequently entered, which in the estimation of the Bank are material breaches affecting the quality of the services envisaged in the contract or the tender documents.

54. The Service Provider/Contractor agrees to comply with the obligations arising out of the Digital Personal Data Protection Act, 2023, as and when made effective. Any processing of Personal Data by the Service Providers in the performance of this Agreement shall be in compliance with the above Act thereafter. The Service Provider understands and agrees that this agreement may have to be modified in a time bound manner to ensure that the provisions contained herein are in compliance with the above Act.”

55. No payment shall be made for any damage caused by natural calamities/Act of God.

56. The contractor would get the police verification of all employees hired by the contractor for the Bank’s building done, a copy of which will be submitted to the Bank. List of employees with their Name, Photograph, Permanent address, Local address, contact number will be kept with the Bank.

57.

58. The contractor shall obtain adequate insurance policy in respect of his/its employees to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.

59. The contractor shall undertake to bear all taxes, rates, charges, levies or claims, whatsoever as may be imposed by the Central / State Government or Local Body or Authority.

60. The contractor shall bear all the costs and expenses in respect of all charges, stamp duties etc. for executing the agreement with the Bank.

61. The contractor shall display the following particulars on the Notice Board at the J&K Bank Canteens, Zonal Office Jammu:

- a. Full Menu Card
- b. Name of the contractor and mobile no. of key person with name.

62. The contractor shall ensure that the antecedents of the personnel engaged by him are duly verified before engaging them in performance of the agreement.

63. The tender documents along with its annexure will be part and parcel of the contract which will be executed on completion of bidding process with the successful bidder.

64. Any indulgence, forbearance or waiver granted or shown or made on the part of the Bank will not prejudice its right under the contract / agreement.

I agree to abide by the above-mentioned terms and conditions.

GENERAL INSTRUCTIONS

- The Notice Inviting Offers, General Instructions, Terms & Conditions, Technical Bid and Financial Bid/Price Bid will form part of the Offer/Bid to be submitted by the Bidder.
- The Bids/Offer are to be submitted in Two Bid system i.e., Technical Bid and Financial Bid/Price bid.
- The Technical Bid is to be duly filled and signed by the Bidder and submitted along with acceptance to Terms & Conditions, Same is to be placed in a separate envelope and super scribed with **“TECHNICAL BID”**, with Advertisement Reference/Description and Tenderer’s Name & Address.
- The Financial Bid/Price Bid is to be duly filled and signed by the Bidder and submitted in a separate envelope super scribed with **“FINANCIAL BID”**, with Advertisement Reference/Description and Tenderer’s Name & Address.
- No indication as to price aspects or financial stipulations shall be given in the Technical Bid and Financial Bid shall contain nothing but price aspects without any conditions. In case a bidder indicates financial stipulations in the Technical Bid, same shall be liable to rejection.
- Both these envelopes should be put together in a sealed **THIRD ENVELOPE** super scribed with ***“Advertisement Reference/Description and tenderer’s Name &***

Address”.

- The third cover duly sealed should be addressed to the **Zonal Purchase Committee, Zonal Office Jammu** and submitted as detailed above.
- Bids submitted after due date and time shall be rejected.
- Date of opening of Technical Bid shall be intimated to respective Bidders and opened in presence of intending bidders (*who choose to be present themselves or through their authorized representatives*).
- All columns of the tender documents must be duly filled in and no column should be left blank. All the pages of the tender documents be signed by the authorized Bidder. The Bank reserves the right to reject the incomplete tenders.
- Any amendments/corrigendum shall be published on Bank’s website only. Therefore, Bidders are requested to visit Bank’s website regarding modifications/corrigendum issued with regard to said notice.
- Bank reserves the right to: (i) Reject any or all proposals received in response to this tender document without any reason whatsoever, (ii) Reject proposals received in response to the tender document, containing any deviation, (iii) Waive or Change any formalities, irregularities, or inconsistencies in proposal format deliver, (iv) Extend the time for submission of proposal, and (v) To independently ascertain information from the banks and other institutions/companies to which the bidder has already extended services for similar assignment.
- This tender document shall be governed and interpreted by and construed in accordance with the laws of India read with the local laws, wherever applicable.
- The offers shall be evaluated by the concerned purchase Committee of the Bank on Techno-Commercial basis giving weightage as detailed below:

a) Technical Evaluation - 50%.

b) Financial Evaluation - 50%

The Technical Bids shall be evaluated with the following parameters & weightage:
(To Be Given by the Zonal Purchase Committee)

- Technical Marks (percentile form) of each bidder shall be calculated as:

Technical Score = (Total Technical Marks obtained by the bidder under consideration/Highest Technical Marks) X 100.

- The Financial marks (percentile form) of each bidder shall be calculated as:

Financial Score = (Lowest Financial Quote / Financial Quote of bidder under

consideration) X 100.

- **Final Scores = (0.5 x Technical Score) + (0.5 x Financial Score)**
- Bidders are requested to submit their lowest possible quotes in the Financial Bid/Price Bid as negotiations/discussions will be held with the L1 (*Lowest Bidder*) only.
- The bid should be submitted in prescribed format only. Bid submitted in other than prescribed format will be liable for rejection.

EMPANELMENT EVALUATION MATRIX		
Maximum Score for Evaluation		100 marks
S.NO.	Description	Marks
1	Years of experience	Max. 20 Marks
A	More than 3 years and up to 5 years	15 Marks
B	More than 5 years	20 Marks
2	Average Annual Turnover	Max. 20 Marks
A	up to 20 Lacs	5 Marks
B	More than 20 Lacs up to 25 Lacs	10Marks
C	More than 25 Lacs and up to 30 Lacs	15 Marks
D	More than 30 Lacs	20 Marks
3	Satisfactory Performance Report attached from Client as per format at Annexure 5	Max. 10 Marks
A	Maximum Number of performance reports	10 Marks
B	Second maximum Reports attached	6 Marks

C	Third maximum reports attached	4 Marks
4	Evaluation based on site /kitchen of the service Provider by the Bank committee will include following points. i) <u>Site infrastructure and layout</u> which includes clean and free from environmental contamination, layout and design (one way flow), ventilation, separation of area for raw material storage, food preparation etc. ii) <u>Hygiene and Food safety compliance</u> which includes cleaning schedules , waste management (covered garbage bins and distant waste storage areas), pest control, water quality) iii) <u>Food handling and storage</u> which includes cold storage : functioning freezers and refrigerators; Raw and cooked separation; Stock rotation : FIFO iv) <u>Personal Hygiene & staff practices</u> which includes health status, hand washing facilities, behavior rules like no smoking, chewing tobacco or eating in the kitchen. v) <u>Equipment and Maintenance</u> which includes equipment's (pots, counters, and utensils) must be made of stainless steel or food grade material and their working conditions and must be calibrated timely.	Max marks 50
A	Excellent	50
B	Good	25
C	Satisfactory	15
D	Poor	0

ANNEXURE 1

Eligibility Criteria

To be eligible to participate in the tender, the bidder/applicant should satisfy the following minimum eligibility criteria:

- a. The applicant must be a Registered/Licensed Organization in nature of a Public Ltd. Co. /Private Ltd Co. /Partnership firm/Sole proprietor/Limited Liability Partnership.
- b. The applicant must have (i) PAN No. (ii) All requisite licenses under Contract and Labour Regulation Act (iii) GST registration number (IV) EPFO registration(if applicable) (v) ESIC registration (if applicable) & (vi) any other permission/Certification under applicable laws, for the time being in force, which are necessary and incidental for effectively carrying out the work envisaged under these tender documents.
- c. The applicant must have sound financial capacity/credit worthiness and duly supported by a Solvency certificate of Rs.5 lacs issued on or after 31.01.2026 or any other equivalent certificate acceptable to the Bank.
- d. The applicant must have annual turnover of Rs. 20 lacs averaged over the last three Financial Years.
- e. The applicant should have filed Income Tax returns for the FY 2022-23, 2023-24 & 2024-25.
- f. The applicant should not have abandoned any work or rescinded any part of their contract or been disqualified by the client during the last 5 years.
- g. The applicant should not have been blacklisted or debarred from participating in any tender for similar services by a Government Department, Organization, whether public or private, in last five years and must not be under rigors of any such blacklisting or debarment at the time of submission of tender documents.
- h. The application form must be completely filled in with all supporting enclosures.

Note: The eligible **contractors**, who satisfy the above criteria, may download the prescribed Performa from the Bank's website www.jkb.jkbank.in and submit the form, duly filled in and duly supported by relevant documents to the General &

Estates Department Zonal Office Jammu Rail Head Complex, Jammu Tawi - 180015.

Any clarification in this regard may be obtained from Bank email at <genjmu@jkbmail.com>. Selection on technical parameters will be made based on fulfillment of eligibility norms and particulars and documents furnished by the applicant as required and satisfactory verification carried out by the Bank. Incomplete information in the application may lead to summary rejection of the same. Bank reserves the right to accept or reject any or all applications without assigning any reason whatsoever. Bank's decision as regards eligibility will be final and binding.

ANNEXURE 2
TECHNICAL BID FORMAT

Sl. No	Particulars	Details to be filled in by the Catering/Event Management Service Provider
1.	Name of the Service Provider	
2.	Regd. Office/Business address of the Service Provider	
3.	Contact Details	
4.	Mobile	
5.	e-Mail	
6.	Date of Incorporation/Constitution	
7.	PAN/TAN Nos. of the Service Provider	
8.	GST Registration No.	
9.	Valid FSSAI License	
10.	Whether registered with Registrar of Firms/ Companies? Date of Registration (Attach copy of registration)	
11.	Registration certificate Provident Fund Commissioner	
12.	Certificate of registration with employees State Insurance	
13.	Whether registered with Labour Department? Date of Registration. (Required in case of 10 or more people employed)	
14.	Whether registered with Central/State Excise/Income Tax Department for Service Tax? Date of Registration.	
15.	Name of the Director/Partners/Proprietor	
16.	Staff Strength(Proof with attested copies of Pay Roll)	

17.	Turnover in the last three financial years. (Year wise). Please attach a copy of CA certified audited Balance Sheet and P & L Statement.				
18.	Bank Details Name of the Bank Branch Type of Account Number IFSC Code *				
19.	Years of experience in providing canteen/catering services.				
20.	Name of the Organizations / Corporations / Departments where the experience has been gained and number of persons the agency was serving (each location wise)				
21.	Annual Turnover at each of the Catering location/s (at least three locations)	S.No	Name of location	Annual Turnover	
		1.			
		2.			
		3.			
22.	Name, Designation & Contact details of the key person at the above indicated location/s from the Contracting Establishment.	S.No	Name of location	No. of Years	No. of persons served
23.	Should have successfully executed events of similar nature from last five years ending last day of month previous to the one in which application is submitted as under Service Providers should have experience in having successfully completed canteen services during last 5 years of value as prescribe in table above for Govt/Semi Govt/Pvt/PSUs/Banks/Govt/Financial institutions/Corporates/Reputed private Institutions. The Information must be supported with proof.				

24.	Names and address of persons who will be in a position to certify about the quality as well as performance of your organization.	
25.	The service Providers should be profit making during the last three financial years ending March 31, 2025.	
26.	Whether your firm has all the requisite infra for providing timely, healthy, hygienic, tasty, neat and clean food and crockery utensils for catering	
27.	Whether your firm has been blacklisted	Blacklisted certificate to be attached
28.	Application fee details EMD	
29.	Solvency Certificate (Format Annexure 6)	

I hereby confirm that all the information, particulars, copies of certificates and testimonials in connection with my empanelment are correct and genuine. I am therefore liable to face appropriate actions as deemed fit by the bank in the event of the information, particulars, copies of certificates and testimonials are not found correct and genuine.

Signature with seal

Place:

Name:

Date:

Note: Enclose certified Xerox copies of all the relevant documents in support of the information furnished above.

ANNEXURE 3

Particulars in respect of similar jobs/assignments in the last 05 years

S.No	Name and address of the client with contract numbers	Value of contract	Date of award of contract and Duration of the contract

Please attach evidence like copy of award letter and completion certificate given by client.

Signature of the Service Provider

ANNEXURE 4

Particulars in respect of similar works in hand

S No	Name and address of the client with contract numbers	Value of Contract	Date of award of contract	Stipulated duration of contract	Present status

Please enclosed the copies of contract/agreement with the client (employer) for each work

Signature of the Service Provider

ANNEXURE 5

Details of satisfactory performance reports submitted

S.No	Name and address of institution with contact No./Mail	Category/Type of work for which empaneled	Details of certificate / letter from the Institution / Bank, etc. if any

Please find enclosed the copies of proof.

Signature of the Firm/Provider

(Add separate sheet If required) Notes:

1. Information has to be filled up specifically in this format.
2. Indicate other points, if any, to show your technical competence to indicate any important point in your favor.

Sign & Seal of the applicant/ Authorized Signatory

ANNEXURE 6

SOLVANCY CERTIFICATE

To be issued on letter head of the Bank

(Name, address, email ID, contact no. of the issuing Bank)

The Deputy General Manager

Zonal Office Jammu Central -1

Jammu and Kashmir Bank Ltd.

Dear Sir/Madam,

Solvency Certificate

This is to state that, to the best of our knowledge and information, M/S....., a customer of our Bank, is respectable and can be treated as good up to a sum of Rs.....lacs (Rupees in words.....lacs). It is certified that this information is furnished without any risk and responsibility on our part. This certificate is issued at the specific request of the customer.

Yours faithfully,

BRANCH MANAGER

ANNEXURE 7:

Undertaking for having been Non-Blacklisted
To be provided on letter head of the Bidder's Company/ Firm/ Agency

To,
Deputy General Manager
J & K Bank Ltd
Zonal Office JAMMU
Address of the Bank, J & K

Reg.: Request for Proposal (RFP) For Empanelment of Vendor(s) for Comprehensive AMC of Note Counting Machine (s) Installed at Various Business Units/EBUs/CATM's/Currency Chest etc. falling under Zonal Office JAMMU.

Sir,

We, M/s _____ having registered office at _____ do hereby confirm that we have not been blacklisted/ debarred by the Government / Government agency / Banks / Financial Institutions/ any other organization. Furthermore, it is to confirm that we have not failed to complete any work order assigned to our firm in past 7 years. This declaration is been submitted and limited to, in response to the tender reference mentioned in this document.

Yours faithfully,

Name of Signatory:
Signature of Authorized Signatory
Date:
Place:

ANNEXURE 8

Agreement

“THIS Agreement (“Agreement”) made on this _____ (“Effective Date”) between:

Jammu & Kashmir Bank Ltd, a banking company under the companies act, 2013 having its registered office at M.A. Road, Srinagar (hereinafter referred to as “the Bank” which expression shall unless repugnant to the subject or context thereof, include its successors and assigns) of the ONE PART, through its authorized signatory_____.

AND

_____, a Private Individual /Private Ltd. Co/ Public Ltd. Co/Partnership Firm, having its registered office at _____

(hereinafter referred to as “service Provider”, which expression shall unless repugnant to the subject or context thereof, include its successors and assigns) of the OTHER PART, through its authorized signatory_____”.

Whereas, the bank and the works “Service Provider” are hereinafter collectively

referred to as “parties” and individually as a “party”.

Whereas the party shall provide Canteen Services in the Bank.

Whereas the Bank has agreed to engage the works Service Provider as may be deemed expedient by the Bank from time to time for its various events.

The “Bank” and the “Service Provider” shall herein after be collectively referred to as “Parties” and individually as “party”.

RECITAL CLAUSE:

WHERE AS:

- i) Bank Intends to empanel Service Providers for providing Canteen Services to the Bank at Zonal Office Jammu.
- ii) For the said Purpose Bank Floated a Tender.
- iii) The service Provider along with other bidders submitted its bid for the purpose, and after the proves of bidding, the Service Provider was declared as “Successful Bidder” for empanelment with the Bank to provide Canteen services to Bank on the terms and Conditions detailed herein below.

1/ Name of the work

Contract for canteen services at J&K Bank Zonal Office Jammu as laid down in the tender documents for the execution of specific work of the Bank.

2/ Scope of work

J&K Bank Canteens, Zonal Office Jammu is located in premises of Zonal Office Jammu situated at Panama Chowk and comprises Dining Hall, Kitchen, Service Counter, Wash Basin, Storage Room and other space. The work comprises broadly of the following areas:

- a. The Canteen timing would be from 10:00AM to 06:00PM.
- b. Quality and Hygienic food to be provide as per the pre-finalized menu.
- c. Cleaning and maintenance including cleaning, sweeping, washing in entire area along with utensils of Canteen.
- d. Adequate number of staffs are to be deployed for smooth and uninterrupted services during functioning hour of canteen (as per Annexure D).
- e. All necessary equipment and accessories required for the operation of the canteen, including cooktop, refrigerator, raw material, crockery, LPG for cooking and other related items, shall be arranged and provided by the vendor.
- f. Collection and removal of garbage of the canteen will be arranged by the Vendor.
- g. The Vendor will take care of other support activities like attending to minor electric problems, operation of water pump, switching on/off lights etc.
- h. The canteen premises shall primarily be available for use by the Bank's staff for consumption of meals during working hours. The Bank shall also have the unrestricted right to utilize the canteen area for serving meals, refreshments, or catering arrangements during official meetings, conferences, training programs, or any other institutional events.
- i. It is expressly clarified that the Bank reserves the absolute and unfettered right to procure food, catering services, or related arrangements from any vendor, caterer, or agency of its choice, without any reference to or consent from the selected canteen contractor.
- j. The selected bidder/contractor shall have no claim, objection, lien, or exclusive right over catering services within the premises and shall not be entitled to any compensation, reimbursement, loss of business claim, or damages on account of the Bank engaging any third-party vendor for such purposes at any time during the contract period

3/ Specification for the event

- i. The provider warrants to the Bank that the materials, apparatus/equipment to

be provided under this order shall be clean, free from any defects and all eatables shall be fresh and of top most quality available in the market.

4/ Completion time

The service providers shall execute the job as specified by the Bank within the shortest possible time (In some case it may be less than 24 hrs.).

5/ Safety

The service provider firm shall at all times conduct his operation in such a manner so as to avoid any risk of bodily harm to persons or damage to property. In addition the firm shall comply with all applicable safety standards, codes and regulations.

6/Penalty

In case of non-execution of order, back out, default, delay in trial operation or non- compliance with any of the terms and conditions of contract, the bank shall without prejudice to any other remedy available to it terminate the order after **serving 15 day notice** and impose a penalty maximum up to the amount of Security Deposit and de empanelment from the Bank.

7/ Sufficiency of tender rates quoted by the Service Provider.

i. The canteen service provider shall be deemed to have satisfied himself as to the correctness and genuineness of the quoted price. The rates shall cover all his obligations under the order and all matters and things necessary for the proper execution of his work order obligations.

ii. No price variations shall be allowed for any rise or fall in cost of labor, food, materials or any other factors influencing the order price.

iii Order price quoted shall be inclusive of commissioning of equipment and all taxes, duties, levies, inspection charges, and freight up to site, insurance and local taxes.

8/ Performance Guarantee

The Service provider warrants to the department that on execution of agreement all material, apparatus, equipment's, food items & other supplies to be provided under this order will be new and free from material defects and all supplies and components thereof will fulfill the performance guarantee data, and characteristics as laid down in relevant specifications and standards. In case of any breach of any terms and conditions regarding the supply of material, apparatus, equipment's, food items & other supplies etc., the bank shall have the right to impose penalty as may be found suitable in bank's discretion and decision of the bank in this regard shall be final. Further the Bank shall be within its rights to recover such penalty from out of the security deposit of the service provider lying with the Bank.

9/Testing The service provider can be asked to show any test report of the food

supplied at any stage and if upon such testing it is found that the material or any part thereof does not meet guaranteed data as per the specifications, the department shall be at the liberty to reject the whole order or part thereof as the case may be and impose penalty as may be solely defined by the Bank in its absolute discretion. Further the Bank shall be within its rights to recover such penalty from out of the security deposit of the service provider lying with the Bank.

10/ Payments

Payments shall be released in favor of the service provider strictly as per the payment clause mentioned in the work order issued. The work order shall mean a job required to be completed by the service provider regarding catering/event management.

11/Validity

The Empanelment of the service provider shall remain valid for 2 years but can be extended for another 1 years.

However in case the services or quality of food supplied by the service Provider are not found satisfactory (as per sole assessment of the Bank), the Bank may terminate the empanelment without any prior notice to the Service Provider, besides levying penalty to the service provider which shall be solely decided by the Bank besides the Bank shall be within its rights to recover such penalty from out of the security deposit of the service provider lying with the Bank

12/Other Conditions

The menu charges may be reviewed by the Bank after every 12 months, at absolute discretion of the Bank on account of increase in food prices, the quantum in increase will be based on the increase, during the past 12 months, in the corresponding consumer price index data of Government of India. The new rates will be finalized through purchase committee Zonal Office Jammu.

13. Dispute Resolution -

In case of any dispute regarding any of the terms of this agreement and the matters related thereto, the decision of the In-charge General & Estates Department stationed at Zonal Office Jammu of the J&K Bank shall be final and binding on all the parties. All legal Disputes, if any, will be subject to the Jurisdiction of Courts at Jammu.

“If the dispute cannot be settled amicably within fourteen (14) days from the date on which either Party has served written notice on the other of the dispute then any party can submit the dispute for arbitration under Arbitration and Conciliation Act, 1996. The parties hereby agree that the DGM Zonal Office Jammu shall be the sole arbitrator whose decision shall be final and binding upon the parties.

“The award of the Arbitration shall be final, conclusive and binding upon the Parties hereto as an award of Jammu and Kashmir Arbitration and Conciliation Act, 1997 or any statutory modification or re-enactment thereof for the time being in force. Such award shall be filed in any competent Court in Jammu.

“Each Party will bear the expenses/costs incurred by it in appointing the

Arbitrator.”

14/ Governing Law: This Agreement shall be governed and interpreted by and construed in accordance with the laws of India read with the local laws of the UT of J&K.”

15/ Force Majeure: Notwithstanding anything contained in this Agreement, the Parties shall not be liable for any failure to perform any of its obligations under this Agreement if the performance is prevented, hindered or delayed by a Force Majeure event (defined below) and in such case its obligations shall be suspended for so long as the Force Majeure Event continues. Each Party shall promptly inform the other of the existence of a Force Majeure Event and shall consult together to find a mutually acceptable solution. “Force Majeure Event” means any event due to any cause beyond the reasonable control of the Party, including, without limitation, unavailability of any communication system, sabotage, fire, flood, explosion, act of God, civil commotion, strikes or industrial action of any kind, riots, insurrection, war, acts of government, etc.,”.

“Clause 16: Unless otherwise provided herein, all notices or other communications under or in connection with this Agreement shall be given in writing and may be sent by personal delivery or post or courier or facsimile to the address, facsimile number given below. Any such notice or other communication will be deemed to be effective if sent by personal delivery, when delivered, if sent by post, three days after being deposited in the post and if sent by courier, two days after being deposited with the courier, and if sent by facsimile, when sent (on receipt of a confirmation to the correct facsimile number)”. The addresses referred to herein above are:

If for the Bank

If to the service Provider

Email Id :

Email Id :

“Clause 17: Neither this Agreement nor any provision hereof is intended to confer upon any person other than the Parties to this Agreement any rights or remedies hereunder”.

“Clause 18- This Agreement is on a principal-to-principal basis between the Parties hereto. Nothing contained in this Agreement shall be construed or deemed to create any association, partnership, or joint venture or employer-employee relationship or principal-agent relationship in any manner whatsoever between the Parties”.

“Clause 19. - Service Provider shall engage the services of sufficient number of able, trained, efficient, neat, healthy, well-behaved and skilled persons for cooking, serving and cleaning of kitchen, dining halls and service areas at his cost.

The attendants/waiters/cooks should be properly trained and shall wear smart and neat uniform with their name-badges. The contractor must engage appropriate number of trained cooks for providing services as per menu.

The service provider will be responsible for the good conduct and performance on their fro all legal and contractual purposes, as the employer of the said persons and such persons will not have any claim for employment in the Bank at any point of time. The service provider shall be responsible for meticulous compliance with provisions of the contract labor (regulation and Abolition) act 1970 and submission of various returns under the relevant rules framed under the above act. The number of such persons employed will be determined by the parties to the contract, by exchange of letters from time to time. But in any case, the service provider shall have to engage the services of sufficient number of bearers etc and one or more supervisors.

“Clause 20.- The service provider shall ensure high quality of services. In case any insect/cockroach etc. is found in the food, the Bank reserves the right to claim damages. The decision of the Zonal Head in the regard would be final.

For

M/S
Bank

For

Jammu & Kashmir

ANNEXURE - 9

Schedule-I

PERIODICITY OF CLEANING, MAINTENANCE,

a	Sweeping and Mopping: All interiors including rooms	Twice a day and whenever required
	Dining Hall	Sweeping & mopping twice a day
b	Disposal of garbage and waste paper to the Municipal Garbage	Once a day
	Dusting of furniture	Once a day
	Application of Phenyl/goli in wash basing and urinal	Once a week
c	Cleaning of window panes/wall paneling	Once a week
d	Cleaning of fans/switch - boards/walls/tube-lights/wall - hanging/refrigerator.	Once a week

Schedule- II

LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING SERVICES:

Sl.No.	Item	Brand
1	Milk& Curd	Verka/ Amul
2	Bread	Bonn/Jain
3	Butter	Amul/Verka
4	Jam	Kisan / Tops
5	Tomato Sauce	Kissan / Maggi
6	Chilli Sauce	Kissan / Maggi
7	Tea / Tea Bags	Tata / Taj Mahal
8	Coffee	Nescafe / Bru
9	Refined Oil / Groundnut Oil	Sundrop/Dhara/Fortune
10	Vanaspati Ghee	Fortune/Dhara/Gagan

11	Mustard Oil	PMark/Fortune/Nature Fresh
12	Rice	Good Quality (Basmati)
13	Sugar	Good Quality
14	Atta / Maida / Besan	Aashirwad/Amar/Rajdhani
15	Pulses	Good Quality
16	Spices	Catch /MDH / Everest
17	Fruits/vegetables	Seasonal fresh quality
18	Salad	Green fresh vegetables of good quality and variety
19	Ice Cream	Kwality / Vadilal / Amul

- Above-mentioned brands and/or brands of comparable good quality (to be approved by the Bank) can only be used.

Dated:

Signature of Contractor

Name, Designation,
Address & Seal/stamp of
firm

Annexure 10
Price Bid Format

S No.	ITEMS	QTY	PRICE (RS)
1.	Veg Sandwich (Regular size bread)	1	
2.	Cheese Corn Sandwich (Regular size bread)	1	
3.	Aloo Parantha with butter	1	
4.	Mix Parantha with butter	1	
5.	Paneer Parantha with butter	1	
6.	Bread Omelette (1 Eggs, 2 Pcs bread) Regular size bread)	1	
7.	Bread Omelette (2 Eggs, 4 Pcs bread) Regular size bread)	1	
8.	Boiled Egg(1 egg)	1	
9.	Dal Rice/ Kadi Rice (Dal: Rajma,Moong Dal etc)	1 plate	
10.	Veg Fried Rice	1 plate	
11.	Veg Manchurian with gravy	1 plate	
12.	Thali (2 chapati,90-100gm Rice,1 Dal, 1 Mix Veg Sabji, 1 Raita, Salad, pickle.)	1 plate	
13.	Plain Maggi	1plate	
14.	Masala Maggi	1plate	
15.	Veg Noodles	1plate	
16.	Spring Rolls	1plate	
17.	Cheese Rolls	1plate	
18.	Kaladi Kulcha	1plate	
19.	Veg Momos Steam (280-300gm)	10 piece	
20.	Veg Momos Fry (280-300gm)	10 piece	
21.	Veg Tikki Burger	1	
22.	Veg Patty	1	
23.	Samosa (90-100gm)	1	
24.	Bread pakora (half) one piece	1	
25.	Aloo tikki with chole	2piece	
26.	Pakora (Mix)	100gm	
27.	Pakora (Cheese)	100gm	
28.	Coffee cup size (130ml-150ml)	1	
29.	Lipton Tea (130ml-150ml)	1	
30.	Masala Tea (130ml-150ml)	1	
31.	Lemon Tea (130ml-150ml)	1	
32.	Green Tea (130ml-150ml)	1	
33.	Cold Coffee (250ml)	1	
34.	Mojito (250ml)	1	
35.	Ice Tea lemon small (250ml)	1	
36.	White Sauce Pasta (150gm)	1	
37.	Red Sauce Pasta (150gm)	1	

Method for Award of Contract for Appendix B(1) & B(2):

Example: Let Three Bidder (A, B & C) are Technical Qualified. Let least cost of an item is Rs 'X' by Bidder 'A' and the cost by the other Bidders 'B' and 'C' are Rs 'Y' and 'Z' respectively.

- (i) Score of A is 1
- (ii) Score of B is X/Y
- (iii) Score of C is X/Z

Total Score of the Bidders will be calculated for all items. The Bidder with highest Score will be selected as successful Bidder for Award of Contract.

Example:

Score of Bidder for Tea = $\frac{\text{Least quoted Rate of Tea}}{\text{Rate quoted by particular Bidder}}$

Note: Work Order will be issued to the Bidder having Highest Total Score including all items.

Price Bid Format for Branded Articles

S No.	ITEMS	MRP/Discount on MRP
1.	Cookies/Biscuits	
2.	Package Drinking water	
	Package Drinking water	
3.	Branded Dahi	
4.	Branded Butter	
5.	Branded Butter	
6.	Branded Lassi	
7.	Branded Badam Shake	
8.	Branded Cool Elaichi Mix	
9.	Branded Milk Shake	
11.	Branded Cookies	
12.	Branded Ice Cream (Vanilla, Chocolate, Butter Scotch, Mango, Strawberry, Black Current)	
13.	Branded Juice (Orange, Mix, Apple, Guava, etc.)	
14.	Branded Chips/Namkeen	

Note: Work order will be issued to the bidder having highest discount on MRP.