NIT NO.	**SBSC/HYD/ADMIN/2026-27/06**
DATE	**15.07.2026**

STATE BANK OF INDIA

STATE BANK STAFF COLLEGE

TENDER NOTICE

CATERING SERVICES

Two Bids Tendering System Through E-tender Portal

PART A

TECHNICAL BID DOCUMENT FOR

COMPREHENSIVE ANNUAL CONTRACT FOR CATERING SERVICES

AT

STATE BANK STAFF COLLEGE,

#6-3-1188, HIGH CLIFF, BEGUMPET ROAD, HYDERABAD- 500 016

LAST DATE FOR SUBMISSION OF TENDER: 04.08.2026 BY 3.00 PM

Sd/-

Asst. General Manager (Admin),
State Bank Staff College,
#6-3-1188, High Cliff,
Begumpet Road, Hyderabad- 500 016
Telangana
Email: agmadmin.sbsc@sbi.co.in
Phone No: 040-23402765

Tender Reference No. SBSC/HYD/ADMIN/2026-27/06 Dated 15/07/2026

NOTICE INVITING TENDER (NIT)

State Bank Staff College (SBSC), #6-3-1188, High Cliff, Begumpet Road, Hyderabad – 500 016, invites online tenders in **Two Bids Tendering System** (i.e. separate bids for Technical and Financial Bids) for **COMPREHENSIVE ANNUAL CONTRACT FOR CATERING SERVICES AT STATE BANK STAFF COLLEGE, #6-3-1188, HIGH CLIFF, BEGUMPET ROAD, HYDERABAD- 500 016**, as per following schedule.

1. **Table of Bid Details:**

1	Name of the work	COMPREHENSIVE ANNUAL CONTRACT FOR CATERING SERVICES AT STATE BANK STAFF COLLEGE (SBSC), #6-3-1188, HIGH CLIFF, BEGUMPET ROAD, HYDERABAD- 500 016.
2	Estimated cost per annum	**Rs.3,04,20,000/- plus GST**
3	Quantum of Earnest Money Deposit (EMD) (1% of the Estimated Cost)	**Rs.3,04,200/-** in the form of a Demand Draft in favor of "AGM (Admin), State Bank Staff College, Hyderabad" should be submitted physically by 04/08/2026 before 3.00 PM at: The Assistant General Manager (Admin), State Bank Staff College, High Cliff, Begumpet, 6-3-1188, High Cliff, Begumpet Road, Greenlands, Hyderabad, 500016, Telangana. MSME Firms registered under NSIC / MSME having valid Udyam Registration Certificate are exempt from EMD. 1. Those vendors registered with NSIC/MSME having valid exemption certificate must upload the valid NSIC/MSME certificate clearly indicating the exemption claimed by the vendor. 2. MSME registrations will be considered valid only if the vendor bidding for a work has **registered for that trade (Catering)**. 3. The validity of MSME registration should not have lapsed or be lapsing in the next 12 months from the last date of submission of tender. 4. If bidder fulfills the above conditions, EMD shall be exempted.

		5. The NSIC/MSME Vendor in case does not take up the work after being finally selected bidder, Bank has right to complaint to the Govt. to blacklist the firm and or debar from participating in further SBI works. Technical Bid of those firms/contractors who are required to submit EMD and do not submit EMD physically shall be rejected.
4	Date and Time where tender forms are available	Available on Bank's website https://sbi.bank.in/web/sbi-in-the-news/procurement-news . and https://etender.sbi. from **15/07/2026 to 04/08/2026 (upto 3.00 PM)**
5	Last date and time for receipt of queries (either written or through email) from bidders.	**22/07/2026 upto 3.00PM** (Valid Clarifications and/or Corrigendum / Addendum (s) if any, shall be posted only on the Bank's website and etender portal. No individual communication shall be provided to the Bidder. Bidders are required to visit the website and etender portal regularly for any updates regarding this tender.
6	Last date and time of submission of online tender at https://etender.sbi	**Date: 04/08/2026 up to 03:00 PM**
7	Contact Person	AGM (Admin) SBSC, Hyderabad . email: agmadmin.sbsc@sbi.co.in Ph: 040-23406725, 040-23403601, 040- 23423130.
8	Site Visit	Prospective Bidders may visit the site with prior appointment with Assistant General Manager (Admin), Contact No.: 040-23402765, email agmadmin.sbsc@.sbi.co.in at State Bank Staff College, Hyderabad. Period of Visit from 16/07/2026 to 03/08/2026 during office hours except Sundays & holidays

9	Date, Time and Place of opening of bids	Technical Bid Opening Date: 04/08/2026, Time:3.30PM. Commercial Bid : On a subsequent date which will be communicated to such bidders who qualify in the Technical Bid. Place: The Office of The Assistant General Manager (Admin), State Bank Staff College, High Cliff, Begumpet, #6-3-1188, High Cliff, Begumpet Road, Greenlands, Hyderabad, 500016, Telangana. Bidder or Authorised Representative of Bidder may be present during opening of the Bids along with an authorisation letter from the firm on a Letterhead of the firm. However, Bids would be opened even in the absence of any or all the Bidders/Bidder's representatives.
10	Address for Communication	Assistant General Manager (Admin), State Bank Staff College, High Cliff, Begumpet, 6-3-1188, High Cliff, Begumpet Road, Greenlands, Hyderabad, 500016, Telangana.
11	Bank Guarantee	A Performance Bank Guarantee in favor of "State Bank Of India, State Bank Staff College (SBSC), Begumpet Road, Hyderabad – 500 016", for 5% of the Contract Value to be furnished by the final selected bidder on receipt of work order. (Proforma of the Performance Bank Guarantee attached as Annexure D)
12	Bidder Contact Details	Bidder to provide following information: 1.Name of the Company 2. Contact Person 3. Mailing address with Pin Code 4. Telephone number and Fax number 5. Mobile Number, E-mail and Alternate Contact number.
13	Agency for arranging online bidding	e-Procurement technologies Limited, Ahmedabad. Contact Number: +91-7859800624

NOTE

a) In case, the last date of submission of Bids is declared as a holiday, the next working day at the same time will be reckoned for.

b) All the pages of the Bid documents shall be signed by only the authorized person(s) of the applicant/bidder. The person(s) signing the bid shall sign all the pages along with rubber stamp affixed on each page. The documents to be uploaded only after signing of the documents.

c) Applicants are advised to fill in the details asked for, strictly as per the enclosed forms. Applications may be rejected if relevant details are not furnished in prescribed formats and also which do not meet the qualification requirements.

d) SBSC reserves the right to cancel or postpone or modify the tender at any stage without assigning any reason thereof.

Asst. General Manager (Admin),
State Bank Staff College,
#6-3-1188, High Cliff,
Begumpet Road, Hyderabad- 500 016
Telangana
Email: agmadmin.sbsc@sbi.co.in
Phone No: 040-23402765

2. Purpose:

Comprehensive Annual Contract for Catering Services at State Bank Staff College , Hyderabad.

3. Invitation:

The bidders desirous of taking up the project for supply of the above services for SBSC are invited to upload their technical and commercial proposals in response to this Tender.

The criteria and the actual process of evaluation and subsequent selection of the successful bidder will be entirely at SBSC's discretion. We seek proposals from bidders who have the necessary experience, capability, and expertise to provide catering services adhering to SBSC requirements outlined in this Tender.

This Tender document is not an offer by SBSC, but an invitation to receive responses from the bidders. No contractual obligation whatsoever shall arise from the Tender process unless and until a formal contract is signed and executed by duly authorized official(s) of SBSC with the successful bidder.

The bidders have to upload the bid covering letter along with documents as per **Annexure-A.**

4. Eligibility Criteria:

The bid is open to all bidders who fulfill the eligibility criteria. The bidders have to upload the details of the eligibility criteria as per **Annexure-B**.

5. Disclaimer:

The information contained in this Tender document or information provided subsequently to Bidder(s) or applicants, whether verbally or in documentary form by or on behalf of State Bank Staff College (SBSC), is provided to the Bidder(s) on the terms and conditions set out in this Tender document and all other terms and conditions subject to which such information is provided.

This Tender is neither an agreement nor an offer and is only an invitation by SBSC to the interested parties for submission of bids. The purpose of this TENDER is to provide the Bidder(s) with information to assist the formulation of their proposals. This TENDER does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigation and analysis and should check the accuracy, reliability, and completeness of the information in this TENDER and, where necessary, obtain independent advice. SBSC makes no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of this TENDER.

SBSC may in its absolute discretion, but without being under any obligation to do so, add, amend, or supplement the information in this TENDER. No contractual obligation whatsoever shall arise from the TENDER process until a formal contract is signed and executed by duly authorized officers of the SBSC with the selected Bidder.

SBSC/SBI reserves the right to accept or reject any Bid/offer received in part or in full, and to cancel the bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the SBI's action . SBSC/SBI reserves the right to reject any Bid on security and/or other considerations without assigning any reason.

SBSC/SBI reserves the right to cancel the entire Bidding/procurement process at any stage without assigning any reason whatsoever.

Please note that all the terms such as: SBI, Staff College, Bank (other than in BG), Institute, College, SBSC, etc. are used interchangeably in this tender document and these refer to State Bank Staff College, Hyderabad, which is an entity of State Bank Of India (SBI).

In case of any variation in the content/information relating to items mentioned in Item 1 (Table of Bid Details) and the same items mentioned elsewhere in this tender document, the information provided in Item 1 (Table of Bid Details), will be final.

6. Earnest Money Deposit (EMD):

Bidder to submit the EMD for an amount equivalent to 1% of total Estimate Cost (as per the NIT) as Bid Security in the form of a Demand Draft in favor of 'AGM (Admin), State Bank Staff College, Hyderabad'.

The original EMD (Demand Draft) should be submitted physically as mentioned in NIT. Non-submission of the same may lead to rejection of bids.

The EMD amount of the unsuccessful bidders will be returned within 30 days from the date of opening of the technical bid. The successful bidder's EMD will be returned upon the bidder signing the contract and submitting the required Performance Bank Guarantee.

No interest is payable on the amount of EMD.

If EMD is forfeited for any reason, the concerned bidder will be debarred from further participation for the tenders to be floated by the SBSC during the next one year, at the sole discretion of the SBSC.

Forfeiture of EMD

The Earnest Money Deposit (EMD) may be forfeited under the following circumstances:

i. If a Bidder withdraws or amends its bid during the period of bid validity specified in the tender, or

ii. If a Bidder makes any statement or encloses any form which turns out to be false or incorrect at any time prior to the signing of the contract, or

iii. In the case of a successful Bidder, if the Bidder fails to sign the contract with the SBSC within a period of 30 days, or

iv. If the successful Bidder fails to furnish the required Security or Performance Bank Guarantee to the SBSC.

v. If the contractor fails to commence the work within the stipulated period (immediately or within 7 days of the award), the SBSC is at liberty to cancel the award and forfeit the EMD amount.

vi. Any delay in performing the obligations or a defect in performance by the contractor may also result in the invocation of the Performance Guarantee and/or forfeiture of the EMD.

7. Performance Bank Guarantee (PBG):

The selected bidder would be required to submit a Bank Guarantee to the SBSC for an amount equivalent to an amount of 5% of the estimated cost (as mentioned in NIT) within 15 days from the issue of the work order. The Bank Guarantee will be valid for a period of 15 months, or such other extended period as the SBSC may decide, for the due performance of the obligations undertaken by the successful bidder.

The Bank Guarantee should be issued by any scheduled commercial bank, other than SBI. A format for the BG is attached as per **Annexure–D.**

The Bank Guarantee is required to protect the interest of the SBSC against the risk of non-performance of the successful bidder or breach of performance of the conditions of the contract, which may warrant invoking of the Bank Guarantee (BG). Additionally, if any act of the Contractor results in the imposition of Liquidated Damages, the SBSC reserves the right to invoke the Bank Guarantee.

8. Bidding Documents:

Cost of Bidding: The Bidder shall bear all costs associated with the preparation and submission of its bid. SBSC will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Content of Bidding Document: The bidding document provides an overview of the requirements, bidding procedures, and contact terms. It includes the Introduction, Instructions to Bidder, Terms & Conditions of Contract, Eligibility Criteria, Technical Bid, and Financial Bid.

Bidder Responsibility: The Bidder is expected to examine all instructions, statements, terms, and specifications in the bidding document. Failure to furnish all information required or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of the bid.

Accuracy of Information: SBSC has made considerable effort to ensure that accurate information is contained in this TENDER and is supplied solely as guidelines for Bidders. During the TENDER process, SBSC is entitled to issue corrigendum to the Tender relevant to the Scope of Work. Nothing in this TENDER or any addenda/corrigendum is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in the TENDER or addenda/corrigendum.

Clarifications & Amendments

i. **Seeking Clarifications:** If deemed necessary, the SBSC may seek clarifications on any aspect from the bidder. However, this would not entitle the bidder to change or cause any change in the substance of the bid already uploaded or the price quoted. The bidder may be asked to give a presentation for the purpose of clarification of the bid.

ii. **Queries from Bidders:** Bidders requiring any clarification on the bidding documents should upload written queries on or before the date specified in the NIT.

iii. **Amendments to Document:** At any time prior to the deadline for submission of bids, SBSC may modify or alter the bidding document by issuing an amendment. Any clarification issued by SBSC will be in the form of an addendum/corrigendum and will be available on the SBI website from time to time under procurement news (https://sbi.bank.in/web/sbi-in-the-news/procurement-news) and https://etender.sbi.

iv. **Binding Nature:** The amendment will be binding on all bidders. SBSC, at its discretion, may extend the deadline for submission of bids, which shall be informed to all through the SBI website under procurement news (https://sbi.bank.in/web/sbi-in-the-news/procurement-news) and https://etender.sbi. It is the responsibility of the bidder to keep watching or regularly visiting the websites for any updates/corrigendum.

9. Bidding Process (Two Bids Tendering System):

The tender (two-bid system) shall be uploaded through the portal https://etender.sbi one containing **PART-A (Technical Bid)** and the other the **PART-B (Price Bid)**, both to be uploaded through the https://etender.sbi portal. All details with the relevant information, documents, and acceptance of all terms and conditions strictly as described in this tender document will have to be uploaded.

In the first stage, only the TECHNICAL BIDS will be opened and evaluated as per scoring model provided in this tender document. Bidders satisfying the eligibility criteria and complying with all terms and conditions specified in this document will be evaluated for technical specifications. SBSC will seek feedback, in any form, from the clients served by the bidders, for the technical evaluation.

Only those who qualify in the Technical Bid evaluation shall be eligible to be considered for the PART-B (Price Bid) opening. The Price Bid of those who do not qualify in the Technical Bid will not be opened.

10. Preparation and Submission of Bids

Language of Bid

The bids prepared by the bidder and all correspondence and documents relating to bids exchanged by the bidder must be written in **English**. Bidders must provide specific and factual replies to specific questions asked in the TENDER.

Submission of Bids

The bids should be only uploaded directly through portal https://etender.sbi.

The following documents must be included :

i. **EMD:** The scanned copy of EMD (Demand Draft) in favor of **"AGM (Admin), State Bank Staff College, Hyderabad"**, if applicable.

ii. **Covering Letter:** A letter on the bidder's letterhead mentioning:

a) Details of the EMD submitted (wherever applicable), technical competence, and experience of the bidder.

b) Certification that the period of validity of the bid is **90 days** from the date of submission of the bid.

c) Confirmation that the bidder has quoted for all the items/services mentioned in the bid in their Price Bid.

d) Supporting documents in respect of **Eligibility Criteria** as mentioned in **Annexure-B**.

iii. **Bidder Information:** Bidder's information as per **Annexure-C** on the bidder's letterhead.

iv. **Financial Documents:** Audited balance sheets/ITRs and profit and loss account statements for the last **3 years**.

v. **Authorization:** A copy of Company board resolution or power of attorney showing that the signatory has been duly authorised to sign the tender or an authorization letter/ partnership deed for partnership firms or Letter of Authority for sole proprietorship entities, is to be submitted.

vi. Documents relating to KYC of Proprietor/Partners/Company, as applicable. Bank may ask for additional KYC documents, if required.

Bid Prices

Bidders should upload the price bid as per **Annexure–J** of the bid document through the portal https://etender.sbi

The price quoted should be inclusive of escalation on account of increase in material cost during the contract period of the initial one year (and renewable at the same terms and contract period for another one year, at Bank's discretion), including profit, insurance, personal protective equipment, uniform, consumables, duties, statutory levies, required tools and machinery etc.

The successful vendor must submit system generated GST tax invoice incorporating SBI GST no. and vendor GST no. while submitting monthly bills. Manual GST invoices will not be accepted. Uploading of GST invoice copy is mandatory for making the reimbursement.

Note: GST amount should not be considered in the Commercial Bid and shall be paid extra as applicable.

Revealing of Prices:

The rates and/or prices in any form or for any reasons should not be disclosed in the technical or other parts of the bid except in the price bid, and failure to do so would result in disqualification and rejection of the bid.

Clarification on Queries:

Valid Clarifications and/or Corrigendum / Addendum (s) if any, shall be posted only on the Bank's website www.sbi.bank.in under procurement news (https://sbi.bank.in/web/sbi-in-the-news/procurement-news) and https://etender.sbi. It is the responsibility of the bidder to regularly visiting the website and portal for any updates/corrigendum.

Validity of Bids

- **Standard Validity Period:** Bids shall remain valid for **90 days** from the date of submission mentioned in the Bid Details. A bid valid for a shorter period is liable to be rejected.

- **Extension of Validity:** The bidder may be required to give consent for the extension of the period of validity of the bid beyond the initial 90 days, if so desired by the SBSC in writing/email/Fax.
- **Refusal to Extend:** Refusal to grant such consent would result in the rejection of the bid without forfeiture of the EMD.
- **No Revisions Allowed:** Any extension of the validity of bids will not entitle the bidder to revise or modify the bid document.

Bid Integrity

- **Accuracy of Facts:** Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the SBI may take.
- **Ownership of Documents:** All bids, along with their accompanying documents, will become the property of SBSC.

Format and Signing of Bids

The bidder should prepare the submission as per the **minimum eligibility criteria, Technical Bid, Price Bid, and other requested information**.

- **Signing and Numbering:** All pages of the Bid document should be serially numbered and shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid, and a rubber stamp should be affixed on each page, except for un-amended printed literature. The signed bid documents should be uploaded in the portal https://etender.sbi.
- **Authorization:** A copy of Company board resolution or power of attorney showing that the signatory has been duly authorised to sign the tender or an authorization letter/ partnership deed for partnership firms or Letter of Authority for sole proprietorship entities, is to be submitted.
- **Corrections:** Any interlineations, erasures, or overwriting shall be valid only if the person(s) signing the bid sign(s) them in full.
- **Covering Letter:** Bidders responding to this TENDER shall upload a covering letter included with the bid and a compliance certification statement required for the submission of the proposal.
- **Deadline Extensions:** In the event of the target date for the receipt of bids being declared a holiday for SBSC, the bids will be received until the target time on the next working day. SBSC may, at its discretion, extend the bid submission date. Any modified target date and time will be notified on the SBI's website and etender portal.

(Formatting: The bid should **preferably** be typed and uploaded on A4 size paper with a font size of 12, and in serial order).

Bid Currency:

Prices shall be expressed in Indian Rupees only (₹).

Late Submission of Bids: Any bid uploaded after the last date and time of submission, will be rejected.

Modification and Withdrawal of Bids

Once a bid is uploaded, no modification is permissible. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity.

11. Opening and Evaluation of Bids

Opening of Technical Bid: All the Bids will be opened at the date, time, and location mentioned NIT document. The technical bids will be opened in the presence of bidder or authorized representatives of the bidders who choose to attend, if any. However, Bids would be opened even in the absence of any or all the Bidders/Bidder's representatives

Evaluation Process:

Preliminary Examination:

The bids will be examined by the SBSC to determine whether they are complete and whether the required bid security (EMD),if applicable, has been furnished. A bid determined as not substantially responsive will be rejected.

The SBSC may, at its discretion, waive any minor non-conformity or irregularity in a bid which does not constitute a material deviation.

Technical Presentations: After the opening of the technical bids and preliminary examinations, some or all the bidders may be asked to make a presentation of the solution or services offered by them, at the discretion of the Bank.

Anti-Influence Clause: Any effort on the part of a bidder to influence the bid evaluation process or the award of the contract may result in the rejection of the bid.

PART-A: Technical Evaluation

Detailed technical evaluation will include the scrutiny of the eligibility criteria (as mentioned in **Annexure-B**) and technical information uploaded as per the technical bid format (**Annexure-E)**.

Bids meeting the eligibility criteria, complying with the points of the Technical Bid, and attaining the qualifying technical score shall be qualified for price bid opening and evaluation.

SBSC will seek feedback, in any form, from the clients served by the bidders, for the technical evaluation.

PART-B: Price Evaluation

The price bid of only those Bidders who are short-listed after technical evaluation would be opened. The format for quoting price bids is set out in **Annexure-J**. The commercial offer should consist of the comprehensive cost for the tendered work. The Bidder must provide a detailed cost breakdown for each category mentioned in the commercial bid.

Details of Technical and Financial evaluation for determining the L1 Bidder is available in Annexure K of this tender document.

Note on Statutory Compliance and Pricing:

- **Labour Laws:** Bidders should ensure they follow the **minimum wages (Central Govt.)**, Labour Act, ESIC, EPF, Insurance, and all statutory obligations while quoting the price bid.
- **Escalation & Inclusions:** The price quoted should be inclusive of escalation on account of increase in material cost during the initial contract period of one year (and renewable at the same terms for another year). This includes profit, lump sum payments towards costs such as insurance, personal protective equipment, required tools, mobile charges, all taxes, uniforms, consumables, duties, and statutory levies.
- **GST Invoicing:** The successful vendor must upload system-generated GST tax invoices incorporating **SBI's GSTIN number** and the **vendor's GST number**. Manual GST invoices will not be accepted. Any increase in minimum **wages/VDA** as per the **Central Government Act** will be borne by the vendor. Payment of **Bonus** as per the **Bonus Act** shall be borne by the vendor.

Benchmark Rate and Quality Assurance:

For ensuring the quality of food, hygiene, service, etc., a set of 3 benchmark rates will be kept in sealed envelopes separately. On the date and time of opening the final price bids as mentioned in this tender document, one of the 3 sealed envelops will be picked at random and the rate quoted in this envelop will be the Benchmark rate. Bidders quoting below the benchmark rate will be summarily rejected. Bidders quoting rates at or above the benchmark rate , will be considered for further evaluation. Details of Technical and Financial evaluation for determining the L1 Bidder is available in Annexure K of this tender document.

Final Evaluation:

The online tendering will be conducted through the Portal https://etender.sbi by e-Procurement technologies Limited, Ahmedabad. Contact Number: +91-7859800624

12. Award & Signing of Contract:

Notification of Success: SBI will notify the successful bidder (L1) in writing, by letter in duplicate or fax, that its bid has been accepted.

Acknowledgment: SBI will notify successful bidder who is finally selected in writing by letter in duplicate or email that their bid has been accepted. The Selected bidders must return the duplicate copy of the Bank letter within 7 working days duly Accepted, Stamped and Signed by Authorised official in token of acceptance.

Contract Execution: The successful bidder shall be required to enter into a contract with SBSC within **7 days** of the award of the tender (or within such extended period as may be decided by the SBSC).

Submission Requirements: Along with the letter of acceptance and the signed contract, the bidder must submit the **Performance Bank Guarantee (BG)** and comply with any other terms and conditions determined by the SBSC to be necessary for the due performance of the work.

Authorization: A copy of Company board resolution or power of attorney, or an authorization letter/ partnership deed for partnership firms or Letter of Authority for sole proprietorship entities, showing that the signatory has been duly authorised to sign the acceptance letter and contract, should be submitted.

13. Sub-contracting:

As per the scope of the TENDER, subcontracting is explicitly prohibited.

14. Cancellation of Contract

The SBSC shall have the right to cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of at least **one (1) month**, without assigning any reason.

15. Liquidated Damages

If the contractor fails to perform services as per the technical specifications and scope of work—specifically regarding the requisite quality, minimum qualification of manpower, and the stipulated time schedule—SBSC shall, without prejudice to its other remedies under the contract, deduct from the contract price, as **liquidated damages**, a sum equivalent to **up to 5% of the monthly bill or actual damage, whichever is higher**.

16. Statutory and Other Regulations

The **Contractor** shall comply with all the statutory obligations of the Government of India, State Governments, Municipal Authorities, and local authorities applicable to the service. The SBSC shall not be liable for any action under the statutes applicable due to non-fulfillment of statutory obligations by the **Contractor**

17. Arbitration

In case of any dispute or difference arising out of or in connection with the successful bidder and SBSC, the parties shall first endeavor to settle such disputes or differences **amicably**. If both parties fail to reach an amicable settlement, all disputes or differences shall be finally settled by an arbitrator as provided herein.

i. **Notice of Arbitration:** In case of failure of amicable settlement, either party may, within **28 days** of such failure, give a written notice to the other party requiring that all matters in dispute be arbitrated upon. This notice shall specify the matters in dispute.

ii. **Appointment of Arbitrators:** A single arbitrator may be appointed by both parties jointly.
    - In case of disagreement regarding a single arbitrator, each party shall appoint one arbitrator, and the two appointed arbitrators shall appoint an **Umpire**.

iii. **Legal Framework:** The provisions of the **Arbitration and Conciliation Act, 1996**, or any statutory modification or re-enactment thereof, shall apply.

iv. **Vacancy:** If an arbitrator dies, neglects/refuses to act, resigns, or is unable to act for any reason, the parties shall appoint a replacement in the same manner as described above.

v. **Venue:** The venue of arbitration shall be **Hyderabad, India**.

vi. **Award:** The Arbitrator(s) or Umpire shall provide a **reasoned award** for each item of dispute, which shall be final and binding on both parties.

vii. **Settlement during Proceedings:** In case during the arbitration proceedings, the parties mutually settle, compromise, or compound their dispute or difference, the reference to arbitration and the appointment of the **Arbitrator or Arbitrators, or Umpire**, as the case may be, shall be deemed to have been revoked. The arbitration proceedings shall stand withdrawn or terminated with effect from the date on which the parties file a **joint memorandum of settlement** thereof with the Arbitrator or Arbitrators or the Umpire, as the case may be.

viii. **Governing Law:** The contract shall be interpreted in accordance with the laws of the Government of India.

18.1 Inspection & Quality Control:

Right to Inspect: SBSC shall have the right to inspect duties being performed by the personnel, and the quality of materials/ingredients used, to ensure that the Contractor is effectively carrying out the obligations under the Maintenance Contract.

Final Decision Authority: All questions relating to the performance of the obligations under the Maintenance Contract, and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof, shall be decided by SBSC, whose decision shall be final, conclusive, and binding on the Contractor.

Certification Requirement: SBSC may also require that the Contractor should get the quality and quantity of material used by him, and the jobs completed / executed by him, certified by an official of SBSC, before the bills related to those items/jobs are paid by SBSC.

18.2 Power to Vary or Omit the Work:

No alterations, amendments, omissions, additions, suspensions, or variations of the work (hereinafter referred to as **variation**) under the contract shall be made by the successful bidder except as directed in writing by SBSC.

i. **Powers of SBSC:** SBSC shall have full powers, subject to the provisions hereinafter contained, from time to time during the execution of the contract, by notice in writing, to instruct the successful bidder to make any variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents.

ii. **Feasibility of Variations:** If any suggested variations would, in the opinion of the finally selected bidder, prevent them from fulfilling any of their obligations under the contract, they shall notify SBSC. SBSC may then instruct the successful bidder to make such other modified variations without prejudice to the contract.

iii. **Substantial Variations:** If SBSC confirms its instructions and the variation is substantial—involving considerable extra cost—the successful bidder's obligations shall be modified to such an extent as may be **mutually agreed**.

iv. **Cost Adjustments:** Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price, as the case may be.

v. **Claims for Additional Payment:** In any case where the successful bidder has received instructions from SBSC regarding altered, additional, or substituted work which will involve a claim for additional payments, such payments shall be mutually agreed upon in line with the terms and conditions of the order.

vi. **Cost Reductions:** If any change in the work is likely to result in a reduction in cost, the parties shall agree in writing as to the extent of the change in contract price before the finally selected bidder proceeds with the change.

vii. **Final Authority:** In all the above cases, in the event of a disagreement as to the reasonableness of the said sum, the **decision of SBSC shall prevail**.

18.3 No Waiver of SBSC Rights or Successful Bidder's Obligations:

Any indulgence, forbearance, or waiver granted or shown by SBSC will not prejudice the rights of SBSC, nor shall it relieve the successful bidder from carrying out their obligations under the contract.

19. Deduction from Monthly Costs

SBSC reserves the right to delete or reduce any amount, item or sanction of the bills before effecting payment in case any complaints regarding:

- Quality of services;
- Inefficient service;
- Non-adherence to agreed quality of materials;
- Non-attendance of the agreed number of workers (to be included); or
- Other services.

These deductions may be implemented if such issues have been received or noticed by the **Committee** (comprising of four members specifically constituted by SBSC for this purpose), without assigning any reason whatsoever, and no claim will be entertained in this regard.

Reimbursement and Recovery: The Contractor shall reimburse SBSC for all costs, charges, damages, or expenses which SBSC may have paid (and which the contractor is obliged under this Maintenance Contract to pay) within **30 days** upon written request of SBSC.

Failing this, such costs, charges, damages, or expenses—including statutory payments, if any—shall be **deducted, recovered, or set off** by SBSC against:

i. The bills raised by the Contractor;

ii. Any money due or becoming due to the Contractor under the Maintenance Contract;

iii. Action under law; or

iv. Invoking the **SBSC Performance Bank Guarantee/Security** furnished by the Contractor.

20. Period of Contract

The initial period of the contract is **12 months**. After the initial contract period of 12 months, the contract may be renewed on the same terms and conditions for a further period of **12 months**, at the discretion of the SBSC, subject to satisfactory performance of the caterer.

21. Commencement Period

The work has to be commenced **immediately** upon the award of the contract in favor of the successful bidder.

- **Timeline:** If the Contractor delays the commencement of the work for more than **7 days** after the award of the contract (or such extended time as may be intimated to the successful bidder), the SBSC will be at liberty to cancel the award of contract without giving any notice.
- **Penalty for Delay:** Failure to commence the contract within the above period will lead to the **forfeiture of the EMD (Earnest Money Deposit)** amount.

22. Manpower, Wages, etc.

i. **Statutory Compliance:** The contractor should ensure compliance with all provisions of the Labour Act and State/Central Government agreed procedures. The Contractor shall be solely responsible for compliance with the provisions of various labour and industrial laws and all statutory obligations—such as **minimum wages as per Central Government Rules**, allowances, compensations, EPF, gratuity, insurance, ESIC, etc.—relating to personnel engaged by them. SBSC shall have no liability in this regard.

ii. **Wages and Reimbursements:** The Contractor must follow the Minimum Wages Act, including ESI/PF, for their workers.

iii. **Labour License:** The Contractor should obtain the necessary labour license from statutory authorities for deploying manpower.

iv. **Employment Relationship:** All personnel provided by the Contractor will be on the payrolls of the Contractor/Company. There will be **no Employee-Employer relationship** between the personnel engaged by the Contractor and SBSC.

v. **No Sub-contracting:** The Contractor will not sub-contract or permit any other person to perform any of the work or services agreed to without prior written permission from SBSC.

vi. **Relievers and Substitutes:** The Contractor shall ensure the availability of a reliever for weekly offs and provide a substitute if a person is absent. The Contractor should arrange for replacing workmen to ensure weekly offs are provided as per labour rules.

vii. **Residency Prohibited:** Contractor's personnel or their family members shall not be allowed to stay or reside at the site.

viii. **Document Submission:** Documents related to the submission of **EPF, ESIC, and salary paid** to the respective statutory bodies must be uploaded/submitted along with the next month's bill to SBSC, Hyderabad, for scrutiny.

ix. **Manual Scavenging Act:** The contractor shall abide by **"The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013."**

23. Safety, Security, etc.

i. **Liability and Insurance:** SBSC shall not be liable for any compensation in case of any fatal injury or death caused to any of the Contractor's employees while performing/discharging their duties or visiting SBSC's premises for inspection or otherwise. The Contractor alone shall be fully responsible for the safety, security, and insurance (including life insurance) of their personnel engaged for maintenance work.

ii. **Safety Norms:** In no case shall safety norms be violated.

iii. **Security Regulations:** The Contractor agrees that its personnel shall comply with security regulations in effect from time to time at SBSC's premises.

iv. **Identification:** The Contractor should issue valid **Company identity cards** to all staff personnel who will be providing services under this contract.

v. **Uniform and Protective Gear:** The Contractor shall provide and ensure that the personnel engaged by them wear proper uniforms and protection gear, such as aprons disposable gloves, slip resistant footwear, helmets, safety shoes, hand gloves, face masks etc.

vi. **Police Verification:** The Contractor shall ensure they obtain police verification for all manpower deployed. The Contractor must ensure that the manpower deputed bears good character and conduct.

vii. **Conduct and Employment Status:** The Contractor shall be responsible for the good conduct and performance of his personnel.

   a. The Contractor shall be deemed, for all legal and contractual purposes, the employer of the said personnel. Such persons shall not have any claim for employment in the SBSC in any manner whatsoever.

   b. At the request of the authorized officer of SBSC, the Contractor will remove any person engaged by him who is deemed unsuitable, incompetent, untrustworthy, or discourteous.

   c. The Contractor undertakes to thoroughly verify the **antecedents, addresses, qualifications, character, family background, and technical qualifications** of its personnel.

viii. **Emergency Readiness:** The Contractor shall ensure that necessary tools and equipment are always available for the purpose of attending to repairs on an emergency basis.

ix. **Physical Checks and Registers:** All Contractor personnel will be subjected to physical checking while entering and leaving the premises. The Contractor should maintain a register of its personnel who carry out the work; such register shall be kept open for inspection by the SBSC as and when required.

x. **First Aid:** The Contractor is required to maintain **First Aid kits** for use whenever it becomes necessary.

24. Payment Terms

i. **Wages and Statutory Contributions:** Payment of wages, EPF, ESI, etc., to all workers engaged by the Contractor must be made through an account maintained with any **Scheduled Commercial Bank**. This process should be witnessed by an officer of the SBSC, and the corresponding evidence (bank statements/transfer receipts) must be submitted to SBSC.

ii. **Payment Deadline:** All payments to the workers must be completed **on or before the 7th of every month**.

iii. **Performance Monitoring:** The performance of the Contractor shall be monitored by the Committee based on feedback of participants/guests/ executives, on a **quarterly basis**.

25. Termination of the Contract

SBSC reserves the right to terminate the agreement in case of a breach of any terms and conditions of this agreement by the Contractor, with **one month's notice**.

i. **Right to Claim Damages:** SBSC also reserves its right to claim damages for such breaches, and the decision of college in this regard shall be final.

ii. **Unsatisfactory Service:** SBSC can terminate the agreement if the services provided by the Contractor are found to be unsatisfactory.

iii. **Performance Standards:** Delivery and performance of the services shall be made by the Contractor in accordance with the time schedule and other terms and conditions specified in the **TENDER**.

iv. **Consequences of Default:** Any delay in performing the obligations or defects in performance by the Contractor may result in:

   a. Imposition of **liquidated damages**;

   b. Invocation of the **Performance Bank Guarantee**;

   c. And/or **termination of the contract**.

26. Force Majeure

Neither party shall be liable for delay in performing obligations if the delay or failure is due to any of the following Force Majeure events:

- Acts of God;
- Any Government Act;
- Fire, earthquake, or explosion;
- Strikes / Bandhs;
- Civil commotion or anything beyond the control of either party.

The party affected by such an event shall make all reasonable endeavors to minimize any such delay.

27. Governing Language

The contract and all correspondence, communications, and other documents pertaining to the Contract shall be written in **English**.

28. Signing of Agreement / Contract

This tender document shall be the basis for the **Catering Contract** to be entered into with the successful tenderer, and the offer shall be strictly in line with the terms specified herein.

i. **No Deviations:** No deviation from the terms and conditions specified shall be acceptable.

ii. **Acceptance:** For this purpose, the tenderer shall upload all the documents as specified in this tender, duly **signed and stamped on each page** as a token of acceptance.

iii. **Execution:** The agreement shall be entered into by SBSC.

29. Taxes and Deductions

Income Tax will be deducted on the gross amount of the monthly bill at the rates notified under the **Income Tax Act, 1961**, from time to time by the Government of India. **TDS (Tax Deducted at Source)** will be deducted as applicable from the total bill, which includes the cost of manpower.

30. Insurance Requirements (CAR Policy)

The Contractor must obtain a necessary **CAR (Contractor's All Risk) Policy** for all employees who are engaged for maintenance works. This policy must cover **Safety & Security** of the personnel.

Third-Party Insurance to cover any accidental liability or damage to property/persons during the execution of the work.

31. Responsibility of the Contractor.

Statutory Compliance and Labour Regulations

i. **Shops & Establishment Act:** The Contractor must have a valid license under the Shops & Establishment Act, 1988 (which regulates working and employment conditions). The Registration Certificate is issued by the Labour Department of the State for a calendar year and must be renewed/reviewed by the Contractor every year.

ii. **Contract Labour (R&A) Act:** The Contractor shall arrange to obtain a license from the appropriate authority under the Contract Labour (R&A) Act Rules, 1971, by applying via Form IV on the basis of Form V issued by the Premises & Estate Department.

iii. **Returns and Employment Cards:** The Contractor must maintain a Register for Contract Labour (Form 13) and upload half-yearly returns to the Assistant Labour Commissioner (ALC)/Licensing Officer.

- **Accountability:** In case of default, the Contractor will be held accountable and liable for prosecution.
- **Employment Cards:** Every Contractor shall issue an Employment Card (Form XIV) to his labour within 3 days of employment.

iv. **Wages and Contributions:** The Contractor must pay Minimum Wages (Central Government wages) to his employees and shall also pay ESI and PF contributions, complying with all relevant rules and regulations.

v. **Mandatory Registers and Documents:** The Contractor is required to maintain the following registers for inspection:

a. **Attendance Register:** To be maintained on **Form XVI (16)**.

b. **Wages Register:** To be maintained on **Form XVII (17)**.

c. **Leave Register:** As per applicable labour laws.

d. **Overtime Register:** To be maintained on **Form XXIII (23)**.

e. **Register of Fines:** To be maintained on **Form XXI (21)**.

f. **Register of Advances:** To be maintained on **Form XXII (22)**.

g. **Register of Deductions:** For damage or loss caused to the employees, to be maintained on **Form XX (20)**.

h. **Register for Contract Employees:** To be maintained on **Form XIII (13)**.

i. **Half-Yearly Returns:** Contractor shall upload half-yearly returns on **Form XXIV (24)** within 30 days of the completion of the half-year for the previous period.

j. Register for overtime in Form XXIII (23).

k. **Wage Slips:** Every Contractor shall issue a wage slip on **Form XXIX (29)** to their employees at least one day prior to the disbursement of wages.

l. **Data Retention:** All records must be retained for a period of **3 calendar years**.

m. **ESI Compliance:** The Contractor shall possess their own **ESI code number**, remit ESI contributions before the **20th of every month**, and upload a copy of the challan to the Principal Employer (P.E.).

n. **Inspection Book:** Every Contractor shall maintain an Inspection Book (size 18x15 cm, bound) in which visiting Inspectors may record their remarks. The first page of the book shall contain the following particulars:

1. Name and address of the establishment.
2. Registration Number.
3. Name of employees.
4. Father's name.
5. Postal address.

All above registers and records must be available for inspection or scrutiny by the officials of SBSC at any time.

vi. **First Aid Facilities:** The Contractor shall maintain the **First Aid Box** in the establishment with the prescribed contents as per statutory safety requirements.

vii. **Telangana Labour Welfare Fund Act:** The Contractor should comply with the provisions of the **Telangana Labour Welfare Fund Act** meticulously, ensuring all required contributions and filings are completed.

viii. **Prohibition of Manual Scavenging:** The contractor shall strictly abide by **"The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013."**

32. Bank's Right to Accept Any Bid and to Reject Any or All Bids

The Bank reserves the right to accept or reject any Bid in part or in full, or to cancel the Bidding process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.

33. Notification of Award

- **Timeline:** Prior to the expiration of the period of Bid validity, the Bank will notify the successful Bidder in writing or by e-mail that his Bid has been accepted.
- **Contract Formation:** The notification of award will constitute the formation of the Contract.
- **Acceptance:** The selected Bidder should convey acceptance of the award of contract by returning a duly signed and stamped duplicate copy of the award letter within **7 days** of receipt of the communication.
- **Unsuccessful Bidders:** Upon notification of award to the L1 Bidder, the Bank will promptly notify each unsuccessful Bidder and will discharge its **EMD (Earnest Money Deposit), if applicable**.

34. Bidder's Responsibility and Site Inspection

- **Information Gathering:** The tenderer must obtain for himself, at his own responsibility and expense, all information and documents necessary—including approvals, permissions, risks, contingencies, and other circumstances—to enable him to make a proper tender and to enter into a contract with the SBSC.
- **Due Diligence:** He must examine the specifications and conditions and seek whatever clarification he desires before uploading the tender documents.
- **Site Visit:** He may inspect the site of work situated at **No. 6-3-1188, High Cliff, Begumpet Road, Hyderabad with prior appointment.**
- **Costs:** The tenderer shall also bear all expenses in connection with the preparation and submission of his tender.
- **No Excuse for Neglect:** Omission, neglect, or failure on the part of the tenderer to obtain requisite, reliable, and full information on any matter affecting his tender, the contract, and supply, shall not relieve the tenderer whose tender is accepted from any liability under the contract.

35. Bid Validity and Acceptance

The tenders uploaded shall remain open for acceptance for a period of 90 days from the date of their opening.

- **Withdrawal or Modification:** If any tenderer withdraws his tender before the expiry of the said period or makes any modifications to this tender which are not acceptable to SBSC, the tender will be treated as having been rejected, abandoned, or rescinded. In such cases, SBI/SBSC shall be at liberty to forfeit the Earnest Money Deposit (EMD).
- **Right to Reject:** The SBSC does not bind itself to accept the lowest tender and reserves to itself the right to reject any or all the tenders received without assigning any reason.

SPECIAL TERMS & CONDITIONS

1. The Catering Contract / Arrangement in the event of award of contract among other usual conditions will also be subject to the following special terms and conditions:

   i. The Caterer shall arrange for cooking and service of food daily for 150 to 200 participants trainees (approx.) at SBSC premises. He shall adhere to the following schedule.

	ITEM	DURATION#
A	Breakfast (in Dining Hall)	08:00 AM to 09:30 AM #
B	Forenoon Tea/Coffee (Classrooms & Faculty Blocks/Admin Block/E-Learning departments)	11:00 A.M. to 11:45 AM#
C	Lunch (Veg & Non-Veg)	01:00 PM to 02:15 PM#
E	Afternoon Tea/Coffee (Classrooms & Faculty Blocks/Admin Block/E-Learning departments)	03:00PM to 04:00 PM #
F	Evening Tea with snacks (Classrooms & Faculty Blocks)	05:15 PM to 06:00 PM#
G	Dinner (Veg/Non-veg)	08:00 PM to 09:30 PM#

#The timings are flexible as per SBSC's requirement.

Forenoon, Afternoon & Evening Tea are to be served in the dining hall on holidays, otherwise in lobbies near classrooms.

ii. The recommended Menu containing details of eatables is given in **Annexure-I** to this tender document, which shall be strictly complied with by the Caterer. Weekly detailed Menus will be advised by SBSC and the catering should be done only on the basis of such menu. Menu/items can be changed at the discretion of SBSC.

iii. The Caterer shall be provided (though the College is not bound to do so) selected articles, equipment, or property for use in the kitchen. The Caterer shall take care of said items as a bailee, under the terms of the Indian Contract Act, and must return them in good working order upon expiry of the contract.

iv. The Caterer is liable to reimburse the College for any loss or damage to these articles. In the event of default, SBSC reserves the right to deduct the cost of loss or damage by invocation of BG. SBSC's decision regarding the valuation of such loss shall be final and binding.

v. The daily and periodical maintenance and servicing of all articles/equipment shall be the sole responsibility of the Caterer. The cost of replacement, repair, and servicing shall be borne by the Caterer throughout the duration of the contract.

vi. The Bank will provide serving cutlery (dining plates, bowls, spoons, tea cups, etc.). Similar to kitchen equipment, the Caterer acts as a **bailee** for these items and is liable for any loss or damage, with costs recoverable by the invocation of BG.

vii. The provision of cooking fuel is the responsibility of the Caterer. The Caterer shall arrange for the gas used for cooking and is responsible for the **safe keeping of LPG cylinders** and related equipment.

viii. All raw materials used in the preparation of food must be **ISI/Agmark certified** wherever applicable, or as per specific brands listed in **Annexure II**. Vegetables, fruits, and other perishables must be of high quality and procured from reputed dealers. The Caterer shall arrange all purchases independently and bear all associated expenses, including **transportation costs**.

ix. The caterer shall engage the services of a sufficient number of able, efficient, clean (viz., with trimmed haircut, moustache, and nails), and healthy personnel (who should wear very neat and hygienic uniforms, non-plastic safety gloves on their hands, and headgear without fail while on duty). The personnel shall be honest, well-behaved, and skilled, including qualified kitchen staff for cooking vegetarian and non-vegetarian dishes, both South and North Indian delicacies, tandoori items, and bakery products, and for rendering catering services. **Two Separate cooks, one each for cooking South Indian and one for North Indian dishes to be made available on all days (including Sundays and holiday also. Both the cooks to be present on all days as mentioned above.**

However, the contractor shall deploy a minimum of 4 waiters/serving personnel for 25 participants. For every additional group of 15 participants or part thereof, the caterer shall deploy one additional waiter/serving personnel.

x. A Permanent Manager/Supervisor shall be appointed by the Caterer in consultation with SBSC. Preferably, a competent person having a three-year Diploma in Hotel Management with three years' experience, or possessing a Craft Certificate Course in Food Production with five years' experience in

institutional catering, should be appointed. The Catering Manager/Supervisor(s) appointed by the Caterer should be available throughout the production and service period at SBSC.

xi. The Caterer shall render catering services at his own cost and shall be responsible for the sufficient number, good conduct, and performance of his personnel. The Caterer shall be deemed, for all legal and contractual purposes, as the employer of the said persons engaged by him, and such persons shall not have any claim for employment at SBSC, now or at any future date.

xii. The Caterer shall be responsible for training, allotment of duties, and scheduling of his/her personnel in the kitchen, dining room, and at other places connected with the catering services.

xiii. The Caterer shall provide proper uniforms to all his personnel and ensure their cleanliness and upkeep. Separate uniforms need to be provided for different categories of staff, viz., servers, supervisors, waiters, and other staff, etc.

xiv. All personnel engaged by the Caterer shall undergo a medical examination prior to deployment and shall be subjected to periodic medical check-ups every year by a Medical Officer identified by the Bank. The certificate of fitness obtained from the Medical Officer shall be produced for scrutiny by SBSC. The cost of medical check-ups shall be borne by the Caterer.

xv. The Caterer shall arrange for the upkeep of the Dining Hall, kitchen area, toilets, and washing area at least three times daily and immediately after any service is rendered, and also whenever required. The Caterer shall ensure that the entire premises are maintained in a hygienic and clean condition. The wash area must be cleaned continuously during breakfast, lunch, and dinner times. Liquid hand wash of reputed make such as Lifebuoy/Dettol/Palmolive shall be provided at all wash basins in the wash area, along with tissue papers in the hand wash area of the dining halls at all times and the cost to be borne by the caterer.

Periodical preventive pest control against rodents/reptiles and anti-cockroach measures shall be carried out by the vendors appointed by SBSC, the cost of which shall be borne by the Caterer, who shall ensure proper cleaning. The scope of work shall include disposal of food waste and canteen debris.

xvi. The Caterer shall adopt modern and hygienic kitchen practices. Tables (and not the floor) shall be used for kitchen work. Synthetic/marble cutting boards and stainless steel knives shall be used for cutting vegetables. The Caterer shall ensure that cups, plates, tumblers, spoons, etc., are properly cleaned and dried, and shall provide paper napkins in the dining hall or at other places wherever food and beverages are served. The Caterer shall arrange for proper covering of wastage and ensure regular disposal of garbage on a daily basis. In case the Bank arranges for disposal due to default, the cost thereof shall be borne by the Caterer.

xvii. The Caterer shall devote his/her full attention to the work of purchase, preparation, and service, and shall discharge his/her obligations under the arrangement most diligently, efficiently, and honestly.

xviii. The Caterer or his/her employees shall not use the premises allotted to him/her for any purpose other than preparation, storage, and service of food. The Caterer shall not act in any manner so as to cause any nuisance, annoyance, or disturbance to SBSC or to the participant trainees at SBSC.

xix. The Caterer shall, at all times during the currency of the contract, comply with and observe all directions and instructions that may be given by SBSC, its Director, Dy. General Manager (R&A), Assistant General Manager (Admin.), Manager (Hospitality), and such other authorized officials concerning every aspect of the catering service.

xx. The Caterer shall bear all costs, expenses, and stamp duty in respect of all documents that may be entered into with SBSC.

xxi. The Caterer shall alone bear all taxes, rates, charges, levies, or claims whatsoever as may be imposed or levied by the State/Central Government(s) or any local body or authority in connection with the rendering of catering services. However, relevant taxes applicable to the Bank, if any, shall be paid by the Bank.

xxii. SBSC is a No Smoking campus. Consumption, possession, or being under the influence of alcohol, narcotic drugs, or any other banned/intoxicating substances within the Campus is strictly prohibited. Any employee of the vendor found violating this condition shall be immediately barred from entering the campus, and the vendor shall arrange for a suitable replacement to avoid any disruption to the catering services.

2. The contract for catering services shall be for a minimum period of one year from the date of commencement of the contract, renewable at the discretion of the Bank for such period and on such terms and conditions as may be mutually agreed upon. However, a half-yearly review would be conducted to assess the performance. The Caterer shall be obligated to meet the Mess Committee/ Authorised Official of SBSC once in a quarter for assessing and monitoring the catering services rendered, for which notice will be given to him/her either in person or by written communication.
3. The performance of the Caterer shall be assessed and monitored by an SBSC Official and Mess Committee at regular intervals, with or without the assistance of external expertise as may be decided by SBSC. The Caterer shall comply with such observations/feedback furnished for improvement of services.
4. The rates quoted shall not be subject to any variation in prices of basic materials, taxes, duties, labour conditions, etc., during the currency of the catering contract.
5. The contract shall stand terminated on the expiry of one years (if not extended by the Bank) by efflux of time, or may be terminated earlier by SBSC by giving one month's notice if any of the stipulated conditions or qualitative dimensions of the menu or

services agreed upon under the contract are not met to the satisfaction of SBSC. Likewise, the Caterer may terminate the contract by giving three months' notice to SBSC, if he/she so desires.

6. If the Caterer assigns or sublets the catering services without the written approval of SBSC, SBSC shall be at liberty, at its discretion, to terminate the contract without any further notice.
7. In the event of the Caterer being a firm, the catering contract must be executed by each partner thereof, or in the absence of any partner, it must be signed on his/her behalf by a person holding a valid Power of Attorney authorizing him/her to do so. Such Power of Attorney shall be produced to SBSC for its record and must disclose that the firm is registered under the Indian Partnership Act. In the case of a body corporate, all formalities required under the Company Laws must be complied with.
8. The tenderer who is awarded the contract shall upload programme-wise bills for the services rendered only at the end of each programme to the Authorised Official of SBSC, who shall scrutinize the bills and, if found in order, certify them for payment along with a certificate to the effect that all equipment supplied by SBSC is well maintained and in order. Payments shall be made within one week from the date of certification, subject to the condition that the Caterer has cleared all his/her dues, viz., labour payments, as required to be paid by him/her.
9. SBSC reserves the right to delete or reduce any item or sanction of the bills before effecting payment in case complaints regarding quality of food, inefficient service, non-adherence to agreed menus, or shortage of any items in the menu have been received or noticed, without assigning any reason whatsoever. No claim shall be entertained in this regard.
10. Without prejudice to anything contained herein, SBSC reserves the right to impose a penalty equivalent to the proportionate cost of such item(s) multiplied by the number of participants attending on the day on which items have been found to be of poor/bad quality, insufficient quantity, unsatisfactory service, or non-serving of any agreed food item. The decision of SBSC in this regard shall be final and binding on the Caterer. No claims shall be entertained in this regard. (An illustrative list is indicated in **Annexure-III**).
11. The Caterer shall not be paid catering charges in respect of participants who are absent from any meal on a particular day, provided notice is given at the beginning of the same day (i.e., at bed-tea/breakfast time) in the register to be maintained (Dine-out) with the Manager (Hostel). In the event of insufficient quantity, poor quality, or non-serving of any agreed food item, SBSC shall be within its rights to make suitable deductions from the Caterer's bill.

    If the number of participants on any day is less than 80, the Caterer shall be paid an overhead of 25% of the applicable per-head per-day rate for the number of shortfall participants, calculated from the ceiling of 80 persons per day.

12. In case the Caterer fails to fulfill his/her obligations for any day or for any number of days to the satisfaction of SBSC, for any reason whatsoever, he/she shall pay, by way of penalty, as detailed hereunder. SBSC shall, without prejudice to its rights and remedies, be entitled to deduct such penalty from any money payable to the Caterer.
13.

Programme rating given by the participants	**Deduction/Penalty on the bill for the programme**
Rating between 4.00 and 4.25 **	10% on the bill amount of the programme,
Rating below 4.00 **	20% on the bill amount of the programme

All participants provide the feedback and every day rating is monitored. Feed back from the participants will be discussed with the contractor.

In case any programme rating falls under the penalty clause, the average rating of concurrent programmes during the same period shall be taken into consideration for computation of the penalty rate. For other deficiencies mentioned in **Annexure-III, penalties shall be levied separately.

14. All questions relating to the performance of obligations under this Tender document and to the quality of ingredients used in preparing food and beverages, and all disputes and differences which may arise either during or after the agreement period or any matters arising out of or relating to this Tender document or payments to be made in pursuance thereof, shall be decided by the Dy. General Manager (Admin) of SBSC, whose decision shall be final, conclusive, and binding on the Caterer.
15. All taxes which SBSC may be liable to deduct or called upon to deduct during the currency of the arrangement shall be set off against the bills raised by the Caterer and paid to the respective department or authorities as required under law. The Caterer shall have no claim against SBSC in respect of such payments.
16. The Contractor shall pay wages, observe working hours, and maintain conditions of employment as per existing Rules, agreements, and applicable laws. He shall be responsible for registering himself and obtaining a valid license under the Contract Labour (Regulation and Abolition) Act, 1970 and the Rules framed thereunder. He must comply with and carry out all provisions and obligations under the said Act and Rules, furnish all information to the Chief Manager/Asst. General Manager (Administration) as may be required, and indemnify the Bank against any penalties or claims arising from default on his part. This obligation shall survive even after termination of the agreement.
17. The tenderer shall possess all licenses and registrations as may be required under law and shall be duly registered with the Assistant Labour Commissioner (State as well as

Central) under the Contract Labour (Regulation & Abolition) Act. The tenderer shall comply with all rules and regulations relating to persons engaged or employed by him. The Caterer shall ensure that Provident Fund and other statutory deductions made from employees of his firm/company at SBSC are promptly credited to the respective authorities. Any dispute regarding such dues shall be dealt with and settled by the Caterer.

18.

i. The Contractor shall comply with all rules and regulations relating to labour laws and statutory requirements, including fire safety regulations and any other regulations in force or that may become applicable in future.
ii. The Contractor shall accept and bear full and exclusive liability for payment of all taxes, except Service Tax (if applicable), now in force or hereafter imposed, increased, or revised by the Central/State Government or Local Body, in respect of wages, salaries, or other compensation payable to persons employed by him.
iii. The Contractor shall fully comply with all applicable laws, rules, and regulations relating to the Provident Fund Act, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI Act, Contract Labour (R&A) Act, Essential Commodities Act, Migrant Labour Act, Income Tax Act (including TDS), and any other applicable Central, State, Municipal, or Local Government laws. He shall upload proof of remittances to ESI on a quarterly basis along with his bill for that quarter.
iv. The Contractor shall be responsible for proper maintenance of all registers, records, and accounts as required under statutory provisions. He shall maintain records pertaining to payment of wages and deposit of PF contributions with concerned authorities. Any penalty imposed by Government departments for non-compliance with rules and regulations by the Contractor shall be payable by the Contractor.
v. The Contractor shall bind himself, his executors, or administrators and shall indemnify and hold harmless the Bank, including all claims, damages, proceedings, costs, charges, or expenses whatsoever which may be imposed or brought against the Bank or any of its directors, officers, or employees due to any breach or default on the part of the Contractor in respect of violation of any law, Act, rule, or regulation. This indemnity shall survive even after termination of the contract.
vi. The Contractor shall be responsible for all claims of his employees. Employees of the Contractor shall have no claim whatsoever against the Bank, nor shall they have any right to absorption in the Bank.
vii. The Contractor shall engage fully trained, adequately experienced, and medically fit workmen. They shall be free from infections or communicable diseases.
viii. The Contractor shall obtain adequate insurance coverage in respect of his workmen engaged for the work to cover liability arising out of death, injury, or disablement at work.
ix. The Contractor shall provide weekly offs/holidays to his workmen as per labour laws, while ensuring uninterrupted services on all days. The Contractor shall not engage any child labour.
x. Here is the corrected and properly formatted version:

19. The Contractor shall ensure that his employees maintain peace, order, and decorum in the premises. Any disturbance in the premises caused by the Contractor or his agents/employees shall render the contract liable for termination without notice by the Bank.

20. The Contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the boarders or through Faculty Members or the Director/AGM (Administration). A "Suggestion-cum-Complaint Register" shall be maintained in the dining hall, and the same shall be submitted daily to the Manager (Hospitality), along with his remarks, for further submission to the Competent Authority. The Contractor shall be responsible for attending to all complaints/requirements within the purview of the contract.

21. The Caterer shall ensure compliance with all legal and statutory provisions in connection with the catering contract.

22. Failure to commence services within 7 days of signing the contract, or within such time as decided by SBSC, shall result in cancellation of the contract awarded and invocation of BG.

23. Any indulgence, forbearance, or waiver granted or shown by SBSC shall not prejudice its rights under the contract.

24. The Caterer shall insure or keep insured against fire, theft, injury, accident, and third-party risks all goods, articles, and equipment jointly in the name of the Caterer and SBSC, and shall regularly and punctually pay all premia as and when they become due during the currency of the contract.

25. The Caterer shall arrange and pay for a policy under the Public Liability Insurance Act, 1991, and insure and keep insured all substances which are or have been declared hazardous under notifications issued from time to time under the said Act or rules framed thereunder, and which are used by the Contractor during the course of the contract.

26. The tenderer whose tender is accepted shall execute a contract with SBSC. However, his liability under the contract shall commence from the date of the written order.

27. Nothing contained in these presents is intended, nor shall be construed, as a grant, demise, or assignment in law of the premises or the articles/equipment or any part thereof by the Bank to the Contractor or its personnel. Upon termination of the contract, whether by efflux of time or otherwise, the Contractor shall vacate and hand over the same in good working condition and order.

28. The Courts in Hyderabad City (Telangana) alone shall have jurisdiction in respect of any matters relating to the tender.

29. The Contractor shall, at his own cost, arrange for testing the quality of food by Government-certified agencies on a quarterly basis.

30. **The contractor shall ensure proper segregation, collection, and scientific disposal of wet, dry, and food waste generated from the catering operations in compliance with applicable municipal and environmental regulations. The removal of this waste from SBSC campus and putting in the compost machine at SBSC, on a daily basis, is the responsibility of the contractor, failing which penalty of Rs.2000/- per day will be imposed by SBSC.**

ANNEXURE-I

DAILY MENU	
Bed Tea/Coffee	Daily Six Sachets of Tea/Coffee/Sugar/Milk and One packet of two branded biscuits to be provided in each Hostel Rooms occupied by participants. **Brand: -** Taj Mahal/Tetley/Twinning/Tata Tea bags Nescafe Classic/Bru Coffee. **Milk:** Amul/Nestle Dairy **Biscuits:** Britannia / Parle / Sunfeast/Biskfarm
Break fast	**(i) Vegetarian (Unlimited)** **Daily compulsory items:** Corn Flakes and milk or Oatmeal& milk or Dalia Sprouts of Different Dals/Type on Daily Basis White and Bread (toasted in electrical toasters), Amul/Mother dairy Butter & Jam (Sachet of both the Butter & Jam on every Table/Serving Counter), fruits/cut fruits. Three types of Breakfast from the following (a) & (b) below to be served daily in weekly Cycle Menu a) Idli-Vada or Masala Dosa or Uthappam or Upma. All with Sambar, Coconut Chatni and Onion Chatni b) Stuffed Paratha with Curd, Paratha-Aloo Subji, Chhole-Bhature, Chhole-Kulche, Puri-Aloo Sabji, Pav-Bhaji, Poha-Chatni, Veg-Cutlet etc. **(ii) Non -Vegetarian (Unlimited)** **Eggs:** Full boiled/Egg Bhurjee, scrambled poach (half Fried)/Omelets as per order **Fruits:** Fresh Cut Fruits **Beverages**: Dip tea / instant Coffee /Black Coffee/Lemon Tea/Lemon Tea/Green Tea etc. Cold Milk/Butter Milk/Lassi during the months March to August. Packed Juice (Tropicana/Real/Natural Brand) from September to February)
Fore noon Tea /Coffee	Tea (Normal/Dip), Green Tea, Lemon Tea, Instant Coffee with sufficient quantity of good quality biscuits (Both Sweet flavored & diabetic) preferable with Bakery made Biscuits (Sweet & Salty)

Lunch	a) **Soup:**One Vegetarian Soupwith Bread roll and Butter, Soup Stick for all b) **Paneer Dish**: One Vegetable with gravy like: Karahi paneer, Matar Paneer, Paneer Bhurji, Paneer-Do-Pyaja, Paneer Masala, Vegetable Palak Paneer, Shahi Paneer etc&Chlli Mushroom, Matar Mushroom, Malai Kofta etc. c) **Vegetable:** One Seasonal Dry Vegetable Subji: Aloo Beans, Aloo Capsicum, Aloo Palak, Aloo Parwal, Brinjal Masala, Cabbage Matar, Beans &Matar , Stuffed Shimla, Gajar Aloo Matar, Aloo Gaubhi , Cauliflower, LaukiTamato, Tinda, etc. d) **Mixed** Boiled/ Sauté Vegetables. **e) Non-Veg**: Two Non-Vegetarian Dish of Mutton/Chicken/Fish/Fish like: Butter Chicken, Tandoori, Chicken, Chilli Chicken, Ginger Chicken, Chicken Biryani, Mutton Roganjosh, Mutton Biryanai, Mutton Keema, Fish Curry, Fish Fry, Chilli Fish etc. **Mutton curry should be served compulsorily during lunch once in a week. The day will be decided by SBSC.** f) **Dal:**One Dal (Like Dal Makhani, Dal Bukhara, Rajma, Tuwar Dal, Chhole, Kadi, etc g) **Rice:** Plain Rice (Compulsory) and one out of veg Pulao, Peas Pulao, Jeera Rice, Vegetable Biryani, Khitchdi, Millets etc. h) **Curd Rice** or Lemon Rice (Compulsory) i) **Roti:**Tava Roti (Chapati) and One out of Tandoori Roti/ Missi Roti/Plain-Nan j) **Sambhar** or Rasam k) **Salad:** Green/Russian/Sprouted (Anyone) l) **Papad:** Grilled m) **Curd:**Plain Curd and Raita/Dahi Bhalla/Bundi Raita or Other Raita as desired by State Bank Staff College , Hyderabad. n) **Pickels:** Mixed/Chilli/Mango (On each table) o) **Dessert:** Jalebi, Custurd with mix Fruits, Fruit Cream, Gulab Jamun, Rasgulla, Ice Cream, Gajar Ka Halwa, Ras Malai, Raj Bhog, Misti Doi etc (Anytwo) p) **Mouthfresh**: Saunf, Misri, Jaggery q) Salt &Pepper, all the time on each table. r) Toothpick & Paper Napkins.

Afternoon Tea/Coffee	Tea (Normal/Dip), Green Tea, Lemon Tea, Instant Coffee with sufficient quantity of good quality biscuits (Both sweet flavored & salty) preferably with Bakery made Biscuits (Sweat & Salty)
Evening High Tea with Snacks	Tea (Normal/Dip), Green Tea, Lemon Tea, Instant Coffee with snacks like: Samosa, Bread Pakoda, Paneer Pakoda, Mix Pakora, Cutlets, Veg Pastry, Onion Kachori, Aloo Bhondas, Pakora, Sandwich, Burger etc and Bakery Products like Pastry, Veg-Patty, Cheese Straw, Cake etc(Any two)
Dinner	a) **Soup**: One Vegetarian Soup/One Non-Vegetarian Soup with Bread roll and Butter, Soup Stick for all b) **Paneer Dish:**One Vegetable with gravy like: Karahi paneer, Matar Paneer, Paneer Bhurji, Paneer-Do-Pyaja, Paneer Masala, Vegetable Palak Paneer, Shahi Paneer etc&Chlli Mushroom, Matar Mushroom, Malai Kofta etc. c) **Vegetable:**One Seasonal Dry Vegetable Subji: Aloo Beans, Aloo Capsicum, Aloo Palak, Aloo Parwal, Brinjal Masala, Cabbage Matar, Beans &Matar , Stuffed Shimla, Gajar Aloo Matar, Aloo Gaubhi, Cauliflower, LaukiTamato, Tinda, etc. d) Mixed Boiled Vegetables. e) **Non-Veg:**One Non-Vegetarian Dish of Mutton/Chicken/Fish like: Butter Chicken, Tandoori, Chicken, Chilli Chicken, Ginger Chicken, Chicken Biryani, Mutton Roganjosh, Mutton Biryanai, Mutton Keema, Fish Curry, Fish Fry, Chilli Fish etc. f) **Dal:**One Dal (Like Dal Makhani, Dal Bukhara, Rajma, Tuwar Dal, Chhole, Kadi, etc g) **Rice:** Plain Rice (Compulsory) and one out of veg Pulao, Peas Pulao, Jeera Rice, Vegetable Biryani, Khitchdi etc. h) **Curd Rice** or Lemon Rice (Compulsory) i) **Roti:**Tava Roti (Chapati) and one out of Tandoori Roti/ Missi Roti/Plain-Nan j) **Sambhar** or Rasam k) **Salad:** Green/Russian/Sprouted (Anyone) l) **Papad:** Grilled m) **Curd:**Plain Curd and Raita/Dahi Bhalla/Bundi Raita or Other Raita as desired by State Bank Staff College , Hyderabad. n) Pickels: Mixed/Chilli/Mango (On each table) o) **Dessert:** Jalebi, Custurd with mix Fruits, Fruit Cream, Gulab Jamun, Rasgulla, Backed Rasgulla, Ice Cream, Gajar Ka Halwa, Ras Malai, Raj Bhog, Sandesh, Misti Doi etc (Anytwo) p) **Mouth Fresh**: Saunf, Misri, Jaggery etc q) Toothpick & Napkins r) Salt & Pepper, all the time on each table.

1. Separate fruits/milk, etc., shall be served for officials observing fasting.
2. For trainees having health problems such as Blood Pressure, Diabetes, Heart Problems, etc., suitable deviations shall be made to meet their requirements, such as providing Oatmeal, Salad, Sprouted Methi, Sprouted Moong, Sprouted Gram, Roasted Gram, Boiled Vegetables, etc., on prior request.
3. The charges in respect of food served to guests staying in Guest Rooms shall be paid separately on actual consumption basis as per the charges applicable for Breakfast, Lunch, Dinner, etc., for participants. If guests are served fruits, cookies, etc., in addition to normal food, these may be billed separately at cost. However, if fruits, milk, etc., are served in substitution of regular Breakfast/Lunch/Dinner, the applicable meal charges shall be paid. Food at the Guest House shall be served 365 days a year without any holidays.
4. On request of the participant/guest, milk in addition to daily menu items shall be served at a payment of Rs. 20/- per glass (250 ml). The Contractor shall recover the amount from the participant/guest.
5. Breakfast/Lunch/Dinner may be provided to regular Staff College staff members, if required. The cost, as mutually agreed, shall be recovered by the Contractor from the concerned individual staff member.
6. Daily/Weekly menus shall be prepared and submitted in advance for approval by the Staff College and displayed in the Dining Hall for information. Menu items shall be changed frequently to provide variety, and a uniform standard of courses as stated in the menu shall be maintained at all times.
7. Extra dishes (both Vegetarian and Non-Vegetarian), specially prepared other than those mentioned in the regular menu, when ordered, shall be served to participants at an additional cost of Rs. 30/- per head per item for Vegetarian and Rs. 40/- per head per item for Non-Vegetarian, payable to the Contractor. The additional cost is exclusive of GST.
8. The Contractor shall employ two cooks, one capable of preparing authentic South Indian and the other North Indian food.
9. The Contractor shall use seasonal vegetables of good quality.
10. The Mess Committee and or Authorised Officials of the SBSC shall monitor the entire catering area, including cleanliness of the kitchen and dining hall(s), preparation of food, service quality, and food quality. Suggestions/comments for improvements shall be communicated through the Assistant General Manager (Admin), and the Contractor shall comply with the same.
11. Paper napkins, salt, black pepper, pickles, and saunf/mouth fresheners in containers shall be placed on all tables in the dining hall every day.

12. Display boards/menu displays shall be placed by the canteen staff during breakfast, lunch, and dinner times.
13. Specified quality of soap, detergent, pesticides, scrubbers (mazans), and other cleaning materials shall be used in the pantry and kitchen by the Contractor.
14. The Contractor shall use trash bags in dustbins at his own cost.
15. The Contractor shall deploy extra manpower during special/extra/additional programmes, conferences, meetings, or as and when required by the SBSC.
16. Pest control in the Canteen Hall, Kitchen, and Pantry shall be carried out on a weekly basis by the Contractor, and a report shall be submitted to the Assistant General Manager (Admin).
17. The Contractor shall prepare food to the utmost satisfaction of the Administration of the SBSC. Some indicative standards are given below:
    a. Minimum 5 kg of dal for preparation for 100 participants.
    b. Minimum 4 kg of paneer for preparation of Mutter Paneer or Palak Paneer, and minimum 5 kg of paneer for preparation of Kadhai Paneer or Shahi Paneer, for 100 participants.
    c. Maximum 10% potatoes may be used in mixed vegetables.
    d. Halwa shall be prepared in good-quality Desi Ghee.
18. The above points are indicative standards for maintaining good food quality. All other food preparations shall also be of equally good quality and shall be subject to the satisfaction of SBSC's in-house Mess Committee and Administration.
19. In case the food quality is found below the satisfaction of SBSC's in-house Mess Committee and Administration, the Administration shall have the discretion to terminate the agreement at any point of time.

ANNEXURE-II

LIST OF INDICATIVE BRANDS OF RAW MATERIALS/ITEMS TO BE USED IN CATERING

(SBSC has right to add some more Brands according to requirements from time to time)

Sr. No.	ITEMS	BRAND
1	Milk	Mother Dairy/Amul/Vijaya Milk/Any other reputed Brand
2	Bread	Harvest/Modern/Britannia/ Any other reputed Brand
3	Butter	Amul /Mother Dairy (In Sachet)
4	Jam	Kissan/Tops (In Sachet)
5	Tomato Sauce	Kissan/Maggi/Tops
6	Chili sauce	Kissan/Maggi/ Tops
7	Tea/Tea Bags	Taj Mahal/Twinning/Tetley/Tata Tea/Lipton
8	Coffee	Nescafe/Sunrise/Bru
9	Ground Nut/ Mustard Edible Oil	Nature Fresh/Sunflower/Fortune/ Any other reputed Brand
10	Ghee	Amul/Mother Dairy/Any other reputed brand
11	Refined Oil	Fortune/Sundrop/Nature Fresh/Sunflower/Saffola
12	Paneer	Amul/Mother Dairy/ Any other reputed Brand
13	Rice	Good quality Basmati Rice
14	Sugar	Good Quality belonging to reputed brands
15	Atta/Maida/Besan	Shakti Bhog/Ashirwad/Annapurna/ Any other reputed Brand
16	Pulses/Cereals	Good Quality
17	Spices	MDH/Catch/Any other reputed brand
18	Fruits/Vegetables	Seasonal Fresh Quality
19	Salad	Seasonal Items consisting of Green fresh Vegetables
20	Ice Cream	Mother Dairy/Kwality/Amul/ Any other reputed Brand
21	Corn Flakes	Kellogg's or equivalent good quality
22	Papad	Lijjat or equivalent good quality
23	Biscuits/Cookies	In house Bakery biscuits/Parley-G/ Britannia/ Any other reputed Brand
24	Salt	Iodized Salt of good quality
25	Pickles	Priya/ Mothers Recipe / Any other reputed Brand

Above Brands and/or Brands of comparable quality (to be approved by the Mess Committee) can only be used. SBSC has right to add some more Brands according to requirements from time to time.

ANNEXURE-III

Penalties for various deficiencies:

Major deficiency	Minor deficiency
Shortage of food.	Not wearing Uniform/gloves/Headgear/Apron/shoes
Serving stale food/Using rotten vegetables / fruits/milk/other food items.	Using of floor instead of tables for preparing food items/Roti/Cutting of vegetables
Not using Agmark/ISI certified/ branded and specified ingredients for cooking	Not displaying menu in dining hall board
Non-maintenance of cleanliness in kitchen/dining hall/wash area	Non-disposal of garbage generated out of kitchen
	Non-adherence to pre-decided menu without prior approval of the authorized official of SBSC
	Violation of any terms &conditions/specifications/stipulations made in the Agreement(except those mentioned under major deficiencies)

Rates of Penalty:

Major deficiency during a quarter	**Amount of penalty per instance**
1st Instance	Rs.5000/-
2nd Instance	Rs.10000/-
3rd Instance	Rs.20000/-
Above three instances	Termination of contract at the discretion of SBSC or Rs.25000/- per instance

Minor deficiency during a quarter (Including wastage of Power and Water)	**Amount of penalty per instance**
1st Instance	Rs.1000/-
2nd Instance	Rs.2000/-
3rd Instance	Rs.5000/-
Above three instances	Rs.10000/-per instance

ANNEXURE-A

BID COVERING LETTER: TO BE UPLOADED BY THE BIDDER ALONG WITH BID DOCUMENTS

To

The Assistant General Manager (Admin),
State Bank Staff College,
#6-3-1188, High Cliff, Begumpet Road,
Greenlands, Hyderabad – 500016

Sir,

Subject: Our Bid for …….....

We upload our Bid Document herewith. We understand that:

1. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.
2. SBSC may follow a closed or open bidding process as per its requirement.
3. If our Bid is accepted, we undertake to enter into and execute, at our cost, when called upon by the SBSC to do so, a contract in the prescribed form.
4. If our Bid is accepted, we shall be jointly responsible for the due performance of the contract.
5. "Vendor" means the bidder who is decided and declared as such after examination of commercial bids.
6. The Commercial Bidding process shall be conducted through an e-procurement/e-tendering process. The online e-tendering shall be conducted by SBI/SBSC. The bidders are required to possess a valid Digital Certificate for participating in the e-procurement process for the Comprehensive Annual Contract for Catering Services at SBSC.

CERTIFICATE

I/We have read and understood all the conditions and requirements of SBSC, Hyderabad for providing catering services.

Yours faithfully

For:

Signature:

Name:

Seal of Company

ANNEXURE-B

ELIGIBILITY CRITERIA

Bidders meeting the following criteria are eligible to upload their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting the eligibility criteria, the same shall be rejected:

Sr. No.	Eligibility Criteria	Documents to be uploaded
1	The bidder must be a Firm/Proprietary/Company registered under the Companies Act, with a minimum of 5 years' experience as on 31.03.2025, in the field of Catering Services. The bidder must possess at least one of the following certifications for catering services: - ISO - FSSAI	In case of Proprietary: Copy of GST Registration Certificate. - In case of Firm: Copy of Firm Registration Certificate. - In case of Company: Copy of Certificate of Incorporation issued by Registrar of Companies along with full address of Registered Office and GST Registration Certificate. - Copies of certificates of valid ISO /FSSAI certifications existing in the name of the bidding Firm/Proprietary/Company.
2	The bidder must have handled in the last 5 years upto 31.03.2025: **(a)** Minimum 3 (three) single completed annual contracts in Catering Services, each having a value not less than **Rs. 1,21,68,000/-** excl. GST. **OR** **(b)** Minimum 2 (two) single completed annual contracts in Catering Services, each having a value not less than **Rs. 1,52,10,000/-** excl. GST. **OR** **(c)** Minimum 1 (one) single completed annual contract in Catering Services having a value not less than **Rs. 2,43,36,000/-** excl. GST.	Copy of Work Orders and Work Completion Certificates issued by Principal Employers specifying the following details for catering services carried out during the period from 01/04/2020 to 31/03/2025: 1.Scope of Work, 2. Contract Value, 3. Area of the Building 4. Number of Staff Deployed by the Contractor 5. Period of the Contract (completed) 6. Monthly Payment **Note:** (i) Renewal of annual contracts shall be considered as a single contract (only catering amount will be considered). (ii) Copy of Work Agreement is to be enclosed.

3	The bidder should have a minimum average annual turnover of **Rs. 91,26,000/-** for the previous three financial years (as on 31-03-2025). Average Annual Turnover to be considered for FY 2024-25, 2023-24, and 2022-23.	(i) Copy of Audited Profit & Loss Account and Balance Sheet duly certified by Chartered Accountant, including 3CA/3CD and Auditor's Notes and Accounts. (ii) Copies of returns uploaded to Tax Authorities such as Income Tax & Service Tax, etc. (iii) Any returns uploaded to the Labour Commissioner.

The bidder should have:

(i) A valid Labour Licence under Section 12(1) of the Contract Labour (Regulation and Abolition) Act, 1970.

(ii) Registration with ESI, EPF, GST, etc., and must be in possession of a Permanent Account Number (PAN).

A copy of documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions in the documents uploaded in pursuance of eligibility criteria should be highlighted.

Signature

Seal of Company

ANNEXURE–C

DETAILS OF THE BIDDER

1. Name of the Firm:
2. Date of Incorporation and/or Commencement of Business:
3. Certificate of Incorporation:
4. Brief Description of the Bidder (including details of its main line of business):
5. Company Website URL (if any):
6. Particulars of the Authorized Signatory of the Bidder:

    a. Name:

    b. Designation:

    c. Address:

    d. Phone Number (Landline):

    e. Mobile Number:

    f. Fax Number:

    g. Email Address:

Signature

Seal of Company

ANNEXURE-D

FORMAT FOR PERFORMANCE GUARANTEE

This guarantee is made on this day of_____by_____Bank, having its Registered / Head office at_____and among others a branch office at_____(hereinafter called the "Bank" , which expression shall, unless repugnant to the context or meaning thereof, shall mean and include, its successors and assigns) in favour of State Bank of India, a body corporate constituted under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai-21 and having one of its Local Head Offices at_____and a Branch Office at_____/ through its _____Office/Department at_____(hereinafter referred to as "SBI" which expression shall unless repugnant to the context or meaning thereof shall include its successors & assigns).

WHEREAS_____, incorporated under_____ Act_____having its registered office at_____and principal place of business at_____ (hereinafter referred to as "Service Provider" which expression shall unless repugnant to the context or meaning thereof shall include its successor, executor & assignee) has agreed to provide the services of_____(hereinafter "Services") to SBI in accordance with the agreement dated_____(Hereinafter referred as "Agreement") executed between the SBI and the Service Provider.

WHEREAS, SBI has agreed to avail the Services from the Service Provider for a period of _____months.

WHEREAS, in accordance with terms and conditions of the Agreement, Service Provider is required to furnish a Bank Guarantee for a sum of Rs._____/-(Rupees_____only) for due performance of the obligations of the Service Provider in providing the Services, in accordance with the Agreement guaranteeing payment of the said amount of Rs._____/- (Rupees_____only) to SBI, if Service Provider fails to fulfil its obligations as agreed in the Agreement.

WHEREAS, the Bank Guarantee is required to be valid for a total period of _ _ _ _ _ _ months and in the event of failure, on the part of Service Provider, to fulfil any of its commitments / obligations under the Agreement, SBI shall be entitled to invoke the Guarantee.

AND WHEREAS, the_____Bank (Guarantor), at the request of Service Provider, agreed to issue, on behalf of Service Provider, Guarantee as above, for an amount of Rs_____/- (Rupees_____only).

NOW THIS GUARANTEE WITNESSETH THAT

1. (a) In consideration of SBI having agreed to entrust the Service Provider for rendering Services as mentioned in the Agreement, we the Bank hereby unconditionally and irrevocably guarantee that Service Provider shall fulfil its commitments and obligations in respect of providing the Services as mentioned in the Agreement and in the event of Service Provider failing to perform / fulfil its commitments/ obligations in respect of providing Services as mentioned in the Agreement,

we the Bank (Guarantor) shall on demand(s), from time to time from SBI, without protest or demur or without reference to Service Provider and not withstanding any contestation or existence of any dispute whatsoever between Service Provider and SBI, pay SBI forthwith the sums so demanded by SBI in each of the demands, subject to a cumulative maximum amount of Rs._____/- (Rupees_____only).

(b) Any notice / communication / demand from SBI to the effect that Service Provider has failed to fulfil its commitments / obligations in respect of rendering the Services as mentioned in the Agreement, shall be conclusive, final & binding on the _____Bank (Guarantor) and shall not be questioned by t h e _____Bank (Guarantor) in or outside the court, tribunal, authority or arbitration as the case may be and all such demands shall be honoured by the_____Bank (Guarantor) without any delay.

(c) We the Bank (Guarantor) confirm that our obligation to the SBI, under this Guarantee shall be independent of the agreement or other understandings, whatsoever, between the SBI and Service Provider.

(d) This Guarantee shall not be revoked by us (the Guarantor) without prior consent in writing of the SBI.

2. WE BANK……..... (GUARANTOR), HEREBY FURTHER AGREE & DECLARE THAT:

a) Any neglect or forbearance on the part of SBI to Service Provider or any indulgence of any kind shown by SBI to Service Provider or any change in the terms and conditions of the Agreement or the Services shall not, in any way release or discharge the _____ Bank (Guarantor) from its liabilities under this Guarantee.

b) This Guarantee herein contained shall be distinct and independent and shall be enforceable against the _____Bank (Guarantor), notwithstanding any Guarantee or Security now or hereinafter held by SBI at its discretion.

c) This Guarantee shall not be affected by any infirmity or absence or irregularity in the execution of this Guarantee by and / or on behalf of the_____Bank (Guarantor) or by merger or amalgamation or any change in the Constitution or name of the_____ Bank (Guarantor).

d) The guarantee shall not be affected by any change in the constitution of SBI or Service Provider or winding up / liquidation of Service Provider, whether voluntary or otherwise.

e) This guarantee shall be a continuing guarantee during its validity period and the SBI can make its claim in one or more events within the total liability of the Bank mentioned herein.

f) This Guarantee shall remain in full force and effect for a period of _ _ _ _ year(s)____ month(s) from the date of the issuance i.e. up to _____.Unless a claim under this Guarantee is made against us on or before_____, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

g) This Guarantee shall be governed by Indian Laws and the Courts in India alone shall have the jurisdiction to try & entertain any dispute arising out of this Guarantee.

h) Notwithstanding anything contained herein above:

   i. Our overall liability under this Bank Guarantee shall not exceed Rs……../- (Rupees only).

   ii. This Bank Guarantee shall be valid up to

   iii. The Bank (Guarantor) is liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if SBI serves the Bank claim or demand on or before _____.

i) The guarantor, under its constitution, has powers to give this guarantee and Shri……..(signatories) Official(s)/ Manager(s) of the Bank who has / have signed this guarantee has/ have powers/ authority to do so.

IN WITNESS WHEREOF the Bank has caused these presents to be signed at the place and on the date, month and year first hereinabove written through its duly authorized official.

Signed and Delivered

_____

ANNEXURE-E

FORMAT FOR SUBMITTING EXPERIENCE DETAILS

LIST OF TOP-3 COMPLETED ANNUAL CATERING CONTRACTS

(With individual contract value above ₹……. Lakhs (excl. GST) & contract period from XX/XX/XXXX to XX/XX/XXXX).

The experience certificate with completed contract value duly issued by the client to be enclosed as evidence.

S. No.	Description	Details (Please fill, do not mention as 'enclosed')
COMPLETED ANNUAL CONTRACT-1		
1	Client Name & Address:	
2	Annual Contract Value (completed value):	
3	Duration of the contract:	From: ……. To …….
4	Client representative Name:	
5	Client Contact Nos (Landline/Mobile Nos):	
6	Client Mail id:	
COMPLETED ANNUAL CONTRACT-2		
1	Client Name & Address:	
2	Annual Contract Value (completed value):	
3	Duration of the contract:	From: ……. To …….
4	Client representative Name:	
5	Client Contact Nos (Landline/Mobile Nos):	
6	Client Mail id:	
COMPLETED ANNUAL CONTRACT-3		
1	Client Name & Address:	
2	Annual Contract Value (completed value):	
3	Duration of the contract:	From: ……. To …….
4	Client representative Name:	
5	Client Contact Nos (Landline/Mobile Nos):	
6	Client Mail id:	

Signature with seal of the Company

ANNEXURE-F

CERTIFICATE

Certified that we have remitted the monthly subscription of Employees Provident Fund & Employees State Insurance to the workers employed by me in the SBSC, Begumpet, Hyderabad for catering services for the Month.....Year.....

Office in which Subscription remitted	Bill No. & Date	Emp. Prov. Fund (EPF)	(ESI)	Others

Signature with seal of the Contractor

ANNEXURE-G

DECLARATION OF NEAR RELATIVES OF SBI EMPLOYEES

I/We ..... S/o / D/o ..... Residing at ....hereby certify that none of my/our relative(s), as defined in the Tender document, is/are employed in SBI as per the details given in the Tender document.

In case, at any stage, it is found that the information given by me/us is false or incorrect, SBI shall have the absolute right to take any action as deemed fit, without any prior intimation to me/us.

Definition of Near Relatives: The near relatives are members of a Hindu Undivided Family; husband and wife; or persons related to each other in the manner of father, mother, son(s) and son's wife (daughter-in-law), daughter(s) and husband (son-in-law), brother(s) and brother's wife, sister(s) and sister's husband (brother-in-law).

Place: _____

Date: _____

Signature with Seal of the Contractor

Name (in Capital Letters): _____

Address: _____

ANNEXURE-H

UNDERTAKING

We hereby certify that we have gone through the Tender Document and have fully understood the conditions contained therein. We hereby assure that we shall comply with all the conditions and upload monthly compliance statements regarding payment of minimum wages and other labour-related statutory formalities such as PF, ESI, etc.

Place: _____

Date: _____

Signature with Seal of the Contractor

Name (in Block Letters): _____

Address: _____

STATE BANK OF INDIA

STATE BANK STAFF COLLEGE

TENDER NOTICE

CATERING SERVICES

Two Bids Tendering System

Through E-tendering Process

PART-B

PRICE BID

COMPREHENSIVE ANNUAL CONTRACT FOR CATERING SERVICES AT STATE BANK STAFF COLLEGE, #6-3-1188, HIGH CLIFF, BEGUMPET ROAD, HYDERABAD- 500 016

Sd/-

Asst. General Manager (Admin),

State Bank Staff College,

#6-3-1188, High Cliff,

Begumpet Road, Hyderabad- 500 016

Telangana

Email: agmadmin.sbsc@sbi.co.in

Phone No: 040-23402675

ANNEXURE-J

PRICE BID

To,

The Assistant General Manager (Admin),
State Bank Staff College,
#6-3-1188, High Cliff, Begumpet Road,
Greenlands, Hyderabad, 500016
Telangana.

Sir,

COMPREHENSIVE ANNUAL CONTRACT FOR CATERING SERVICES AT STATE BANK STAFF COLLEGE, #6-3-1188, HIGH CLIFF, BEGUMPET ROAD, HYDERABAD- 500 016.

With reference to your Notice Inviting Tender for providing Catering Services for SBSC, Begumpet, Hyderabad, we hereby submit our commercial prices as under:

(Charges to be quoted for per participant/guest per day): Amount in Rupees

Sr. No.	**Service Rendered**	**Price Quoted**	
		Rs.	**Ps.**
1	**Rate excl. GST per participant per day:**		
	Everything inclusive (Per day six Tea/Coffee/Sugar/Milk sachets and one packet of two branded biscuits to be provided in Hostel Rooms, Breakfast, Forenoon Tea/Coffee, Lunch, Afternoon Tea/Coffee, evening Tea with snacks & Dinner).		
	Break up of item rates (i.e. of Sr no. 1 above)		
	A. Bed Tea for each participant to be provided in Room. Per participant- six sachets of Tea/Coffee/Sugar/Milk and one packet of two branded biscuits		
	B. Breakfast		
	C. Forenoon Tea/Coffee		
	D. Lunch (Veg & Non-veg)		
	E. Afternoon Tea/Coffee		
	F. Evening Tea with snacks		
	G. Dinner (Veg&Non-veg)		
	Total (A+B+C+D+E+F+G)=		

Date:

Signature of the Tenderer with seal:

Name and Address:

NOTE:

1. The bidder shall include the cost of raw materials, cooking materials, payments towards insurance, personal protective equipment (PPE), uniforms, consumables, required tools & machinery, etc., in the quoted rates.
2. GST amount shall not be loaded in the Commercial Bid and shall be paid extra as applicable. The successful vendor shall upload a system-generated GST tax invoice incorporating SBI's GSTIN number and the vendor's GST number. Manual GST invoices shall not be accepted.
3. Income Tax (IT) shall be deducted on the total bill as applicable.
4. **For ensuring the quality of food, hygiene, service, etc., a set of 3 benchmark rates will be kept in sealed envelopes separately. On the date and time of opening the final price bids as mentioned in this tender document, one of the 3 sealed envelops will be picked at random and the rate quoted in this envelop will be the Benchmark rate. Bidders quoting below the benchmark rate will be summarily rejected. Bidders quoting rates at or above the benchmark rate , will be considered for further evaluation. Bidder with the highest score of Technical plus Financial evaluation scores will be declared as the L1 Bidder .**
5. The number of participants may vary depending on the programme.

Annexure K

TECHNICAL EVALUATION:

Sr. No.	Particulars	Marks	To be filled up by the Bank	Documents attached [Yes/No]. If Yes, state the nature of documents(s).
1	Average annual turnover of the Company as per Audited Balance Sheets / ITRs as on 31st March 2023, 2024 and 2025			
	>2.00 crores	**10**		
	>1.50 crores but <=to 2.00 crores	8		
	>0.91 crores but <=1.50 crores	6		
2	Total number of years of experience in catering services in Govt. departments/PSU/MNC/Public Ltd Cos./Reputed academic institutes like IIT, IIMs, AIIMS, UGC autonomous institutions/Hospitals/ 3 star or more than 3 star hotels (any document issued by Ministry of tourism confirming the star rating will be accepted) covering a continuous period of minimum period of 2 years duration in the last five years will be reckoned.			
	>=7 years	**10**		
	>5 but <=7 years	8		
3	Latest ISO Certification/FSSAI Certificates.			
	Both ISO and FSSAI certifications available	**5**		
	Any one of ISO and FSSAI certifications available	4		
4	Whether the vendor had provided services in (value of the works more than 40% of the estimate value only considered)			
	Govt./PSU	**10**		
	Private	8		
5	Constitution			
	Limited company	**5**		
	Partnership/Proprietorship	4		
6	Value of single largest annual contract in the past five years 01/04/2020 to 31/03/2025 in catering contract.			
	> 2.43 Cr	**5**		
	> 1.52 Cr but <=2.43 Cr	4		
	>= 1.22 Cr but <=1.52 Cr	3		

7	Feedback received from the clients served by the applicants (based on value of the work which should be more than 40% of the estimated value of this tender). Feedback to be based on, Cleanliness, Speed of complaints redressal, use of branded material, courtesy of catering staff, frequency of training provided to workers, etc.	**20**		
8	Local Office in Telangana established on or before 31/03/2026	**5**		
	Maximum Marks: 70			

Only bidders securing 50 marks or above will qualify for the Financial Bid.

Technical Bid Matrix

The technical proposal with highest marks will be given 100 marks and other proposals will be given technical marks that are inversely proportional to their marks.

Example:

Bidder	Technical marks	Technical evaluation marks	status
Bidder -1	70	(70/70)*100 =100	Qualified
Bidder -2	65	(65/70)*100= 92.86	Qualified
Bidder -3	60	(60/70)*100 =85.71	Qualified
Bidder -4	50	(50/70)*100=71.45	Qualified
Bidder -5	45	(45/70)*100=64.25	Qualified
Bidder -6	30	(30/70)*100=42.85	Not qualified#

#Price bid will not be opened

FINANCIAL BIDS EVALUATION:

Financial Bids of only those bidders who have qualified in the technical evaluation marks, in addition to fulfilling eligibility criteria mentioned in the bid, will be opened.

Financial proposal marks:
Bidder with lowest price (at and above Benchmark Rate) will be given score of 100 and remaining will be given scores which are inversely proportional to their prices.

Example:
Benchmark rate : Rs120/-

Bidder	Price Quoted/Bid	Financial evaluation marks
Bidder -1	100	Not qualified#
Bidder -2	160	(125/160)*100= 78.12
Bidder -3	125 (lowest price above Benchmark Rate)	(125/125)*100 = 100
Bidder -4	98	(Not qualified)#
Bidder -5	90	(Not qualified)#

#Below the Benchmark rate will be treated as not qualified (Bidder 1,4 &5)

Final Evaluation:

Technical Evaluation will be given 40% weightage (0.4)
Financial Evaluation will be given 60% weightage. (0.6)

Combined technical and financial marks = (0.4 X technical evaluation marks) +(0.6 X financial evaluation marks)

Example:

Bidder	Technical Score	Price Bid Score	Total Score	Rank
Bidder -2	92.86 x 0.4	78.12 x 0.6	84.01	II
Bidder -3	**85.71 x 0.4**	**100 x 0.6**	**94.28**	**I**

Bidder :3 scored highest marks, Bidder -3 will be treated as L-1

Bidder with the highest score of Technical plus Financial evaluation scores will be declared as the L1 Bidder.

Note: The Bank may use criteria and information in addition to what has been asked above for the above evaluation.

Signature of Authorized Representative_____

Name of Authorized Representative _____

Place:_____

Date:_____

[Duly Authorised Signatory]