



Reserve Bank of India

भारतीय रिज़र्व बैंक

Regional Office

क्षेत्रीय कार्यालय

Bengaluru

बेंगलुरु

**E-TENDER FOR
INSTALLATION AND MAINTENANCE OF FILTER COFFEE/TEA/SOUP
VENDING MACHINES FOR SUPPLY OF FILTER COFFEE/TEA/SOUP IN THE
BANK'S PREMISES**

**बैंक परिसर में फिल्टर कॉफी/चाय/सूप की आपूर्ति के लिए फिल्टर कॉफी/चाय/सूप वेंडिंग
मशीनों की संस्थापना और रखरखाव
के लिए ई-निविदा**

RBI/Bangalore Regional Office/HRMD/8/25-26/ET/1067

आरबीआई/बेंगलुरु क्षेत्रीय कार्यालय/मासंप्रवि/8/25-26/ईटी/1067

**Reserve Bank of India, Regional Office
Human Resource Management Department,
3rd floor, Main Office Building,
10/3/8, Nrupathunga Road,
Bengaluru - 560001**

**भारतीय रिज़र्व बैंक, क्षेत्रीय कार्यालय
मानव संसाधन प्रबंध विभाग,
तीसरी मंजिल, मुख्य कार्यालय भवन,
10/3/8, नृपतुंगा रोड,
बेंगलुरु - 560001**

Disclaimer

Reserve Bank of India, Human Resource Management Department, Bengaluru (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
Bengaluru**

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**Reserve Bank of India
Human Resource Management
Department Bengaluru – 560001
(Website: www.rbi.org.in)**

Notice Inviting Tender(NIT)

E-Tender for Installation and Maintenance of Filter Coffee/Tea/Soup Vending Machines for supply of Filter Coffee/Tea/Soup in the Bank's Premises

Reserve Bank of India, Bengaluru Regional Office (hereinafter called "the Bank"), invites E-Tender under two-bid system (Technical & Financial Bid) from reputed and capable agencies/companies for the purpose of installation and maintenance of Filter Coffee/Tea/Soup vending machines and for supply of Filter Coffee/Tea/Soup in the premises of Reserve Bank of India, Bengaluru Regional Office. The contract shall be valid initially for a period from April 01, 2026 till March 31, 2027, thereafter extendable for a further period of up to two years, subject to review by the Bank based on the performance of the service provider/s and on terms mutually agreed upon. E-Tendering document and other forms can be downloaded from the undermentioned website:

<https://www.mstcecommerce.com/eprochome/rbi>

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

2. Tender document will be available for view/download from 11:00 AM of March 02, 2026. 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. Part-II of the tender will be without any conditions of the bidders. The Part-I & II of the E-Tender are to be submitted from 11.00 AM on March 02, 2026 to 01.00 PM on March 18, 2026. 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 March 09, 2026 at 11.00 AM at Reserve Bank of India, Bengaluru. Part-I of the tenders will be opened at 03:00 PM on March 18, 2026. Part-II of the tender of the eligible bidders will be opened on a subsequent date which will be advised to the eligible bidders in advance.

3. The work is estimated to cost approximately ₹1 Crore (inclusive of GST) annually. The

EMD of amount ₹2,00,000/- (Rupees Two Lakh Only) is to be paid through NEFT on or before 11 AM of March 18, 2026. Proof of payment has to be submitted through email to irdeskbangaluru@rbi.org.in and also attach along with the techno-commercial Bid.

4. 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.

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 reason thereof.

6. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the RBI website / MSTC portal only. 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
Bengaluru**

SCHEDULE OF TENDER
(SOT)

1	E-Tender no	RBI/Bangalore Regional Office/HRMD/8/25-26/ET/1067[Filter Coffee Tea Soup Vending]
2	Estimated value of contract	₹1 Crore per annum inclusive of GST
3	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part II - Financial Bid through www.mstcecommerce.com/eprochome/rbi)
4	Date of Notice Inviting Tender (NIT) available for view/ download	11:00 AM on March 02, 2026
5	Pre-Bid meeting	11:00 AM on March 09, 2026 at RBI, Bengaluru
6	Earnest Money Deposit (EMD) through NEFT	₹2,00,000/- (Rupees One Lakh Forty Thousand Only) Account Details for deposit of EMD: Name: Reserve Bank of India, Bengaluru Account Number: 186003001 IFSC: RBIS0BGPA01 (Fifth and Tenth characters are 'Zero')
7	Last date of submission of EMD	March 18, 2026 before 11:00 AM
8	Date of Starting of e-Tender for submission of online Technical Bid at www.mstcecommerce.com/eprochome/rbi	11:00 AM on March 02, 2026
9	Date of closing of online e-tender for submission of Technical Bid and Financial Bid.	01:00 PM on March 18, 2026
10	Date & time of opening of Part-I (i.e. Technical Bid)	03:00 PM on March 18, 2026
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 has been accepted 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 Charges

Section I

E-tender Procedure and Important Instructions

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

Bidders are requested to read and understand the Notice Inviting e-tender, terms and conditions of this tender and subsequent Corrigendum, if any, before submitting their online tender.

1. Process of e-Tender:

- A) Registration: The process involves Vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the Vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as financial Bid 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 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 AT www.mstcecommerce.com/eprochome/rbi

1). Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govt. depts. → Select RBI Logo- >Register as Vendor - Filling up details and creating own user id and password → Submit.

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

In case of any clarification, please contact MSTC, before the scheduled time of the e-tender.

Contact Person (RBI, Bengaluru):

- a) Shri Anton P Solomon, Assistant General Manager, irdeskbengaluru@rbi.org.in 080-22180342; 9176074759
b) Shri Kapil D Phalak, Assistant Manager, irdeskbengaluru@rbi.org.in 080-22180342; 9890756246
c) Shri Anand R Kamble, Assistant, irdeskbengaluru@rbi.org.in 080-22180342; 9535835232

Contact person (MSTC Ltd):

- i. Shri. J. Damodaran, Branch Manager 080-22287356 / 9841002253 (jdmodaran@mstcindia.co.in)
ii. Shri. Raveendranath, 76764 56095
iii. Shri. Arnab Sarkar 9986036012
iv. Google hangout ID- (for text chat)- mstceproc@gmail.com

B) System Requirement:

- i) Windows 7 or above Operating System
ii) IE-7 and above Internet browser.
iii) Signing type digital signature
iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.

	<p>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”.</p> <p><u>Other Settings:</u> Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.</p> <p>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)</p>
2.	The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbj . Tenders will be opened electronically on specified date and time as given in the Tender.
3.	All entries in the tender should be entered in online Technical and Financial Formats without any ambiguity.
4.	<p>Special Note towards Transaction fee: The Vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the Vendor login. The Vendors have to select the particular tender from the event dropdown box. The Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the Vendor shall generate a challan by filling up a form. The Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the Vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized, and the Vendor shall be receiving a system. Generated mail. Transaction fee is non-refundable. A Vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>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.</p>
5.	Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the Vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of Vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
6.	E-tender cannot be accessed after the due date and time mentioned in NIT.
7.	<p>Bidding in e-tender: a) Vendor(s) need to submit necessary EMD and Transaction fees (if any) to be eligible to bid online in the e-tender. Transaction fee is non-refundable. No interest will be paid on EMD. EMD of the unsuccessful Vendor(s) will be refunded by the tender inviting authority. b) The process involves Electronic Bidding for submission of Technical and Financial Bid.</p>

	<p>c) The Vendor(s) who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet in MSTC website www.mstcecommerce.com→ e-procurement→PSU/Govt depts→Login under RBI→ My menu→ Auction Floor Manager→live event→Selection of the live event.</p> <p>d) The Vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run, then the Vendor will not be able to save/submit his Technical bid.</p> <p>e) After filling the Technical Bid, Vendor should click 'save' for recording their Technical bid. Once the same is done, the Financial Bid link becomes active and the same has to filled up and then Vendor should click on "save" to record their Commercial bid. Then once both the Technical bid and Financial bid has been saved, the Vendor can click on the "Final submission" button to register their bid</p> <p>f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, Vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the Vendors will remain completely anonymous to one another and to everybody else.</p> <p>i) The e-tender floor shall remain open from the pre-announced date and time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the Vendor. Any bid will be considered as the valid bid offered by that Vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any Vendor confirms his acceptance of terms and conditions for the tender.</p>
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 and 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 requested to read the Vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.

Eligibility Criteria (Pre-Qualification Criteria)

The eligibility conditions that are to be satisfied by the tenderers for undertaking the work of installation and maintenance of **minimum seven Filter Coffee/ Tea/Soup vending machines** and for supply of Filter Coffee/Tea/Soup in the Bank's premises (Location: **10/3/8, Nrupathunga Road, Bengaluru - 560001**) are furnished below:

- 1) The intending applicant must be a company/ firm with minimum three years' experience in undertaking a work of similar nature and providing services to Government Departments/Public/Private Sector institutions with a contract value of not less than ₹1 crore per year.
- 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) Intending applicants will have to satisfy the Bank with documentary evidence in support of their possessing required eligibility, and in the event of their failure to do so, the Bank reserves the right to reject their application.

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 sealed 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 in sealed envelope 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 General Manager, Human Resource Management Department (HRMD), RBI Bengaluru. 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 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 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 11:00 am on March 09, 2026, at RBI, Bengaluru 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.

Note: - Information of persons (name, address, ID card details) willing to attend the pre-bid meeting should be communicated well in advance to Shri Kapil Phalak, Assistant Manager on email id- irdeskbengaluru@rbi.org.in

Further, visitors need to adhere to the following SOP while visiting the Bank's premises.

- i. Not more than three visitors per agency will be allowed.
- ii. Frisking of visitors will be done at the main gate.
- iii. Details of visitors (contact number & address) to be submitted.

Earnest Money Deposit (EMD)

The Bidders shall deposit EMD, of ₹2,00,000/- by NEFT to Reserve Bank of India, Bengaluru Account on or before March 18, 2026, 11:00 AM.

Beneficiary Name	Reserve Bank of India, Bengaluru
IFSC	RBIS0BGPA01 (5th and 10th digit is zero)
Account No	186003001

Security Deposit/ 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 security deposit of ₹5,00,000/- in the form of Performance Bank Guarantee for 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 the work which 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, Bengaluru 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 from April 01, 2026, till March 31, 2027. The Bank reserves the right to extend the period of contract for a further period of up to two years, subject to review by the Bank based on the performance of the service provider/s and on terms mutually agreed upon. The Bank may decide to expand the scope of this contract for installation and maintenance of Filter Coffee/ Tea/ Soup vending machines and for supply of Filter Coffee/ Tea/ Soup at office premises at mutually agreed terms and conditions within the broad framework of this contract.
2. The successful tenderer shall install machines (minimum 7, the number may vary based on demand) inside the Bank Premises at places identified by the Bank and arrange for adequate manpower (12 Persons for 7 machines) for operating the machines and serving Filter Coffee/Tea/Soup at the desks of the staff members.
3. One person amongst above shall also act as Supervisor for coordinating the work and overall supervision. The Supervisor shall coordinate with Assistant Manager- IR Section for all issues related to service, deployment, etc.
4. The supplier shall be responsible to provide adequate manpower (12 Persons for 7 machines) in order to provide continuous service and in the absence of any workforce, a suitable substitute shall be posted.

5. 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 HRMD, RBI, Bengaluru.
6. Beverages shall be served to employees of the Bank at their desks.
7. Bills for supplies made including manpower charges of workforce deployed 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 fifteen (15) working days' time, taking into account 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.
8. All the departments of the Bank function from Monday to Friday and only a few departments function on Saturdays except 2nd and 4th Saturday (**Only one machine will work on working Saturdays**). The Bank observes all public holidays declared by the State Government under Negotiable Instruments Act. The working hours in the Bank for serving Filter Coffee/Tea/Soup will be generally from 10:00 AM to 5.30 PM on Monday to working Saturday.
9. The quantity of Filter Coffee/Tea/Soup to be served shall be 100 ml per cup.
10. Sufficient stocks of all the varieties of Tea bags (Assam, Masala, Ginger, Cardamom), Green Tea (Regular and Flavoured), Roasted Filter Coffee Beans (Arabica), etc., Badam Milk, Soup offered in the quotation shall be maintained and supplied by the vendor.
11. Beverages shall be served in 150ml ceramic cups. These cups and wooden stirrers shall be provided by the vendor. **The senior officers shall be served with beverages in bone china cups which shall be provided by the Bank.**
12. 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.
13. The vendor's staff shall maintain personal hygiene.

14. The vendor shall get the medical examination done for its workforce (to be deployed for the purpose). It shall ensure that personnel deployed in preparing and serving Filter Coffee/ Tea/ Soup are free from any contagious or communicable diseases and shall arrange for their regular Health check-ups (once 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; in January and July every year i.e.
 - (a) Within a fortnight of new employee commencing work.
 - (b) Within a fortnight of the half yearly check-up.
15. Bank shall provide water for tea/ coffee/ soup, space, electrical points for installation and operation of vending machines and for storage of crockery and cleaning material. The Vendor shall make appropriate arrangement for storage of perishable goods.
16. 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.
17. The arrangements with the vendor shall stand terminated in the case of its insolvency.
18. 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.
19. The Bank also reserves the right to terminate the contract by giving a notice of 30 days without assigning any reason/s.
20. 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, Bengaluru. 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. The Vendor shall provide uniform to employees deployed for the work in (once in a year) with prior approval from the Bank and the cost for the same will be reimbursed.
21. 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, Bengaluru within a month of commencement of work or engagement of new manpower in RBI Premises.

22. 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, Bengaluru 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, Bengaluru 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, Bengaluru, and submit the declaration and undertaking to the bank.
23. In case, any of the persons so deployed by the vendor does not come up to the mark of efficiency professed, implied or expressly, by the vendor or 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, Bengaluru in this respect. Further, the vendor shall immediately replace such persons even without any demand from the RBI, Bengaluru.
24. 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.
25. 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, Bengaluru on account of failure or negligence of the workers deployed or in the event of breach of the agreement by the vendor.
26. 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.

27. The vendor shall make the payment of wages, etc., to the persons so deployed electronically and shall on demand furnish copies of wage register/ muster roll, etc., to the RBI, Bengaluru 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.
28. In the event of the vendor committing a default or breach of any of the provisions of the Labour Laws i.e., The Code on Wages 2019, Industrial Relations Code 2020, Social Security Code 2020, and Occupational Safety, Health & Working Conditions Code 2020 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.
29. 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, Bengaluru 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, Bengaluru 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 Security Deposit (invocation of Performance Bank Guarantee).

30. The vendor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.
31. (a) The vendor 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 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 workplace 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.
32. 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, Bengaluru.
33. 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, Bengaluru and ensure that no such persons shall create any disruption / hindrance / problem of any nature in the RBI, Bengaluru either explicitly or implicitly.
34. The vendor shall keep the RBI, Bengaluru 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, Bengaluru is made party and is supposed to contest the case, the RBI, Bengaluru 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, Bengaluru on demand. Further, the vendor shall ensure that no financial or any other liability comes on RBI, Bengaluru in any respect and shall keep RBI, Bengaluru indemnified in this respect.

35. 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, Bengaluru.
36. 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.
37. **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, Bengaluru or his/ her nominee.
38. 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, Bengaluru shall appoint another person to act as arbitrator in place of the outgoing 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.
39. The arbitrator shall give interim awards and / or directions, as may be required.
40. 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.
41. **Jurisdiction:** This agreement shall be subject to the jurisdiction of the courts at Bengaluru.

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 Minimum Seven Filter Coffee/ Tea/
Soup Vending Machines for supply of Filter Coffee/ Tea/ Soup in the Bank's
Premises**

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

- 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 ₹2,00,000/- is given vide NEFT dated ____, UTR No. _____.
- c. On receiving the award of contract, I/We will furnish a Performance Bank Guarantee in lieu of Security Deposit of ₹5,00,000/- which shall be valid for the period of contract.
- d. I / We also understand that the Regional Director, Reserve Bank of India, Bengaluru 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 Companies Act, 2013) / 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 Companies Act, 2013) / Partnership Deed (in case of partnership firms).
3. Copy of Tax Returns filed for last 3 years.
4. 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 2023-24, 2024-25 & 2025-26.
6. EMD for ₹2,00,000/- by NEFT. Details are as follows: A/c Name: NEFT – INWARD RECEIVED
A/c Number: 186003001 IFS Code: RBIS0BGPA01
(Please read 5th and 10th letter of IFSC Code as “Zero”)
7. The tenderer must enclose the copy of terms and conditions duly signed by the authorized person(s).
8. **Experience Details:** List of similar contracts entered into by the tenderer during the last 3 years (including orders on hand at present) costing ₹1 Crore and more per year. Similar contract for this purpose means a comprehensive contract for supply and installation of vending machines as well as supply of Filter Coffee/ Tea/Soup.

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.

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. 2 of eligibility conditions 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)

Format II (Financial bid)

Tender for Installation and maintenance of Minimum Seven Filter Coffee/Tea/Soup Vending Machines and for supply of Filter Coffee/Tea/Soup in the Bank's premises. (Should not be submitted with Technical Bid. It should be submitted at Online Portal under Section - Price Bid)

In response to the above and in full agreement with the terms and conditions as stipulated by you, I/We state as under:

Beverages/ Services Supplied	(A) Indicative average consumption in cups per month/ Required Manpower	(B) Rate in Rupees (Inclusive of GST) (a. Beverages – Rate for one cup b. Manpower – Wage for one supervisor/workmen)	Total (AxB)
Filter Coffee	30000		
Tea with Milk - Assam	25000		
Tea Bag – Flavoured (Masala, Ginger, Cardamom)	5000		
Green Tea	4000		
Badam Milk	5000		
Soup (All Varieties)	50		
Wages (Basic + VDA) per month/per Supervisor (Rates quoted should not be less than Minimum Wages Prescribed under Minimum Wages Act, 1948) (Kindly do not quote State Government rates)	1 Supervisor		
Employees Provident Fund per month/per Supervisor as per applicable rates	1 Supervisor		
Employees State Insurance per month/per Supervisor as per applicable rates	1 Supervisor		
Bonus as per applicable rates	1 Supervisor		
Service Charges of the Agency per month/per Supervisor (minimum of 3%)	1 Supervisor		
Wages (Basic + VDA) per month/per Workmen (Rates quoted should not be less than Minimum Wages Prescribed under Minimum Wages Act, 1948) (Kindly do not quote State Government rates)	11 Workmen		
Employees Provident Fund per month/per Workmen as per applicable rates	11 Workmen		
Employees State Insurance per month/per Workmen as per applicable rates	11 Workmen		
Bonus as per applicable rates	11 Workmen		
Service Charges of the Agency per month/per Workmen (minimum of 3%)	11 Workmen		
Grand Total (Inclusive of GST)			

Note

All the above columns are mandatory, hence no column should be left blank failing which financial bid is liable to be rejected.

Prices quoted are based on indicative monthly consumption as above. The above number is based on current consumption and may change based on taste and demand. Also see para number 10 of Section II.

The rates quoted should be inclusive of GST. GST will be reimbursed by the Bank on the above quoted rates on submission of monthly bill.

EPF and ESI Contributions will be governed as per instructions/ orders issued by the Government or the organizations concerned from time to time and payable accordingly.

The vendor's quoted service charge must be a minimum of 3%; any financial bids failing to meet this threshold will be excluded from evaluation.

I/ We have gone through the terms and conditions accompanying the tender document and am/ are agreeable to them and I/ We am/ are authorized to submit this bid for and on behalf of (Name of the Company/ Firm). True copy evidencing my/ our authority in this regard is enclosed.

Authorized Signatory

(With name & Seal)

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)

**FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK
(To be submitted by the Tenderer along with the Tender)**

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

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

(Signature)
Authorised Signatory of the Bank

Branch Note:

1. Bankers' certificates should be on letter head of the Bank, (in sealed cover).
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
VENDOR**

(To be given on client's letter head)

1. Name & address of the Client
2. Details of Filter Coffee/Tea/Soup 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 Filter Coffee/Tea/Soup 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, Regional
Office, Main office building, 10/3/8,
Nrupathunga Road, Bengaluru-
560001

Dear Sir,

In consideration of your agreeing to enter for contract with M/s ___ (hereinafter referred to as "the Contractor") in terms of their contract with you for INSTALLATION AND MAINTENANCE OF FILTER COFFEE/TEA/SOUP VENDING MACHINES FOR SUPPLY OF FILTER COFFEE/TEA/SOUP IN THE BANK'S PREMISES 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 ₹5,00,000/- (Rupees Five Lakh only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Contractor of any of the terms and conditions contained in the said Contract and in the event of the Contractor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of ₹5,00,000/- (Rupees Five Lakh only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Contractor.
2. Notwithstanding anything to the contrary, your decision as to whether the Contractor has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This guarantee shall continue and hold good until it is released by you on the application by the Contractor after expiry of the relative guarantee period of the said Contract and after 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 three (03) 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 ₹5,00,000/- (Rupees Five Lakh only) as aforesaid.

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

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

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

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

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

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 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 ₹5,00,000/- (Rupees Five Lakh only). Unless a written claim is lodged on us for payment under this guarantee before the expiry date, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether or not the original guarantee is returned to us.

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

SIGNED AND DELIVERED

(For & on behalf of the above-named Bank)

For & on behalf of (Banker's Name & Seal)
BRANCH MANAGER
(Banker's Seal)
Address _____