



Reserve Bank of India
Human Resource Management Department
Ahmedabad – 380014
(website: www.rbi.org.in)

Notice Inviting Tender (NIT)

E-TENDER FOR COMPREHENSIVE CONTRACT FOR CATERING SERVICES AND RELATED HOUSEKEEPING SERVICES IN THE BANK'S PREMISES

Reserve Bank of India, Ahmedabad Regional Office (hereinafter called “the Bank”), invites E-Tender under two-bid system (Technical & Financial Bid) for the engagement of reputed and capable agencies/companies for the provision of catering services and related housekeeping services in the office premises and guest houses of Reserve Bank of India, Ahmedabad Regional Office. The agreement shall be valid initially for a period till March 31, 2022 and thereafter will be renewed for two years, one year at a time, subject to annual review by the Bank based on the performance of the service provider/s.

2. E-Tendering document and other forms can be downloaded from the undermentioned website:

<https://www.mstcecommerce.com/eprochome/rbi>

https://www.rbi.org.in/Scripts/BS_ViewTenders.aspx

3. Tender document will be available for view/download from 11:00 AM of August 19, 2021. Tender in prescribed form is to be submitted in two parts, Part-I of the tender is technical bid containing Bank's standard techno-commercial conditions & Part-II of the tender is for financial bid or price bid. Part-II of the tender will be without any conditions of the bidders. The Part-I & II of the E-Tender are to be submitted from 11.00 AM on August 19, 2021 to 01.00 PM on September 08, 2021. Tenders cannot be submitted after the due date and time. All pages of the tender document should be signed & stamped by the Bidder/authorized representative of the Bidder and to be uploaded. A

pre-bid meeting (off-line mode) of the intending bidders will be held on August 26, 2021 at 04.00 PM at Reserve Bank of India, Ahmedabad. Part-I of the tenders will be opened at 03:00 PM on September 08, 2021. Part-II of the tender of the eligible bidders will be opened on a subsequent date which will be advised to the bidders in advance.

4. The work is estimated to cost ₹60.00 lakh annually (subject to emerging Covid Pandemic situation). The EMD of amount ₹1,20,000/- (Rupees One Lakh Twenty Thousand Only) is to be paid through NEFT on or before September 07, 2021. Proof of payment has to be submitted along with the techno-commercial Bid.

5. After examination of the Part-I and related documents, if any of the tenderer is not found to possess the required eligibility, their tenders will not be accepted by the Bank for further processing and their financial bid (Part-II of the tender) will not be opened. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or banker's report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-II of the tender. The Bank is not bound to assign any reason/s thereof.

6. 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 thereof.

7. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the RBI website / MSTC portal only. The tenderer should regularly check the above website / portal for any amendment / corrigendum / clarification on the above website.

**Regional Director
Reserve Bank of India
Regional Office
Ahmedabad**

SCHEDULE OF TENDER (SOT)

1	E-Tender no	RBI/Ahmedabad/HRMD/8/21-22/ET/97
2	Estimated value of contract	Approx. ₹60.00 lakh per annum
3	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part II - Financial Bid through www.mstcecommerce.com/eprochome/rbi)
4	Date of Notice Inviting Tender (NIT) available for view/ download	11:00AM on August 19, 2021
5	Pre-Bid meeting	04:00 PM on August 26, 2021 at RBI, Main office Building Ahmedabad
6	Earnest Money Deposit (EMD) through NEFT	₹1,20,000/- (Rupees One Lakh Twenty Thousand Only) Account Details for deposit of EMD: Name: Reserve Bank of India, Ahmedabad Account Number: 186003001 IFSC: RBIS0AHPA01 (Fifth and Tenth characters are 'Zero')
7	Last date of submission of EMD	September 07, 2021
8	Date of Starting of e-Tender for submission of online Technical Bid and Financial Bid at www.mstcecommerce.com/eprochome/rbi	11:00 AM on August 19, 2021
9	Date of closing of online e-tender for submission of Technical Bid and Financial Bid.	01:00 PM on September 08, 2021
10	Date & time of opening of Part-I (i.e. Technical Bid)	03:00 PM on September 08, 2021
11	Part-II Financial Bid: Date of opening of Part II	Part II (i.e. financial bid) will be opened electronically of only those bidder(s) whose Part I: (i.e. technical bid) is found acceptable by the Bank. Such bidder(s) will be advised date of opening of Part II: Financial bid, through valid email provided by them.
12	Transaction fees (0.05% of estimated value of contract + 18% GST)	₹3000/- + 18% GST = ₹3540/-



**Reserve Bank of India
Regional Office
Ahmedabad**

**E-TENDER FOR COMPREHENSIVE CONTRACT FOR
CATERING SERVICES AND RELATED HOUSEKEEPING SERVICES IN THE
BANK'S PREMISES**

RBI/Ahmedabad/HRMD/8/21-22/ET/97

**Reserve Bank of India,
Regional Office
Human Resource Management Department
4th floor, Main Office Building,
Near Gandhi Bridge,
Ahmedabad-380014**

Disclaimer

Reserve Bank of India, Human Resource Management Department, Ahmedabad, (the Bank) has prepared this tender document. This tender has been issued, as per the terms and conditions set out in this tender and any other terms and conditions related to such information.

The purpose of this tender is to provide the requirements of the Bank to all the interested parties for submitting their bid. While the Bank has taken due care in the preparation of the information contained herein, the Bank does not claim that the information is exhaustive. Respondents to this tender are required to make their own inquiries and they should not rely solely on the information in the tender. The Bank is not responsible, if no due diligence is carried out by the respondents. This tender is neither an agreement, nor an invitation to perform work of any kind to any party.

The Bank reserves the right of not proceeding with this tender, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right of declining to discuss the tender further with any respondent. No reimbursement of cost of any type or on any account will be paid to persons or entities submitting their bid.

**Regional Director
Reserve Bank of India
Regional Office
Ahmedabad**

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**Regional Director
Reserve Bank of India
Regional Office
Ahmedabad**

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4	Date of Notice Inviting Tender (NIT) available for view/ download	11:00AM on August 19, 2021
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6	Earnest Money Deposit (EMD) through NEFT	₹1,20,000/- (Rupees One Lakh Twenty Thousand Only) Account Details for deposit of EMD: Name: Reserve Bank of India, Ahmedabad Account Number: 186003001 IFSC: RBIS0AHPA01 (Fifth and Tenth characters are 'Zero')
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12	Transaction fees (0.05% of estimated value of contract + 18% GST)	₹3000/- + 18% GST = ₹3540/-

Important Instructions Regarding E-Tendering Process

This is an e-procurement event of Reserve Bank of India, Human Resource Management Department, Ahmedabad. The e-procurement service provider is MSTC Limited. Prospective bidders are requested to read and understand the Notice Inviting Tender and subsequent corrigendum, if any, before submitting tender online.

Process of E-Tender

Registration: The process involves vendor's registration with MSTC portal (e-procurement portal) which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of technical bid as well as financial bid will be done over the internet. The vendor should possess Class-III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC Limited / RBI, Ahmedabad is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU / Govt. Depts → RBI. Register as Vendor by filling up details and creating own user id and password → Submit.

Vendors will receive a system generated e-mail confirming their registration in their email id which has been provided while filling the registration form.

In case of any clarification, please contact officials of MSTC & RBI, Ahmedabad, whose contact details are mentioned hereunder:

Contact Details	
RBI, Ahmedabad	MSTC Limited
Shri Prakash Darji Manager (Personnel) Reserve Bank of India, Regional Office Human Resource Management Dept. Main Office Building Near Gandhi Bridge, Ahmedabad-380014 Tel: (079) 27542216 email: hrmdahmedabad@rbi.org.in prakashdarji@rbi.org.in	Shri Manoj Pandey Management Trainee MSTC Limited Email: mpandey@mstcindia.co.in Phone: (0265) 2310606, 2339672, 2330726, 9727700986 Google Handout ID – (for text chat) – mstceproc@gmail.com

System Requirement:

- (i) Windows XP-SP3 & above/Windows 7/8/10 Operating System
- (ii) IE-7 and above Internet browser
- (iii) Signing type digital signature
- (iv) JRE 7 update 9 and above software to be downloaded and installed in the system
- (v) To disable “Protected Mode” for DSC to appear in the signer box following settings may be applied.

Tools => Internet Options => Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”.

Other Settings:

Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.

- (vi) To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→ Internet Options→ custom level (Please run IE settings from the page www.mstcecommerce.com once)

For more details, vendor may refer to the Vendor Guide and FAQ available at www.mstcecommerce.com/eprochome

Transaction fee:

The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login.

The vendors have to select the particular tender from the event dropdown box.

The vendor shall have the facility of making the payment either through NEFT or Online Payment.

On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same.

On selecting online payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking.

Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized, and the vendor will receive a system generated e-mail.

Transaction fee is non-refundable. A vendor will not have the access to online E-Tender without making the payment towards transaction fee.

Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to have sufficient time to submit the bid.

Bidding in E-tender:

- a) The Technical Bid and the Financial Bid / Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi. Tenders will be opened electronically on

specified date and time as given in the tender. Please note that E-Tender cannot be accessed after the due date and time mentioned in NIT (Notice inviting tender).

- b) All entries in the tender should be entered in online Technical & Financial/Price formats without any ambiguity.
- c) Vendor(s) need to submit Earnest Money Deposit (EMD) and transaction fee (if any) to be eligible to bid online in the E-Tender. Transaction fee is non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.
- d) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU/Govt. depts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.
- e) The process involves Electronic Bidding for submission of Technical and Financial Bid / Price Bid.
- f) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then, bidders have to fill up Common terms/Commercial specification and save the same. After that, click on the Technical bid. If this application is not run, then the vendor will not be able to save/submit his Technical bid.
- g) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Financial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Financial bid. Once both the Technical bid & Financial bid have been saved, the vendor can click on the "Final submission" button to register their bid.
- h) Vendors are advised to use Attach Doc button to upload documents. Multiple documents can be uploaded.
- i) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- j) During the entire E-Tender process, the vendors will remain completely anonymous to one another and also to everybody else.
- k) The E-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- l) All electronic bids submitted during the E-Tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.
- m) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.

- n) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part, as the case may be without assigning any reason/s thereof.
- o) No deviation of the terms and conditions of the tender document is acceptable / allowed. Submission of bid in the E-Tender floor by any vendor confirms his acceptance of terms & conditions for the tender.
- p) Information about tenders / corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. remains valid and is updated properly at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
- q) Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.
- r) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason(s) thereof.

Part A

Tendering Procedure

**Section I: Instruction to
Bidders**

A.General

<p>1. Scope of Tender</p>	<p>1.1 The Bank invites E-tenders from the eligible tenderers to participate in the process of providing Catering and Related Housekeeping Services (CRHS) at various offices and residential facilities of Reserve Bank of India, Ahmedabad. The scope of work would include supply of food in Officers' Lounges (MOB and Riverfront House), Staff Canteens (MOB and Riverfront House), in meetings conducted by departments and CRHS at guest houses i.e. Visiting Officers Flats - VOFs, Executive Visiting Officers Flats - EVOFs at Navrangpura Officer's Quarters and Transit Holiday Homes - THHs at Subhash Bridge Staff Quarters. The Estimated value of contract per annum is ₹60 lakh. Please refer to Section V of this tender document for detailed scope of work.</p>
<p>2. Prohibited Practices</p>	<p>2.1 The Bank requires that tenderers, suppliers, contractors, interested in having business relationship with the Bank, observe the highest standard of ethics during the period of contract / engagement. In pursuance of this policy, the Bank:</p> <p>(a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:</p> <p>(i) "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;</p> <p>(ii) "fraudulent practice" means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;</p> <p>(iii) "coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and</p> <p>(iv) "collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;</p> <p>(b) will reject a proposal for award if it determines that the tenderer recommended for award has engaged in prohibited practices in competing for the tender in question;</p>

	<p>(c) may declare a tenderer ineligible, either indefinitely or for a stated period of time, if, at any time, the Bank determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract;</p> <p>2.2 Furthermore, tenderers shall be aware of the provisions stated in Section VI (General and Specific Conditions of Contract).</p>
3. Eligible Tenderers/ Eligibility Criteria	<p>3.1 The eligible tenderer shall be reputed and capable agencies/firms/3 star and above hotels who have minimum 5 years of experience in undertaking similar works.</p> <p>3.2 The tenderer shall have its office and set-up in Ahmedabad. Tenderers who fulfil the following pre-qualification criteria are eligible to bid for the tender:</p> <p>3.2.1 Minimum 5 years' experience in the field of catering.</p> <p>3.2.2 Should have carried out minimum one similar work costing individually not less than 80% of Estimated value of contract.</p> <p style="text-align: center;">or</p> <p>Should have carried out minimum two similar works costing individually not less than 50% of Estimated value of contract.</p> <p style="text-align: center;">or</p> <p>Should have carried out minimum three similar works costing individually not less than 40% of Estimated value of contract.</p> <p style="text-align: center;">or</p> <p>Should have experience in running a minimum 3-star hotel having kitchen and dining facilities (for 2 preceding years).</p> <p>3.2.3 Tenderers should have minimum average annual turnover of ₹50 lakh in the preceding 3 years supported by audited/CA certified statement of accounts and/or Income Tax Return certificate.</p> <p>3.3 Tenderers should have applicable and valid registrations with statutory authorities constituted for Labour Welfare and other purposes such as ESI, EPF, PAN, TIN, VAT, CST, Service Tax, GST, licensing food establishments, etc. duly supported by documentary evidence and certificates of registration.</p>

B. Contents of Tender Document

4. Sections of Tender Document	<p>4.1 The Tender Document consist of Parts 1 and 2 which includes all the Sections indicated below and should be read in conjunction with any Appendices/Annex issued in accordance with Section II (Instructions to Bidders).</p> <p><u>Part 1 – Tendering Procedures</u></p> <ul style="list-style-type: none"> • Section I: Instruction to Bidders (ITB) • Section II: Tender Data Sheet (TDS) • Section III: Evaluation / Selection Criteria <p><u>Part 2 – Conditions of Contract and Contract Forms</u></p> <ul style="list-style-type: none"> • Section IV: Detailed Scope of Work • Section V: General and Specific Conditions of Contract • Section VI: Standard Formats
5. Clarification of Tender Document, Pre-Bid Meeting	<p>5.1 A tenderer requiring any clarification of this document shall contact the Bank in writing at the email address mentioned in this document or raise enquiries during the pre-Bid meeting.</p>
	<p>5.2 The tenderer's designated representative is invited to attend a pre-Bid meeting on August 26, 2021. The purpose of the meeting will be to clarify issues and to answer questions that may be raised at that stage. Representative deputed for the purpose is required to follow all COVID-19 related protocols issued by the Govt and Bank while attending meeting.</p>
	<p>5.3 The tenderer shall submit questions, if any, in writing, to reach the Bank's email address mentioned in this document, not later than 1 day before the date of the Pre-Bid meeting.</p>
	<p>5.4 Non-attendance at the pre-Bid meeting will not be a cause for disqualification of a tenderer.</p>
6. Amendment of Tender Document	<p>6.1 At any time prior to the deadline for submission of Tenders, the Bank may amend this document by issuing amendments / corrigendum on RBI website (www.rbi.org.in) / MSTC e-portal.</p> <p>6.2 Any amendments / corrigendum issued shall be a part of this document.</p> <p>6.3 To give prospective tenderers reasonable time in which to take any / all amendments / corrigendum into account in preparing their Tenders. The Bank may, at its discretion,</p>

	extend the deadline for the submission of Tenders.
C. Preparation of Tenders	
7. Cost of Tendering	7.1 The tenderer shall bear all costs associated with the preparation and submission of its Tender, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.
8. Documents comprising the Tender	<p>8.1 The Tender shall comprise the following:</p> <ul style="list-style-type: none"> • Notice Inviting Tender • Technical Bid Details • Financial Bid Details • Earnest Money Deposit through NEFT to following A/c: A/c Name: NEFT – INWARD RECEIVED A/c Number: 186003001 IFS Code: RBIS0AHPA01 (fifth and tenth characters are “Zero”) • Performance Bank Guarantee to be furnished after award of contract by the successful tenderers. • Contract Agreement.
9. Letter of Tender	9.1 The tenderer shall submit the tender using the digital signature class 3 via e-tendering process without any alterations. All blank spaces shall be filled in with the information requested.
10. Documents Establishing the Qualifications of the Tenderer	10.1 To establish its qualifications to perform the contract in accordance with Section II (Para 3), the tenderer shall provide the information in the format prescribed in Section VI (Standard Formats).
11. Period of Validity of Tenders	11.1 The Tender validity period shall be 90 days from the last date of the submission of tender.
	11.2 In exceptional circumstances, prior to the expiration of the tender validity period, the Bank may request tenderers to extend the period of validity of their tenders. The request and the responses shall be made in writing.

12. EMD as Tender Security	12.1 Tenderers need to submit necessary EMD and transaction fees to be eligible to bid online in the e-tender. Transaction fees is non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.
D. Submission and Opening of Tenders	
13. Submission, Sealing and Marking of Tenders	13.1 Tenderers submitting Tenders electronically shall follow the electronic tender submission procedures specified in the instructions regarding E-tender.
	13.2 The tenderers may submit their financial bid (competitive rates) in prescribed Excel format along with copies of necessary documents as indicated in the "Technical Bid". E-tender with all information shall be submitted on or before the prescribed time and date.
	13.3 If desired / prescribed information is not submitted, the Bank will assume no responsibility for rejection of tender.
14. Deadline for Submission of Tenders	<p>14.1 Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.</p> <p>14.2 The Bank may, at its discretion, extend the deadline for the submission of tenders by amending the tender Document.</p>
15. Late Tenders	15.1 No tender after the deadline shall be allowed on the e-portal.
16. Tender Opening	16.1 The Bank shall open the tender electronically on the notified date.
E. Examination of Tenders	
17. Confidentiality	17.1 Information relating to the evaluation of tenders shall not be disclosed to tenderers or any other persons not officially concerned with such process until information on contract award is communicated to all tenderers.
18. Clarification of Tenders	18.1 To assist in the examination, evaluation, comparison of the tenders and qualification of the tenderers, the Bank may, at its discretion, ask any tenderer for a clarification of its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered, or permitted, except to confirm the

	correction of arithmetic errors discovered by the Bank in the evaluation of the tenders.
	18.2 If a tenderer does not provide clarifications of its Tender by the date and time set in the Bank's request for clarification, its tender shall be liable to be rejected.
F. Tender Evaluation and Comparison	
19. Evaluation of Tenders	19.1 The Bank shall use the evaluation criteria indicated in Section III.
20. Qualification of the Tenderer	20.1 The Bank shall determine, to its satisfaction, whether the selected tenderer meets the qualifying criteria in accordance with Section I (Para 3).
21. Bank's Right to Accept Any Tender, and to Reject Any or All Tenders	21.1 The Bank reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to tenderers or assigning any reason thereof. Further the conditional bids shall be rejected outrightly.
G. Award of Contract	
22. Award Criteria	22.1 The Bank shall shortlist the tenderer based on the evaluation criteria detailed in Section III (Evaluation Criteria).
23. Notification of Award	23.1 The tenderer with the highest consolidated Evaluation Score shall be awarded the tender.
	23.2 Until a formal contract is prepared and executed, the notification of award shall constitute a binding contract. The successful tenderer shall take over entire work within 7 days of notification of award of work.
24. Signing of Contract	24.1 The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of value not less than ₹300/- within 15 days of award of work. The stamp duty shall be borne and paid by the contractor. However, the issue of intimation of award of work by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract. The agreement and rates will be valid for a period till March 31, 2022, annually extendable up-to two more years subject to annual review by the Bank of the performance of the contractor/s.

25. Performance Security	<p>25.1 The successful tenderer shall furnish along with the contract the Performance Bank Guarantee (PBG) of ₹3,00,000 (Rupees Three lakh Only) in accordance with the Section V and Section VII (Standard Formats). The PBG shall be valid for a period of two months after the expiry of contract period. The EMD of such tenderer will be returned on receipt of PBG.</p>
	<p>25.2 Failure of the successful tenderer to submit the Performance Bank Guarantee of ₹3,00,000 (Rupees Three lakh Only) or to sign the contract shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.</p>
	<p>25.3 The PBG shall be released without interest after 2 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the agency or its employees. In case of any complaint or pending dues, the security deposit shall be discharged only after adjusting all dues, liabilities, etc.</p>

Section II – Tender Data Sheet

A. Introduction	
1.	Scope of Tender
1.1	The tender inviting office is: Reserve Bank of India, Ahmedabad Regional Office, Main Office Building, Near Gandhi Bridge, Ahmedabad 380014
1.2	The name of the Tender is: e-tender for comprehensive contract for catering services and related housekeeping services in the bank's premises Tender Reference No. RBI/Ahmedabad /HRMD/8/21-22/ ET/97
1.3	Eligible Tenderers: The tenderer shall meet the eligibility criteria outlined in para number 3 of Section I.
B. Tender Document	
2.	Clarification of Tender Document, Pre-tender meeting
2.1	For clarification purposes only, the Bank's address is: Human Resource Management Department, 4th Floor, Main Office Building, Reserve Bank of India, Near Gandhi Bridge, Ahmedabad 380014. Contact Official: Manager (Personnel), Human Resource Management Department, 4 th Floor, Main Office Building, Near Gandhi Bridge, Ahmedabad 380014. E-mail ids: hrmdahmedabad@rbi.org.in prakashdarji@rbi.org.in
2.2	A Pre-bid meeting will take place at 4 p.m. on August 26, 2021
C. Preparation of Tenders	
3	Documents Comprising the Tender
3.1	The Tender shall comprise the following:
(a)	Notice Inviting Tender, Instructions to Bidders, Evaluation Criteria & General and Specific Terms and Conditions of the Contract.
(b)	Various Formats for Technical and Financial Evaluation as also for Performance Bank Guarantee as per Section VI (Standard Formats)
4.	Period of Validity of Tenders
4.1	The tender validity period shall be 90 days from the last date of the submission of tender.
5	EMD / Bank Guarantee as Tender Security
5.1	The tenderer shall provide EMD of ₹1,20,000/- through NEFT to the 'Reserve Bank of India, Ahmedabad' by credit to A/c No. 186003001 & IFSC RBIS0AHPA01 (Fifth and tenth characters are 'zero')
6	Submission of Tenders
6.1	The tender, complete in all respect, shall be submitted electronically. The tenderers may submit their competitive rates along with necessary documents as indicated in the "Technical Bid".
D. Submission and Opening of Tenders	
7	Deadline for Submission of Tenders
7.1	The E-tenders, complete in all respect shall be submitted as per the following deadline: Date: September 08, 2021 Time: 01:00 pm
8	Tender Opening
8.1	The Tender opening shall take place electronically on the date and time mentioned in Schedule of Tender (SOT).

Section III: Evaluation/ Selection Criteria

Evaluation matrix			
Sr.No.	Name of Score	Basis of Scoring	Weightage
A.	Technical Evaluation	Evaluation of Technical Bids	60%
B.	Site Evaluation	Site Visits	20%
C.	Financial Evaluation	Price Bids	20%
	Total		100%

A. Technical Bid Evaluation

1.

1.1 The tenderers shall furnish information for Technical Evaluation as per Form 1 of Standard Format.

1.2 The information so given will be evaluated as per the following marks criteria (Maximum Marks-100):

Sr.No	Particulars	Marks –Total 100
1)	Number of years in operations	Max 25 Marks
	More than 5 years and upto 10 years	15 Marks
	More than 10 years and upto 15 years	20 Marks
	More than 15 years	25 marks
2)	Turnover (Last Financial Year)	Max 25 Marks
	More than 55 lakhs and Upto 1 crore	15 Marks
	More than 1 Crore and upto 2 Crore	20 Marks
	More than 2 crore	25 Marks
3)	Number of Manpower on Rolls	Max 25 Marks
	Upto 50	10 Marks
	More than 50 and upto 100	15 Marks
	More than 100 and upto 500	20 Marks
	More than 500	25 Marks
4)	Quality Related Marks	Max 25 Marks
	ISO (Less than 5 years)	05 Marks
	ISO {5-10 Years}	10 Marks
	SA 8000	15 Marks
	OHSAS 18001	20 Marks
	Any other International Accreditation Certificate	25 Marks
	Total	100

1.3 Supporting documents for the various items indicated in the foregoing table should be submitted for Technical evaluation.

1.4 On examination of Technical Bids and documents, a Technical Evaluation Score (TES) will be given to the participants. Only those agencies/ tenderers having 40 or more marks as TES, would be considered qualified.

	B. Site Evaluation																					
2	<p>2.1 The members of the Evaluation Committee shall conduct site visits to assess the quality and other aspects of the existing contracts of bidders as per the criteria in the undermentioned table and a Site Evaluation Score (SES) will be given to the participants. A list of such places along with contact details of the contact person should be provided.</p> <table><tr><th colspan="3">Technical Evaluation during Site Visits</th></tr><tr><th>Sr No</th><th>Criteria</th><th>Max Marks</th></tr><tr><td>1</td><td>Quality of food and taste</td><td>20</td></tr><tr><td>2</td><td>Cleanliness and hygiene</td><td>20</td></tr><tr><td>3</td><td>Staff - Turnout, Appearance, Hygiene, Manners, Ease of doing tasks, etc.</td><td>20</td></tr><tr><td>4</td><td>Method of storing provisions, raw, frozen, cooked food, etc.</td><td>20</td></tr><tr><td>5</td><td>Miscellaneous - Garbage segregation, disposal, Exhaust system, Fire fighting system, etc.</td><td>20</td></tr></table> <p>2.2 Only those agencies/ tenderers that score 50 or more marks as Site Evaluation Score (SES) shall be considered qualified.</p> <p>2.3 The tenderers who qualify in Technical Evaluation as well as Site Evaluation will qualify for Financial Evaluation.</p>	Technical Evaluation during Site Visits			Sr No	Criteria	Max Marks	1	Quality of food and taste	20	2	Cleanliness and hygiene	20	3	Staff - Turnout, Appearance, Hygiene, Manners, Ease of doing tasks, etc.	20	4	Method of storing provisions, raw, frozen, cooked food, etc.	20	5	Miscellaneous - Garbage segregation, disposal, Exhaust system, Fire fighting system, etc.	20
Technical Evaluation during Site Visits																						
Sr No	Criteria	Max Marks																				
1	Quality of food and taste	20																				
2	Cleanliness and hygiene	20																				
3	Staff - Turnout, Appearance, Hygiene, Manners, Ease of doing tasks, etc.	20																				
4	Method of storing provisions, raw, frozen, cooked food, etc.	20																				
5	Miscellaneous - Garbage segregation, disposal, Exhaust system, Fire fighting system, etc.	20																				
	C. Financial Bid Evaluation																					
3	<p>3.1 The cost evaluation of bid will be done under Combined Quality cum Cost Based Systems (CQCBS) as detailed below:</p> <p>3.1.1 The lowest Financial bid would be given a Financial Evaluation Score (FES) of 20 points. The financial evaluation score (FES) of other bidders will be determined using the formula: FES=20xLFB/FB, in which LFB is the lowest financial bid, and FB is the financial bid of the particular vendor.</p> <p>3.1.2 Scores obtained on Financial Evaluation i.e. FES will be added to scores obtained on Technical Evaluation and Site Evaluation to get a Consolidated Evaluation Score (CES) according to the formula: CES = TES + SES+ FES (Where TES would be Technical Evaluation Score and SES would be Site Evaluation Score).</p>																					

	<p>3.1.3 Bidder with the highest Consolidated Evaluation Score (CES) will be selected. If there is a tie in the overall score, the vendor with the higher score on the financial offer will be selected.</p> <p>3.2. The scores awarded (by the committee) shall be final and no correspondence shall be entertained.</p> <p>3.2.1 The conditional bids shall be treated as invalid.</p>
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Part B

Conditions of Contract & Contract Forms

Section IV: Detailed Scope of Work

1.1 Provision of lunch in Lounges and Provision of breakfast, lunch and snacks in Canteens

The Lounges and canteens are presently housed in the Main Office Building & Riverfront House, Ashram Road, catering to the needs of staff members. As per the prevalent practice, Officers are required to indicate in the Lounge Register their intention to have lunch in the Lounge on the previous day. However, sometimes, some officers may not be in a position to indicate the same. Such last moment requests for lunch should be accommodated to the maximum extent. Quality and quantity of food supplied should be of the standard which befit the status of the officers of the Bank. Both Veg and Non-veg food should be provided along with Swaminarayan and Jain Food options (on request) in Lounges and canteens.

Sr. No.	Property Particulars	Address
1.	Main Office Building, Near Gandhi Bridge, Navrangpura, Ahmedabad 380014 - Navrangpura	Lounge and Canteen on Skip Floor
2.	Riverfront House	Lounge and canteen on 4 th floor

1.2 Provision of catering in guest houses- Visiting Officers flats (VOFs) & Transit Holiday Homes (THHs)

In order to accommodate the officers and other staff members visiting Ahmedabad, the Bank has made arrangement for guest houses i.e. Visiting Officers Flats (VOFs) and Transit Holiday Homes (THHs). Currently, four flats are designated as VOFs (9 ordinary rooms in the VOFs and 2 Executive VOFs) with one living room and one balcony in each flat. They are presently located at Parag, RBI Senior Officers Quarters, Next to H.L. Commerce College, Navrangpura, Ahmedabad. Four flats have been presently converted into Four Transit Holiday Homes and they are located in "Utkarsh" RBI Staff Quarters, Near Subhash Bridge, Near RTO Circle, Ahmedabad. The Bank has planned to set up two (02) VOFs in Subhash Bridge colony in which catering services will be provided by the tenderer. The bookings for the VOFs/ THHs are received by the Office and allotment advices are issued to the guests. A daily list of guests would be provided via email to the successful bidder. Any changes/addition would be intimated by phone. For the purpose of estimation, the occupancy rate may be considered as 50%. Special care is required to be taken for guests in the Executive VOFs. Quality service should be the priority. All systems and processes in Catering Services should be

designed to achieve the highest standards of hygiene and cleanliness through innovative approaches and integration of trained and qualified human resources, state of art equipment, eco-friendly cleaning products and proven processes. The results should be of a superior quality performance levels.

Sr. No.	Property Particulars	Address
1	Parag, RBI Senior Officers' Colony, Navrangpura, Ahmedabad 380009	VOFs currently located at Quarter No. D-19, 20, 21 and 22. The additional VOFs may be set up in Subhash Bridge Staff Quarters.
2	Utkarsh, RBI Subhash Bridge Staff Quarters	THHs currently located at Quarter No. D-49, 50, 55 and 56 and two (02) VOFs A1 & A2.

a. Average Number of Serving

Average monthly number of Veg. and Non- Veg food which are being served presently are as under for reference by bidders:-

Area	Veg	Non Veg	Total
Main Office Building and Riverfront House	520	180	700
Main Office Building and Riverfront House	Breakfast – 700 Lunch + Snacks - 1000	Omelette- 100	Breakfast – 800 Lunch + Snacks - 1000
Guest Houses – VOF & THH (Breakfast, Lunch and Dinner)	200	100	300

- Non veg lunches shall be provided in canteens also.
- Breakfast, Lunch and Dinner need to be served to employees staying in the guest houses i.e. VOF and THH.
- Breakfast in the morning at canteen, snacks before lunch and after lunch shall also be provided.

1.3 Provision of Housekeeping in guest houses- Visiting Officers flats (VOFs) & Transit Holiday Homes (THHs)

There are 9 Ordinary and 2 Executive Rooms in the VOF Navrangpura and 4 THH flats and two (02) VOFs at Subhash bridge colony. The bookings for the VOF/THH are received by the office and allotment advices are issued to the guests and a copy of the same is mailed to the VOF/THH contractor. Any changes/addition shall be intimated to the Bank by phone/e-mail. For the purpose of estimation, the occupancy rate may be considered as 50%. Special care shall be taken with regards to the Executive Rooms. Quality service shall be the priority. All systems and processes in Housekeeping Services shall be designed to achieve the highest standards of hygiene and cleanliness through Innovative approaches and integration of trained and qualified human resources, state- of-the-art equipments, eco-friendly cleaning products and proven processes.

Section V: General & Specific Conditions of Contract

<u>A. General Conditions of Contract</u>	
1	1.1 The tenderer shall obtain the Tender Document from the source stated by the Bank in the Invitation for Tenders; otherwise the Bank shall not be responsible for the incompleteness of the Tender Document.
2	2.1 Conditional tender shall not be entertained. 2.2 In the event of any difference between figures & words of quoted rates, the rate in words shall be considered for evaluating the tender.
3	3.1 The tenderer is expected to examine all instructions, forms, terms, and specifications in the Tender Document. 3.2 Failure to furnish all / any information or documentation required by the Tender Document may result in the rejection of the tender.
4	4.1 The price quoted shall only be in Indian rupees and inclusive of all taxes.
<u>B. Situations leading to disqualification / rejection of tenders</u>	
5	5.1 Any canvassing by or on behalf of the tenderer or to bring political or other outside influence with regard to their selection shall lead to disqualification from the process. Such tenderer/s shall be blacklisted for next three years. If such instances go undetected during the selection process but are detected subsequently, such disqualification will take place with retrospective effect. 5.2 All the tenders should be complete in all respects with all attachments / enclosures / annexure. Incomplete forms, or bids received in any format other than the prescribed one or without proper documentary evidence etc. will be outrightly and summarily rejected by the Bank. 5.3 Tenders received by fax or email or any manner other than specified shall not be accepted and shall be summarily rejected. No correspondence will be entertained in this matter. 5.4 Bid proposals received without or lesser than the prescribed EMD / processing fee shall be summarily rejected. 5.5 Tenders received after the due date and time shall be summarily rejected. 5.6 Conditional tenders shall be straightway rejected and no additional clause will be entertained. 5.7 No tender may be modified subsequent to the last date of submission of tender. No tender may be withdrawn in the interval between the last date for submission of tender and the expiry of the tender validity period specified by the tenderer in the tender. Withdrawal of the tender during the interval shall result in forfeiture of the EMD.

	5.8 Alternative Proposals / Time for Completion shall not be permitted.
C. <u>Terms of Payment</u>	
	<p>6.1 The agency shall raise the bill, in duplicate, along with the following documents in respect of the persons deployed and submit the same to The Assistant Manager, Allotment (OLDR/VOF/THH), in the second week of the subsequent month or earlier, but only after disbursement of salary/wages to manpower deployed at various premises of the Bank. As far as possible, the payment shall be released within two weeks from the date of submission of bills complete in all respects.</p> <ul style="list-style-type: none"> i. Current month Invoice Copy ii. Current month Acquaintance (Wage) Register duly signed by the individual contract Labourers iii. Current month Attendance Register iv. Current month ESI remittance challan with consolidated breakup details. v. Current month EPF remittance challan, as applicable, with consolidated breakup details vi. Periodical returns submitted to Labour Commissioner, Shram Suvidha Portal, EPFO & ESIC within 07 days of filing. <p>6.2 The claims in bills regarding taxes and GST, if applicable, shall be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of Bank.</p> <p>6.3 During the course of the contract, only increase beyond 5% in the minimum wages as announced by the Central Government will be borne by the Bank, subject to producing documents for disbursing the increased wages.</p> <p>6.4 All other charges (other than statutory levies) will remain fixed during the duration of the contract.</p> <p>6.5 All the payments shall be released through NEFT/RTGS channel only, for which necessary mandate shall be submitted to the Bank.</p> <p>6.6 Out of the full cost of lunch at Lounge, a fixed amount currently ₹110/ lunch will be paid on daily basis by officers who take lunch. The balance bill amount will be paid by the Bank at monthly intervals as per para no. 6.1 above.</p> <p>6.7 The payment for food at VOF and THH will be paid by respective guests unless specified otherwise.</p> <p>6.8 The bill of other services will be paid by the Bank at monthly intervals as per para no. 6.1 above.</p> <p>6.9 The Bank shall not incur any expenditure for canteen operations except power supply & space.</p>

	<p>6.10 The contractor shall provide infrastructure for electronic payment viz. POS machine, Sodexo card machine, etc.</p> <p>6.11 Any objection regarding the payment received by the tenderer from the Bank may be brought to the notice of the Bank within 10 days of the date of the payment. In case no such objection is received within the stipulated period, it will be deemed that there is no objection regarding the payment.</p>
	<p><u>D. Necessary requirements to be fulfilled after award of contract</u></p>
7	<p>7.1 The successful tenderer/s shall execute a Performance Bank Guarantee of ₹3,00,000 (Rupees Three lakh Only) in favour of the Bank as specified in Section VI (Standard Formats), within 15 days of the receipt of the letter of award of work. The Performance Bank Guarantee shall remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the service provider.</p> <p>7.2 In case of breach of any terms and conditions attached to this contract, the Performance Bank Guarantee of the agency will be liable to be forfeited/invoked besides annulment of the contract.</p> <p>7.3 The agreement between the successful tenderer/s and the Bank will be signed within 15 days of letter of award of work. The agreement shall be executed in duplicate. The Bank shall retain the original and the Service Provider, the duplicate. The stamp duty shall be borne and paid by the Service Provider.</p> <p>7.4 The agency and its staff shall not disclose, divulge, reveal or use for any purpose any information relating to the Bank, which would reasonably be considered to be private or proprietary to the Bank, the release of which could reasonably be expected to cause harm in any manner to the Bank, which the agency and/or its staff have obtained, except as authorized by the Bank or as required by law. This obligation on the part of the agency and its staff shall apply during the term of agreement and indefinitely after the term of agreement. The agency and its staff shall also not disclose directly or indirectly any information and details of the Bank's infrastructure / systems/ equipments, etc., which may come to its possession or knowledge during the course of discharging its contractual obligations in connection with this empanelment, to any third party and shall at all times hold the same in strictest confidence. It 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 Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract and the Bank shall be entitled to claim damages and pursue legal remedies.</p>

E. Adherence to Statutory Requirements

8	<p>8.1 Compliance of regulations viz., Payment of Central Government Minimum Wages Act, Bonus Act, Employers' Liability Act, Contract Labour (Regulation & Abolition) Act, the Workmen Compensation Act, Industrial Disputes Act, Maternity Benefits Act, Employee State Insurance Act, Provident Funds and Miscellaneous Provisions Act and labour license of State and Central government applicable from time to time, shall be whole & sole responsibility of the agency. In this regard, the agency shall indemnify Bank against all claims and will maintain necessary books, logs, registers, verification, returns, receipts, computerized database, etc., mandatory as per the law and as per the Government rules and make the same available for inspection/verification to the concerned Government Officer/Labour Enforcement Officer/Regional Provident Fund Commissioner, as and when required. A copy of all such compliances, statements and payments made to the statutory authorities, etc., including registration number shall be provided to the Bank authority for verification and record as and when so demanded.</p>
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F. Prevention of Sexual Harassment

9	<p>9.1 The tenderer / agency shall be solely responsible for full compliance with the provisions of "The Sexual Harassment of Women at Workplace (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 tenderer / agency and the tenderer / agency shall ensure appropriate action under the said Act in respect to the complaint. The tenderer shall confirm constitution of Internal Complaints Committee for the purpose.</p> <p>9.2 Any complaint of Sexual Harassment from any aggrieved employee of the tenderer against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.</p> <p>9.3 The tenderer shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the tenderer, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the tenderer is proved.</p> <p>9.4 The tenderer shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.</p> <p>9.5 The tenderer shall provide a complete and updated list of its employees deployed in various facilities of the Bank on quarterly basis (within 15 days from each quarter end or from the date of engagement/deployment).</p>
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G. Rights of the Bank

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| 10 | <p>10.1The Bank reserves the right to extend the period of tender availability and / or the date of opening of the bids.</p> <p>10.2The Bank reserves the right to accept or reject any / all applications or annul the process of qualification without any liability or assigning any reason thereof.</p> <p>10.3The Bank reserves right to split the scope of the work to more than one agency / agencies without assigning any reason whatsoever. No claim will be entertained on account of this.</p> <p>10.4The terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the bidder to agree upon such further or other terms and conditions at the time of executing the agreement with the successful bidder, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work being awarded under this tender.</p> <p>10.5The service provider or its agents / employees committing any breach of terms and conditions mentioned herein and / or rendering unsatisfactory services, in the opinion of the Bank shall render itself liable for penalty and/or termination of the agreement forthwith without any notice or any compensation in lieu thereof.</p> <p>10.6Without prejudice to above, the agreement can be terminated with a notice of one month on either side, during the agreement period.</p> |
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H. Dispute Resolution

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| 11 | <p>11.1 It is to be duly noted that in case of any / all disputes on terms and condition of this tender, the English version of the tender document shall prevail (in case tender is issued in English and any other language simultaneously).</p> <p>11.2 All disputes and differences of any kind under the agreement shall be referred to the sole arbitrator i.e. Regional Director, Reserve Bank of India, Ahmedabad and his decision, in writing, shall be final and binding on the Service Provider. However, for any dispute/issue, not settled through arbitration, the legal jurisdiction shall be Ahmedabad only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.</p> |
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I. Force Majeure

12	<p>12.1 Notwithstanding anything else contained in this document, neither party shall be liable for any delay in performing its obligations hereunder if such delay is caused by circumstances beyond its reasonable control (including without limitation any delay caused by the acts of governments, acts of God, natural or social calamities, strikes, riots in any region, network failure, terrorist attack, war (declared and undeclared)) provided however that any delay by the supplier of the party so delaying shall not relieve that party from liability for delay except where such delay is beyond the reasonable control of the supplier concerned.</p>
<u>J. Disclaimer</u>	
13	<p>13.1 Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any tenderer within seven (7) days from the date of NIT, it shall be considered that this document is complete in all respects.</p> <p>13.2 The Bank reserves the right to modify, amend or supplement this document including all formats and Annexures.</p> <p>13.3 While this document has been prepared in good faith, neither the Bank nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.</p>
<u>K. Confidentiality Statement</u>	
14	<p>14.1 The information contained in this tender document or subsequently provided to tenderer(s) whether verbally or in documentary form by or on behalf of the Bank or by any of its employees, shall be subject to the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.</p> <p>14.2 The purpose of this tender document is to provide the tenderer(s) with information to assist the formulation of their proposals.</p> <p>14.3 This tender document does not purport to contain all the information each tenderer may require.</p> <p>14.4 This tender document may not be appropriate for all persons, and it is not possible for the Bank and/or its employees to consider the investment objectives, financial situation and particular needs of each bidder who reads or uses this tender document.</p> <p>14.5 Each tenderer should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender document and where necessary obtain</p>

	<p>independent advice from appropriate sources.</p> <p>The Bank and employees make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the tender document.</p> <p>14.6 This document and the information provided therein are confidential and intended solely for the use of the tenderer(s).</p>
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Section V.2: Specific Conditions of Contract (SCC)

1.	Catering Services
	1.1 Hot, sumptuous and adequate quantity of healthy lunch, as per the menu and rates approved by the Bank shall be provided at the MOB Lounge, Riverfront House Lounge, VOF Navrangpura Colony & THH Subhash Bridge Staff Quarters on daily basis. (Annexure IV)
	1.2 The officers shall indicate on the previous day whether they would be availing of lunch on the next working day at the Lounge. Additional last minute requests for lunches shall be acceded to the extent possible.
	1.3 Non veg item shall be prepared especially if at least three or more officers request for the same. Mini Meals/Snacks, etc. shall be provided at the Lounge at negotiated rates at the option of Bank.
	1.4 The kitchen area, the dining room, wash basins, etc. in the Lounge (MOB and Riverfront House), VOF Navrangpura and THH Subhash bridge shall be maintained in a very clean and hygienic manner at all times.
	1.5 The Agency shall ensure that only freshly prepared food is supplied and the left over are disposed of every day. Food cooked for the day is not to be served next day. If at any stage, any complaint is received or it comes to the notice of In-Charge VOF or to his designated officials/persons that the catering agency is not following the same, notice will be served to furnish explanation failing which a penalty as deemed by the Bank will be levied and if repeated will be followed up by termination of the contract and all outstanding of the agency to Bank will be seized as penalty. Vegetables and non-veg items (meat) used for cooking shall be fresh and of good quality. Proper care shall be taken for perishable items i.e., procure daily on need basis.
	1.6 The agency has to ensure proper storage of dry provisions and it shall be kept at least one foot above the grounds and adequate hygienic conditions are to be maintained in the store and kitchen areas
	1.7 Dishes served in lunch shall not be repeated in dinner. The items shall be rotated in such a manner so that the food is palatable. Overall quantity of menu shall remain sufficient to the satisfaction of the guests. Surplus food shall be disposed of and not used in the next meal.
	1.8 All crockery and cutleries, etc. will be provided by Bank except for canteen. The same shall be maintained by the catering agency. The agency shall be responsible for cleaning and washing of the cutleries, crockery and other utensils used for preparing and serving coffee/tea/break-fast/lunch/dinner. The agency shall ensure high standards in the food service. Broken/chipped and stained plates/bowls/cutleries must not be used.

	1.9 The agency is permitted to utilize the kitchen and store available in the VOFs for the purpose of cooking/storing the necessary vegetables/groceries. Cooking for regular breakfast/lunch/dinner shall be done in the VOF kitchens. The agency shall keep the store-room, kitchen, and dining area clean.
	1.10 The agency is responsible for charging the guests for the number of breakfast / lunch / dinner / coffee / tea they have ordered (Also see Section V – C, ‘Terms of Payment’). The contractor shall arrange all the provision items for cooking, cleaning materials, labourers for cooking (assistants and supervisory staff). The VOF shall be available for operation in, as is where is condition for maintaining in upright, spic and span condition. Dining hall/Kitchen/Cafeteria service shall be rendered in hygienic condition by trained chefs, cooks, cleaners, etc.
	1.11 Kitchen items and utensils available in the VOF are provided by the Bank. The agency shall arrange for any others that may be required at no extra charge. Repair and maintenance of the items under contractor control like gas stoves, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder and other housekeeping and electrical equipments etc., shall be done by the Bank in normal circumstances. However, any repair required due to mishandling of the equipments by the Catering Agency/its staff shall be at its own cost. The Bank shall have the right to take action as it deems fit in such cases.
	1.12 The agency shall provide the necessary personnel (chef, cooks, assistant cooks, waiters, and other assistants) as required for the VOFs/THHs/Lounge.
	1.13 The agency shall ensure that the personnel (chef, cooks, assistant cooks, waiters, and other assistants) undergoes periodic (once in 6 months) health check and certification for the same must be submitted to Bank, by the agency.
	1.14 The menu shall be displayed at VOF and THH. In case menu cannot be followed due to any genuine reason, the agency shall intimate same to the guest and prior permission shall be obtained before changing the fixed menu from guests.
	1.15 The staff attending to services shall be properly dressed in prescribed uniform and should wear caps, gloves and aprons, wherever required.
	1.16 The staff shall be courteous, gentle and polite.
	1.17 Sodexo coupons/Electronic meal Cards/ Electronic mode of payment shall be accepted and accounted for.
	1.18 Requests for provision of special lunches on occasions of meetings, conferences, parties, etc. shall be provided, albeit at mutually decided menu and rates.
	1.19 Catering support shall also be provided by the agency for meetings, conferences, etc. in the office and outside office as and when required.
	1.20 Waste shall be properly segregated and be disposed of efficiently.
	1.21 The contractor shall maintain records which shall be subject to examination by the designated officer of the Bank. Any deterioration in providing above services shall attract the provision of deduction, penalty or fine, pertaining to payment. Adequate monitoring and control system shall be put in place by Catering agency for ensuring best services.

	1.22 The contractor shall not allow or permit his employees to participate in any trade union activities or agitation in the premises of the Bank.
	1.23 All personnel/ employees/ workmen employed by the agency shall be, in the age group of 18–50 with good health and sound mind. The personnel/employees/workmen of the agency shall be liable to security screening by the security staff/ agencies deployed by Bank and the police. All personnel and their bags & baggage deployed with the agency shall be liable for physical security check both at the time of entry and leaving the lounge and building.
	1.24 The agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of Bank.
	1.25 The agency shall appoint fully qualified and competent workers and appropriate personnel in-charge of operations at their own cost, to ensure that the services rendered by them are at the level of a three star hotel and the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the Bank. The agency as an employer of its employees/workmen shall have exclusive right to appoint, substitute, suspend and terminate the services of any of their employees / workmen to fulfil their obligations under this agreement with enough reasons for doing so, with approval of the Bank authority.
	1.26 The employees/workmen employed by the agency shall always be under the direct and exclusive control and supervision of the agency and the agency may transfer its employees / workmen and in accordance with their needs, in consultation with the officer designated by the Bank. Adequate and necessary numbers of employees / workmen shall be deployed by the agency for fulfilment of their contractual obligations under this agreement. The agency shall also arrange a pool of standby manpower for special occasions. A proper record and register shall be maintained and presented for checking purpose to the Assistant Manager / the designated official of the Bank. It shall be the sole responsibility of the agency to ensure that employees/workmen, deployed by it, fulfil the obligations undertaken under this agreement. The agency shall also provide such employees/workmen at its own cost, with such equipment and other paraphernalia as may be considered necessary.
	1.27 The agency shall maintain sufficient number of employees on roll, specifically qualified and trained for catering, housekeeping and allied work as per contract requirement.
	1.28 The agency shall furnish the following documents in respect of the individual manpower: <ul style="list-style-type: none"> • List of Manpower deployed containing full details i.e. date of birth, marital status, address, etc. • Bio-data of the manpower with passport size photograph. • Character certificate from a Gazetted officer of the Central / State Government or certificate of verification of antecedents of persons by local police authority.
	1.29 The staff shall be deployed after getting due approval of the Bank and changes if any, in staff shall be made only after due approval is obtained from the Bank.

	1.30 The agency shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age, identification mark, etc. to the personnel deployed.
	1.31 Malfunctioning of any equipment shall not be entertained as an excuse for unsatisfactory services. Upon end of contract / termination thereof, the agency shall return all inventory to Bank in good working condition barring normal wear and tear. For shortage/misplacement/theft, replacement cost of the items shall be recovered from the final bill or security deposit.
	1.32 No items shall be taken out of the VOF/Lounge/Canteen/THH without written permission of the designated officer nominated by the Bank. Normally no inventory shall be shifted from one room/ place to another, without approval of Assistant Manager, VOF/designated officer and making valid entry in the stock register of the inventory.
	1.33 Room charges shall be collected by the contractor and deposited on a monthly basis in the account specified by Bank
	<p>1.34 Services shall be provided by presentable, neatly attired and well-mannered qualified and trained attendant/personnel as per their functional designation. The personnel deployed (age group: 18-50 years) shall be of certified character and antecedents, be Indian national and must display name badges and identity card signed by the agency/contractor and be conversant in Hindi, English and local language. For the purpose of discharge of obligations under the contract, the minimum number of manpower to be deployed by the agency shall be 7 (seven), 2 (two), 4 (four) and 3 (three) at MOB Lounge, Riverfront House, VOFs and THHs respectively. The personnel at VOF and THH each shall be stationed in the space allocated in Navrangpura (Caretaker room adjacent to Flat D-19) and in SBSQ (Flat B-16 for stay and Flat B-19 for Canteen) respectively.</p> <p>However, the agency and its manpower shall have no right to the space provided by the Bank and shall indemnify for any loss or damage caused to the property of Bank or part thereof arising due to their catering operations or otherwise caused by them. There is a provision of new VOFs upcoming in Subhash Bridge colony. The extra manpower requirement, if any, for additional VOFs will be decided at mutually agreed terms and conditions.</p>
	<p>1.35 The agency shall provide at least two sets of uniforms to all personnel employed by them. The staff should wear formal, clean, and ironed uniforms as per their job assignments. Staff working without uniform are liable to be turned down from being engaged in work. The specified uniform for waiter/housekeeper/room-boy/helper and cook is as follows:</p> <ul style="list-style-type: none"> i. Waiter/housekeeper/room-boy/helper - Black full trousers & white shirts with black bow and black shoes. ii. Cook - Appropriate uniform with apron, gloves and cap

	1.36 The agency shall bear any loss or damage caused due to negligence/theft, etc. by it or its manpower. Appropriate amount of penalty after due consideration and hearing shall be imposed by the Regional Director, Reserve Bank of India, Ahmedabad, or an officer nominated by him on his behalf and the same will be deducted from the monthly bill of the contractor.
	1.37 The services shall be provided as per the working hours/specified hours in offices and throughout the year on 24X7X365 in VOF and THH with sufficient number of manpower required to run the operation. The substitute shall be provided in case any of the contractor's staff remains absent. Leave of the employees of the agency should be strictly as per the statutory norms. Any unauthorized leave availed would be subject to penalty on the contractor. The manpower shall be paid for 22 and 26 working days for office (MOB and Riverfront House) and VOF/THH respectively. No manpower charges will be paid for staff canteen operations.
	1.38 The agency or his representative shall not allow any unauthorized person to enter premises. If at any time or during surprise check, it is found that any unauthorized person is staying, the agency shall be directly responsible and liable to penalty of Rs.20,000/- per day besides termination of contract at the discretion of the Bank.
	1.39 Bank shall not be responsible for any injury, accident, disability or loss of life to the contractor or to any of its personnel that may take place while on duty or otherwise. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make its own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them and submit a proof to this effect.
	1.40 The agency shall be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and served including raw material and ingredients incorporated therein and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provisions of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulations and orders framed there under, including safety and health of all consumers/residents under the said contract. The agency shall keep the Bank indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.
2.	Housekeeping & Janitorial Services at VOF and THH
	2.1 The fittings, fixtures, furniture, furnishings, linen, gadgets and all other items shall be properly handed over after making separate kit inventory/bar coding and details of each items giving specification, duly signed by Bank's representative and the contractor for the VOF/ THH. Each room shall display the inventory list and be reconciled on quarterly basis with compulsory annual inventory verification of the complete VOF/ THH.

	<p>2.2 The Bank shall provide the following inventory to the agency against acknowledgement and the agency shall maintain these items properly:</p> <ul style="list-style-type: none">i. Furnishing of Rooms.ii. Air Conditioners, TVs, Geysers, etc.iii. Provision of curtain, blanket, looking mirror, towels, bed sheet, bed cover, mattress, protector cover, pillow, pillow cover, wall clock, table lamp, wall hangings etc. as one time support.																																																												
	<ul style="list-style-type: none">iv. Telephone instruments and extensions, computer/ modem/TCPIP connection.v. Electrical fittings, tube lights, bulbs, fans, etc., as aggregate level infrastructure.																																																												
	<p>2.3 The allotment of rooms (accommodation), in the VOF and THH shall be done by a designated official of Bank who shall intimate the same to the VOF and THH Supervisor respectively through email or letter. The Bank may also consider introduction of a web/IT based room reservation system/billing, comprehensive computing software and room reservation/ allotment system, networked connection/interface, billing, inventory management and complaint redressal mechanism through the said software etc., which shall be binding and acceptable to the agency.</p>																																																												
	<p>2.4 The following cleaning materials shall be used by the agency for VOF/THH:</p> <table><tr><th>Sr. No</th><th>Item</th><th>Sr. No</th><th>Item</th></tr><tr><td>1</td><td>Air Freshener</td><td>15</td><td>Harpic/Flush Clean</td></tr><tr><td>2</td><td>All Purpose Cleaner</td><td>16</td><td>Insect Killer</td></tr><tr><td>3</td><td>Deodorant / fresheners</td><td>17</td><td>Naphthalene Balls</td></tr><tr><td>4</td><td>Dettol</td><td>18</td><td>Nylon brooms with sticks</td></tr><tr><td>5</td><td>Dust brushes</td><td>19</td><td>Plastic buckets</td></tr><tr><td>6</td><td>Dust pan</td><td>20</td><td>Scrubbers with handle</td></tr><tr><td>7</td><td>Dusting Cloth</td><td>21</td><td>Spray bottles</td></tr><tr><td>8</td><td>Extension pole for glass cleaning</td><td>22</td><td>SS Scorch pads/steel wool</td></tr><tr><td>9</td><td>Feather duster</td><td>23</td><td>Toilet brush</td></tr><tr><td>10</td><td>Floor dust mops with holder</td><td>24</td><td>Toilet paper rolls</td></tr><tr><td>11</td><td>Garbage bags large</td><td>25</td><td>Window Applicator</td></tr><tr><td>12</td><td>Garbage bags medium</td><td>26</td><td>Window Glass Cleaner</td></tr><tr><td>13</td><td>Garbage bags small</td><td>27</td><td>Window Squeeze</td></tr><tr><td>14</td><td>Hand brush</td><td>28</td><td>Single Disk Scrubber</td></tr></table>	Sr. No	Item	Sr. No	Item	1	Air Freshener	15	Harpic/Flush Clean	2	All Purpose Cleaner	16	Insect Killer	3	Deodorant / fresheners	17	Naphthalene Balls	4	Dettol	18	Nylon brooms with sticks	5	Dust brushes	19	Plastic buckets	6	Dust pan	20	Scrubbers with handle	7	Dusting Cloth	21	Spray bottles	8	Extension pole for glass cleaning	22	SS Scorch pads/steel wool	9	Feather duster	23	Toilet brush	10	Floor dust mops with holder	24	Toilet paper rolls	11	Garbage bags large	25	Window Applicator	12	Garbage bags medium	26	Window Glass Cleaner	13	Garbage bags small	27	Window Squeeze	14	Hand brush	28	Single Disk Scrubber
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	<p>2.5A professional, experienced and computer literate person shall be nominated as Supervisor for the Visiting Officers Flat (VOF) and THH who will, inter alia:</p> <ul style="list-style-type: none"> i. Manage the Reception counter, attend the guests in decent and hospitable manner. ii. Attend to and address any guest complaints promptly. iii. Maintain the Complaint Register (standard Format) which should be readily available for guests and for inspection. iv. Maintain the check-in and check-out in both register and in the system. v. Allot the rooms in the VOF and THH as per the directives received from the Bank. vi. Arrange safe handling of baggage of the guests. vii. Attend the telephones and maintain a call traffic register.
	<ul style="list-style-type: none"> viii. Arrange emergency transport as and when required by the guest at their cost. ix. Provide information to the guests regarding rail/air/ timings and information related to campus. x. Ensure overall cleanliness in the surrounding areas xi. Record in complaint register non-functional electrical/electronic gadgets (Geysers, Fans, lights, ACs, etc.) and other maintenance issues of the rooms as well as common areas and report to the Assistant Care Taker immediately. A complaint and downtime register shall be maintained for this purpose. xii. Ensure that all the items provided in the room (like Remote of TV, AC, etc.) are available in the room at the time of check-out. In case of any missing items, the agency shall be solely responsible to replace the same at no extra cost. xiii. Submit documentary evidence of payment of wages to its workforce and other documents sought for by the Bank.
	<p>2.6 Ensure that all the rooms, fixture and fittings attached to the rooms are kept well cleaned at all times and record thereof maintained for verification.</p>

	<p>2.7 Ensure that all rooms are provided with following items at any point of time and record thereof maintained for verification. These items shall be procured by the Bank for use in VOF and THH rooms wherever applicable:</p> <ul style="list-style-type: none"> i. Bed Sheet ii. Bed Cover iii. Pillow Covers iv. Blanket v. Blanket linen vi. Bath Towel vii. Hand Towel viii. Tumblers (Glass) ix. Coasters x. Hangers xi. Bucket xii. Foot Mat xiii. Mug xiv. Dustbin small xv. Bath Mat xvi. Dustbin big xvii. Fridge (In Single & Double rooms) xviii. Electrical Kettle xix. Induction Stove xx. TV with Remote xxi. Telephone xxii. Washing Machines xxiii. Mixers xxiv. Wet Grinder xxv. Slippers xxvi. Bath robes (Executive VOF)
	<p>2.8 Maintenance and cleaning on daily basis of all the VOF & THH rooms (with toilet cum bath), kitchen, dining hall, glass window pane, blinds</p>
	<p>including all fixtures/furniture. A status report on day to day basis shall be maintained by the supervisor as a permanent record for verification as and when required.</p>
	<p>2.9 Bedroom linen and Bathroom towels shall be changed once in two days generally or earlier in case they become dirty or on demand by guests. Requests of guests shall be accommodated and recorded in the VOF /THH register maintained for the purpose</p>
	<p>2.10 Floors of the rooms and corridor/wings shall be cleaned daily with ISI mark detergent/phenyl (harmless WHO certified chemicals) and shall be kept clean at all times. Carpets, wherever available, shall be cleaned daily by vacuum cleaner and dry cleaning will be done on quarterly basis or earlier as per requirement. Cleaning of sofa set, covers, curtains shall be done on monthly basis. The agency shall arrange all consumable and cleaning materials for cleaning and dry cleaning. Mosquito repellent, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repugnant, etc., shall be done as and when required.</p>

	2.11 Bathroom/toilet shall be cleaned thoroughly every day and mopped up with ISI marked phenyl. Deodorant/Colin/Room Spray shall be used for better results. Liquid soap dispenser/ bath soap, tissue rolls, toilet paper, bathroom freshener (odonil or equivalent), naphthalene balls, room freshener, toilet cleaner, duster brooms and the cleaning/sanitary materials, etc. shall be provided by the agency as per the monthly charges quoted in manpower (Financial bid).
	2.12 The agency shall be responsible for quality cleaning of bed and bath linens as per industry norms. The agency shall also provide laundry services to the guest(s) on payment basis at rates approved by the Bank. Reception Desk should assist the guests' requirements
	2.13 A liquid hand wash from a reputed brand and a pair of slippers, shall be also kept in each room
	2.14 In case of electrical and plumbing issues, the VOF/ THH Supervisor shall arrange to report the same in the register kept for the purpose in the colony and also arrange to inform and follow up with the Caretaker of the colony, to rectify the issues
	2.15 The agency shall ensure overall general maintenance, like drainage, cleaning, garbage disposal (dry and wet garbage, plastic and non-plastic waste disposal, etc., in an eco-friendly manner, using protective/closed bins), services and repairs (electrical, plumbing, HVAC etc.), breakdowns, emergency relief and help on urgency basis
	2.16 The agency shall ensure that managers/ supervisors are sufficiently trained and equipped with mobile phones.
	2.17 The agency shall provide the necessary manpower (housekeeping, room boys, supervisors and facility manager) as required for the VOFs and THHs.
	2.18 The agency should keep a small inventory (25 units each) of (good quality) toothbrush, toothpaste, razor, shaving cream, combs, sewing kits, ear buds, facial tissues (small packs) which may be provided to guests, if needed, at MRP in both VOF and THHs.
	2.19 Cleaning Service Standards:
	<ul style="list-style-type: none"> i. Basic Standard: Maintain- service areas, public areas, utility areas, fire exits, stairways, etc. in good condition at all times. ii. Prestige Standard: High standard of cleanliness and appearance shall be maintained at all times including at higher floor gloss levels – VIP Suites –Executive VOFs, dining area, pantries, lobbies,VOFs, THHs, etc. iii. Hygiene Standard: High hygiene standard shall be ensured in toilets, kitchen, pantry, vending areas, waste bins, hidden surfaces, etc. viz., to be maintained free of dirt, stains, waste matter, watermarks and scale using appropriate cleaning and sanitizing materials

	<p>2.20 Types of Cleaning:</p> <ol style="list-style-type: none"> i. Routine Cleaning: Cleaning tasks to ensure that toilets, meeting areas, public areas furniture & floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose. ii. Reactive Cleaning: Reactive service to maintain full & safe use of facilities – response to spillages, replenishing consumables & monitoring the cleanliness of all sanitary facilities. iii. Periodic Cleaning: Activity includes all deep cleaning and periodic cleaning activities of all areas and activities that require more frequent cleaning than routine cleaning including kitchens, vending points. For example, the monthly cleaning shall, inter alia, include the following: <ul style="list-style-type: none"> • Remove cobwebs from the entire guest house premises wherever they exist. • Scrubbing of all floor areas. • Cleaning carpets in guest rooms with shampoo by some experienced personnel. • All wooden/leather furniture to be dusted, polished, cleaned and maintained in good condition. • Washing/dry cleaning, ironing and refitting of curtains.
	<p>2.21 The service of the House-keeping is round-the-clock operation and includes the followings:</p> <ol style="list-style-type: none"> i. Maintain the environment of the guest house in a healthy and hygienic condition round the-clock at the level of a 3-star hotel or above. All living areas to be kept clean & tidy and effective waste collection & disposal arrangements shall be made. ii. Daily cleaning and at the time of every check out. iii. Sweeping of the entire premises. iv. Damp mopping of tiles, vitrified floors, staircases, sidewalls, corridors, passages. v. Dusting of desk, table, chair and furniture located in the occupied rooms. vi. Special attention shall be paid to the cleaning of wash basins. vii. Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non-abrasive cleaners and disinfectants. viii. All the wash basins, toilets pans shall be kept stain free using Harpic/ Sanifresh etc. ix. All surfaces shall be free of germs, soap and mud at the wash

	<p>rooms/WCs;</p> <p>x. Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area.</p> <p>xi. Cleaning of Door mats, doors, etc.</p> <p>xii. Naphthalene balls, urinal cubes, shall be provided in sufficient quantity in the toilets.</p> <p>xiii. Emptying all waste paper baskets from all rooms and washing or wiping them clean with damp cloth, replacing plastic waste, paper basket linings and placing them at their right place.</p> <p>xiv. All waste wet and dry from waste paper baskets, kitchen, dining halls, etc. shall be collected and disposed off every day as per the guidelines.</p>
	<p>2.22 Take - Aways to be supplied by the Agency for VOF and THH:</p> <p>i. Toiletries and consumables Kit for each room per new occupant. The above items must be provided in a take-away plastic pouch)</p> <ul style="list-style-type: none"> • Tooth Brush • Tooth Paste • Shampoo Sachet • Oil Sachet • Comb • Disposable shaving razor • Shaving cream • Soap <p>ii. Following consumables to be supplied for each occupied room each day. All items mentioned should be of superior / branded quality</p> <ul style="list-style-type: none"> • 4 sachets of Coffee, Tea, Milk powder and Sugar Sachets • Two sealed bottles of 1000 ml mineral water (Bailey/Kinley/ Aquafina/Bisleri to be provided by the Bank on monthly basis after receiving monthly indent)
3	Experience & Qualification of Staff
	3.1 The VOF/THH Supervisor should have minimum 5 years of industry experience with knowledge of computers. Fluency in English, Hindi and local language is essential.
	3.2 Cooks and assistant cooks shall have at least 2-3 years in reputed hotel and large institutional cooking experience. Fluency in English, Hindi and local language is essential.
	3.3 Other contract personnel /waiters for dining area, being engaged by the agency shall have minimum experience of 2-3 years in their respective fields.
	3.4 The service personnel being engaged by the agency shall be polite, smart and physically sound.
	3.5 All the personnel being engaged by the agency shall wear uniform as per Sr. No. 1.35. They shall use hand gloves while serving the food.

4	Complaints / Suggestions / Feedback / Reports																																
	4.1 The agency shall keep a suggestion book to be provided by Bank to record any suggestion/complaints on performance of services, from the officers/guests and produce the same to the Bank or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid their recurrence. The agency shall attend to all the complaints and address the same as early as possible to the satisfaction of the Bank																																
	4.2 The agency shall also obtain feedback of each guest in VOF and THH in the format prescribed by the Bank. (Annexure XII)																																
	4.3 Records and Reports to be maintained by Contractor/Agency: <table><tr><th>Sr. No</th><th>Name of Document</th><th>Sr. No</th><th>Name of Document</th></tr><tr><td>1</td><td>Visitors Register</td><td>8</td><td>Checklist for cleaning of rooms</td></tr><tr><td>2</td><td>Guests Register</td><td>9</td><td>Check in and out Reports</td></tr><tr><td>3</td><td>Register of keys</td><td>10</td><td>Attendance Register</td></tr><tr><td>4</td><td>Medical Box Checklist</td><td>11</td><td>Lost and Found Register</td></tr><tr><td>5</td><td>Menu Card</td><td>12</td><td>Food Bill Receipt book</td></tr><tr><td>6</td><td>Staff personal data file</td><td>13</td><td>Downtime Register (for electronic & electrical goods)</td></tr><tr><td>7</td><td>Lounge Register for lunches</td><td>14</td><td>Feedback/Complaint Register</td></tr></table>	Sr. No	Name of Document	Sr. No	Name of Document	1	Visitors Register	8	Checklist for cleaning of rooms	2	Guests Register	9	Check in and out Reports	3	Register of keys	10	Attendance Register	4	Medical Box Checklist	11	Lost and Found Register	5	Menu Card	12	Food Bill Receipt book	6	Staff personal data file	13	Downtime Register (for electronic & electrical goods)	7	Lounge Register for lunches	14	Feedback/Complaint Register
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	5.1 The following penalty framework shall be applicable under the contract. However, the Bank is free to levy higher penalty in any of the scenarios and the decision of Bank shall be final and binding with respect to imposition and enforcement of penalty: <table><tr><th colspan="6">Penalty for Instances</th></tr><tr><th>Sr. No</th><th>Type of irregularity</th><th>1st instance in a year</th><th>Upto 3 instances in a year</th><th>Upto 5 instances in a year</th><th>More than 5 instances in a year</th></tr><tr><td>1</td><td>Non supply /inadequate/po or quality of food and/or mineral water bottles / Take-Away kits/ Tea-Coffee Kits and Non display of Menu Rate card</td><td>₹300/- and other action as the Bank may deem fit.</td><td>₹500/- and other action as the Bank may deem fit.</td><td>₹1000/- and other action as the Bank may deem fit.</td><td>Termination of contract, invoking of Performance Bank Guarantee/ Forfeiting of Performance Security</td></tr></table>	Penalty for Instances						Sr. No	Type of irregularity	1st instance in a year	Upto 3 instances in a year	Upto 5 instances in a year	More than 5 instances in a year	1	Non supply /inadequate/po or quality of food and/or mineral water bottles / Take-Away kits/ Tea-Coffee Kits and Non display of Menu Rate card	₹300/- and other action as the Bank may deem fit.	₹500/- and other action as the Bank may deem fit.	₹1000/- and other action as the Bank may deem fit.	Termination of contract, invoking of Performance Bank Guarantee/ Forfeiting of Performance Security														
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Sr. No	Type of irregularity	1st instance in a year	Upto 3 instances in a year	Upto 5 instances in a year	More than 5 instances in a year																												
1	Non supply /inadequate/po or quality of food and/or mineral water bottles / Take-Away kits/ Tea-Coffee Kits and Non display of Menu Rate card	₹300/- and other action as the Bank may deem fit.	₹500/- and other action as the Bank may deem fit.	₹1000/- and other action as the Bank may deem fit.	Termination of contract, invoking of Performance Bank Guarantee/ Forfeiting of Performance Security																												

			wherever applicable				Deposit and
	2	Non- maintenance of Kitchen, Dining Area, VOF/THH rooms, VOF/THH Toilets, Wash rooms, Wash basins, etc. in clean and hygienic manner. Non/ improper washing/ cleaning of Linen, towels, curtains, etc. wherever applicable	₹300/- and other action as the Bank may deem fit.	₹500/- and other action as the Bank may deem fit.	₹1000/- and other action as the Bank may deem fit.	blacklisting Termination of Contract, invoking of Performance Bank Guarantee/ Forfeiting of Performance Security Deposit and blacklisting	
	3	Not ensuring that Electronic/ Electric items are in working condition in the VOFs/ Lounges/ Canteens/THHs	₹500/- and other action as the Bank may deem fit.	₹1000/- and other action as the Bank may deem fit.	₹2000/- and other action as the Bank may deem fit.		
	4	Use of abusive language with guests or talking or behaving with staff in a manner demeaning to them	₹500/- and other action as the Bank may deem fit.	₹1000/- and other action as the Bank may deem fit.	₹2000/- and other action as the Bank may deem fit.		
	5	Non-wearing of uniforms by Agency's employees / untidy uniform.	₹500/- and other action as the Bank may deem fit.	₹1000/- and other action as the Bank may deem fit.	₹2000/- and other action as the Bank may deem fit.		
	6	Permitting unauthorized persons to stay in VOF/ THH/ Lounges/ Canteen	₹20000/- and other action as the Bank may deem fit.				
	7	Change of employees without intimation and approval of the Bank	₹2000/- and other action as the Bank may deem fit.	₹5000/- and other action as the Bank may deem fit.	₹10000/- and other action as the Bank may deem fit.		

	8	Non-maintenance of statutory and other registers/documents or Non submission of required documents sought by the Bank / Non submission of	₹2000/- and other action as the Bank may deem fit including	₹5000/- and other action as the Bank may deem fit including intimation	₹10000/- and other action as the Bank may deem fit including intimation		
		documentary evidence for payment of wages	intimation to statutory authorities.	to statutory authorities.	to statutory authorities.		
	9	Non submission of Lounge coupons/bills and non-submission of bills in time	₹500/- and other action as the Bank may deem fit.	₹1000/- and other action as the Bank may deem fit.	₹2000/- and other action as the Bank may deem fit.		
	10	Manpower deployed lesser than or not as per stipulations in Agreement.	₹2000/- and other action as the Bank may deem fit.	₹5000/- and other action as the Bank may deem fit.	₹10000/- and other action as the Bank may deem fit.		
	11	Non-payment of wages through electronic mode or non-submission of documentary evidence for such payment	₹2000/- and other action as the Bank may deem fit.	₹5000/- and other action as the Bank may deem fit.	₹10000/- and other action as the Bank may deem fit.		
	12	Employment of Minors/ Wages not being paid as per Central Government Minimum Wages/ Non adherence to Prohibition/non adherence to Central/State Government laws.	₹5000/- and other action as the Bank may deem fit including intimation to statutory authorities	₹10000/- and other action as the Bank may deem fit including Intimation to statutory authorities	₹20000/- and other action as the Bank may deem fit including Intimation to statutory authorities		
						Termination of Contract, invoking of Performance Bank Guarantee/Fo rfeiting of Performance Security Deposit and blacklisting	
6	Termination/Suspension of Contract						
	6.1 The Bank shall be at liberty to suspend this contract at any time by giving 24 hours' notice in writing to the agency for breach of any of the terms and conditions of this contract viz., for poor quality, insufficient service, misconduct of the agency/its staff, etc. asto which the decision of the Bank shall be final and the agency shall not be entitled to any change or compensation by reason thereof.						

	<p>6.2 In normal circumstances, it shall also be lawful for the Bank to terminate the agreement at any time without assigning any reason and without being liable for loss or damage which the agency may suffer by reason of such termination, by giving the contractor 30 days' notice in writing. Any such termination shall be without prejudice to any other right of the Bank under the contract.</p>
	<p>6.3 Agency's right to terminate:</p> <ul style="list-style-type: none"> i. If the agency decides to terminate the contract before the end of the contract period, the agency has to give an advance intimation of at least 60 days. ii. If the agency terminates the agreement without prior notice of 60 days, then the Performance Bank Guarantee (PBG) shall be invoked.

Section VI: Standard Formats

Form 1	Details of Technical bid
Form 2	Details of Financial bid
Form 3	Performance Bank Guarantee
Annexure IV	Menu for Lunch at Officer's Lounge – <u>Financial Bid</u>
Annexure V	Menu for Breakfast/Beverages/Snacks/Lunch/Dinner at Staff Canteen
Annexure VI	Menu for Breakfast/Beverages/Snacks/Lunch/Dinner at VOF and THH
Annexure VII	Manpower Deployment
Annexure VIII	Total Cost including manpower, uniform, cleaning material (VOF) – <u>Financial Bid</u>
Annexure IX	Total Cost including manpower, uniform, cleaning material (THH) – <u>Financial Bid</u>
Annexure X	Total Costs including manpower, uniform (MOB & Riverfront House Lounge) – <u>Financial Bid</u>
Annexure XI	Give-away Items for VOF/THH – <u>Financial Bid</u>
Annexure XII	VOF Feedback form

Form 1

PART I – TECHNICAL BID

NAME OF THE TENDERER: _____

ADDRESS:

CONTACT NO: _____

Technical Bid by the Tenderer

(To be given on applicant's letter head)

Name of the tenderer:

Address:

S.No.	Particulars	Details to be filled in by the tenderer
1.	Name of the Organization	
2.	a) Type of organization – (whether Proprietorship / Partnership /LLP /Pvt. Ltd/ Ltd Company). (b) Date of establishment (c) Details of Registration (Firm, Company etc.), Registering Authority, Date, Number etc. (not applicable in the case of a sole proprietorship). Please enclose relevant documents in support of the same.	
3.	Name of the proprietor / partner / directors of organization with designation.	
4.	Regd. Office/ Business Address of the organization along with Telephone No, Mobile No, Fax No and e-mail. (a) Whether having own office in Ahmedabad. (b) Address of the local office at Ahmedabad. (c) Name of the authorized official and his/her telephone number. Please enclose relevant documents in support of the same.	
5.	Work Experience- Details of work experience as per the requirement in the Eligibility Criteria and Terms and Conditions supported by work orders, documents, and certificates. The details along with documentary evidence of previous experience, if any, of similar services for the Reserve Bank of India at any centre or government / semi- government / public sector undertakings / banks / MNCs should also be given.	

6.	Whether average annual business turnover of last three financial years is ₹ 50 lakhs. Supporting documents should be enclosed in proof of turnover.	
7.	Income Tax Returns of last three Assessment year 2018 -19, 2019 -20 and 2020- 21 (Self Attested photocopies to be submitted)	
8.	Whether registered with Labour Department under the Contract Labour (R & A) act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971. If yes, Indicate the date of registration. (A copy of certificate/registration to be submitted).	
9.	Whether in possession of a valid license as per Food Safety and Standard Act, 2006 (Food license copy to be attached).	
10.	Name and address of the bankers. Please enclose a certificate from the banker regarding financial standing as per format attached with this tender document. (Annex-I and II)	
11.	Name and address of the existing clients along with full details. The feedback from minimum two (02) clients is required to be submitted as per Annex III .	
12.	The bank Account (IFSC Code and Account Number) where payments would be received by the organization.	

Declaration:

1. The above information is true to the best of my/our knowledge and if any information is found untrue or false, I/We may be debarred from the tender process/being given the contract.
2. I/We agree to abide by the terms and conditions stipulated by the Bank.
3. I/We also agree that my/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 in writing between the Bank and tenderer. I/We also agree to keep the earnest money during the entire period of validity of tender.

4. I/We understand that the Bank reserves the right to accept or reject any or all the tender either in full or in part without assigning any reason therefore.

Signature
Name and seal of the tenderer

Date:

Place:

List of documents

Sr. No.	Documents	Remarks
a	Incorporation documents	In support of information provided at Sr. No 2
b	KYC details (Copy of the PAN, TIN and GST Registration)	In support of information provided at Sr. No 4
c	Work experience documents	In support of information provided at Sr. No 5
d	Audited annual financial statements (for Assessment years 2018 -19, 2019 -20 and 2020- 21.	In support of information provided at Sr. No 6
e	Income Tax Returns of last three Assessment Years i.e. 2018 -19, 2019 -20 and 2020-21	In support of information provided at Sr. No 7
f	Registration/certificate with Labour Department under the Contract Labour (R & A) act, 1970and Contract Labour (Regulation and Abolition) Central Rules, 1971	In support of information provided at Sr. No 8
g	Food Safety and Standard Act, 2006 (Food license copy to be attached).	In support of information provided at Sr. No 9
h	Name and address of the existing clients along with full details. The feedback from minimum two (02) clients is required to be submitted as per Annex III	In support of information provided at Sr. No 10
i	The bank Account (IFSC Code and Account Number) where payments would be received by the organization	In support of information provided at Sr. No 11

Details of Bankers

(To be given on applicant's letterhead)

Particulars	Banker 1	Banker 2
Name of the Branch and its complete postal Address including IFSC and e-mail id.		
Name and Job-title of the Branch Manager/Relationship Manager along with his/her Telephone No(s) and E-mail id		
Type of Account and Account No		
The period from which the service provider has been banking with the Banker (specify number of years).		
Any other information which the service provider may like to furnish about its Bankers.		

Signature

Name and seal of the tenderer

Date:

Place:

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK (To be arranged by the Tenderer)

(To be given by the banker on its letter head addressed to RBI, Ahmedabad)

1. Composition of the firm (whether Partnership/ LLP/ Private Limited/ Proprietorship/ Public Limited.)
2. Name/s of the Proprietor/ Partners/ Directors of the firm.
3. Turnover of the firm for the last 3 years (year wise).
4. Credit facility/ Overdraft facility enjoyed by the firm.
5. Nature of dealings and opinion thereon
6. The period from which the firm has been banking with the bank.
7. Any other remarks.
8. Opinion on whether the party is considered financially sound to be entrusted with the contract for works estimated to cost ₹60 lakh.

(Signature)

Authorised Signatory of the Bank Branch

Date:

Place:

Note:

1. Bankers' certificates should be on letter head of the Bank.
2. The certificate to include names of all partners and directors of the party as recorded with the Bank.

**CLIENT's CERTIFICATE REGARDING PERFORMANCE OF CONTRACTOR /
AGENT**

(To be given on its letterhead by client)

1. Name & address of the Client
2. Details of Works executed by Shri /M/s
3. Name of work with brief particulars
4. Agreement No. and date
5. Agreement amount
6. Date of commencement of contract
7. Date of expiry of contract
8. Duration of relationship with the Agency
9. Details (Date of levy of penalty, Amount of penalty and reasons) of penalty levied for deficiencies in services rendered
10. Details of disputes with the agency during the contract
11. General Feedback on the quality of service by Agency
12. Rating of services rendered: Outstanding/Very Good/ Good/Satisfactory/ poor
13. Recommendation, if any or any other feedback

Signature

Name and seal of the client

Date:

Place:

Form 2

PART II – FINANCIAL BID

NAME OF THE TENDERER: _____

ADDRESS:

CONTACT NO: _____

Details of Financial bid

E-TENDER FOR COMPREHENSIVE CONTRACT FOR CATERING SERVICES AND RELATED HOUSEKEEPING SERVICES

In response to the above and in full agreement with the terms and conditions as stipulated by you, I/We state as under:
(All the mentioned rates will be inclusive of GST)

Items	Description	Estimated quantity per month (A)	Rate (₹)	Total (₹)
Limited Veg Mini Meals	Please refer to Annexure IV , Serial no C-1 of the tender document.	450		
Unlimited Veg Meals	Please refer to Annexure IV , Serial no C-2 of the tender document.	200		
Non-Veg Dish	Please refer to Annexure IV , Serial no C-3 of the tender document.	200		
Beverages-1	Please refer to Annexure V , Serial no A-1 of the tender document.	1500		
Beverages-2	Please refer to Annexure V , Serial no A-2 of the tender document.	200		
Breakfast	Please refer to Annexure V , Serial no B-1 of the tender document.	500		
Cheese/Paneer Snacks	Please refer to Annexure V , Serial no B-2 of the tender document.	200		
Non-Veg Snacks	Please refer to Annexure V , Serial no B-3 of the tender document.	100		
Limited Veg Mini Meals	Please refer to Annexure V , Serial no C-1 of the tender document.	500		
Limited Veg Meals	Please refer to Annexure V , Serial no C-3 of the tender document.	300		
Non-Veg Dish	Please refer to Annexure V , Serial no C-4 of the tender document.	100		
Beverages-1	Please refer to Annexure VI , Serial no A-1 of the tender document.	300		
Beverages-2	Please refer to Annexure VI , Serial no A-2 of the tender document.	100		
Breakfast	Please refer to Annexure VI , Serial no B-1 of the tender document.	300		
Cheese/Paneer Snacks	Please refer to Annexure VI , Serial no B-2 of the tender document.	100		

Non-Veg Snacks	Please refer to Annexure VI , Serial no B-3 of the tender document.	100		
Limited Veg Mini Meals	Please refer to Annexure VI , Serial no C-1 of the tender document.	100		
Meals –Veg-Unlimited	Please refer to Annexure VI , Serial no C-2 of the tender document.	100		
Meals-Non-Veg	Please refer to Annexure VI , Serial no C-3 of the tender document.	100		
Total (VOF)	Manpower charges for VOF. Please refer to Annexure VIII of the tender document.	1		
Total (THH)	Manpower charges for THH. Please refer to Annexure IX of the tender document.	1		
Total (MML)	Manpower charges for MOB/ Riverfront House. Please refer to Annexure X of the tender document.	1		
Coffee/Tea Kits-VOF	Please refer to Annexure XI , Table A, Serial no. 1 of the tender document.	550		
Toiletry Take-away kits VOF	Please refer to Annexure XI , Table A, Serial no. 2 of the tender document.	100		
Coffee/Tea Kits - THH	Please refer to Annexure XI , Table B, Serial no. 1 of the tender document.	250		
Toiletry Take-away kits - THH	Please refer to Annexure XI , Table B, Serial no. 2 of the tender document.	50		
Total (Inclusive of GST)				

Form-3

Proforma of Bank Guarantee for Security Deposit

(To be submitted on Non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

No. _____ Date _____

To:
The Regional Director
Reserve Bank of India
Ahmedabad

Dear Sir,

In consideration of your agreeing to empanel M/s _____ (hereinafter referred to as "the Contractor") in terms of their contract with you for CATERING SERVICES AND RELATED HOUSEKEEPING SERVICES To RESERVE BANK OF INDIA, AHMEDABAD as per their Tender dated _____ and your Special Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon /set forth or referred to in your Contract dated _____ in the form of guarantee from us in the manner hereinafter contained, we (Name of the Bank) do hereby covenant and agree with you as follows:

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of ₹3,00,000 (Rupees Three lakh Only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Contractor of any of the terms and conditions contained in the said Contract and in the event of the Contractor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of ₹3,00,000 (Rupees Three lakh Only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Contractor.

2. Notwithstanding anything to the contrary, your decision as to whether the Contractor has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.

3. This guarantee shall continue and hold good until it is released by you on the application by the Contractor after expiry of the relative guarantee period of the said Contract and after the contractor had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said

contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force two months after the day of expiry of the contract without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing.

4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.

5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the Contractor or to postpone for any time or from time to time any of your rights or powers against the Contractor and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Contractor or any other forbearance, act or omission on your part or any indulgence by you to the Contractor or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of ₹3,00,000 (Rupees Three lakh Only) as aforesaid.

6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Contractor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the Contractor.

7. In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.

8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the contractor from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of this guarantee.

9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncanceled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11. This guarantee shall not be affected by any change in the constitution of the contractor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.

12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.

13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.

14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and contractor or any other person.

15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to ₹3,00,000 (Rupees Three lakh Only). Unless a written claim is lodged on us for payment under this guarantee before the expiry date, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether or not the original guarantee is returned to us.

16. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED

(For & on behalf of the above named Bank)

For & on behalf of (Banker's Name & Seal)

BRANCH MANAGER

(Banker's Seal)

Address _____

Annexure IV

Menu for Lunch at Officer's Lounge

Sr No	Particulars	Quantity	Rate
C-1	Limited Veg Mini Meals (Any two items per day)	400 gms	
	Rotis (4nos.)/ Poori (6 nos.) + Shak		
	Pav Bhaji (Bhaji + 2 pav)		
	Masala Dosa/ Uttappam + Sambhar + Chutney		
	Rice plate + Dal/ Rajma/ Chhole		
	Khichdi + Kadhi		
C-2	Unlimited Veg Meals		
	a) Soup		
	b) Rotis / Pooris		
	c) 2 types of Subzi-1 Seasonal dry vegetable+ 1 Paneer/Gravy vegetable		
	d) Dal		
	e) Rice		
	f) Papad		
	g) Salad		
	h) Fruit Juice tetra pack		
	i) Farsan		
	j) Sweet and Fruit (other than Banana)		
	k) Curd/Buttermilk/Raita		
C-3	Non-Veg Dish – 1- Chicken/Mutton/Fish	250 gms.	

Annexure V

Menu for Breakfast/Beverages/Snacks/Lunch/Dinner at Staff Canteen

Sr.No.	Item	Quantity	Price (₹)
A-1	Beverages-1	150 ml	10 (maximum limit inclusive of GST)
	Tea/Coffee/Lemon juice/Butter Milk/Curd		
A-2	Beverages-2	200 ml	
	Fresh Tender Coconut water/Milk		
	Seasonal fruit juice		
B-1	Breakfast (Any two items-daily)	200 gms.	40 (maximum limit inclusive of GST)
	Paratha (Aloo/Methi/Gobi, etc.) - 2 nos. + Pickle + Curd		
	Toasted Bread (4)+ Butter chiplet-8 gms.+Jam chiplet-8 gms		
	Batata Poha		
	Bhajia/Papdi/Fafda/Fulwadi/Gathia/Dalwada/Khaman/Dhokla, etc.		
	Batata Wada (2) + Chutney + Pav (2)		
	Dabeli/Puff + Chutney (2 pcs.)		
	Vegetable/ Aloo mutter Sandwich (2 pcs.)		
	Idli (2 nos.) + Sambhar + Chutney		
	Medu Vada (2 nos.) + Sambhar + Chutney		
	Punjabi Samosa/Kachori/Cutlet (2 pcs.)		
	Jalebi/Gulab Jamun (50 gms x 4 pcs.)		
	Seasonal fruit salad		
B-2	Cheese/Paneer Snacks	150 gms	
	Paneer Tikka/ Pakoda/		
	Frankie/Rolls/Wraps		
	Cheese Sandwich		
B-3	Non-Veg Snacks	200 gms	
	Ommlette/Boiled Eggs/Scrambled Eggs (2 eggs + 2 slices of bread)		
C-1	Limited Veg Mini Meals (Any two items per day)	400 gms	
	Rotis (4nos.)/Poori (6 nos) + Shak		
	Pav Bhaji (Bhaji + 2 pav)		
	Masala Dosa /Uttappam + Sambhar + Chutney		
	Rice plate + Dal/Rajma/Chhole		
	Khichdi + Kadhi		
C-3	Limited Veg Meals	600 gms.	80 (max limit inclusive of GST)
	a) Roti (4) / Pooris (6)		
	b) 2 types of Subzi-1 Seasonal vegetable+ 1 Paneer/Gravy Vegetable		
C-4	c) Dal, Rice, Curd, Papad, Pickle		
	Non-Veg Dish - 1 Chicken/Mutton/Fish	300 gms.	

Branded snacks/Chips/Wafers/Cookies/Canned Juice/Lassi/Rabdi/Shri Khand/Cold

Drinks/Ice cream etc. to be provided on MRP.

Annexure VI

Menu for Breakfast/Beverages/Snacks/Lunch/Dinner at VOF and THH

Sr.No.	Item	Quantity	Price (₹)
A-1	Beverages-1	150 ml	10 (maximum limit inclusive of GST)
	Tea/Coffee/Lemon juice/Butter Milk/Curd		
A-2	Beverages-2	200 ml	
	Fresh Tender Coconut water/Milk		
	Seasonal fruit juice		
B-1	Breakfast (Any two items-daily)	200 gms.	40 (maximum limit inclusive of GST)
	Paratha (Aloo/Methi/Gobi, etc.) - 2 nos. + Pickle + Curd		
	Toasted Bread (4)+ Butter chiplet-8 gms.+Jam chiplet-8 gms		
	Batata Poha		
	Bhajia/Papdi/Fafda/Fulwadi/Gathia/Dalwada/Khaman/Dhokla,etc.		
	Batata Wada (2) + Chutney + Pav (2)		
	Dabeli/Puff + Chutney (2 pcs.)		
	Vegetable/ Aloo mutter Sandwich (2 pcs.)		
	Idli (2 nos.) + Sambhar + Chutney		
	Medu Vada (2 nos.) + Sambhar + Chutney		
	Punjabi Samosa/Kachori/Cutlet (2 pcs.)		
	Jalebi/Gulab Jamun (50 gms x 4 pcs.)		
	Seasonal fruit salad		
B-2	Cheese/Paneer Snacks	150 gms	
	Paneer Tikka/ Pakoda/		
	Frankie/Rolls/Wraps		
	Cheese Sandwich		
B-3	Non-Veg Snacks	200 gms	
	Ommlette/Boiled Eggs/Scrambled Eggs (2 eggs + 2 slices of bread)		
C-1	Limited Veg Mini Meals (Any two items per day)	400 gms	
	Rotis (4nos.)/Poori (6 nos.-) + Shak		
	Pav Bhaji (Bhaji + 2 pav)		
	Masala Dosa /Uttappam + Sambhar + Chutney		
	Rice plate + Dal/Rajma/Chhole		
	Khichdi + Kadhi		
C-2	Meals –Veg- Unlimited		80 (max limit inclusive of GST)
	a) Roti/Poori		
	b) Shak-1- Mix vegetable		
	c) Shak-2 – with Paneer/Gravy		
	d) Dal		
	e) Rice		
	f) Papad		
	g) Salad		
C-3	Meals-Non-Veg (1 Chicken/Mutton/ Fish (300 gms)		

*Branded snacks/Chips/Wafers/Cookies/Canned Juice/Lassi/Rabdi/Shri Khand/Cold Drinks/Ice cream etc. to be provided on MRP.

Annexure VII

Manpower Deployment

Sample Manpower Charges excluding taxes:

All Personnel must be paid at least Minimum wages as fixed by Central Government, from time to time.

Table 1: MANPOWER FOR VOF

Sl. No.	Designation	No. of Staff	Min Wage	VDA	SUB-Total	PF@ 13%	ESI@ 3.25%	Other @20%	Daily Rate	Days / Mth	Monthly Rate
1	SUPERVISOR	1								26	
2	COOK	1								26	
3	HOUSEKEEPER	1								26	
4	ROOM BOY	1								26	
	TOTAL	4									

Table 2: MANPOWER REQUIREMENT FOR THH

Sl. No.	Designation	No. of Staff	Min Wage	VDA	SUB-Total	PF@ 13%	ESI@ 3.25%	Other @20%	Daily Rate	Days / Mth	Monthly Rate
1	SUPERVISOR	1								26	
2	COOK	1								26	
3	HOUSEKEEPER /ROOM BOY	1								26	
	TOTAL	3									

**Table 3: MANPOWER REQUIREMENT RIVERFRONT HOUSE
OFFICE FOR CATERING**

Sl. No.	Designation	No. of Staff	Min Wage	VDA	SUB-Total	PF@ 13%	ESI@ 3.25%	Other @20%	Daily Rate	Days / Mth	Monthly Rate
1	SUPERVISOR	1								22	
2	HELPER	1								22	
	Sub total	2									

Table 4: MANPOWER REQUIREMENT FOR MOB CATERING

Sl. No.	Designation	No. of Staff	Min Wage	VDA	SUB-Total	PF@ 13%	ESI@ 3.25%	Other @20%	Daily Rate	Days / Mth	Monthly Rate
1	SUPERVISOR	1								22	
2	COOK	1								22	
3	ASST COOK	1								22	
4	HELPER	2								22	
5	WAITER	2								22	
	Sub total	7									

*Other Allowances stated to include Bonus, leave wages and statutory charges.

Annexure VIII

Total Cost including manpower, uniform, cleaning material (VOF)

Designation	No. of Staff	Min Wage	VDA	SUB-Total	PF@ 13%	ESI@ 3.25%	Other @20%	Daily Rate	Days/ Mth	Monthly Rate
Housekeeper	1								26	
Room Boy	1								26	
Cook	1								26	
Supervisor	1								26	
Total	4									
Cost of 2 sets of Uniform per Year	4									
Total Manpower charges										
Cost of Cleaning Materials, Equipments, Consumables										
Sub total										
GST										
Total (VOF)										

Annexure IX

Total Costs including manpower, uniform (THH)

Designation	No. of Staff	Min Wage	VDA	SUB-Total	PF@ 13%	ESI@ 3.25%	Other @20%	Daily Rate	Days/ Mth	Monthly Rate
Helper	1								26	
Cook	1								26	
Supervisor	1								26	
Total	3									
Cost of 2 sets of Uniform per Year	3									
Total Manpower charges										
Cost of Cleaning Materials, Equipments, Consumables										
Sub total										
GST										
Total (THH)										

Annexure X

Total Costs including manpower, uniform (MOB & Riverfront House Lounge)

MOB Lounge										
Designation	No. of Staff	Min Wage	VDA	SUB-Total	PF@ 13%	ESI@ 3.25%	Other @20%	Daily Rate	Days/ Mth	Monthly Rate
Helper	2								22	
Cook	1								22	
Supervisor	1								22	
Asst Cook	1								22	
Waiter	2								22	
Riverfront House Lounge										
Helper	1								22	
Supervisor	1								22	
Sub Total	9								22	
Cost of 2 sets of Uniform per Year	9									
Total Manpower charges										
Sub total										
GST										
Total (MML)										

Annexure XI

A. Approved Price Bid for Give-away Items for VOF:

Sl. No.	Description	Unit Rate (Rs.)
1	Coffee/Tea Kits – To be provided daily (4 sachets each of coffee, tea, sugar, and milk powder) @	
2	Toiletry Take-away kits in pouches – One Pouch consisting of branded- tooth brush, tooth paste, soap, shampoo, oil sachet, disposable razor, and shaving cream – for kit for one booking \$	

B. Approved Price Bid for Give-away Items for THH:

Sl. No.	Description	Unit Rate (Rs.)
1	Coffee/Tea Kits – To be provided daily (4 sachets each of coffee, tea, sugar, and milk powder) (@)	
2	Toiletry Take-away kits in pouches – One Pouch consisting of branded- tooth brush, tooth paste, soap, shampoo, oil sachet, disposable razor , and shaving cream – for one booking (\$)	

Annexure XII

VOF/THH Feedback form

भारतीय रिज़र्व बैंक

Reserve Bank of India

फ़ीडबैक फ़ॉर्म / Feedback Form

विजिटिंग अधिकारी फ्लैट (वीओएफ)/ हॉलिडे होम (एचएच)/ ट्रांसिट हॉलिडे होम (टीएचएच)

Visiting Officers' Flat (VOF) / Holiday Home (HH) / Transit Holiday Home (THH)

नाम / Name					
कार्यालय / Office					
(वीओएफ) / (एचएच) / (टीएचएच) का निम्नलिखित स्थान पर					
आप					
ने क अवधि / Period of your stay					
ईमेल पता / Email Address					
<p>कृपया आप निम्नलिखित सेवाओं को (1) से (5) के अंक देकर रेटिंग करें। शुरुआती (1) बहुत ही असंतुष्ट और (5) बहुत ही संतुष्ट के लिए है। यहाँ आपने निम्नलिखित सेवाओं को (1) या (2) अंक दिए हैं तो कृपया सुझाव भी दीजिए।</p> <p>Please rate the following services on a scale of (1) to (5). (1) being extremely dissatisfied and (5) being extremely satisfied. Please make a suggestion if you have rated any service as (1) or (2).</p> <p>(1) बहुत असंतुष्ट (2) असंतुष्ट (3) न संतुष्ट न असंतुष्ट (4) संतुष्ट (5) बहुत ही संतुष्ट</p> <p>(1) Extremely dissatisfied (2) Dissatisfied (3) Neither satisfied nor dissatisfied (4) Satisfied (5) Extremely Satisfied.</p>					
1. आरक्षण और चेक-इन / Reservation and Check-in					
❖ निम्नलिखित कार्यालय द्वारा आरक्षण के अनुरोध का प्रहरी (मुंबई क्षेत्रीय कार्यालय)	(1)	(2)	(3)	(4)	(5)
Handling requests for reservation by Controlling Office (Mumbai Regional Office)					
❖ (वीओएफ) / (एचएच) / (टीएचएच) में चेक-इन/चेक-आउट व्यवस्था	(1)	(2)	(3)	(4)	(5)
Handling of check-in/check-out at (VOF) / (HH) / (THH)					
2. हाउस क एंटी और सजावट / Housekeeping and Décor					
❖ पर्यावरण/भीतरी सजावट – Ambiance/inside Décor	(1)	(2)	(3)	(4)	(5)
❖ आउटडोर सुविधाएँ / Outdoor facilities	(1)	(2)	(3)	(4)	(5)
❖ सामान्य हाउसक एंटी रखरखाव / General Housekeeping/Maintenance	(1)	(2)	(3)	(4)	(5)
❖ बेड रूम सुविधाएँ / Bedroom amenities	(1)	(2)	(3)	(4)	(5)
❖ बाथ रूम सुविधाएँ / Bathroom amenities	(1)	(2)	(3)	(4)	(5)
❖ टेलिफोन/इंटरकॉम सुविधाएँ / Telephone/Intercom facility	(1)	(2)	(3)	(4)	(5)
3. केटरिंग / Catering					
❖ उपलब्धता / Availability	(1)	(2)	(3)	(4)	(5)
❖ भोजन का गुणवत्ता / Quality of food	(1)	(2)	(3)	(4)	(5)
❖ सेवा / Service	(1)	(2)	(3)	(4)	(5)
4. केयरटेकर/होटल स्टाफ – Caretaker/Hotel Staff					
❖ देखने में व्यवहार – Appearance/Grooming	(1)	(2)	(3)	(4)	(5)
❖ सेवा / Service	(1)	(2)	(3)	(4)	(5)
❖ रवैया / Attitude	(1)	(2)	(3)	(4)	(5)
5. लीज पर हॉलिडे होम का स्थान / Location of Leased Holiday Home	(1)	(2)	(3)	(4)	(5)
6. क्या आवंटन पत्र में बताई गई सभी सुविधाएँ और अपेक्षित छूट होटल द्वारा दी गईं? / Whether various facilities indicated in allotment letter as also discount mentioned therein were provided by Hotel or not					YES/NO

कोई अन्य सुझाव / Any other comments/suggestions :

Signature/हस्ताक्षर

Date/तारीख

इस फॉर्मवली को भरने में आपने जो समय दिया उसके लिए धन्यवाद। आपका यह फीडबैक हमारे लिए बहुत महत्वपूर्ण है। इससे हम अपनी सुविधाओं में सुधार करने में मदद मिलेगी।

We appreciate your taking the time to complete this questionnaire. Your feedback is very important to help enhance the quality of our facilities.

मानव संसाधन विभाग, अहमदाबाद क्षेत्रीय कार्यालय, अहमदाबाद द्वारा जारी

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