



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

**Tender Notice**  
**Catering Service at Staff Canteen at RBI, Patna**

Sealed tender in covered envelope is invited for providing catering service at Staff Canteen in Reserve Bank of India, Patna

For more details, please visit TENDERS link on our website [https://www.rbi.org.in/Scripts/BS\\_ViewTenders.aspx](https://www.rbi.org.in/Scripts/BS_ViewTenders.aspx). Last date for submission of tender is April 07, 2021 up to 04:00 PM.

The Bank reserve the right to reject any tender without assigning any reason thereof.

**Patna**  
**March 03, 2021**

**General Manager-in-Charge**



**Requirement of Contractor for Staff Canteen at Reserve Bank of India, Patna**  
**Pre-Qualification Criteria / Technical Requirements**

1. Offers are invited from reputed and experienced catering agencies and/or restaurant chains for awarding contract to provide canteen facilities to staff members of the Bank at Staff Canteen in Reserve Bank of India, Patna.
2. The Tender consists of two phases: Part I- Technical Bid, Part II- Financial Bid. The caterers will have to submit applications in sealed cover with the required data in Part-I along with Performance Certificate as prescribed at [Annex-1](#) and submit Part- II- Financial bid in a separate sealed cover for the menu proposed (both enclosed in sealed envelopes).
3. Financial bids (Part- II) will be considered only from those parties who fulfill the Pre-Qualification and eligibility criteria as per the assessment of technical requirements in Technical Bids (Part- I) (including quality checks and visit to the business premises of the parties).
4. The contract shall initially be for a period of one year, which would be renewable for a further period of two years, one year at a time, at the discretion of the Bank and subject to satisfactory services.
5. The catering agency should have achieved a minimum annual sales turnover of ₹10 lakh from food catering business each year in the last 3 years i.e. FY 2017-18, 2018-19, 2019-20. However, this does not apply to any government linked SHG/SHG federation working in the field of food catering
6. Security deposit for the period of the contract of ₹20,000/- (Rupees twenty thousand only) should be paid by the successful bidder in the form of Bank Guarantee after the award of contract.
7. The bidders are required to submit performance certificates from past and present clients (minimum 3 certificates required) as per [Annex – 1](#) for each work completed during last three years, ending March 31, 2020.
8. FSSAI certification is compulsory.
9. Caterer should have applicable tax registrations (PAN, TIN, GST, etc.).
10. Caterer should have the requisite valid License / Certificate by the Government to carry out the business including all the clearances from the statutory bodies.
11. Caterer should have Current account in a scheduled commercial bank. The Caterer

may preferably have clients like PSUs/Banks/FIs/Corporates/Govt/semi-Govt organisations to its credit.

12. Firms having ISO: 22000:2005 certification and/or possessing SQF (Safe Quality Food) Certificate for quality of its products shall be given preference in the evaluation process criteria in Part-I of Technical Bid, by awarding extra marks to the bidder.
13. The Caterer will have to be affiliate of M/S Sodexo SVC India Pvt Ltd and sell Tea/Lunch/Breakfast/Beverages to the Staff members against Sodexo Coupons and/or cash/card payment.
14. The Caterers should ensure that they fulfil the pre-qualification criteria before submitting the tenders. The tenders submitted by Caterers who do not fulfil the pre-qualification criteria specified by the Bank will be summarily rejected.
15. Prescribed Application forms and Qualification Criteria could be obtained from Human Resource Management Department, Reserve Bank of India, Patna on all working days (Mon-Fri) between 2 pm and 4 pm from March 03, 2021 to April 07, 2021. The same are also available on website of the Bank, i.e. [www.rbi.org.in](http://www.rbi.org.in) under the link 'TENDERS'.
16. Interested parties/organizations may submit their applications on or before April 07, 2021 furnishing full details of experience and other related information (filled in Part-I) and quotations (filled in Part-II) in the prescribed format in separate sealed envelope super scribing thereon "APPLICATION FOR CATERING CONTRACT TO RUN STAFF CANTEEN AT RESERVE BANK OF INDIA, PATNA" addressed to "The General Manager-in-Charge, HRMD, Reserve Bank of India, Patna- 800001".
17. No tender will be received after 16:00 hours April 07, 2021 under any circumstances whatsoever.
18. Tenders not submitted as per the guidelines stated above are liable for rejection. Decision of the Bank in this regard shall be final.
19. 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.
20. The Bank shall obtain reports on past performance of the tenderer. The Bank shall evaluate the said reports before opening of the Part II of the tenders. If any tenderer

is not found to possess the required eligibility for participating in the tendering process and/or her/ his performance reports received from her/his clients are found unsatisfactory, the Bank reserves the right to reject her/his offer even after opening of Part I of the tender.

21. Bidder(s) whose catering contract was terminated by the Bank on account of unsatisfactory performance or, refused to enter into agreement after award of contract are not eligible to apply.

22. Settlement of Disputes by Arbitration- All disputes and differences of any kind whatever arising out of or in connection with the contract or the carrying out of the works (whether during the progress of the works or after their completion and whether before or after the determination abandonment or breach of the contract) shall be referred to and settled by the Bank who shall state its decision in writing. Such decision may be in the form of a final certificate or otherwise. The decision of the Bank with respect to any of the excepted matters shall be final. But if the vendor is dissatisfied with Bank's decision, the Contractor may, within 28 days after receiving notice of such decision, give a written notice to the Bank requiring that the matters in dispute be arbitrated upon. Such written notice shall specify the matters, which are in dispute. If both the parties agree, a sole arbitrator would be appointed for the purpose by the Bank in consultation with the vendor. In case no agreement could be reached on the appointment of single arbitrator, both the parties will nominate one person each as an arbitrator on their behalf. The two arbitrators nominated by the parties shall nominate presiding arbitrator or umpire. The arbitrator or arbitrators, as the case may be, shall have power to open up, review and revise any certificate, opinion, decision, requisition or notice and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid. The arbitrator or arbitrators, as the case may be, shall make his or their award within the period specified under the Arbitration and Conciliation Act, 1996, from the date of entering upon the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the arbitrator or the arbitrators as the case may be, shall make an award in terms of such settlement or compromise. The arbitration proceedings including the fees of arbitral tribunal shall be governed by the provisions of Arbitration and Conciliation Act, 1996 and the rules made thereunder. The venue of arbitration shall be RBI, Patna. This submission shall be deemed to be a submission to arbitration within the

meaning of the Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or arbitrators, as the case may be, shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator or arbitrators is given, abide by the decision of the Bank. No award of the arbitrator or arbitrators, as the case may be, shall relieve the Contractor of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Bank and the Contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract.

23. All disputes arising shall be subject to the exclusive jurisdiction of competent court at Patna in case of failure of arbitration process.

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

**25. Notice for Termination of Contract:**

- i. Bank reserves the right to terminate the contract at any time during the currency of the contract period, by giving one month's prior notice in writing, without assigning any reason therefor. However, the caterer shall not be liable for any compensation for premature termination.
- ii. Also, the caterer may terminate the contract by giving two months' prior notice in writing, in case it decides to stop the services.
- iii. In case of failure to provide the services for minimum period of the contract, the Bank has the right to forfeit the EMD deposited by the successful bidder

**26. Selection/Evaluation of Vendor:**

Selection of final successful vendor shall be done based on the recommendations of the Committee appointed by the Bank, considering the marks obtained by the vendors in the technical bid and financial bid (Refer [Annex 3](#) and [Annex 4](#) for further details). The successful vendor shall execute a bilingual agreement (Hindi and English) on stamp paper (stamp duty shall be borne by the vendor). If the selected vendor fails to sign the formal agreement immediately on award of contract or fails to undertake the work on the due date (to be conveyed later) the letter of intent can be cancelled.

27. **Schedule of Opening tenders:** Part I- Technical Bid of the tender will be opened at

11:00 A.M. on April 08, 2021 in presence of the authorized representatives of the tenderers who choose to be present. Part II- Financial bid of only those tenderers which are found eligible after scrutiny of their Part I, will be opened. The date of opening of Part II of the tender will be intimated to all the eligible tenderers separately, through valid e-mail ids confirmed by them.

## **GENERAL INSTRUCTIONS FOR TENDERER FOR CATERING IN STAFF CANTEEN AT BENGALURU OFFICE**

1. The Caterer will manage and run the Canteen attached to the Bank on the 2nd Floor of its Annex building at (Reserve Bank of India, Patna) hereinafter referred to as “the said Premises”.
2. The agency should have achieved a minimum annual sales turnover of Rs. 10 lakh from food catering business in each of the last 3 years. (Documentary proof supported by audited Profit/loss statement – Balance sheet statement or CA certified statement of accounts/ Income Tax returns copies required). However, this does not apply to any government linked SHG/SHG federation working in the field of food catering.
3. **The Catering Agency should have an office in Patna.** Preference will be given to those who are already successfully running canteen/food plaza in Government/ public-sector organizations.
4. The contract shall initially be for a period of one year, which would be renewable for a period of another two years (One year at a time) at the discretion of the Bank and subject to satisfactory services.
5. The said canteen shall be for the exclusive use of the employees of the Reserve Bank of India and the persons authorized to enter the Bank’s premises.
6. The Bank reserves the right to obtain feedback from the previous/present clients of the Tenderer and also depute its team(s) to inspect the site(s) at present contract(s) for on the-spot first-hand information regarding the quality of food and services provided by the Tenderer. Decision of the Bank with regard to award of the contract will depend upon the feedback received from the previous and present clients and also from its team(s) deputed for the purpose. The decision of the Bank in this regard will be final and binding on all bidders.
7. The firm shall issue electronic receipts/vouchers and accept digital payments and card/cash.
8. The Catering organization must have experience in preparing and serving all types of dishes, i.e. South Indian, North Indian, Chinese, Continental etc.
9. The firms having ISO: 22000:2005 certification and/or possessing SQF Certificate for quality of its products will be given preference.
10. The caterer must use only permissible brand of consumables as specified at [Annex-2](#). The caterer may use other equivalent brand after obtaining prior approval from the Bank.

11. The firm would be required to use only ISI / Agmark / Food grade products and as per FSSAI norms.
12. The firm will ensure that raw material used for cooking are of very good quality, safe for human consumption and conform to the standards laid down by the Government of India in this regard from time to time. In the event of any food poisoning/contamination, the firm will be held fully responsible and liable to other penal actions under the law. The firm will ensure proper sanitation/hygienic conditions in the premises and deploy person free from infectious diseases.
13. Food served in the Canteen should be of high quality. Breakfast should be served between 09.30 am to 11.30 am, Lunch should be made available between 12.30 pm and 2.30 pm, Snacks should be made available between 3.30 pm and 4.30 pm, Tea / Coffee to be made available throughout the day.
14. The firm may also supply those food/eatable items which are not under the contract in case of demand from employees. The cost of such food/items should not be more than MRP rates.
15. The approved price of the eatables should be prominently displayed at the counter in the Canteen.
16. The contractor shall maintain a feedback register wherein the Bank employees can provide feedback on the quality/quantity of the food supplied.
17. The rates quoted in the financial bid (Part-II) shall be final. Any revision in the rates will be considered only at the time of renewal of the annual contract by mutual agreement taking into consideration the WPI/inflation rates.
18. The Bank shall not give any subsidy to the caterers.
19. The Caterer will have to be an affiliate of M/S Sodexo SVC India Pvt Ltd and sell Tea/Lunch/Snacks/Beverages to the Staff members against Sodexo Coupons and/or cash/card payment.
20. The Caterer will have to cook in the kitchen attached to the canteen in the annex building, unless otherwise approved by the Bank.
21. The Canteen will be required to be run on all working days of the Bank and other days, if required by the Bank.
22. The Caterer will be provided space, electricity, water and use of existing canteen infrastructure free of charge by the Bank.
23. The Caterer shall use only commercial LPG cylinders in the staff Canteen. Use of Kerosene and other flammable items is strictly prohibited. The fuel cost for

preparation/cooking of food will be borne by the caterer. Electric stoves may not be used for preparation of food.

24. The Caterer shall at all times, maintain and keep the canteen, kitchen, washing area in the said premises, in a clean and hygienic condition, to the satisfaction of the Bank.
25. The Caterer shall provide proper receptacles (dustbins) for throwing refuse from the kitchen, canteen area, and shall arrange at his own cost, for prompt removal of such refuse, from the canteen every day.
26. The firm shall keep the canteen and its surrounding areas clean and sanitation shall be maintained every day. The cleaning includes of utensils, kitchen, canteen, floor, counters, tables, chairs etc. The firm shall maintain a very high level of hygiene, purity, cleanliness and shall ensure that the image of the cafeteria does not get adversely affected by the poor upkeep, smell or untidy looks of canteen staff, facilities, utensils or food quality.
27. The Caterer shall provide cutlery items and shall also ensure that the cutlery, crockery, utensils, etc., in which food and beverages are served, are properly and hygienically cleaned.
28. Cost of food & beverages must be competitive and reasonable. There shall be a complete ban on use of single use plastic in all operations of canteen.
29. The firm shall ensure that all the canteen employees, during their working hours wear neat and tidy uniform, cooking head caps and use hygienic gloves supplied by the firm. No canteen employee shall be allowed to perform his/her duty without proper uniform/attire.
30. The Bank has the right to levy penalty and even terminate the contract if there is deterioration in any kind of services, quality of food stuff, material, hygiene, etc. In case of any dispute in this regard, the decision of the Bank will be final and binding.
31. Compliance to various statutes/rules/regulations vis-à-vis all labour laws in force, particularly the Contract / Labour (Regulation & Abolition) Act, 1970, the Minimum Wages Act 1948, Bonus Act, the Workmen Compensation Act, Employee State Insurance Act, the Payment of Gratuity Act 1972, Provident Funds and Miscellaneous Provisions Act, the Payment of Wages Act 1936, the Minimum Wages (Central) Rules 1950) shall be whole & sole responsibility of the Agency. The Contractor shall produce

to the Bank their books, registers, documents, returns, receipts, certificates etc., whenever required for verification / examination by the Government authorities.

32. It shall be the sole responsibility of the firm to obtain and keep ready necessary license/permissions from various government bodies for running catering services and the caterer will have to produce on demand, license/permit/approval etc. from the concerned statutory authority to the local office (RBI) or any other authority concerned for carrying out this type of work. They must also have necessary license to engage labor under the applicable Labor laws. The caterer will have to abide by all applicable statutory/regulatory laws/rules including minimum wages/PF etc. The caterer will be solely responsible for violation of any laws.
33. The firm shall be responsible for compliance of the applicable labour laws in respect of personnel employed by them. The firm shall be the employer for its workers and the Bank will not be held responsible fully or partially for any dispute that may arise between the firm and its workers.
34. The Contractor shall ensure proper conduct of its personnel in office premises and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
35. The firm shall be personally responsible for conduct and behaviour of its staff. If it is found that the conduct or performance of any person employed by the firm is unsatisfactory, the firm shall remove the person concerned and engage a new person within 48 hours of intimation by the Bank. The decision of the Bank's designated officer in this regard shall be final and binding on the firm.
36. The Catering Contractor shall not engage any agent or enter into sub-contract with any other caterer/s for running the said services.
37. The Catering Contractor shall not carry on in the said premises, any business other than running the said Canteen. He shall not make any changes, additions or alternations in the said premises without permission of the Bank.
38. The Bank shall not in any way, be responsible, for any loss of crockery or any other goods or articles, kept in the said premises by the Caterer.
39. The Caterer shall be responsible for the loss or damage, etc. caused to the articles of Dead Stock and other kitchen equipment, made available/to be made available, subsequently, to the Caterer and the Bank shall have the right to recover the cost of repairs / replacements / damages etc.
40. The Caterer must undertake that it shall make it clear to the staff employed by it, that they are its' employees and it is its' responsibility to pay salary and other allowances

to the staff employed by it under Minimum Wages Act and other applicable laws and also to supervise them to comply with the obligations under this agreement and the staff employed by it shall have no claims against the Bank.

41. The Contractor should have personnel with relevant experience preferably with professional qualification (viz. degree/diploma in Food technology/Hotel management etc.) at the supervisory level. The supervisor must have the ability to supervise the entire affairs of the Canteen and must have cordial disposition. The catering support staff must have necessary experience of table service.
42. Liability/responsibility in case of any accident causing injury/death to canteen worker or any of their staff shall be of the firm. The Bank shall not be responsible by any means in such cases.
43. The Agency shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal Act, 2013). In case of any complaint of sexual harassment against its employee within the Bank premises, the complaint will be filed before the Internal Complaints Committee constituted by the Agency and the Agency shall ensure appropriate action under the said Act in respect to the complaint.
44. The caterer has to arrange for police verification of the antecedents of all the staff engaged by him in the Bank premises and furnish Police Verification Certificates to the Bank (within one month of entering into contract or immediately on engagement of new manpower in RBI Premises), failing which Bank has the right to terminate the contract. It is the responsibility of the caterer to ensure that the staff engaged in the Bank premises do not have any criminal background and their character is exemplary.
45. All the staff of the Caterer are required to undergo a Medical check-up through the Government / Municipal Hospital once a year and submit Medical Certificates to the Bank at the Caterer's cost. The suggestions made by the Bank's Medical Officer in the matter shall be scrupulously followed by the Caterer.
46. The caterer is required to maintain details of all its employees/workers and a list of such employees along with their details such as names, residential address, age, etc., along with recent photograph of its workers to be deployed by it in the premises of the Bank should be provided to the Bank. Only those employees of the Firm will be allowed to be engaged whose police verification has been completed. The firm will be responsible for payment of wages/salaries and dues of all such employees.
47. The agency shall be solely responsible for providing all requirements of his staff, including: Payment of wages and all allowances as per prevailing instructions under

Minimum Wages Act (Central Rules), 1948 as applicable and as amended from time to time. The wages to the labourers are to be credited to a savings bank account opened with any Private/public/co – operative bank every month. Contractor would submit a quarterly Bank account statement certifying the payment of minimum wages/wage register and other statutory payments like PF/ESI etc. along with necessary proof/documents to Welfare desk, HRMD.

48. The Regional Director / General Manager-in-Charge of the Bank or any Officer authorized by him/her, on his/her behalf, shall have power to inspect the Canteen, the quality of raw material, food and other items prepared and sold in the canteen and direct the removal therein of any food articles or beverage which may, in his/her opinion, be considered as unsuitable for consumption and the Caterer shall adhere to such directions. Any defect(s) pointed out by such officers during their visits shall be properly attended to by the firm.
49. Either party shall terminate this contract by giving one month notice in advance to the other party. On expiry of or early termination of the Agreement, the Caterer shall give up all licenses and permits, in force, relating to running of the Canteen services to the Bank.
50. The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment etc., which may come to the possession or knowledge of the contractor during the course of discharging its contractual obligations in connection with the agreement, to any third party and shall at all times hold the same in strict confidence. The Contractor 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 Contractor shall not publish or disclose any particulars of the work in any trade or technical paper or otherwise without the previous written consent of the Bank. The contractor shall indemnify the Bank for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Bank shall be entitled to claim damages and pursue legal remedies.
51. The Contractor shall take appropriate action with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement is fully satisfied.
52. The Caterer shall furnish a Bank Guarantee equal to a sum of Rs.20,000 (Rupees twenty thousand only) towards security deposit for the period of the contract. No

interest shall be paid on the security deposit submitted by the vendor.

53. There will be no guarantee on minimum turnover in the food consumed in the staff canteen.

**Note:**

**1. If all the particulars are not duly filled in or if requisite documents are not submitted, the application will be rejected. The Bank's decision in this regard shall be final and no further correspondence in this connection shall be entertained.**

**2. Failure to keep Part I (Technical Bid) and II (Financial Bid) of the tender documents separately shall lead to disqualification of the tender.**

**Declaration**

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

Signature with Official seal :

Name & Address of the Applicant:

Date:

Place:

**TENDER FOR CATERING IN STAFF CANTEEN, RBI, Patna**  
**PART - I - TECHNICAL BID- Application form**

*(This format shall be sent in separate sealed cover super scribing- Part-I- TECHNICAL BID: "APPLICATION FOR CATERING CONTRACT TO RUN STAFF CANTEEN AT RESERVE BANK OF INDIA, PATNA" and dropped in the Box kept on the Ground Floor of the Bank Building).*

<b>SI No.</b>	<b>Particulars</b>	<b>Details to be filled</b>
1.	Name and Address of the Applicant Firm/Company/Proprietary Concern/SHG (relevant documents to be produced)	
2.	Whether Individual/Firm/Company/ Proprietary Concern/ SHG: (Applicable documents such as Certificate of Incorporation, Memorandum and Articles of Association, Registration Certificate, Partnership Deed etc. to be produced)	
3.	Name & Address of the Proprietor/ Person-in-Charge/ Partners/ Director, as the case may be	
4.	Registered office address and telephone number & email address	
5.	Office address through which the work will be handled (together with vendor's E-mail Id, Telephone No. and Mobile No. of the person to be contacted)	
6.	PAN No.	Please enclose documentary evidences
7.	Registration No. with ESIC	
8.	Labour License No.	
9.	GST Regn. No.	
10.	Food License No.	
11.	Bank Details (including type of account and IFSC Code)	a) Name in a/c : b) A/c No. :

		c) A/c type: d) Name of the Bank : e) Name of the Branch : f) IFS Code of the Branch :			
12.	Turnover from catering/canteen business done per annum during each of the last three years (Last Three Years' Audited Balance Sheet -Copies of IT Returns and audited financial accounts of the business duly certified by a Chartered Accountant to be submitted)	2017-18	2018-19	2019-20	
13.	Details of Work Experience as per requirement in the Eligibility Criteria and Terms and Conditions supported by performance certificates, work orders, documents etc.				
14	Sr No	Establishment/s for which the caterer/agency has provided/ been providing canteen services (including full contact details of client and person to be contacted in that Office)	No. of years of experience with that Establishment/s	Value of Work	No. of Staff catered to that Establishment/s
15	Whether the Contractor/ Agency has personnel with relevant professional qualifications (viz. Degree/Diploma in Catering Technology/ Hotel Management etc) at the Supervisory level? If Yes, documentary proof required.				
16	Certificate of ISO: 22000:200S and/or SQF Certificate (Copy to be attached, if any)				
17	Performance certificates from clients during last 3 years, (minimum 3 required) as per <a href="#">Annex- 1</a>				

## **DECLARATION**

I / We hereby declare that the information furnished above is true to the best of my/our knowledge. I/We have enclosed necessary documentary evidence in support of the same. I/ We have not been banned and de-listed by any Government Department/ Financial Institution / have not been convicted by any Court of Law. 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 thereof.

Signature with Official Seal:

Name and Address of the Applicant:

Place:

Date:

**Tender for Catering at Staff Canteen in Reserve Bank of India, Patna**

**PART – II – PRICE BID ONLY – on the basis of scope of work**

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

<b>Sl. No.</b>	<b>Item Name</b>	<b>Weight allotted</b>
1	Tea (150 ml)	5%
2	Basic Lunch (Veg) Rice/ Roti (4pc.), Dal, one vegetable(seasonal), Papad, Pickle, salad	22.5%
3	Basic Lunch (Non-Veg) Rice/ Roti (4pc.), Dal, one Non veg (Fish, Chicken or Mutton), Papad, Pickle	22.5%
4	Special Veg of the day (150 gm)	5%
5	Mutton (150 gm.)	5%
6	Chicken (150 gm.)	5%
7	Fish (150 gm.)	5%
8	Egg Curry (2 Eggs)	5%
9	Roti (Chapati)	5%
10	Aloo/ Sattu/ Any Filling Paratha (2 pcs.) with curd	5%
11	Litti Chokha (2 pcs)	5%
12	Omlette (2 eggs)	5%
13	Idly (02pcs) with sambhar + 01 piece vada	5%

**Note: Bank will not give any minimum commitment on the sale. The Canteen has to generate the revenue as per their sales**

From .....

To  
The General Manager-in-Charge  
Reserve Bank of India  
South Gandhi Maidan, Patna – 800 001

**Indicative Menu:**

**(Rate quote for all items below may be mentioned after inclusion of all taxes wherever applicable)**

<b>Sl. No.</b>	<b>Item Name</b>	<b>Rate (Inclusive of all taxes) (in Rupees)</b>
1	Tea (150 ml)	
2	Basic Lunch (Veg) Rice/ Roti (4pc.), Dal, one vegetable(seasonal), Papad, Pickle, salad	
3	Basic Lunch (Non-Veg) Rice/ Roti (4pc.), Dal, one Non veg (Fish, Chicken or Mutton), Papad, Pickle	
4	Special Veg of the day (150 gm)	
5	Mutton (150 gm.)	
6	Chicken (150 gm.)	
7	Fish (150 gm.)	
8	Egg Curry (2 Eggs)	
9	Roti (Chapati)	
10	Aloo/ Sattu/ Any Filling Paratha (2 pcs.) with curd	
11	Litti Chokha (2 pcs)	
12	Omlette (2 eggs)	
13	Idly (02pcs) with sambhar + 01 piece vada	

**SIGNATURE OF CONTRACTORS:**

**NAME OF CONTRACTORS:**

**ADDRESS:**

**DATE:**

**PLACE:**

**FORMAT FOR PERFORMANCE CERTIFICATION REFERRED**

***(This certificate format is to be mandatorily enclosed along with Part-I: Technical Bid; Furnish this information for each individual work from the employer for whom the work was executed during last three years ending 31.03.2020)***

1. Name and address of the Client
2. Name of the work executed with brief particulars
3. Agreement No. and date
4. Scope of Contract
5. Contract Cost
6. Date of commencement of contract
7. Date of expiry of contract
8. Duration of relationship with Agency
9. Amount of compensation levied, if any
10. Compliance of all statutory requirements - Yes/ No
11. General feedback on quality of service by the Agency
12. Rating of Food and Services rendered– Excellent/Very Good/Good/Average

Date:

(Signature of the authorized representative)  
(Seal of the Organization)

**PERMISSIBLE BRANDS OF CONSUMABLES**

ITEMS	BRAND
Salt	Iodised salt such as Tata, Annapurna, Nature Fresh etc
Spices	Everest, Catch, MDH, MTR or equivalent quality brands
Ketchup	Maggi, Kissan, Heinz
Oil	Mustard oil, Groundnut oil, Sunflower oil, Rice bran oil, Olive oil (Sundrop, Nature fresh, Dhara, Godrej, Patanjali)
Atta	Aashirvad, Pillbury, Fortune, Nature Fresh
Butter	Amul, Britannia
Milk	Amul, Nandini
Paneer	Amul, Nandini
Tea	Brook Bond, Lipton, Tata
Coffee	Nescafe, Bru
Rice	Sona Masoori/Kolam/Basmati (India Gate, Patanjali, Fortune, Lal Quila)

The Contractor may use other equivalent brand after obtaining prior approval from the Bank.

**Process of Selection L1 Bidder – Weighted Methodology**  
**Illustrative Example**  
**Evaluation of Technical Bid (Part I)**

The technical proposals of only those bidders who meet the pre-qualification criteria will be evaluated by a committee constituted by the Bank. Technical scores (Ts) will be given to the bidders using the following criteria:

<b>Criteria I</b>	Average Turnover in last 3 years from Cafeteria business. <b>(maximum 20 points)</b> <ul style="list-style-type: none"> <li>• 10 Lakh to 20 Lakh – 10 points</li> <li>• 20 Lakh to 50 lakh - 15 points</li> <li>• Above 50 lakh - 20 points</li> </ul>
<b>Criteria II</b>	The agency's experience (contract for similar services with Government bodies/PSUs / Large Establishments) <b>(maximum 15 points)</b> <ul style="list-style-type: none"> <li>• 1-3 years- 5 points</li> <li>• 3-5 years- 10 points</li> <li>• Above 5 years- 15 points</li> </ul>
<b>Criteria III</b>	Performance certification (Performance/Feedback Report): <b>(maximum 10 points)</b> <ul style="list-style-type: none"> <li>• Excellent- 10 points</li> <li>• Very Good- 7 points</li> <li>• Good- 5 pts points</li> </ul>
<b>Criteria IV</b>	On the spot assessment by Office Committee based on quality checks/ overall quality/ hygiene and appearance of food provided by the bidder agency <b>(maximum 35 points)</b> . <ul style="list-style-type: none"> <li>• Excellent- 35 points</li> <li>• Very Good- 30 points</li> <li>• Good- 25 points</li> <li>• Average – 10 points</li> <li>• Poor – 0 points</li> </ul>
<b>Criteria V</b>	Possessing ISO: 22000:2005 certification and/or SQF Certificate <b>(maximum 5 points)</b>
<b>Criteria VI</b>	Contribution to Social Welfare – Well defined and identifiable contribution to the society in the form of upliftment of the weaker section or best environment sustainable practices. <b>(Maximum Marks – 15)</b>

Vendor	Criteria I Points (a)	Criteria II Points (b)	Criteria III Points (c)	Criteria IV Points (d)	Criteria V Points (e)	Criteria VI Points (f)	Total (Technical Score Ts = a+b+c+d+e+f) (Max. 100 points)
X	20	15	10	32	5	13	<b>95</b>
Y	20	15	07	33	5	11	<b>91</b>
Z	19	14	10	34	5	15	<b>97</b>

Only those technical scores would qualify for opening of the financial bid (Part-II) who would have a technical score (Ts) of **60 or above**. Since all the scores are above 60, the bidders are eligible for participating in the financial bid (Part-II) of the tender.

**Process of Selection L1 Bidder- Illustrative Example**

**Evaluation of Financial Bid (Part-II)**

The average of the rates quoted by eligible bidders (after evaluation of technical bid) for the various meal/item types shall be multiplied with the respective weightages assigned (as tabulated below) of that item to arrive at the total weighted score (F)

Sl. No.	Item Type	Item(s)	Weightage (%)
1	A	Item 1	30
2	B	Item 2	50
3	C	Item 3	20

An illustrative example of rates quoted by vendors X, Y and Z for the meal types A to C are given below. The weighted score for each item is arrived by using the formula

$$\text{Weighted score} = \text{Weightage} * \text{Average Rate quoted by each vendor} / 100$$

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

Item Type	Vendor X			Vendor Y			Vendor Z			
	Weightage (II)	Average Rate Quoted(III)	Weighted Score (II*III/100)	Weightage (II)	Average Rate Quoted (III)	Weighted Score (II*III/100)	Weightage (II)	Average Rate Quoted (III)	Weighted Score (II*III/100)	
A	30	10	3	30	20	6	30	25	7.5	
B	50	30	15	50	40	20	50	32	16	
C	20	12	2.4	20	15	3	20	10	2	
<b>Total Weighted Score (F)</b>			<b>20.4</b>				<b>29</b>			

The lowest weighted score (F) will be given a financial score (Fs) of 100 points. Vendor X, with the lowest weighted score of 20.4, may be awarded a financial score (Fs) of 100. The financial scores (Fs) of the other financial bids will be computed as:

$$Fs=100 \times Fm/F$$

in which Fs is the financial score, Fm is the lowest financial bid and F is the financial bid of the tenderer under consideration (calculation tabulated below):

Vendor	Financial Bid (Total Weightage Score) F	Fm (Lowest Financial Bid)	Financial Score (Fs) For lowest bid Fs=100; For other bids Fs=100X $F_m$ /F
X	20.4	20.4	<b>100</b>
Y	29	20.4	<b>70.34</b>
Z	25.5	20.4	<b>80</b>

- Bids will be ranked according to their combined Technical score (Ts) and Financial score (Fs) scores using the weights (**t=0.50 and f=0.50**).
- Combined score (S) = (Ts x t) + (Fs x f).
- The bidder securing the highest combined score (S) will be considered the lowest bidder (L1).

Vendor	Technical Score (Ts)	Financial Bid (Fs)	Combined Score S = (Tsxt)+(Fsxf)
X	95	100	S= (95*0.5) +(100*0.5) = 97.5
Y	91	70.34	S= (91*0.5) +(70.34*0.5)= 80.67
Z	97	80	S= (97*0.5) +(80*0.5)= 88.5

- Following the above selection criteria, Vendor X shall be declared as least bidder (L1).
- Bank's decision in calculation of L1 is final and bounding.
- Please note: cost for each item type A to C (refer [Part II](#)), is arrived at by averaging of all food items price in the item type. In case of any dispute in this regard, the decision of the Bank shall be final and binding.