



Reserve Bank of India

Human Resource Management Department, Nagpur

NOTICE INVITING E-TENDER (NIT) (Only through e-procurement)

SCHEDULE OF TENDER (SOT)

1	E-Tender no	(NIT No. RBI/Nagpur Regional Office/HRMD/1/25-26/ET/335[COFFEE VENDING MACHINE- SERVICE])
2	Estimated value of contract	₹16.00 lakh*
3	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part II - Financial Bid through www.mstcecommerce.com/eproc)
4	Date of Notice Inviting Tender (NIT) available for view/ download	01:00 PM on July 28, 2025
5	Pre-Bid meeting	11:30 AM on August 01, 2025 at RBI, Nagpur
6	Earnest Money Deposit (EMD) through NEFT	₹32,000/- (Rupees Thirty-Two Thousand Only) Account Details for deposit of EMD: Beneficiary Name- Reserve Bank of India, Nagpur IFSC: RBIS0NGPA01 (5th and 10th digit is zero) Account No: 8714295
7	Last date of submission of EMD	August 18, 2025
8	Date of Starting of e-Tender for submission of online Technical Bid and Financial Bid at www.mstcecommerce.com/eproc	03:00 PM on August 01, 2025
9	Date of closing of online e-tender for submission of Technical Bid and Financial Bid.	02:00 PM on August 18, 2025
10	Date & time of opening of Part-I (i.e. Technical Bid)	03:00 PM on August 18, 2025
11	Part-II Financial Bid: Date of opening of Part II	Part-II Financial bid will be opened electronically of only those bidder(s) whose Part I: Technical Bid is found acceptable by the Bank. Such bidder(s) will be advised date of opening of Part II: Financial bid, through valid email provided by them.
12	Transaction fees	As per MSTC Norms

***Note - Estimated value of the tender is approximately ₹26 Lakhs per annum, however for the current FY 2025-26, we are considering the same for seven months only. Hence the cost of tender for FY 2025-26 is approximately ₹16 Lakhs.**



**Reserve Bank of India
Regional Office
Nagpur**

**E-TENDER FOR INSTALLATION AND MAINTENANCE OF COFFEE/TEA VENDING
MACHINES FOR SUPPLY OF COFFEE/TEA IN THE BANK'S PREMISES AT RBI,
MOB/AOB, NAGPUR**

**(NIT No. RBI/Nagpur Regional Office/HRMD/1/25-26/ET/335[COFFEE VENDING
MACHINE- SERVICE])**

**Reserve Bank of India,
Regional Office
Human Resource Management Department
Main Office Building,
Nagpur-440001**

Disclaimer

Reserve Bank of India, Human Resource Management Department, Nagpur, (the Bank) has prepared this tender document. This tender has been issued, as per the terms and conditions set out in this tender and any other terms and conditions related to such information.

The purpose of this tender is to provide the requirements of the Bank to all the interested parties for submitting their bid. While the Bank has taken due care in the preparation of the information contained herein, the Bank does not claim that the information is exhaustive. Respondents to this tender are required to make their own inquiries and they should not rely solely on the information in the tender. The Bank is not responsible, if no due diligence is carried out by the respondents. This tender is neither an agreement, nor an invitation to perform work of any kind to any party.

The Bank reserves the right of not proceeding with this tender, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right of declining to discuss the tender further with any respondent.

No reimbursement of cost of any type or on any account will be paid to persons or entities submitting their bid.

**Regional Director
Reserve Bank of India
Regional Office
Nagpur**

**Reserve Bank of India
Human Resource Management Department
Nagpur – 440001
(website: www.rbi.org.in)**

Notice Inviting Tender (NIT)

E-Tender for Installation and Maintenance of Coffee/Tea Vending Machines for supply of Coffee/Tea in the Bank's Premises at MOB and AOB, Nagpur

Reserve Bank of India, Nagpur Regional Office (hereinafter called "the Bank"), invites E-Tender under two-bid system (Technical & Financial Bid) for the engagement of reputed and capable agencies/companies for the purpose of installation and maintenance of coffee/tea vending machines on rental basis and for supply of coffee/tea, soup sachets of various types, supply of fresh milk/coffee beans in the premises of Reserve Bank of India, Nagpur Regional Office. The contract shall be valid initially for a period of 7 months from September 01, 2025 to March 31, 2026 and thereafter shall be renewed for two years, one year at a time, subject to annual review with price escalation clause as mentioned in the tender by the Bank based on the satisfactory performance of the service provider/s.

2. E-Tendering document and other forms can be downloaded from the undermentioned website:

<https://www.mstcecommerce.com/eproc>

https://www.rbi.org.in/Scripts/BS_ViewTenders.aspx

3. Tender document will be available for view/download from 01:00 PM of **July 28, 2025**. Tender in prescribed form is to be submitted in two parts, Part-I of the tender is technical bid containing Bank's standard techno-commercial conditions & Part-II of the tender is for financial bid or price bid. The Part-I & II of the E-Tender are to be submitted from 01.00 PM on **July 28, 2025 to 02.00 PM on August 18, 2025**. Tenders cannot be submitted after the due date and time. All pages of the tender document should be signed & stamped by the Bidder/authorized representative of the Bidder and to be uploaded. A pre-bid meeting (off-line mode) of the intending bidders will be held on **August 01, 2025 at 11.30**

AM at Reserve Bank of India, Nagpur. Part-I of the tenders will be opened at 03:00 PM on **August 18, 2025**. Part-II of the tender of the eligible bidders will be opened on a subsequent date which will be intimated to the bidders in advance.

4. The service is estimated to cost around **₹16.00 lakh for 7 months***. The EMD of amount ₹32,000/- (Rupees Thirty-Two Thousand Only) is to be paid through NEFT/D.D.in favour of Reserve Bank of India, Nagpur on or before **August 18, 2025**. Proof of payment has to be submitted along with the techno-commercial Bid.

* Note - Initial service contract shall be valid from September 01, 2025 to March 31, 2026. It may be further renewed for Two years (One year at a time) up to March 31, 2028 subject to review of satisfactory performance.

5. After examination of the Part-I and related documents, if any of the tenderer is not found to possess the required eligibility, their tenders will not be accepted by the Bank for further processing and their financial bid (Part-II of the tender) will not be opened. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or banker's report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-II of the tender. The Bank is not bound to assign any reason/s thereof.

6. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.

7. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the RBI website. The tenderer should regularly check the above website / portal for any amendment / corrigendum / clarification on the above website.

**Regional Director
Reserve Bank of India
Regional Office
Nagpur**

SCHEDULE OF TENDER (SOT)

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12	Transaction fees	As per MSTC Norms

***Note - Estimated value of the tender is approximately ₹26 Lakhs per annum, however for the current FY 2025-26, we are considering the same for seven months only. Hence the cost of tender for FY 2025-26 is approximately ₹16 Lakhs.**

Section I

E-tender Procedure and Important Instructions

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

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

1) Process of E-tender:

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 will be done over the internet. The vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC/RBI, Nagpur is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

NOTE: Technical Bid and Financial Bid have to be submitted online at through MSTC Portal

(Common Portal) www.mstcecommerce.com/eprocn/ (Version 3)

Tenderers are required to register themselves online with

www.mstcecommerce.com/eprocn

- a) Register as Vendor -- Filling up details and creating own user id and password Submit. For further details, go to Download Guide / Video / Registration
- b) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.
- c) In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e-tender).

Contact Persons (MSTC) For Vendors:

HO Central Help Desk: (For vendors)

Phone Number: 07969066600

helpdeskho@mstcindia.in (Please mention "HO Helpdesk" as subject while sending emails)

WRO Helpdesk:7651915418/02269856817/02269856800

Availability

9:30 AM to 5:00 PM on all working days for all Technical issues e-Tenders, System settings etc.

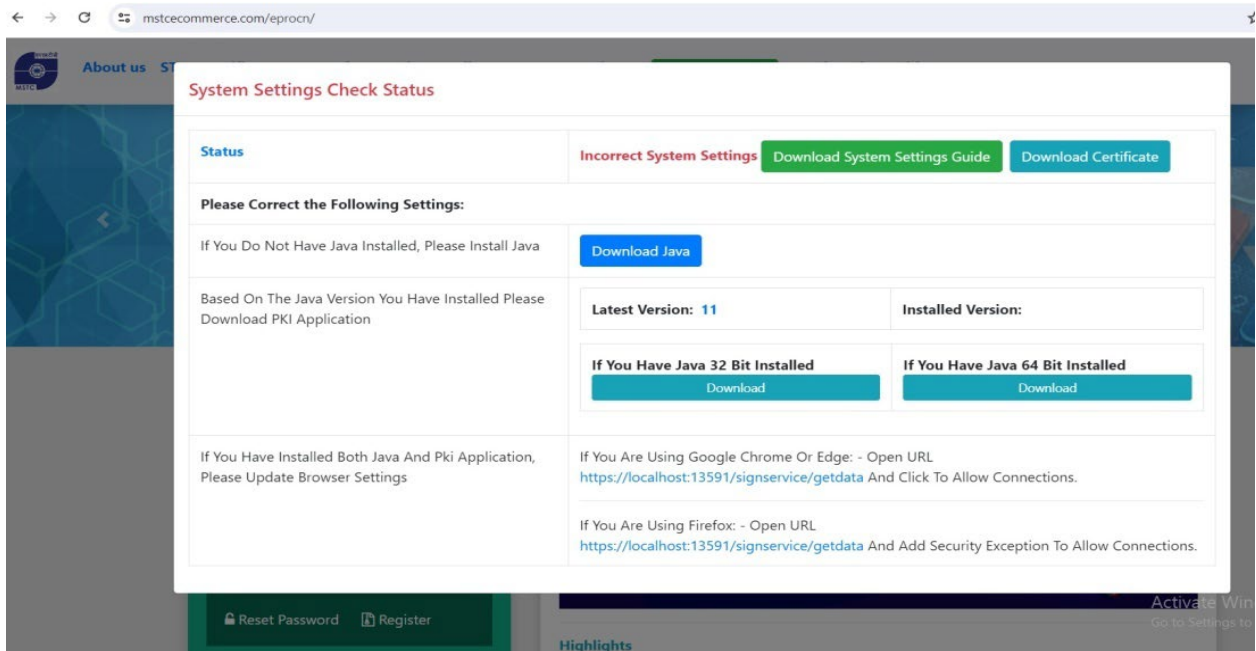
Contact Details
MSTC Limited
Details of MSTC officials in case of any technical clarifications in tenders for RBI officials
Mr. Tanmoy Sarkar, Deputy Manager
Mobile no.- 8349894664
Email id- tsarkar@mstcindia.co.in

Contact persons (RBI, Nagpur):

- i) Ms. Neelam Kadam, Assistant Manager, npkadam@rbi.org.in, 0712-2806323
- ii) Shri Piyush D. Telrandhe, AGM- pdtelrandhe@rbi.org.in Contact No. 0712-2806310
- iii) Shri G.B. Nandanwar, AGM – gbnandanwar@rbi.org.in Contact No. 0712-2806421

2) System Requirement:

For details, vendors may refer to the DOWNLOAD SYSTEM SETTING GUIDE available <https://www.mstcecommerce.com/eprocn/>



- (i) Windows XP-SP3 & above/Windows 7/8/10 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
- (v) 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”.

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

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

1. **Special Note towards Transaction fee:** The vendors shall pay the transaction fee

using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor”/through the “Pay Transaction fee” in “Event catalog” through their login. Service Provider / Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Contractor / Vendor shall generate a challan by filling up a form. Service Provider / Contractor / 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, Service Provider / Contractor / 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.

Transaction fee is non-refundable. A vendor will not have the access to online e-tender without payment of the 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.

- 2 Information about tenders / corrigenda shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with the MSTC Ltd. Vendors are also requested to ensure validity of their class III signing and encryption type of DSC (Digital Signature Certificate).
- 3 E-tender cannot be accessed after the due date and time mentioned in NIT (Notice inviting tender).

4 **Bidding in E-tender:**

Note: Vendors are instructed to use ***Upload Documents*** link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.

Once documents are uploaded in the library, vendors can attach documents through ***Attach Document*** link against the particular e-Tender. Please note that if the documents

are not attached to any e-Tender, the same cannot be downloaded by RBI and it will be deemed that the vendor has not submitted the documents. For further assistance please follow instructions of vendor guide.

- a) Bidder(s) need to submit necessary EMD, E-Tender fees (If ANY) and Transaction fee separately for the e-tender. Transaction fees if any are non-refundable. EMD of the unsuccessful bidder(s) will be refunded by RBI. No interest will be paid on EMD.
- b) The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.

The bidder(s) who have submitted the above fees can only submit their Techno Commercial Bids and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee → Common terms → Attach Documents → Price Bid.

Please Note: The vendor after successful remittance of the transaction fees and EMD details, will get the attach documents and common terms tab enabled in their login. Post successful completion of this step, the vendors will be allowed to save the lot specific terms and submit their price bid against the lot through the portal or download and upload the excel file for submitting price bids, as the case may be. In case the attach documents and/or saving common terms step is unsuccessful, the tabs for saving lot specific terms and submitting price bid would be disabled. The status of whether the same is successful/pending would be displayed in the bid status button.

- c) First the vendor needs to fill up the Commercial specification if any and save it. Then the vendor should fill up the Techno-commercial bid. After filling the Techno-Commercial Bid, bidder should click 'save' for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to be filled up and then bidder should click on "save" to record their price bid. Then

once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the “Final Submission” button to register their bid

NOTE: - After clicking the final submission “Delete bid” option would be shown. If the vendor wants to delete the bid after final submission and re submit the bid, then he/she should click delete bid and resubmit the same and again click final submission.

- d) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- e) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- f) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- g) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply/work. Such successful tenderer shall be called hereafter **SUPPLIER/CONTRACTOR**.
- h) It is mandatory that all the bids are submitted with class III signing and encryption type of digital signature certificate otherwise the same will not be accepted by the system.
- i) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- j) No deviation of the terms and conditions of the e-Tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the e-Tender.
- k) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.

Eligibility Criteria (Pre-Qualification Criteria)

1. The eligibility conditions that are to be satisfied by the tenderers for undertaking the work of installation and maintenance of **minimum five coffee/tea vending machines** and for supply of raw materials required for coffee/tea in the Bank's premises (Location: at Reserve Bank of India, Main Office Building and Additional Office Building, Civil Lines, Nagpur – 440 001) are furnished below:

- a. The intending applicant must be a company/ firm with minimum three years' experience in undertaking a work of similar nature and providing services to at least 2-3 Government Departments/Public/Private Sector institutions/Banks located at Nagpur. The tenderer must have its office/ franchisee office and set-up in Nagpur which must be adequate to discharge the work undertaken under this tender.
- b. Further, the intending tenderer must have successfully executed similar works, during last five years ending on March 31, 2025 as under:
- c. Three works each costing not less than the amount equal to 40% of the estimated cost of **₹26 Lakhs**
OR
Two works each costing not less than the amount equal to 50% of the estimated cost of **₹26 Lakhs**
OR
One work costing not less than the amount equal to 80% of the estimated cost of **₹26 Lakhs**

2. The tenderer shall submit/upload a declaration as per [Annex III](#) along with the technical bid on its letter head signed by the authorized signatory to the following effects:

- a. the track record of the tenderer is clean, and it is/ was not involved in any illegal activities or financial frauds;
- b. the tenderer's contract was not terminated in the past by any organization during the contract period due to unsatisfactory performance and
- c. the tenderer has not been put in negative list by any government organization/ bank/ any other entity for breach of applicable laws or violation of regulatory prescriptions or breach of agreement or for any reason whatsoever.

3. An Intending applicant will have to fulfill the Bank's requirement as assessed vide premises visit to be carried out by the committee comprising of AGM (HRMD), AGM(OLDR), and AGM (Estate). Committee will undertake site visits to the premises of Intending applicants, who will have to ensure adherence to the Bank's requirement (as adjudged by the Committee's observations) with documentary evidence in support of their possessing required eligibility as per the criteria mentioned in the Evaluation Criteria Matrix mentioned below and in the event of their failure to do so, the Bank reserves the right to reject their application. All the vendors will be evaluated as per marks scored as indicated for each of

the evaluation criteria and bids of only those vendors who score 60% (i.e. scoring at least 24 marks out of total 40 marks) or more marks shall be considered for further evaluation.

<u>Sr No</u>	<u>Criteria</u>	<u>Mark Analysis</u>
I	Turnover (Max Marks: 5) Annual Average Total turnover (for work of installation and maintenance of coffee/tea vending machine) for last three 3 financial years -	Annual Average Total turnover between 20 lakhs to 25 lakhs – 2 marks, 25 lakhs to 30 lakhs – 3.5 marks, Beyond 30 lakhs - 5 marks
II	Experience (Max Marks: 5) Number of years of experience in undertaking a work of installation and maintenance of coffee/tea vending machine and providing services to Government Departments / Public / reputed Private sector institutions	Relevant work experience between 5-7 years – 2 marks, 7-10 years – 3.5 marks, Beyond 10 years - 5 marks
III	Feedback from the existing clients. (Max Marks: 5)	No feedback/unsatisfactory – 0, Satisfactory – 3, Excellent – 5 marks
IV	Technical Evaluation – (Max Marks: 25)	
	Facilities provided in machine	Max Marks: 8
	Quality of consumables/ raw material used	Max Marks: 7
	Cleanliness of Installed Machines	Max Marks: 5
	Staff - Turnout, Appearance, Hygiene, Manners, Ease of doing tasks, etc.	Max Marks: 5

The decision of the Bank in awarding marks for site visit shall be final and binding on the tenderers.

4. The Bank shall notify those bidders whose proposals did not meet the minimum qualifying points or were considered non-responsive to the tender conditions. The Bank shall simultaneously notify the bidders who have secured the minimum qualifying marks, indicating the date and time set for opening of the Price Bids. The notification may be sent

by electronic mail. In order to verify the claim regarding work/similar contract in other locations, the Bank may call for information/report from the concerned bodies.

5. The members of the Evaluation Committee comprising of AGM(OLDR), AGM (HRMD), and AGM (Estate) so assigned may conduct site visits to assess the quality and other aspects of the existing contracts facilities and the office or any other establishment/s of bidders as per the above-mentioned criteria. A list of such places i.e. complete address details of clients and offices / establishments of the bidder in Nagpur and other places along with contact details of the contact person should be provided.

Instructions and other terms & conditions

- 1) 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.
- 2) The tender along with the prices shall remain valid initially for a period of 90 days from the date of opening of Part I of tender, which period may be further extended by mutual agreement in writing and the tenderer shall not cancel or withdraw the tender during this period.
- 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) Each tenderer (each member in the case of partnership firm / joint venture/ consortium) is required to confirm and declare with the bid (as per the enclosed [Annex-III](#)) that no agent, middleman 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 contract, if already awarded to the tenderer, to be null and void.

- 5) 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.
- 6) *The tenderer shall submit reports from bankers and clients (regarding past performance) as per [Annex IV](#) and [V](#). The Bank shall evaluate the said reports before opening of the Part-II of the tender.* If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or the performance reports submitted by the tenderer 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. Part-II of the tender of such tenderers shall not be opened as also EMD shall be returned as it is. The Bank is not bound to assign any reason for doing so.
- 7) Reserve Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender or to reject any or all of the tenders received without assigning any reason thereof.
- 8) In case the tenderer has any doubt about the meaning of anything contained in the tender document, he / she shall seek clarification from the Office of Deputy General Manager, Human Resource Management Department (HRMD) not later than ten days before last day for submission of bid. All communications between the tenderer and the HRMD shall be carried out in writing. 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 Deputy 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.
- 9) The intending tenderers shall have to submit all the above noted details with their tender by on or before the last date and time of submission of the tender.
- 10) Tenders not submitted as per the guidelines stated above are liable for rejection. Decision of the Bank in this regard shall be final.

Pre-Bid Meeting

A Pre-Bid meeting will be held at 11:30 AM of **August 01, 2025** at RBI, Nagpur to answer any queries / provide clarifications that the bidders may have in connection with the work / tender and to give them relevant information regarding the same. No separate communication will be sent for this meeting. The tenderers are expected to get all the issues/doubts clarified during this meeting.

Earnest Money Deposit (EMD)

The Bidders shall deposit EMD, of ₹32,000/- (Rupees Thirty-Two Thousand Only) by NEFT/ D.D.in favour of Reserve Bank of India, Nagpur on or before **August 18, 2025.**

Beneficiary Name	Reserve Bank of India, Nagpur
IFSC	RBIS0NGPA01 (5th and 10th digit is zero)
Account No	8714295

Performance Bank Guarantee

The successful vendor shall execute an agreement on a stamp paper of required value for due performance of the contract within two weeks of the date of award of work. If the selected vendor fails to sign the formal agreement as above on award of contract EMD made by him shall be forfeited. The successful tenderer will be required to provide Performance Bank Guarantee of ₹80,000/- (Rupees Eighty Thousand Only) for six months beyond the duration of the contract within 15 days of award of contract. The guarantee shall be invoked in case of failure on the part of vendor to perform duties.

Section II

Scope of work and Terms & Conditions governing Contract

Before submitting the tender, the tenderer may go through the 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 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, Nagpur 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.

- 1) The contract, if awarded, shall be initially valid for a period of seven months from September 01, 2025 to March 31, 2026. The Bank reserves the right to extend the period of contract for a further period of up to two years (one year at a time) on terms mutually agreed upon. The Bank may decide to expand the scope of this contract for installation and maintenance of coffee/ tea vending machines and for supply of beverages at additional points in Bank's premises located in Nagpur at mutually agreed terms and conditions within the broad framework of this contract.
- 2) The successful tenderer shall install machines on rent (minimum 5, the number may vary based on demand) inside the Bank Premises at places identified by the Bank (Current requirement of machines at MOB – 3 and at AOB - 2) and arrange for three staffs (1 person at MOB and 2 at AOB) for operating and maintaining the machines.
- 3) The persons/ contractor shall coordinate with AGM-Catering for all issues related to service, troubleshooting, etc.
- 4) The supplier shall provide staffs in order to provide continuous service and in the absence of any workforce, a suitable substitute shall be posted. The Bank shall be providing necessary infrastructure, and the payment of minimum wages (for 3 staffs) will be reimbursed by the Bank only on actual basis on production of proof of payment as per the statutory rates. In case any statutory payment is not applicable for any vendor or labour category, the same would not be reimbursed even if the same is quoted in the price bid. The Contractor shall pay the wages to the staff deployed, and then raise a bill (inclusive of GST) for 3 staffs to RBI Nagpur and submit the duly certified bills through AGM (OLDR) to Welfare Desk by the second week of the subsequent month for payment. The Bank will release

the payment to the contractor through NEFT/RTGS channel only, within two weeks from the date of submission of bill. The bill should be complete in all respects and submitted along with documents as detailed below:

- a. Copy of invoice for the month
 - b. Acquaintance (Wage) Register for the month, duly signed by the contractual workers
 - c. Attendance Register of the month
 - d. ESI and EPF remittance challan (if applicable)
- 5) Any objection regarding the payment received by the successful tenderer 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.
- 6) A local representative of supplying agency 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 AGM-Catering.
- 7) Beverages shall be served to employees at the point of vending machine.
- 8) Bills for supplies made shall have to be submitted on a monthly basis along with supporting documents, latest by 10th of the succeeding month and subject to the correctness of the bill, payment shall be generally made within seven (07) working days' time, considering time taken for obtaining clarifications, if any, from the vendor in the bill. The decision of the Bank in the payment of bill shall be final.
- 9) It may be noted that Bank shall pay the bills to the extent of actual consumption of items mentioned in Financial Bid and shall pay for the rental charges of the machines installed along with minimum wages to the three staffs, as applicable.

10) Timings:

Location	Number of Machines	Operator Timings
MOB	3	10:00 AM to 5:45 PM
AOB	2	7:00 AM to 2:00 PM 2:00 PM to 9:00 PM

- i. The above facility should be made available on all working days and any other day as specified by the Bank.

- ii. As functions at Additional Office Building (AOB) of the Bank are carried out in shifts, it may be noted that the machine operator at AOB is required to work in two shifts as per timings mentioned above.

- 11) The quantity of coffee/tea to be served shall be **100 ml per cup**.
- 12) Sufficient stocks of all the varieties of tea bags, Roasted Coffee Beans (Arabica), etc.), cups, stirrers, etc. offered in the quotation shall be maintained and supplied by the vendor.
- 13) Beverages shall be served in **150ml paper cup**. These cups and wooden stirrers shall be provided by the vendor and be of good branded quality.
- 14) Posted staff shall clean the installed machines daily. Preventive maintenance of machines shall be taken up on weekly basis by the vendor at his/ her own cost. The vendor shall ensure that the machines are regularly cleaned, and hygiene standards are maintained. The vendor shall ensure uninterrupted functioning of machines.
- 15) The vendor's staff shall maintain personal hygiene.
- 16) The vendor shall get the medical examination done for its workforce (to be deployed for the purpose). It shall ensure that personnel deployed in operating vending machine are free from any contagious or communicable diseases and shall arrange for their regular Health check-ups (twice a year). The cost of the health check-up shall be borne by the Agency. The documentary evidence in this regard shall be furnished to the Bank-
- (a) Within a fortnight of new employee commencing work.
- (b) Within a fortnight of the half yearly check-up.
- 17) Bank shall provide water, space, electrical points for installation and operation of vending machines and for storage of crockery and cleaning material.
- 18) The Bank shall deduct tax at source and all other taxes, duties as applicable from time to time from the amount payable to the vendor.
- 19) The arrangements with the vendor shall stand terminated in the case of its insolvency.
- 20) The vendor shall ensure uninterrupted supplies on all working days of the Bank. In the event of poor/ deficient service, the Bank reserves the right to terminate the arrangement with the vendor at a notice of 30 days.

- 21)** The Bank also reserves the right to terminate the contract by giving a notice of 30 days without assigning any reason/s.
- 22)** The vendor shall submit 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 RBI, Nagpur. For the purpose of proper identification of the employees of the vendor deployed for the work, it shall issue identity cards bearing their photographs/ identification, etc. and such employees shall display their identity cards at all times during their presence in the Bank's premises.
- 23)** The vendor shall have a procedure to conduct police verification of its workforce (to be deployed for the purpose) and shall be responsible for their conduct/ irregular behavior. A copy of the Police Verification report shall be submitted to HRMD, Nagpur within a month of commencement of work or engagement of new manpower in RBI Premises.
- 24)** The persons deployed by the vendor for the services mentioned above shall be the employees of the vendor for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the vendor and in no case, shall a relationship of employer and employee between the said persons and the RBI, Nagpur shall accrue/arise implicitly or explicitly. It shall be the responsibility of the Vendor to ensure that no liability on this count should devolve on RBI, Nagpur in any manner whatsoever. The vendor shall obtain a declaration from the persons deployed of having understood the same and also undertaking that they shall not raise or make any such claims against RBI, Nagpur, and submit the declaration and undertaking to the bank.
- 25)** In case, any of the persons so deployed by the vendor does not perform his/her duties properly or commits misconduct or indulges in any unlawful acts or disorderly conduct, the vendor shall immediately withdraw such person(s) and take suitable action against such person(s) on the report from the RBI, Nagpur in this respect. Further, the vendor shall immediately replace such persons even without any demand from the RBI, Nagpur.
- 26)** The vendor 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.
- 27)** The Performance Bank Guarantee furnished by the vendor shall be invoked in the event of unsatisfactory performance of the vendor and / or loss/ damage, if any, sustained by the RBI, Nagpur on account of failure or negligence of the workers deployed or in the event of breach of the agreement by the vendor.

- 28) Penalty:** If any deficiency in service/ performance is found or in case of a complaint regarding quality of consumables used, poor or non-maintenance of machine, unavailability of deployed operator or any similar issues, then the Bank may impose a penalty as per the [Annexure VIII](#). The amount of penalty may be recovered either from the monthly bill payment or from the Performance Bank Guarantee. If repeated complaints/ lapses in performance are found then the Bank reserves the right to terminate the agreement by giving 30 days notice in writing, however, the Contractor shall continue to discharge its/his obligations during the notice period unless dispensed by the Bank.
- 29)** The contractor shall not sublet the contract. In case of any violation in this regard, the Bank reserves the right to terminate the contract.
- 30) Statutory obligations:** The vendor shall comply with or cause to be complied with the Notifications issued by the Government from time to time in regard to payment of wages and the requirements of the laws relevant to payment of wages and submission of periodical returns to the authorities concerned. The vendor shall pay the minimum wages and all other dues which the persons deployed are entitled to receive under the provisions of Minimum Wages Act, 1948 and other relevant statutory enactments stipulated by the Government of India, Ministry of Labour from time to time and submit monthly compliance certificate (with details of wages paid) on payment of minimum wages for the persons deployed in the Bank's premises. The vendor shall pay the wages to the manpower under this contract based on the rates notified by Government of India, Ministry of Labour & Employment as per the actual number of working days during the month.
- 31)** The vendor shall make the payment of wages, etc., to the persons so deployed electronically and shall furnish copies of wage register/ muster roll, etc., to the RBI, Nagpur for having paid all the dues to the persons deployed for the work under the agreement. This obligation is imposed on the vendor to ensure that it is fulfilling commitments towards his employees so deployed as per the provisions of Contract Labour (Regulation & Abolition) Act, 1970. The vendor shall comply with the provisions of Contract Labour (Regulation & Abolition) Act 1970 and the rules made thereunder by the Govt. from time to time at its own cost.
- 32)** In the event of the vendor committing a default or breach of any of the provisions of the Labour Laws including the provisions of Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time or in furnishing any information, or submitting or filing any statement under the provisions of the said regulations and rules, which is materially incorrect, it shall without prejudice to any other liability, pay to the RBI, a sum as may be claimed.

33) The vendor shall comply with the statutory provisions of Employees State Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employees Liability Act, 1938; Employment of Children Act 1938; Maternity Benefit Act 1961 and/ or any other rules/ regulations and/ or statutes that may be applicable at its own cost. The vendor shall be solely responsible for any violation of provision of the above-mentioned legislative enactments or any other statutory provisions and shall further keep the RBI, Nagpur indemnified from all acts of omission, fault, breaches and/ or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. In case of vendor's failure to fulfil any of the obligations hereunder and / or under the said Acts, rules/ regulations/ or any bye-laws or rules framed under any of these, the RBI, Nagpur shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the vendors monthly payment and invocation of Performance Bank Guarantee.

34) The vendor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.

35) Prevention of Sexual Harassment of women at work place: (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)". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the vendor 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.

(e) The vendor shall provide a complete and updated list of its employees who are deployed within the Bank's premises within 7 days of commencement of work or change in manpower.

- 36) 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, Nagpur.
- 37) The vendor shall remove all workers deployed by it on termination of the contract or on expiry of the contract from the premises of the RBI, Nagpur and ensure that no such persons shall create any disruption / hindrance / problem of any nature in the RBI, Nagpur either explicitly or implicitly.
- 38) The vendor shall keep the RBI, Nagpur 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, Nagpur is made party and is supposed to contest the case, the RBI, Nagpur 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, Nagpur on demand. Further, the vendor shall ensure that no financial or any other liability comes on RBI, Nagpur in any respect and shall keep RBI, Nagpur indemnified in this respect.
- 39) The vendor shall ensure that the persons deployed by it do not take any article/ material out of the RBI premises without a gate pass signed by the designated officials of the RBI, Nagpur.
- 40) **Non-Disclosure:** 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.
- 41) **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.

42) IS Policy: The contractor has read and hereby agrees to abide by the Information Security Policy guidelines of the Bank. In case of any act of non-compliance with the IS Policy guidelines of the Bank, by the company, the Bank shall have absolute right to terminate the Contract forthwith, besides any other remedy / action that the Bank may decide to pursue, including legal recourse.

43) Indemnity Clause: The bidder agrees to indemnify and to keep RBI and its officers, employees, directors and representatives indemnified against all claims (including third party claims), actions, losses, damages, costs, expenses, charges, including legal expenses which the RBI may suffer or incur on account of the default on the part of bidder due to:

- a. Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period; or
- b. Breach or non-performance of the terms and conditions of the contract; or
- c. Breach of the representations and warranties made by the bidder; or
- d. Negligent or fraudulent act or omission by the bidder; or any third party for reasons attributable to the bidder.

44) Integrity Clause: A bidder is liable for debarment/disqualification from bidding on the following grounds:

- i. If it is determined that the bidder has committed the following acts or omissions in contravention of the code of integrity.
 - a. making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - b. any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
 - c. any collusion bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.
 - d. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.

- e. any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly.
 - f. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - g. obstruction of any investigation or auditing of a procurement process.
 - h. making false declaration or providing false information for participation in a tender process or to secure a contract;
 - (i) failed to disclose conflict of interest.
 - (ii) failed to disclose any previous transgressions made in respect of the provisions of subclause (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity.
- ii. For any actions or omissions by the bidder other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc.
- iii. If the bidder has been convicted of an offence— (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- 45)** The bidder shall also keep the Bank indemnified against any claim from the staff of the bidder and it shall be the duty of the bidder to clearly inform his own personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank, in respect of any of their service conditions or otherwise.
- 46)** Further the bidder shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them.

47) Arbitration: 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, Nagpur or his/ her nominee.

48) 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 neglecting his work or being unable to act for any reason whatsoever, the Regional Director, RBI, Nagpur 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.

49) The arbitrator shall give interim awards and / or directions, as may be required.

50) 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.

51) Jurisdiction: This agreement shall be subject to the jurisdiction of the courts at Nagpur.

Note: All the tenderers may please note that any amendments / corrigendum to the tender, if issued in future, will be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.

Section III

Annex I

A. Format of Technical Bid

(To be given on tenderer's letter head)

Tender for installation and maintenance of Coffee/ Tea Vending Machines for supply of Coffee/Tea in the Bank's Premises at MOB and AOB, RBI, Nagpur

In response to the above and in full agreement with the terms and conditions as stipulated by Reserve Bank of India, Nagpur:

- a. I/ We understand the minimum wages will be required to be paid as per the terms and conditions stipulated by the Central Government from time to time. In addition, I/We also understand that all statutory payments like EPF /ESI /Bonus /Gratuity, etc., also need to be paid as prescribed under various statutes, by me / us.
- b. The Earnest Money Deposit of ₹32,000/- is given vide NEFT dated ____, UTR No. _____ or D.D. vide number ____ in favour of Reserve Bank of India, Nagpur.
- c. On receiving the award of contract, I/We will furnish a Performance Bank Guarantee of ₹80,000/- which shall be valid for six months beyond the period of contract.
- d. I / We also understand that the Regional Director, Reserve Bank of India, Nagpur has the right to accept or reject my/ our tender bid without assigning any reasons whatsoever and his decision will be binding on me/us.
- e. I/ We have valid registration in respect of Employees Provident fund, Employees State Insurance, GST etc., copies of which are enclosed.
- f. I/ We agree and undertake, if our bid is successful and accepted, to deliver and commission the services in accordance with the requirement of the Bank.
- g. I/ We also understand that the Security deposit/ Bank Guarantee will be invoked in the event of failure on my/ our part to execute the agreement within the specified time or in case of breach attributable to me/ us of the terms and conditions, or failure on my/ our part to duly execute the work.
- h. I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Authorized Signatory
(Name & Seal)

Documents to be submitted along with the application:

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 Tax Returns filed for last 3 years.
4. Minimum two references from organizations with whom the tenderer is currently executing a similar work as per the enclosed format.
5. Copy of audited Balance Sheet for year 2021-22, 2022-23, 2023-24.
6. Banker's Certificate ([Annex VII](#))
7. Client Certificate ([Annex V](#))
8. EMD for ₹32,000/- by NEFT/ D.D.in favour of Reserve Bank of India, Nagpur.

Details for NEFT are as follows:

A/c Name: NEFT – NEFT INWARD

A/c Number: 8714295

IFS Code: RBIS0NGPA01

(please read 5th and 10th letter of IFSC Code as “Zero”)

9. The tenderer must enclose the scan copy of terms and conditions duly signed by the authorized person(s).
10. **Experience Details:** List of similar contracts entered into by the tenderer during the last 3 years (including orders on hand at present). Similar contract for this purpose means a comprehensive contract for installation of vending machines as well as supply of coffee/ tea.

Further, the intending tenderer must have successfully executed similar works, during last five years ending on March 31, 2025 as under:

- (a) Three works each costing not less than the amount equal to 40% of the estimated cost of **₹26 Lakhs**

OR

(b) Two works each costing not less than the amount equal to 50% of the estimated cost of **₹26 Lakhs**

OR

(c) One work costing not less than the amount equal to 80% of the estimated cost of **₹26 Lakhs**

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 prescribed documents or satisfactory explanation thereof will be liable for rejection forthwith.
3. After examination of the Part I and related documents, if any of the tenderer is not found to possess the required eligibility, their tenders will not be accepted by the Bank for further processing and their financial bid will not be opened.
4. Also, if any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his bankers are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-II of the tender. The Bank is not bound to assign any reason for doing so.
5. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any areas.
6. The Bank has full right to instruct any additional work on agreed payment basis whenever required which may deem fit.

B. Particulars of the tendering Company/Firm

(To be given on tenderer's letter head)

1	Name of the Company/Firm	
2	Type of Company/ Proprietorship, Partnership, etc.	
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 and telephone number & email address	
6	Office address through which the work will be handled (together with vendor's email address)	
7	Experience in undertaking similar supplies to other organizations	____ Years
8	Total value of the supplies made to the other organizations for the last 3 years (value of the service not the cost of machines)	₹ ₹ ₹
9	Furnish Audited Financial Statements for last 3 years	
10	Whether Supplying to any of The Government/Semi-Government Undertaking/s as approved suppliers and if so, furnish details	
11	Indicate if involved in any litigation	
12	Any disputes (including with statutory authorities) which are pending and details of the stage of proceedings. Please also see Sr no. b of eligibility criteria and submit prescribed declaration to the extent applicable	

Signature of the tenderer with Seal

C. Details of Banker/s

(To be given on tenderer's letter head)

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 and Account No.		
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		

Authorized Signatory
(With name & Seal)

Annex II

Format II (Financial bid)

Tender for Installation and maintenance of Minimum Five Coffee/ Tea Vending Machines on Rental Basis and for supply of Coffee/Tea/Sugar/Jaggery Sachets in the Bank's premises using fresh milk and coffee beans.

Row I:

Items	Quantity (A)	Wages Per Month(B) (Inclusive of GST)	Total (In rupees)
Semi-Skilled Worker	3		

Note:

1. The bidder should ensure that the Basic Wages plus VDA quoted in financial bid (row I above) are not less than the current minimum wages stipulated by the Ministry of Labour and Employment, Government of India and that other mandatory charges i.e., EPF, ESI etc are in conformity with the corresponding statutory provisions.
2. It may be noted, the lowest tender shall be decided only on the basis of total Annual Quoted price of Rental Charge and cost of raw materials (Row II and Row III) and shall be identified as L1.
3. Even though the fixed cost as sought at Row I are not considered for arriving at L1, the Financial Bid is liable to be rejected if any of the above rates and percentage are found not to be in compliance with the respective statutory laws.
4. In the case of any tender, where the quoted cost of food items is found abnormally high or abysmally low, such tender will be considered as unbalanced and the Bank shall have the sole right to summarily reject such tenders without any further intimation to the bidder.

Row II:

Items	Quantity (A)	Rent Per Month(B) (Inclusive of GST)	Total (C) (C1: A*B) (In rupees)
Coffee Vending Machines on Rental basis	5		

Row III:

Sr No	Raw Material for 5 Machines	Average Monthly consumption	Measuring Units	Quantity in units (A)	Rate Rs. (B)	Amount Inclusive of GST (C2: A*B) (In rupees)
1	Beans	35	Kg	35		
2	Masala Tea	6	100 pcs/ Box	600		
3	Ginger Tea	8	100 pcs/ Box	800		

4	Cardamom Tea	8	100 pcs/ Box	800		
5	Assam Tea	6	100 pcs/ Box	600		
6	Kashmiri Kawa	3	100 pcs/ Box	300		
7	Honey Lemon Tea	4	100 pcs/ Box	400		
8	Green Tea	41	25 pcs/ Box	1025		
9	Lemon Tea	24	25 pcs/ Box	600		
10	Paper Cups (150 ml)	16000	Pcs	16000		
11	Stirrer	8	500Pcs/Box	4000		
12	Pop Up Tissues	10	100 Pcs/Box	1000		
13	Sugar Sachet	100	100 Pcs/Box	10000		
14	Jaggery Sachet	50	100 Pcs/Box	5000		
15	Badam Pista Mix	05	20 Pcs/Box	100		
16	Milk	475	Litre	475		
17	Hot Chocolate	05	20 Pcs/Box	100		
18	Plain Tomato Soup	05	25 Pcs/Box	125		
19	Veg Hot & Sour Soup	05	25 Pcs/Box	125		
20	Corn Soup	05	25 Pcs/Box	125		

Grand Total = C1+C2

Grand total of Average Monthly amount (in words)

.....
Certified that: - The above rates are inclusive of all applicable charges and taxes.

Note

1. Overall Cost Breakdown will include Machine Rental Cost + Materials consumed + Manpower Wages.
2. The raw materials procured should be of reputed brands such as Cafe Coffee Day, Nestle, Tata Tea, Lipton etc.
3. Machine should dispense Coffee with/ without milk (Latte, Cappuccino, Espresso) of Nescafe, Bru, Café Coffee Day.
4. Rates quoted are valid from September 01, 2025 till March 31, 2026 from the date of commencement of the contract.
5. Increase in rates i.e. price escalation would be considered as per inflation rates. The rates for items for subsequent years shall be calculated on the basis of indexation. The formula to be used for such indexation will be as follows:

$$AC = AP (15 + 85 \times (CPI_c / CPI_p)) \times 1/100$$
, where
 Ac = Rate of item for current year
 Ap= Rate of item for previous year

CPIc= Consumer Price Index for urban non-manual employees for all India for 6 months prior to the commencement date of contract for the current year

CPIp= Consumer Price Index for urban non-manual employees for all India for 6 months prior to the commencement date of contract for the previous year

I/ We will provide the catering services as per the requirement to be prescribed by the Reserve Bank of India, Nagpur from time to time.

Note

*Quantities mentioned are based on indicative monthly consumption as above. The above number is based on current consumption and may change based on taste and demand.

Grand Total = C1+C2

shall be used for evaluating the price bid. The lowest tender shall be decided only on the basis of total amount quoted in Grand Total and shall be identified as L1.

Annex III

Declaration

(To be given on client's letter head)

This is to certify that:

- a) The track record of the tenderer is clean and it is/ was not involved in any illegal activities or financial frauds;
- b) The tenderer's contract was not terminated in the past by any organization during the contract period due to unsatisfactory performance and
- c) The tenderer has not been put in negative list by any government organization/ bank/ any other entity for breach of applicable laws or violation of regulatory prescriptions or breach of agreement or for any reason whatsoever.
- d) No agent, middleman 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.
- e) 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.

Authorized Signatory

(With name & Seal)

**DRAFT FORM OF BANKERS' SOLVENCY CERTIFICATE FROM A SCHEDULED
BANK**

(This should be enclosed with tender in an envelope sealed by the Banker)

This is to certify that to the best of our knowledge and information M/s..... having address as reproduced below, a customer of our Bank are/is respectable and can be treated as good for any engagement up to a limit of ₹..... (Rupees). This certificate is issued without any guarantee or responsibility on the Bank or any of the officers.

(Signature)

For the Bank

Note:

Bankers' certificates should be on letter head of the Bank, sealed in cover addressed to Regional Director, HRMD, Reserve Bank of India, Nagpur.

In case of partnership Successful Bidder, certificate to include names of all partners as recorded with the Bank.

Composition of the firm (whether Partnership/ LLP/ Private Limited/ Proprietorship/ Public Limited.) may be indicated

CLIENT's CERTIFICATE REGARDING PERFORMANCE OF VENDOR

(To be given on client's letter head)

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

(Authorised signatory of the Client)

Proforma of Bank Guarantee for 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
Reserve Bank of India
Main Office Building,
Dr Raghavendra Rao Road, Civil Lines
Nagpur- 440001

Dear Sir,

In consideration of your agreeing to engage M/s _____ (hereinafter referred to as "the Contractor") in terms of their contract with you for INSTALLATION AND MAINTENANCE OF COFFEE/TEA VENDING MACHINES FOR SUPPLY OF COFFEE/TEA IN THE BANK'S PREMISES at MOB and AOB as per their Tender dated _____ and your Special Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon /set forth or referred to in your Contract dated _____ in the form of guarantee from us in the manner hereinafter contained, we (Name of the Bank) do hereby covenant and agree with you as follows:

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of ₹ _____/- (Rupees _____ 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 ₹ _____/- (Rupees _____ 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 six (06) months after the day of expiry of the contract without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing.

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

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

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

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

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

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

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

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

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

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

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

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

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

SIGNED AND DELIVERED

(For & on behalf of the above-named Bank)
For & on behalf of (Banker's Name & Seal)

BRANCH MANAGER
(Banker's Seal)
Address _____

Annex VII (Banker's Certificate)

On the Letter Head of Bank

Ref. No.

Date:

Regional Director
Reserve Bank of India
Human Resource Management Department
Nagpur-440001

Dear Sir,

Name of Work:

Banker's Certificate

We confirm that M/s. _____ are banking with us. They may be considered financially sound for entrusting with any contract to ₹24 Lakhs.

2. Other particulars are given below for your perusal and record:

Sr. No.	Particulars	Comments of the Bank
1	Composition of the firm (Whether partnership / proprietorship /Public Ltd.)	
2	Names of the proprietor/ partners / Directors of the firm	
3	Credit facility / overdraft facility enjoyed by them	
4	Dealings	
5	The period from which the firm has been banking with your Bank	
6	Any other remarks	

This certificate is issued without any Guarantee or responsibility on the bank or any of its officers.

Seal of the Bank

Yours faithfully,
(Signature)
Authorized Signatory for the Bank

Annex VIII**Penalties**

Sl No.	Type of deficiency/irregularity	1-4 instance/s in a financial year	More than 4 instances in a financial year
1.	Poor quality of consumables supplied	₹1000/- per instance and other action as the Bank may deem fit	₹10000/- per instance and other action as the Bank may deem fit
2.	Non-compliance to payment of statutory minimum wages and failure for submission of supporting documents within stipulated timeline	₹5000/- per instance and other action as the Bank may deem fit	₹10000/- per instance and other action as the Bank may deem fit
3.	Improper upkeep and cleaning / Non-maintenance of vending machine	₹1000/- per instance and other action as the Bank may deem fit	₹10000/- per instance and other action as the Bank may deem fit
4.	Non deployment of machine operator as per the agreement or nonavailability of such staff on any working day	₹1000/- per instance and other action as the Bank may deem fit	₹10000/- per instance and other action as the Bank may deem fit
5.	Down-time of any vending machine beyond T+1 day, T being the day of reporting by the Bank	₹1000/- per machine per day beyond T+1 and any other action as the Bank may deem fit	₹10000/- per instance and other action as the Bank may deem fit