



**RESERVE BANK OF INDIA
HUMAN RESOURCE MANAGEMENT DEPARTMENT
GUWAHATI**

Notice Inviting Tender from Catering Agencies for Providing Food Court Facility in the Office Premises of Reserve Bank of India, Guwahati

Reserve Bank of India, Guwahati invites sealed tenders/applications from established and reputed catering agencies (with sufficient experience as mentioned in pre-qualification criteria) to run the food court at its Main Office Premises. The schedule of the tender is as mentioned below.

Mode of tender	Physical/ Offline tender
Estimated cost	NA
Tender available for download from RBI website	From August 26, 2020 (10 am) onwards
Pre bid meeting	September 23, 2020 (11.00 am)
Last day of accepting sealed tender	October 05, 2020 (02.00 pm)
Opening of Part 1	October 06, 2020 (11.00 am)
Opening of Part 2	October 08, 2020 (11.00am)
Tender fees	Rs.423/- plus GST (The amount to be deposited through NEFT in favor of Reserve bank of India, Guwahati in the A/c no 8692299 & IFSC-RBIS0GWPA01. Please mention the name of the firm and name of tender in NEFT transaction remark.)

Interested parties/organizations may submit their bid on or before October 05, 2020 (up to 02.00 p.m.). In the prescribed format in a sealed cover super scribing thereon "APPLICATION FOR CATERING CONTRACT TO RUN FOOD COURT AT RESERVE BANK OF INDIA, GUWAHATI". Tenders received after the said date and time will not be accepted. The Bank reserves its right to accept or reject any or all of the offers without assigning any reason there for.

Regional Director
Reserve Bank of India
Guwahati



**RESERVE BANK OF INDIA
HUMAN RESOURCE MANAGEMENT DEPARTMENT
GUWAHATI**

Notice Inviting Tender from Catering Agencies for Providing Food Court Facility in the Office Premises of Reserve Bank of India, Guwahati

Reserve Bank of India, Guwahati invites sealed tenders/applications from established and reputed catering agencies (with sufficient experience of running food court) to run the food court at its building located at Guwahati. The schedule of the tender is as mentioned below.

Mode of tender	Physical/ Offline tender
Estimated cost	NA
Tender available for download from RBI website	From August 26, 2020 (10 am) onwards
Pre bid meeting	September 23, 2020 (11.00 am)
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Regional Director
Reserve Bank of India
Guwahati



Reserve Bank of India
Human Resource Management Department
Guwahati

CATERING AGENCIES FOR PROVIDING FOOD COURT FACILITIES IN FOOD COURT OF RESERVE BANK OF INDIA, GUWAHATI

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**Reserve Bank of India
Human Resource Management Department
Guwahati**

CATERING AGENCIES FOR PROVIDING FOOD COURT FACILITIES IN FOOD COURT OF RESERVE BANK OF INDIA, GUWAHATI

The Reserve Bank of India invites applications from established and reputed catering agencies with sufficient experience of running food court of Public Sector Undertakings/Banks/Financial Institutions/Big Corporates/Government/Semi-Govt. organization to run Food Court at its office in Guwahati. Agencies that fulfil the following Pre-Qualification Criteria will only be considered.

1. Prequalification Criteria:

SI No.	Criteria
a.	The Caterer should have a valid food license from the Municipal authorities and minimum one-year experience of running food court with any Organization (Documentary proof to be enclosed).
b.	The track record of the catering agency should be clean and it should not have been involved in any illegal activity or financial frauds. Tenders should be accompanied by a declaration to this effect on the letter head of the bidder(s).
c.	Bidder(s) whose catering contract was terminated by the Bank on account of unsatisfactory performance or, refused to enter into agreement after award of contract are not eligible to apply.

2. Period of Contract

The tenure of the contract will be initially for one year and extendable at the same rate or, mutually agreed rate at the sole discretion of the Bank.

3. Terms of Payment

There would be no fixed remuneration given by the office for food court. The revenue would be generated by the sale of food items in the food court for which the visiting staff would pay in cash or by Sodexo Card. **The food court has to accept the Sodexo Meal Coupon and they have to get it reimbursed by the Sodexo Company on their own. Affiliation to M/s Sodexo SVC India Pvt. Ltd. is mandatory.**

4. Venue

The Catering service for food court shall normally be provided at the Annexe Building (2nd Floor) of the Main Office building (MOB). The building has provision for pantry and dining halls.

5. Food Court Timings:

The food court has to be operative from 9.30 am to 10.30 am (for Breakfast), 12.30 p.m. to 2.30 p.m. (for Lunch) on all working days.

6. Infrastructure to be provided by the Bank

- a. Dining area with table, chairs, water purifier, refrigerator etc.
- b. Bank will not grant any subsidy to the Caterer and the cost of fuel shall be borne by the Caterer. However, necessary space, electricity, water and use of existing infrastructure will be provided free of charge by the Bank. The Caterer should take into consideration the above stated fact while fixing the final price of items to be served in the Food Court.
- c. The Caterer should use only commercial LPG cylinders in the Food Court. Use of kerosene and other flammable items are strictly prohibited.

7. Crockery/Cutlery

The Caterer will have to use / provide his own crockery, utensils and cooking articles. He may use steel crockery for breakfast/lunch/snacks. Use of polystyrene and non-recyclable plastic is strictly prohibited inside the Bank's premises.

8. Menu

- a. Indicative menu for breakfast/lunch/snacks will be as per the [Annex-I](#).
- b. Caterer is permitted to sell the food items in a-la-carte rate or in the combined form of breakfast/lunch/snacks.

9. Food Court – Cleanliness and Hygiene

- a. The Caterer shall ensure that the food is cooked in the food court kitchen itself. Highest standard of hygiene are to be maintained which will be verified periodically by the Bank and the Bank's Medical consultant .
- b. The cleanliness and maintenance of the utensils used for cooking is to be strictly ensured, in addition to proper maintenance of refrigerator, water cooler, etc. In case of unsatisfactory/unhygienic quality of food items or lapse in services rendered or any breakage/shortage, etc. penalty will be levied which will be solely decided by the Bank.
- c. The kitchen will be under the constant supervision of the Bank and any lapse will be viewed seriously. The food should be hygienically cooked and portioned in properly covered stainless steel containers in the kitchen itself.
- d. Good quality raw material and cooking medium with high PUFA (Polyunsaturated fatty acids) content is to be used for preparation of the food items. Recycling of cooking medium is not permitted. The Caterer should also maintain the cleanliness of Kitchen, Dining hall and Pantry area.

10. Catering staff

- a. The kitchen as well as the service staff shall be employed/engaged by the Caterer and RBI shall not in any way, be responsible for their terms of Employment/engagement or violation of any labour law. The Caterer shall inform of the service staff so employed/engaged.
- b. The staff shall be properly dressed in neat and tidy uniform including gloves and head gear besides being courteous, well-mannered and attentive. They should be conversant with the basics of the trade and must have necessary experience of table service.
- c. One qualified manager with decision taking capability as well as authority over the service staff should be present in the Bank during the service hours on working days and as per requirement of the Bank on any other day.
- d. Bank reserves the right to demand change of any employee/worker if warranted. In case of leave taken by any personnel, it will be the responsibility of the Caterer to ensure uninterrupted service/substitute arrangement in the food court. However, frequent change in the personnel has to be avoided.
- e. The Caterer should engage adequate number of cooks and supervisory staffs to handle the food court during the rush hour (1:00 PM to 2:00 PM).
- f. The Caterer has to carry out, at own cost, periodic medical examination of catering staff engaged in the work of food court as prescribed by the Bank. **The Caterer has to arrange for, within a month of taking over the work, medical check-up (X-ray, stool, urine, blood) from any Government Hospital and police verification of the antecedents of employees engaged and submit the certificates to the Bank, failing which Bank has the right to terminate the contract.**

11. Adherence to Labour Laws

- a. The Caterer will have to produce on demand, license/permit/approval etc. from the concerned statutory authority to the local office (RBI) or any other authority concerned for carrying out this type of work. They must also have necessary license to engage labour under the Labour laws. The Caterer will have to abide by all applicable statutory/regulatory laws/rules including minimum wages/PF etc. They should have requisite EPF and ESIC registration Number. The Caterer will

be solely responsible for violation of any laws.

b. The Caterer should also have a license under Contract Labour (Regulation & Abolition) Act, 1970, if applicable. The Agency, as per the Abolition of Child Labour Act 2006, shall not engage a person below the age of 18 years.

c. The agency shall be solely responsible for providing all requirements of his staff, including:

- i. Payment of wages and all allowances as per prevailing instructions under Minimum Wages Act (Central Rules), 1948 as applicable and as amended from time to time.
- ii. Collection and payment of all taxes on behalf of his employees and any other statutory requirements such as PF, ESI etc., made by any Government Authority having jurisdiction.

12. Notice for Termination of Contract

The arrangement can be terminated by either party by giving two months' notice.

13. Upkeep and Maintenance of Kitchen/Dining areas

The Caterer must ensure that the Kitchen/Dining halls/peripheral area and all the crockery and cutlery are cleaned and kept in order every day. The Caterer has to ensure proper disposal of waste food by its staff and take care to see that the outlets/ducts provided in the kitchen are not blocked/damaged, etc. The above expenses would be borne by the Caterer and no cleaning material shall be provided by the Bank.

14. Security Deposit (SD)

The selected bidder will have to make a Security Deposit of Rs. 50,000/- (Rupees fifty thousand only) in the form of Pay Order/ Demand Draft drawn on a Scheduled bank in favour of "Reserve Bank of India, Guwahati" payable at Guwahati once the contract is awarded. No interest will be paid on the said deposit which is refundable upon successful completion of the contract period.

15. Pre Bid- Meeting

A pre bid meeting of the intending tenderers will be held at 11.00am on September 23, 2020 in VC room, 4rd Floor of the Bank's premises. The bank will clarify any points/doubts raised by the bidders in respect of the tender. No separate communication will be sent for this meeting. All the intending tenderers are advised to be present. The tenderers are expected to get all their issues/doubts clarified during this meeting.

16. Evaluation of Tender

An indicative menu ([Annex-I](#)) for the items to be provided by the Caterer at food court and also the weight to be assigned to the quoted rates for evaluating the price bid ([Annex – II](#)) has been worked out by the Bank to guide the Caterer in working out the costs involved. The same is mentioned in Part II of the tender. The Bank does not bind itself to accept the lowest or any other quotation.

Note- The Caterers may visit the site if they so desire before quoting their rates to assess the quantum of work.

17. Prevention of Sexual Harassment Clause

The agency shall be:

- a. Solely responsible for full compliance with the provisions of “the Sexual Harassment of women at Work Place (prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the agency and the agency shall ensure appropriate action under the said Act in respect of the complaint.
- b. Any complaint of sexual harassment from any aggrieved employee of the agency against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- c. The Caterer shall be responsible for any monetary compensation that may need to be paid in case the incidence involves the employees of the Caterer, for instance any monetary relief to Bank’s employee, if sexual violence by the employee of the Caterer is proved.
- d. The Caterer shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

18. Non-Disclosure Clause

The agency shall not disclose directly or indirectly any information or materials and details of the Bank’s structure/systems/equipment etc. which may come to possession or knowledge of the agency during the course of discharging its contractual obligations in connection with this agreement to any third party and shall at all times hold the same in the strictest confidence. The agency shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The agency shall not publish, permit to be published or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous

written consent of the Bank. The agency shall indemnify the Bank for any loss suffered by the employer as a result of the disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the agency the Bank shall be entitled to claim damages and pursue legal remedies. The agency shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The agency's obligation with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason."

19. General Conditions

- a. The Caterer shall not engage any agent or enter into sub-contract with any other Caterer/s for running the said Food Court. In case of any violation in this regard, the Bank reserves the right to terminate the contract.
- b. The Bank has the right to levy penalty and even terminate the contract if there is deterioration in any kind of services, quality of food stuff, material, hygiene, etc. In case of any dispute in this regard, the decision of the Bank will be final and binding.
- c. The Bank reserves the right to accept either in full or in part any tender and to reject any or all offers without assigning any reason thereof. Bank's decision in this regard shall be final.
- d. The Caterer shall not carry on in the said premises any business other than running the said Food Court. He shall not make any changes, additions or alternations in the said premises without the permission of the Bank.
- e. The rates quoted shall be binding without any escalation whatsoever till one year from the date of signing the contract.
- f. Bureau of Indian Standards (BIS)/specifications of ISI/ AGMARK / FOA should be followed wherever applicable.
- g. The agreement should not be construed by the Caterer to interpret as having received employment from the Bank or as any claim on the Bank's property. On completion of the contract or whenever the Bank decides, the Caterer and his staff will immediately vacate the premises and hand over the items earlier handed over to him by the Bank.
- h. Quotation should be submitted duly signed with date in the enclosed blank space of the indicative menu ([Annex – I](#)).
- i. Rates should be quoted both in words & figure. Violation in this regard may

lead to rejection of the quotation. All rates will be inclusive of all taxes wherever applicable.

j. Incomplete forms or those without proper documentary evidence, etc. (as desired above) will be outrightly rejected by the Bank. No further correspondence shall be entertained by the Bank in this regard.

k. Insertions, post scripts, additions and alterations shall not be valid unless confirmed by the Caterer against proper signature with seal. Copies of the tenders should be completed in all respects with all attachments/ enclosures/ annexure duly attested. The Caterer should sign each and every paper of the tender document along with seal.

l. All the pages of the tender documents should be signed by the person or person(s) submitting the tender in token of his/her/their having acquainted himself/herself/themselves. Any tender with any of the documents not signed will be rejected. The tender submitted on behalf of a firm shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract, otherwise the tender may be rejected by the Bank.

m. Any dispute arising on account of the contract shall be subject to the jurisdiction of the courts at Guwahati.

Regional Director
Reserve Bank of India
Guwahati

PART - I - Technical bid

The Regional Director
Reserve Bank of India
Human Resource Management Department
Guwahati

Dear Sir,

Ref: Advertisement in

We wish to introduce ourselves as Catering Agency/Firm/Service provider and request you to consider our quotation for providing food court facility in your building located at Annex Building (2nd Floor) at RBI MOB, Guwahati. We furnish hereby the required information about our Agency/Firm/Company and business.

Sl. No.	Particulars	Details to be filled
1.	Name and Address of the Applicant Firm/Company/Proprietary Concern (relevant documents to be produced)	
2.	Whether Individual/Firm/Company/Proprietary Concern	
3.	Date of Establishment	
4.	Name & Address of the Proprietor/ Person-in-Charge/ Partners/ Director, as the case may be	
5.	Telephone No. and Mobile No. of the person to be contacted	Tel: Mob:
6.	PAN No.	Please enclose documentary evidences
7.	Registration No. with ESIC	
8.	Labour License No.	
9.	GST Regn. No.	
10.	Municipal/Food License No.	
11.	Registration No. with EPF	
12.	Bank Details (including type of account and IFSC Code)	a) Name in a/c : b) A/c No. : c) Name of the Bank : d) Name of the Branch : e) IFS Code of the Branch :

13.	Name and addresses of branches/associates of the agency/firm/company: a) b) c) (Separate list may be enclosed in case the space provided is not sufficient)			
15.	The details of contracts which the firm/Company had/has with Other Organization. (Please provide name of the entity, period and turnover)			
	Sr. No	Establishment/s for which the caterer/agency has provided/has been providing food court services (including full details of clients)	No. of years of experience with that Establishment/s	Value of Work
16.	Other information, if any: (Please attach sheets, if necessary) Note: In the event of dispute on any issue, the legal proceedings will be at Guwahati.			

DECLARATION OF THE APPLICANT

We hereby confirm that the information furnished herein above is true to the best of our knowledge and belief. You are free to call for confidential opinion from any one of our clients as also from our Banker as you deem fit. We also certify that, we have understood all the terms and conditions indicated in the tender document and hereby accept the same completely

Yours faithfully,

Authorized signatory

Name:

Place:

Date:

Documents required in Part I:

- 1 Tender Document duly filled in
- 2 Supporting documents in respect of qualification criteria as mentioned in the tender documents like copy of deed of partnership etc, copy of certificate issued in the name of the agency/firm under Shops and Establishment Act, copies of income tax clearance certificate(s) for last three years.
- 3 Terms and conditions duly signed on each page
- 4 Sealed Cover/s containing Part II - Price Bid.
- 5 Conduct Certificate from the client/organisation

To

Regional Director
Reserve Bank of India
Human Resource Management Department
Guwahati

SUB: QUOTATION FOR CONTRACT IN FOOD COURT

Dear Sir,

I/We have carefully read your advertisement on the above subject and agree to the terms and conditions stated therein and hereby quote my/our rates as under:

Name and address of the Catering Agency/Firm: -----

Sl. No	Name of the item	Standard Quantity	Rate (Rs.)
1	Basic Lunch (Veg) Normal	Rice/Roti (03 pcs), Dal, One Vegetable Curry (seasonal), One Dry Vegetable Curry, One Bhaji, Salad, Papad, Pickle	
2	Basic Lunch (Veg – Paneer)	Rice/Roti (03 pcs), Dal, Paneer Curry, One Dry Vegetable Curry, One Bhaji, Salad, Papad, Pickle	
3	Basic Lunch (Non - Veg) Fish	Rice/Roti (03 pcs), Dal, Fish Curry(02 medium size), One Dry Vegetable Curry, One Bhaji, Salad, Papad, Pickle	
4	Basic Lunch (Non - Veg) Egg	Rice/Roti (03 pcs), Dal, Egg Curry/Egg Omelette(02 pcs) One Dry Vegetable Curry, One Bhaji, Salad, Papad, Pickle	
5	Basic Lunch (Non - Veg) Chicken	Rice/Roti (03 pcs), Dal, Chicken Curry, One Dry Vegetable Curry, One Bhaji, Salad, Papad, Pickle	
6	Basic Lunch (Non - Veg) Mutton	Rice/Roti (03 pcs), Dal, Mutton Curry, One Dry Vegetable Curry, One Bhaji, Salad, Papad, Pickle	

7	Vegetable Curry (Seasonal)	Cauliflower Curry/Chilly Gobi/ Mix Veg/Any seasonal	
8	Vegetable Curry (Paneer)	Paneer Kadhai/Paneer Butter Masala/ Chilly Paneer	
9	Non Veg curry (Fish)	Fish Masala/ Fish Besar/ Chilly Fish (02 pcs medium size)	
10	Non Veg curry (Egg)	Egg Masala/ Double Egg Omelette (02 pcs)	
11	Non Veg curry (Chicken)	Chicken Curry/ Chicken Butter Masala/Chilly Chicken (04 pcs medium size)	
12	Non Veg curry (Mutton)	Mutton Aloo Kassa/Curry (04 pcs medium size)	
13	Plain Rice/Tawa Roti (03 pcs) / Dal Fry	-	
14	Dahi Vada/ Jalebi/ Rasogola/ Ladu/ Gulab Jamun etc	Rate per 01 pc	
Break Fast Items			
15	Samosa/Aloo Chop/Veg Cutlet (01 pc)	1 pc	
16	Veg Sandwich (04 pcs bread)/ Puri/Samosa /Allo Chop/Veg cutlet (04 pcs) with Ghuguni/ Upma with Ghuguni	Per Plate	
17	Allo Paratha with Curd (02 pcs)/ Slice Bread(4 Pcs) & Double Egg omelette / Cholle bature (02 pcs Bature)/ Onion Masala Dosa with Sambar and Chutney	Per plate	
18	Beverages (Ice Cream/ Cold Drinks/Butter Milk/ Lassi/ Curd (Sweet/Plain) / Tetra Pack Juice)	As per MRP (No need to quote the rate)	

Note:

1. Bank will not give any minimum commitment on the indicative quantity.
2. Caterer is permitted to sell the food items in a-la-carte rate and in the combined form of breakfast/lunch/snacks.
3. The above rates are inclusive of all applicable charges and taxes.
4. Caterer is required to quote the price mandatorily for each item as mentioned in the price bid.
5. The good quality rice, flour, fresh vegetables/Non Veg items and oil (Sun Flower) should be used.

DATE:
PLACE:

SIGNATURE OF THE CATERER

SEAL OF THE CATERER

Weightage Method – Process of Selection

While evaluating price bid of the tender, following weights will be assigned to the quoted rates of different items:

SI No	Item type	Items	Weightage (%)
1	A	Basic Lunch (Veg) Normal	16
2	B	Basic Lunch (Veg – Paneer)	7
3	C	Basic Lunch (Non -Veg) Fish	12
4	D	Basic Lunch (Non -Veg) Egg	12
5	E	Basic Lunch (Non -Veg) Chicken	12
6	F	Basic Lunch (Non -Veg) Mutton	6
7	G	Vegetable Curry (Seasonal)	3
8	H	Vegetable Curry (Paneer)	2
9	I	Non Veg curry (Fish)	4
10	J	Non Veg curry (Egg)	4
11	K	Non Veg curry (Chicken)	4
12	L	Non Veg curry (Mutton)	2
13	M	Plain Rice/Tawa Roti (03 pcs)/ Dal Fry	2
14	N	Dahi Vada/ Jalebi/ Rasogola/ Ladu/ Gulab Jamun etc	2
15	O	Samosa/Aloo Chop/Veg Cutlet (01 pc)	2
16	P	Veg Sandwich (04 pcs bread)/ Puri/Samosa /Allo Chop/Veg cutlet (04 pcs) with Ghuguni/ Upma with Ghuguni	5
17	Q	Allo Paratha with Curd (02 pcs)/ Slice Bread(4 Pcs) & Double Egg omelette / Cholle bature (02 pcs Bature)/ Onion Masala Dosa with Sambar and Chutney	5

The following table shows how the calculations shall be done to arrive at L1.

Item types	Vendor X			Vendor Y			Vendor Z				
	Weightage (II)	Rate Quoted (III)	Weighted Score (II*III/100)	Weightage (II)	Rate Quoted (III)	Weighted Score (II*III/100)	Weightage (II)	Rate Quoted (III)	Weighted Score (II*III/100)		
A	16	20	3.2	16	22	3.52	16	21	3.36		
B	7	14	0.98	7	15	1.05	7	16	1.12		
C	12	10	1.2	12	12	1.44	12	9	1.08		
D	12	18	2.16	12	19	2.28	12	22	2.64		
E	12	12	1.44	12	14	1.68	12	15	1.8		
F	6	18	1.08	6	19	1.14	6	16	0.96		
G	3	20	0.6	3	16	0.48	3	18	0.54		
H	2	12	0.24	2	14	0.28	2	15	0.3		
I	4	14	0.56	4	10	0.4	4	12	0.48		
J	4	9	0.36	4	8	0.32	4	11	0.44		
K	4	17	0.68	4	15	0.6	4	14	0.56		
L	2	16	0.32	2	18	0.36	2	19	0.38		
M	2	13	0.26	2	12	0.24	2	10	0.2		
N	2	11	0.22	2	16	0.32	2	15	0.3		
O	2	14	0.28	2	16	0.32	2	18	0.36		
P	5	15	0.75	5	18	0.9	5	17	0.85		
Q	5	7	0.35	5	5	0.25	5	6	0.3		
Total Weighted Score			14.68				15.58				15.67

As seen from the above table, Vendor X, Y and Z have quoted their price for the item types A to S. The weighted score for each item is arrived by using the below formula

Weighted score = (Weightage * Rate quoted by each vendor)/100

Total weighted score for each vendor is arrived by adding the weighted scores of all the item types.

From the above table, the Total Weighted Score for Vendor X is **14.68**, which is least when compared to Vendor Y and Vendor Z with total weighted score of 15.58 and 15.67 respectively.

Following the above selection criteria, **Vendor X shall be declared as L1.**