



**Indian Bank Management Academy
for Growth & Excellence**

MRC Nagar, RA Puram, Chennai 600 028

Notice of invitation to pre-qualified Contractors

1. Sealed tenders on item rate basis are invited from pre-qualified Contractors for providing **“Maintenance & Catering services”** for Indian Bank Management Academy for Growth & Excellence (IMAGE), MRC Nagar, RA Puram, Chennai 600 028.
2. Tenders are to be in the prescribed form which can be obtained from the Chief Manager (Admn.), IMAGE, Chennai 600 028 on payment of Rs. 1000/- (non-refundable) by Demand Draft / Bank Pay Order in favour of IMAGE, Chennai 600 028 from 31st January 2013.
3. To enable the tenderers to get a clear understanding of the tender conditions and scope of work, it is proposed to call a pre bid meeting at IMAGE at 11.00a.m. on 12.02.2013. All the prequalified tenderers are invited to attend the meeting.

Earnest Money	Rs. 3,00,000 / - by crossed Demand Draft payable at Chennai and drawn in favour of IMAGE, Chennai
Time , Date and Place of Pre-bid Meeting	11.00a.m. on 12.02.2013 at IMAGE
Time , Date and Place of submission of Tender (last date)	Before 3-00 P.M. on 15.02.2013 at IMAGE.
Time, Date and Place of opening of Pre-qualification Tender	3-30 P.M. on 15.02.2013 at IMAGE, Chennai 600028
Time, Date and Place of opening of Financial Tender	11-00 A.M. on 25.02.2013 at IMAGE, Chennai 600028

4. Conditional tenders, late tenders and tenders without EMD will summarily be rejected. Any tender received open, late or not meeting all the tender conditions is liable to be rejected.
5. The Bank is not bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
6. Submission of a tender by a tenderer implies that he has read this notice and all other terms and conditions of the contract / tender documents and is aware of the scope, specifications, conditions, liabilities and duties bearing on the execution of the contract.

Date: 30.01.2013

**Principal
IMAGE**

Item Rate Tender & Contract
for works

Tender for the work of “Maintenance and Catering Services” in IMAGE for the years 2013- 2015 at image Campus, MRC Nagar, Chennai-600 028.

(i) To be submitted by 15.00 hours on 15.02.2013 to The Chief Manager(Admn.), IMAGE, M R C Nagar, Chennai – 600 028.

(ii) To be opened in presence of tenderers who may be present at 11.00 AM on 25.02.2013 at IMAGE, MRC Nagar, Chennai-600 028.

I / We have read and examined the notice inviting tender, schedules, specifications applicable, Conditions of contract and other documents and rules referred to in the conditions of contract and all other contents in the tender documents for the work.

I / We hereby tender for the execution of the work specified for IMAGE, Chennai-600 028, within the time specified in Schedule and in accordance in all respects with the specifications and instructions in writing and with such materials as are provided for, by, and in all respects in accordance with such conditions so far as applicable.

We agree to keep the tender open for forty five (45) days from the date of opening thereof and not to make any modifications in its terms and conditions. A sum of Rs. 3.00 Lakh (Rs. Three lakh only) is enclosed in the form of demand draft towards EMD.

If I / We fail to furnish the Security Deposit equivalent to 2% of the Tendered Cost as mentioned elsewhere within prescribed period, I / we agree that IMAGE shall, without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money absolutely. Further, if I/we fail to commence work as specified, I/we agree that IMAGE shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said earnest money and the security deposit. Further I / we agree that in case of forfeiture of earnest money I / we shall be debarred from participation in the re-tendering process of the work.

I/we hereby declare that I/we shall treat the tender documents and other records connected with the work as secret / confidential documents and shall not communicate the information derived there from to any person other than a person to whom I/we am / are authorized to communicate the same or use the information in any manner prejudicial to the safety of the State.

Date _____

Signature of Contractor

Postal Address



Indian Bank Management Academy
for Growth & Excellence
MRC Nagar, RA Puram, Chennai 600 028

Instructions to Bidders

1. Earnest Money Deposit (EMD) amounting to Rs. 3,00,000/- in the form of Demand Draft drawn in favour of IMAGE payable at Chennai must accompany each tender. Earnest money will not carry any interest.
2. Tenders, in sealed covers, super-scribed '**Tender for Catering and House keeping, Maintenance works at IMAGE, Chennai**' and addressed to the Principal, IMAGE, MRC Nagar, RA Puram, Chennai 600 028 will be received by the Chief Manager (Admn.), IMAGE up to 3.00 p.m. on 15.02.2013.
3. The Tenderer should quote the rates and amounts in figures as well as in words. All rates shall be quoted on the proper form of the tender only.
4. The Tenderer, whose tender is accepted will be required to furnish within 14 days from the date of communication of the award of contract, a security deposit equivalent to 2% of the Tendered Cost in the form of a Fixed Deposit with Indian Bank in the name of the Tenderer which shall continue to be kept so during the Contract Period. The fixed deposit receipt duly discharged on revenue stamp should be handed over to IMAGE along with a Covering letter discharging the receipt in favour of IMAGE.
5. The EMD of **Tenderer** whose tender is accepted, shall be forfeited in case he/she fails to remit the Security Deposit equivalent to 2% of the Tendered Cost within the stipulated period.
6. Tenders in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected. The right of acceptance of a tender will rest solely with IMAGE and IMAGE is not bound to accept the lowest tender, and reserves to itself the authority to reject any or all of the tenders received without assigning any reason.
7. The Tenderer shall be bound to perform the work during the contract period at the rates and amounts quoted and cannot claim any escalation during the period of contract.
8. The Bank reserves the right to accept the tender in full or in part and the Contractor shall have no claim for revision of rates or other conditions if his tender is accepted in part.

9. On acceptance of the tender, the name of the authorised representative of the Contractor who would be responsible for taking instructions from IMAGE shall have to be communicated to the Bank.
10. Sales Tax or any other tax on material or on finished works or any other taxes in respect of this contract shall be payable by the Contractor only and the Bank will not entertain any claim whatsoever in this respect.
11. The Contractor shall give a list of his relatives working with Indian Bank along with their designations and addresses.
12. No former employee of Indian Bank is allowed to participate in the tender or to work as an employee of the Contractor within two years of his retirement / resignation from the Bank's service, without previous permission of the Bank. **The Contractor has to give a declaration to this effect.** This contract is liable to be cancelled if either the Contractor or any of his employees is found at any time to be such a person who had not obtained the permission of the Bank as aforesaid before submission of the tender or engagement in the Contractor's service.
13. The tender for works shall remain valid for acceptance for a period of 45 days from the date of its opening. If any Contractor withdraws his/her tender before the said period, the Bank shall forfeit the Earnest Money Deposit.
14. The conditions for maintenance and catering are given in Annexure I(a) to I(f) The bidders are welcome to inspect IMAGE on working days from **01.02.2013 between 10.00 a.m. to 4.00 p.m.**
15. The Contractor shall sign on all pages of the tender documents for all the component parts and that after the work is awarded, he/she will have to enter into an agreement for each component with the competent authority in the Bank as given in Annexure II on stamp paper of applicable rate.
16. Canvassing in connection with tender is prohibited and the tenders submitted by the Contractors who resort to canvassing will be rejected summarily.

**GENERAL CONDITIONS FOR MAINTENANCE & CATERING
CONTRACT**

1.SCOPE OF WORK:

Scope of work envisaged in the contract for the maintenance of Guest House, Quarters, Hostel block, College Block, Conference Halls, Principal's Chamber, Office and Rooms, Auditorium, Garden, outer roads etc. at IMAGE, MRC Nagar, Chennai-600 028

- PART A: House keeping/general maintenance.
- PART B: Cooking and Providing catering service
- PART C: Providing services in reception
- PART D: Providing Office Assistance, if required & as and when Demanded
- PART E: Providing Plumbing & Electrical and Generator Maintenance
- PART F: Laundry Services

1.1 PART A: HOUSE KEEPING/GENERAL MAINTENANCE

Infrastructure of IMAGE consists of the following:

IMAGE Guest House complex consists of 13 suite, a kitchen, a dining hall, one VIP waiting hall, a Board Room and 6 executive quarters, open terrace etc.

IMAGE Hostel Block consists of 67 hostel rooms, a Gym Room, Yoga Room, Library, two dining halls, kitchen including wash area, office room for caterer, workers dormitory, Office rooms, toilets, open terrace etc.

IMAGE College Block consists of 7 class rooms, 4 Computer Labs, 7 faculty rooms, one Conference Hall III, Principal's Cabin, Office room, Conference Hall I, Conference Hall 3, Waiting room, open terrace etc.

IMAGE Auditorium Block consists of the main auditorium of 840 seats capacity, Conference Hall II, AC Dining Hall, Non AC Dining Hall, Kitchen, Corridors in the Ground Floor, First floor, and second floor, store rooms, open terrace etc.

Basement floor for car parking, for housing electrical installations and panels, and generators, AC Plants, store room etc.

3 Overhead tanks, waterlines, 3 underground sumps, 3 pumping motors etc.

Garden in front of the building, a lawn inside in between hostel and college blocks and potted plants kept all over and plants on the terrace.

Internal roads round the building and gutter for draining of rain water.

The Scope for house keeping and maintenance includes the following:

- 1 The details of rooms in the hostel and the guesthouse, auditorium, conference halls, area of lounge, dining halls, etc., are given in the tender. The Contractor, before submitting his offer, may visit the places for his own assessment and see the clarification of the Officials of IMAGE.
- 2 The Contractor would provide all the guests bath kits containing soap, powder, paste, shampoo etc (supplied by IMAGE) at the time of arrival.
- 3 All the rooms shall be kept neat and tidy always to enable IMAGE to allot the rooms at any time.
- 4 The Contractor shall make beds and clean all rooms daily. All rooms are to be cleaned with high quality disinfectants. The rooms are to be cleaned / mopped with disinfectants daily and whenever the room is vacated. Ceilings, ceiling fans, windows, glasses are to be cleaned once in a month.

- 5 All the necessary house keeping materials for the performance of services shall be to the Contractor's account.
- 6 Room fresheners and deodorants are to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately whenever required.
- 7 The contractor shall maintain high standards of cleanliness and hygiene throughout the premises of IMAGE.
- 8 The Contractor's men shall take care of the wall calendars, clocks, A/c Remote, TV remote etc. provided in the guesthouse rooms, Hostel rooms and other places, including changing batteries whenever required.
- 9 Rooms to be checked for bed, towels, soap, water, functioning of TV, refrigerators, ACs, geysers and bath room fittings, bulbs, etc.

1.1.1 CLEANING

a) DAILY (including Sundays & All holidays):

All common areas namely Staircases, Corridors, Lounge, Store rooms, Office rooms, Power room, dining halls, staff rest room, Conference Halls, Kitchen and toilets.

- All occupied rooms including the attached bath/toilets.
- Setting/Re-setting of the linen in all the occupied rooms.

- Cleaning of dustbin in all the occupied rooms, common areas.
 - The floors of all the rooms, corridors and passages shall be cleaned with disinfectants and regular mopping.
 - Cleaning of toilets in the occupied rooms, common toilets and bathrooms are to be done with disinfectants/cleaning agents.
- b) **ONCE IN THREE DAYS:**
- Cleaning of all the unoccupied rooms inclusive of Toilets/Bath rooms and dormitories with disinfectants.
- c) **ONCE IN A WEEK:**
- Removal of roof and wall cobwebs in all the areas.
 - Washing of common areas and passages.
- d) **Cleaning Materials:** Procurement and dispensing of all the requisite cleaning materials like phenyl, acids, harpic etc., cleaning tools like broom sticks, mopping sticks, floor wiper and disinfectants like Odonil, naphthalene balls, room fresheners, tissue papers etc., shall be procured and provided by the Contractor. Bills of the items purchased shall be produced to the Chief Manager (Admn) for verification and confirmation of the items having been procured and actually used and also to be submitted along with the monthly maintenance bill. The items in stock and use by the contractor shall be subjected to constant check by the Officials of IMAGE. Naphthalene balls, Odonil cakes etc shall be placed in all toilets and replenished regularly by the contractor under proper record.
- e) **Furniture and fixtures:** All the items of the furniture, fans, TVs, Air-conditioners, Refrigerators, Grinders, stoves, dosa-plate equipment, gas store area, pump motors area, phones and light fittings, water coolers etc., in the complex shall be cleaned regularly and kept clean all times.
- f) **Inventory:** A proper Inventory of all the equipments, fittings and furniture, linen etc., which are placed at the direct charge and custody of the contractor, for use shall be maintained by the contractor. For any shortfall noticed during the period of the contract, replacement value of the item shall be recovered from the amount payable to the contractor by IMAGE.
- g) Proper care of fittings, fixtures and furniture shall be ensured.
- h) **LINEN & TOWELS:**
- i) All the linen items namely bed sheets, pillow covers, towels, quilts, windows and door curtains etc. will be provided by IMAGE.
- ii) Holding and accounting of linen items is the responsibility of the contractor.
- The contractor's personnel shall carry out physical verification of the stock items in the custody of the contractor monthly and submit a report to the Chief Manager (Admn) and the Bank reserves the right to carry out physical verification.

iii) Changing of Linen and towels in the rooms shall be as follows:

- As and when a new Guest arrives and occupies a bed
- Once in three days for the guests who stays for more than 3 days in the hostel rooms.
- Once in two days for a guest who is lodged for more than two days in the Guest House.

1.1.2 The contractor shall carryout thorough cleaning of under ground sumps once in a month by draining out the water, cleaning with bleaching powder etc., and cleaning and rinsing the walls and base of the sumps and drying the left out water in the tank.

1.1.3 The contractor shall undertake cleaning of the over head tanks once in a month.

1.1.4 The contractor shall undertake preventive maintenance of 3 pump sets being used for pumping the water to the water tanks once in a month.

1.1.5 The contractor shall carryout the work of cleaning of drainage blocks, if any.

1.2 PART B – KITCHEN/CATERING SERVICES IN THE GUEST HOUSE

2.1 The Contractor shall provide the following services:

- 1 Preparation of breakfast, lunch and supper, tea and coffee, etc., as per the menu given separately in the Annexure I(f)
- 2 The menu may be altered for specific guests / special occasions / programmes / functions as desired by IMAGE. For any extra items, not contemplated in the Annexure I(f), the Contractor may charge additionally on the mutually agreed rates.
- 3 The Contractor shall take orders beforehand from the staying guests regarding their food requirements.
- 4 The contractor shall suitably display the menu as per the tender in the Dining Hall.

2.2 The Contractor shall be responsible for procurement of raw materials and ingredients. First quality / standard brands of raw materials and ingredients shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. The quality of the materials should be satisfactory to the officials of IMAGE and should be changed if advised by IMAGE for improvements.

2.3 The Contractor shall store sufficient quantity of high quality ingredients in the place available in the Store room to ensure preparation of food items in time. The Contractor at his own risk shall make the procurement and storage.

2.4 The timings for services shall be as informed by the Bank.

2.5 Every food preparation shall be used for the specific service and the leftovers shall not be carried to the next meal service.

2.6 The Contractor shall be responsible for service of food and beverages in the Dining hall. Room service shall be provided on special request from the staying guests.

2.7 The Contractor shall provide efficient and prompt service to all members.

2.8 The food preparation is to be done in a strictly hygienic environment and matching process without any compromise. The staff members shall be reporting for duty with good health and hygiene.

2.9 The Contractor shall perform the Service to the satisfaction of the Bank, and if any shortcoming is found then on instruction from Bank's Representative, the Contractor shall rectify the shortcoming immediately.

2.10 The Contractor shall ensure that the cooks are professionally qualified / experienced persons, well versed in all types of Vegetarian / Non Vegetarian food preparation.

2.11 On special occasions like parties to be conducted at guesthouse or in any of the Bank's chosen place, the Contractor shall be ready to undertake such parties. The Contractor and the Bank shall work out special menu at rates mutually agreed for such occasions.

2.12 The contractor shall attend to any or all catering requirement, whether covered contractually or otherwise, at a predetermined price laid out in the contract.

2.13 The Contractor may inspect the kitchen equipment, crockery and cutlery, etc. available with IMAGE and shall make arrangement for the rest of the items required at his cost.

2.14 Routine cleaning and proper handling of kitchen equipment required for food preparation will be the contractor's responsibility.

2.15 All cooking fuel costs will be borne by the contractor. The contractor to ensure on ordering of refills and keeping of sufficient quantity of cooking fuel in time.

1.2.1 The minimum standard of upkeep of the kitchen/dining/catering should be commensurate with that of a three-star hotel.

1.2.2 There is one common dining hall and one VIP dining hall in the ground floor. The catering staff will have to serve food at both the areas or any other place depending upon the requirement on various occasions. The contractor shall run the catering with high degree of standard, hygiene and cleanliness, commensurate with that of a three-star hotel. He shall serve the food prepared in-house. All infra-structural facilities like fully equipped kitchen, furnished dining hall, water coolers, wet grinders, refrigerators, electricity, door mattresses etc shall be provided by IMAGE. Vessels/utensils or items for cooking other than what is provided by IMAGE shall be arranged by the Contractor at his cost. The manpower like cook, service boys, and utensil cleaners shall be in decent uniforms supplied by the Contractor. They should be free from all contagious diseases and should be medically declared fit to undertake cooking/food handling. It is the responsibility of the contractor to see that the required number of

manpower is arranged by arranging replacements in case of absence such as leave etc.

1.2.3 Responsibilities:

- Serving Morning bed tea in guest rooms, break fast, lunch, evening snacks and dinner in the dining halls.
- Normally room services are not contemplated; but on demand from outside guests, room services may also have to be undertaken by the Contractor, selectively.
- Upkeep of the kitchen premises including the surroundings, keeping hygiene and cleanliness all the time, timely disposal of kitchen waste in a well regulated manner, keeping the dining hall and other areas clean, tidy.
- The cook shall have expertise in preparing south Indian and North Indian cuisine and shall prepare meals/breakfast as per the schedule.
- Raw material standards: The Contractor shall ensure that high quality ingredients and or any other standard products are to be used. The Bank's authorized official has the right to reject any ingredient that may be found to be substandard. For all food preparation, double refined cholestrol free and agmark oil is to be used. Use of palm oil and Dalda is prohibited.

1.3 PART C : RECEPTION :

1.3.1 Reception assistance on a three-shift basis (round the clock) (one Receptionist per shift) for extending all support to the guests on all days in a year. Receptionist should be available round the clock in the reception. Receptionist is responsible for the check-in and check-out of the guests and up-keeping of the inventory, key of the particular room vacant or occupied by the respective guest in coordination with the house-keeping personnel.

1.3.2 Room rents shall be collected by the contractor in the prescribed bill books provided by IMAGE. Rent collected from guests shall be remitted to IMAGE Office immediately at the commencement of the next working day. Bills/cash receipts must be promptly issued to the guests.

1.3.3 Boarding charges also shall be collected by the contractor in the prescribed rates and Bills/cash receipts must be promptly issued to the guests.

1.3.4 Feed back as prescribed by the Bank shall be collected from the occupants and submitted to IMAGE Office. The feed back shall be important criteria for deciding the quality of service provided.

1.3.5 Scope of work also includes:

1. Issue of keys to the Guests on arrival as per the allotment and proper maintenance of the arrival register.
2. Billing and collection of charges and depositing with concerned officials of Guest House every day.

3. Coordination with House keeping supervisor relating to vacation and occupation of rooms for up keeping and to extend required services for occupied rooms.
4. Coordination for transport arrangements like booking the vehicles as required by the Guests.
5. Check up with airlines/flight arrivals/departures and advice drivers for pick up/drop suitably and informing guests also.
6. Handling of telephone messages and route the incoming calls to the guests.
7. Wake up calls as per guest request in case of need.
8. In case of unexpected guest arrival, provide accommodation with the prior approval of the Chief Manager (Admn).
9. Support in meeting reasonable request of the occupants for their comfortable stay.
10. Assistance for personal laundry arrangements for the inmates
11. Submission of daily occupancy statement
12. Maintenance of suggestions/comments and complaints register. The complaints registered should be brought to the notice of the Chief Manager (Admn) daily.
13. Boarding and lodging bill books and occupancy register are auditable records. Overwriting and corrections should be avoided. In case of any corrections, it should be brought to the notice of the officials and got authorised.
14. To order for newspapers and magazines as authorised by IMAGE, coordinating with the newspaper agents.

1.4 PART E : PLUMBING & ELECTRICAL MAINTENANCE

- 1.4.1 The entire electrical and plumbing maintenance at IMAGE shall be in the scope of the contract.
- 1.4.2 The contractor shall carry out routine checks of all the plumbing and electrical installations on daily basis and log the status of installations. The contractor shall record any fault either identified by him or brought to his notice by his staff or Officials of IMAGE. He shall attend to rectify the defect and log his maintenance report on each such fault.
- 1.4.3 The contractor shall rectify the defects within a reasonable period of time so as to restore the functionality of the installation

- Functional problems	-	IMMEDIATE
- Minor repairs/defects	-	6 hours
- Major repairs/defects	-	24 hours
- 1.4.4 The contractor shall deploy competent and technically qualified / skilled personnel and helping hands to attend to maintenance works in the related areas.
- 1.4.5 In addition to preventive maintenance, the contractor shall attend to complaints in plumbing/Electrical maintenance by occupants.

- 1.4.6 Maintenance shall include repairs to plumbings & fittings, washbasins, flush tanks, water closets including drainage system. The job involves attending to complaints of minor in nature such as leakage in the tap. All consumables are in the scope of the Bank.
- 1.4.7 Electrical maintenance shall include repairs to electrical installations in the buildings, lightings in surrounding areas, ceiling fans, water heaters etc., within Guest house complex. The job involves attending to complaints such as disconnection of fans, ELCB connections blown fuses, sockets complaints etc including supply and replacement of required electrical accessories and parts and consumables like insulation tapes, screws, rewirables fuse wire etc and necessary fixing accessories such as bolts, screws, nuts, washers etc, providing termination, testing, re-fixing of switch, socket box covers including handing over defective accessories to the Bank. Replacement for the fused bulbs/tubes and other materials will be provided by the Bank. However fixing shall be the responsibility of the contractor.
- 1.4.8 The contractor shall provide fuse-off call service on all days.
- 1.4.9 Contractor has to make his own transport for men to carry out the works in Guest House.
- 1.4.10 All the safety precautionary measures should be taken scrupulously while carrying out the works mentioned above. The Contractors should have close rapport with TNEB and get the services of their men for attending to faults on emergency basis whenever required.
- 1.4.11 Contractor has to make his own arrangement for the required tools, instruments etc.,
- 1.4.12 Contractor has to deploy qualified/licensed technicians for carrying out the works.
- 1.4.13 The faults/repairs shall be attended immediately. A log of all preventive and complaints maintenance is to be maintained in the format agreed upon and shall be presented for review from time to time.
- 1.4.14 If Contractor failed to rectify the defects within a reasonable period of time as indicated at Clause No.1.6.3, an amount of Rs.500/- per day subject to a maximum of 10% of the service charges shall be deducted from your bills.
- 1.4.15 The Contractor shall ensure that services of electricians and plumbers are available at all time.

1.5 PART F : LAUNDRY SERVICES :

- 1.5.1 The Contractor shall provide all management, manpower and systems for efficient and timely laundry services for the hostel and guesthouse.

- 1.5.2 Bed linen, towels, blankets, napkins, curtains in the 67 hostel rooms, 13 guest house suites, furniture upholstery shall be periodically washed and kept in clean condition for use. Soiled / wrinkled linen shall not be used in the rooms on any account. Failure to compliance will attract penalty as decided by IMAGE.
- 1.5.3 IMAGE shall provide water and electricity along with adequate space.
- 1.5.4 It may be noted that the price agreed includes charges for laundering of the clothes like linen, towels, etc. However, the contractor shall charge from the guests for washing and pressing of guests' clothes at mutually agreed rates.

2. MANPOWER DEPLOYMENT :

- 2.1 For the scope of work as envisaged in this contract, the contractor shall provide the minimum required manpower as per details given in Annexure IV
- 2.2 In case the Contractor failed to ensure the deployment of the personnel as indicated in Annexure IV on any day, a proportionate amount equal to the Number of man days absent shall be deducted in their monthly bill.

3. GENERAL ADMINISTRATION

- 3.1 Guest Occupancy Register provided by the IMAGE shall be kept safely. As soon as the guest enters the guesthouse necessary entries are to be obtained.
- 3.2 An attendance register to be maintained for the attendance of the staff and to be produced whenever required by the Bank management.
- 3.3 Daily menu are to be maintained without overwriting for the provision of food to the guests.
- 3.4 A file to be maintained for preserving the room reservation slips.
- 3.5 Both room rent and boarding bill books are to be maintained.
- 3.6 Stock book is to be maintained by the Contractor to ensure the safe custody of Bank's properties. This is subject to periodical verification by the Officials of the Bank. Hence, the Contractor shall assume full responsibility for maintaining all Bank's property including kitchen equipment in its care, custody and control. In case of any shortage / damage, the Contractor is liable for replacement of the same at his cost.
- 3.7 The Contractor shall maintain a suggestion book for daily comments on services provided by him. He shall also obtain guest comments using a standard format to evaluate his service on a regular basis.
- 3.9 Statements of food provided, bills received and submitted, etc are to be maintained by the Contractor.
- 3.10 The Contractor shall perform all catering and housekeeping work in a thorough, efficient, professional manner with due diligence and care according to industry norms and standards, in conformity with applicable local laws and regulations and Bank's own procedures and instructions. The Contractor shall perform the Service to the satisfaction of the Bank and if any shortcoming is found, then on instruction, the Contractor shall rectify the shortcoming immediately.

4. Hygiene standards: The Contractor should ensure the personnel hygiene of the workers employed by him and ensure periodical medical check up as per the norms of the Factories Act 1948 and OHSAS(Occupational Health and Safety Management Systems) norms .

The Contractor is at liberty to visit the infrastructure before submitting his/her offer. All the available capital equipment will be given as is, where is condition

Any loss, theft, damage or breakage of the items entrusted to the Contractor will be borne by the Contractor.

The Contractor will have full responsibility of proper upkeep, maintenance (including spares replacement of equipment) and custody of the equipment/ vessels etc, handed over by the bank.

All the items supplied by the Bank at its expense for the purpose of running Hostel, Guest Houses will be Bank's property for all intents and purposes.

The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost. In regard to natural wear and tear of any such item, the decision of the Bank shall be final and binding on the Contractor.

Additional conditions:

1. The Contractor shall undertake to render the catering and maintenance service for Indian Bank Management Academy for Growth & Excellence (IMAGE) as per its requirements and to the satisfaction of IMAGE.
2. Child labour is strictly prohibited and if there is any violation, the contract will be terminated.
3. The Contractor shall comply with all conditions laid down under all applicable statutes, licences and permissions and undertakes to keep all licences and permissions valid and subsisting during the period of contract failing which the service agreement shall be liable to be terminated without notice or compensation or any payment whatsoever at the sole discretion of the Bank.
4. The Contractor shall bear all the taxes, rates, charges, levies, claims whatsoever as may be imposed by the State / Central Government or any local body or authority in respect of his contractual obligations. **The Contractor shall furnish proof of such payments and compliance of the obligation including registration, certificate, clearance certificate etc. that may be required by the Bank from time to time.**

5. The Contractor shall indemnify the Bank against any claims, damages, loss or penalty including the costs thereof arising out of any breach or violation of any of the provisions of all the laws including the labour laws as applicable from time to time governing the employees employed by the Contractor.
6. The Contractor shall devote his full attention to the work of procurement of materials, preparation of food, beverages and shall discharge his obligations under this agreement most diligently and honestly to the full satisfaction of the Bank. **The Contractor shall ensure the availability of a Manager round the clock in IMAGE Complex who is competent to supervise the functioning of all contract labour and fulfill the requirements of IMAGE.**
7. The Contractor **shall provide uniforms and identity cards with photo** to his staff and wearing of uniforms and identity card is compulsory for the staff during their working hours. The Contractor shall ensure that all his employees shall always appear for work in well groomed and presentable condition i.e. shaved, properly cut and set hair, clean and properly pressed uniform etc.
8. The Contractor shall provide to IMAGE the list of the employees deployed at IMAGE along with their photo identity. No person other than the persons mentioned in the list furnished to IMAGE shall be permitted to work. As and when new persons are employed, their details along with photo identity should be furnished before employing them.
9. No person other than those actually employed at IMAGE (as per list furnished by the Contractor) shall stay in the dormitory at IMAGE. The employees shall stay/sleep only in the dormitory and not in any other hall/room etc and they shall not use the bed sheets, pillows, mattress, towels etc. of IMAGE. All their requirements in this regard shall be provided by the Contractor. Any violation in this regard will attract penalty of Rs.1000/- per occasion.
10. The Contractor shall carry out all the instructions which may be given by IMAGE concerning any aspect of maintenance and catering services.
11. The contract require deployment of 69 persons having good character and antecedents in the cadres of Managers, Receptionists, Librarians, Telephone Operators, Cooks, Electricians, Plumbers, Waiters, Room Attendants, Cleaners, Gardeners, Lift Operators, Office Boys etc. as detailed in Annexure IV
12. The Contractor shall keep and maintain proper books of accounts, supported by vouchers, for inspection by any authorised person of the Bank.
13. The Contractor shall not engage any subcontractor for rendering the services mentioned in this contract.
14. The Bank shall be the sole authority to decide on the quality of service rendered by the Contractor. In case the performance of the Contractor is

found unsatisfactory, the Bank shall have the right to terminate the agreement without giving any notice and without any compensation to the Contractor.

15. All questions relating to the performance of the obligations under this agreement and to the quality of ingredients used in preparing the food and beverages and all the disputes and differences which may arise either during or after the agreement period or other matter arising out of or relating to this agreement or payments to be made in pursuance thereof shall be decided by the Bank. The Contractor shall be bound by the decision of the Bank.
16. Nothing contained in the tender and the subsequent agreement to be entered into, is intended to be nor shall be construed to be a grant, demand or assignment in the premises or any part thereof by the Bank to the Contractor or his employees and the Contractor and his employees shall vacate the same on the termination of the agreement period either by flux of time or otherwise.
17. The Bank shall have the right to withhold any reasonable sum from out of the amounts payable to the Contractor under this contract, if the Contractor **commits breach of any of the terms and conditions of this agreement or fails to produce sufficient proof to the satisfaction of the Bank as to payment of all statutory and other dues or compliance with other obligations.**
18. **Security Deposit:** The Contractor shall deposit with the Bank a sum **equivalent to 2% of the Tendered Cost** as **Security Deposit** for securing proper maintenance, room services, preparation and serving of food and other arrangements. If the Contractor fails to perform his functions stipulated in this contract properly to the satisfaction of the Bank or any loss, damage, pilferage, theft etc. occurs in the premises or for any of the losses or damages either liquidated or un-liquidated, the Bank can initiate proceedings against the Contractor for the recovery of damages / losses and the Bank can, in addition to all such remedies, forfeit the security deposit. On the question whether loss or damage is caused or not, the decision of the Bank shall be final. Security deposit or balance of security deposit after recoveries shall be returned within three months after termination/ cancellation / end of contract.
19. The Contractor shall indemnify the Bank against any claims, damages, loss or penalties including the costs thereof in case of liability arising out of any accident/incident involving manpower deployed by him.
20. The Contractor shall be solely responsible and liable for all payments due to his employees including salaries, wages, over time wages, if any, statutory payments, contributions to Provident Fund and Employees State Insurance, bonus, gratuity if payable, provision of uniforms and all other payments of any nature.
21. The Contractor shall be responsible for fulfilling the requirements of all statutory provisions of The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Gratuity Act, The Employees' Provident Fund & Miscellaneous Provisions Act, 1952, The Employees' State Insurance Act, 1948, The Contract Labour (Regulation & Abolition) Act, 1970 and all other

applicable laws at his own cost and risk in respect of all the persons employed by him. The Contractor shall maintain the records required to be maintained under the statutory enactments and an authorized representative of the Bank shall be entitled to inspect the records at any time. In general, the Contractor shall be responsible for strict compliance of all statutory provisions of the relevant labour laws applicable from time to time. If, due to any reason whatsoever, the Bank is made to pay any amount on account of commission or omission of the Contractor under any of the applicable laws, the Bank shall recover the same from the Contractor.

22. If the Contractor is unable to serve effectively as a result of strike or go-slow by his staff, it shall be open to the Bank to terminate the contract forthwith besides claiming damages.
23. The Contractor shall take necessary insurance for the staff engaged by him for this contract and shall provide certified copies of the insurance policies to the Bank.
24. The Contractor and his employees should use only the space allotted to them by the Bank for their office or for conducting their meeting etc and should not use other rooms/halls/dining halls for any of his use. **Any additional space used after obtaining permission of the Bank, will be charged commercially.**
25. The Contractor shall use his own books, forms and stationery and shall pay for services like telephone, air-conditioners, photocopier, fax etc. if availed from the Bank.
26. The Contractor shall co-ordinate with other persons / firms / Annual Maintenance Contractors etc. engaged by the Bank for any specific work for smooth execution of the same.
27. The Guest Registers will be maintained by the contractor as specified by the Bank.
28. The Contractor shall ensure that the Receptionists devote their full attention in regulating the entry of visitors into the hostel/guest house and maintenance of registers for rooms/suites allotment. The receptionist shall also take utmost care to ensure that unauthorised person do not enter the hostel / guest house.
29. The Bank agrees to provide certain items and facilities as described below:
 - a. Premises and furniture, including dining tables, chairs, water coolers, refrigerators, deep freezers, gas connections etc.
 - b. Mattresses, bed sheets, hangers and other linens in the rooms for use of the participants/guests.
 - c. Electrical bulbs, tubes, fuses, switches etc
 - d. Sports and recreation equipments.
 - e. Spares and replacements to all equipments and furniture

- f. Electricity
 - g. Water
30. In case of inadequate supply of water from the Chennai Metro Water Supply & Sewerage Board, the Contractor shall coordinate with the water supplier approved by the Bank to ensure adequate supply. **It shall be the responsibility of the Contractor to ensure that the ordered quantity of water is received in time and fully unloaded.**
 31. Annual Maintenance Contract for AC plants, generators, lifts etc. will be at Bank's cost.
 32. The Contractor undertakes to have a control over the maintenance of all the items including gas cylinders and in case of any loss or damage to Bank due to improper operation / maintenance of the equipments, the Contractor is solely responsible.
 33. Fogging machine shall be operated every day at about 6.30 pm during March to August and at about 5.30 pm during September to February to control mosquito and the contractor has to bear the expenses of Megadhlene (or any similar chemical approved by IMAGE)
 34. The Contractor has to make available the services of the carpenters for all maintenance works and the charges are payable by IMAGE.
 35. **Pest control treatment to be done every quarter in the entire IMAGE complex to control cockroaches and other insects.**
 36. In the hostel, laundered bed sheets, linen, pillow covers and towels to be provided once in three days or earlier whenever any occupant vacates a room. Vacated rooms should be kept ready for occupation immediately after vacating.
 37. In the guest house, laundered bed sheets, pillow covers and towels to be provided every alternate day or earlier whenever any occupant vacates a suite. Vacated suite should be kept ready for occupation immediately after vacating.
 38. Curtains must be laundered washed once in six months, and woolen blankets should be washed once in 3 months. Curtains are available in 67 hostel rooms, 13 suites and 6 executive quarters.
 39. The Contractor should ensure availability of liquid soaps in wash basins, naphthalene balls and toilet papers in toilets and refilling the same as and when required.
 40. Fans, AC units, water coolers and refrigerators are to be cleaned once a month.
 41. All overhead tanks and sumps to be cleaned once a month using cleaning materials and chlorine.

42. Inside roads all around to be swept and washed daily morning. Open drains which is meant as storm water drain shall be kept dry, neat and tidy.
43. Making proper arrangements for disposal of waste and refuse. The waste and refuse shall be put inside polythene bags of prescribed colour and of not less than the prescribed thickness before arranging to shift the same out of IMAGE complex. Solid waste shall be segregated and removed before letting out waste water from work area/kitchen to the drain.
44. Daily upkeep of sports materials, TV, Radio and all electric and electronic items like computers, DVD players etc. and control over magazines, newspapers and other Bank materials.
45. General Maintenance covers the following items:
 - a. Daily maintenance of class rooms like cleansing of tables, chairs, computers, key boards, boards at the beginning of the day, during tea and lunch break & in the evening; keeping water for the speaker before and after every session; keeping water for the participants; arranging for audio-visual connectivity; clean maintenance of chairs and tables etc.
 - b. Cleaning and perfuming of all common toilets and urinals, wash basins normally 5 times a day (8.00 AM, 11.00 AM, 2.00 PM, 4.00 PM & 6.00 PM) with detergents and more frequently on other occasions as per the requirement.
 - c. Maintenance of sanitary and water supply installations and fountains.
 - d. Daily cleaning and spraying of perfumes in the Principal's room, Rooms of other Executives/Officers, Office room, Faculty rooms, Library etc. and Conference Halls on days of use.
 - e. Cleaning of all furniture like tables, chairs and side racks in Principal's room, Rooms of other Executives, Office and Faculty rooms every day and steel cup boards etc. once a fortnight
 - f. Cleaning of all floor mats daily.
 - g. Removal of cobwebs once in a week.
 - h. Cleansing of open drains / storm water drains and ensuring smooth flow
 - i. Cleansing of blockages in sanitary system and ensuring smooth flow of sewage
 - j. Locking of all doors leading to the auditorium, college blocks and hostel blocks at 7 PM daily and opening the same at 8 AM daily.
 - k. Removal of the blockages in pipe lines, man holes, septic tanks wherever the need arises either by manual / mechanical cleaning without any extra cost to the Bank`
 - l. Use of towels of IMAGE for cleaning tables, wiping the plates etc. should not be done. Bed sheets should not be used for covering the tables etc. Any violation shall attract a penalty of Rs.1000/- per occasion.
46. The Bank shall pay the cost of materials and labour if any, for any repair works of the Bank's property and prior permission of the Bank shall be taken before incurring such expenditure. The Contractor shall furnish necessary vouchers, supporting the expenditure incurred by them for repairs.
47. The Contractor shall provide a scooter to be used by his staff holding proper driving licence for procuring any item that may be required urgently

by the guests/Officials of IMAGE. Cost of maintenance of the scooter and fuel expenses shall be borne by the Contractor.

48. **The Contractor is liable for payment of penalty, at the discretion of the Bank, up to a maximum of Rs.5,000/- per day** for poor quality of food/ poor services, inadequate staff, failure to control insects & bedbugs, poor washing of bed sheets, etc and/or for non compliance of any terms of the contract and the same shall be recoverable from the bills payable to the Contractor.
49. Income tax and other statutory levies, if any, will be deducted by the Bank at source from the bills payable to the Contractor as per Income Tax Rules and other statutes applicable from time to time.
50. The contract shall be in force for a period of two years from the date to be specified by the Bank and it may be extended for such further period and on such terms and conditions as may be mutually agreed upon by the parties hereto.
51. The Bank reserves the right to terminate the contract without giving any prior notice and without assigning any reason therefor.
52. The rates quoted by the Contractor shall be firm during the period of contract.
53. All disputes and differences arising out of or in anyway concerning the contract shall be settled after holding necessary discussions between the parties. However, in the event of any dispute / difference remaining unsolved, the same shall be referred to a sole Arbitrator to be appointed by the Bank for this purpose. The decision of the Arbitrator shall be final and binding on both parties.
54. All litigations in respect of this contract are subject to the jurisdiction of the Courts in Chennai only.
55. The maintenance bills will be paid by the Bank monthly and the catering bills after the completion of the respective programmes.
56. In case the contract is awarded, the awardee Contractor has to enter into an agreement with the Bank as per the draft enclosed to these tender documents.
57. All staff of the contractor should be ready to attend the work before 6.00a.m. after having a bath, neatly dressed and properly combed. The Contractor should arrange for soaps/washing materials to his staff.
58. The Contractor will provide good quality cleaning materials, soap oil, liquid soaps, tissue papers for wash basin, disinfectant like phenyl, Odonil, Naphthalene balls etc. in sufficient quantity which will be applied in all the bath rooms and toilets daily.

59. The Contractor will arrange for cleaning and upkeep of the Dining Hall, Kitchen area, toilets and washing area at least three times daily and also immediately after any service is rendered and also whenever it is required. The Contractor will ultimately ensure that the entire kitchen and dining area are kept hygienic and clean. Preventive pest control measures including fly control will have to be done by the Contractor at his cost.
60. Contractor will adopt modern and hygienic kitchen practices. Contractor will ensure that tables (and not floor) will be used for kitchen work like cutting of vegetables etc. Synthetic/marble cutting boards and stainless steel knives will be used for cutting vegetables.
61. The Contractor shall obtain adequate insurance policy in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of any eventuality.
62. The Contractor shall provide weekly off / holidays to his workmen as per labour laws but it will be his responsibility to ensure uninterrupted services on all days including Sundays and holidays.

MAINTENANCE OF AUDITORIUM BLOCK
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1. Daily sweeping and mopping of entire area in all floors, rooms, fountain area, dining halls, conference halls, toilets, staircases, out side balcony of the Auditorium block, doors, door frames, window frames, window grills, glass etc.
2. Special care must be taken for the best upkeep of the entire block of auditorium including the stage, seats, electrical and electronic equipments and toilets before and after every engagement.
3. The entire area & fittings in auditorium / conference halls, dining halls, kitchen including the places under the chairs, tables and all corners etc. should be thoroughly cleaned before and after every function and to be maintained in an orderly and neat manner. **If any damage / loss is caused by the hirers, the same should be reported immediately for recovery from the users. In case of failure to do so, the loss will have to be borne by the Contractor.**
4. The Contractor shall ensure posting of a supervisor in the auditorium block to supervise cleaning and maintenance operations. The supervisor should be present on programme days till end of the programme and shall ensure that the entire premises is cleaned immediately. The supervisor should ensure that the left over food and other items are put in bags and carried to the collection boxes kept inside the premises and the left over items are not thrown in the gutter or road.
5. The Contractor shall ensure the presence of lift operators in both the lifts on all the occasions when the Auditorium is put to use.
6. Suitable disinfectants, sprays to be applied in the halls, rooms and wash rooms.
7. The Contractor shall ensure that no posters / stickers, advertisements are pasted on the walls or the chairs of the auditorium unless otherwise permitted in writing by IMAGE.

**SCHEDULE OF WORKS TO BE CARRIED OUT FOR
MAINTENANCE OF ELECTRICAL INSTALLATIONS,
GENERATORS ETC.**

1. To carry out regular operations and maintenance of 11 KV sub-station, 4 pole structure and 2 nos. 500 KVA transformer, AB switches, MCCBS etc.
2. To carry out maintenance of earth pits and neutral / body earth of sub-station, M V Panel, Generator and their routine maintenance.
3. To carry out routine operation, periodical maintenance of AB switches every quarter for safety / regular operations to avoid breakdown. In view of the saline atmosphere, special care has to be taken.
4. To carry out operation and general maintenance of electrical installation, AC plants, Generator, lighting switch boards, lifts etc. at various blocks and routine inspection for preventive maintenance.
5. To carry out operation and general maintenance of 1 No. 500 KVA and 1 No. 380 KVA DG set and any other generator set that shall be installed in future and routine maintenance as per manufacturers' specifications.
6. To carry out operation of stage lighting at auditorium, conference halls, seminar rooms etc.
7. To maintain all electrical installations like light fittings, ceiling fans, plugs, geysers etc. and other office equipments in entire IMAGE complex.
8. To attend breakdown calls at all switch boards, lighting / power switch boards.
9. To maintain necessary registers / log books for breakdown calls, stock maintenance etc.
10. To maintain necessary log book for generator, diesel etc.
11. General maintenance of all lifts, electrical switches etc. existing and to be installed in future.
12. Contractor's staff should also receive breakdown calls for AC units / water coolers / inter-com / telephones etc. and coordinate with the concerned Agencies for restoration of service.

13. The Contractor should station one Supervisor ('C' Licence Holder) and 6 electricians ('B' Licence Holders) on all days.
14. The Contractor should provide necessary technical staff for day-to-day maintenance
15. The Contractor should also provide staff during leave vacancies of the above staff.
16. The Supervisor and the electricians should be available during the Annual Inspection by Central Electricity Authorities.
17. The Contractor should provide necessary technical staff for electrical, generator, sub-station, MV panels etc. until the meetings, conferences, functions in auditorium etc. are complete. For extra hours of operation if any, over time charges will be paid by the Contractor to his employees. Both the Supervisor and the electricians should be available when the auditorium is in function till the function in the auditorium etc is over.
18. The Contractor should maintain the installations as per statutory requirements (Indian Electricity Rules, TNEB Regulations and Central Electricity Authority's Regulations) and strictly follow all safety rules.
19. All the installation rooms should be cleaned periodically and kept neat and tidy. All preventive measures should be taken to keep the installations always in good working condition.
20. If any damage is caused to electrical installations / equipments / other ancillary equipments due to negligence / mishandling by Contractor's staff, the same should be made good at Contractor's cost.
21. The necessary stock of electrical spares etc. provided by the Bank shall be maintained properly by the Contractor and duly accounted for.
22. Necessary diesel / lube oil will be supplied for generator maintenance and the Contractor should arrange to transport diesel supplied from the nearest petrol bunk and transport charges will be reimbursed.
23. Periodical reports should be submitted for all preventive maintenance and maintain the 4 pole structure (Transformer) in good working condition.
24. Monthly cleaning to be made for all the light fittings including street lights, fans etc.
25. Being in touch with the Officials / men of TNEB and arrange for their visit for rectifying any defects immediately

<p style="text-align: center;">CONDITIONS FOR MAINTENANCE OF RESIDENTIAL QUARTERS</p>
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1. Operation of pump for water supply and ensuring adequate water supply in the overhead tanks.
2. Cleaning of overhead tanks and sumps once a month.
3. Attending to electrical and plumbing works.
4. Removing cobwebs once in fifteen days
5. Cleaning the fans and tubes and other electrical installations once in a month
6. Cleaning common areas daily and moping the area, applying cleaning machine once in a month in the common areas.

MAINTENANCE OF LAWNS AND GARDENS

1. The Contractor shall provide the services of experienced gardeners for watering and maintaining the lawns / gardens / landscape, potted plants, receptacles and gaskets.
2. IMAGE shall reimburse the cost of fertilizers / seeds / plants / pesticides etc. and such expenditure shall be incurred only with the prior approval of the Bank. Necessary vouchers / bills supporting the expenditure shall be submitted to the Bank for reimbursement.
3. The Contractor at his cost shall ensure inspection of lawns, gardens etc. by a Horticulturist as and when required by the Bank for proper maintenance thereof.

Annexure I (f)**CONDITIONS FOR CATERING**

1. The catering services for the trainees / inmates of the hostel are as follows:

Time	Service	Items
6.00 a.m.	Bed Coffee to be served in the rooms	Coffee, Tea /Milk(150 ml)
8.00 – 9.00 a.m.	Breakfast	Bread, Butter, Jam, Omlet AND Anyone of the following items with chutney and sambar a. Idly & Vada or b. Pongal & Vada or c. Oothappam & Vada d. Dosa & Upma e. Poori with Potato Masala/Kurma& Pongal f. Stuffed paratha with curd & Kitchadi Coffee, Tea/Milk (150 ml)
10.45 a.m.	Mid morning Coffee	Coffee, Tea/Milk (150 ml)
1.00 – 2.30 p.m.	Lunch	Green Salad or Raitha Phulka or Poori 1 North Indian side dish 1 North Indian vegetable 1 South Indian vegetable 1 Variety rice, Plain rice, Rasam, Pappad, Pickle Curd * 1 Non-veg dish (150 gms)* 1 Sweet / Ice cream (70 ml)*
3.45 p.m.	Mid evening Coffee	Coffee, Tea /Milk(150 ml)
5.15 p.m.	Evening Snacks	Any one of the following: Keera Vadai / Mysore Bonda / Veg Bonda / Sundal / Sandwich /Kara Sev / Omapudi / Samosa / Cutlet* AND Coffee, Tea /Milk(150 ml)
8.00 – 9.15 p.m.	Dinner	Green Salad Phulka or Stuffed Paratha, Dhal One South Indian Tiffin (Idiyappam& Coconut Milk/Oothappam-Plain or Onion oothapam with Sambar and Chutney) Plain Rice with Sambar / Vatha Kozhumbu / More Kozhumbu / Khadi Rasam, 1 South Indian vegetable

		1 North Indian vegetable Pappad, Pickle Curd*, 1 Sweet* 1 Banana / Cut fruits* Milk (150 ml) 1 Egg preparation
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* Limited serving

Guest House:

The catering services for the inmates of the Guest House are as follows:

Time	Service	Items
6.00 a.m	Bed Coffee	Coffee, Tea (150 ml)
8.00 – 10.00 a.m.	Breakfast	Bread, Butter, Jam, Omelet Corn Flakes and milk Fruit juice (120 ml) & seasonal fruit AND Anyone of the following items with chutney and sambar a. Idly & Vada or b. Pongal & Vada or c. Oothappam & Vada d. Dosa & Upma e. Poori & Pongal f. Stuffed paratha with curd & Kitchadi Coffee, Tea/ Milk (150 ml)
12.30 – 2.00 p.m.	Lunch	Soup Green Salad or Raitha Phulka or Poori 1 North Indian dish 1 North Indian vegetable 1 South Indian vegetable 1 Variety rice, Plain rice, Rasam, Curd, Pappad, Pickle 1 Non-veg dish (150 gms)* 1 Sweet / Ice cream (70 ml)*
5.00 – 6.00 p.m.	Evening Snacks	Any one of the following: Keera vadai / Mysore Bonda / Veg Bonda / Sundal / Sandwich /Kara Sav / Omapudi / Samosa / Cutlet* AND Coffee, Tea/ Milk (150 ml)
7.30 – 9.30 p.m.	Dinner	Soup Green Salad Phulka or Stuffed Paratha Dhal

		One South Indian Tiffin (Idiyappam & Coconut Milk/Oothappam-Plain or Onion with Sambar and Chutney) Plain Rice with Sambar / Vatha Kozhumbu/ Mor Kozhumbu / Khadi Rasam, 1 South Indian dish 1 North Indian dish Curd, Pappad, Pickle 1 Sweet* 1 Banana / Cut fruits* Milk (150 ml) 1 Non-veg dish (150 gm)*
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* Limited serving

In addition to the above, Coffee / Tea / Fruit Juice to be served to the guest as desired. In addition any item ordered by the guests should be prepared and served to the guests at extra at mutually agreed rates.

2. Good Quality branded sunflower oil or refined ground nut oil should be used as cooking medium. For tamarind rice and lemon rice good quality branded gingelly oil should be used. For Pongal and sweets, ghee or refined vegetable oil should be used. Palm oil or Dalda should not be used at all for any purpose. Oil used on a day should not be carried over for cooking the next day.
3. The Contractor should use only **Aavin or Heritage Milk** for all purposes.
4. Good Quality cooking ingredients should be used at all times. Branded atta should be used for making chapathis / poories. Maida should not be used for making chapathis / poories. Officials of IMAGE have the right to inspect the store, fridge and freezer to verify the quality of ingredients used. Any sub standard material found in the store shall have to be removed from the premises immediately. Repetition of the same on more than one occasion shall attract penalty of Rs.1000/- per occasion.
5. Meat/chicken should be purchased fresh daily. NV items should not be carried over to the next day by keeping in the fridge or freezer.
6. Curd served should be fresh and should not be old or sour.
7. Cooked food should not be kept in the freezer for using for the next occasion or next day. Only milk, curd and idly/dosa mix can be kept inside the fridge/freezer.
8. The details of the actual daily menu for breakfast, lunch, evening snacks and dinner will be given by IMAGE which shall be changed from time to time.
9. If any of the items supplied for the breakfast, lunch, evening snacks, dinner etc. are in the opinion of the Bank, substandard and/or inadequate, the Bank reserves the right to refuse payment in full or in part thereof. The Bank's decision on these matters is final.

10. Any eatable prepared for one occasion should not be carried over and served during the next occasion.
11. The Contractor should arrange at his own cost standard quality of cooking vessels, choppers, juicers, cutters, pans, buffet serving containers, heating system required for cooking and serving food and things acceptable to the Bank for rendering catering service, (minimum stock) as given in Annexure. The Contractor is expected to procure and store any other items that may be required for carrying out maintenance and catering at IMAGE.. The following minimum quantity is to be made available at any time keeping the requirement and volume at IMAGE:

	Bone China ware cups for serving tea/coffee in the rooms	200
	Bone China ware cups for serving tea/coffee in the dining hall	300
	Bone China ware cup and saucer for the use of VIPs	150
	Good quality small flasks for serving hot tea/coffee	300
	Soup bowl and saucer with spoons	150 sets
	Good quality spoons for dining purpose	300
	Good quality spoons for mixing tea/coffee	300
	Stainless steel plates for lunch (with partition)	150
	Stainless steel plates for tiffen	150
	Good quality melamine ware round plates for lunch purpose (big size)...	150
	Good quality bone china round plates for serving food to VIPS on Important occasions	100
	Quarter plates melamine ware round	200
	Bowels, cups, katories etc for serving food/dishes	Sufficient numbers
	Stainless Steel Spoons for serving food	-do-
	Small size flasks for serving coffee/tea in the rooms, office etc	200
	Big Size Stainless steel hot packs	6
	Medium and small size stainless steel hot packs	10 each
	Water jugs for dining halls	30
	Stainless steel trays for serving	12
	Table cloths	Required quantity

Any other utensils that may be required for cooking/serving. Damaged /broken cups/plates etc. should be replaced immediately.

12. The Contractor should give a break-up of the cost of Bed Coffee / Tea / Milk, Breakfast, Mid-morning / Mid-evening Coffee / Tea / Milk, Lunch, Snacks and Dinner. Cost will be deducted (as per the break-up) for the items not served.
13. The kitchen, dining hall, utensils, utensils cleaning area etc. should always be kept clean and hygienic.
14. The left over food in the plates/cooking vessels should be completely removed before leaving the same in the Cleaning area. The removed left over items should be emptied in plastic bags and should be carried to the garbage collection boxes kept outside the building.
15. In the hostel, room service should be given to the trainees for bed Coffee / Tea only. For non-trainee guests, room service may be given for other items also on request with the approval of IMAGE. In the guesthouse, room service should be given throughout.
16. The Contractor should ensure that courteous and efficient service is rendered through his workforce.
17. In a period of 12 months, normally training programs are conducted for 10 months covering an estimated number of 5,000 trainees during that period. The estimated number of trainees is notional for the purpose of evaluation of the bid and it may vary either way substantially. The actual number may vary depending upon the programs conducted. But the rate quoted against each item shall remain firm for any quantity during the currency of the contract.
18. Notice will be given for the period when no training programs are planned. However, during such period, the catering requirements of guests shall be duly met by the Contractor. The catering requirements of the trainees of programs arranged in short notice during such periods also have to be taken care of by the Contractor.
19. Where the number of trainees per day is less than 25, the boarding charges for 25 trainees will be paid to the Contractor to take care of the Contractor's overheads.
20. The Contractor may with the prior permission of the Bank, undertake catering service to others who use the infrastructure of IMAGE in which event, the Contractor shall pay a lump sum amount of 10% of such catering bill amount to IMAGE. In such cases, the Contractor should engage separate set of cooks, serving boys etc. and should not utilize the services of persons working in IMAGE. The Contractor shall provide the details of catering done for others with copies of bills at the end of every month.

21. While undertaking the jobs as mentioned above, the Contractor shall ensure that the quality of service rendered to IMAGE does not suffer.
22. Any additional food items shall be arranged by the Contractor at a mutually agreed rate.
23. The Contractor should effect a reduction in the bill for the participants where skip sheets are given in advance.
24. The responsibility of maintenance of the premises and infrastructure will be that of the Contractor even in cases where the other caterers are engaged on specific occasions either by the Bank or others.
25. The Bank shall provide free of charge the following items/facilities :
 - a. Gas Burners and necessary equipments for running gas supply. However the Contractor shall arrange to procure gas at his own cost, but the deposit for cylinders will be made by the Bank.
 - b. Electricity for normal consumption. It will be the responsibility of the Contractor to ensure electricity is switched off when not required. However if he uses air conditioners in the space allotted to him for running his office, electricity charges will be borne by the Contractor.
 - c. Tables, Chairs, warmer, freezers

26. **Other terms:**

- a) High quality, standard and approved brand of items should be used for cooking.
- b) Defective broken/soiled crockeries & cutleries, flasks etc. to be replaced immediately.
- c) All the dining tables should be provided with water jugs, tumblers, salt and pepper.
- d) Non-vegetarian and vegetarian food to be cooked separately.
- e) Non-vegetarian items should be kept sufficiently away from the vegetarian items, to make them distinct.

Annexure I (h)

SCHEDULE OF MAINTENANCE CHARGES

Maintenance charges (including wages, materials and service charges etc.)	Amount per month (Rs.)	Quantity in months	Total amount (Rs.)	Total amount in words
1.Guesthouse - Annexure I (a)		24		
2.Hostel & College block – Annexure I (a)		24		
3.Auditorium block - Annexure I (b)		24		
4.Electrical installation, generator etc. - Annexure I (c)		24		
5.Residential quarters – Annexure I (d)		24		
6.Lawns and garden - Annexure I (e)		24		

Annexure I (i)

SCHEDULE OF CATERING RATES

Catering as per Annexure I (f)	Rate per day (Rs.)	Estimated quantity (man-days)	Total value (Rs.)	Total value in words
1. Charges per head per day for catering for Hostel		67,200		
2. Charges per head per day for catering for Guesthouse		2,000		

Annexure II

<p style="text-align: center;">AGREEMENT FOR MAINTENANCE & CATERING CONTRACT FOR IMAGE, MRC NAGAR, RA PURAM, CHENNAI 600 028</p>

This Maintenance & Catering Agreement executed on _____ between Indian Bank, a body corporate constituted under Banking Companies (Acquisition & transfer of undertakings) Act, 1970 having its Head Office at 66, Rajaji Salai, Chennai 600 001 and its Apex Training College viz. Indian Bank Management Academy for Growth & Excellence (IMAGE) situated at MRC Nagar, R A Puram, Chennai. 600 028 with College, Guest House, Residential Quarters, Hostel rooms, Dining halls, Conference Halls, Auditorium etc. hereinafter called the Bank on the one part, which term shall mean and include its successors and assignees and ----- represented by ----- hereinafter called the contractors on the other part, which term shall mean and include its successors and assignees.

WHEREAS the Bank is running Indian Bank Management Academy for Growth & Excellence that is “IMAGE” at the above said premises.

WHEREAS the Bank and the contractor have decided to enter into a Maintenance & Catering contract and that they intend to reduce to writing the terms and conditions of the said contract.

Now, this deed of agreement witnesseth that in consideration of the above premises, the parties hereby covenant with each other to observe and perform and adhere to the following terms and conditions that is to say:

- a) The contractor shall provide Maintenance & Catering Services as per the general conditions mentioned in Annexure I (a) and I (g)
- b) The contractor agrees to provide Maintenance Services for the Auditorium Block etc (Conference Halls, Class Rooms ,Board Rooms, Dining Halls,) as per the conditions mentioned in the Annexure I (b)
- c) The contractor agrees to provide the maintenance services for the electrical installations, electrical sub-stations, operations / maintenance of generators, operation of lifts, operation of stage lighting at Auditorium, Conference halls, Class rooms, etc as per the terms and conditions mentioned in Annexure I (c).
- d) The contractor agrees to provide Maintenance Services for the Residential Quarters as per the conditions mentioned in the Annexure I (d)
- e) The contractor agrees to maintain the lawns and gardens as per the conditions mentioned in Annexure I (e)
- f) The contractor agrees to do catering as per the conditions mentioned in the Annexure I (f)
- g) The bank agrees to provide certain items and facilities as per Annexure I (a)
- h) The Bank agrees to pay the contractor as per the schedule of rates in Annexure I (h) and (i) , on performance of the work to the satisfaction of the Bank.
- i) The contractor is liable for the following:
 - i) The contractor shall fully indemnify the bank for any default or non-observance by the contractor or any of his representatives of any terms of this contract and any other provisions of the applicable enactments and the rules / notifications framed there under.
 - ii) The contractor shall, whenever required by the bank, produce for inspection of all forms, registers and other records required to be maintained under various statutes.
 - iii) In the event of cessation of the contract due to any reason whatsoever, the security deposit will be refunded only after due satisfaction of the Bank about the full compliance by the contractor of the contractual, statutory and other legal obligations.
 - iv) The contractor shall provide their workmen with necessary safety appliances at his own cost.

- v) The contract will be in force for a period of 24 months from *the date specified by the Bank*.
- vi) The agreement can be terminated by either party by giving not less than three months notice in writing to the other party.

Notwithstanding anything contained in any other clause, the Bank can terminate the contract forthwith, without assigning any reasons

- vii) On expiry / termination of the contract, the contractor shall handover the assets of the bank, subject to normal wear and tear, peacefully and obtain acknowledgement from the Bank

IN WITNESS WHEREOF the parties hereto have hereunto set their hands the day and year first above written.

<p>Signed and delivered by the hands of Shri _____ its _____ and constituted attorney in the presence of:</p> <p>1.</p> <p>2.</p>		<p>Signed and delivered by the hands of Shri _____ of partner _____ in the presence of:</p> <p>1.</p> <p>2.</p>
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Annexure III**PHYSICAL DATA OF IMAGE, CHENNAI - 600 028****AREA OF IMAGE AS PER CORPORATION / MMDA SANCTION**

BLOCK	AREA OF	IN SQ.FT.
Basement		9397.00
Guest House Block		
	Car Porch	135.00
	Ground Floor	6586.00
	First Floor	6586.00
	Second Floor	6586.00
	Third Floor	6530.00
	Terrace	279.00
	<i>Total</i>	26702.00
Hostel Block		
	Ground Floor	14204.00
	First Floor	9331.00
	Second Floor	11138.00
	Third Floor	11138.00
	Terrace	225.00
	<i>Total</i>	46036.00
College Block		
	Ground Floor	8927.00
	First Floor	6185.00
	Second Floor	9136.00
	Third Floor	7217.00
	Terrace	188.00
	<i>Total</i>	31653.00
Auditorium Block		
	Ground Floor	20918.00
	First Floor	19363.00
	Second Floor	9169.00
	Terrace	550.00
	<i>Total</i>	50000.00

ABSTRACT OF AREA

Area	In sq.ft.
Basement	9397.00
Guest House Block	26702.00
Hostel Block	46036.00
College Block	31653.00
Auditorium	50000.00
Total	163788.00

The IMAGE complex consists of a Guest House of 13 suites, 1 Board room, 1 Dining hall, 6 Residential quarters, 67 Hostel rooms, Gym Room, Yoga & Library, Kitchens, Dining halls, 14 Class rooms, Office room, Faculty rooms, VIP Lounge, 2 Conference Halls, 1 Auditorium, HT electrical installations, AC plants, Generators, Lifts, Fountains, Lawns and gardens, inside roads etc.

Annexure IV**MINIMUM STAFF REQUIREMENT FOR CARRYING OUT MAINTENANCE AND CATERING WORK AT IMAGE**

General		9
01	Manager (should be available round the clock)	1
02	Asst. Manager	1
03	Head Cook (Knowing North Indian and South Indian preparations) for General Kitchen	1
04	Head Cook(Knowing North Indian and South Indian preparations) for Guest House	1
05	Asst. Cook for General Kitchen	2
06	Chapathi master	2
07	Tea Master	1
For Hostel Block		21
08	Receptionist for hostel reception	3
09	Dining Hall Supervisor /Hostel Block Supervisor	2
10	Dish Washer (ladies) for hostel mess	4
11	Room Boys for hostel	3
12	House keeping for hostel (ladies)	3
13	Dining Hall attendants / kitchen / cleaning (ladies and boys)	6
For Guest House		10
14	Supervisor for Guest House / external areas	1
15	Receptionist for Guest House	3
16	Guest House Room boys	3
17	Cleaning persons for guest house (ladies)	2
18	Asst Cook at Guest House	1
For College Block		4
19	Supervisor for College Block	1
20	House keeper for college block (ladies)	2
21	Office boys	1
For Auditorium Block		7
22	Supervisor for Auditorium	1
23	House keeper for Auditorium (ladies)	5
24	Lift Operator	1
OTHERS		18
25	Electrician B	1
26	Electrician C/Generator set Operator	4
27	Gardener	1
28	Plumber	3
29	External areas/gutters/roads etc cleaner	2
30	Garden cleaner	2
31	Librarian	2
32	Lift Operator	2
33	Office boys	1
TOTAL		69

LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING

1	Milk	Aavin/Heritage/Vijay/KC
2	Bread	Modern/Britannia/Spencers
3	Butter	Amul/Aavin/Hatsun pasturised butter
4	Jam	Kissan/SIL or other similar quality
5	Tomato Sauce	Kissan/Maggi
6	Chilli Sauce	Kissan/Maggi
7	Tea/Tea bags	Taj Mahal/Three Roses/Tetley
8	Filter Coffee	Leo/Narasus/Coffee day
9	Refined Oil	SVS/Fortune/Gold Winner
10	Rice	Good quality
11	Sugar	Good Quality (sulphur less)
12	Atta	Aashirwad/ Pilsbury
13	Pulses and other ingredients	Good Quality
14	Ice Cream	Kwality/ Arun/ Hatsun

Annexure VI

DETAILS OF MAINTENANCE WORK TO BE EXECUTED (Certificate to be enclosed along with maintenance bill every month)

S.No.	Item of work	Frequency at which it is required to be carried out	When actually carried out
1	Sweeping and moping of entire floor area in all floors	Daily	
2	Cleaning/wiping of furniture items in class rooms/lecture halls/Conference halls/waiting halls/Principal's room and all office rooms/faculty rooms in the College Block/Guest House	Daily	
3	Cleaning of aluminium glassed doors/windows/doors/door frames	Twice in a week	
4	Dusting/wiping blinds	Twice in a week	
5	Cleaning/washing of toilets (floor and wall upto dado height) and sanitary installations like wash basin, water closets etc. with disinfectants and sprinkling phenyl on floor	Twice in a day	
6	Cleaning the carpets with vacuum cleaner	Once in a week	
7	Removing of cob webs	Once in a week	
8	Cleaning of all fan blades and electrical installation in the rooms/office and common area	Once in a month	
9	General Cleaning around the building outer area and cleaning the gutters	Daily	
10	Moping the floor of all rooms/halls etc	Daily	
11	Cleaning terrace of the building	Twice in a month	
12	Cleaning water sumps and all over head tanks with bleaching powder	Once in a month	
13	Laundering curtains in all the hostel rooms and guest house suites	Once in three months	
14	Laundering woolen blankets	Once in three months	

Date:

CONTRACTOR

Annexure VII

LIST OF HOUSING MATERIALS REQUIRED TO BE PROCURED AND STORED IN SUFFICIENT QUANTITY FOR MAINTENANCE WORK AT IMAGE

01	Scented Phenyl Concentrated
02	Soap Oil for cleaning the floors/toilets etc
03	Harpic Liquid toilet cleaner
04	Coconut brooms
05	Hill Brooms
06	Urinal Cubes
07	Naphthalene balls white (big)
08	Toilet Brushes
09	Hand Brush
10	Colin Mirror Cleaner
11	Room Spar
12	Air Freshener (Flora, Odonil)
13	Bleaching power (ISI Brand)
14	Mop with stick
15	Checked cloth
16	Yellow Cloth
17	Cob web remover stick
18	Dust bins
19	Lysol
20	Spades, Savadu for cleaning garden/gutters etc.
21	Tissue Papers
22	

The list is only indicative and the Contractor is required to procure and store any other item that may be required for maintenance work. All items should be procured and stored in sufficient quantities as per the requirement. The materials should be stored in a separate room and is subject to inspection of the Officials of IMAGE. A copy of the bill procuring the above items should be enclosed along with the monthly maintenance bill of the subsequent month.

Certification

To
The Principal
IMAGE
M r C Nagar
Chennai.

Dear Sir,

1. This is to certify that we have disbursed the salary for the month of
(Previous month) as per Minimum Wages Act to all the employees as per the copy
of Attendance register submitted to you.
2. We also enclose copy of the receipts for payment of EPF and ESI made for our
employees.

Company Seal & Signature of the Authorised Representative

STOCK POSITION OF LINEN IN THE HOSTEL

Month:Year:.....

AS AT THE BEGINNING OF THE MONTH

		Bed sheets	Pillow Covers	Towels	Blankets
01	Used in the beds in the rooms				
02	To be given for washing				
03	Stock with the dhobi				
04	Washed stock				
05	Total				

AS AT THE CLOSE OF THE MONTH:

		Bed sheets	Pillow Covers	Towels	Blankets
01	Used in the beds in the rooms				
02	To be given for washing				
03	Stock with the dhobi				
04	Washed stock				
05	Total				

Date:

MANAGER

This statement should accompany the maintenance bill every month

STOCK POSITION OF LINEN IN THE GUEST HOUSE

Month:Year:.....

AS AT THE BEGINNING OF THE MONTH

		Bed sheets	Pillow Covers	Towels	Blankets
01	Used in the beds in the rooms				
02	To be given for washing				
03	Stock with the dhobi				
04	Washed stock				
05	Total				

AS AT THE CLOSE OF THE MONTH:

		Bed sheets	Pillow Covers	Towels	Blankets
01	Used in the beds in the rooms				
02	To be given for washing				
03	Stock with the dhobi				
04	Washed stock				
05	Total				

Date:

MANAGER

This statement should accompany the maintenance bill every month