



Reserve Bank of India
Human Resource Management Department
Chennai – 600001
OLDR DESK

Tender inviting Catering Services at Staff Canteen in Reserve Bank of India, Chennai

Sealed tenders are invited under two-bid system from established and reputed catering agencies (with sufficient experience of running canteens) to run the Staff Canteen at RBI, Chennai. Interested companies / firms having good reputation shall download the tender forms from the Bank's website www.rbi.org.in (under "Tenders" column) The filled in tender form should be submitted latest by 02.00 pm on March 18, 2021 (Thursday) at 2nd floor, HRMD, RBI, Fort Glacis, 16, Rajaji Salai, Chennai-600 001. Any rectification regarding above tender will be published only on our website. i.e. www.rbi.org.in.

The companies/ firms/ partnership/ sole proprietors with minimum **three years** of experience in undertaking work of similar nature and which are currently providing similar services to the Government Departments/ Public/ reputed Private Sector institutions with a contract value of more than **20 lakhs (minimum)** per year consecutively for the **past two years** in at **least one institution** are eligible to tender for the work.

IMPORTANT DATES:

Sl. No	Description	Date	Time
1.	Date of publication of notice inviting tender in newspapers and RBI website	February 25, 2021	10.00 AM
2.	Last date of submission of all (Part – I and Part – II) documents	March 18, 2021	02.00 PM
3.	Opening of Technical Bids	March 19, 2021	03.00 PM
4.	Opening of Financial Bids	Will be intimated to the firms who are found eligible in Part I.	

The Tender shall be submitted as per the following instructions:

Part – I shall be super-scribed as “**Technical bid**” and shall contain the following:

- (i) [Annex I](#) – part I (Technical Bid / Application form) duly filled and signed by the tenderer.
- (ii) [Annex II](#)- Details of bankers.
- (iii) Demand Draft of ₹ **40,000/-** (Rupees Forty Thousand only) drawn in favor of **Reserve Bank of India, Chennai** towards Earnest Money Deposit (EMD).
- (iv) Any other document(s) as required /specified by the tender document.

Part II shall be super-scribed as “**Price bid**” and should contain only the tenderer’s quoted rates in the enclosed format ([Annexure III](#)) on the letterhead of the tenderer. Part II of a tenderer will be opened only if Reserve Bank of India, Chennai is satisfied with the Technical Bid (Part I) and Site visits.

(Separate covers for Part I and Part II may both be placed in another sealed cover super-scribed “**Tender inviting from Catering agencies for providing Canteen facility at Reserve Bank of India, Chennai**” and shall be dropped latest by 02.00 pm on March 18, 2021 at 2nd floor, HMRD, Reserve Bank of India, Fort Glacis, 16, Rajaji Salai, Chennai- 600 001. Telegraphed / faxed / e-mail / online submission of tenders will not be accepted. The full name, postal address, e-mail address and telefax / telephone number of the tenderer shall be written on the bottom left corner of the sealed envelope. Insertions, post scripts, additions and alterations shall not be valid unless confirmed by the tenderer’s signature. **The forms received after the said date and time will not be entertained.** All copies of the tenders should be complete in all respects with all attachments, enclosures and annexures. All clarifications and communication with respect to the tender will be through e-mail only (oldrchennai@rbi.org.in).

Incomplete forms or forms without proper documentary evidence etc. (as desired above) will be summarily rejected by the Bank.

Process of L1 Selection:

1. In the first stage, sealed covers (comprising of both, Part I: Technical Bid and Part II: Price Bid) will be received up to 02.00 pm on March 18, 2021 (Thursday) and Technical bid will be opened on next day i.e., on March 19, 2021 (Friday) at 03.00 pm in the presence of the authorized representatives of the tenderers, who choose to be present.
2. Subsequently, the date for opening of Financial Bid (Part II) of only those tenderers, who have been shortlisted and qualified based on scrutiny of Technical Bids and site visits by the Bank will be intimated to the eligible vendors via e-mail.
3. The scrutiny of technical documents, site visits, vendors experience, quality check and feedback on food and services, market reputation, market feedback, intelligence report, adverse complaint from the previous employers, financial health of the vendor shall be the factors considered in selection of the successful bidders in technical bid (part I).
4. A committee shall be formed by the Bank to assess the hygiene and cleanliness, quality and quantity of the food by conducting site visits. Based on the recommendations of the committee and considering the above parameters (refer point No.3), only the qualified vendors shall be selected for next stage i.e., opening of part II (price bid/financial bid).
5. The Part II - price bid shall be opened on the intimated date (via e-mail) in the presence of authorized representatives of the qualified tenderers, who choose to be present.
6. Selection/Ranking of the bidders and declaration of L1 will be based on the Weightage Methodology. The least bidder (L1) in the total weighted price shall be declared as L1. (Refer [Annexure IV](#) for further details and a case study on Weightage methodology used for selection of L1). The weightage for various items have been arrived at after deliberations with the present vendor. However, please note that they are **only indicative**. The bank does not commit to quantities of any items mentioned.

Sl. No.	Item Type	Item(s)	Weightage (%)
1	A	Breakfast	40
2	B	South Indian meals	35
3	C	Special /Variety Rice	15
4	E	Beverages	10

7. Selection of final successful vendor shall be done based on the marks obtained by the vendors in the technical bid and financial bid (Refer [Annexure IV](#) for further details). The successful vendor shall execute a bilingual agreement (Hindi and English) on stamp paper (stamp duty shall be borne by the vendor). If the selected vendor fails to sign the formal

agreement immediately on award of contract or fails to undertake the work on the due date (to be conveyed later) the letter of intent can be cancelled and **EMD made by him/her shall be forfeited.**

Terms and conditions to qualify in the tendering process:

Pre-Qualification Criteria / Technical Requirements:

1. Only those Caterers/firms who fulfil the following pre-qualification criteria/ Technical requirements are eligible to apply for the tender for providing canteen facility at RBI, Chennai:
 - I. The caterer shall have minimum three years of experience in undertaking the work of similar nature with a contract value of more than **₹20 lakhs** per year in at least one institution and consecutively for the **past two years**.
 - II. FSSAI certification is compulsory.
 - III. Firms having ISO: 22000:2005 certification and/or possessing SQF (Safe Quality Food) Certificate for quality of its products shall be given preference in the evaluation process criteria in Part-I of Technical Bid, by awarding extra marks to the bidder.
 - IV. Caterer should have applicable tax registrations (PAN, TIN, GST, etc.).
 - V. Caterer should have the requisite License / Certificate by the Government to carry out the business including all the clearances from the statutory bodies.
 - VI. Caterer should have Current account in a scheduled commercial bank.
 - VII. The Caterers should ensure that they fulfil the prequalification criteria before submitting the tenders. **The tenders submitted by Caterers who do not fulfil the prequalification criteria specified by the Bank will be summarily rejected.**
 - VIII. Caterer will have to pay EMD of ₹ **40,000/-** (Forty thousand rupees only) through a Demand Draft in favor of "Reserve Bank of India", Chennai in form of DD and should be attached with Part I of the tender forms. Security deposit of ₹ 1,00,000/- should be paid by the successful bidder in the form of DD after the award of contract.
 - IX. EMD of ₹ 40,000/- shall be returned to successful vendor after the receipt of security deposit of ₹ 1,00,000/-.
 - X. At any point of time before/after the opening of the tender (Part-I or II), the documents or the information provided by the firm/caterers are found to be incorrect, the application would be rejected. The Bank's decision in this regard would be final.
 - XI. The Caterer should have a valid food license from the Municipal authorities and minimum three years of experience of running canteen with any organisation (Documentary proof to be enclosed)
 - XII. If any adverse comments/complaints are received from the previous employer(s) against the caterer, the Bank has the right to reject the tender without any prior intimation.
 - XIII. Should have clients like PSUs/Banks/FIs/Corporates/Govt/semi-Govt organisations to its credit, where minimum 50- 70 lunches are served every day.
 - XIV. The track record of the catering agency should be clean and it should not have been involved in any illegal activity or financial irregularities.
 - XV. Bidder(s) whose catering contract was terminated by the Bank on account of unsatisfactory performance or, refused to enter into agreement after award of contract are not eligible to apply.
 - XVI. The Bank reserves the right to accept either in full or in part any tender and to

reject any or all offers without assigning any reason thereof. Bank's decision in this regard shall be final.

- XVII. There would be no fixed remuneration given by the office for Staff Canteen. The revenue would be generated by the sale of food items in the canteen for which the visiting staff would pay in **Sodexo Card / Cash/Credit Card/Debit Card/**. The canteen should have POS swipe machine and Sodexo machine. The Canteen has to accept the Sodexo Card and they have to get it reimbursed by the Sodexo Company on their own. Affiliation to M/s. Sodexo SVC India Pvt Ltd is mandatory.
- XVIII. The caterer is to prepare and serve food items for Bank's staff members and such persons duly authorised by the Bank. There will be **no guarantee on minimum turnover** in the Food consumed in the staff canteen.
- XIX. **Facilities provided by RBI:** Bank shall reimburse the cost of up to 25 commercial / industrial gas cylinders not amounting to more than ₹ 40,000 per month. Further, necessary space, electricity, water and use of existing kitchen infrastructure will be provided free of charge by the Bank. Any additional cutlery and crockery, if required, shall be brought by the caterer. Interested vendors are encouraged to visit the canteen premises and consult OLDR Desk, HRMD Chennai for further information and quote the final price of items in the price bid. 'Single Use Plastic' items would not be allowed for use in the Canteen.
- The contractor shall abide by and fulfil all requirements laid down under the Contract Labour (Regulation and Abolition) Act, 1970 (CLRA) and the rules framed there under. The Contractor shall not engage 'Minors' for catering service in the canteen. The contractor shall ensure payment of minimum wages at all times (Central Govt. wages will be applicable) to all workmen staff employed by the caterer. The contractor shall maintain day-wise attendance register of workmen staff engaged in the work. The contractor shall issue **monthly salary slips** to the employees and a wages register shall be maintained in this regard. Proof of the same may be submitted to OLDR Desk, HRMD, RBI Chennai every month. Minimum wages and / or Variable Dearness Allowance shall be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e. effective from 1st April and 1st October every year, for the category of Semi-Skilled/Unskilled Supervisory (Area B) for Supervisors/Facility Manager and 'Unskilled' for all other workers. Contractor would submit a monthly Bank account statement certifying the payment of minimum wages/wage register and other statutory payments like PF/ESI etc. along with necessary proof/documents regularly to OLDR desk, HRMD.
- XX. The contractor should maintain and be able to furnish all registers as and when called for by the Regional Labour Commissioner. The caterer shall ensure compliance 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 need not be those with RBI alone, it can be with any other establishments also. The contractor shall obtain a licence as contemplated

under the Contract Labour (Regulation and Abolition) Act, 1970 or The Tamil Nadu Catering Establishment Act, 1958 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.

The service staff shall be employed by the Contractor only and RBI shall not in any way, be responsible for their terms of Employment/engagement or violation of any labour laws. The Contractor shall inform of the service staff so employed/engaged in this regard

- XXI. The Caterer shall not engage any agent or enter into sub-contract with any other caterer/s for running the said staff canteen.
- XXII. **Option of using a Centralized Kitchen for cooking select few items approved by the Bank:** The Caterer has the option to cook select few items in the kitchen attached to the canteen in the Main Office Building (MOB) of the Bank or **in any of the Centralized Kitchen facility owned by the caterer.** However, the Caterer should ensure that such a centralized kitchen facility is located within city limits of Chennai. Such Centralized Kitchen facilities if used by the Caterer to provide services to the Bank will be liable to the following conditions:
- a) The facility should maintain good hygiene and quality at all times.
 - b) Items provided through the facility like breakfast or meals should always be served **hot and fresh**. Items like Dosa, Poori, Chapathi / Paratha, Coffee/Tea should be prepared and served in the Main Office Premises, RBI Chennai.
 - c) The list of such items provided through Centralized Kitchen should be approved by the Bank, **in advance**.
 - d) The facility should be open to periodic quality checks by the Bank.
 - e) The Bank may choose to advise the caterer to stop using the Centralized Kitchen facility any time, if the services offered are not found to be satisfactory.
- XXIII. Good quality branded oil should be used for cooking the items. The oil should be of branded companies like Saffola / Sundrop / Fortune etc. The rice to be served in the lunch should be of good quality (Raw Ponnice Rice). Also, Good quality raw material and cooking medium with high PUFA (Polyunsaturated fatty acids) content is to be used for preparation of the food items. Recycling of cooking oil is not permitted. The Caterer should also maintain the cleanliness of Kitchen and Dining hall.
- XXIV. The Caterer should engage adequate number of service and supervisory staff to handle the canteen during the rush hours (9:00 AM to 10:00 AM and 1:00 PM to 2:00 PM).
- XXV. The firm would be required to use only ISI/Agmark/Food grade products and as per FSSAI norms. In the event of any food poisoning/contamination, the firm will be held fully responsible and liable to other penal actions under the law. The firm will ensure proper sanitation/hygienic conditions in the premises and deploy person free from infectious diseases.
- XXVI. Caterer is permitted to sell the food items in **a la carte** rate or in the combined forms lunch/snacks.
- XXVII. The Caterer should use only commercial LPG cylinders in the staff canteen. Use of kerosene and other flammable items are strictly prohibited.
- XXVIII. The Caterer should have personnel with relevant experience at the

- supervisory level, preferably with professional qualification (viz. degree/diploma in Food technology/Hotel management etc.). The supervisor must have the ability to supervise the entire affairs of the staff canteen and must have cordial disposition. The support staff must have necessary experience of table service.
- XXIX. High standard of hygiene and cleanliness shall be maintained regularly, which will be **verified periodically** by the RBI officials nominated by the Bank.
- XXX. The Caterer shall provide proper receptacles (dustbins) for throwing refuse from the kitchen, canteen area, and shall arrange at his own cost, for prompt removal of such refuse, from the canteen every day.
- XXXI. **Infrastructure to be provided by the Bank:**
- I. Kitchen area with gas connection for cooking. The cost of LPG refilling after first twenty five commercial / industrial cylinders, edible materials and transportation will be borne by the Contractor.
 - II. Dining area with table, chairs, water purifier etc. will be provided by the Bank. Electricity connections/points for Electrical Equipments. The electricity and water supply would be given by the Bank.
 - III. Caterer shall be allowed to use the Bank's available utensils and cooking articles and items provided by Bank, if any, **may include** Bain Marie, Grinder, Refrigerator, Dosa Tawa, Gas Burners etc. No additional Crockery/Cutlery would be provided by the Bank for Staff Canteen.
 - IV. The Caterer shall be responsible for the loss or damage, etc. caused to the articles of Dead Stock and other kitchen equipment, made available/to be made available, subsequently, to the Caterer and the Bank shall have the right to recover the cost of repairs / replacements / damages etc.
- XXXII. The caterer can visit the Bank premises between February 26, 2021 and March 17, 2021 for a field visit.
- XXXIII. Good quality cups/plates shall be used for serving tea/lunch respectively. **The Caterer shall ensure that the cooking vessels and other utensils used for preparing non-vegetarian dishes are not used for cooking and serving vegetarian food. The caterer shall also ensure vegetarian and non-vegetarian dishes are served in different plates/utensils.**
- XXXIV. The Staff canteen will be required to be run on all the working days (Monday – Friday) of the Bank and other days, if required by the Bank. The canteen has to be operative from 8.45 am to 10.15 am, 12.30 p.m. to 2.30 p.m. and 4.00 p.m. to 5.00 p.m. on all working days. The board indicating the timings may be displayed in the canteen. Prices of all items must be displayed on a board.
- XXXV. The staff shall be dressed properly in neat and tidy uniform with head gears, hand gears and bearing name plates besides being courteous, well-mannered and attentive. The cost of the uniforms, head gears, name plates may be borne by the contractor. The serving staff should necessarily put on hand gloves. They should be conversant with the basics of the trade and must have necessary experience of table service. One qualified representative/manager with decision taking capability as well as authority over the service staff should be present in the Bank during the service hours on working days and as per requirement of the Bank on any other day.
- XXXVI. Bank reserves the right to demand change of any employee/worker, if warranted. In case of leave taken by any personnel, it will be the responsibility of the contractor to ensure uninterrupted service/substitute arrangement.

- However, frequent change in the personnel may be avoided. Caterer should have sufficient manpower to cater to the requirements of the Bank.
- XXXVII. The staff/employees deployed by the caterer in canteen does not confer any rights to be the Employees of Reserve Bank of India.
- XXXVIII. The Caterer shall not carry any business other than running the said staff canteen in the RBI premises. He shall not make any changes, additions or alternations in the said premises without the permission of the Bank.
- XXXIX. The successful bidder may display the registration certificate in the canteen premises obtained under the Contract Labour (Regulation and Abolition) Act, 1970 or The Tamil Nadu Catering Establishment Act, 1958 or any other law, as applicable within 30 days from the start of the catering services at RBI, Chennai.
- XL. They must also have necessary license to engage labour under the Labour laws. The caterer will have to abide by all applicable laws/rules including minimum wages/PF etc. The caterer will be solely responsible for violation of any laws.
- XLI. 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/residents 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.
- XLII. As per the Abolition of Child Labour Act 2006, shall not engage a person below the age of 18 years.
- XLIII. The agency shall be solely responsible for providing all requirements of his staff, including: Payment of wages and all allowances as per prevailing instructions under Minimum Wages Act (Central Rules), 1948 as applicable and as amended from time to time. The wages to the labourers are to be credited to a savings bank account opened with any Private/public/co – operative bank every month. Contractor would **submit a monthly Bank account statement** certifying the payment of minimum wages/wage register and other statutory payments like PF/ESI etc. along with necessary proof/documents regularly to OLDR desk, HRMD.
- XLIV. Bidders will have to keep ₹40,000/- as EMD with the Bank until the completion of tender process and award of contract to successful bidder.
- XLV. The tenure of the contract will **initially be for one year till March 31, 2022** and extendable for **further period of two years till March 31, 2024 (one year at a time) at the sole discretion of the Bank** at the same rates or at mutually agreed rates. The increase in prices, if any, for the further period after extension should be in line with Consumer Price Index and increase in Minimum Wages.
- XLVI. The rates quoted shall be binding without any escalation whatsoever till one year from the date of signing the contract.
- XLVII. Canteen employees are not permitted to reside inside the Bank's premises.
- XLVIII. It is to be duly noted that in case of any / all disputes on terms and condition of this tender, the English version of the tender document shall prevail (in case tender is issued in English and any other language simultaneously).

- XLIX. A **complaint /feedback register must be maintained** and displayed by the vendor at all times in the canteen premises.
- L. Liability/responsibility in case of any accident causing injury/death to canteen worker or any of their staff shall be of the firm. The Bank shall not be responsible by any means in such cases.
- LI. **Miscellaneous items which can be served in Canteen:** Caterers are encouraged to sell other good quality food items like
- a. **Breakfast** - varieties of Dosa, Uthappam, Oats, Flakes – Corn / Wheat / Ragi with Milk & Honey, French Toast, Bread with Butter / Cheese, Poha, Boiled eggs, omelette etc.
- b. **Lunch** – Soups, Phulkas / Rotis / Naans, Jeera Rice, Coconut Rice, Rajma Dal / Dal Fry, Bhindi Fry / Aloo Fry / Gobi 65 / Capsicum Fry / Veg. Manchurian, Paneer Butter Masala / Palak Paneer, Parotta, Kadai Chicken / Butter Chicken / Fish Curry, Salads, Cut Fruits
- c. **Snacks and Refreshments** - Chips, Chocolates, Biscuits, Puffs, Samosas, Vada, Bonda, Bajji, Egg sandwich, Egg toast, Egg bajji, Cool drinks, Ice creams, Juices etc.
- All the above items or similar other items may be served at reasonable prices with an **advance notice and approval** from OLDR desk, HRMD, RBI Chennai.

2. No deviations/ conditions shall be stipulated by the tenderer in either technical or financial bids. Conditional tenders will not be accepted and will be summarily rejected.
3. Falsification/suppression of information shall lead to disqualification of the tenderer/ cancellation of contract even after award of work/during the currency of the contract.
4. **Termination Policy:**
- a) The Bank reserves the right to levy penalty and even terminate the contract at a notice of **10 days** if there is deterioration in any kind of services/ insolvency, poor/ deficient service, irregular activities, unsatisfactory/deficiency in the quality of food stuff, material, hygiene, etc. In case of any dispute in this regard, the decision of the Bank shall be final and binding. In such a scenario, the security deposit made by the caterer will be forfeited.
- b) The Bank also reserves the right to terminate the contract by giving a notice of **30 days** without assigning any reasons thereof.
- c) **Mutual Termination:** The caterer who wish to terminate the contract by mutual agreement shall give a notice by assigning the reason(s) thereof. On acceptance by the Bank, the contract may be mutually terminated after a period of 30 days from the day of acceptance by the Bank.
5. In the event that the Bank, as Principal Employer is required/called upon to pay any amount to the contract laborers engaged by the caterer due to lapse or, default on the part of caterer in discharging obligations towards the contract laborers in terms of any law in force, the caterer shall be liable to reimburse such amount paid to the Bank.
6. Each tenderer (each member in the case of partnership firm / joint venture/ consortium) is required to confirm and declare with the bid that no agent, middlemen or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm

and declare that no agency commission or any payment which may be construed as an agency commission has been or will be paid and that the tender price will not include any such amount. If the Bank subsequently finds to the contrary, it reserves the right to declare the tenderer as non-compliant and declare the contract, if already awarded to the tenderer, to be null and void.

7. Non-Disclosure clause: The agency shall not disclose directly or indirectly any information or materials and details of the Bank's structure/systems/equipment etc. which may come to possession or knowledge of the agency during the course of discharging its contractual obligations in connection with this agreement to any third party and shall at all times hold the same in the strictest confidence. The agency shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The agency shall not publish, permit to be published or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The agency shall indemnify the Bank for any loss suffered by the employer as a result of the disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the agency, the Bank shall be entitled to claim damages and pursue legal remedies. The agency shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The agency's obligation with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.
8. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under relevant laws, as applicable, in the matter. Such action will result in the rejection of bid, in addition to other punitive measures.
9. The Bank shall obtain reports on the past performance of the Tenderer from previous/present clients and bankers. The Bank shall evaluate the said reports at any point of time before opening of the Part-II of the tenders. If any Tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or its performance reports received from its clients and/or its bankers report are found unsatisfactory, the Bank reserves the right to reject offer even after opening of Part-I of the tender. The Bank is not bound to assign any reason for doing so.
10. The EMD amount of ₹.40,000/- deposited by the unsuccessful vendors shall be returned to the respective unsuccessful vendors via account transfer (in case of DD) within 30 days from the award of contract to the successful vendor. No interest shall be paid on EMD as well as Security deposit submitted by the vendors.
11. In case the tenderer has any doubts in the Tender document, he / she shall seek clarification from the Office of General Manager, Human Resource Management Department (HRMD) not later than ten days before last day for submission of bid. Any such clarification, together with all details on which clarification had been sought, will also be

forwarded to all tenderers without disclosing the identity of the tenderer seeking clarification. All communications between the tenderer and HRMD shall be carried out in writing via e-mail only (oldrchennai@rbi.org.in). Except for any such written clarification by the Bank which is expressly stated to be an addendum to the tender document issued by the Office of General Manager, HRMD, no written or oral communication, presentation or explanation by any other employee of the Bank shall be taken to bind or fetter the Bank under the contract.

12. Tenders not submitted as per the guidelines stated above are liable for rejection. Decision of the Bank in this regard shall be final.
13. The contractor shall maintain a feedback register where in the Bank employees shall provide feedback on the quality/quantity of the food supplied.

Before submitting the tender, the tenderer may go through the general terms and conditions on which the work will be awarded by the Bank and required to be executed by the successful tenderer. The tenderers may satisfy themselves as to the specified eligibility and other criteria. It may also be noted that the general terms and conditions are indicative in nature and the same shall not restrain the Bank from imposing or requiring the tenderer to agree upon such further or other terms and conditions, or to alter, modify or omit those terms and conditions, as are considered necessary for the due and proper execution of the work being awarded under this tender. Application containing false or inadequate information is liable for rejection. The Regional Director, Reserve Bank of India, Chennai reserves the right to accept or reject any or all tender bids without assigning any reason whatsoever and such decision will be binding on all the parties.

The successful vendor shall execute an agreement on a stamp paper (Stamp duty shall be borne by the caterer) of required value for due performance of the contract immediately after the award of work. If the selected vendor fails to sign the formal agreement immediately on award of contract or fails to undertake the work on due date (Shall be informed at the later date) contract awarded by the Bank and EMD made by the firm shall be forfeited/revoked. The successful caterer will be required to provide security deposit of ₹ 1,00,000/- (Rupees one lakh only) within 15 days of award of contract in the form of DD in favor of Reserve Bank of India, Chennai from a Scheduled Commercial Bank, Further, the earnest money deposit of ₹ 40,000/- of the successful bidder will be returned on receipt of ₹.1,00,000/- as security deposit. The security deposit shall be forfeited in case of failure on the part of vendor to perform duties/termination of the contract by the Bank. The earnest money deposit of ₹ 40,000/- of the unsuccessful bidders will be revoked/returned via account transfer within 15 days from the date of award of tender to the successful bidder.

Regional Director
Reserve Bank of India, Chennai

General Terms and Conditions

1. The contract, if awarded shall be initially valid for a period of one year tentatively from **April 01, 2021 to March 31, 2022**. The Bank reserves the right to extend the period of contract for a further period of up to **two years i.e. March 31, 2024 (one year at a time)** on terms mutually agreed upon.
2. The successful tenderer shall run the staff canteen at RBI, Chennai.
3. A local representative of the caterer shall be in-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract and for ongoing co-ordination with OLDR Desk, HRMD, RBI, Chennai.
4. The rates quoted (inclusive of all relevant taxes and service charge) 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.
5. Any deficiency in service and quality as well as quantity of the food items supplied from the specification in rate schedule, decided by the Bank, will not be accepted. A penalty will be levied for any such violation after giving due notice and opportunity to the Caterer to explain his/her position.
6. The Caterer shall not sub-let the contract. In case of any violation in this regard the Bank reserves the right to terminate the contract.
7. Quotation should be submitted duly signed with date in the enclosed blank space of the indicative menu.
8. The caterer has to arrange for police verification of the antecedents of all the staff engaged by him in the Bank premises and furnish Police Verification Certificates to the Bank (within one month of entering into contract or immediately on engagement of new manpower in RBI Premises), failing which Bank has the right to terminate the contract. It is the responsibility of the caterer to ensure that the staff engaged in the Bank premises do not have any criminal background and their character is exemplary. In case of change of staff working in the canteen, the caterer shall arrange for Police Verification of the new staff as well.
9. The caterer is required to maintain details of all its employees/workers and a list of such employees along with their details such as names, residential address, age, etc., along with recent photograph of its workers to be deployed by it in the premises of the Bank should be provided to the Bank.
10. All the staff of the Caterer are required to undergo a Medical check-up through the Government / Municipal Hospital **once a year** and submit Medical Certificates to the Bank at the Caterer's cost. The suggestions made by the Bank's Medical Officer in the matter shall be scrupulously followed by the Caterer.
11. The Caterer should not employ any worker having adverse police record or any serious

or contagious diseases.

12. All staff engaged by the contractor must submit an accurate and complete **COVID 19 self-medical declaration** to the Bank countersigned by the contractor before starting the work. The contractor shall closely monitor the staff deployed to the Bank. In case the staff or any of their family members with whom the staff came in contact in the recent past, develop any signs of COVID 19, the contractor shall take necessary action to replace the worker / staff and the same must be immediately reported to the Bank. Further, contractor shall ensure that the instructions / directions issued by Central as well as State Government, and also by the Bank in connection with COVID-19 pandemic are followed scrupulously by the staff deployed at the Bank. The contractor shall sensitise the staff to follow strict social distancing norms while they remain deployed and shall provide them with necessary masks, gloves, sanitizer, face shields etc., if necessary, at no extra cost to the Bank.
13. The Caterer shall be responsible for and make good any loss or damage, caused by any act or default, on its part or on the part of its employees/ agents to the Bank's people and/or property.
14. Rates should be quoted both in words & figures. Violation in this regard may lead to rejection of the quotation. All the rates quoted will be inclusive of all taxes and services wherever applicable.
15. The Security deposit of ₹ 1,00,000/- furnished by the Caterer will be revoked or shall be adjusted against DD in the event of unsatisfactory performance of the Caterer and any loss/ damage, if any, sustained by the RBI, Chennai on account of failure or negligence of the workers deployed or in the event of breach of the agreement by the Caterer. The quantum of loss/ damage will be decided by the Bank and will be final and binding on all parties involved.
16. The tender form should be filled in English. If any of the documents prescribed is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.
17. The Caterer, as per the Child Labor (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18years.

18. Integrity pact

Promise on the part of Employer not to seek or accept any benefit, which is not legally available. Employer to treat all the bidders with equity and reason. Promise on the part of bidders not to offer any benefit or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc. Bidders not to pass any information provided by Employer as part of business relationship to others and not to commit any offence under PC/ IPC Act. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgression with any other company that may impinge on the anti corruption principle. Foreign bidders to disclose the name and address of agents and representatives in India and

Indian Bidders to disclose their foreign principals or associates.

19. **Sexual Harassment Act** - (a) The vendor shall be solely responsible for full compliance with the provisions of "The Sexual Harassment of women at work place (Prevention, Prohibition and Redressal Act, 2013)".
 - a. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Regional Complaints Committee (RCC) constituted by the Bank and the vendor 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 vendor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
 - c. The vendor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the vendor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the vendor is proved.
 - d. The vendor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
20. The vendor shall take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of its employees so deployed and ensure preservation of peace and protection of persons and property of RBI, Chennai.
21. The vendor shall keep the RBI, Chennai indemnified against all claims whatsoever in respect of the employees deployed by the vendor. In case any employee of the vendor so deployed enters into dispute of any nature whatsoever, it will be the primary responsibility of the vendor to contest the same. In case RBI, Chennai is made party and is supposed to contest the case, the RBI, Chennai shall be reimbursed for the actual expenses incurred/likely to be incurred towards Counsel Fee and other expenses, which shall be paid in advance by the vendor to RBI, Chennai on demand. Further, the vendor shall ensure that no financial or any other liability comes on RBI, Chennai in any respect and shall keep RBI, Chennai indemnified in this respect.
22. The vendor and its staff shall not disclose, divulge, reveal or use for any purpose any information relating to the Bank, which would reasonably be considered to be private or proprietary to the Bank, the release of which could reasonably be expected to cause harm in any manner to the Bank, which the vendor has obtained, except as authorized by the Bank or as required by law. This obligation on the part of the vendor and its staff shall apply during the term of Agreement and indefinitely upon the termination of Agreement.
23. Incomplete forms or those without proper documentary evidence, etc. (as desired above) will be outrightly rejected by the Bank. **No further correspondence shall be entertained by the Bank in this regard.**

24. Insertions, post scripts, additions and alterations shall not be valid unless confirmed by the tenderer against proper signature with seal. Copies of the tenders should be complete in all respects with all attachments/ enclosures/ annexure duly attested.
25. The vendor shall abide by all extant security guidelines of the bank at all times.
26. In the event of any question, dispute/ difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under the agreement), the same shall be referred to the sole arbitrator appointed by the Regional Director, RBI, Chennai or his/ her nominee.
27. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or being unable to act for any reason whatsoever, the Regional Director, RBI, Chennai shall appoint another person to act as arbitrator in place of the out-going arbitrator and the persons so appointed shall be entitled to proceed with the reference from the stage at which it was left by its predecessor.
28. The arbitrator shall give interim awards and / or directions, as may be required.
29. The aforesaid provisions of the Arbitration and Conciliation Act, 1996 and the rules made thereunder and any modification thereof, from time to time being in force, shall be deemed to apply to the arbitration proceedings under this clause.
30. Jurisdiction: This agreement shall be subject to the jurisdiction of the courts at Chennai only.

(To be printed on firm's letterhead)

Tender inviting from catering agencies for providing canteen facility at Reserve Bank of India, Chennai

PART - I - Technical bid- Application form

1	Name of the Company/Firm/ Partnership / Sole Proprietorship	
2	Type of Company/ Firm/ Partnership / Sole Proprietorship etc. (Applicable documents such as Certificate of Incorporation, Memorandum and Articles of Association, Registration Certificate, Partnership Deed etc. to be produced)	
3	Name and address of the Proprietor/ Partners/ Directors of the Company	
4	Registration (firm, company etc.,) / Registration Authority, Date, Number etc.	
5	Registered office address, telephone number & email address	
6	Office address through which the work will be handled (together with vendor's email address)	
7	PAN No. (Please enclose documentary evidence)	
8	Registration No. with ESIC (Please enclose documentary evidence)	
9	Labour License No. (Please enclose documentary evidence)	
10	GST Regn. No. (Please enclose documentary evidence)	

11	Bank Details (including type of account and IFSC Code)	a) Name in a/c : ' b) A/c No. :
		c) A/c type: d) Name of the Bank : e) Name of the Branch : f) IFS Code of the Branch :
12	Turnover from catering/canteen business done per annum during each of the last three years (Last Three Years' Audited Balance Sheet -Copies of IT Returns and audited financial accounts of the business duly certified by a Chartered Accountant to be submitted)	2017-18 2018-19 2019-20
13	Sl. No Establishment/s for which the caterer/agency has provided/ been providing canteen services (including full contact details of client and person to be contacted in that Office) No. of years of experience with that Establishment/s Value of Work No. of Staff catered to that Establishment/s	
14	Certificate of ISO: 22000:200S and/or SQF Certificate (Copy to be attached, if any)	
15	Whether supplying to any of the Government / Semi government undertakings/ as approved caterer(s) and if so, furnish details	

16	Performance certificates from clients during last 3 years, (minimum 2 required) as per Annex- 1	
17	Indicate if involved in any litigation	
18	Any disputes (including with statutory authorities) which are pending and details of the stage of proceedings.	

DECLARATION

1. The information we provide 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 awarded the contract.
2. I/We satisfy as to the specified eligibility, pre-qualification criteria/ technical requirements and accept the terms and conditions to qualify in the tendering process.
3. I/We agree to abide all the terms and conditions stipulated by the Bank to qualify in the tender process and also as mentioned in General terms and conditions.
4. I/We also agree that our track record is clean and it free of illegal activity or, financial irregularities. If any information is found untrue or false in this regard. I/we may be debarred immediately from the tender process / being awarded the contract.
5. I/We also agree that our tender will remain valid for acceptance by the Bank for a period of 90 days from the date of opening of the tender and this period of validity can be extended for such periods as may be mutually agreed upon between the Bank and us, in writing. I/We also agree to keep the earnest money valid during the entire period of validity of tender.
6. I/We understand that the Reserve Bank of India, Chennai reserves the right to accept or reject any or all of the tenders either in full or in part without assigning any reason thereof.

Signature:

Name:

Date:

Seal of the Caterer:

(To be printed on firm's letterhead)

Details of the Banker(s)

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

Documents to be submitted along with the application form (Part I):

1. Copy of Certificate of Incorporation (in case of companies registered under the Indian Companies Act) / Registration Certificate (in case of partnership firms and proprietary concerns).
2. Copy of the Memorandum and Articles of Association (in case of companies registered under the Indian Companies Act) / Partnership Deed (in case of partnership firms).
3. Copy of Income Tax Returns filed for the years 2017-18,2018-19,2019-20.
4. Two references from organizations with whom the work was executed during last three years ending March 31, 2020.
5. Copy of audited Balance Sheet for the years 2017-18,2018-19,2019-20.
6. DD for ₹ 40,000/- in favor of "Reserve Bank of India" payable at Chennai, representing Earnest Money Deposit.
7. Experience Details: List of similar contracts entered into, by the tenderer during the last 3 years (including orders on hand at present) with a contract value of more than 20 lakhs (minimum) per year consecutively for the past two years. Similar contract for this purpose means a comprehensive contract with the other organizations.
8. Documentary evidence of Registration No. with ESIC, Labour License No., GST Regn. No.
9. Certificate of ISO: 22000:200S and/or SQF Certificate (Copy to be attached, if any).

The following may also be noted:

1. Only one tender per tenderer will be accepted.
2. It may be noted that the tenders not accompanied by any one of the above documents or satisfactory explanation thereof will be liable for rejection forthwith.

(To be printed on firm's letterhead)

Tender inviting from catering agencies for providing canteen facility at Reserve Bank of India, Chennai**PART – II – PRICE BID**

To
 The Regional Director
 Reserve Bank of India
 Rajaji Salai, Chennai – 600 001

1. Breakfast: (Item Type: A)

Items	Quantity	Rate (Rs.)
Idly (with usual add-ons like – 2 chutneys 30 gms each and sambar 50 gms)	1 plate - 2 Nos of 40 gms each	
Pongal (with chutney and sambar as add on)	250 gms	
Meduwada (with usual add-ons like – 2 chutneys 30 gms each and sambar 50 gms)	1 No of 50gms	
Poori (with sagoo/Bhaji as add-ons)	3 Nos of 20 gms each	
Dosa (with usual add-ons like – 2 chutneys 30 gms each and sambar 50 gms)	70 gms	
	(A) - Total =	

2. Lunch - South Indian Meals (VEG): (Item Type: B)

Items	Quality	Quantity	Rate (Rs.)
Plain White Rice	Premium quality Ponni Rice	450gms	
Dal or Sambar (Thick consistency)	Different vegetables sambar (On daily rotation)	70 -80gms	

Vegetable koottu	Vegetables (Seasonal)	70 -80 gms	
Vegetable poriyal	Vegetables (Seasonal)	70 -80 gms	
More kolambu/karakulambu		70 -80 gm	
Rasam	Tomato/ tamarind	70 -80 gms	
Butter milk		100 ml	
Appalam		01 piece	
		(B) - Total =	

3. Special items/ Variety rice: (Item Type: C)

Items	Quality	Quantity	Rate(Rs.)
Veg Noodles		300 gms	
Veg Fried Rice	Basmati Rice	300 gms	
Tomato Rice	Ponnie Rice	300 gms	
Veg Biryani with Raitha	Basmati Rice	300 gms	
Lemon Rice	Ponnie Rice	300 gms	
		(C)- Total =	

4. Beverages: (Item Type: D)

Items	Quality	Quantity	Rate (Rs.)
Hot Milk	Aavin/Arokya/any other standard quality milk	100 ml	
Coffee/tea		100 ml	
		(D)- Total =	

Note:

1. Bank will not give any minimum commitment on the indicative quantity.
2. Vendor is permitted to sell the food items in a la carte rate or in the combined form of lunch or snacks.
3. The above rates are inclusive of all applicable charges and taxes.
4. The above-mentioned menu is indicative only, vendor is permitted to enclose/ attach separate price menu to indicate the varieties of the available items.
5. Caterer is required to quote the price mandatorily for each item and the total of the items as mentioned in the price bid.

DATE:

PLACE:

SIGNATURE OF THE CATERER

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

The technical proposals of only those bidders who meet the pre-qualification criteria will be evaluated by a committee constituted by the Bank. Only those technical scores would qualify for opening of the financial bid who would have a technical score (Ts) of **40 or above**. Technical scores (Ts) will be given to the bidders using the following criteria:

Criteria I	The agency's experience in supply / quality of similar services to PSUs / Large Establishments (maximum 25 points); Engagement with a particular client continuously for number of Years. 1 to 2 Years – 10 Marks 3 Years – 15 Marks 4 to 5 years – 20 Marks Above 5 Years – 25 Marks
Criteria II	Total number of persons served in any government/public/private sector undertakings of similar services having a strength of minimum 500 number of employees/persons at any point of time. (i) 20 points for service in institutions/organisations with strength of 1001 & above (ii) 15 points for service in institutions/organisations with strength of 751 to 1000 (iii) 10 points for service in institutions/organisations with strength of 500 to 750
Criteria III	The overall hygiene and cleanliness levels maintained by the bidder for similar contracts (maximum 25 points). Marks obtained in the Criteria No 3 will be an entry barrier and failure to score at least 10 marks will result in the rejection of the tender. Price Bid of such agency who fail to score more than or equal to 10 Marks in Criteria No 3 will not be considered for opening.
Criteria IV	The overall quality and appearance of food provided by the bidder agency for similar contracts (maximum 15 points).
Criteria V	Number of clients served currently by the firm. (maximum 15 points). 1 to 2 – 5 Marks 3 to 4 – 10 Marks 5 & Above 15 Marks

Vendor	Criteria I Points (a)	Criteria II Points (b)	Criteria III Points (c)	Criteria IV Points (d)	Criteria V Points (e)	Total (Technical Score Ts = a+b+c+d+e) (Max. 100 points)
X	18	15	20	22	20	95
Y	20	15	22	19	15	91
Z	21	20	21	19	16	97

Only those technical scores would qualify for opening of the financial bid who would have a technical score (Ts) of **40 or above**. Since all the scores are above 40, the bidders are eligible for participating in the financial bid (Part-II) of the tender.

Illustrative Example
Process of Selection L1 Bidder

Evaluation of Financial Bid (Part-II)

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

Sl. No.	Item Type	Item(s)	Weightage (%)
1	A	Breakfast	40
2	B	South Indian meals	35
3	C	Special /Variety Rice	15
4	D	Beverages	10

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

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

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

Item Type	Vendor X			Vendor Y			Vendor Z		
	Weight age (II)	Rate Quoted (III)	Weighted Score (II*III/100)	Weightage (II)	Rate Quoted (III)	Weighted Score (II*III/100)	Weightage (II)	Rate Quoted (III)	Weighted Score (II*III/100)
A	40	10	4	30	7	2.1	30	12	3.6
B	35	16	5.60	25	18	4.5	25	17	4.25
C	15	9	1.35	15	12	1.8	15	14	2.1
D	10	4	0.4	10	7	0.7	10	8	0.8
Total Weighted Score (F)			11.35			9.10			10.75

The lowest weighted score (F) will be given a financial score (Fs) of 100 points. Vendor Y, with the lowest weighted score of 9.10, may be awarded a financial score (Fs) of 100. The financial scores (Fs) of the other financial bids will be computed as

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

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

Vendor	Financial Bid (Total Weightage Score) F	Fm (Lowest Financial Bid)	Financial Score (Fs) For lowest bid Fs=100 For other bids Fs=100X Fm/F
X	11.35	9.10	80.17

Y	9.10	9.10	100
Z	10.75	9.10	84.65

- Bank's decision in calculation of L1 is final and binding.
- Please note: while calculating the total cost for each item type A to D (refer [Annex III](#)), the total shall be arrived by adding each item price in the particular item type. In case of any dispute in this regard, the decision of the Bank shall be final and binding.