



Reserve Bank of India  
Human Resource Management Department  
Bhopal

**Date: August 15, 2019**

**E-Tender for providing Catering Services and Maintenance of Officer's Lounge  
and Dining Room (OLDR) at RBI, Bhopal**

**Event No: RBI/BHOPAL/ HRMD/19/19-20/ET/66**

Reserve Bank of India, Bhopal Regional Office invites E-tenders under two-Bid system (Technical & Financial Bid) for the empanelment of highly reputed Caterers for the purpose of catering and maintenance of Officer's Lounge and Dining Room (OLDR) in office premises. w.e.f. October 01, 2019 to September 30, 2020 for Reserve Bank of India, Bhopal

For more details please visit TENDERS link on our website <https://www.rbi.org.in>.

The last date for submission of e-tender on MSTC portal ([www.mstcecommerce.com](http://www.mstcecommerce.com)) is September 16, 2019.

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

Regional Director  
Reserve Bank of India  
Bhopal

## Schedule of Tender

<b>A</b>	e-Tender no	<b>RBI/ BHOPAL/HRMD/19/19-20/ET/66</b>
<b>B</b>	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part II - Financial Bid through <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a> )
<b>C</b>	Date of Notice Inviting e-tender available for download on RBI Website	August 15, 2019 11:00 AM
<b>D</b>	Date of Pre-Bid meeting	September 06, 2019 at 03:30 PM
<b>E</b>	Venue of Pre-Bid meeting	HRMD, Reserve Bank of India, Hoshangabad Road, Bhopal-462011
<b>F</b>	Estimated value of tender	₹ 34 Lakh
<b>G</b>	Transaction fees	MSTC Charges as applicable.
<b>H</b>	Earnest Money Deposit	<b>₹ 68,000.00 (₹ Sixty Eight Thousand Only)</b> in the form of NEFT/Cheque / Cheque in favour of Reserve Bank of India, Bhopal to be delivered in physical form at HRMD, Reserve Bank of India, Hoshangabad Road, Bhopal – 462011 on or before 11:00 AM of –16.09.2019  <u>Details for NEFT</u>  Beneficiary Name: RESERVE BANK OF INDIA Beneficiary Ac No: 186003001 IFSC -- RBIS0BLPA01

<b>I</b>	Last date of submission of EMD	11:00 am of – September 16, 2019
<b>J</b>	Date of Starting of online submission of e-tender (Technical Bid and Financial Bid)  at  <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>	September 06, 2019 at 11:00 am
<b>K</b>	Date of closing of online submission of e-tender (Technical Bid and Financial Bid).	September 16, 2019 at 11:00 am
<b>L</b>	Date & time of opening of Part-I (Technical Bid)	September 16, 2019 at 1:00 pm
<b>M</b>	Date of opening of Part-II (Financial Bid)	Part-II (Financial Bid) will be opened electronically of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by RBI, Bhopal . Such bidder(s) will be intimated regarding date of opening of Part- II (Financial Bid) through valid email given by them.

**RESERVE BANK OF INDIA**

**Bhopal**

**E-Tender for providing Catering services and Maintenance of Officers' Lounge  
and Dining Room (OLDR) at RBI, Bhopal**

Tender No. **RBI/ BHOPAL/ HRMD/19/19-20/ET/66**  
**Reserve Bank of India**  
**Human Resource Management Department**  
**Bhopal**

## **DISCLAIMER**

Reserve Bank of India, Human Resource Management Department, Bhopal, has prepared this document to give background information on the Contract to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor 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 Reserve Bank of India in submitting the e-tender. The information is provided on the basis that it is non – binding on Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

Reserve Bank of India 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.

## Important Instructions Regarding E-tender

This is an e-procurement event of Reserve Bank of India, Bhopal. The e-procurement service provider is MSTC Limited.

You are requested to read and understand the Notice Inviting e-tender and subsequent Corrigendum, if any, before submitting your online tender.

### **A) Registration:**

The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid 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 computer connected with Internet. MSTC/RBI, Bhopal is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

**NOTE:** The Technical Bid and Financial Bid have to be submitted online only at [http://www.mstcecommerce.com/eprochome/rbi/buyer\\_login.jsp](http://www.mstcecommerce.com/eprochome/rbi/buyer_login.jsp)

- 1) Vendors are required to register themselves online with [www.mstcecommerce.com](http://www.mstcecommerce.com) → e- Procurement→PSU / Govt.Depts→ RBI. Register as Vendor by filling up details and creating own user id and password→ Submit.
- 2) Vendors will receive a system generated mail confirming their registration in their email which has been provided while filling the registration form.
- 3) In case of any clarification, please contact MSTC/RBI, Bhopal, (before the scheduled time of the e- tender).

Contact Person (MSTC Ltd.)

Mr. Shishupal  
8826562675  
Email- [mstcbhopal@mstcindia.co.in](mailto:mstcbhopal@mstcindia.co.in)  
Phone -0755-2552241, 2570664

Contact person (RBI, Bhopal):

AGM (Personnel),  
HRMD, Reserve Bank of India,  
Hoshangabad Road, Bhopal-462016;  
Tel: 0755-2553179,  
Email Id: [tbhattacharya@rbi.org.in](mailto:tbhattacharya@rbi.org.in), [allotmentbhopal@rbi.org.in](mailto:allotmentbhopal@rbi.org.in)

**B) System Requirements:**

- 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”.

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](http://www.mstcecommerce.com) once)

For more details, vendor may refer to the Vendor Guide and FAQ available at [www.mstcecommerce.com/eprochome](http://www.mstcecommerce.com/eprochome)

**C) Process of E-tender:**

1. The Technical Bid and the Financial Bid shall have to be submitted online at [www.mstcecommerce.com/eprochome/rbj](http://www.mstcecommerce.com/eprochome/rbj). Tenders will be opened electronically on specified date and time as given in the tender.
2. All entries in the tender should be entered in online Technical & Financial formats without any ambiguity.
3. 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.

4. 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-id. 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).

5. E-tender cannot be accessed after the due date and time mentioned in the Notice inviting e-tender.

6. Bidding in E-tender:

a) Vendor(s) need to submit necessary Earnest Money Deposit (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 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](http://www.mstcecommerce.com) → e- procurement →PSU/Govt. depts→ Login under RBI→My menu→ Auction Floor Manager→ live event →Selection of the live event.

d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run then the vendor will not be able to save/submit his Technical bid.

e) After filling the Technical Bid, vendor should click 'save' for recording their Technical Bid. Once the same is done, the Financial Bid link becomes active and the same has to 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, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.

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

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



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 Bank will form a binding contract between the Bank 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) The Bank 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.

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

8. No deviation from the technical and financial terms & conditions are allowed.

9. The Bank reserves the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

10. Vendors are requested to read the vendor guide and see the video in the page [www.mstcecommerce.com/eprochome](http://www.mstcecommerce.com/eprochome) to familiarize with the system before bidding.

## SCHEDULE OF TENDER

<b>A</b>	e-Tender no	<b>RBI/ BHOPAL/HRMD/19/19-20/ET/66</b>
<b>B</b>	Mode of Tender	e-Procurement System  (Online Part I – Technical Bid and Part II - Financial Bid through <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a> )
<b>C</b>	Date of Notice Inviting e-tender available for download on RBI Website	August 15, 2019 11:00 AM
<b>D</b>	Date of Pre-Bid meeting	September 06, 2019 at 03:30 PM
<b>E</b>	Venue of Pre-Bid meeting	HRMD, Reserve Bank of India, Hoshagabad Road, Bhopal-462011
<b>F</b>	Estimated value of tender	₹ 34 Lakh
<b>G</b>	Transaction fees	MSTC Charges as applicable.
<b>H</b>	Earnest Money Deposit	<b>₹ 68,000.00 (₹ Sixty Eight Thousand Only)</b> in the form of NEFT/Cheque / Cheque in favour of Reserve Bank of India, Bhopal to be delivered in physical form at HRMD, Reserve Bank of India, Hoshangabad Road, Bhopal – 462011 on or before 11:00 AM of –16.09.2019  <u>Details for NEFT</u> Beneficiary Name: RESERVE BANK OF INDIA Beneficiary Ac No: 186003001 IFSC -- RBIS0BLPA01
<b>I</b>	Last date of submission of EMD	11:00 am of – September 16, 2019
<b>J</b>	Date of Starting of online submission of e-tender (Technical Bid and Financial Bid) at <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>	September 06, 2019 at 11:00 am
<b>K</b>	Date of closing of online submission of e-tender (Technical Bid and Financial Bid).	September 16, 2019 at 11:00 am

<b>L</b>	Date & time of opening of Part-I (Technical Bid)	September 16, 2019 at 1:00 pm
<b>M</b>	Date of opening of Part-II (Financial Bid)	Part-II (Financial Bid) will be opened electronically of only those bidder(s) whose Part-I(Technical Bid) is found acceptable by RBI, Bhopal . Such bidder(s) will be intimated regarding date of opening of Part- II (Financial Bid) through valid email given by them.



## RESERVE BANK OF INDIA

Hoshangabad Road,  
Bhopal-462011

### **E-Tender for providing Catering services and Maintenance of Officers' Lounge and Dining Room (OLDR) at RBI, Bhopal**

Reserve Bank of India, Bhopal (hereinafter called "the Bank"), invites E-tenders under Two – Bid system (Technical & Financial Bid) for providing catering services and maintenance of Officers' Lounge and Dining Room (OLDR) at Reserve Bank of India Hoshangabad Road, Bhopal. The contract shall be for a period of one year (**October 01, 2019 to September 30, 2020**) and annually extendable up to two more years on a mutually agreed rate subject to mutual consent of both the parties and based on the performance of the service provider/s.

The tenderers should submit their proposal, as per the instructions regarding E-Tender, along with all supporting documents complete in all respects on or before **11:00 am on September 16, 2019**. Tenderers shall submit e-tender proposal along with refundable EMD of **₹ 68,000/- (Rupees Sixty Eight Thousand only)**, complete in all respect as per the prescribed format.

The Part-I (Technical Bid) will be opened electronically on **September 16, 2019 at 01:00 pm**. 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.

Tender document can be downloaded from website [www.rbi.org.in](http://www.rbi.org.in) and [www.mstcecommerce.com](http://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.

Regional Director  
RBI, Bhopal

## PRE-QUALIFICATION CRITERIA

Only those tenderers who fulfil the following pre-qualification criteria are eligible to apply for the tender of ₹ 34,00,000/- (**Rupees Thirty Four lakh only**) approximately for providing catering services and maintenance of Officers' Lounge and Dining Room at Reserve Bank of India, Hoshangabad Road, Bhopal:-

1. Tenderers should have minimum three years of consecutive experience in the field of hospitality and catering. However, for firms having only three years of experience, it should be within last five years.

2. Tenderers should have provided catering facilities in restaurant/government/public/private sector undertakings for at least one year during the last three years where the minimum number of employees in the institution was at least two hundred.

Maintenance/upkeep/caretaking services provided in guest houses/transit houses and services provided in mess will not be considered as eligible experience for the above purposes.

3. Tenderers should have a minimum annual turnover of ₹ 15.00 lakhs in each of the last three financial years (duly supported by audited or CA certified statement of accounts) viz. FY 2016-17, 2017-18 and 2018-19.

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

5. Tenderers should have the requisite License / Certificate by the Government to carry out the catering business including all the clearances from statutory bodies (duly supported by documentary evidence).

6. Tenderers should have their own office/establishment preferably at Bhopal (duly supported by documentary evidence).

7. Tenderers should have their bank account in a scheduled commercial bank.

8. 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.

9. Tenderers will have to pay Earnest Money Deposit (EMD) of ₹ 68,000/- (**Rupees Sixty Eight Thousand only**) through NEFT to following A/c:

A/c Name	NEFT-INWARD RECEIVED
A/c Number	186003001
IFS Code	RBIS0BLPA01

**Note-** Please read 5th and 10th letter of IFS Code as "Zero"

10. The tenderers should ensure that they fulfill 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.**

**E-tender for providing catering services and maintenance of Officers' Lounge & Dining Room (OLDR) at Reserve Bank of India, Bhopal**

Last Date of online submission of e-Tender	September 16, 2019 up to 11:00 am
Date of opening of e-Tender (Part-I : Technical Bid)	September 16, 2019 at 1:00 pm
Venue	Reserve Bank of India, Hoshangabad Road, Bhopal
Estimated value of the Contract	₹ 34,00,000/- (Rupees Thirty four lakhs only) approximately.

**PART - I – Technical Bid**

From,

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.....  
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To

The Regional Director,  
Reserve Bank of India  
Hoshangabad Road, Bhopal– 462011

S.No.	Particulars	Details to be filled in by the tenderer
1	Name of the Organization	
2	a) Type of organization – (whether Proprietorship / Partnership /LLP /Pvt. Ltd/ Ltd Company).	
	(b) Date of establishment	
	(c) Details of Registration (Firm, Company etc.), Registering Authority, Date, Number etc. (not applicable in the case of a sole Proprietorship). Please enclose relevant documents in Support of the same.	
3	Name of the proprietor / partner / directors of Organization with designation.	
4	Regd. Office/ Business Address of the organization along with Telephone No, Mobile No, Fax No and e-mail.	
	(a) Whether having own office in Bhopal	
	(b) Address of the local office at Bhopal	
	(c) Name of the authorized official and his/her telephone number. Please enclose relevant documents in support of the same.	

5	Work Experience- Details of work experience as per the requirement in the Eligibility Criteria and Terms and Conditions supported by work orders, documents, and certificates. The details along with documentary evidence of previous experience, if any, of similar services for the Reserve Bank of India at any centre or government / semi-Government / public sector undertakings / banks / MNCs should also be given.	
6	Whether average annual business turnover of last three financial years is ₹ 15 lakhs. Supporting documents should be enclosed in proof of turnover.	
7	Income Tax Returns of last three Financial years -	
	F.Y. 2015 -16	
	F.Y. 2016 -17	
	F.Y. 2017-18 (Self-Attested Copy to be submitted)	
8	Whether registered with Labour Department under the Contract Labour (R & A) act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971. If yes, indicate the date of registration. (A copy of Certificate/registration to be submitted).	
9	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 e-mail as per format attached with this tender document. ( <a href="#">Annex-VII</a> )	
10	Name and address of the existing clients along with full details. The feedback from top three existing clients is required in sealed envelopes of clients.	
11	The bank Account (IFS Code and Account Number) where payments would be received by the organization.	
12	FSSAI Registration.	



PART - I – Technical Bid to be duly filled and to be uploaded while submitting the technical bid

**Copies of Documents required to be submitted for Technical Bid**

1. Audited annual financial statements for F.Y 2016-17, F.Y. 2017-18 and F.Y. 2018-19.
2. Income Tax Returns of last three Financial Years i.e. F.Y.2015 -2016, F.Y. 2016-2017 and F.Y. 2017-2018.
3. List of clients.
4. Feedback/s from clients.
5. Incorporation documents
6. Copy of the PAN, TIN and GST Registration wherever applicable
7. Any other document/s required to be submitted, as mentioned above.
8. FSSAI Registration.

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

## **DECLARATION**

**(To be submitted in the Technical Bid, on the Letter head of the company duly signed by authorised signatory)**

1. The information provided by me/us is true to the best of my/our knowledge and if any information is found incorrect or false, I/we may be debarred from the tender process / being awarded the contract.
2. I/We agree to abide by the terms and conditions stipulated by the Bank as mentioned in [Annex-II](#).
3. 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.
4. I/We understand that the Reserve Bank of India, Bhopal reserves the right to accept or reject any or all of the tenders either in full or in part without assigning any reason thereof.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2019.

Signature:

Name:

Seal of the Contractor:

**INSTRUCTIONS TO TENDERERS**

**1. Pre-Bid Meeting**

- 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.
- b) The tenderers' designated representatives are invited to attend a pre-Bid meeting on September 06, 2019 at 3:30 pm at HRMD, Reserve Bank of India, Bhopal office situated at Hoshangabad Road. The purpose of the meeting will be to clarify issues and to answer questions that may be raised at that stage.
- 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.
- d) Non-attendance at the pre-Bid meeting will not be a cause for disqualification of a tenderer.

**2. Documents comprising the Tender**

The Tender shall comprise the following:

- Notice Inviting e-tender
- Technical Bid Details
- Financial Bid Details
- Earnest Money Deposit through NEFT to following A/c:

A/c Name	NEFT-INWARD RECEIVED
A/c Number	186003001
IFS Code	RBIS0BLPA01

**Note-** Please read 5th and 10th letter of IFS Code as "Zero"

- Performance Bank Guarantee to be furnished after award of contract by the successful bidder.
- Contract Agreement.

**3. Validity period of Tenders**

- a) The tender validity period shall be 90 days from the date of opening of tender.
- b) In exceptional circumstances, prior to the expiration of the tender validity period, the Bank may request tenderers to extend the period of validity of their tenders. The request and the responses shall be made in writing.

**4. Submission, Sealing and Marking of Tenders**

- a) Tenderers submitting tenders electronically shall follow the electronic tender submission procedures specified in the Instructions regarding E-Tender.
- b) The tenderers may submit their Financial Bid in prescribed format along with copies of necessary documents as indicated in the tender document. E-Tender with all information shall be submitted on or before the prescribed time and date.
- c) If desired / prescribed information if not submitted, the Bank will assume no responsibility for rejection of tender.

## **5. Deadline for Submission of Tenders**

- 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.
- b) The Bank may, at its discretion, extend the deadline for the submission of e-tenders by amending the Tender Document.

## **6. Late Tenders - No Tender after the deadline shall be allowed on the e- portal.**

- a) 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.
- b) The vendor has to provide services to the officers of the Bank in the OLDR, such as arranging for cleaning of the crockery/cutlery provided on their tables and providing drinking water etc. For these services the vendor shall be paid a fixed monthly service charge as quoted by him at the time of submitting financial bid. While quoting the fixed monthly charges the tenderers may take into consideration that employees deployed in the Bank are required to be paid as per Central Govt. prescribed minimum wages, Bonus and essential amenities in line with Minimum Wages Act, 1948 and CLRA Act. There is a requirement of a minimum 10 staff members to run the Lounge which includes a Supervisor and a Cook which are in the category of '**semi-skilled**' labour and the remaining staff come under '**unskilled**' category and should be paid accordingly.

## **7. Tender Opening**

The Bank shall open the tender electronically on the notified date. Part - I (Technical Bid) of the tender will be opened in the presence of those tenderers/their authorized representatives who choose to be present. Part-II (Financial Bid) of only those tenderers who qualify/are found suitable after scrutiny of Part-I (Technical Bid) by the Bank will be opened on a subsequent date which will be intimated to all the eligible tenderers in advance by E-mail/Telephone call. The decision of the Bank in this regard will be final.

## **8. Evaluation of tenders**

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 Part-II of the tender. Any other incidental service required by the Bank and not covered in the contract will be negotiated separately each time.

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 summation of Cumulative Total (T) and Fixed monthly Charges (F) i.e, Tc 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 (C)
Item-1	$A_1$	$B_1$	$C_1=A_1 \times B_1$
Item-2	$A_2$	$B_2$	$C_2=A_2 \times B_2$
:	:	:	:
Item-n	$A_n$	$B_n$	$C_n= A_n \times B_n$
<b>Cumulative Total (T)</b>			<b><math>T=C_1+C_2+...+C_n</math></b>
<b>Fixed Monthly Charges (F)</b>			
<b><math>T_c = T+ F</math></b>			

Note:

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.

## 9. Clarification of Tenders

- 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 a clarification regarding 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.
- 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.

## 10. Signing of Contract

The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of value not less than ₹1,000/- within 15 working 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.

## 11. EMD/ Performance Bank Guarantee

- a) Contractor has to pay as earnest money a sum of ₹ 68,000/- (Rupees Sixty Eight Thousand Only) (refundable) through NEFT/RTGS only. No interest is payable on the EMD amount. After finalization of the tender, the successful bidder will have to submit a performance bank guarantee of ₹ 2,00,000 (Rupees Two Lakh only), valid till two month after the expiry of the contract period. In accordance with the pro forma given in [Annex-VI](#). The EMD of such tenderer will be returned on receipt of PBG.

- 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.
- 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 case of any complaint or pending dues, the Performance Bank Guarantee will be treated as security deposit and shall be discharged only after adjusting all dues, liabilities, etc.

## **12. 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.

**Note-** The contractors may visit the site before quoting the rates to assess the quantum of work.

**Terms and conditions for providing catering services and maintenance of Officers' Lounge and Dining Room (OLDR) at Reserve Bank of India, Bhopal**

**1. Period of Contract**

The contract would initially be valid for a period of one year, 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).

**2. Terms of Payment**

- a) The rates quoted (**including all taxes exclusive of GST**) 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, 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. The payment shall be released, through NEFT/RTGS channel only, within two weeks from the date of submission of bills, complete in all respects as detailed below:
  - i. Current month Invoice Copy.
  - ii. Current month Acquaintance (Wage) Register duly signed by the individual contract Labourers along with salary slips.
  - 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) The contractor shall provide infrastructure for electronic payment viz. POS, Sodexo card machine, etc.
- e) 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.

### 3. Venue

The Catering service (for the purpose of Lunch) shall normally be provided at the Officers' Lounge and Dining Room at 6<sup>th</sup> floor of the Main Office building at Hoshangabad Road, Bhopal or at any other place as approved by the Bank within the Bank's premises. The building has provision for pantry and dining halls.

A nominal monthly amount of Rs. 75/- will be charged as monthly rental by the Bank.

### 4. Lunch/Tea/Coffee Timings

a) The lunch hours may vary from 12:30 pm to 2 pm. However, under special circumstances the lunch hour may be extended up to 3 pm. Contractor 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 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 have to 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).

### 5. Infrastructure provided by the Bank

- a) Pantry along with cooking utensils and water will be provided by the Bank.
- b) Dining area with tables, chairs, refrigerator, microwave etc.
- c) Electricity connections/points for electrical equipment etc.
- d) Crockery/ cutlery will be provided by the Bank.

### 6. 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.
- c) Cleaning material for crockery/ Kitchen / Dining / Pantry.
- d) Uniform of staff.

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

### 7. Crockery/Cutlery

The crockery/cutlery/glassware etc. for use in cooking/serving of Tea/Special lunch etc. will be provided by the Bank. It is the duty of the Contractor to properly handle the crockery/cutlery/various gadgets etc. provided by the Bank. Cost of breakage/loss, if any, of the aforesaid items, including those in item no. 5 above, would be recoverable from the Contractor. The decision of the Bank will be final in this regard. If required, for high level meetings/special lunches, the contractor may be asked to provide separate crockery of the best quality and a mutually agreed rate will be payable for the same to the contractor.



**8. Menu**

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. ([Annex-III](#))

9. The contractor shall arrange for storage and distribution of the water bottles provided by the Bank. The contractor shall be required to fill and replenish jugs with water from water purifiers installed on each floor, through floor level pantry boys to the Bank's officers at their desk on various floors. Water bottles 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.

**10. Kitchen, Dining Hall and Pantry – Cleanliness and Hygiene**

The Contractor shall ensure that the food/tea is cooked in the Lounge kitchen. Highest standards of hygiene, which will be verified periodically by the Bank and the Bank's Medical consultant, have to be maintained. In 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.

The contractor shall also maintain the cleanliness of Kitchen, Dining hall and Pantry area. Cost of cleaning material shall be borne by the contractor.

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.

**11. Catering staff**

The contractor should employ nine to twelve catering staff to ensure smooth catering services in the Bank premises. The number of catering staff at any point of time shall not be less than nine. 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.

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 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.

The Bank reserves the right to demand the 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 in the OLDR. However, frequent change in the personnel has to be avoided by the contractor.

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 Bank reserves the right to terminate the contract.

## **12. Adherence to Labour Laws**

The contractor shall abide by and fulfill 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) 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.

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 under the Minimum Wages Act, 1948 and to 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 for the purpose of CLRA act, 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 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.

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 labourers 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 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.

### **13. Non-Disclosure**

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 Officer's Lounge and Dining Room at Reserve Bank of India, Hoshangabad Road, Bhopal", 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.

### **14. 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.

### **15. 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.

## 16. Insurance

The successful Contractor shall take "all-risk policy" for the contract value and "workmen compensation policy" for the workers engaged in the work for one year to be renewed thereafter if the contract is renewed by the Bank. 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 the discretion of the Bank, 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.**

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.

## 17. Notice for Termination of Contract

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

## 18. Penalties

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

- a) Use of abusive language or behaviour with the Bank's staff in a manner demeaning to them.
- b) Non-wearing of proper uniforms or wearing untidy uniform by the contractor's staff.
- c) Change of employees without intimation and approval of the Bank.
- d) 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.
- e) Non submission of Lounge bills and non-submission of bills in time.
- f) Manpower deployed lesser than ten persons as stipulated in Agreement.
- g) Non-payment of wages through electronic mode or non-submission of documentary evidence for such payment
- h) Man power deployed in any other work except the work pertaining to Officer Lounge and Dining Room.
- i) Employment of Minors/ Wages not being paid as per Central Government Minimum Wages/ Non adherence to Prohibition/non adherence to Central/State Government laws.

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

## 19. General Conditions

- a) **The Contractor shall not sub-let the contract.** In case of any violation in this regard, the Bank reserves the right to terminate the contract.
- b) Bureau of Indian Standards (BIS) / specifications of ISI / Agmark / should be followed wherever applicable.
- c) 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.  
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 employees / workmen should be done in consultation with the officer designated by the Bank. Adequate and necessary numbers of employees / workmen shall be deployed by the contractor for fulfilment of their contractual obligations under this agreement. The Contractor shall also arrange a pool of standby skilled manpower for special occasions. A proper record and register shall be maintained and presented for checking purpose to the Assistant Manager / the Designated Official. It shall be the sole responsibility of the Contractor to ensure that employees/workmen, deployed by it, fulfil the obligations undertaken under this agreement. The contractor shall also provide such employees/workmen at its own cost, with such equipment and other paraphernalia as may be considered necessary. Special uniforms for the serving staff should be provided by the contractor for special lunches.
- d) Rates should be quoted both in words and figure. Violation in this regard may lead to rejection of the quotation. All rates will be **inclusive** of all taxes and **exclusive** of GST wherever applicable. In the event of any difference between figures & words of quoted rates, the rate in words shall be considered for evaluating the tender.
- e) Quotation should be submitted duly signed with date in the enclosed blank space of the Part-II Financial Bid only, of the tender.
- f) Tenders submitted through Fax, Email or by hand will not be accepted.

- g) The tender form should be filled in Hindi / English and all entries must be made by hand and written in ink. If any of the documents prescribed is missing or not duly signed, the tender may be considered as invalid by the Bank at its discretion.
- h) Incomplete forms or the declaration not supported by proper documentary evidence, etc. (as desired above) will be outrightly rejected by the Bank. **Failure to keep Part-I and Part - II of the tender documents separately shall lead to disqualification of the tender. No further correspondence shall be entertained by the Bank in this regard.**
- i) All the pages of the tender documents should be signed by the authorised person(s) submitting the tender in token of his/her/their having acquainted himself/herself/themselves. The tender submitted on behalf of a firm shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract, otherwise the tender may be rejected by the Bank.
- j) 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).
- k) 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, Hoshangabad Road Bhopal 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 Bhopal only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

**I/We hereby declare that I/we have read and understood the above terms and conditions as mentioned in [Annex-I](#) and [Annex-II](#).**

**Signature of Contractor(s)/Partner(s)**

**Name:**

**Seal:**

**Address:**

**Date:**

**Place:**

**E- TENDER FOR PROVIDING CATERING SERVICES AND MAINTENANCE  
OF OLDR IN RESERVE BANK OF INDIA, HOSHANGABAD ROAD, BHOPAL**

**PART II- Financial Bid**

Sr.No.	Item No.	Item Description	Tentative consumption per month	Rate (to be quoted in numericals) in Rs.	Rate (to be quoted in words) in Rs.	Amount
1	1	Tea Coffee / Green tea /Lemon tea / Masala Tea/ Fresh lime water / Butter Milk  Note: (only one rate to be provided all the mentioned items)	11,600 Nos.			
2	2 (a)	Normal Tea	255 Nos.			
3	(b)	Medium Tea	305 Nos.			
4	(c)	High Tea	90 Nos.			
5	3 (a)	Normal Lunch	400 Nos.			
6	(b)	Normal Lunch (Non Veg.)	100 Nos.			
7	(c)	Special Lunch (Veg.)	35 Nos.			
8	(d)	Special Lunch (Non Veg.)	15 Nos.			
9	(e)	Special Lunch (deluxe)	5 Nos.			
10	4	Cold drink/fruit juice/coconut water	25 Nos.( MRP to be quoted)			
11	5	Fixed Monthly Charges	Per Month			

Note: Indicative Menu and Quality for each item is provided in [Annex- III](#)

**Date:**

**Place:**

SIGNATURE OF CONTRACTOR(S)

**Note:**

- 1) Bidders are advised to consider para 6 ([Annex-II](#)) and the tentative monthly consumption of the items, Fixed Monthly Charges and market rates while quoting the rates for the items in the Part-II (Financial Bid).
- 2) Rate quote for all items may be mentioned after inclusive of all the taxes and exclusive of GST
- 3) The Bank will not give any commitment on the tentative average monthly consumption of items as mentioned above. **Payment will be made on the basis of actual consumption only.**
- 4) 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 summation of Cumulative Total (T) and Fixed monthly Charges (F) i.e. Tc 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 (C)
Item-1	A <sub>1</sub>	B <sub>1</sub>	C <sub>1</sub> =A <sub>1</sub> x B <sub>1</sub>
Item-2	A <sub>2</sub>	B <sub>2</sub>	C <sub>2</sub> =A <sub>2</sub> x B <sub>2</sub>
:	:	:	:
Item-n	A <sub>n</sub>	B <sub>n</sub>	C <sub>n</sub> = A <sub>n</sub> x B <sub>n</sub>
	<b>Cumulative Total (T)</b>		<b>T=C<sub>1</sub>+C<sub>2</sub>+...+C<sub>n</sub></b>
	<b>Fixed Monthly Charges (F)</b>		
	<b>Tc = T+ F</b>		



**INDICATIVE MENU****(A) TEA/COFFEE**

Sr. No.	MENU	QTY.	Brand & Other Specifications.
1	Tea (1 Cup)	180 ml	(Brooke Bond/ Lipton/Taj Mahal / Tata Tetley / Twinings ), sugar, sugar free sachets on demand
2	Green Tea / Lemon Tea/ Masala Tea	180 ml	Tea bag(Lipton/ Earl Grey Twinings / Tetley) 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/ Sanchi

**Note: Tea/Coffee/Fresh Lime Water/Butter Milk to be served in a tray on Officers' table and only the brands mentioned above should be used.**

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

S.N.	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)	<b>Option A</b> i) Tea / Coffee ii) Cookies / Multigrain Biscuits – 2 pcs. iii) Roasted Badam/ Cashew – 25 gm	<b>Option B</b> i) Tea / Coffee ii) Roasted Badam – 15 gm . iii) Wafers – 10 gm. iv) Sweets – 1 piece of Kaju katli or any other sweet.	<b>Option C</b> i) Tea / Coffee ii) Dhokla – 1 pcs. iii) Wafers – 10 gm. iv) Sweets – 1 piece of Kaju katli or any other sweet. <b>OR</b> Roasted Badam – 25 gm.

3.	High Tea  (any one option – A or B or C)	<b>Option A</b> i) Tea or Coffee ii) Muffin iii) Sandwich/ Dhokla/ samosa iv) Roasted Badam / Cashew 20 gm	<b>Option B</b> i) Tea or Coffee ii) Veg. Sandwich iii) Pastry <b>OR</b> Dry Cake – 1 pc. iv) Plain Walnut <b>OR</b> Roasted Badam – 20 gm	<b>Option C</b> i) Cookies – 2 pcs. <b>OR</b> Veg Sandwich. ii) Plain Walnut and Roasted Badam – 35 gm. iv) Fresh fruit juice (Real or Tropicana) – 1 glass (appx. 150ml)
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**\*The tea / coffee should be of brands specified in (A)  
(C) Beverages & Other Misc. items:-**

1. Mineral water (at market price)
2. Fruit Juice and other cold drinks (at market price)
3. Snacks as per demand / requirement (at market price)

**Note :- All the above menus are only indicative and the Bank reserves the right to modify any of the menus as per requirement.**

**D. BASIC LUNCH – VEG (buffet, to be served in Officers’ Lounge)**

Sr No.	ITEMS	DETAILS
1	Soup	Tomato Soup with Bread Crunch, sweet corn/clear veg/spinach/mushroom etc.
2	Seasonal Salad	Green Salad
3	Rice	Jeera Rice/Veg pulao/Biryani and Steamed rice (daily on rotation)
4	Chapati/South Indian	Roti and Missi Roti/ Dosa, Idli, Vada
5	Curd/Raita	Plain Curd/Raita 100 gms, sealed cup of Sanchi /Amul
6	Cereal (Dal)	Tuar Dal, Dal Makhni/Rajma, Moong Sabut, White Chana, Malka Masoor, Sambhar (daily on rotation)

7	Vegetable	(a) Two Seasonal Vegetable of good quality (daily on rotation), Coconut Chutney/Tomato Chutney, Potatoes in vegetables or otherwise should not be served more than twice a week. (b) Matar paneer/Shahi paneer/capsicum paneer/Malai Kofta/Malai methi twice a week in place of one vegetable.
8	Papad	Bikaneri/Haldiram/Lizzat/Bhikaji brand
9	Pickle	Nilon's/ Mother's recipe
10 (a)	Dessert	Gulab Jamun /Rasgulla / Rasmalai / Chhena Roll/Malai Chaap/Milk Cake/Bengali Sweet of good quality from standard shops on rotation.
		Seasonal fresh cut fruits (200 gms)
(b)		Ice cream-once a week-100 gms sealed cup- Top n Town/Amul (Butter Scotch/Kesar Pista/Malai Kulfi)
11	Mouth Freshener	Branded Premium Quality

**Note: Fruit Lunch (700gms) in place of items (3) to (10) as mentioned in (D) of [Annex-III](#) will also have to be provided in the Lounge.**

**(E) BASIC LUNCH – NON-VEG (buffet, to be served in Officers' Lounge)**

Indicative Menu will be as per (D) and in addition, anyone of the following items will be served, daily on rotation.

1. Mutton- 150 gms (without gravy)
2. Chicken- 150 gms (without gravy)
3. Fish Rohu / Pomfret - 100 gms (without gravy)
4. Egg - 2 piece

**(F) DETAILS OF SPECIAL LUNCH:** Special Lunch will have to be supplied based on specific orders and not on regular basis.

**Details of Special Lunch (Veg.) :-**

One Soup, One Veg Starter , One Paneer vegetable, Two dry vegetable, One Dal, Steamed Rice/ Pulao/ Biryani , Chhapatis/Puri, Curd/Raita, Two Salad, Papad/Pickle, Sweet or Ice-cream, cut fruits and mouth freshener.

**Details of Special Lunch (Non- Veg.) :-**

One Soup, One Veg Starter, Choice of any one non-veg., one Paneer items One dry vegetable, one dal, one steamed rice or pulao (Basmati rice), Chhapatis/ Puri Curd/Raita, Two Salad, Papad/Pickle, Dessert / Ice Cream, cut fruits and mouth freshener

### **Details of Special Lunch Delux :-**

One soup, One Non-Veg and One Veg starters, Two non-veg. Preparation - One dry and other gravy, One Paneer vegetable, One gravy vegetable , dry vegetable, Two dal, Biryani or Pulao (Basmati Rice) and Steamed Rice , Chappatis/ Puri , Naan & Roti, Curd/Raita, Two Salads , Papad/Pickle, Two Dessert /Ice cream, cut fruits and mouth freshener

- **Raw Material**

- Edible Refined oil should be of branded companies like Saffola / Sundrop / Fortune/ Sweekar only.
- Edible Mustard oil should be of branded companies like Fortune/ Saffola only.
- Spices of branded companies like Catch / MDH/ Everest only.
- Wheat Flour of Ashirwad / Annapurna/ Nature Fresh/ Pillsbury / Shakti Bhog only.
- Rice (Basmati) of branded companies like Kohinoor/ India Gate/ Lal Quila / Dawat of premium quality only.
- Cereals should be of good quality.
- Raw vegetables should be of good quality and washed properly before cooking.
- Common Salt, Black Pepper, Chat Masala of Catch brand (to be kept on dining tables)
- Juices should be of quality brands (Real/Tropicana etc.) and in Tetrapack only.

**Pro forma of Bank Guarantee for Performance Security Deposit**

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

No. \_\_\_\_\_

Date: \_\_\_\_\_

To,  
The Regional Director  
HRMD,  
Reserve Bank of India  
Bhopal-462011

Dear Sir,

In consideration of your agreeing to accept the security deposit of INR \_\_\_\_\_ (INR \_\_\_\_\_ only) furnishable to you by Messers \_\_\_\_\_ (hereinafter referred to as "the Contractor") in terms of their contract with you for "Providing Catering Services and maintenance of Officers' Lounge and Dining Room at Reserve Bank of India, Hoshangabad Road, Bhopal" as per their tender dated \_\_\_\_\_ and your terms and conditions of contract agreement and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon the 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 INR \_\_\_\_\_ (INR \_\_\_\_\_ 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 INR \_\_\_\_\_ ( INR \_\_\_\_\_ only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Contractor.

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

3. This guarantee shall continue and hold good until it is released by you on the application by the Contractor after expiry of the relative guarantee period of the said Contract and after the contractor had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force after the day of \_\_\_\_\_ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before

the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

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 INR \_\_\_\_\_ (INR \_\_\_\_\_ 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 six months from the date of expiry of this guarantee.

9. Any notice by way of demand or otherwise hereunder may be sent by special courier, 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 unconcealed 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 INR \_\_\_\_\_ (INR \_\_\_\_\_ only). Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, 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 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**FORM OF BANKERS' 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

[allotmentbhopal@rbi.org.in](mailto:allotmentbhopal@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 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 ₹ 34 Lakh.

(Signature)

Authorised Signatory of the Bank Branch

Note:

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