



भारतीय रिज़र्व बैंक, सांख्यिकी और सूचना प्रबंध विभाग, केंद्रीय कार्यालय  
सी – 7, 8, 9 बांद्रा कुर्ला संकुल, मुंबई

**Reserve Bank of India, Department of Statistics and Information Management  
Central Office, C-7, C-8 and C-9, Bandra Kurla Complex, Mumbai**

**Extension of the Tea, Coffee etc. vending facility through  
Vending Machines in Bank's premises**

Officer In-charge, Reserve Bank of India, Department of Statistics and Information Management (DSIM), Central Office, C-7, C-8 & C-9, Bandra Kurla Complex, Mumbai invites E-tenders under Two – Bid system (Technical & Financial Bid) for extending Fresh Milk/Tea/Coffee/Filter Coffee vending facility for the staff through vending machines at the above mentioned office premises of the Bank.

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 (<https://www.mstcecommerce.com>) is February 01, **2021 before 1700 hours**. The Bank reserves the right to reject any or all the tenders without assigning any reason thereof.

Officer In-charge  
Reserve Bank of India,  
DSIM, Central Office  
C-7, C-8 and C-9  
Bandra Kurla Complex  
Mumbai

## **भाग / PART- I**

**भारतीय रिज़र्व बैंक  
सांख्यिकी और सूचना प्रबंध विभाग, केंद्रीय कार्यालय  
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**Reserve Bank of India  
Department of Statistics & Information Management, Central Office,  
C-7, C-8 and C-9, Bandra Kurla Complex, Mumbai**

**बैंक के कार्यालय परिसर में वेंडिंग मशीन के माध्यम से चाय /  
मसाला चाय / कॉफी / फिल्टर कॉफी आदि की आपूर्ति की  
सुविधा के लिए ई-निविदा**

**E-TENDER FOR extending Fresh Milk/Tea/Coffee/Filter  
Coffee facility for the staff through vending machines at  
the above-mentioned office premises of the Bank**

**आरबीआई/केन्द्रीय कार्यालय/सांसूप्रवि/3/20-21/ईटी/387**

**RBI/Central Office/DSIM/3/20-21/ET/387**

**भारतीय रिज़र्व बैंक, सांख्यिकी और सूचना प्रबंध विभाग, केंद्रीय कार्यालय  
सी – 7, 8, 9 बांद्रा कुर्ला संकुल, मुंबई**

**Reserve Bank of India, Department of Statistics and Information Management  
Central Office, C-7, C-8 and C-9, Bandra Kurla Complex, Mumbai**

## **DISCLAIMER**

Reserve Bank of India, Department of Statistics and Information Management, Central Office, Mumbai, 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 RBI in submitting the Tender. The information is provided on the basis that it is non-binding on Reserve Bank of India or any of its authorities or 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 person or entities expressing interest.

## **Important Instructions Regarding E-tender**

This is an e-procurement event of Reserve Bank of India, DSIM, Central Office Mumbai. The e- procurement Service Provider/Contractor is the MSTC Limited.

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

### **Process of E-tender:**

1. **Registration:** The process involves Vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the Vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Financial Bid will be done through the internet only. Service Provider / Contractor / Vendor intending to submit bids for this contract should possess Class-III signing type digital certificate. Vendors need to make their own arrangement for bidding from a Personal Computer connected with Internet. MSTC Ltd / RBI, Mumbai is not responsible for making such arrangement. Bids will not be recorded without Digital Signature.

**SPECIAL NOTE: THE TECHNICAL BID AND THE FINANCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT [https://www.mstcecommerce.com/eprochome/rbi/buyer\\_login.jsp](https://www.mstcecommerce.com/eprochome/rbi/buyer_login.jsp)**

(a) 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.

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

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

### **MSTC Ltd Contact Person**

- (i) Ms Archana Juneja, Assistant Manager; Email id [archana@mstcindia.co.in](mailto:archana@mstcindia.co.in)  
Phone No: 9990673698
- (ii) Ms Rupali Pandey, Assistant Manager; Email id: [rpandey@mstcindia.co.in](mailto:rpandey@mstcindia.co.in),  
Phone No: 9458704037
- (iii) Mr Abhishek Kr. Kanaujia, Executive Phone No: 9930119718
- (iv) Centralised MSTC Helpdesk for Vendors Phone No 033-22901004
- (v) Helpdesk at MSTC Mumbai for Vendors Phone No 022-22870471/22886266

### **Contact person at RBI, Mumbai**

- (i) Ms. Jaya Prakash Gvalani, Manager, DSIM, APMD Reserve Bank of India,  
Email: [jgvalani@rbi.org.in](mailto:jgvalani@rbi.org.in), Mobile No.: 9619713261.
- (ii) Mr. Rajat Mukherji, Assistant General Manager, OLDR, Reserve Bank of India,  
Email : [rajatmukherji@rbi.org.in](mailto:rajatmukherji@rbi.org.in), Mobile No.: 7506052963
- (iii) Shri Satish Chander, General Manager (Personnel), Reserve Bank of India,  
Email: [satishchander@rbi.org.in](mailto:satishchander@rbi.org.in), Phone No.: 022-2657108

## 2 **System Requirement:**

(a) Windows XP-SP3 & above / Windows 7 Operating System

(b) IE-7 and above Internet browser

(c) Signing type digital signature

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

(e) 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”.

(f) 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**)

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

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

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

5. **Special Note towards Transaction fee:** The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in Service Provider / Contractor / Vendor login. The vendors have to select the particular tender from the event dropdown box. 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 and Service Provider / Contractor / 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 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.

6. 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 DSC (Digital Signature Certificate).

7. E-tender cannot be accessed after the due date and time mentioned in NIT (Notice inviting tender).

8. **Bidding in E-tender:**

(a) Vendor(s) need to submit necessary Transaction fees to be eligible to bid online in the e-tender. Transaction fees is non-refundable.

(b) Vendor(s) need to submit necessary Earnest Money Deposit (EMD). No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.

(c) Eligible registered MSEs (as per Public Procurement Policy Order 2012 issued by MSME) participating in the tender process are exempted from payment of Earnest Money Deposit, on submission of valid documents/certificates.

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

(e) The vendor(s) who have paid the 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. Dept → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.

(f) Service Provider / Contractor / 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 Service Provider / Contractor / Vendor will not be able to save / submit his Technical bid.

(g) 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 has been saved, Service Provider / Contractor / Vendor can click on the "**Final submission**" button to register their bid.

(h) Vendors are instructed to use '**Attach Doc**' button to upload documents. Multiple documents can be uploaded.

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

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

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

(l) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the bidder for execution of

(m) It is mandatory that the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.

(n) 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.

(o) No deviation / modification of the terms and conditions of the tender document by a bidder is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.

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

9. No deviation to the Technical and Financial Terms & Conditions are allowed.

10. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

11. Vendors are advised to read and understand Service Provider/Contractor/Vendor guide and see the video in the page [www.mstcecommerce.com/eprhome](http://www.mstcecommerce.com/eprhome) to familiarize them with the system before bidding.

## SCHEDULE OF TENDER (SOT)

<b>A</b>	E-Tender Number	RBI/Central Office/DSIM/3/20-21/ET/387
<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 NIT available to parties to download	<b>December 30, 2020</b>
<b>D</b>	Estimated value of contract	<b>₹ 24 Lakh per annum (Approx)</b>
<b>E</b>	Transaction fees	0.05% of contract value+18% GST = (₹ 1200 + ₹ 216) = ₹ 1416/-
<b>F</b>	Date of Starting of e-Tender for submission of online Technical Bid and Financial Bid at <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>	<b>1700 hrs of December 30 , 2020.</b>
<b>G</b>	Date of closing of online e-tender for submission of Technical Bid and Financial Bid.	<b>1700 hrs of February 01, 2021</b>
<b>H</b>	Date & time of opening of Part-I (i.e. Technical Bid)	<b>1100 hrs of February 02 , 2021</b>
<b>I</b>	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 RBI, Mumbai. Such bidder(s) will be intimated date of opening of Part-II: Financial bid, through valid email confirmed by them.



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**PART – I**

**TENDERING PROCEDURE**

## **Section I - Notice Inviting Tender (NIT)**

भारतीय रिज़र्व बैंक, सांख्यिकी और सूचना प्रबंध विभाग, केंद्रीय कार्यालय  
सी - 7, 8, 9 बांद्रा कुर्ला संकुल, मुंबई

**Reserve Bank of India, Department of Statistics and Information Management  
Central Office, C-7, C-8 and C-9, Bandra Kurla Complex, Mumbai**

Reserve Bank of India, DSIM, Mumbai, Central Office (hereinafter called "the Bank"), invites E-tenders under Two-Bid system (Technical & Financial Bid) for extending Fresh Milk/Tea/Coffee/Filter Coffee facility through Vending Machines at the above mentioned office premises of the Bank. The agreement shall be for a period of thirteen months i.e. from March 01, 2021 to March 31 2022 and extendable up to two more years subject to satisfactory performance as assessed by the RBI.

2. The tenderers should electronically submit their bids, as per the instructions regarding E-Tender, along with all supporting documents complete in all respects **on or before February 01, 2021** up to 1700 hrs. Tenderers shall submit tender proposal along with refundable Earnest Money Deposit (EMD) of **₹ 48,000/- (Rupees Forty Eight Thousand only)**, complete in all respect as per the prescribed format and instructions. The technical bids will be **opened on February 02 ,2021** at 11.00 am. 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.

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

4. Any amendment(s) / corrigenda / 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 on the above website.

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

**Officer -in-Charge  
Reserve Bank of India,  
DSIM, CO.  
Bandra Kurla Complex  
Bandra East,  
Mumbai 400-051**

## **Section II - Instructions to Bidders (ITB)**

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## Section II: Instruction to Bidders

<b>A. General</b>	
<b>1. Scope of Tender</b>	<p>The Bank Invites E-tenders from the eligible reputed tenderers to participate in the process of bidding for for extending Fresh Milk/Tea/Coffee/Filter Coffee facility for the staff through vending machines at Reserve Bank of India, BKC Mumbai. The Estimated value of contract per annum is Rs 24 lakhs. Please refer to Section-V of this tender document for detailed terms and conditions of the work.</p>
<b>2. Prohibited Practices</b>	<p>2.1 The Bank requires that the bidders, interested in having business relationship with the Bank observe the highest standard of ethics during the period of contract / engagement. In pursuance of this policy, the Bank:</p> <p>(a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:</p> <ul style="list-style-type: none"><li>(i) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;</li><li>(ii) “fraudulent practice” means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;</li><li>(iii) “coercive practice” means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and</li><li>(iv) “collusive practice” means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;</li></ul> <p>(b) will reject a proposal / bid for award if it determines that the tenderer/bidder recommended for award has engaged in prohibited practices in competing for the tender in question;</p> <p>(c) may declare a tenderer ineligible, either indefinitely or for a stated period of time, if, at any time, the Bank determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract;</p> <p>2.2 Furthermore, tenderers shall be aware of the provisions stated in Section V (General and Specific Conditions of Contract).</p>

<p><b>3. Eligible Tenderers/ Eligibility Criteria</b></p>	<p>31 The intending bidder must be a company / firm with minimum three years' experience in undertaking similar works and providing services to Government Departments / Public / Private Sector institutions with a minimum average annual business turnover of ₹ 24 lakh for the last preceding 3 years from such similar business activities. The tenderer must have its office and set-up in Mumbai which must be adequate to discharge the work undertaken under this tender.</p> <p>32 Tenderers should have all applicable and valid registrations with statutory authorities constituted for Labour Welfare and other purposes such as ESI, EPF, PAN, TIN, GSTIN, CST, licensing food establishments, etc. duly supported by documentary evidence and certificates of registration.</p>
<p><b>B. Contents of Tender Document</b></p>	
<p><b>4. Sections of Tender Document</b></p>	<p>4.1 The Tender Document consist of Parts 1 and 2 which includes all the Sections indicated below and should be read in conjunction with any Appendices/Annex issued in accordance with Section-II (Instructions to Bidders).</p> <p style="text-align: center;"><u>Part 1 – Tendering Procedures</u></p> <ul style="list-style-type: none"> <li>• Section-I: Notice Inviting Tender(NIT)</li> <li>• Section-II: Instruction to Bidders (ITB)</li> <li>• Section-III: Tender Data Sheet (TDS)</li> <li>• Section-IV: Evaluation / Selection Criteria</li> </ul> <p style="text-align: center;"><u>Part 2 – Conditions of Contract and Contract Forms</u></p> <ul style="list-style-type: none"> <li>• Section-V: General and Specific Conditions of Contract</li> <li>• Section-VI: Standard Formats</li> </ul>
<p><b>5. Clarification of Tender Document, Pre-Bid Meeting</b></p>	<p>5.1 A tenderer requiring any clarification relating to anything in this document shall contact the Bank in writing at the email address mentioned in this document or raise enquiries during the Pre-Bid meeting.</p> <p>5.2 The Pre-Bid meeting is not considered necessary, in case of any query, bidders may clarify the issues telephonically or in person as per the contacts furnished in this document.</p> <p>5.3 The tenderer shall submit questions, if any, in writing, to reach the Bank's email address mentioned in this document before, <b>January 21,2021</b></p>
<p><b>6. Amendment of Tender Document</b></p>	<p>6.1 At any time prior to the deadline for submission of Tenders, the Bank may amend this document by issuing amendments / corrigenda on RBI website (<a href="http://www.rbi.org.in">www.rbi.org.in</a>) / e-portal.</p> <p>6.2 Any amendments / corrigendum issued shall be considered an integral part of this document.</p> <p>6.3 To give prospective tenderers reasonable time in which to take any / all amendments / corrigendum into account in</p>

	preparing their Bids, the Bank may, at its discretion, extend the deadline for the submission of Tenders.
<b>C. Preparation of Tenders</b>	
<b>7. Cost of Tendering</b>	7.1 The tenderer shall bear all costs associated with the preparation and submission of his/her Tender. The Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.
<b>8. Documents Comprising the Tender</b>	<p>8.1 The Tender shall comprise the following:</p> <ul style="list-style-type: none"> <li>• Notice Inviting Tender</li> <li>• Technical Bid Details</li> <li>• Financial Bid Details</li> <li>• Earnest Money Deposit (<u>Refer Para 12 regarding exemption for MSMEs</u>)</li> </ul> <p>Intending tenderer has to deposit a sum of ₹48,000/- (Rupees Forty Eight Thousand only) with</p> <p>the Reserve Bank of India, Human Resource Management Department, CAD, Mumbai-400-001</p> <p>on or before February 01,2021 (1700 h).</p> <p><b>By NEFT to following A/c:</b> <b><u>A/c Name: NEFT –</u></b> <b><u>Internal A/c Number:</u></b> <b>41861403812</b> <b><u>IFS Code: RBIS0COD001</u></b> (7<sup>th</sup> character is <b>Alphabet O</b> and 5<sup>th</sup> ,9<sup>th</sup> &amp;10<sup>th</sup> character is digit <b>zero</b>)</p> <p>in favour of the ‘Reserve Bank of India’ payable at Mumbai. The confirmation copy of the transaction may be forwarded to the mail ids <a href="mailto:jgvalani@rbi.org.in">jgvalani@rbi.org.in</a> and <a href="mailto:rajatmukherji@rbi.org.in">rajatmukherji@rbi.org.in</a></p> <p>Eligible registered MSEs (as per Public Procurement Policy Order 2012 issued by MSME) participating in the tender process are exempted from payment of Earnest Money Deposit, on submission of valid documents/certificates.</p> <ul style="list-style-type: none"> <li>• <b>Please Write</b> <b><u>“EMD – DSIM CO BKC, Mumbai Tea Coffee Vending Services Tender 2020”</u></b> <b>in narration</b></li> </ul>
<b>9. Letter of Tender</b>	9.1 The tenderer shall submit the Tender using the digital signature Class 3 via e-tendering process without any alterations. All blank spaces shall be filled in with the information requested.

<b>10. Documents Establishing the qualifications of the Tenderer</b>	<p>10.1 To establish its qualifications to perform the Contract in accordance with Section-II (Para 3), the tenderer shall provide the information in the format prescribed in Section-VI (Standard Formats).</p>
<b>11. Period of validity of Tenders</b>	<p>11.1 The Tender validity period shall be 90 days from the last date of the submission of tender.</p> <p>11.2 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.</p>
<b>12. EMD as Tender Security</b>	<p>12.1 Tenderers need to submit/pay necessary Transaction fees to be eligible to bid online in the e-tender. Transaction fees is non-refundable.</p> <p>12.2 Tenderers need to submit necessary EMD. Tenders without EMD will not be accepted under any circumstances. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.</p> <p>12.3 However, eligible registered MSEs (as per Public Procurement Policy Order 2012 issued by MSME) participating in the tender process are exempted from payment of Earnest Money Deposit, on submission of valid documents/certificates.</p>
<b>D. Submission and Opening of Tenders</b>	
<b>13. Submission, Sealing and Marking of Tenders</b>	<p>13.1 Tenderers shall follow the electronic Tender submission procedures specified in the Instructions regarding E-Tender.</p> <p>13.2 The tenderers may submit online their Financial Bid (competitive rates) in prescribed Excel format along with copies of necessary documents as indicated in the "Technical Bid" (Part-I and Part-II). E-Tender with all information shall be submitted on or before the prescribed time and date.</p> <p>13.3 If desired / prescribed information is not submitted, the Bank will assume no responsibility for rejection of Tender.</p>
<b>14. Deadline for Submission of Tenders</b>	<p>14.1 Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.</p> <p>14.2 The Bank may, at its discretion, extend the deadline for the submission of Tenders by amending the Tender Document.</p>
<b>15. Late Tenders</b>	<p>15.1 No Tender submission after the deadline shall be allowed on the portal.</p>
<b>16. Tender Opening</b>	<p>16.1 The Bank shall open the Tender electronically on the notified date.</p>



<b>E. Examination of Tenders</b>	
<b>17. Confidentiality</b>	17.1 Information relating to the evaluation of Tenders shall not be disclosed to tenderers or any other person not officially concerned with such process until information on Contract award is communicated to all tenderers.
<b>18. Clarification of Tenders</b>	<p>18.1 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 of its Tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the Tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Bank in the evaluation of the Tenders.</p> <p>18.2 If a tenderer does not provide clarifications of its Tender by the date and time set in the Bank's request for clarification, its Tender shall be liable to be rejected.</p>
<b>F. Tender Evaluation and Comparison</b>	
<b>19. Evaluation of Tenders</b>	<b>19.1 The Bank shall use the evaluation criteria indicated in Section IV.</b>
<b>20. Qualification of the Tenderer</b>	20.1 The Bank shall determine, to its satisfaction, whether the selected tenderer meets the qualifying criteria in accordance with Section II (Para 3).
<b>21. Bank's Right to Accept Any Tender, and to Reject Any or All Tenders</b>	<p>21.1 The Bank reserves the right to accept or reject any tender, and to annul the Tendering process and reject all Tenders at any time prior to contract award, without thereby incurring any liability to tenderers or assigning any reason thereof.</p> <p>21.2 Conditional bids shall be rejected out-rightly.</p>
<b>G. Award of Contract</b>	
<b>22. Award Criteria</b>	22.1 The Bank shall shortlist the tenderers based on the evaluation criteria detailed in Section IV (Evaluation Criteria).
<b>23. Notification of Award</b>	<p>23.1 The tenderer who qualifies the Technical Evaluation including Site visit evaluation and is L1 in Financial Bid shall be awarded the tender.</p> <p>23.2 Until a formal contract is prepared and executed, the notification of award shall constitute a binding Contract. The successful tenderer shall take over entire work within seven calendar days of notification of award of work.</p>
<b>24. Signing of Contract</b>	24.1 The successful tenderer shall execute an agreement with

	<p>the Bank on Non-Judicial stamp paper of value as applicable within 15 days of award of work. The stamp duty shall be borne and paid by the contractor. However, the issue of intimation of award of work by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract. The agreement and rates will be valid for a period of 13 months <b>(March 01,2021- March 31, 2022)</b>, in first instance and extendable up to two more years i.e one year at a time subject to annual review by the Bank of the performance of the contractor(s) being satisfactory.</p>
<p><b>25. Performance Security</b></p>	<p>25.1 The successful tenderer shall furnish along with the contract the Performance Bank Guarantee (PBG) of ₹ 120,000/-/- (Rupees One lakh Twenty Thousand Only) in accordance with the Section VI (Standard Formats). The PBG shall be valid for a period of 60 days after the expiry of contract period. The EMD of such tenderer will be returned on receipt of PBG.</p> <p>25.2 Failure of the successful tenderer to submit the Performance Bank Guarantee of ₹ 120,000/-/- (Rupees One lakh Twenty Thousand Only) or to sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD and blacklisting of such tenderer.</p> <p>25.3 The PBG shall be released without interest after 2 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the agency or its employees. In case of any complaint or pending dues, the Performance Bank Guarantee (PBG) shall be discharged only after adjusting all dues, liabilities, etc.</p>

## Section III – Tender Data Sheet

<b>A. Introduction</b>	
1.	<b>Scope of Tender</b>
1.1	The tender inviting office is: Reserve Bank of India, DSIM, Central Office, C-7 Building, Bandra Kurla Complex, Bandra East, Mumbai 400-051
1.2	The name of the Tender is: extending Fresh Milk/Tea/Coffee/Filter Coffee facility for the staff through vending machines at the above mentioned office premises of the Bank.  Tender Reference No. RBI/Central Office/DSIM/3/20-21/ET/387
1.3	Eligible Tenderers: The tenderer shall meet the eligibility criteria outlined in the Section-II.
<b>B. Tender Document</b>	
2.	<b>Clarification of Tender Document</b>
2.1	The tender inviting office is: Reserve Bank of India, DSIM, Central Office, C-8 Building, Bandra Kurla Complex, Bandra East, Mumbai 400-051  <b><u>Contact person at RBI</u></b> 1) Ms Jaya Prakash Gvalani, Manager, DSIM, APMD Reserve Bank of India, Email: <a href="mailto:jgvalani@rbi.org.in">jgvalani@rbi.org.in</a> , Phone No.: 022-26578395 2) Mr. Rajat Mukherji, Assistant General Manager, OLDR, Reserve Bank of India Email : <a href="mailto:rajatmukherji@rbi.org.in">rajatmukherji@rbi.org.in</a> , Phone No.: 022-26578251 3) Shri Satish Chander, General Manager(Personnel), Reserve Bank of India, Email: <a href="mailto:satishchander@rbi.org.in">satishchander@rbi.org.in</a> , Phone No.: 022-26571083
<b>C. Preparation of Tenders</b>	
3	<b>Documents Comprising the Tender</b>
3.1	The Tender shall comprise the following:  (a) Notice Inviting Tender, Instructions to Bidders, Evaluation Criteria & General and Specific Terms and Conditions of the Contract.  (b) Various Formats for Technical and Financial Evaluation as also for Performance Bank Guarantee as per Section VI (Standard Formats)
4.	<b>Validity of Tenders</b>
4.1	The Tender validity period shall be 90 days from the last date of the submission of tender.
5.	<b>EMD / Bank Guarantee as Tender Security</b>

5.1	<p>Intending tenderer shall deposit a sum of ₹48,000/- (Rupees Forty Eight Thousand only) as Earnest Money Deposit with the Reserve Bank of India, Human Resource Management Department, Mumbai-560001 on or before <b>1700 h, February 01, 2021</b> THROUGH NEFT to the 'Reserve Bank of India, Mumbai' for credit to A/c No. <b>41861403812 &amp; FSC- RBIS0COD001 (5<sup>th</sup> 9th and 10<sup>th</sup> character being digit zero)</b></p> <p>Eligible registered MSEs (as per Public Procurement Policy Order 2012 issued by MSME) participating in the tender process are exempted from payment of Earnest Money Deposit, on submission of valid documents. Documents / Certificates claiming exemption from the EMD must be submitted as part of the Technical Bid (Part I).</p>
<b>6.</b>	<b>Submission of Tender</b>
6.1	<p>The tender, complete in all respect, shall be submitted electronically. The tenderers may submit their competitive rates along with necessary documents as indicated in the "Technical Bid".</p>
<b>D. Submission and Opening of Tenders</b>	
<b>7.</b>	<b>Deadline for Submission of Tenders</b>
7.1	<p>The E-tenders, complete in all respect shall be submitted as per the following deadline:</p> <p style="text-align: center;">Date : <b>February 01, 2021</b> Time: 1700 h</p>
<b>8.</b>	<b>Tender Opening</b>
8.1	<p>The Tender opening shall take place electronically on the date and time mentioned in Schedule of Tender (SOT).</p> <p>The tenderers who are declared successful in Technical Evaluation including Site Evaluation will qualify for Financial Evaluation.</p> <p>Such tenderers who qualify in Technical and Site Visit Evaluation will be considered for opening of Financial Bids and the lowest bidder will be awarded the contract provided the bid is in line with the prescribed terms and conditions.</p>

## Section IV: Evaluation/ Selection Criteria

<b>Evaluation matrix</b>											
<b>A. Technical Bid Evaluation</b>											
1.	<p>1.1 The tenderers shall furnish information for Technical Evaluation as per Form 1 to Form 4 supported by documentary evidence.</p> <p>1.2 Minimum three years' experience in the same or similar line of business.</p> <p>1.3 Minimum Annual Average Turnover from the same or similar line of business with documentary evidence to clearly establish the same.</p> <p>1.4 Evidence of Payment of the EMD or an exemption certificate.</p> <p>1.5 The Bank shall scrutinize the information and documents submitted by the tenderer vis-à-vis eligibility criteria and evaluate the feedback from bankers, existing clients as also the findings from site visit to take decision regarding qualification in Technical Evaluation.</p>										
2.	<p>2.1 The members of the Evaluation Committee or any employee of the RBI 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 criteria in the undermentioned table. Any obstruction, hindrance or inability in affording access to the Committee or the assigned employee of the RBI, for whatever reason/s, will be viewed as unwillingness to remain part of the bidding process and lack of earnestness and may render the bid liable to rejection and forfeiture of the EMD and / or black listing.</p> <p>A list of such places i.e. complete address details of clients and offices / establishments of the bidder in Mumbai and other places along with contact details of the contact person should be provided.</p> <table border="1" style="width: 100%; margin-top: 10px; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: center;"><b>Technical Evaluation during Site Visits</b></th> </tr> <tr> <th style="width: 15%; text-align: center;"><b>Sl No.</b></th> <th style="text-align: center;"><b>Criteria</b></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td>Quality of consumables of reputed brands i.e Amul / Nestle/Nandini/Mahananda etc.</td> </tr> <tr> <td style="text-align: center;">2.</td> <td>Cleanliness and hygiene- Ensure that all parts used are BPA free and are of food grade.</td> </tr> <tr> <td style="text-align: center;">3.</td> <td>Facilities provided in the machines</td> </tr> </tbody> </table>	<b>Technical Evaluation during Site Visits</b>		<b>Sl No.</b>	<b>Criteria</b>	1.	Quality of consumables of reputed brands i.e Amul / Nestle/Nandini/Mahananda etc.	2.	Cleanliness and hygiene- Ensure that all parts used are BPA free and are of food grade.	3.	Facilities provided in the machines
<b>Technical Evaluation during Site Visits</b>											
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3.	Facilities provided in the machines										

# Part 2

## Conditions of Contract & Forms

## **Section V: General & Specific Conditions of Contract**

### **A. General Conditions of Contract**

1.	1.1 The tenderer shall obtain the Tender Document from the source stated by the Bank in the Invitation for Tenders; otherwise the Bank shall not be responsible for the incompleteness of the Tender Document.
2.	2.1 Conditional tender shall not be entertained. 2.2 In the event of any difference between figures & words of quoted rates, the rates quoted / mentioned in words shall be considered for evaluating the tender.
3.	3.1 The tenderer shall examine all instructions, forms, terms, and specifications in the Tender Document before submitting the bid. 3.2 Failure to furnish all / any information or documentation required by the Tender Document may result in the rejection of the Tender.
4.	4.1 The price quoted shall only be in Indian rupees and inclusive of all taxes.

### **B. Situations leading to disqualification / rejection of tenders**

5.	5.1 Any canvassing by or on behalf of the Tenderer or to bring political or other outside influence with regard to their selection shall lead to disqualification from the process. Such tenderer/s / bidders may be blacklisted for three years. If such instances go undetected during the tendering process but are detected subsequently, such disqualification will be made applicable there too. 5.2 All the tenders should be complete in all respects with all attachments / enclosures / annexure. Incomplete forms, or bids received in any format other than the prescribed one or without proper documentary evidence etc. will be outright and summarily rejected by the Bank. 5.3 Tenders received by fax or email or any manner other than specified in this notice shall not be accepted and shall be summarily rejected. No correspondence will be entertained on this matter. 5.4 Bids received without or lesser than the prescribed EMD shall be summarily rejected. (However, eligible registered MSEs (as per Public Procurement Policy Order 2012 issued by MSME) participating in the tender process are exempted from payment of Earnest Money Deposit, on submission of valid documents. / processing fee) 5.5 Tenders received after the due date and time shall be summarily rejected. 5.6 Conditional tenders shall be straightway rejected and no additional clause will be entertained. 5.7 No tender may be modified subsequent to the last date of submission of tender. No tender may be withdrawn in the interval between the last date for submission of tender and the expiry of the tender validity period specified in the tender. Withdrawal of the tender during the interval shall result in forfeiture of the EMD.
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5.8 Alternative Proposals / Time for Completion shall not be permitted.

### **C. Terms of Payment**

- 6.
- 6.1** The agency shall raise monthly bills, in duplicate, for the total number of cups consumed in a calendar month based on machine reading or other electronic method. The bill must contain item-wise break-up of items consumed, item rate and item price (ie Item consumed number multiplied by the item rate). The bill of a calendar month should be submitted before 7<sup>th</sup> of the succeeding month. The data in this regard shall be provided by the vendor. Bills should be presented along with the following documents in respect of the person deployed and submit the same to The Assistant General Manager, OLDR, DSIM, APMD, RBI, Mumbai. As far as possible, the payment shall be released within two weeks from the date of submission of bills complete in all respects. Payment shall be made after the statutory deductions like TDS / TCS etc.
- 6.2** The claims in bills regarding taxes and GST, if applicable, shall be necessarily accompanied with documentary proof pertaining to the concerned month bill. 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.
- 6.3** All the payments shall be released through electronic mode only for which necessary mandate shall be submitted to the Bank.
- 6.4** Any objection regarding the payment received by the contractor may be brought to the notice of the Bank through a written / express communication within five working days of the day 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.

### **D. Necessary Requirements to be fulfilled after award of contract**

- 7.1 The successful tenderer/s shall submit a Performance Bank Guarantee, issued by a Scheduled Commercial Bank, of **₹120,000/-** in favour of the Bank as specified in Section VI (Standard Formats), within 15 days of the receipt of the letter of award of work. The Performance Bank Guarantee shall remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the Service Provider/Contractor/Vendor



	<p>7.2 In case of breach of any terms and conditions attached to this contract, the Performance Bank Guarantee will be liable to be invoked besides annulment of the contract.</p> <p>7.3 The agreement between the successful tenderer/s and the Bank will be signed within 15 days of letter of award of work. The agreement shall be executed in duplicate. The Bank shall retain the original and the Service Provider / Contractor / Vendor, the duplicate. The stamp duty shall be borne and paid by the Contractor/Vendor.</p> <p>7.4 The agency 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 agency and/or its staff have obtained, except as authorized by the Bank or as required by law. This obligation on the part of the agency and its staff shall apply during the term of agreement and indefinitely after the term of agreement. The agency and its staff shall also not disclose directly or indirectly any information and details of the Bank's infrastructure / systems/ equipment, etc., which may come to its possession or knowledge during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. It shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. It shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. It shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract and the Bank shall be entitled to claim damages and pursue legal remedies.</p>
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**E. Adherence to Statutory Requirements**

8.	<p>8.1 Compliance to various statutes/rules/regulations vis-à-vis Minimum Wages Act, Bonus Act, Employers' Liability Act, Contract Labour (Regulation &amp; Abolition) Act, the Workmen Compensation Act, Industrial Disputes Act, Maternity Benefits Act, Employee State Insurance Act, Provident Funds and Miscellaneous Provisions Act and rules framed under the applicable acts of the State and Central government applicable from time to time, shall be whole &amp; sole responsibility of the contractor / vendor. In this regard, the contractor / vendor shall indemnify the Bank against all claims and will maintain necessary books, logs, registers, verification, returns, receipts, computerized database, etc., mandatory as per the applicable laws and as per the Government rules and make the same available for inspection / verification to the concerned Government Officer/Labour Enforcement Officer/Regional Provident Fund Commissioner, as and when required. A copy of all such compliances, statements and payments made to the statutory authorities, etc., including registration</p>
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number shall be provided to the Bank / authority for verification and record as and when so demanded.

**F. Prevention of Sexual Harassment**

9. 9.1 The successful tenderer / contractor shall be solely responsible for full compliance with the provisions of “The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of the nature of Sexual Harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the tenderer / contractor and the tenderer / contractor shall ensure appropriate action under the said Act in respect to a complaint. The successful tenderer / contractor shall confirm constitution of Internal Complaints Committee for the purpose, wherever applicable.
- 9.2 Any complaint of the nature of Sexual Harassment from any aggrieved employee of the successful tenderer / contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- 9.3 The successful tenderer / contractor shall be responsible for any monetary compensation that may need to be paid in case an incident involves the employees of the tenderer / contractor, for instance but not limited to any monetary relief to an employee / employee of the Bank, if sexual violence by the employee of the successful tenderer / contractor is proved.
- 9.4 The successful tenderer / contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
- 9.5 The successful tenderer / contractor shall provide a complete and updated list of its employees deployed in various facilities of the Bank on quarterly basis (within 15 days from each quarter end or from the date of engagement/deployment).

**G. Rights of the Bank**

10.	<p>10.1 The Bank reserves the right to extend the period of tender availability and / or the date of opening of the bids.</p> <p>10.2 The Bank reserves the right to accept or reject any / all applications or annul the process of qualification without any liability or assigning any reason thereof.</p> <p>10.3 The Bank reserves right to split the scope of the work to more than one agency / agencies without assigning any reason whatsoever. No claim will be entertained on account of this.</p> <p>10.4 The terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the Bidder to agree upon such further or other terms and conditions at the time of executing the agreement with the successful Bidder, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work being awarded under this Tender.</p> <p>10.5 The Service Provider/Contractor/Vendor or its agent / employee committing any breach of terms and conditions mentioned herein and / or rendering unsatisfactory services, in the opinion of the Bank shall render itself liable for penalty and/or termination of the agreement forthwith without any notice or any compensation in lieu thereof.</p> <p>10.6 Without prejudice to above, the Agreement can be terminated with a notice of one month on either side, during the Agreement period. The arrangements with Service Provider/Contractor/Vendor shall stand terminated in the case of its insolvency.</p>
<b>H. Dispute Resolution</b>	
11.	<p>11.1 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).<b>All disputes shall be subject to the court at Mumbai.</b></p>
<b>I. Force Majeure</b>	
12.	<p>12.1 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 Service Provider/Contractor/Vendor or the Party so delaying shall not relieve that Party from liability for delay except where such delay is beyond the reasonable control of Service Provider/Contractor/Vendor concerned.</p>
<b>J. Disclaimer</b>	

13.	<p>13.1 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 NIT, it shall be considered that this document is complete in all respects.</p> <p>13.2 The Bank reserves the right to modify, amend or supplement this document including all formats and Annexures.</p> <p>13.3 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.</p>
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**K. Confidentiality Statement**

14.	<p>14.1 The information contained in this Tender Document or subsequently provided to tenderer(s) whether verbally or in documentary form by or on behalf of the Bank or by any of its employees, shall be subject to the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided.</p> <p>14.2 The purpose of this tender document is to provide the tenderer(s) with information to assist the formulation of their proposals.</p> <p>14.3 This Tender Document does not purport to contain all the information each tenderer may require.</p> <p>14.4 This tender document may not be appropriate for all person, and it is not possible for the Bank and/or its employees to consider the investment objectives, financial situation and particular needs of each bidder who reads or uses this tender document.</p> <p>14.5 Each tenderer should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender document and where necessary obtain independent advice from appropriate sources.</p> <p>14.6 The Bank and / or its employees/officers make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the tender document.</p> <p>14.7 This document and the information provided therein are confidential and intended solely for the use of the Tenderer(s).</p>
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**Section V.2: Specific Conditions of Contract (SCC)**

- 1.1 The contract, if awarded shall be initially valid for a period from March **01, 2021 to March 31, 2022**. The Bank reserves the right to extend the period of contract for a further period.
- 1.2 The successful tenderer shall install adequate number of machines , keep two machines as standby and make adequate arrangements for good maintenance of the vending machines to ensure uninterrupted service.
- 1.3 The Contractor shall be responsible to provide adequate manpower in order to provide continuous service and in the absence of any workforce, a suitable substitute shall be posted.
- 1.4 The contractor shall deploy an official to act as in-charge /supervisor of the machines and man power installed /deployed in the Bank for this contract. The Official deployed shall also act as coordinator for smooth functioning and co- ordinate with Assistant General Manager, OLDR, RBI, Mumbai for all issues related to service, deployment, etc.
- 1.5 A local representative of the contractor 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 DSIM, CO, RBI, MUMBAI.

## **Section VI: Standard Formats**

Form 1 - Details of Technical bid

[Annexure 1](#) - Details of Banker

[Annexure 2](#) - Bankers Certificate

[Annexure 3](#) - Client's Certificate

Form 2 - Details of Financial Bid

Form 3 - Proforma of Performance Bank Guarantee

# PART-I : TECHNICAL BID

NAME OF THE TENDERER: \_\_\_\_\_

ADDRESS:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

CONTACT Numbers: \_\_\_\_\_

Technical Bid by the Tenderer

(To be given on applicant's letter head)

Name of the tenderer: \_\_\_\_\_

Address:of the Regd Office \_\_\_\_\_

Address of the Head Office

Main Address of the Business:

SI No.	Particulars	Details to be filled in by the Tenderer
1.	Name of the Company/Firm	
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 of Registration (not applicable in the case of a sole proprietorship).  Please enclose a signed photocopy of the relevant documents in support of the same.	
3.	Name of the Proprietor / Partners / Directors of organization with designation.	
	Name	Designation

4.	<p>Telephone No, Mobile No, Fax No e-mail. Web-address</p> <p>(a) Whether having own office in Mumbai.</p> <p>(b) Address of the local office at Mumbai.</p> <p>Name of the authorized official and his/her telephone number.</p> <p>(c) Please enclose a signed photocopy of the relevant documents in support of the same.</p>	
5.	<p>Average Annual business turnover for the last preceding three financial years is ₹ 24 lakhs in the same line of business.</p> <p>Signed copy of the Supporting documents should be enclosed in proof of turnover.</p>	
6.	<p>Income Tax Returns of last three Financial years - F.Y. 2016-17 F.Y.- 2017-18 F.Y- 2018-19 (Self Attested Copy to be submitted)</p>	
7.	<p>Whether registered with Labour Department under the Contract Labour (R &amp; 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).</p>	
8.	<p>Whether penalised/convicted in connection with similar business. If yes, details thereof:</p>	
<p>Signature Name Designation of the Authorised Signatory Date:</p>		



Form 2  
**Work Experience**

**(A separate table may be filled for each contract mentioned by the tenderer)**

Sr. No.	Description	Information
1.	Description of the work /contract	
2.	Eligibility Criteria	
3.	Name of the Counter-party	
4.	Date of commencement of the contract and period of the contract	
5.	Details of extensions if any	
6.	Date of actual expiry of the contract and the reasons of expiry – completion of the contract period, termination by the service purchaser etc.	
7.	Terms & conditions supported by work orders	
8.	Documents and Certificates furnished in r/o of this contract.	
<p>Signature Name Designation of the Authorised Signatory Date:</p>		

**Form 3**

**Details of the Existing Clients at Mumbai**

	Client 1	Client 2	Client 3
Name of the Client			
Address			
Description/Details of works/contract			
Agreement No. Date Validity Period			
Contract Amount			
Date of Commencement of Contract			
Date of Expiry of Contract			
Duration of relationship with the Vendor/Contract			
Penalty Details levied for deficiencies in services rendered	1) Date of Levy of Penalty: 2) Amount of Penalty: 3) Reason of Penalty:	1) Date of Levy of Penalty: 2) Amount of Penalty: 3) Reason of Penalty:	1) Date of Levy of Penalty: 2) Amount of Penalty: 3) Reason of Penalty:
General Feedback on the quality of service and conduct of the vendor and his employees/officials (Please furnish the certificates/letter issued by the customer)			
Ratings of service rendered (Outstanding/Very Good/Satisfactory/Poor)			
Recommendation, if any or any other feedback			
Signature Name Designation of the Authorised Signatory Date:			

**Form 4**  
**Details of the Existing Clients other than those at Mumbai**

	Client 1	Client 2	Client 3
Name of the Client			
Address			
Description/Details of works/contract			
Agreement No. Date Validity Period			
Contract Amount			
Date of Commencement of Contract			
Date of Expiry of Contract			
Duration of relationship with the Vendor/Contract			
Penalty Details levied for deficiencies in services rendered	1)Date of Levy of Penalty: 2)Amount of Penalty: 3)Reason of Penalty:	1)Date of Levy of Penalty: 2)Amount of Penalty: 3)Reason of Penalty:	1)Date of Levy of Penalty: 2)Amount of Penalty: 3)Reason of Penalty:
General Feedback on the quality of service and conduct of the vendor and his employees/officials (Please furnish the certificates/letter issued by the customer)			
Ratings of service rendered (Outstanding/Very Good/Satisfactory/Poor)			
Recommendation, if any or any other feedback			
Signature Name Designation of the Authorised Signatory Date:			

## Copies of Documents required to be submitted for Technical Bid:

1. Audited annual financial statements (F.Y 2017-18, F.Y.2018-19 and F.Y. 2019- 20).
2. Income Tax Returns of F.Y 2017-18, F.Y.2018-19 and F.Y. 2019- 20.
3. Details of Banker ([Annex I](#))
4. Bankers certificate on financial standing ([Annex II](#))
5. List of clients other than in

i) OTHER CITIES
ii) MUMBAI

6. Client Feedback ([Annex III](#)) from Top 3 clients by Turnover over last year in Mumbai).
7. Incorporation documents.
8. Copy of the PAN, TIN and GST Registration.
9. Any other document/s (Pl. specify)

The Bank reserves the right to call the proof/verify the furnished information/documents

### **DECLARATION:**

1. The above information is true to the best of my/our knowledge and if any information is found untrue or false, I/We may be debarred from the tender process/being given the contract.
2. I/We agree to abide by the terms and conditions stipulated by the Bank.
3. I/We also agree that my/our Tender will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I(Technical Bid) of the tender and this period of validity can be extended for such period as may be mutually agreed in writing between the Bank and tenderer. I/We also agree to keep the earnest money during the entire period of validity of tender.
4. I/We understand that the Bank reserves the right to accept or reject any or all the tender either in full or in part without assigning any reason therefore.

Signature

Name and seal of the Authorised Signatory

**Details of Bankers**

(To be given on applicant's letterhead)

Particulars	Banker 1	Banker 2								
Name of the Bank										
Name of the Branch										
Branch Address										
Branch IFSC Code										
Email id of the Bank Branch										
Name & Job-title of the Branch Manager/Relationship Manager										
Telephone No. of Branch Manager/Relationship Manager										
Email id of Branch Manager/Relationship Manager										
Type of Account										
Account Number										
Detail of Credit Facilities availed with the limits	<table border="0"> <tr> <td>Facility</td> <td>Limit</td> </tr> <tr> <td></td> <td>(Lakh Rs)</td> </tr> </table>	Facility	Limit		(Lakh Rs)	<table border="0"> <tr> <td>Facility</td> <td>Limit</td> </tr> <tr> <td></td> <td>(Lakh Rs)</td> </tr> </table>	Facility	Limit		(Lakh Rs)
Facility	Limit									
	(Lakh Rs)									
Facility	Limit									
	(Lakh Rs)									
The period from which the service provider/ Contractor/ Vendor/ Individual/ Proprietor has been banking with the banker (Specify No. of years and months)										
Any other information which the service provider/ Contractor/ Vendor/ Individual/ Proprietor may like to furnish about its bankers										
Signature Name Designation of the Authorised Signatory Date:										

## Form of Bankers' Certificate from a Scheduled Bank

**(To be submitted by the Tenderer)**

(To be given by the banker on its letter head and in a sealed envelope addressed to RBI, Mumbai)

Sr. No.	Particulars	Description
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 preceding Three years (year wise)	
4.	Credit facility/ Overdraft facility enjoyed by the Vendor.	
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 <b>cost ₹ 24 lakh.</b>	

(Signature)

Authorised Signatory of the Bank Branch

Name

Designation

PFNo./Employee No

Stamp

**Note:**

1. Bankers' certificates should be on letter head of the Bank and be handed over to the Vendor in a sealed cover by the issuing Bank.
2. The certificate to include names of all partners and directors of the party as recorded with the Bank.

**Client's Certificate Regarding Performance of Contractor/Vendor**  
**(To be given on its letterhead by the client in sealed envelope)**

Sr. No.	Particulars	Description
1.	Name and address of the Client issuing the certificate	
2.	Details of Works 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 the contract	
7.	Date of expiry of the contract	
8.	Duration of relationship with the Vendor/Contract	
9.	Details (Date of levy of penalty, Amount of penalty and reasons) of penalty levied for deficiencies in services rendered	
10.	Details of disputes with the agency during the contract	
11.	General Feedback on the quality of service and conduct of the Vendor and his employees/officials	
12.	Rating of services rendered: Outstanding/Very Good/ Good/Satisfactory/ Poor	
13.	Recommendation, if any or any other feedback	

Signature:  
 (Authorized signatory of the Client)  
 Name:  
 Designation :  
 PF index no./ employee number

# **PRICE BID**

**Note: The rates must be filled on-line in the on-line bid on the MSTC website**  
**Kindly do not upload this document.**

<b>E-TENDER FOR VENDING OF FRESH MILK TEA/COFFEE/FILTER COFFEE ETC THROUGH VENDING MACHINES</b>				
Items(Premium Quality)	Description	QUANTITY	RATE	TOTAL COST
Tea with Milk	ASSAM TEA TWININGS/ LIPTON/ROOSH	90,000		
LEMON TEA	TWININGS/ LIPTON/ROOSH	19,000		
GINGER TEA	TWININGS, LIPTON/ROOSH	18,500		
GREEN TEA	TWININGS, LIPTON/ ROOSH	67,500		
MASALA TEA	TWININGS LIPTON/ROOSH	90,000		
South Indian Filter Coffee	ID	60,000		
COFFEE BEANS	COFFEE CAFE DAY	20,000		
Regular Black Coffee	NESCAFE, SUNRISE	20,000		

The quantity mentioned above is only estimated/indicative consumption of 13 months and actual consumption may vary. The Bank does not give any assurance/guarantee regarding the consumption nor does the Bank commit to any minimum turnover/consumption

The Prices quoted above are inclusive of all the consumables I.e. premium quality cups , stirrers, milk, sugar, tea, *coffee etc.*

- Sugar sachet of Makwana/Dhampur shall be used.
- The contractor must use the milk of the following brands/companies only:  
AMUL/NESTLE/MOTHER DAIRY.



**Form-5**  
**Format of Performance Bank Guarantee**

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

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

To:

The Officer In-Charge  
Reserve Bank of India  
Department of Statistics and Information Management (DSIM)  
Central Office C-8, 5<sup>th</sup> floor,  
Bandra Kurla Complex,  
Bandra (East)  
Mumbai 400-051

Dear Sir,

In consideration of your agreeing to award work to M/s\_\_\_\_\_ (hereinafter referred as "the Contractor") in terms of their contract with you for Installation, Operation and Dispensing of FRESH MILK TEA/ COFFEE/ FILTER COFFEE THROUGH VENDING MACHINES AS IN THE BANK'S PREMISES at RESERVE BANK OF INDIA, Mumbai as per their Tender dated and your General/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 RBI Mumbai and keep RBI Mumbai indemnified from time to time to the extent of ₹120,000/- (Rupees One Lakh Twenty Thousand only) against any loss or damage caused to or suffered by or that may be caused to or suffered by RBI Mumbai 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 and incidental 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 ₹120,000/- (Rupees One Lakh Twenty Thousand 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 60 days 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 affecting 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 ₹120,000/- (Rupees One Lakh Twenty Thousand only) as aforesaid.

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

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

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

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

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

uncancelled 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 shall not be revoked by us without prior consent in writing of the Reserve Bank of India.

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 ₹120,000/- (Rupees One Lakh Twenty Thousand 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 \_\_\_\_\_

