



NOTICE INVITING E-TENDER

The Schedule of e-Tender is as follows

1	Name of Department	Reserve Bank of India
2	E – Tender No.	RBI/GUWAHATI/HRMD/49/20-21/ET/525
3	Description of Works	Annual Maintenance (Housekeeping) and Catering Contract for Visiting Officers' Flat/Transit Holiday Home at RBI Officers' Quarters, Christian Basti, G.S.Road, Guwahati- 781005
4	Mode of Tender	e-Procurement System (Online Part I - Technical Bid and Part II - Price Bid) through https://www.mstcecommerce.com/eprochrome/rbi
5	Estimated Cost	₹ 12,81,034/- (Including GST @18%)
6	Earnest Money Deposit	₹ 25,621/- (approximately 2% of Estimated Cost) [To be deposited through NEFT in favour of Reserve Bank of India, Guwahati in the A/c No. - 8692299 , IFSC – RBIS0GWPA01 mentioning your Name/ Company Name/ Name of tender in NEFT transaction remarks]
7	Validity of Quoted Rates	The contract will be valid for a period of 03 years (Initially one year and subject to renewal for further period of 2 years on agreed terms and condition and satisfactory services) till the termination of the contract. However, the increase in the payment will be made as per prevailing Minimum wages of Central Government and statutory Taxes (state\Central).
8	Performance Guarantee	₹ 64,052/- (5% of Estimated Cost)
9	Last Date of NIT available to parties for Download	March 08, 2021 at 13:00 hrs
10	Transaction Fees	Fees will be submitted to MSTC https://www.mstcecommerce.com
11	Schedule and venue of off-line Pre bid meeting	February 22, 2021 at 11:00 hrs at 4 th floor, HRMD, RBI, Guwahati-781 001
12	Date of Starting of e-Tender for Online submission on MSTC website	February 11, 2021 at 11:00 hrs
13	Last Date of Submission of EMD to RBI, Guwahati	March 05, 2021 at 14:00 hrs
14	Date of Closing of Online E-tender for submission of Techno-Commercial Bid & Price Bid	March 08, 2021 at 14:00 hrs
15	Date and Time of Opening of Part I i.e. Techno-Commercial Bid	March 08, 2021 at 15:00 hrs
16	Date & Time of Opening of Part II i.e., Price Bid	Will be communicated in due course.

Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their bids. Tenders without EMD will not be accepted under any circumstances. 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. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.



Reserve Bank of India

Annual Maintenance (Housekeeping) and Catering contract for Visiting Officers' Flat/Transit Holiday Home at RBI Officers' Quarters, Christian Basti, G.S.Road, Guwahati- 781005

Reserve Bank of India invites E-Tender for Annual Maintenance (Housekeeping) and Catering contract for Visiting Officers' Flat/Transit Holiday Home at RBI Officers' Quarters, Christian Basti, G.S.Road, Guwahati- 781005 from eligible Firms / Contractors fulfilling the pre-qualification criteria, for the period from April 01, 2021 to March 31, 2022.

Estimated cost of the work	Earnest Money Deposit
₹ 12,81,034/- (Rupees Twelve Lakh Eighty One Thousand and Thirty Four only)	₹ 25,621/- (Rupees Twenty Five Thousand Six Hundred and Twenty One only)

The last date for submission of e-tender is **March 08, 2021 up to 14:00 hrs.** For further details, please visit "Tender" Section at RBI's website <https://www.rbi.org.in>.

The tendering would be done through the e-Tendering portal of MSTC Ltd (<http://mstcecommerce.com/eprochome/rbi>). All interested companies/agencies/firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the tendering process. Please also note that further Addendum / Corrigendum will only be published on RBI website.

Place: Guwahati

Date: February 10, 2021

**Regional Director
Reserve Bank of India
Guwahati**



DISCLAIMER

Reserve Bank of India, HRMD, Guwahati, has prepared this document to give background information on the work to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believes it to be in order, neither Reserve Bank of India nor any of its authorities or any of their respective officers, employees give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

2. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by RBI in submitting the Tender. The information is provided on the basis that it is non – binding on Reserve Bank of India or any of its authorities or any of their respective officers, employees. Reserve Bank of India reserves the right not to proceed with the work or to change the configuration of the work, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

3. In case of any discrepancies in the notice issued in Hindi, Assamese and English, the particulars mentioned in English version will prevail.



NOTICE INVITING E-TENDER

The Schedule of e-Tender is as follows

1	Name of Department	Reserve Bank of India
2	E – Tender No.	RBI/GUWAHATI/HRMD/49/20-21/ET/525
3	Description of Works	Annual Maintenance (Housekeeping) and Catering Contract for Visiting Officers' Flat/Transit Holiday Home at RBI Officers' Quarters, Christian Basti, G.S.Road, Guwahati- 781005
4	Mode of Tender	e-Procurement System (Online Part I - Technical Bid and Part II - Price Bid) through https://www.mstcecommerce.com/eprochrome/rbi
5	Estimated Cost	₹ 12,81,034/- (Including GST @18%)
6	Earnest Money Deposit	₹ 25,621/- (approximately 2% of Estimated Cost) [To be deposited through NEFT in favour of Reserve Bank of India, Guwahati in the A/c No. - 8692299 , IFSC – RBIS0GWPA01 mentioning your Name/ Company Name/ Name of tender in NEFT transaction remarks]
7	Validity of Quoted Rates	The contract will be valid for a period of 03 years (Initially one year and subject to renewal for further period of 2 years on agreed terms and condition and satisfactory services) till the termination of the contract. However, the increase in the payment will be made as per prevailing Minimum wages of Central Government and statutory Taxes (state\Central).
8	Performance Guarantee	₹ 64,052/- (5% of Estimated Cost)
9	Last Date of NIT available to parties for Download	March 08, 2021 at 13:00 hrs
10	Transaction Fees	Fees will be submitted to MSTC https://www.mstcecommerce.com
11	Schedule and venue of off-line Pre bid meeting	February 22, 2021 at 11:00 hrs at 4 th floor, HRMD, RBI, Guwahati- 781 001
12	Date of Starting of e-Tender for Online submission on MSTC website	February 11, 2021 at 11:00 hrs
13	Last Date of Submission of EMD to RBI, Guwahati	March 05, 2021 at 14:00 hrs
14	Date of Closing of Online E-tender for submission of Techno-Commercial Bid & Price Bid	March 08, 2021 at 14:00 hrs
15	Date and Time of Opening of Part I i.e. Techno-Commercial Bid	March 08, 2021 at 15:00 hrs
16	Date & Time of Opening of Part II i.e., Price Bid	Will be communicated in due course.

Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their bids. Tenders without EMD will not be accepted under any circumstances. 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. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.



1.1 Eligibility Conditions

- 1) The intending Tenderer must be a company/firm with minimum three years' experience in undertaking work of similar nature and providing services to Government Departments/Public/Private Sector institutions with a contract value of not less than ₹ 5.00 lakh per year per institution.
- 2) The Tenderer shall submit a declaration along with the technical bid on its letter head signed by the authorized signatory to the following three effects: a) the track record of the Tenderer is clean and it is not involved in any illegal activities or financial frauds, b) the Tenderer's contract was not terminated in the past by any organization during the contract period due to unsatisfactory performance, c) the Tenderer should not have been put in negative list by any government organization/ bank/ any other entity for breach of applicable laws or violation of regulatory prescriptions or breach of agreement or for any reason whatsoever.
- 3) Intending Tenderers will have to satisfy the Bank with documentary evidence in support of their possessing required eligibility and in the event of their failure to do so the Bank reserves the right to reject their application.

1.2 Schedule of Tender Process

a	Estimate cost of the work	₹ 12,81,034/- (Including GST @18%)
b	EMD through NEFT and intimate/ forward the transaction details (UTR number OR scanned copies (in PDF))to nkgoswami@rbi.org.in and amohapatra@rbi.org.in and upload to www.mstcecommerce.com/eprochome/rbi	₹ 25,621/-
c	Performance Bank Guarantee:	Performance Bank Guarantee for an amount equal to 5% of the contract value for the entire period of the contract for due fulfillment of the contractual obligations by the contractor.
d	Tender documents can be downloaded	From www.mstcecommerce.com/eprochome/rbi
e	Date and place of Pre-bid meeting	Offline at 4 th floor, HRMD, RBI, Guwahati-781 001 on February 22, 2021 at 11:00 hrs
f	Last date of submission of completed Bid	March 08, 2021 at 14:00 hrs
g	Date & time of opening of Part I (Techno-Commercial Bids)	March 08, 2021 at 15:00 hrs
h	Date & time of opening of Part- II (Financial Bids)	Shall be intimated to all Tenderers later after scrutiny of Techno – Commercial bids
i	Commencement Date	As specified in the work order /Tender/NIT
k	Payment condition	As per tender document



l	Validity of the tender	90 days from the date of opening of Techno – Commercial bid
m	All disputes arising shall be subject to the jurisdiction	Guwahati
n	Address for dispatching the tender/bids	The Regional Director Reserve Bank of India Station Road, Panbazar, Guwahati- 781 001
o	Contact person for communication in Connection with this TENDER.	Shri Naba Kinkor Goswami, Manager (Personnel), Email nkgoswami@rbi.org.in Mobile- 9707853992 Shri Abinash Das Mohapatra, Assistant Manager Mobile- 9861279487 Email- amohapatra@rbi.org.in



Section-(I)

Important instructions for E-tender

Bidders are requested to read the terms & conditions of this tender before submitting your online tender.

1. Process of e-Tender:

(A) Registration: The process involves vendor's registration with MSTC 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 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 is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE:

The Technical Bid has to be submitted on-line at www.mstcecommerce.com/eprochome/rbi .

- 1) Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govt. Depts. → Select RBI Logo → Register as Vendor → Filling up details and creating own user id and password → Submit.
- 2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.

In case of any clarification, please contact RBI/MSTC, before the scheduled time of e-Tender.

Contact person (Reserve Bank of India, Guwahati):

i) Shri Naba Kinkor Goswami,
Manager (Personnel)
Reserve Bank of India, Guwahati
E-mail ID: nkgoswami@rbi.org.in,
Phone no: 9707853992

ii) Shri Abinash Das Mohapatra,
Assistant Manager,
Reserve Bank of India, Guwahati
E-mail ID: amohapatra@rbi.org.in
Phone no: 9861279487



Contact person (MSTC Ltd): MSTC Technical Help Desk-0361-2221199

1.	Mr. Rohit Khalkho	mstchggy@mstcindia.co.in rrkhalkho@mstcindia.co.in	0361-2221199	9127754867
2.	Mr. Prashant Chitranjan	pchitranjan@mstcindia.co.in	0361-2221199	8592888286

B) System Requirement:

- I. Windows 7 or above Operating System
- II. IE-7 and above Internet Explorer
- III. Signing type digital signature
- IV. Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system

To disable “Protected Mode” for Digital Signature Certificate (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”.

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 <https://www.mstcecommerce.com> once).

2. The Technical Bid and the Financial Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbj. Bids will be opened electronically on specified date and time as given in the Tender.

3. All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

Special Note towards Transaction fee:

4. 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 shall be receiving a system generated mail.



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

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

6. 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. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

7. E-Tender cannot be accessed after the due date and time mentioned in Notice Inviting Tender.

8. Bidding in e-Tender:

a) Vendor(s) need to submit necessary EMD, Tender fees (if any) and Transaction fees (If any) to be eligible to bid online in the e-Tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.

b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.

c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial 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.

d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they 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.

e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Commercial bid. Then once both the Technical bid and Commercial bid have been saved, the vendor can click on the "Final submission" button to register their bids.

f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.

g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.



h) During the entire e-Tender process, the vendors will remain completely anonymous to one another and also to everybody else.

i) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. 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.

j) It is mandatory that all the bids are submitted with Digital Signature Certificate, otherwise the same will not be accepted by the system.

k) 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 thereof.

l) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-Tender floor by any vendor confirms his acceptance of terms & conditions of the tender.

m) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.

n) 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 thereof.

o) Vendors are requested to read the vendor guide and see the video in the page <https://www.mstcecommerce.com/eprochome> to familiarize them with the system before bidding.

p) No deviation to the technical and commercial terms & conditions are allowed.

q) Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.



Section- (II)

Instructions to Tenderers

- 2.1 Reserve Bank of India, Human Resource Management Department, Guwahati invites online e-tenders on www.mstcecommerce.com/eprochome/rbi in two parts from the eligible tenderers as mentioned at clause 1.1. Eligible Tenderers to submit a Part I (Techno-commercial bid) and Part II (Financial bid)online.
- 2.2 E-TENDER Document:**
- 2.2.1 TENDER shall consist of documents (Part I & Part II). Part I contains techno-commercial conditions (all sections and annexures) along with any schedules, addendum or corrigendum etc. issued by Reserve Bank of India for the purpose. Part II contains only financial bid. E-Tender Document / Notice Inviting Tender may be downloaded from www.mstcecommerce.com/eprochome/rbi
- 2.2.2 Tenderers are advised to study the E-TENDER documents thoroughly. Submission of e-tender shall be deemed to have been done after careful study and examination of the e-tender documents with full understanding of its implications.
- 2.3 Obtaining of TENDER documents:**
- (a) The E-Tender Document / Notice Inviting Tender may be downloaded from www.mstcecommerce.com/eprochome/rbi
- (b) Interested parties, if they so desire, may contact the Human Resource Management Department Officials on the phone/fax/e-mail indicated in Clause no. 1.2 (n) for further any clarification.
- 2.4 Pre-bid Meeting**
- Reserve Bank of India shall conduct pre-bid meeting(s) at the time and venue mentioned in clause 1.2(e) of Notice Inviting Bid, to answer any queries / provide clarifications that the Tenderers may have in connection with the Project and to give them relevant information regarding the same.
- 2.5 Amendment to E-TENDER Document**
- 2.5.1 At any time prior to the deadline for the submission of Bids, Reserve Bank of India may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Tenderer, modify the E-TENDER by an amendment and same will be uploaded in the form of Corrigendum on www.mstcecommerce.com/eprochome/rbi for information of prospective bidders.
- 2.5.2 In order to afford prospective Tenderers reasonable time for preparing their Bids after taking into account such amendments, the Reserve Bank of India may, at its discretion, extend the deadline for the submission of Bids.
- 2.6 Preparation of Tender**
- 2.6.1 Part I / Techno – Commercial bid**
- (i) All Sections and Annexures are the part of Technical – Commercial bid. All the sections and annexures must be signed by the Tenderers.
- (ii) Tenderer must fill all the details specified in different section and attach the leaflet /necessary documents/brochure of product etc.
- (iii) EMD shall be part of Technical – Commercial bid and the amount of EMD is indicated in clause1.2(b)
- (iv) Tenderers must submit all documents for prequalification criteria and other documents as stated in the tender by uploading scanned copy of all documents on www.mstcecommerce.com/eprochome/rbi



2.6.2 Part II /Financial Bid:

- (i) **Currency of Bid:** Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the work including any out of pocket / mobilization expenses, tools, uniforms of worker , all other logistic as mentioned in the tender, all taxes (**Exclusive of GST**), charges, levies, cess, insurance, transportation, entry taxes,) Labour, other Govt Taxes, Minimum wages of Central Government and EPF / ESI contribution, etc. **as applicable as per rules.**
 - (ii) The price should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity.
 - (iii) The tenderer should ensure that all columns of the price schedule may be duly filled, and no column is left blank. After opening of the Part II/Financial Bid, no clarifications whatsoever shall be entertained by the RBI.
 - (iv) If any columns of the price schedule are found blank than the tender of the respective Tenderers shall be treated as non-responsive and will be summarily rejected by the RBI and further EMD shall be forfeited. However, Bank may also take the review in this matter as per Tender Clause, if required.
- 2.6.3 It will be imperative on each tenderer to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price or time schedule of delivery of items shall be entertained, on account of any local condition or factor once the offer is accepted by the Tenderers.

2.7 Period of Validity of Bids

Bids shall remain valid for acceptance by RBI for the period indicated in **clause 1.2(k)**. This period will be further mutually extended, if required.

2.8 Earnest Money Deposit (EMD) / Bid security:

- 2.8.1 The Tenderer shall provide EMD of ₹ 25,621/- through NEFT to “Reserve Bank of India, Guwahati” by credit to the A/c No. - 8692299, IFSC – RBIS0GWPA01. The Bid Security shall be in form of a NEFT. No interest on Bid Security/EMD shall be paid.
- 2.8.2 **Bids not accompanied by EMD, shall be treated as non-responsive, and will be summarily rejected by the RBI.**
- 2.8.3 The EMD of unsuccessful Bidders shall be discharged/returned by RBI after award of work to successful bidder.
- 2.8.4 **EMD of the Successful Bidder shall be returned to the Bidder after submission of Performance Bank Guarantee as per tender conditions without interest.**

2.9 The EMD shall be forfeited in the following circumstances:

- (i) Made misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria; or
- (ii) Tenderer left blank the column of the Part II /Financial Bid or submitted multiple financial bids.
- (iii) If a Tenderer withdraws his Bid during the period of Bid Validity, or
- (iv) The Tenderer has been blacklisted by any government agency, PSU and the blacklisting is still in force.
- (v) In the case of the Successful Tenderer, if he fails to complete the work within the prescribed time limit.



2.10 Refund

- (i) 100% EMD shall be refunded to unsuccessful bidders after issuance of work order to successful bidder;
- (ii) 100% EMD shall be refunded to successful bidder after depositing Performance Bank Guarantee and issuance of work order;
- (iii) 100% Performance Bank Guarantee shall be refunded after virtual completion of the work.

2.11 Procedure for Submission of Bids

It is proposed to have a **Two-Cover /Part System** for this tender

2.11.1 Techno – Commercial Bid/Part I consist of following items

- (a) Part I/ Techno – Commercial Bid (all sections and annexures) **(Part I / Techno – Commercial bid and name of work as mentioned in clause of 1.1)** Please note that prices should not be indicated in the Part I/ Techno – Commercial Bid. Techno-Commercial bid may be submitted on www.mstcecommerce.com/eprochome/rbi.
- (b) Documentary proof of Pre-qualification must be uploaded online on www.mstcecommerce.com/eprochome/rbi
- (c) The payment details of EMD shall be attached.

2.11.2 Part II /Financial Bid

Part II /Financial Bid **“(Part II /Financial Bid and name of the work as mentioned in clause of 1.1)”** may be submitted on www.mstcecommerce.com/eprochome/rbi

2.12 No conditional/optional quote shall be accepted.

2.13 Tenderers shall not be permitted to alter or modify their bids after receipt of Bids. Those who have downloaded the tender is required to submit the eligibility criteria.

2.14 Receipt of E-Tenders

The e-tender bids will be accepted till the schedule time and date as referred to in refer clause 1.2(f). The e-tenders received thereafter shall not be entertained in any circumstances.

2.15 Opening of Part I

The Techno – Commercial bids will be opened on the scheduled time and date as referred to in **clause 1.2(g)** at Human Resource Management Department, RBI Guwahati. The Tenderers or their authorized representatives may be present, if they so desire.

2.16 Scrutiny of Part I

2.16.1 The Part I shall be evaluated as per the procedure indicated in special condition of contract.

2.16.2 After evaluation of the Part I, the short-listed Tenderers will be intimated by emails to all the e-Tenderers. The decision of the Bank on Part I shall be final and shall not be open for discussion.

2.17 Opening of Part II /Financial Bid

The Part II of the short-listed Tenderers will be opened later and such short-listed Tenderers will be intimated about the date and time accordingly. The short-listed Tenderers or their authorized representatives may present, if they so desire.



2.18 Scrutiny of Part II

The Part II shall be evaluated as per the procedure indicated in special condition of contract. Accordingly, Lowest tenderer (L1) shall be declared.

2.19 Bank has Right to vary quantities at the time of placing Order/signing of Contract.

2.20 Bank's right to accept any Bid and to reject any or all Bids

Notwithstanding anything mentioned above, RBI reserves the right to accept or reject any Bid at any time prior to award of Contract without incurring any liability to the affected Tenderer or Tenderers. The Bank shall not assign any reason for rejection of any or all Bids.

RBI reserves the right to cancel/annul the selection process, at any stage prior to the award of the Contract on account of the following:

- (a) In case no Bid is received.
- (b) Occurrence of any event due to which it is not possible to proceed with the selection process.
- (c) An evidence of a possible collaboration/mischief on part of Tenderers, manipulating the competition and transparency of the selection process, any other reason, which in the opinion of the Bank necessitates the cancellation of the selection process.
- (d) On occurrence of any such event, RBI shall notify all the Tenderers within 7 days or any reasonable time of such decision. RBI shall also promptly return the Bid Security submitted by the Tenderers within 15 days or any reasonable time of issue of such notice. RBI is not obligated to provide any reason or clarification to any tenderer on this account. Liability of the RBI under this clause is restricted to returning the Bid Security and no other reimbursements of costs/ expenses of any type shall be made by the Bank on this account.
- (e) The Bank further reserves the right to re-tender the process or get the work done by a Government agency or Quasi Government agency if the Bank is of the opinion that the bids received are not economically or otherwise feasible or not acceptable due to reasons in sub clauses (a) to (d)above.
- (f) The Bank discourages the stipulation of any additional conditions by the tenderer.

2.21 Disputes:

2.21.1 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 either the Contractor be dissatisfied on any matter the Contractor may within 28 days after receiving notice of such decision give a written notice to the other party requiring that the matters in dispute be arbitrated upon. Such written notice shall specify the matters, which are in dispute or difference of which such written notice has been given. If both the parties agree sole arbitrator would be appointed for the purpose. 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, save in regard to the excepted matters, referred to in the preceding clause, 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, Guwahati.

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.

2.21.2 All disputes arising shall be subject to the exclusive jurisdiction of competent court at Guwahati.

Place:

(Signature of the tenderer with stamp)

Date:

(Name)



Check List of documents to be submitted with the tender

S.No	Prequalification documents	Attached Yes/No
1	E-Tender documents duly filled, signed and stamped	
2	EMD OF ₹ 25,621/- Proof/Slip of Statement for the payment of EMD enclosed as Annex-IC .	
3.	Proof of Average annual financial turnover of firm during the last 3 years ending March 2021 minimum of ₹ 9.5 lakh each year. Copies of the Income Tax Clearance Certificates/ Income Tax Assessment orders/ IT Returns along with latest final accounts of the business of the Agency duly certified by a Chartered Accountant should be enclosed in proof of their creditworthiness and turnover for the last three years.	
4.	Audited balance sheets of the last 3 years For the year2017-18 For the year2018-19 For the year2019-20	
5.	The client-wise names of work(s), year(s) of execution of work (s) awarded, Date of Start and Finish of the work and actual cost(s) of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished.	
6.	Minimum 3 years of experience in the field of housekeeping and catering	Yes/No
7.	Successful completion of similar works of minimum one year duration in the last 2 years in hotels having large kitchen and dining facilities as on March 31, 2021. OR Successful completion of similar works of minimum one year duration in the last 2 years for Government/ public / private sector undertakings, large multinational companies having service apartments/guest houses with large kitchen and dining facilities as on March 31, 2021	Yes/No
7.	Copy of PAN.	
8.	Proof of Registration with PFI/ESIC, as applicable	
9.	Proof of CGST/SGST/IGST registration	
10.	The tendering firms should have their own office in Guwahati or a franchise in Guwahati who is responsible for the said work with whom the Bank can correspond. Document with Address Proof should be uploaded.	
11.	Proof of registration under labour laws as may be applicable	



12.	Full particulars (whether Tenderer is an individual or a partnership firm or a company etc.) of the composition of the firm or Agency in detail should be submitted along with the name(s) and address(es) of the partners/directors, copy of the Articles of association/power of Attorney/ any other relevant document	
13.	Written information about the names and address of their bankers along with full details like names, postal addresses, e-mail IDs, telephone (landline and mobile) Nos., Fax Nos., etc. of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished.	
14.	Full particulars of their bank accounts, like account No., type, when opened, IFSC Code etc. should be given. Tendering firms/companies should have current account in scheduled banks and should give an undertaking that they are ready to receive the payments through National Electronic Funds Transfer (NEFT).	
15.	An Affidavits on stamp papers of Rs100/- (Rupees Hundred) (Non-Judicial) stating that:- In case any ambiguity is noticed in the documents (list out documents) submitted at any stage, we shall be entirely responsible and liable for any action by the RBI as deemed fit under the law.	

Place:

Date:

Signature and seal of the Tenderer



Section III

3.0 General Instructions to Tenderers and Special Conditions

Reserve Bank of India invites e-tenders on <https://www.mstcecommerce.com/eprochome/rbi> in two parts, Part I containing terms, conditions and detailed scope of work and Part II containing price bid only, from housekeeping and catering firms who are in the field of housekeeping and catering services who satisfy the following minimum pre-qualification criteria:

1. Minimum three (03) years of experience in the field of housekeeping and catering.
2. Should have carried out such works of minimum one year duration in the last two years in hotels having large kitchen and dining facilities. **OR**
Should have carried out such works of minimum one year duration in the last two years for Government/ public / private sector undertakings, large multinational companies having service apartments/guest houses with large kitchen and dining facilities.
3. Tenderers should have minimum annual turnover of ₹ 9.5 lakh per annum during the last 3 years including the current year supported by audited or CA certified statement of accounts;
4. Tenderers should have applicable tax registrations (PAN and GSTIN) supported by documentary evidence.
5. All bidders should be registered with PFI/ESIC.
6. Should have their own Office/Establishment at Guwahati. Firms based outside the Guwahati or the state of Assam are also eligible to apply provided they have their representative Office at Guwahati.
7. Tendering firms/companies should have bank account in scheduled banks.
8. The Tenderer shall provide EMD of ₹ 25,621/- through NEFT to "Reserve Bank of India, Guwahati". No interest is payable on EMD amount.
9. Performance Bank Guarantee: The tenderer will have to deposit interest free performance Bank guarantee of amount equivalent to 5% of the tender estimated cost for a period with addition of two months from the end date of the agreement period. The EMD will be returned after submission of Performance Bank Guarantee.
10. In the event of unsatisfactory performance of the Tenderer and / or loss/ damage if any sustained by the RBI, Guwahati on account of failure or negligence of the workers deployed by him or in the event of breach of the agreement by the Tenderer, the Bank reserves the right to invoke the Performance Bank Guarantee (PBG) furnished by the Tenderer. The Tenderer shall ensure that the deficiency in the PBG is recouped immediately, in any event, not later than seven days of the invocation of the PBG by the Bank.
11. The contract, if awarded will be valid for a period of three years (initially one year and subject to renewal for further period of two years on mutually agreed terms and conditions and rendering of satisfactory services) till the termination of the contract. However, the increase in the payment will be made as per prevailing Minimum Wages of Central Government and statutory taxes (State/Central).
12. While deciding upon the selection of Tenderers, emphasis will be given on the ability and competence to render good service.



13. The application form shall be signed by a person on behalf of the organization who is duly authorized to do so.
14. The Tenderer shall execute an agreement on a stamp paper of required value for due performance of the contract within a week on award of work at its/his own cost.
15. If the Tenderer selected fails to sign the formal agreement within a week of award of contract or fails to undertake the work on due date, the letter of intent shall be treated as cancelled and the Tenderer shall be liable for risk and cost
16. Terms of payment: Payment shall be made on monthly basis. Income Tax, Surcharge and Education Cess (as applicable) will be deducted at source.
17. Taxes: The prices quoted shall be deemed to have **excluded** GST and other taxes imposed by Central/State Government/ Local Bodies. As per Indian law, Income Tax will be deducted at source and a certificate for the same will be issued to the contractor.
18. Insurance: The successful Tenderer shall take contractors All risk policy for the contract value, Third Party Liability & Workmen compensation policy for the workers engaged in the work for one year initially, renewable thereafter if the contract is renewed by the Bank. The contractor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party during the period of contract. If the contractor does not provide these policies, the Bank reserves the right to recover the cost of loss or damage from the bill of the contractor.
19. The successful Tenderer shall submit the necessary Police Verification Certificate of each deployed workman / supervisors / officials from Local Police Authorities about his/her identity records.
20. Liquidated damages: For deficiency in services and serious inconvenience caused to the Bank and its officials, liquidated damages not exceeding 25% of the estimated bill for the relevant month may become leviable. However, the Bank will levy it only after giving due notice. In case of dispute an appeal may be made to the Regional Director, whose decision will be final in the matter. However, the Bank reserves the right to impose liquidated damages upto 10% of the contract amount. In the event of liquidated damages reaching 10% of the contract amount, the Bank reserves its right to terminate the contract and the Tenderer shall be liable to risk and cost.
21. Application containing false or inadequate information is liable for rejection. Further, Bank reserves right to reject incomplete tender forms, or bids where the tender form has been left blank in places or if information furnished is found to be wrong or misleading.
22. A summary of the establishment details, job role specifications and minimum manpower requirement is tabulated below.

Establishment Details	Work expected	Minimum Requirement	Manpower
<p>VOFs</p> <p>Five VOFs in two flats includes five separate bed rooms with attached toilet and two common drawing rooms.</p> <p>THHs</p> <p>Four THHs, in two separate flats. Each flat having two bedroom and common drawing room and bathroom.</p>	<p>1.Reception arrangements, maintenance, cleaning and upkeep of given establishments</p> <p>2. Operation, maintenance and supervision of kitchen and dining hall.</p> <p>3. Cleaning of linen, upholstery, kitchen equipment and cutlery/crockery supplied to the rooms/kitchen by the Bank.</p> <p>4. Provision / supply of welcome kit (as per Annex-3),</p>	<p>One supervisor, one cook, and two helper cum attendant. The contractor needs to ensure high standard of maintenance, cleanliness and upkeep of the establishment. VOFs/ THHs are operated on need based whenever it is occupied by Visiting Officers/ employees and therefore the working hours will be flexible in nature.</p>	



	mineral water, newspapers, tea/coffee/sugar/milk sachets, etc. to every VOF on reimbursement basis. 5. Provision / supply of, newspapers to every THH (As per list enclosed) on reimbursement basis.	
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Note- The Contractors/Tenderers may visit the site or contact VOF/THH Desk in RBI Guwahati if they so desire before quoting their rates to assess the quantum of work.

Scope of Work

- 1) Reception arrangements, maintenance and upkeep of VOF and THH:
 - i) All guests (on per booking basis) should be provided with a welcome kit containing items as per [Annex-3](#) on arrival at VOF, which will be reimbursed / provided by the bank based on occupancy as per record.
 - ii) The attendant receiving the guests should be minimum intermediate with at least two years of experience in hospitality field and should be fluent in Hindi. He and his attendants should display their identity card.
 - iii) Should be courteous and polite.
 - iv) Will be responsible for cleanliness in rooms, ethical treatment to guests and workers.
 - v) Has to be proactive in solving the infrastructural and human problems. He will personally be responsible for handling the house keepers entrusted with the cleaning of rooms.
 - vi) Should ensure that all electrical, plumbing, furniture linen etc. are always in proper order through constant checking of the works carried out by the house keepers.
 - vii) Should interact with the guests in the rooms and enquire personally or through telephone regarding their comfort and assist them regarding tourist information if requested for.
 - viii) Laundry service to be provided to the guest on payment on reasonable rates.
 - ix) First aid kit should be available at the reception counter.
 - x) The contractor has to maintain various registers viz. Check-in/check-out register, use of welcome kit register, lunch / dinner booking register, supply of newspaper register, rent receipt register etc.
 - xi) The contractor has to obtain feedback from the visitors and it should be submitted to Bank.
 - xii) Arrangement of porting of luggage to and fro from gate to room and vice versa is to be made by the attendant.



2) Operation, Maintenance and Supervision of Kitchen and Dining Hall for Catering:

- i) Food served will have north Indian/ south Indian/Assamese dinners/lunch/ breakfast items.
- ii) Hygiene in the kitchen should be of the highest standard.
- iii) The contractor should ensure that timely and good quality food is served to guest either in rooms or in the dining hall and the dining tables are properly cleaned.
- iv) The contractor should ensure that all the utensils, crockery, kitchen equipment are cleaned and are in working order.
- v) The contractor should ensure that the kitchen and dining halls are kept clean and in hygienic condition.
- vi) The employees engaged by the contractor for serving, shall bear uniform with logo of the company inscribed on it. They should also wear white apron, hand gloves while serving. They are also to wear nameplates.
- vii) Bank shall provide cooking / storage space, utensils, crockery items, electricity and LPG connection. However, cost of LPG refilling, raw materials will be borne by the contractor.

3) Supply of Cleaning Materials and Cleaning of Linen, Upholstery, Kitchen Equipment and Cutlery/Crockery:

- i) Should use quality cleaning material only
- ii) Should provide all cleaning devices like brooms, swabs etc.
- iii) Should carry out washing/cleaning of linen after every change of occupancy, or on every third day or if demanded for by guest if stained. They should be properly ironed.

4) Provision of Toilet Kits, Mineral Water, Newspapers, Tea/Coffee/Sugar/Milk Sachets,etc (on reimbursement basis):

- i. Two (02) sachets each of sugar, tea, coffee, milk should be provided to every occupied room daily.
- ii. Newspapers may be provided as under:

SI No.	Establishment	Requirement
1	Visiting Officers' Flat	Daily one English Newspaper for each flat when occupied.
2	Transit Holiday Home	Daily one English Newspaper for each flat when occupied.

5) Maintenance of Electrical, Plumbing and Carpentry Installations:

Bank provides plumbing, carpentry and electricity services etc. The attendant has to lodge the complaint for rectification immediately through register maintained. The contractor has to ensure that



- i. Electrical problems in rooms and kitchen including replacement of bulbs/tube lights etc. has been rectified.
- ii. Electrical gadgets like TVs, fridge, AC, Oven units are in working condition.
- iii. Water is available in rooms.
- iv. All plumbing fittings in toilets, cisterns are functioning satisfactorily
- v. Water levels in overhead tank is adequate and full.
- vi. All windows, doors, latches bolts, locks in rooms are in working condition
- vii. Calls made in this regard by guests have been attended to.

6) General Administration:

- i. The employees appointed by the contractor should be provided with appropriate uniform and they should wear name plates.
- ii. Employees appointed should be able bodied and fit and subjected to medical tests annually, as suggested by Bank's Medical Officer. The cost of the medical examination will be borne by the contractor. The contractor shall have to arrange for, within a month of taking over the work, annual medical health checkup from any Government hospital and police verification (in terms of antecedents) of employees engaged.
- iii. Bank reserves the right to demand change of any employee/worker if need warranted.
- iv. In case of leave of any personnel, it will be the responsibility of the contractor to ensure uninterrupted service/substitute arrangement in the VOF/THH. However, frequent changes in the personnel may be avoided.
- v. The contractor shall ensure payment of minimum wages as per the provision of relevant statutes to all labours / workmen staff employed by him.
- vi. The contractor shall maintain all registers as required by the Regional Labour Commissioner and should furnish the same to the Bank or its representative as and when required.
- vii. The Tenderer shall be liable for the payment of wages and all other dues to its employees which they are entitled to receive under the provisions of Minimum Wages Act stipulated by Government of India and other relevant statutory authorities from time to time and submit monthly compliance certificate (with details of wages paid) on payment of minimum wages for the persons deployed in the Bank's premises. The Tenderer shall also comply with or cause to be complied with the Notifications issued by Govt. from time to time in regard to payment of wages, wage period deductions from wages, recovery of wages not paid and unauthorized deductions made, maintenance of wages book, wage slip, publications of scale of wages and terms of employment, inspection and submission of periodical returns to the authorities concerned.
- viii. The Tenderer shall make the payment of wages etc., on time and shall on demand furnish copies of wage register/ muster roll etc., to RBI, Guwahati for having paid all the dues to the persons deployed by him for the work under the agreement. This obligation is imposed on the Tenderer to ensure that he is fulfilling his commitments towards his employees so deployed as per the provisions of Contract Labour



- (Regulation & Abolition) Act, 1970. The Tenderer must comply with the provisions of Contract Labour (Regulation & Abolition) Act 1970 at his own cost and the rules made there under by the Govt. from time to time.
- ix. The Tenderer shall ensure compliance with the requirements of the Child Labour (Prohibition and Regulation) Act 1986 and shall not engage a person below the age of 18 years.
 - x. The Tenderer shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees state Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employers' Liability Act, 1938; Employment of Children Act 1938; Maternity Benefit Act 1961, Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013 and/or any other rules/regulations and/or statutes that may be applicable to them. The Tenderer shall be solely responsible for any violation of provision of the above mentioned legislative enactments or any other statutory provisions and shall further keep RBI, Guwahati indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. Tenderer's failure to fulfill any of the obligations hereunder and/or under the said Acts, rules/regulations/or any bye-laws or rules framed under or any of these, RBI, Guwahati shall be entitled to recover any of the such loses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the Tenderer's monthly payment or by invoking PBG and the Tenderer shall not object to such appropriation/adjustment
 - xi. The catering and maintenance services shall be provided as per the Bank's requirements and quality specifications as mentioned in the tender documents, and the same may be inspected on periodical basis by the Human Resource Management Department of the Bank.
 - xii. During the service, any damage to the crockeries /other property of the Bank shall be borne by the contractor.
 - xiii. The site of work shall be cleaned and waste shall be removed from the premises of the Bank daily. Contractor shall ensure that proper cleanliness shall be maintained in the premises and material shall be stored in a good & hygienic manner.
 - xiv. There shall be no employer and employee relationship between the Bank and the contractor/persons deployed by him for the purpose of the contract The contractor shall remove all workers deployed by him on termination of the contract or on expiry of the contract from the premises of Reserve Bank of India, Guwahati and ensure that no such persons shall create any disruption/hindrance/problem of any nature in Reserve Bank of India, Guwahati either explicitly or implicitly.
 - xv. Any dispute arising on account of the contract shall be subject to the jurisdiction of the courts at Guwahati.
 - xvi. **Non-Disclosure clause:** The successful tenderer 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 successful tenderer during the course of discharging contractual obligations, to any



- third party and shall at all times hold the same in strictest confidence. The successful tenderer 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 successful tenderer 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 successful tenderer 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 on the part of the successful tenderer and the Bank shall be entitled to claim damages and pursue legal remedies against the Tenderer. The successful Tenderer shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The successful Tenderer's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement.
- xvii. **Sexual Harassment of women at work place (Prevention, Prohibition and Redressal):** The Tenderer 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".
- a) 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 and the Tenderer shall ensure appropriate action under the said Act in respect to the complaint. In case the Tenderer has not constituted internal complaints committee, the complaint will be filed before the Local Complaint Committee constituted by the Government.
 - b) 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.
 - c) 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. The Tenderer shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
 - d) The Tenderer shall provide a complete and updated list of its employees who are deployed within the Bank's premises.
- xviii. Either party can terminate the contract by giving a 30 days prior notice to the other party, without assigning any reason. However, the Tenderer shall continue to discharge its contractual obligation during the notice period unless dispensed with by the Bank. In the event of non-compliance with the terms and conditions of the contract by the Tenderer, the Bank reserves its right to terminate the contract by giving a seven days' notice.
- xix. The arrangements with the Tenderers shall stand terminated in the case of insolvency of the Tenderers or them entering into any arrangement/compromise with their creditors.
- xx. The Regional Director, Reserve Bank of India, Guwahati or any other persons authorized by the Regional Director shall be at liberty to carry out surprise check on the persons deployed by the contractor in order to ensure that persons deployed by



him are doing their duties effectively. In case any of the persons so deployed by the contractor does not come up to the mark or does not perform his duties properly or commits misconduct or indulges in any unlawful acts or disorderly conduct, the contractor shall immediately withdraw and take suitable action against such persons on the report of the Reserve Bank of India, Guwahati in this respect.

7) Augmentation of VOF / THH by the Bank- Revision of Contract Amount:

In case during the currency of the Agreement between the Bank and the Tenderer, more flats/rooms made available by the Bank for the purpose of use as VOF / THH for its existing/retired employees and their dependents, the contract amount will be enhanced based on the average of maintenance charges per flat/room and a renewed contract with the enhanced amount will be signed by the Bank with the Tenderer. Before signing the contract, the Tenderer has to furnish in writing to the Bank regarding its willingness to carry out the housekeeping and catering of the facilities, including the augmented facilities, at the amount arrived at on the basis of average of maintenance charges per flat/room as the case may be.

8) Food and Beverages

The indicative menu for breakfast, lunch and dinner is enclosed in [Annex-4](#). The rates may be reviewed periodically at discretion of the Bank. The rate of lunch / dinner will not be considered for awarding the contract; however, the prices given in the annex may be kept in mind.

9) Important Points

- i. No alcoholic drinks are permitted / to be made available to the guests by the contractor.
- ii. Non guests not to be allowed access to VOF/THH facilities/facilities provided by dining room meant for VOF / THH.
- iii. Supervisor need to check identity proof of one of the members allowed staying in the VOF / THH as per list. The contractor should also ensure that only persons approved in the list will be allowed to stay in the VOF / THH.

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

Signature of the tenderer with stamp:

Address:

Date:

**ANNEX-1A****PART - I - Technical & Commercial Bid**

The Format for Technical Bid (to be given on applicant's letter head)

Sl. No.	Particulars	Details to be filled in by the company/ firm /agency
1.	Name of the company /firm/agency	
2.	Regd. Office/business address of the company/firm/agency	
3.	Date of incorporation/constitution	
4.	Work experience- Details of work experience as per the requirements in the eligibility criteria supported by work orders, documents and certificates. The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any centre should also be given.	
5.	Creditworthiness of the contractor and their Turn-over during the specified period (year-wise)- Copies of the Income Tax clearance certificates Income Tax Assessment orders along with the latest final accounts of the business of the contractor duly certified by a Chartered Accountant should be enclosed in proof of their creditworthiness and turn over for the last 3 years.	
6.	Whether registered with Labour Department under the Contract Labour (Regulation and Abolition) Act 1970. Date of registration etc. (with supporting documents)	
7.	Whether registered with PFI/ESIC. Date of registration etc. (with supporting documents)	
8.	Names and addresses of the clients and their present contact executives - Written information about the names and address of the clients along with full details like names, postal addresses, e-mail IDs telephone (Landline and mobile) numbers, FAX numbers etc. of the contact executives (i.e. the persons who can be contacted at the office of the clients by the Bank, in case it is so needed) should be furnished.	
9.	Whether the company/firm/agency has personnel with relevant professional qualifications (viz., degree/diploma in hospitality at the supervisory level). If so, name of the personnel and qualification may be mentioned	



10.	Whether the tenderer has annual turnover of ₹ 9.5 lakh during the last 3 years including the current year supported by audited or CA certified statement of accounts.	
11.	Whether any disputes (including with statutory authorities) are pending? If so, provide details of the stage of proceedings	

Bank reserves the right to call for proof / do verification on any of the above mentioned aspects.

DECLARATION

1. The above information is true to the best of my knowledge and if any information is found untrue or false I 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 shall 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 you reserve the right to accept or reject any or all the tender either in full or in part without assigning any reason thereof.

Details of Earnest Money Deposit:

Particulars	Amount	Name of bank	Name of bank branch	UTR No.
EMD				

Dated this _____ day of _____ 2021

Signature:

Name and seal of the tenderer:



ANNEX-1B

Details of Banker/s

(To be given on Tenderer's letter head)

Details of Banker/s are:

	Banker 1	Banker 2
Name of the Branch and its complete postal Address		
Name and Job-title of the Contact Person along with his/her Telephone No(s) and Fax No.(s) etc.		
Type of Account and Account No.		
Whether Credit Facility/ Overdraft facility enjoyed by the Tenderer.		
The period from which the Tenderer has been banking with the Banker.		
Any other information which the Tenderer may like to furnish about its Bankers:		
IFSC code of the Branch		

Signature:

Name and seal of the tenderer:



ANNEX-1C

UTR Transaction details for EMD

SI No.	Requirements	Details
1	Name of the vendor	
2	Name of the bank	
3	Account No.	
4	IFSC	
5	UTR details	
6	Date of payment	

Signature:

Name and seal of the tenderer:



Annex-3

All guests should be provided with a welcome kit containing items of daily necessities, Mineral Water, Newspapers and Tea/Coffee Kit.

List of the items to be provided to the visitors is furnished below.

A. Welcome Kit

One welcome kit each (as specified below) should be provided to the visitor and accompanying guests for the entire period of stay.

Sl.No.	Item Description	Qty.	Brand
1	Soap Cake (25 gm.)	01 No.	Medimix, Santoor, Dettol, Cinthol or equivalent
2	Toothpaste (15 gm.)	01 No.	Colgate, Pepsodent, Close-up or equivalent
3	Sachets of shampoo (6 ml)	01 No.	Pantene, Dove, Head and Shoulders, Clinic Plus or equivalent
4	Hair oil (4 ml)	01 No.	Dabur, Godrej, Parachute or equivalent
5	Shaving kit (disposable razor, shaving cream/gel etc)	01 No.	Gillette, 7O'clock, Lazer 3, Cream (Gillette, Park Avenue, Old Spice, Nivea) or equivalent
6	Comb	01 No.	Any standard make
7	Plastic pouch for above items	01 No.	Any standard make

B. Tea/Coffee Kit

One tea/coffee kit each (as specified below) should be provided to the visitor and accompanying guests per day, subject to a maximum of 4 tea/coffee kits per day.

Sl.No.	Item description	Qty.	Brand
1	Tea/coffee sachets (2 gm.)	02 No.	Red Label, Tetley, Taj Mahal, Nescafe, Bru or equivalent
2	Sugar sachets (5 gm.)	02 No.	Any standard make
3	Milk powder sachets (5 gm.)	02 No.	Everyday, Amul or equivalent
4	Plastic pouch for above items	01 No.	Any standard make



C. Newspapers

One English/Hindi newspaper (as specified below) should be provided at each occupied flats.

Sl. no.	Establishment	Qty.	Agency
1	Visiting Officers' Flats	1 No.	The Hindu, Times of India
2	Transit Holiday Home	1 No.	The Hindu, Times of India

D. Mineral Water

Two water bottles(as specified below) should be provided to the visitor and accompanying guests per day.

Sl. No	Item Description	Qty.	Brand
1.	Water Bottle (1 litre)	2	Bisleri, Kinley, Aquafina, or equivalent

The receipt of the welcome kit, packaged drinking water, newspaper and tea/coffee kit shall be duly acknowledged by the visitors.

The expense incurred by the Agency for supply of the aforementioned items to the visitors will be paid by the Bank only on submission of acknowledgement of the visitors and the rate of items mentioned viz., A, B, C and D will be decided based on market rates and will be finalized by the Bank in consultation with the successful bidder.

Signature:

Name and seal of the tenderer:



Menu, Rate & Time Table

Beverages

Description	Rate	Description	Rate
Tea	₹ 10/- per cup	Lemon Tea	₹ 10/- per cup
Coffee	₹ 15/- per cup	Milk	₹ 20/- per glass
Butter Milk	₹ 20/- per glass	Lassi	₹ 20/- per glass

Breakfast (7: 30 a.m. to 9:30 a.m.)

Description	Rate	Description	Rate
Aloo/Gobhi/Onion/MooliParatha with pickle	₹ 30/- per pc	Bread - Omlette	₹40/- for four Pcs. of bread and two eggs
Plain Paratha	₹ 20/- per pc	Bread toast with butter/ Jam	₹25/- for two Pc.
Poori with sabji	₹35/- for four pcs	Dahi	₹30/- per bowl
Poha	₹30/- per plate	Upma	₹30/- per plate
Idli (4 pieces)/ Dosa/ Uttapam with Sambhaar& Chutney	₹50/- per plate		

Lunch (12:30 p.m. to 2:30 p.m.) and Dinner (8:00 p.m. to 10:00 p.m.)

<u>Regular Veg. Thali</u> Plain rice, dal, 2 chapattis, two vegetables (one dry & one gravy), salad, pickle and Papad.	₹ 70/- per plate
<u>Special Veg. Thali</u> Plain rice, dal, 2 chapattis, two vegetables (one dry & one gravy), salad, pickle, Papad and one sweet or curd.	₹ 90/- per plate
Non-Veg Thali: Regular Veg Thali plus 2 pcs egg	₹ 90/- per plate
Non-Veg Thali: Regular Veg Thali plus 2 pcs fish (Rohu)	₹ 100/- per plate
Non-Veg Thali: Regular Veg Thali plus 2 pcs Chicken (100 gms)	₹ 110/- per plate
Non-Veg Thali: Regular Veg Thali plus 2 pcs Mutton (100 gms)	₹ 130/- per plate

Separate Items

Description	Rate	Description	Rate
Rice	₹ 10/- per plate	Dal Mix	₹40/- per plate
Rajmah	₹ 25/- per half plate	Chicken (2 pcs)	₹60/- per plate
Dal fry	₹30/- per plate	MattarPaneer	₹50/- per plate
Seasonal Veg	₹40/- per plate	Mix Veg	₹40/- per plate
Veg Pulao	₹50/- per plate	Chapati	₹ 8/- per pc
Paneer Butter Masala	₹ 80/-	Chili Paneer (8 pcs)	₹ 80/-

PART - II - Financial Bid

The Format for Financial Bid (to be given on the MSTC portal only)

E-Tender for Annual Maintenance (Housekeeping) and Catering contract for Visiting Officers' Flat/Transit Holiday Home at RBI Officers' Quarters, Christian Basti, G.S.Road, Guwahati- 781005

We are pleased to invite your most competitive offer for Annual Maintenance (Housekeeping) and Catering contract for Visiting Officers' Flat/Transit Holiday Home at RBI Officers' Quarters, Christian Basti, G.S.Road, Guwahati- 781005. While tendering rates, it may please be noted that below mentioned items except cost of LPG refilling either will be provided by the Bank or will be reimbursed separately, therefore, their cost should not be added in the price bid:

1. Maintenance of electrical, plumbing and carpentry installations in the rooms and kitchen/dining hall will be done by RBI.
2. Provision / supply of welcome kits, mineral water, newspapers, cleaning materials, tea/coffee/sugar/milk sachets, etc. has to be made to every room (As per details given in Annex-3) the cost of which will be reimbursed by the Bank .
3. Bank shall provide cooking / storage space, utensils, crockery items, electricity and LPG connection. However, cost of LPG refilling, raw materials will be borne by the contractor.
4. The cost on DTH/Cable monthly subscription, internet monthly charges will be reimbursed by the Bank.
5. Cost of food (breakfast/lunch/dinner) served to the guests will be paid by the guest/s directly to the contractor

In response to the above and in full agreement with the terms and conditions as stipulated by you I/We state as under:

Sl no	Designation	Proposed Wages Payable			Gross Wages Payable	EPF	ESI	Bonus	TOTAL
		Workers	Basic	Days		12.00%	4.00%	8.33%	
1	Semi-Skilled	1		30					
2	Unskilled	3		30					
3	Vendor's Commission								
	Workplace at VOF/THH at G.S. Road, Guwahati (as per scope of work given in the tender)						Monthly Quotation*		
							Yearly Quotation*		

Note:

1. Price quoted above should **include** all statutory obligations of the Tenderer under various Labour laws: Contract Labour (Regulation & Abolition) Act, 1970; The minimum Wages Act 1948 (Higher of the current and applicable minimum wages (including Variable Dearness Allowance) announced by Central Government or State Government periodically by way of notification); Employee State Insurance Act, 1948; Payment of wages Act 1936; Workman's Compensation Act 1923; The Employee's Provident Fund Act (Miscellaneous Provisions) 1952; Payment of Bonus Act 1965; Employer's Liability act 1938 and or any other rules/regulations and /or statues that may be applicable to them from time to time.
2. Price quoted above should be **exclusive** of all applicable taxes, duties, levies, etc.
3. Bids having prices quoted below the minimum wages (including statutory obligations as mentioned above) are liable to be rejected.
4. EPF@ 12%, ESI@ 4% and Bonus@ 8.33% are to be reckoned on Gross Wages Payable amount. The rates of EPF/ESI/Bonus may vary as per Central Government guidelines from time to time.
5. The Tenderer will be required to ensure that the total working days/duties per person should not exceed 26 in a month i.e. each person engaged must get at least one rest day in a week. The Bank is liable to impose penalty at the rate equivalent to wages per day for not providing reliever due to absenteeism.

Signature:

Name and seal of the tenderer: