



Reserve Bank of India
Human Resource Management Department, Central Vista, Sector-17,
Chandigarh – 160017
<https://www.rbi.org.in>

NOTICE INVITING TENDER

Reserve Bank of India, Chandigarh, invites e-tender under Two – Bid system (Technical & Financial Bid) for the provision of Catering and Maintenance services at the Officers' Lounge and Dining Room (OLDR) and the Staff Canteen of Reserve Bank of India, Chandigarh. The agreement shall be for a period of one year from April 1, 2021 to March 31, 2022 and annually extendable up to two more years subject to mutual consent of both the parties and based on the performance of the service provider (s). The estimated cost of the work for the year is ₹ 40 lakh.

2. The tenderers should submit their proposal for the above mentioned service, as per the important instructions regarding e-Tender, along with all supporting documents on www.mstcecommerce.com/eprochome/rbi on or before March 12, 2021 up to 02:00 p.m. The tenderers shall submit tender proposal along with refundable EMD of ₹80,000/-, complete in all respect as per the prescribed format. The technical bids will be opened electronically on March 12, 2021 at 03:00 p.m. In the event of any date indicated above being declared a holiday, the next working day shall become operative for the respective purpose mentioned herein. No entity will be given exemption from payment of EMD.

3. Tender documents can be downloaded from website www.rbi.org.in and www.mstcecommerce.com. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should regularly check the above website / e-portal for any amendment / corrigendum / clarification..

4. The Bank reserves the right to reject any or all the tenders without assigning any reason thereof.

Regional Director



Section I – Schedule of Tender

A	e-Tender No.	RBI/Chandigarh/HRMD/53/20-21/ET/559
B	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part II - Financial Bid through www.mstcecommerce.com/eprochome/rbi)
C	Date of Notice inviting e-tender available for download on RBI Website	February 16, 2021
D	Date of Pre-bid meeting	03:30 PM on February 24, 2021
E	Venue of Pre-bid meeting	Human Resource Management Department, 3 rd Floor, Reserve Bank of India, Sector-17, Chandigarh
F	Estimated value of tender	₹ 40 Lakh
G	Transaction fees	MSTC Charges as applicable.
H	Earnest Money Deposit	₹ 80,000.00 (Rupees Eighty Thousand Only) through NEFT only Beneficiary Name: Reserve Bank of India, Chandigarh Beneficiary Account No: 186003001 IFSC: RBIS0CGPA01 (5th and 10th digits are Zero) <u>No entity will be given exemption from payment of EMD.</u>
I	Date of starting of online submission of e- tender (Technical Bid and Financial Bid) at www.mstcecommerce.com/eprochome/rbi	11:00 am on February 19, 2021
J	Date of closing of online e- tender for submission of Technical Bid and Financial Bid	02:00 PM on March 12, 2021
K	Date and Time of opening of Part-I (i.e. Technical Bid)	03:00 PM on March 12, 2021
L	Part II Financial Bid: Date of opening of Part II	Part II Financial Bid will be opened electronically of only those bidder(s) whose Part I: Technical Bid is found acceptable by the Bank. Such bidder(s) will be intimated date of opening of Part II: Financial bid, through valid email confirmed by them.



RESERVE BANK OF INDIA

Chandigarh

**E-Tender for providing Catering and Maintenance Services at the
Officers' Lounge and Dining Room (OLDR) and the Staff Canteen at
Reserve Bank of India, Chandigarh**

Tender No. RBI/Chandigarh/HRMD/53/20-21/ET/559

Reserve Bank of India

Human Resource Management Department

Chandigarh



DISCLAIMER

Reserve Bank of India, Human Resource Management Department, Chandigarh (hereafter called the Bank), has prepared this document to give background information on the contract to the interested parties. While the Bank has taken due care in the preparation of the information contained herein and believe it to be in order, neither the Bank nor any of its authorities or agencies or any of their respective officers, employees, agents or advisors 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.

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 the Bank in submitting the e-tender. The information is provided on the basis that it is non – binding on the Bank or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. In case of conflict of meanings between Hindi and English versions of the document, interpretation of English version will prevail.

The Bank reserves the right not to proceed with the contract or to change the configuration of the contract, 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.



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

**e-Tender for providing Catering and Maintenance Services at the Officers' Lounge
and Dining Room (OLDR) and the Staff Canteen at Reserve Bank of India,
Chandigarh**

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Section I – Schedule of Tender

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Section II- Important Instructions regarding e-Tender

This is an e-procurement event of Reserve Bank of India, Chandigarh. The e-procurement service provider is MSTC Limited. You are requested to read and understand the Notice Inviting Tender and subsequent Corrigendum, if any, before submitting your online tender.

Process of e-tender:

1. 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 bids electronically. Electronic Bidding for submission of Technical Bid as well as Financial Bid over the internet will be done. 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/RBI, Chandigarh is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE TECHNICAL BID AND THE FINANCIAL BID HAS TO BE SUBMITTED

ON-LINE ONLY AT http://www.mstcecommerce.com/eprochome/rbi/buyer_login.jsp

(a) Vendors are required to register themselves online with www.mstcecommerce.com → eProcurement → PSU / Govt. Depts → RBI and register as Vendor by filling up details and creating own user id and password → Submit.

(b) Vendors will receive a system generated mail confirming their registration in their email which has been provided while filling the registration form.

In the case of any clarification, please contact MSTC/RBI, Chandigarh, (before the scheduled time of the e- tender).

Contact person (MSTC):

MSTC Helpdesk number: 033-2290-1004

Google hangout ID- (for text chat) - mstceproc@gmail.com

Contact person (RBI Chandigarh):

Sri Rajiv Narang, Assistant General Manager, Tel: 0172-2722084, Email- rajivnarang@rbi.org.in

2. System Requirement:

i) Windows XP-SP3 & above/Windows 7 Operating System

ii) IE-7 and above Internet browser

iii) Signing type digital signature

iv) JRE 7 update 9 and above software to be downloaded and installed in the system.

To disable "Protected Mode" for DSC to appear in the signer box following settings may be applied.

• Tools => Internet Options => Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning "Enable Protected Mode". Other Settings:

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

e-Tender for providing Catering and Maintenance Services at Officers' Lounge and Dining Room

(OLDR) and Staff Canteen at Reserve Bank of India, Chandigarh

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

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

3. The Technical Bid and the Financial Bid shall have to be submitted online at www.mstcecommerce.com/eprchome/rbi. Tenders will be opened electronically on specified date and time as given in the tender.

4. All entries in the tender should be entered in online Technical & Financial/Price formats without any ambiguity.

5. Special Note towards Transaction fee:

The vendors shall pay the transaction fee using "Transaction Fee Payment" Link under "My Menu" in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC's designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.

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 NIT (Notice inviting tender).

8. Bidding in e-tender:

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

b) The process involves Electronic Bidding for submission of Technical and Financial/Price Bid.

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

Financial Bid through internet in MSTC website www.mstcecommerce.com → eprocurement

→PSU/Govt. depts→ Login under RBI→My menu→ Auction Floor Manager→ live event

→Selection of the live event.

e-Tender for providing Catering and Maintenance Services at Officers' Lounge and Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Chandigarh

- 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 Financial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Financial bid. Once both the Technical bid & Financial bid have been saved, the vendor can click on the "Final submission" button to register their bid.
 - f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.
 - g) In all cases, vendors 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.
 - j) 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.
 - k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
 - l) 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.
 - m) 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 for the tender.
- 9.** Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
- 10.** No deviation to the technical and financial terms & conditions are allowed.
- 11.** 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.
- 12.** Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.



Section III - Instructions to Tenderers

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3. Eligibility Criteria

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6. Amendment of Tender Document

C. Preparation of Tenders

7. Cost of Tendering
8. Documents Comprising the Tender
9. Letter of Tender
10. Documents Establishing the Qualifications of the Tenderer
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13. Submission, Sealing and Marking of Tenders
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18. Clarification of Tenders

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Section –III – Instructions to Tenderers

A. GENERAL	
1. Scope of Tender	<p>a. The Bank invites e-tenders from the eligible tenderers to participate in the process of providing catering and maintenance services at Officers' Lounge and Dining Room (OLDR), and Staff Canteen of Reserve Bank of India, Chandigarh. This would include supply of food in the Officers' Lounge and the Staff Canteen, serving Tea/ Coffee/ Snacks in official meetings, serving tea/coffee to all staff members, providing drinking water at the desks of officers.</p> <p>b. The Contractor shall deploy a minimum of 10 workers (2 semi-skilled (Supervisor and Cook) and eight unskilled (service boys)) in order to maintain standard of service.</p>
2. Prohibited Practices	<p>The Bank requires that tenderers, suppliers, contractors, interested in having business relationship with the Bank, observe the highest standard of ethics during the period of contract / engagement. In pursuance of this policy, the Bank:</p> <p>(a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:</p> <p>(i) "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;</p> <p>(ii) "fraudulent practice" means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;</p> <p>(iii) "coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and</p> <p>(iv) "collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;</p> <p>(b) will reject a proposal for award if it determines that the tenderer recommended for award has engaged in prohibited practices in competing for the tender in question;</p> <p>(c) may declare a tenderer ineligible, either indefinitely or for a stated period of time, if, at any time, the Bank determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract.</p>
3. Eligibility Criteria	<p>a. The Agency participating in the bidding process should have been registered as a company/partnership firm/proprietorship firm with statutory body of GoI. In the case of a company, the certificate of incorporation and the certificate of commencement of business, Memorandum and Articles of Association of the company and other relevant documents and particulars of all the directors and</p>

responsible officials are required to be submitted. In the case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm; and in the case of an Agency or Proprietorship firm, the particulars of the individual/individuals involved therein along with the name(s) and address(es), etc., are required to be submitted. During the duration of contract, the agency shall maintain the registrations/licenses valid by renewing, wherever applicable. Agencies 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 bid. Agencies participating in the tender need to authorise an official to sign the tender documents and upload them on MSTC. The authorisation letter to this effect needs to be uploaded on MSTC web site.

Only those tenderers who fulfil the following pre-qualification criteria are eligible to apply for the tender of **₹ 40,00,000/- (Rupees Forty lakh only)** approximately for providing catering services and maintenance of Officers' Lounge and Dining Room at Reserve Bank of India, Central Vista, sector-17, Chandigarh:-

Tenderers should have a consecutive experience of five years or more as on December 31, 2020 in the field of providing catering facilities in government/public/private sector undertakings.

Tenderers,

should have carried out minimum one similar work costing individually not less than 80% of Estimated Tender Value, i.e., Rs. 32 lakh.

OR

should have carried out minimum two similar works costing individually not less than 50% of Estimated Tender Value, i.e., Rs. 20 lakh.

OR

should have carried out minimum three similar work costing individually not less than 40% of Estimated Tender Value, i.e., Rs. 16 lakh.

b. Tenderers should have a minimum annual turnover of **₹ 35.00 lakhs** in each of the last three financial years (duly supported by audited or CA certified statement of accounts for the FY 2017-18, 2018-19 and 2019-20.

c. Tenderers should have applicable and valid registrations with statutory authorities constituted for Labour Welfare and other purposes such as ESI, EPF, PAN, GST, licensing food establishments, etc. duly supported by documentary evidence and certificates of registration.

d. Tenderers should have the requisite License / Certificate by the Government to carry out the catering business including all the

	<p>clearances from statutory bodies (duly supported by documentary evidence).</p> <p>e. Tenderers should have their own office/establishment at Chandigarh Tricity (Chandigarh, Panchkula and Mohali) (duly supported by documentary evidence).</p> <p>f. Tenderers should have their bank account in a scheduled commercial bank.</p> <p>g. At any point of time, before opening of the tender (Part-II), if the documents or the information provided by the tenderers are found incorrect/ incomplete, the application would be rejected. If any adverse comment is given by the previous employer, the Bank reserves the right to reject the tender. The Bank's decision in this regard would be final.</p> <p>h. All entities will have to pay Earnest Money Deposit (EMD) of ₹ 80,000/- (Rupees Eighty Thousand only) through NEFT to following A/c:</p> <table border="1" data-bbox="517 790 1353 909"> <tr> <td>A/c Name</td> <td>NEFT-INWARD RECEIVED</td> </tr> <tr> <td>A/c Number</td> <td>186003001</td> </tr> <tr> <td>IFS Code</td> <td>RBIS0CGPA01</td> </tr> </table> <p>Note- Please read 5th and 10th letter of IFS Code as "Zero"</p> <p><u>No entities will be given exemption from payment of EMD.</u></p> <p>i. The tenderers should ensure that they fulfil the pre-qualification criteria before submitting the e-tender online and they should also submit all the relevant details/information along with e-tender. The tenders submitted by contractors who do not fulfil the pre-qualification criteria will summarily be rejected.</p>	A/c Name	NEFT-INWARD RECEIVED	A/c Number	186003001	IFS Code	RBIS0CGPA01
A/c Name	NEFT-INWARD RECEIVED						
A/c Number	186003001						
IFS Code	RBIS0CGPA01						
	<p>B. Contents of Tender Document</p>						
<p>4. Sections of Tender Document</p>	<p>4.1 The Tender Document consists of the following Sections and should be read in conjunction with any Appendices/ Annex issued in accordance with Section III (Instructions to Tenderers).</p> <ul style="list-style-type: none"> • Section I: Schedule of Tender • Section II: Important Instructions regarding e-tender • Section III: Instruction to Tenderers • Section IV: Evaluation of Tenders • Section V: Detailed Scope of Work, general and specific conditions of contract • Section VI: Standard Formats 						

5. Clarification of Tender Document and Pre-bid Meeting	<p>a. Tenderers requiring any clarification of this document shall contact the Bank in writing at the email address mentioned in this document or raise enquiries during the pre-Bid meeting.</p> <p>b. The tenderers' designated representatives are invited to attend a pre-Bid meeting on February 24, 2021 at 3:30 pm at HRMD, Reserve Bank of India, Central Vista, Sector-17, Chandigarh-160017. The purpose of the meeting will be to clarify issues and to answer questions that may be raised at that stage.</p> <p>c. The tenderers shall submit questions, if any, in writing, to reach the Bank's email address mentioned in this document, not later than 1 day before the date of the pre-Bid meeting.</p> <p>d. Non-attendance at the pre-Bid meeting will not be a cause for disqualification of a tenderer.</p>
6. Amendment of Tender Document	<p>a. At any time prior to the deadline for submission of tenders, the Bank may amend this document by issuing amendments / corrigendum on RBI website (www.rbi.org.in) / e-portal.</p> <p>b. Any amendments / corrigendum issued shall be a part of this document.</p> <p>c. To give prospective tenderers reasonable time to take any / all amendments / corrigendum into account in preparing their Tenders, the Bank may, at its discretion, extend the deadline for the submission of Tenders.</p>
C. Preparation of Tenders	
7. Cost of Tendering	<p>The tenderer shall bear all costs associated with the preparation and submission of its tender, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.</p>
8. Documents comprising the Tender	<p>The Tender shall comprise the following-</p> <ul style="list-style-type: none"> • Notice Inviting e-tender • Technical Bid Details • Financial Bid Details • Earnest Money Deposit through NEFT to following A/c- Beneficiary Name: Reserve Bank of India, Chandigarh Beneficiary Account No: 186003001 IFSC: RBIS0CGPA01 (5th and 10th digits are Zero) Please mention the UTR Transaction details while applying. • Performance Bank Guarantee to be furnished after award of contract by the successful bidder. • Contract Agreement after award of the contract.
9. Letter of Tender	<p>The tenderer shall submit the tender using the digital signature class 3 via e-tendering process without any alterations. All blank spaces shall be filled in with the information requested.</p>
10. Documents Establishing the Qualifications of the Tenderer	<p>To establish its qualifications to perform the Contract in accordance with Section III (Para 3), the tenderer shall provide the information in the format prescribed in Section VI (Standard Formats).</p>

11. Period of Validity of Tenders	<p>a) The tender validity period shall be 90 days from the date of opening of tender.</p> <p>b) In exceptional circumstances, prior to the expiration of the tender validity period, the Bank may extend the period of validity of tenders subject to feasibility of mstcecommerce website. The request and the responses shall be made in writing.</p> <p>c) The tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.</p>
12. EMD as Tender Security	<p>Tenderers need to submit necessary EMD and Transaction fees to be eligible to bid online in the e-tender. Transaction fees is non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded.</p>
	D. Submission and Opening of Tenders
13. Submission, Sealing and Marking of Tenders	<p>a. Tenderers submitting tenders electronically shall follow the electronic tender submission procedures specified in the instructions regarding e-Tender.</p> <p>b. The tenderers may submit their Financial Bid (competitive rates) in prescribed Excel format along with copies of necessary documents as indicated in the “Technical Bid” (Part-I and Part-II). E-Tender with all information shall be submitted on or before the prescribed time and date.</p> <p>c. If desired / prescribed information is not submitted, the Bank will assume no responsibility for rejection of tender.</p>
14. Deadline for Submission of Tenders	<p>a. Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.</p> <p>b. The Bank may, at its discretion, extend the deadline for the submission of tenders by amending the Tender Document.</p>
15. Late Tenders	<p>No tender after the deadline shall be allowed on the e-portal.</p>
16. Tender Opening	<p>The Bank shall open the tender (Part-I) electronically on the notified date in presence of those tenderers/ their authorized representatives who chose to be present. Part-II will be opened for those bidders who qualify in Part-I. Date of opening of Part-II will be notified by email to the successful bidders on their valid email address. The decision of the Bank in this regard will be final.</p>
	E. Examination of Tenders
17. Confidentiality	<p>Information relating to the evaluation of tenders shall not be disclosed to tenderers or any other persons not officially concerned with such process until information on Contract award is communicated to all tenderers.</p>

18. Clarification of Tenders	<p>a. To assist in the examination, evaluation, comparison of the tenders and qualification of the tenderers, the Bank may, at its discretion, ask any tenderer for any clarification of its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Bank in the evaluation of the tenders.</p> <p>b. If a tenderer does not provide clarifications of its tender by the date and time set in the Bank's request for clarification, its tender shall be liable to be rejected.</p>
	F. Tender Evaluation and Comparison
19. Evaluation of Tenders	<p>The Bank shall use the evaluation criteria indicated in Section IV.</p>
20. Qualification of the Tenderer	<p>The Bank shall determine, to its satisfaction, whether the selected tenderer meets the qualifying criteria in accordance with Section III (Para 3).</p>
21. Bank's Right to Accept Any Tender, and to Reject Any or All Tenders	<p>The Bank reserves the right to accept or reject any tender, and to annul the Tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to tenderers or assigning any reason thereof. Further the conditional bids shall be rejected out rightly.</p>
	G. Award of Contract
22. Award Criteria	<p>The Bank shall shortlist the tenderer based on the evaluation criteria detailed in Section IV (Evaluation Criteria).</p>
23. Notification of Award	<p>a. The evaluation criteria to be adopted for arriving at the lowest bidder (L1) in the Part-II (Financial Bid) is as stated under Rates (A) quoted by tenderers for all the items may be multiplied with the tentative average monthly consumption (B) of that item to form a total (T). The Bidder whose cumulative total (C), i.e., sum of total (T) and monthly charges towards minimum wages of two workers (M) is the lowest will be considered the lowest bidder (L1) and awarded with the contract of OLDR.</p> <p>b. Until a formal contract is prepared and executed, the notification of award shall constitute a binding contract. The successful tenderer shall take over entire work within 7 days of notification of award of work.</p>

<p>24. Signing of Contract</p>	<p>The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of value ₹100/- within 15 days of award of work. The stamp duty shall be borne and paid by the contractor. However, the issue of intimation of award of work by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract. The agreement and rates will be valid for a period of one year from April 01, 2021 to March 31, 2022, annually extendable up to two more years subject to annual review by the Bank of the performance of the contractor/s.</p>
<p>25. Performance Bank Guarantee</p>	<p>a. The successful tenderer shall furnish along with the contract the Performance Bank Guarantee (PBG) of ₹2,00,000 (Rupees Two Lakh only) in accordance with the Section VI (Standard Formats). The PBG shall be valid for a period of two months after the expiry of contract period. The EMD of such tenderer will be returned on receipt of PBG.</p> <p>b. Failure of the successful tenderer to submit the Performance Bank Guarantee of ₹2,00,000 (Rupees Two Lakh only) or to sign the Contract shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.</p> <p>c. The PBG shall be released without interest after 2 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the agency or its employees. In the case of any complaint or pending dues, the security deposit shall be discharged only after adjusting all dues, liabilities, etc.</p>
<p>26. Operation of Staff Canteen</p>	<p>Apart from Officers' Lounge, the Contractor will also provide catering and maintenance services in Staff Canteen at RBI, Chandigarh. The contract will be awarded to the same contractor, who successfully competes in the tendering process of OLDR, on mutually agreed terms and conditions subject to the indicative rates as mentioned in Annexure III, Section VI of the tender. <u>However, this will not be a part of evaluation process.</u> The other terms and conditions for running canteen services are stipulated in Annex II of Section VI. The Bank shall not incur any expenditure for canteen operations except electricity, space, water and existing canteen infrastructure. The contractor has to arrange for fuel, gas stove, cooking utensils and other crockery items as required for functioning of Canteen at his own cost.</p>

Section- IV

Evaluation of Tenders

a. An indicative menu for the items to be provided and the tentative average monthly consumption of such items has been worked out by the Bank to guide the tenderers in working out the costs involved. The same is mentioned in Section VI, [Annex I](#) & [III](#) of the tender. Any other incidental service required by the Bank and not covered in the contract will be negotiated separately each time.

b. The vendor has to provide services to the officers who bring their own lunch in the OLDR, such as arranging for cleaning of the crockery/cutlery provided on their tables and providing drinking water, etc. The vendor has to arrange for drinking water on the desks of Officers. For these services the vendor shall be reimbursed the amount towards monthly wages of 2 workers (unskilled) deployed for the above mentioned purpose. The wages of remaining 8 workers (2 semi-skilled and 6 unskilled) will be borne by the Contractor.

c. The tenderers should take into consideration that the workers deployed by him in the Bank are required to be paid minimum wages prescribed by Central Government from time to time , PF, ESI and other essential amenities in line with Minimum Wages Act 1948 and CLRA Act.

d. The evaluation criteria to be adopted for arriving at the lowest bidder (L1) in the Part-II (Financial Bid) is as stated under-

Rates (A) quoted by tenderers for the items may be multiplied with the tentative average monthly consumption (B) of that item to form a Total (C). The Cumulative Total (C) will be considered for the lowest bidder (L1) and will be awarded with the contract of OLDR.

Item	Quoted Rate (A)	Tentative average monthly consumption (B)	Total
Item-1	A ₁	B ₁	C ₁ =A ₁ x B ₁
Item-2	A ₂	B ₂	C ₂ =A ₂ x B ₂
:	:	:	:
Item-n	A _n	B _n	C _n = A _n x B _n
Total (T)			T=C₁+C₂+...+C_n
Monthly Charges towards wages of two unskilled workers (M)			M
Cumulative Total (C)			C=T+M

Notes

1. The Bank will not give any minimum commitment on the indicative quantity. Payment will be made on basis of actual consumption only.
2. The amount quoted should be exclusive of all taxes.
3. Tenderers are advised to consider the tentative monthly consumption of the items while quoting the rates. However, the Bank will not give any commitment on the tentative average monthly consumption.
4. If quotations of two or more firms are equal, the firm having highest average turnover of last three years would be considered as the successful bidder.
5. Conditional bids shall be treated as invalid.

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Section – V

Detailed Scope of Work, General and Specific Conditions of Contract

V.1 Scope of Work

- a. The vendor has to provide lunch facility to Officers of the Bank at OLDR, 4th Floor, Main Office Building and in the Staff Canteen, Ground Floor as per the Indicative Menu and rates mentioned in [Annex I](#) and [III](#) of Section VI.
- b. The vendor shall arrange for tea /coffee being served to Bank's officers at their desks/table during office hours, on all working days or on any other day as specified by the Bank. The vendor shall arrange for disposable cups for tea/coffee services, wherever required. In addition to this they also have to serve tea /coffee to all other staff as desired by the specific department from time to time for which they have to maintain a record.
- c. The vendor shall have to serve Special lunches/High Tea/ Special Tea as and when required for which prior information shall be given by the Bank.
- d. The vendor has to provide services to the officers who bring their own lunch in the OLDR, such as arranging for cleaning of the crockery/cutlery provided on their tables and providing drinking water, etc. The vendor has to arrange for drinking water on the desks of Officers.

V.2 General Conditions of Contract

A. General Conditions of Contract

- a. The tenderer shall obtain the Tender Document from the source stated by the Bank in the Invitation for Tenders. The Bank shall not be responsible for the incompleteness of the Tender Document.
- b. Conditional tender shall not be entertained.
- c. In the event of any difference between figures & words of quoted rates, the rate in words shall be considered for evaluating the tender.
- d. The tenderer is expected to examine all instructions, forms, terms, and specifications in the Tender Document.
- e. Failure to furnish all / any information or documentation required by the Tender Document may result in the rejection of the tender.
- f. The price quoted shall only be in Indian rupees and Exclusive of all taxes.

B. Situations leading to disqualification / rejection

- a. Any canvassing by or on behalf of the Tenderer or to bring political or other outside influence with regard to their selection shall lead to disqualification from the process. Such Tenderer/s shall be blacklisted for next three years. If such instances go undetected during the selection process but are detected subsequently, such disqualification will take place with retrospective effect.
- b. All the tenders should be complete in all respects with all attachments / enclosures / annexure. Incomplete forms, or bids received in any format other than the prescribed one or without proper documentary evidence etc. will be out rightly and summarily rejected by the Bank.
- c. Tenders received by fax or email or any manner other than specified shall not be accepted and shall be summarily rejected. No correspondence will be entertained on this matter.
- d. Bid proposals received without or lesser than the prescribed EMD / processing fee shall be summarily rejected.
- e. Tenders received after the due date and time shall be summarily rejected.

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- f. Conditional tenders shall be straightway rejected and no additional clause will be entertained.
- g. No tender may be modified subsequent to the last date of submission of tender. No tender may be withdrawn in the interval between the last date for submission of tender and the expiry of the tender validity period specified by the tenderer in the tender. Withdrawal of the tender during the interval shall result in forfeiture of the EMD.
- h. Alternative Proposals / Time for Completion shall not be permitted.

C. Terms of Payment

- a. The rates quoted (exclusive of all taxes) would be valid for a period of one year. No request for upward revision in the rates will be considered during the validity period of the contract. Any increase in statutory taxes will be borne by the Bank.
- b. Payment shall be made on monthly basis. GST related to services provided for OLDR will be paid by the Bank to the caterer subject to submission of the relevant documents. TDS, Surcharge & Education Cess (as applicable) and any other taxes levied by the Government from time to time will be deducted at source in terms of Income Tax Act. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of Bank.
- c. The Contractor shall raise the bill, in duplicate, along with the following documents in respect of the persons deployed and submit the same to the, AM (OLDR desk) in the first week of the subsequent month or earlier, but only after disbursement of salary/wages to all the deployed manpower during the month of consideration-
 - i. Current month Invoice Copy.
 - ii. Current month Acquaintance (Wage) Register duly signed by the individual contract Labourers along with salary slips/ bank account statements of all workers
 - iii. Current month Attendance Register.
 - iv. Current month ESI remittance challan with consolidated breakup details.
 - v. Current month EPF remittance challan, as applicable, with consolidated breakup details.
 - vi. Periodical returns submitted to Labour Commissioner, EPFO & ESIC within 07 days of filing.
- d. During the course of the contract, increase in the minimum wages as announced by the Central Government will be borne by the Contractor. The Bank will only bear the increase towards wages of two workers deployed for the purpose mentioned at Section IV (b) and Section V.1(d)
- e. All other charges (other than statutory levies) will remain fixed during the duration of the contract.
- f. The contractor shall provide infrastructure for electronic payment, viz., POS, Sodexo card machine, etc.
- g. Any objection regarding the payment received by the contractor may be brought to the notice of the Bank within 10 days of the date of the payment. In case no such objection is received within the stipulated period, it will be deemed that there is no objection regarding the payment.
- h. The payment shall be released, through NEFT/RTGS channel only, within two weeks from the date of submission of bills, complete in all respects.

D. Necessary Requirements to be fulfilled after award of Tender

- a The successful tenderer will have to submit a performance bank guarantee (PBG) of ₹2,00,000 (Rupees Two Lakh only) as per the given Proforma, valid till two month after the expiry of the contract period. The EMD of such tenderer will be returned on receipt of PBG.
- b Failure of the successful tenderer to submit the PBG of ₹2,00,000 (Rupees Two Lakh only) or to sign the Contract shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.
- c The PBG shall be released without interest after two months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the contractor or its employees. In the case of any complaint or pending dues, the PBG will be treated as security deposit and shall be discharged only after adjusting all dues, liabilities, etc.
- d. The contractor and the staff employed by the contractor, directly or indirectly, within the Bank's premises, shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment's, etc., which may come to the possession or knowledge of the contractor during the course of discharging its contractual obligations in connection with this contract, to any third party and shall at all times hold the same in strictest confidence. The contractor shall treat the details of the contract, "Notice Inviting Tender for providing catering services and maintenance of Officers' Lounge and Dining Room at Reserve Bank of India, Chandigarh", as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor or its employees shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the prior written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information by the contractor or its employees. 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/termination of the contract and pursue legal remedies. The Contractor shall ensure in writing that the persons engaged for the purpose of the work are made aware of the non-disclosure requirement and the Contractor shall be liable for any breach committed by its persons. The Non-Disclosure Clause signed by the Contractor under the aforesaid agreements will survive for indefinite duration.

E. Adherence to Statutory Laws

- a. The contractor shall abide by and fulfil all requirements laid down under the Contract Labour (Regulation and Abolition) Act, 1970 and the rules framed there under. The Contractor shall not engage 'Minors' for catering service in the lounge. The contractor shall ensure payment of minimum wages plus VDA (Variable dearness allowance) as prescribed by Central Government to all workmen staff employed in presence of authorized representative of the Bank. The contractor shall maintain day-wise attendance register of workmen staff engaged in the work, and also muster roll register in which payment to workmen staff shall be made in presence of authorized representative of Bank. The authorized representative shall authenticate the payment against each workmen staff. Photo copy of the page, duly authenticated, should be attached with the bill. The contractor should maintain and be able to furnish all registers as and when called for by the Regional Labour Commissioner. In case

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the wages are being paid directly to bank accounts of workers, account statements are required to be submitted.

- b. An undertaking will be obtained, on a 'Non-judicial stamp paper' of applicable value before award of the work, from the contractor on award of contract, to the effect that he undertakes to actually pay wages to all the labourers, of all categories to be engaged by him for completion of that particular job/work/project, at the rate which is not less than the one prescribed by Central Government under the Minimum Wages Act, 1948 and to ensure provision of essential amenities as provided under the CLRA Act and also keep Reserve Bank of India indemnified against all the actions that may be initiated against the Reserve Bank of India by the Statutory Authorities for his failure to pay such wages and provide the essential amenities. As and when the contractor employs more than 20 workers as contract labour, he shall obtain licence from competent authority in accordance with the provisions of the CLRA Act. The total numbers of contract labourers engaged by the contractor for the purpose of CLRA act, need not be those with RBI alone, it can be with any other establishments also.
- c. The contractor shall obtain a licence as contemplated under the Contract Labour (Regulation and Abolition) Act, 1970 or any other law, as applicable, failing which he alone would be responsible for actions/ proceedings ensuing thereto. The Bank shall not be held responsible for acts, commissions or omissions of the contractor and shall in no way be made liable to the labourers engaged by the contractor.
- d. Before release of final payments to the contractor, a certificate will be obtained from the contractor to the effect that he has actually paid all the dues of all the workers of all descriptions engaged by him for completion of the awarded job/work/project at the rate which is not less than the one prescribed by Central Government under the Minimum Wages Act, 1948 and he has complied with the provisions of CLRA Act with regard to providing the essential amenities to the contract labour. The veracity of such certificate will be verified by the Bank.

F. Prevention, prohibition and Redressal of sexual harassment

The Contractor shall be solely responsible for full compliance with the provision of Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013, at the Bank premises.

- a. In case of any complaint of sexual harassment by any employee of the contractor against its own employee/s, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor and the Contractor shall ensure appropriate action under the said Act in respect to the complaint.
- b. Any complaint of sexual harassment from any aggrieved employee of the Bank against any employee/s of the contractor shall be taken cognizance of by the Regional Complaints Committee (RCC) constituted by the Bank and the consequent action/decision taken by the RCC shall be binding on the contractor if sexual harassment/violence by the employee of the contractor is proved.
- c. The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

G. Dispute Resolution

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It is to be duly noted that in the case of any dispute on terms and condition of this tender, the English version of the tender document shall prevail (in case tender is issued in English and any other language simultaneously).

All disputes and differences of any kind under the agreement shall be referred to the sole arbitrator, i.e., Regional Director, Reserve Bank of India, Chandigarh and his/her decision, in writing, shall be final and binding on the Service Provider. However, for any dispute/issue, not settled through arbitration, the legal jurisdiction shall be Chandigarh only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

H. Force Majeure

Notwithstanding anything else contained in this document, neither party shall be liable for any delay in performing its obligations hereunder if such delay is caused by circumstances beyond its reasonable control (including without limitation any delay caused by the acts of governments, acts of God, natural or social calamities, strikes, riots in any region, network failure, terrorist attack, war (declared and undeclared)) provided however that any delay by the supplier of the Party so delaying shall not relieve that Party from liability for delay except where such delay is beyond the reasonable control of the supplier concerned.

I. Disclaimer

- a) Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any tenderer within seven (7) days from the date of Notice inviting e-tender, it shall be considered that this document is complete in all respects.
- b) The Bank reserves the right to modify, amend or supplement this document including all formats and Annex.
- c) While this document has been prepared in good faith, neither the Bank nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

J. Confidentiality

- a. The information contained in this Tender Document or subsequently provided to tenderer(s) whether verbally or in documentary form by or on behalf of the Bank or by any of its employees, shall be subject to the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided.
- b. The purpose of this tender document is to provide the tenderer(s) with information to assist the formulation of their proposals.
- c. This Tender Document does not purport to contain all the information each tenderer may require.
- d. This tender document may not be appropriate for all persons, and it is not possible for the Bank and/or its employees to consider the investment objectives, financial situation and particular needs of each bidder who reads or uses this tender document.
- e. Each tenderer should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender document and where necessary obtain independent advice from appropriate sources.

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f. The Bank and employees make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the tender document.

g. This document and the information provided therein are confidential and intended solely for the use of the Tenderer(s).

Section V.2 - Specific Conditions of Contract

A. Period of Contract

The contract would initially be valid for a period of one year from April 1, 2021 to March 31, 2022, unless earlier terminated in accordance with the termination clause. The contract may be renewed at the mutually agreed rates and can be extended, at the discretion of the Bank, for a period of one year at a time but not beyond three years, i.e., the contract can be renewed 2 times. The rate revision at the time of annual renewal of contract will be based on Consumer Price Index (CPI) (30%) for labour cost and Wholesale Price Index (WPI) (70%) for raw material.

B. Venue

The catering service (for the purpose of lunch) shall normally be provided at the Officers' Lounge and Dining Room at 4th floor and Staff Canteen at Ground Floor of the Main Office building at Sector-17, Chandigarh or at any other place as approved by the Bank within the Bank's premises. The building has provision for pantry and dining halls.

C. Lunch/ Tea/ Coffee Timings

- a) The lunch hours may vary from 12:30 pm to 2:30 pm. However, under special circumstances the lunch hour may be extended. The Contractor shall arrange for tea /coffee being served to the Bank's officers at their desks/table during office hours, on all working days or on any other day as specified by the Bank. The contractor shall arrange for tea/coffee services, wherever required. In addition to this, they also have to serve tea /coffee to all other staff as desired by the specific department from time to time for which they have to maintain a record. However, if required by the Bank, services will have to be provided beyond office hours as well.
- b) The Contractor shall serve Special lunches/High Tea/ Medium Tea/ Normal Tea as and when required for which prior information shall be given by the Bank for which charges are paid by the Bank. The bill will be cleared on monthly basis (monthly miscellaneous bill).
- c) Breakfast, Mini Meals, Snacks, Special Lunch, Beverages, etc., shall be provided at the Lounge/ Canteen at negotiated rates at the option of Bank.
- d) Non-Veg items shall be prepared especially if at least ten or more staff request for the same.

D. Infrastructure provided by the Bank

- a) Pantry along with cooking utensils and water.
- b) Dining area with tables, chairs, refrigerator, microwave, etc.
- c) Electricity connections/ points for electrical equipment, etc.

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- d) Crockery/ cutlery

E. Material/ services to be provided by the Contractor

- a) The cost of edible materials, cooking gas, napkins and doily papers for various meetings, lunches, etc., and transportation will be borne by the Contractor. Use of Kerosene is prohibited in the Bank's premises.
- b) Good quality table cloth and frills for various lunch events and meeting will have to be arranged by the Contractor, maintenance of same will also be borne by the Contractor.
- c) Cleaning material for crockery/ Kitchen / Dining / Pantry.
- d) Uniform of staff.
- e) The contractor shall arrange for storage and distribution of the water bottles provided by the Bank. Water bottles/ glasses are to be distributed on other occasions, such as meetings, conferences, etc. The contractor shall maintain and submit the details of such distributed water bottles in the format as given by the Bank.
- f) The contractor has to provide services to the officers who bring their own lunch in the OLDR, such as arranging for cleaning of the crockery/cutlery provided on their tables and providing drinking water etc. The contractor shall be required to fill and replenish jugs with water from water purifiers/ dispensers installed on each floor, through floor level pantry boys to the Bank's officers at their desk on various floors.

Note: The bidders are advised to consider the facilities/infrastructure to be provided by the Bank while quoting their rates.

F. Crockery/Cutlery

- a. All crockeries and cutleries, etc., will be provided by Bank except for the staff canteen. The same shall be maintained by the Contractor. The agency shall be responsible for cleaning and washing of the cutleries, crockeries and other utensils used for preparing and serving coffee/tea/breakfast/lunch/dinner. The agency shall ensure high standards in the food service. Broken/chipped and stained plates/bowls/cutleries must not be used.
- b. It is the duty of the Contractor to properly handle the crockery/cutlery/various gadgets, etc., provided by the Bank. Verification of such items can be done by Bank at any time and if any item is found missing/broken or in ill-condition, recovery will be made at actual price. The decision of the Bank will be final in this regard.
- c. No item shall be taken out of the Lounge/Canteen without written permission of the designated officer nominated by the Bank. Normally no inventory shall be shifted from one room/ place to another, without approval of Assistant Manager, Lounge /designated officer and making valid entry in the stock register of the inventory.
- d. The contractor has to ensure that the kitchen/ dining halls/ pantry area and all the crockery/ cutlery are cleaned and stacked properly every day prior to the closure Lounge/ Canteen.

G. Menu

- a. The contractor is expected to provide good quality vegetarian/ non-vegetarian lunch in proper hygienic condition to officers. Tea/ Coffee/ Lunch/ Special Lunch/ Normal Tea/ Medium Tea / High Tea will be served as per the indicative menu attached at [Annexure I & II](#), Section VI.
- b. Dishes served in lunch shall not be repeated. The items shall be rotated in such a manner so that the food is palatable. Overall quantity of menu shall remain sufficient to the

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satisfaction of the Guests. Surplus food shall be disposed of and not used in the next meal. The menu for each week must be pre- approved by the Bank.

H. Kitchen, Dining Hall and Pantry – Cleanliness and Hygiene

- a. The Contractor shall ensure that the food/tea is prepared in the kitchen area only. Highest standards of hygiene, which will be verified periodically by the Bank and the Bank's Medical Consultant, have to be maintained. In the case of unsatisfactory/unhygienic quality of food/tea item(s) or lapse in services rendered or any breakage/shortage, etc., deductions will be made as penalty which will be solely decided by the Bank. The kitchen will be under the constant supervision of the Bank and any lapse will be viewed seriously by the Bank.
- b. The Contractor shall ensure that only freshly prepared food is supplied and the left over is disposed of every day. Food cooked for the day is not to be served next day. If at any stage, any complaint is received or it comes to the notice of In-Charge of Lounge or to his/her designated officials/persons that the Catering Agency is not following the same, notice will be served to furnish explanation failing which the penalty as deemed by the Bank will be charged. Vegetables and non-veg items (meat) used for cooking shall be fresh and of good quality. Proper care shall be taken for perishable items, i.e., procure daily on need basis.
- c. The kitchen area, the dining room, wash basins, etc., in the Lounge and Canteen shall be maintained in a very clean and hygienic manner at all times by the contractor. Cost of cleaning material shall be borne by the contractor.
- d. Malfunctioning of any equipment shall not be entertained as an excuse for unsatisfactory services. Upon end of contract / termination thereof, the Agency shall return all inventory to the Bank in good working condition barring normal wear and tear. For shortage/misplacement/theft, replacement cost of the items shall be recovered from the final bill or security deposit.
- e. The Contractor shall be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and served including with respect to raw material and ingredients incorporated therein and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provisions of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulations and orders framed there under, including safety and health of all consumers under the said contract. The Contractor shall keep the Bank indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.
- f. The Contractor shall ensure proper disposal of waste food.

I. Catering staff

- a. The contractor shall employ a minimum of ten catering staff to ensure smooth catering services in the Bank premises. Catering support shall also be provided by the agency for meetings, conferences, etc., in the office and outside the office as and when required. The Bank shall not in any way be responsible for terms of employment/ engagement of kitchen as well as the service staff employed by the Contractor or violation of any labour law.
- b. The staff shall be properly dressed in neat and tidy uniform, bearing name plates besides being courteous, well-mannered and attentive. They should be conversant with the basics of the trade and must have necessary experience of table service. White apron and caps

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should be put on by the kitchen staff. The serving staff should necessarily put on hand gloves, caps and formal shoes along with the uniform. One qualified supervisor/manager with the decision taking capability as well as authority over the service staff should be present in the Bank during the service hours on working days and as per requirement of the Bank on any other day.

- c. The employees/workmen employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor and any replacement its workers should be done in consultation with the officer designated by the Bank. However, the Bank reserves the right to demand the change of any employee/worker if warranted. In the case of leave taken by any personnel, it will be the responsibility of the contractor to ensure uninterrupted service/substitute arrangement in his place. Frequent change in the personnel has to be avoided by the contractor.
- d. The contractor has to arrange for, within a month of taking over the work, annual medical check- up done from any Government Hospital and police verification of the antecedents of staff engaged and submit the certificates to the Bank, failing which the Bank reserves the right to terminate the contract.

J. Insurance

- a. The successful Contractor shall take "all-risk policy" for the contract value and "workmen compensation policy" and medical insurance as per Chief Labour Commissioner (CLC) instructions for the workers engaged in the work for one year to be renewed thereafter if the contract is renewed by the Bank.
- b. The Contractor shall indemnify the Bank for any loss or damage that occurs to person(s) or building or a third party during the period of contract. If the Contractor does not take out these policies, the Bank reserves the right to recover the cost of loss or damage together with penalty at its discretion, from the contractor. **Copy of the insurance policy is to be submitted to the Bank within a month from award of contract, failing which, the Bank reserves the right to terminate the contract.**
- c. Bank shall not be responsible for any injury, accident, disability or loss of life to the contractor or to any of its personnel that may take place while on duty or otherwise. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make its own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them and submit a proof to this effect.

K. Notice for Termination of Contract

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

L. Complaints / Suggestions

- a. The Contractor shall keep a suggestion/ complaints book to be provided by the Bank to record any suggestion/complaints on performance of services, from the officers/guests and produce the same to the Bank or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid their recurrence. The Contractor shall attend to all the complaints and address the same as early as possible to the satisfaction of the Bank.

M. Penalties

a. Any deficiency/irregularity in service and quality as well as quantity of tea/coffee/lunch/special lunch, etc., from the specification in rate schedule, decided by the Bank, will not be accepted. In the case of any dispute regarding quality of food/ eatables being unsatisfactory, final authority will rest with the Regional Director and Vendor shall abide by the decision.

b. A monetary penalty will be levied for any violation, as indicated below, after giving due notice and opportunity to the Contractor to explain his/her position-

S. No.	Type of deficiency/ irregularity	1st instance in a year	2-5 instances in a year	More than 5 instances in a year
1	Non-supply, inadequate/poor quality of food/ raw material/ mineral water bottles/ non-display of Menu rate card wherever applicable	Rs.500/- and other action as the Bank may deem fit	Rs.1000/- and other action as the Bank may deem fit	Rs.2000/- and other action as the Bank may deem fit
2	Non wearing of Uniforms by workers/ untidy uniforms/ keeping cylinders inside Pantry area	Rs.300/- and other action as the Bank may deem fit	Rs.500/- and other action as the Bank may deem fit	Rs.1000/- and other action as the Bank may deem fit
3	Permitting unauthorised persons to enter the Lounge/ Canteen	Rs.20000/- and other action as the Bank may deem fit		
4	Change of Employees without intimation and approval of the Bank/ Use of abusive language or behaviour with the Bank's staff in a manner demeaning to them.	Rs.2000/- and other action as the Bank may deem fit	Rs.5000/- and other action as the Bank may deem fit	Rs.10000/- and other action as the Bank may deem fit
5	Non-payment of wages through electronic mode or non-submission of documentary evidence for such payment	Rs.2000/- and other action as the Bank may deem fit	Rs.5000/- and other action as the Bank may deem fit	Rs.10000/- and other action as the Bank may deem fit
6	Non maintenance of statutory and other registers/documents or non-submission of required documents sought by the Bank / non-submission of documentary evidence for payment of wages.	Rs.2000/- and other action as the Bank may deem fit	Rs.5000/- and other action as the Bank may deem fit	Rs.10000/- and other action as the Bank may deem fit
7	Manpower deployed less than as stipulated in Agreement	Rs.2000/- and other action as the Bank may deem fit	Rs.5000/- and other action as the Bank may deem fit	Rs.10000/- and other action as the Bank may deem fit
8	Employment of Minors/ Wages not being paid as per Central Government Minimum Wages/ Non adherence to Prohibition/non adherence to Central/State Government laws.	Rs.5000/- and other action as the Bank may deem fit	Rs.10000/- and other action as the Bank may deem fit	Rs.20000/- and other action as the Bank may deem fit

- N. The Contractor shall not sub-let the contract.** In the case of any violation in this regard, the Bank reserves the right to terminate the contract.
- O.** The agreement should not be construed by the contractor to interpret as having received employment from the Bank or as any claim on the Bank's property. On completion of the contract or whenever the Bank decides, the contractor and his staff will immediately vacate the premises and handover the crockery items / all items earlier handed over to him by the Bank.

I/We hereby declare that I/we have read and understood the above terms and conditions as mentioned in Section III, IV and V.

Signature of the Tenderer

Name:

Seal:

Address:

Date:

Section VI:
Standard Formats

Form 1 (including Annex A, B, C)	Details of Technical bid
Form 2	Details of Financial bid
Form 3	Proforma of Performance Bank Guarantee
Annex I	Indicative Menu for Officers' Lounge and Dining Room
Annex II	Staff Canteen- Services to be provided
Annex III	Indicative Menu and Rates for Staff Canteen

Form 1

Part - I – Details of Technical Bid

E-tender for providing catering services and maintenance of Officers' Lounge and Dining Room (OLDR) and Staff Canteen at RBI, Chandigarh

S.No.	Particulars	Details to be filled in by the tenderer
1	Name and registered office address of the company/ Firm/ agency along with telephone numbers and email	
2	Type of organization – (whether Proprietorship Firm/ Partnership Firm /Pvt./Public Ltd Company).	
3	Date of establishment/ incorporation	
4	Details of Registration (Firm, Company etc.), Registering Authority, Date, Number etc. (not applicable in the case of a sole Proprietorship). Please enclose relevant documents in support of the same.	
5	Name of the proprietor/ partners/ directors of Organization with designation	
6	Name, designation, address, telephone numbers and email of authorized person of company/ firm/ agency to deal with	
7	Address of Local Office at Chandigarh Tricity	
8	PAN No. (enclose copy of PAN Card issued by Income Tax Department)	
9	PF Account No.	
10	ESI Number	
11	License number under Contract Labour (R&A) Act (if applicable)	
12	GST No.	
13	NEFT Details- Account No. & IFSC where payments will be received by organization	

14	FSSAI Registration.	
15	Annual Turnover of last three financial years FY 2017-2018 FY 2018-2019 FY 2019-2020 Self-Attested copies to be submitted	
16	Income Tax Returns of last three financial years FY 2017-2018 FY 2018-2019 FY 2019-2020 Audited annual financial statements to be submitted	
17	Work Experience- Details of Work experience as per the requirement in the Eligibility Criteria and Terms and Conditions, supported by work orders, documents and certificates should be submitted. The details along with documentary evidence of previous experience of similar services for the Reserve Bank of India at any other centre or government/ public sector undertakings/ banks should also be given	
18	Name and address of the Bankers. The Bankers Certificate regarding financial standing of the tenderer is to be given by the Banker on its letter head through email as per format attached with this Tender Document	

Copies of Documents required to be submitted online for Technical Bid

1. Audited annual financial statements for F.Y 2017-18, F.Y. 2018-19 and F.Y. 2019-20.
2. Income Tax Returns of last three Financial Years i.e. F.Y 2017-18, F.Y. 2018-19 and F.Y. 2019-20 (duly self-attested)
3. Banker's Certificate regarding financial standing (as per prescribed format)
4. Details of Bankers (as per prescribed format)
5. Feedback/s from top three clients (as per prescribed format)
6. Incorporation documents
7. Copy of the PAN, TIN and GST Registration wherever applicable
8. Document in support of ESIC, PF, CLRA, FSSAI registration.
9. Any other document/s (please specify)

The Bank reserves the right to call for proof / verification of any of the above mentioned particulars.

PART – I – All fields to be duly filled and all documents to be uploaded on MSTC portal while submitting the technical bid.

DECLARATION:

1. The above information is true to the best of my/our knowledge and if any information is found untrue or false, I/We may be debarred from the tender process/being given the contract.
2. I/We agree to abide by the terms and conditions stipulated by the Bank.
3. I/We also agree that my/our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of **Part I (Technical Bid)** 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 the tenderer. I/We also agree to keep the earnest money during the entire period of validity of tender.
4. We have deposited a sum of ₹ 80,000/- (Rupees Eighty thousand only) as earnest money with the Reserve Bank of India, which amount is not to bear any interest. Should we fail to execute the Contract when called upon to do so, we do hereby agree that this sum shall be forfeited by the Bank.
5. I/We understand that the Bank reserves the right to accept or reject any or all the tender either in full or in part without assigning any reason therefore.

Signature

Name and seal of the Tenderer

Form 1- Technical Bid- Annex-A

Details of Bankers

(To be given on applicant's letterhead)

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

Form 1- Technical Bid- Annex-B

Format of Banker's Certificate from a Scheduled Bank

(To be arranged by the Tenderer)

(To be given by the banker on its letter head through e-mail at trainingchandigarh@rbi.org.in (Upload the same in the Technical Bid))

1. Composition of the firm (whether Partnership/ LLP/ Private Limited/ Proprietorship/ Public Limited.)
2. Name/s of the Proprietor/ Partners/ Directors of the firm.
3. Turnover of the firm for the last 3 financial years (year wise).
4. Credit facility/ Overdraft facility enjoyed by the firm.
5. Nature of dealings and opinion thereon
6. The period from which the firm has been banking with the bank.
7. Any other remarks.
8. Opinion on whether the party is considered financially sound to be entrusted with the contract for works estimated to cost ₹ 40 lakhs.

(Signature)

Authorised Signatory

Form 1- Technical Bid- Annex C

Client's Certificate regarding Performance of the Contractor

(To be given on its letterhead by the client in sealed envelope)
(Upload the same in the Technical Bid)

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

(Authorised Signatory of the Client)

Form 2**Part - II – Details of Financial Bid****e-tender for providing catering services and maintenance of Officers' Lounge and Dining Room (OLDR) and Staff Canteen at RBI, Chandigarh**

S.No	Item No.	Item Description	Tentative consumption per month (in Nos.)	Rate (to be quoted in numerical) in Rs.	Rate (to be quoted in words) in Rs.	Amount
1	(a)	Tea	8000			
	(b)	Coffee / Green tea with lemon / Fresh lime water / Butter Milk Note: (only one rate to be provided all the mentioned items)	7500			
2	(a)	Normal Tea	120			
	(b)	Medium Tea	250			
	(c)	High Tea	120			
3	(a)	Basic Veg. Lunch (to be served at OLDR on daily basis)	500			
	(b)	Special Veg. Lunch (with additional vegetable) to be served in OLDR on daily basis	50			
	(c)	Non-Veg Lunch (to be served if more than 10 staff desires)	20			
4	(a)	Special Lunch TYPE I (Veg.)	50			
	(b)	Special Lunch TYPE I (Non Veg.)	10			
5	(a)	Special Lunch TYPE 2 (Veg.)	70			
	(b)	Special Lunch TYPE 2 (Non Veg.)	70			

6	(a)	Special Lunch TYPE 3 (Veg.)	10			
	(b)	Special Lunch TYPE 3 (Non Veg.)	10			
7		Monthly Charges for deployment of two workers (unskilled labourers)	Per month			

Note-

1. The monthly charges may be quoted keeping in view the Minimum Wages plus VDA as prescribed by Central Government from time to time, PF, ESI contribution, profit margin of Contractor.
2. The Bank will not give any minimum commitment on the indicative quantity mentioned above. Payment will be made on the basis of actual consumption only.
3. All rates may be quoted as per indicative menu given in [Annex I](#), Section VI.
4. The amount quoted should be exclusive of GST.
5. If quotations submitted by two or more firms are equal, firm having highest turnover and experience would be considered as the successful bidder.
6. The bidders are advised to consider the facilities/infrastructure to be provided by the Bank while quoting their rates.
7. Conditional bids shall be treated as invalid.

Date:

Place:

Signature of the Tenderer

Form-3

Proforma of Performance Bank Guarantee

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

No. _____ Date _____

To:

The Regional Director

Reserve Bank of India

Chandigarh

Dear Sir,

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

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of ₹2,00,000 (Rupees Two Lakh only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Contractor of any of the terms and conditions contained in the said Contract and in the event of the Contractor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of ₹2,00,000 (Rupees Two Lakh only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Contractor.

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

3. This guarantee shall continue and hold good until it is released by you on the application by the Contractor after expiry of the relative guarantee period of the said Contract and after

e-Tender for providing Catering and Maintenance Services at Officers' Lounge and Dining Room

(OLDR) and Staff Canteen at Reserve Bank of India, Chandigarh

the contractor had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force two months after the day of expiry of the contract without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing.

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

5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the Contractor or to postpone for any time or from time to time any of your rights or powers against the Contractor and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Contractor or any other forbearance, act or omission on your part or any indulgence by you to the Contractor or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of ₹2,00,000 (Rupees Two Lakh only) as aforesaid.

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

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

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

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

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

that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

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

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

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

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

15. Notwithstanding anything contained herein above, our liability under this guarantee is restricted to ₹2,00,000 (Rupees Two Lakh only). Unless a written claim is lodged on us for payment under this guarantee before the expiry date, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether or not the original guarantee is returned to us.

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

SIGNED AND DELIVERED

(For & on behalf of the above named Bank)

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

BRANCH MANAGER

(Banker's Seal)

Address _____

Indicative Menu for the Officers' Lounge and Dining Room**(A) Tea / Coffee**

S. No.	MENU	QTY.	Brand & Other Specifications.
1	Tea (1 Cup)	180 ml	(Brooke Bond/ Lipton/ Taj Mahal/ Tata/ Tetley), sugar, sugar free sachets on demand
2	Green Tea / Lemon Tea	180 ml	Tea bag (Lipton// Organic India/ Twinings) and fresh lemon, sugar, sugar free sachets on demand
3	Coffee (1 cup)	180 ml	Nescafe, Bru, sugar, sugar free sachets on demand
4	Fresh Lime Water (1 Glass)	200 ml	Fresh Lemon
5	Butter Milk (1 Glass)	200 ml	Amul/ Verka/ Ananda/ Mother Dairy

Note: Tea/Coffee/Fresh Lime Water/Butter Milk to be served in a tray on desks of officers every day and only the brands mentioned above should be used.

Packed Juice/ Coconut Water/ Soft Drinks at MRP

(B) Basic Lunch – VEG (to be served in the Officers' Lounge)

S.No.	ITEMS	DETAILS
1	Soup	Tomato Soup with Bread Crunch, sweet corn/clear veg/spinach/mushroom/ mix veg/ etc.
2	Salad	Seasonal Green Salad
3	Rice	Jeera Rice/Veg Pulao/Biryani and Steamed rice (daily on rotation)
4	Chapati/ South Indian	Roti/ Missi Roti/ Dosa/ Vada/ Idli
5	Curd/ Raita	Plain Curd/ Raita 100 gms, sealed cup of Verka/Amul/Mother Dairy
6	Cereal (Dal)	Dal Makhani/ Rajmah/ Chhole/ Yellow Daal/ Sambhar (daily on rotation)
7	Vegetable	One Seasonal Vegetable of good quality (daily on rotation), Potatoes in vegetables or otherwise should not be served more than twice a week.
8	Papad	Bikaneri/Haldiram/Lizzat/Bhikaji brand

9	Pickle	Nilon's/ Mother's recipe
10	Dessert	Ice Cream/ Gulab Jamun/Halwa/ Rasgulla/ Rasmalai on rotation.
11	Mouth Freshener	Branded Premium Quality

(B) Special Veg. Lunch (with additional vegetable) (to be served in the Officers' Lounge)

S.No.	ITEMS	DETAILS
1	Soup	Tomato Soup with Bread Crunch, sweet corn/clear veg/spinach/mushroom/ mix veg/ etc.
2	Salad	Seasonal Green Salad
3	Rice	Jeera Rice/Veg Pulao/Biryani and Steamed rice (daily on rotation)
4	Chapati/ South Indian	Roti/ Missi Roti/ Dosa/Idli/Vada
5	Curd/ Raita	Plain Curd/ Raita 100 gms, sealed cup of Verka/Amul/Mother Dairy
6	Cereal (Dal)	Dal Makhani/ Rajmah/ Chhole/ Yellow Daal/ Sambhar (daily on rotation)
7	Vegetable	(a) One Seasonal Vegetable of good quality (daily on rotation), Potatoes in vegetables or otherwise should not be served more than twice a week. (b) One Matar paneer/Shahi paneer/capsicum paneer/Malai Kofta/ Malai methi
8	Papad	Bikaneri/ Haldiram/ Lizzat/ Bhikaji brand
9	Pickle	Nilon's/ Mother's recipe
10	Dessert	Ice Cream/ Gulab Jamun/Halwa/ Rasgulla/ Rasmalai on rotation.
11	Mouth Freshener	Branded Premium Quality

(C) Tea/ Coffee, Snacks, etc. (in meetings/ conferences)

S.No.	Type of Tea	MENU		
1.	Normal Tea	i) Tea / Coffee ii) Multigrain Biscuits / Cookies – 2 pcs.		
2.	Medium Tea (any one option – A or B or C)	Option A i) Tea / Coffee ii) Cookies (salted/sweet) - 2 pcs. iii) Roasted Badam/ Cashew – 20 gm	Option B i) Tea / Coffee ii) Roasted Badam/ Cashew– 20 gm iii) Sweets – 1 piece of Gulab Jamun or any other sweet.	Option C i) Tea / Coffee ii) Dhokla/ Paneer pakoda/ Samosa -1 pc. iii) Sweets – 1 piece of Gulab Jamun or any other sweet.
3.	High Tea (any one option – A or B or C)	Option A i) Tea or Coffee ii) Cookies iii) Dhokla/ samosa/ Paneer Pakoda iv) Roasted Badam / Cashew- 20 gm v) 1 piece of premium sweet	Option B i) Tea or Coffee ii) Veg. Sandwich iii) Pastry OR Dry Cake – 1 pc. iv) Roasted Badam/ Cashew - 20 gm	Option C i) Fresh fruit juice (Real or Tropicana) – 1 glass (approx. 150ml) ii) Dhokla/ samosa/ Paneer Pakoda. iii) Roasted Badam/ Cashew – 20 gm. iv) 1 piece of premium sweet/ dry cake

(D) Details of Special Lunch (in meetings/ conferences)

Special lunch	Item	Menu
Type I Veg	i) ii) iii) iv) v) vi) vii) viii) ix) x) xi) xii)	Soup – Natural, e.g., Tomato/ Spinach/ Sweetcorn/ Clear Soup, etc. Dal – Dal Makhani/ Rajmah with butter/ Chhole / Yellow dal Green Vegetable – 1 Seasonal / Boiled / Mixed Paneer/ Mushroom Vegetable South Indian Dish (Sambar/ Curd Rice/ Rassam) (On request)/ Special dish like pasta/ noodles/Manchurian Curd/ Raita, Rice (Basmati) Plain Chapati Simple Papad Salad - 2 types (Green & Sprouted) Fruit - 1 type Sweet Dish (One) – Ice Cream / Gulab jamun / Halwa/ Rasgulla
Type I Non-Veg		Non Veg. - Single Dish (additional to xii items mentioned above)
Type II Veg.	i) ii) iii) iv) v) vi) vii) viii) ix) x) xi) xii) xiii)	Soup – Natural e.g. Tomato/ Spinach/ Sweetcorn/ Clear Soup etc Dal – Dal Makhani/ Rajmah with butter/ Chhole/ Yellow dal Vegetable – One Seasonal One Boiled One Special Paneer South Indian Dish (Sambar/ Curd Rice/ Rassam) (On request)/ Special dish like pasta/ noodles/Manchurian Rice (Basmati) / Jeera Pulao/ Fried Rice Chapati – Plain / Missi Roti Raita / Curd Papad, Chutney, Pickle Salad - 3 types Green, Sprouted, Peanut Fruit - 2 type Sweet Dish - One Hot and One Cold/ Ice Cream (Amul/Verka/Kwality) With Special Napkin
Type II Non-Veg		Non Veg. Single Dish (additional to xiii items mentioned above)
Type III Veg.	i) ii) iii) iv) v) vi) vii) viii)	Juice / Coconut Water / Jaljeera Soup – Natural e.g. Tomato/ Spinach/ Sweetcorn/ Clear Soup/ Onion/ Almond etc Dal – Dal Makhani/ Rajmah with butter/ Chhole/ Yellow dal Green Vegetable - One Dry One Gravy / Curry Special Vegetable -- Paneer / Mushroom / Kofta Veg. South Indian Dish (Sambar/ Curd Rice/ Rassam) (On request)/ Special dish like pasta/ noodles/Manchurian Rice (Basmati) – Shahi / Chinese / Veg Pulav / Fried Rice Simple Roti, Besides 2 different kind of Roti (Missi Roti, Nan, Tandoori Roti, Lachha paratha, Stuffed Kulcha)

	ix)	Raita / Dahi Balla
	x)	Papad, Chutney, Pickle
	xi)	Salad - 4 Types
	xii)	Sweet Dish Hot - 1 Type
	xiii)	Sweet Dish Cold - 2 Types of which one would be Ice cream
	xiv)	(Amul/Verka/Kwality)
		Fruit 3 Types
	xv)	With Special Cloth Napkin
Type III Non-Veg		Non Veg. 2 dishes (additional to xv items mentioned above)

Details of Raw Materials to be used

- a. Edible Refined Oil should be of branded companies like Saffola/ Sundrop/ Fortune/ Dhara/ Sweekar only.
- b. Edible Mustard Oil should be of branded companies like P Mark/ Fortune/ Dhara only.
- c. Spices of branded companies like Catch/ MDH/ Everest only.
- d. Wheat Flour of Aashirwad/ Annapurna/ Nature Fresh/ Pillsbury/ Shakti Bhog only.
- e. Rice should be Dubar and Basmati of branded companies like Daawat/ Kohinoor/ India Gate/ Lal Mahal only.
- f. Cereals should be of good quality.
- g. Raw vegetables should be of good quality and should be properly washed before cooking. Perishable items may be procured on daily basis.
- h. Common Salt, Black Salt, Black Pepper, Chat Masala of Catch brand (to be kept on dining tables)
- i. Milk for Tea/ Coffee should be of branded companies like Amul/ Verka/ Ananda/ Mother Dairy.

Staff Canteen- Services to be provided

1. The canteen services shall normally be provided at the Staff canteen, Ground floor of the Main office building in Sector-17, Chandigarh or at any other place as approved by the Bank within the Bank's premises. However, if required by the Bank, services will have to be provided beyond office hours.
2. The Contractor shall refer the indicative menu and rates mentioned in [Annexure-III](#). Rates for any new items introduced will require prior approval of the Bank.
3. The contractor shall provide infrastructure for electronic payment viz. POS, Sodexo card machine. The contractor shall accept Sodexo EMC/coupon along with debit card/credit card/cash against the breakfast/lunch/snacks items served to the Bank's staff, by him. The contractor will claim the amount against Sodexo EMCs/coupons directly from the Sodexo SVC India Pvt Ltd. The Bank shall not be responsible for any claims, in this regard.
4. The Infrastructure to be provided to the contractor, by the bank shall include water, electricity, dining area and existing canteen furniture.
5. Breakfast in the morning, lunch in afternoon and snacks in the evening shall be provided in the canteen.

I/We hereby declare that I/we have read and understood the terms and conditions as mentioned above.

Signature of Contractor(s)/ Partner(s) Name:

Seal:

Date:

Place:

Indicative Menu and Rates for the Staff Canteen

S.No.	Item Name	Price (in Rupees) (inclusive of Taxes)
1	Tea	8.00
2	Coffee	12.00
3	Normal Lunch	40.00
4	Special Lunch	55.00
5	Non-Veg (Curry)	50.00
6	Egg curry (2 eggs)	30.00
7	Paneer Vegetable	30.00
8	Daal/ Sabzi	12.00
9	Rice	10.00
10	Curd (150 gm.)	10.00
11	Sweet	12.00
12	Omelette (2 eggs)	15.00
13	Bread Pakora	8.00
14	Samosa	8.00
15	Cold Drink	As per MRP
16	Packed Biscuits/ Namkeen	As per MRP

Lunch Type	Menu
Simple Thali	Any type of Dal (Rajma, Dal Makhni, Chhole, Yellow dal), Seasonal Vegetable, Rice, Green Salad, Raita / Curd, Simple Chapati
Special Thali	Any type of Dal (Rajma, Dal Makhni, Chhole, Yellow dal), Seasonal vegetable and special vegetable, Rice – Plain/ Veg Pulav, Raita / curd, Simple Chapati, Green Salad, Sweet piece

Signature of Contractor(s)/ Partner(s) Name:

Seal:

Date:

Place:

**e-Tender for providing Catering and Maintenance Services at Officers' Lounge and Dining Room
(OLDR) and Staff Canteen at Reserve Bank of India, Chandigarh**