

**Reserve Bank of India**  
**Mahatma Gandhi Marg**  
**Kanpur**  
**Tender Notice**

1. Sealed tenders in two parts are invited for **Catering & Maintenance of Bank's Visiting Officers' Flats at 16/82, Civil Lines & 4/277, Tilak Nagar, Kanpur**. The work is estimated to annual cost **Rs.11.75 lakh**.
2. Only those contractors, who have minimum 3 years of experience in the field of catering & housekeeping and should have carried out similar works for minimum one year in the last two years in 2 or more Star hotel or other public sector undertakings, multi national companies and statutory bodies e.g. SEBI, IRDA, NBARD, RBI etc. The tenderer should have similar experience individually in the work costing not less than Rs 5.88 lakh during last 3 years and have a minimum yearly turn over of Rs 3.53 lakh during the last 3 years including the current year supported by auditor or CA certificate statement of accounts, will be eligible to tender for the work.
3. The tender forms will be issued only to those contractors who invariably furnish, at the time of applying for purchase of tender-forms, the following information in writing /documents to satisfy the Bank about their eligibility for participating in the tendering process:

(a)	Composition of the firm	Full particulars (whether contractor is an individual, or a partnership firm, or a company etc.) of the composition of the firm of contractors in detail should be submitted along with name(s) and address(es) of the partners, copy of the Articles of Association/ power of Attorney/any other relevant document.
(b)	Work experience & Completion of similar works of specified value during the specified period	Copies of the detailed work orders indicating date of award, value of awarded work, time given for completing the work, etc. and the corresponding completion certificates indicating actual date of completion and actual value of executed similar works should be enclosed in proof of the work experience.
		The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any centre should also be given.
(c)	Creditworthiness of the contractor & their Turn over during the specified period	Copies of the Income Tax Clearance Certificates / Income Tax Assessment Orders along with the latest final accounts of the business of the contractor duly certified by a Chartered Accountant should be enclosed in proof of their creditworthiness and turnover for last three years.
(d)	Service Set-up	Certificate from the manufacturers/any other valid document in support of having a full fledged service setup at the desired place should be enclosed. (if required)

(e)	Name(s) and address(es) of the Bankers and their present contact executives	Written information about the names and addresses of their bankers along with full details, like names, postal addresses, e-mail IDs, telephone (landline and mobile) nos., fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank in case it is so needed) should be furnished.
(f)	Details of bank accounts	Full particulars of their bank accounts, like account no., type, when opened, etc., should be given.
(g)	Name(s) and address(es) of the Clients and their present contact executives	Written information about the names and addresses of their clients along with full details, like names, postal addresses, e-mail IDs, telephone (landline and mobile) nos., fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their clients by the Bank in case it is so needed) should be furnished.
(h)	Details of completed works	The client-wise names of work(s), year(s) of execution of work(s), awarded and actual cost(s) of executed work(s), completion time stipulated in the contract(s) and actual time taken to complete the work(s), name(s) and full contact-details of the officers/ authorities / departments under whom the work(s) was/were executed should be furnished.

4. In the event of intending tenderers' failure to satisfy the Bank; the Bank reserves the right to refuse issuance of tender forms / documents to them.
5. **Tender forms will be issued by this office from 16.01.2012 to 06.02.2012** on a non-refundable **payment of Rs.500.00** (Rupees five hundred only) per set in **cash/ Demand Draft favouring Reserve Bank of India payable at Kanpur.**
6. Tender forms can also be downloaded from the website [www.rbi.org.in](http://www.rbi.org.in). In case of downloaded documents, the said non-refundable sum of Rs.500.00 (Rupees five hundred only) in the form of demand draft favouring Reserve Bank of India payable at Kanpur along with all the information / documents, mentioned in para 3 above, will have to be **submitted in a sealed cover** addressed by name to Shri K.R. Das, Regional Director, Reserve Bank of India, Mahatma Gandhi Marg, Kanpur (U.P.) - 208001 **up to 2:00 p.m. on 21.02.2012 for Bank's examination.** These separate sealed covers shall be opened on the same day for scrutiny. After scrutiny, if the any of the contractors are not found to possess the required eligibility, their tenders will not be opened by the Bank for further processing.
7. Tender in prescribed form shall be submitted in two parts. Part-I tender will contain the Bank's standard technical and commercial conditions for the proposed work, tenderers' covering letter, tenderers' additional conditions, if any, and the **EMD of Rs.23,500.00 (Rupees twenty three thousand and five hundred only) in the form of a demand draft favouring Reserve Bank of India payable at Kanpur** and be sealed in one cover, superscribing "Part – I, Tender for Catering & Maintenance of Bank's Visiting Officers' Flats at 16/82, Civil Lines & 4/277, Tilak Nagar, Kanpur. Part II tender will contain no conditions but Bank's schedule of quantities, tender drawings, if any, and tenderers' priced bid only and

be sealed in a separate cover, superscribing "Part – II, Tender for Catering & Maintenance of Bank's Visiting Officers' Flats at 16/82, Civil Lines & 4/277, Tilak Nagar, Kanpur. Both these sealed covers will further be sealed in another envelope addressed by name to Shri K.R. Das, Regional Director, Reserve Bank of India, Mahatma Gandhi Marg, Kanpur (U.P.)-208001 will be **received by the Bank up to 2.00 p.m. on 21.02.2012 in the manner described in the tender-form.**

8. **Part I of the tenders will be opened at 3.00 p.m. on 24.02.2012** or subsequent days in the presence of the authorized representative of the tenderers who choose to be present. Part II of the tender will be opened on subsequent date, which will be intimated to the tenderers.
9. The Bank shall obtain reports on past performance of the tenderer from his clients and bankers. The Bank shall evaluate the said reports before opening of the Part-II of the tenders. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and / or his performance reports received from his clients and / or his bankers are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the tender and his sealed cover containing Part-II of the tender along with EMD shall be returned back to him as it is. The Bank is not bound to assign any reason for doing so.
10. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason therefore.

**RESERVE BANK OF INDIA  
ESTATE DEPARTMENT  
KANPUR**

**TENDER**

**FOR**

**CATERING & MAINTENANCE OF BANK'S VISITING OFFICERS' FLATS**

**AT**

**16/82, CIVIL LINES & 4/277, TILAK NAGAR, KANPUR**

**PART - I (TECHNICAL & COMMERCIAL CONDITIONS)**

**Name of the Tenderer:** \_\_\_\_\_

**Address :** \_\_\_\_\_

\_\_\_\_\_

**Last Date for Submission :- 21.02.2012 up to 2:00 PM**

**Date of opening of Part-I of tender :- 24.02.2012 up to 3:00 PM**

## Section I

### Form of Tender

To,

Shri K.R. Das  
Regional Director  
Reserve Bank of India  
M.G. Road  
Kanpur 208 001

Dear Sir

We have carefully examined the specifications, designs and schedule of quantities relating to the works specified in memorandum hereinafter set out and having visited and examined the installation site of the works specified in the said memorandum having acquired the requisite information relating there to as affecting the tender. We hereby offer to execute the works specified in the said memorandum, within the time specified in the said memorandum, at the rates mentioned in the attached Schedule of Quantities and in accordance in all respects with the specifications, designs and instructions in writing referred to in articles of agreement, general instructions to the tenderers and special conditions, conditions hereinbefore referred to, specifications, data sheet and schedule of quantities and with such materials as are provided for, by and in all other respects in accordance with such conditions so far as they may be applicable.

#### MEMORANDUM

(a)	Description of works	:	Catering & Maintenance of Bank's Visiting Officers' Flats at 16/82, Civil Lines & 4/277, Tilak Nagar, Kanpur
(b)	Estimated cost	:	Rs. 11.75 lakh
(c)	Mode of payment	:	Monthly
(d)	Earnest Money Deposit	:	Rs. 23,500/-
(e)	Validity of quoted rates	:	One year, extendable for further period at mutual consent of both the parties.

2. We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We have deposited a sum of Rs. 23,500/- (Rupees Twenty three thousand five hundred only) as Earnest Money with the

Reserve Bank of India, which amount is not to bear any interest. Should we fail to execute the contract when called upon to do so, we do hereby agree that this sum shall be forfeited by us to the Reserve Bank of India.

3. Should this tender be accepted, I/We hereby agree to abide by and fulfill all the terms and Conditions of the Tender and in default thereof, to forfeit and pay to you or your successors, or assignees or nominees such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the Contract.

4. I/We understand that you reserve the right to accept or reject any or all the tenders either in full or in part without assigning any reason therefore.

5. The Tender is submitted in two parts in separate sealed envelopes. Part I contains all commercial terms and conditions and technical specifications and Part II contains only the price bid in the Bank's pro-forma.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2012

For and on behalf of M/s \_\_\_\_\_

\_\_\_\_\_  
(Signature with seal)

Name \_\_\_\_\_

Designation \_\_\_\_\_

Place \_\_\_\_\_

Date \_\_\_\_\_

(Certified true copy of the Power of Attorney of the above signatory should be enclosed)

Witnesses:

1) Signature with \_\_\_\_\_  
Name, Address and Date \_\_\_\_\_  
\_\_\_\_\_

2) Signature with \_\_\_\_\_  
Name, Address and Date \_\_\_\_\_  
\_\_\_\_\_

## Section II

### Articles Of Agreement

ARTICLES OF AGREEMENT made the \_\_\_\_\_ day of \_\_\_\_\_ 2012 between the Reserve Bank of India, KANPUR (hereafter called “the Employer”) of the one part and \_\_\_\_\_ (thereinafter called “the Contractor”) of the other part.

WHEREAS The Employer is desirous of getting services for **Catering & Maintenance of Bank’s Visiting Officers’ Flats at 16/82, Civil Lines & 4/277, Tilak Nagar, Kanpur** and has caused specifications describing the works to be done. AND WHEREAS the said specifications and the Schedule of Quantities have been signed by or on behalf of the parties hereto.

AND WHEREAS the Contractor has agreed to execute upon the subject work to the Conditions set forth herein and to the Conditions set forth in the Special Conditions and in the Schedule of Quantities and Conditions of Contract as modified and finally accepted by both the parties (all of which are collectively hereinafter referred to as “the said Conditions”) the works shown upon the said drawings and/or described in the said specification and included in the Schedule of Quantities at the respective rates therein set forth amounting to the sum as therein arrived at or such other sum as shall become payable there under (hereinafter referred to as ‘the said Contract Amount’)

#### **NOW IT IS HEREBY AGREED AS FOLLOWS:**

1. In consideration of said Contract Amount to be paid at the times and in the manner set forth in the said conditions, the Contractor shall upon and subject to the said Conditions, execute and complete the work described in the schedule of quantities and specifications.
2. The Employer shall pay the Contractor the said Contract Amount, or such other sum as shall become payable, at the times and in the manner specified in the said conditions.
3. The said Conditions and Appendix thereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the said Conditions and perform the agreements on their part respectively in the said Conditions contained.
4. The agreement and documents mentioned herein shall form the basis of this Contract.
5. This Contract is deemed to be -  
Lump Sum Contract for all items of work as described in detail in the bill of quantities and specifications in Part I and Part II of the tender documents.
6. The Contractor shall afford every reasonable facility for the carrying out of all works relating to catering and other ancillary works in the manner laid down in the said Conditions, and shall make good any damages done to walls, floors, etc. after the completion of such works.

7. The Employer reserves to itself the right of altering the nature of the work by adding to or omitting any items of work or having portions of the same carried out at any time during the currency of Contract, without prejudice to this Contract.

8. Time shall be considered as the essence of this Contract, and the Contractor hereby agrees to commence the work from the day of issue of works order/letter of acceptance as provided for in the said conditions.

9. All payments by the Employer under this Contract will be made only at Reserve Bank of India, Kanpur.

10. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Kanpur and only Courts in Kanpur shall have jurisdiction to determine the same.

11. That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor.

If the contractor is a Partnership or an Individual If the contractor is a Company	IN WITNESS WHEREOF The Employer and the Contractor have set their respective hands to these presents and two duplicate hereof the day and year first herein above written. IN WITNESS WHEREOF The Employer has set its hand to these presents through its duly authorised official and the Contractor has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed on its behalf, the day and year first hereinabove written.
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**Signature Clause**

SIGNED AND DELIVERED by the Reserve Bank of India by the hand of  
Shri .....  
(name and designation)  
.....

in the presence of witnesses:-

(1) _____	(2) _____
Address _____	Address _____
_____	_____

If the party is a partnership firm or individual.	SIGNED AND DELIVERED BY _____ _____
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In the presence of  
Witness-

1. \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

2. \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

THE COMMON SEAL OF \_\_\_\_\_  
was hereunto affixed pursuant to the resolutions passed by its  
Board of Directors at the meeting held on \_\_\_\_\_  
\_\_\_\_\_

In the presence of witness :-

1. \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

2. \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

<p>If the Contractor signs under common seal, the signature clause should tally with the sealing clause in the articles of association.</p>	<p>Directors who have signed these presents in token thereof in the presence of -</p> <p>1. _____ Address _____ _____</p> <p>2. _____ Address _____ _____</p>
<p>If the contractor is signed by the hand of power of attorney, whether a company or an individual.</p>	<p>Signed and Delivered by the contractor by the hand of Shri _____ _____</p> <p>and duly constituted attorney.</p>

### Section III

#### General Instructions to Tenderers and Special Conditions

##### 3.0 Issue and Submission of Tender

Sealed tenders are invited in two parts, Part I containing terms, conditions and detailed scope of work and Part II price bid only from housekeeping and catering firms in 2 or more star hotels, guest houses, circuit houses and firms who are in the filed of housekeeping and catering services and who satisfy the following minimum pre-qualification criteria : (supported by the copy of documents)

1. Minimum 3 years experience in the filed of housekeeping and catering
2. Should have carried out similar works for minimum one year duration in the last two years in 2 or more star hotels having not less than 5 bed rooms with large kitchen and dining facilities

OR

Should have carried out similar works for minimum one year duration in the last two years for public sector undertakings, large multi national companies having **service apartments/guest houses, or statutory bodies e.g. SEBI, IRDA, NABARD, RBI etc.**

OR

Having work experience of 2 or more star hotels having not less than 5 rooms and directly running their own kitchen with upkeep of the hotel rooms and common areas

3. Tenderers should have minimum annual turnover of Rs. 3.53 lakh during the last 3 years including the current year supported by auditor or CA certified statement of accounts;
  4. Tenderers should have applicable tax registrations (PAN, TIN, VAT, CST, etc.) supported by documentary evidence
  5. Copies of income tax clearance certificate for last three consecutive assessment years to be attached.
  6. Tendering firms/companies should have current account in any one or more scheduled banks. The contractor should submit the bankers report as per enclosed proforma.
- 3.1 The Tender shall be prepared and submitted in duplicate separately in sealed envelopes in two parts, viz, Part I and Part II clearly indicating on the covers "Part I - Technical and Commercial" and "Part II - Prices", respectively. The covers shall be superscribed "**Tender for Catering & Maintenance of Bank's Visiting Officers' Flats at 16/82, Civil Lines & 4/277, Tilak Nagar, Kanpur**"

and addressed to **Shri K.R. Das**, Regional Director, Reserve Bank of India, Mall Road, Kanpur-208 001. Telegraphic, Fax and E-mail tenders will not be accepted. The full name, postal address, e-mail address and telefax/telephone number of the tenderer shall be written on the bottom left corner of the sealed envelope. Insertions, post scripts, additions and alterations shall not be valid unless confirmed by the tenderer's signature. All copies of the tenders should be complete in all respects with all attachments/enclosures/annexures.

#### EMD

Intending tenderers shall pay as **Earnest Money Deposit** a sum of **Rs. 23,500/-** (Twenty three thousand five hundred only) by a **Demand Draft** only drawn on a Scheduled Bank in favour of Reserve Bank of India payable at Kanpur. The EMD of successful tenderer shall be held by the Bank for due fulfillment of the contract and execution of work. No interest is payable on EMD amount.

- 3.2 Tenderers are advised to use only the forms (tender books) issued by the Bank/forms downloaded from the website. In case the tenders are submitted from downloaded tender forms from the website, if any change/modification thereto is found subsequently, such tenders are liable for disqualification. However, if they desire to submit additional information, they may do so on their own letter head/paper. Each page of the forms shall be signed and returned. Each copy of the tender shall be clearly marked as "original" and "duplicate" as the case may be.

Tenders (Part I and Part II separately) super-scribed "**Tender for Catering & Maintenance of Bank's Visiting Officers' Flats at 16/82, Civil Lines & 4/277, Tilak Nagar, Kanpur**" "Part I" or "Part II" as the case may be and addressed by name to **Shri K.R. Das**, Regional Director, Reserve Bank of India, Mall Road, Kanpur should reach the office not later than **14.00 hours on 21.02.2012**.

- 3.3 The tender duly sealed may be deposited in the 'Quotation Box' kept in the Estate Department, Reserve Bank of India, Kanpur within the stipulated time/date. No tender will be received after 14.00 hours on 21.02.2012 under any circumstances whatsoever.

#### 3.4 **Part I - Technical & Commercial**

- 3.4.1 Part I - In duplicate shall contain the unpriced tender consisting of scope of works as specified and documents and commercial terms and conditions in envelope superscribing Part I. Earnest Money in the form of DD shall be submitted with the original of Part I.
- 3.4.2 Part I of the tender as submitted shall contain the following :
- i) Earnest Money deposit in the form of DD issued by a scheduled Bank in India.

- ii) Power of Attorney/authorization with the seal of the company/firm in the name of the person signing the tender documents.
- iii) List of deviation, if any, in commercial terms and conditions.
- iv) List of deviation, if any, in technical specification.
- v) Any other technical information the tenderer wishes to furnish.

**The Tenderers are advised to visit the Bank's Visiting Officers' Flats at 16/82, Civil Lines & 4/277, Tilak Nagar, Kanpur and acquaint themselves of the site conditions before tendering.**

3.4.3 The Bank discourages the stipulation of any additional conditions by the tenderer. However, in case the tenderer wishes to include any condition/clarification while tendering for the work, he will have to submit the same in duplicate in a separate sealed cover along with EMD and **Part-I** of the tender in duplicate.

3.4.4 All information, correspondence letters shall be submitted in duplicate and addressed to Shri K. R. Das, Regional Director, Reserve Bank of India, Kanpur.

### 3.5 **Part II - Price**

Part II in duplicate containing price bid in envelope superscribing Part II supplied alongwith the tender.

- (a) This part shall contain prices in Indian Rupees only as per format (Part II) both in figures and words. One original and duplicate copies shall be submitted. No other enclosure is permitted in Part II. Change of terms and conditions and technical deviations. If any, found in Part II of the tender will not be taken into account and will be treated as null and void.
- (b) The tenderer must use only the forms issued by the Bank to fill in the rates. The tender form must be filed in English or Hindi and all entries must be made by hand and written in ink. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank in its discretion.
- (c) Rates should be quoted both in figures and words in columns specified. All erasures and alterations made while filling the tender must be attested by initials of the tenderer. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender void at the Bank's option. No request for any change in rate or conditions after the opening of the Part II tender will be entertained.
- (d) The rates quoted shall be deemed to be for the finished work and shall be firm and binding without any escalation whatsoever till one year.
- (e) For any item, if the rate and amount do not tally with respect to the quantity, then the amount arrived on the basis of quoted rates shall only be acceptable and in case of variation of rates in the original and duplicate, the lower of the two rates will be considered for arriving at the total amount for that item.

### 3.6 **Opening to Tender**

Part I of the tenders will be opened on **24.02.2012 at 15.00 hrs.** in the presence of tenderers should they choose to be present. Price bid (Part II) of only such of those tenderers who are found eligible after scrutiny of their Part I of the tenders will be opened on a subsequent working day which will be intimated to all the eligible tenderers. However, if Part I does not contain any condition from the bidders. Part II can be opened immediately thereafter.

### 3.7 **Broad Scope of Work**

The broad scope of work shall include the following:

- 3.7.1 Reception arrangements, maintenance and upkeep of about 9 rooms with attached toilet.
- 3.7.2 Operation, maintenance and supervision and kitchen and dining hall for catering to about 15 and 5 guests maximum on daily basis at Civil Lines and Tilak Nagar respectively.
- 3.7.3 Supply of cleaning materials and cleaning of floors, ceiling walls, electrical fittings, sanitary fittings and fixtures, linen, upholstery, kitchen equipment, utensils and cutlery/crockery for about 9 rooms.
- 3.7.4 Provision of toilet kits (like soap, tooth paste, tooth brush, oil, shampoo, comb, shaving gel, razor, etc.) 1 liter mineral water bottle, newspapers, etc. for about 9 rooms.
- 3.7.5 The contractor shall maintain the accounting stock register for the inventory items like curtains, linen, cutlery, crockery, utensils, etc.

The contractor is advised to visit the site before quoting their rates to assess the quantum of work.

3.8 **Terms of Payment** : Payment shall be made on monthly basis.

### 3.9 **Taxes**

The prices quoted shall be deemed to have included all taxes, custom duty, excise duty, local levies, works contract tax, Value Added Tax (VAT), service tax etc. imposed by Central/State Government/Local Bodies. If the Tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards. As per Indian laws, income tax, trade tax will be deducted at source and a certificate for the same will be issued to the contractor.

### 3.9.1 **Insurance**

The successful tenderer shall take contractors all risk policy for the contract value and workmen compensation policy for the workers, engaged in the work for one

year renewable there after if the contract is renewed by the Bank. The contractor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. Third party liability in contractors all risk policy and workmen compensation shall be minimum ₹ 2.0 lakh per person any one accident or occurrences.

Note: These policies shall be valid till the contract period. If the contractor does not provide these policies, the Bank reserve the right to take above insurance policies themselves and recover the cost thereof from the bill of the contractor.

### 3.9.2 Language

The Tender including all labels in drawings, documents, catalogues etc. shall be in English or Hindi.

### 3.9.3 Right to Accept Part Tender

The Bank reserves the right to accept the tender either in whole or in part at the same prices quoted by the Tenderer.

### 3.9.4 Evaluation of Tender

Tenders will be evaluated on the basis of quoted cost of works as per the scope of works for providing the required complement of skilled/unskilled and supervisory personnel set out in this tender.

### 3.9.5 Other Issues

The contractor shall carry out all the work strictly in accordance with the detailed specifications and instructions of the Bank's representative. If in the opinion of the Bank's representative/consultant, nominal changes have to be made to suit the site condition and with the prior approval in writing of the Employer, the Contractor shall carry out the same without any extra charge. The tenderer must obtain for himself on his own responsibility and at his own expenses, all the information which may be necessary for the purpose of making a tender and for entering into a contract and must inspect the site of the work, and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto. The Employer's decision in such cases shall be final and shall not be open to arbitration.

### 3.9.6 A Schedule of Probable Quantities in respect of each work and specifications accompany these Special Conditions. The Schedule of Probable Quantities is liable to alteration by omissions, deductions or additions at the discretion of the Employer. Each tender should contain not only the rates but also the value of each item of work entered in a separate column and all the items should be totaled in order to show the aggregate value of the entire tender.

### 3.9.7 The contractor shall not be entitled to any compensation for any loss suffered by him on account of delays in commencing or executing the work, whatever the

cause of delays may be, including delays arising out of modifications to the work entrusted to him or in any sub-contract connected therewith or delays in awarding contracts for other trades of the project or in commencement or completion of such works. The Employer does not accept liability for any sum besides the tender amount, subject to such variations as are provided for herein.

- 3.9.8 The successful tenderer is bound to carry out all items of work necessary for completion of the job even though such items are not included in the quantities and rates. Schedule of instruction in respect of such additional items and their quantities will be issued in writing by the Bank.
- 3.9.9 The rate for such additional items of work will be worked out from the similar item of works available in the schedule of quantities as far as possible.
- 3.9.10 For items of works which are not available in the schedule of quantities, the rate will be derived from the actual market cost on the basis of material and labour and 15% towards overheads and profit will be added for the rates which are derived from market rates. The tenderer, however, will furnish detailed rate analysis duly supported with documents for such additional items of work for Bank's approval and Bank's decision in the matter will be final.
- 3.9.11 The successful tenderer should make his own arrangements to obtain all materials required for the work.
- 3.9.12 The contractor shall arrange for inspection of sample/samples of the item of work by the Bank's representative before proceeding with the bulk supply. The various supplies and work shall be got approved in stages. It may clearly be noted that inspection and approval of the sample/items at any stage shall not exonerate the contractor of his responsibilities in respect of quality, workmanship etc.
- 3.9.13 The successful tenderer must co-operate with the other contractors appointed by the Bank so that the work shall proceed smoothly with the least possible delay.
- 3.9.14 Penalty on pro-rata basis as per the quoted rates will be levied in case of shortfall of persons deployed and/or deficiency of the service.
- 3.9.15 Contractor will adhere to the provisions of contract labour Act and similar laws, regulations as per the law of the Land and will be fully responsible during the course of the contract for due fulfillment of the requirements of the above stated laws, Act.

I/We hereby declare that I/have read and understood the above instructions for the guidance of the tenderers.

Witness:

Signature of tenderer \_\_\_\_\_

Address

Address

Date:

Date

**TERMS & CONDITIONS**

**Name of work : Annual rate contract for Catering and Maintenance of Bank's Visiting Officers' flats at 16/82 Civil Lines and 4/277, Tilak Nagar, Kanpur**

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1. Sealed quotations should be addressed to The Regional Director, Reserve Bank of India, Kanpur and superscribed - "**Tender for Catering and Maintenance of Bank's Visiting Officers' flats at 16/82 Civil Lines & 4/277 Tilak Nagar, Kanpur.**"
2. **Last date for submission of tenders is 2.00 P.M. on 21.02. 2012.** No tender will be received after this date & time.
3. Intending tenderers will have to deposit a sum of Rs. 23,500/- (Twenty three thousand five hundred only) in the form of demand draft in favour of Reserve Bank of India, Kanpur as EMD failing which tender will not be accepted. The EMD of successful tenderer shall be held by the Bank for due fulfillment of the contract and execution of work. No interest shall be paid on this deposit. The EMD of all the unsuccessful tenderer shall be released after award of the work. No interest will be paid on this amount.
4. The tenders will be opened on the last date of submission of the tenders or next working day in the office of the General Manager.
5. The Reserve Bank of India does not bind itself to accept the lowest or any other quotation and reserves the right to reject any or all the quotations without assigning any reasons for doing so.
6. Quotation documents are required to be signed by the authorized person/s. If any of the documents is missing or unsigned, the quotation will be rejected.
7. The quotation forms must be filled in English or Hindi. All entries must be made by hand in ink. Initials must attest all erasures and alterations made while filling the quotations.
8. Contractors are advised to quote their rates in the enclosed schedule of quantities.
9. Contractor should examine the site and thoroughly acquaint himself with the nature of work and working conditions.
10. The rates shall be inclusive of all taxes, duties, etc. The rate shall be firm and shall not be subject to any variations, labour conditions or any other conditions

whatsoever. Rates shall be valid for a period of three months pending issue of formal work order.

11. The work will be carried out in the residential colonies. Contractor shall arrange to carry out the work in such a way so as to cause minimum inconvenience to the users.
12. Any damages caused to the Bank's property by the contractor or his workers during execution of the work, the same shall be made good by the contractor at his cost.
13. Work shall be carried out as per the schedule of quantities.
14. The successful tenderer has to execute an agreement on non-judicial stamp paper of Rs. 100/- (One hundred only) as per Bank's format before starting the work.
15. The Contract and all the rates shall be valid from April 01, 2012 to June 30, 2013, which may be extended on mutual consent.
16. The contractor will be responsible for the compliance of the provisions of Contract Labour (Abolition & Regulations) Act and other statutory rules and regulations in force from time to time during the subsistence of this agreement. It shall keep the Bank absolved and indemnified from the liability in this respect of any nature whatsoever.
17. The contractor shall be responsible to comply with the following :-
  - (i) Not to permit or carry on any unlawful activity or create indiscipline in the Bank's residential premises.
  - (ii) Not to employ any child labourer.
  - (iii) To submit regular monthly bills within first week of every month, and issue valid receipts for payment received from the Bank.
  - (iv) To be solely responsible for employment, dismissal, termination and re-employment of its staff and personnel and shall keep the Bank informed with all developments in this regard.
  - (v) To pay all dues of its employees and keep the Bank absolved and indemnified from any liability in this respect.
  - (vi) To be responsible for behaviour of its staff and personnel, their turnout and ensure good conduct discipline, co-operation, etc. by them towards officers of the Bank and its representatives.
  - (vii) Take appropriate corrective and disciplinary action against its employees against whom the Bank notifies.

On expiry of this agreement the Contractor shall be liable and responsible to make all statutory payment to its staff and personnel and make all other statutory obligation and liability and obtain suitable discharge in favour of the

Bank so that no liability or obligation devolves on the Bank.

18. The contractor shall be responsible for the costs and risk for litigation, if any, which the Bank may have to face due to the acts of omission or commission of the agency of any nature whatsoever subject to jurisdiction of Kanpur City (U.P.) only.
19. The contractor shall report to the Caretaker and will comply with the instructions issued by him from time to time. The work will be supervised by the representative of the Bank.
20. In the event of any breach of any terms and conditions of this agreement by the contractor, the Bank shall be entitled to terminate the agreement by giving a short notice in writing.
21. All payment shall be made at Kanpur on monthly basis after satisfactory completion of the work.
22. In case of non attending the work, proportionate amount shall be deducted from the monthly bill of the contractor.
23. In all matters of dispute arising at work, the Bank's decision shall be final and will be binding on the contractor.
24. While quoting the rates, if the contractor does not comply with minimum wages of payment of labours as per RLC norms, then the Bank reserve the right to reject the tender.
25. The contractor should observe proper dress code to their workers which includes supplying sky blue or any other approved colour shirts, trousers, apron and black sports shoes at least twice in a year.
26. **Reserve Bank would prefer that the workers have accounts into which the wages should be credited. The pass book shall be produced periodically for verification or payment to the workers shall be made in presence of Bank's representative.**
27. **The contractor should get the police verification of the workers and the report should be submitted to the Bank.**
28. If any worker is related to any employee of the Bank, the same should be brought to the notice of the Bank.

29. Insurance:

The successful tenderer shall take contractors all risk policy for the contract value and workmen compensation policy for the workers engaged in the work for one year renewable there after if the contract is renewed by the Bank. The contractor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. Third party liability in contractors all risk policy and workmen compensation shall be minimum ₹2.0 lakh per person any one accident or occurrences.

Note: These policies shall be valid till the contract period. If the contractor does not provide these policies, the Bank reserve the right to take above insurance policies themselves and recover the cost thereof from the bill of the contractor.

Place : \_\_\_\_\_

Signature of the contractor

Date : \_\_\_\_\_

Name : \_\_\_\_\_

Address : \_\_\_\_\_

\_\_\_\_\_

**SECTION - IV**

**Safety Code**

1. First-aid appliances, including adequate supply of sterilized dressings and cotton wool shall be maintained in a readily accessible place.
2. The injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
3. Suitable and strong scaffolds should be provided for workmen for all works that can not safely be done from ground.

Signature of tenderer \_\_\_\_\_

Address \_\_\_\_\_

Date \_\_\_\_\_

## SECTION V

### DETAILED SCOPE OF WORKS

The Bank's Visiting Officers' flats, 16/82, Civil Lines and 4/277, Tilak Nagar, Kanpur, U.P. comprising of about 7 independent rooms having attached toilets at Civil Lines and two rooms with bathroom and toilet in Tilak Nagar Officers' Quarters, Kanpur. The facility has a kitchen and dining hall to accommodate the visitors in both the premises.

The Bank shall provide all infrastructural facilities like building, furniture, linen, plumbing & sanitary fittings, electrical fittings & fixtures, required number of items for utensils, crockery, cutlery, gas stove, gas connection, etc. The contractor shall maintain full inventory of all the articles and keep account thereof. Any breakage, theft, etc. shall be recovered from the contractor. The contractor shall also maintain attendance register for the personnel mentioned hereunder and submit a copy thereof along with the bills for payment. The register shall be put up to the Bank as & when required.

The scope of works involved is as under:

#### **A. Maintenance and Upkeep of about 9 rooms with attached toilets:**

##### **Requirement of contingent of manpower and their responsibilities**

##### **i) House keepers/trained helpers/workers**

- Should be neatly dressed
- Should be courteous and polite
- Should sweep, swab and dust the rooms/furniture
- Should thoroughly clean the toilets
- Should ensure that all lights, plumbing fittings, TVs, etc. are in working condition.
- Should convey to plumbers/electricians about shortfalls in electric supply/ water before allotment of rooms
- Should help the cook for preparation of food
- Should serve the meals to guests in a clean and hygienic manner
- Should keep the dining hall and dining tables always clean and presentable
- Should enquire with guests and provide additional food items on request
- Should clean utensils/plates thoroughly using appropriate cleaning materials
- Should not keep guests waiting to be served unattended.

#### **B. Operation, Maintenance and Supervision of kitchen and dining Hall for catering to about 20 guests (maximum)**

##### **i) Cooks**

- Should have minimum 3 years experience in handling large kitchens

- Should be well versed in cooking north and south Indian dishes as well as continental cuisines for dinner/lunch/breakfast items
- Should maintain hygienic condition in the kitchen and washing areas
- Should assign works to utility helpers and waiters in kitchen
- Should ensure that timely good quality food is served to guests either in rooms or in the dining hall
- Should ensure that all the utensils, crockery, kitchen equipment are properly cleaned and in working order

**C. Supply of cleaning materials and cleaning of linen, Upholstry, kitchen equipment and cutlery/crockery**

- Should use quality cleaning material only
- Should provide all cleaning material and devices like brooms, mops, phenyl, harpic, detergents, etc.
- Should carry out washing/cleaning of linen after every change of occupancy, or on every third day or if demanded for by the guest if stained
- All furniture with fabric/rexin should be shampoo cleaned at least once in six months

**D. Provision of toilet kits, mineral water, newspapers Tea/Coffee/Sugar/Milk Sachets, etc.**

- Purified water should be provided daily to every occupied room for drinking purpose. If demanded by the guest, additional mineral water bottles may be supplied on chargeable basis
- 2 sachets each of sugar, tea, coffee, milk should be delivered to every occupied room daily (Articles will be supplied by the Bank)
- Additional sachets may be provided on requests by guests
- Required quantity of tea, coffee, milk, etc. shall be served to the guests on chargeable basis
- Daily one English/Hindi locally available news paper should be provided in all occupied rooms
- One toilet kit (containing small size tooth paste, tooth brush, oil, two soap cakes, shampoo, comb, shaving gel & razor should be provided to each room upon allotment depending upon length of stay.

**E. General**

- All employees of the contractor should be provided with appropriate and clean uniforms
- All employees should be honest, well mannered and polite
- Bank reserves the right to demand change of employees if found lacking in required qualities
- Minimum staff as per BoQ in Part II of tender should be deployed.

## **F. Food and Beverages**

The Bank will fix the menu for breakfast, lunch and dinner in consultation with the overall in-charge and cooks, Lunch/dinner/breakfast orders will be taken from guests and food served to them at appropriate times. Only quality (trade marked where available) ingredients like grains, cereals, grocery, spices, tea, coffee, etc. should be used in preparation. Beverages like soft drinks etc. will be charged on MRP. Regarding meals etc. the dinner and lunch shall be charged at ₹ 45/- per vegetarian meal and ₹ 30/- per breakfast and ₹ 10/- for a cup of coffee and ₹ 5/- for a cup of tea etc. For non-veg. meal, along with veg. meal, a reasonable portion of non veg item (fish/chicken/mutton) may be provided and charged at ₹ 55/- per plate. The charges for all the above will be collected by the in-charge from the guests before checking out of the VOF. NO ALCOHOLIC DRINKS ARE PERMITTED TO BE MADE AVAILABLE TO THE GUESTS BY THE CONTRACTOR.

Place :

Signature of the contractor

Name & Address of the contractor

Date:

with seal

**RESERVE BANK OF INDIA  
ESTATE DEPARTMENT  
KANPUR**

**NAME OF WORK: Catering and maintenance of Bank's Visiting Officers flats  
at 16/82, Civil Lines and 4/277, Tilak Nagar Officers' Quarters**

**SCHEDULE OF QUANTITIES**

<b>Sl. No.</b>	<b>Description of work</b>	<b>Quantity</b>	<b>Rate per month</b>	<b>Amount per year</b>
	<b>Cleaning, maintenance, upkeeping and cooking arrangement in VOFs in Bank's Officers Quarters at Civil Lines and Tilak Nagar, Kanpur:- It will include following items of work:</b>			
1.	The cleaning work would include dusting of furniture, electrical fittings and fixtures, doors, windows; washing and disinfection of toilets, bathrooms; removal of all type of spots/stains from the floor, wall; cleaning cobwebs; sweeping swabbing of rooms, SOTs, balconies, helping cook in the kitchen, serving food to the guests in the dining hall as well as rooms etc. on daily basis by providing the services of sweepers and trained house keepers, helper, waiters to carry out the work round the clock (24x7 hours). The rate shall also include for providing all good quality approved brand cleaning materials to maintain the rooms, toilets and kitchen in clean and hygienic condition.			
2.	Providing the services of trained and experienced cooks well versed in preparation of North & South Indian cuisines (veg. and non veg.) for continuous operation of kitchen including cleaning and maintenance of kitchen equipments. Bank will arrange LPG, cooking area, utensils and other supporting amenities. The cost of lunch and dinner will be paid by the occupants/visitors @ ₹45/- per lunch/dinner (veg.) @ ₹55/- per lunch/dinner (Non Veg) @ ₹30/- for breakfast, @ ₹5/- for dip tea and ₹10/- for coffee.			

3.	<p>Change of cleaned and ironed linens, bed covers, pillow covers, towels, curtains, etc. including periodical dry cleaning of blankets in approximately 9 room (7 rooms in CLOQ and 2 rooms in TNOQ) as per following frequency:</p> <p>i) Bed sheets, towels, pillow covers: upon every change of occupancy or on every third day of usage.</p> <p>ii) Dry cleaning of blankets: once in two months.</p> <p>iii) Dry cleaning of curtains: once in six months.</p> <p>iv) Shampoo cleaning of furniture upholstery and bedside rugs/carpets, etc.: Once in six months.</p> <p>Note - The contractor shall avail the services of reputed dry cleaners. The cost of dry cleaning will be reimbursed on production of original cash memos on monthly basis.</p>			
4.	<p>Bank may also ask dry cleaning of linen for single room or trainee's flats/ Single Room on weekly interval or upon change of occupancy as and when required by the occupant of Single room/Trainee flats.</p> <p>Note - The contractor shall avail the services of reputed dry cleaners. The cost of dry cleaning will be reimbursed on production of original cash memos on monthly basis.</p>			
5.	<p>Sweeping, cleaning and moping the floor of bed room and drawing room on daily basis in the single room accommodation/trainees flat.</p> <p>Note: The cost of sweeping/cleaning will be paid by the occupant @ ₹10/- per cleaning.</p> <p><b><u>Provision of Toilet kits, Mineral Water, Newspapers, Tea/Coffee/Sugar/Milksachets etc.</u></b></p>			
6.	<p>Supply toilet kit per room: one toilet kit containing one tooth brush, one small size tooth paste, two bath soap cakes, one shampoo sachet, comb, oil, shaving gel &amp; razor. Depending upon the length of the stay, additional items may be supplied on demand. The rate shall also include</p>			

	<p>supplying one litre bottle of mineral water of approved brand per head while check in to the VOF.</p> <p>Note - The cost of above items will be reimbursed on production of original cash memos on monthly basis.</p> <p>7. Supply of one reputed English newspaper in the occupied rooms on daily basis (in 7 rooms at CLOQ and 2 rooms at TNOQ).</p> <p>8. Supply of tea/coffee/sugar/milk sachets in each occupied room on daily basis (minimum 2 pieces of each item daily or as requested in about 7 rooms at CLOQ and 2 rooms at TNOQ). The articles will be supplied by the Bank.</p> <p>9. Provision of mosquito repellent machines (liquid refill) in each occupied room on daily basis.</p> <p>10. <b><u>Dress Code</u></b> The workforce is required to observe a dress code which include supplying sky blue or any other approved color shirts, trousers, apron and black shoes, etc. at least twice a year. The dresses will be issued on the contractor at his own cost.</p> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li><b>1. In case of item no.3,4 &amp; 6 of this tender, the cost of laundry bill and other articles purchased will be reimbursed separately on production of original bill on monthly basis. Bidders are required to quote the rates of these items accordingly.</b></li> <li><b>2. Cost of item no.2 &amp; 5 of this tender will be paid to the contractor directly by the occupants.</b></li> <li><b>3. Item mentioned in Sl.No.8 will be supplied by the Bank.</b></li> <li><b>4. List of remaining items will be totally borne by the contractor. Bidders are required to quote the rates of these items accordingly.</b></li> </ol>	One Job		
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Place: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of the contractor  
Name & address of the  
contractor with seal \_\_\_\_\_