

**RESERVE BANK OF INDIA  
HUMAN RESOURCE MANAGEMENT DEPARTMENT  
THIRUVANANTHAPURAM  
[www.rbi.org.in](http://www.rbi.org.in)**

**Requirement of Catering Contractor for Staff Canteen**

1. Offers are invited from reputed and well-established caterers/hoteliars for providing canteen facilities to about 200 staff members of Reserve Bank of India, Bakery Junction, Thiruvananthapuram - 695 033.
2. The contract shall initially be for a period of one year, which would be renewable for further period at the discretion of the Bank.
3. The contract is for preparing and serving standard items of breakfast, lunch, snacks, hot and cold beverages etc for about 200 staff members of the Bank. Usage of necessary space, electricity, water and existing infrastructure, subject to conditions prescribed from time to time, will be allowed free of charge by the Bank.
4. Based on the suitability of offers, terms and conditions of the arrangement concerning the items to be served and the rates there-for will be negotiated taking into consideration the provision of above mentioned facilities to the contractors.
5. The Bank will not give any subsidy to the Caterers and they will have to be affiliate of M/S Sodexo SVC India Pvt. Ltd. and sell food items against Sodexo Coupons and /or cash.
6. 'Request for Empanelment Form' (RFE) may be obtained, during office hours, from Human Resource Management Department, Reserve Bank of India, Thiruvananthapuram- 695 033. The same is also available on the website of RBI, i.e. [www.rbi.org.in](http://www.rbi.org.in).
7. Interested parties/organizations may submit their expression of interest on or before April 20, 2015, furnishing full details of their experience and other particulars in a sealed cover
8. The Bank reserves the right to accept or reject any/or all the offers without assigning any reason thereof, and Bank's decision shall be final and it shall not be open to challenge anywhere.

Regional Director  
Reserve Bank of India  
Thiruvananthapuram

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Human Resource Management department  
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**Terms and conditions**

1. The Caterer should be located in Thiruvananthapuram and have a minimum of 3 years experience in the field of catering.
2. The Caterer should have achieved annual sales turnover of at least Rs15 lakh in the last three years, i.e. FY 2012/2013/2014 supported by audited or CA certified statement of accounts. This condition shall be relaxed, in the case of Caterers belonging to the category of SHGs, at the discretion of the Bank.
3. The Caterer should be a firm/SHG, and should be in existence for the last three years. Preference will be given to those having necessary experience in providing catering services in reputed organizations like All India Financial Institutions, public sector banks/undertakings, MNCs and large private sector companies including offices of RBI itself.
4. The caterer will have to produce on demand, license/permit/approval etc. from the Statutory Authority concerned to the local office (RBI) or any other authority concerned for carrying out this type of work. They must also have necessary license to engage labour under the Labour laws in force. The caterer will have to abide by all applicable laws/rules including minimum wages/PF etc. The caterer will be solely responsible for violation of any laws.
5. The Catering Contractor shall not engage any agent or enter into sub-contract with any other caterer/s for running the said canteen.
6. The Caterer will have to cook in the kitchen attached to the Canteen in the Bank necessarily, except under circumstances approved by the Bank.
7. The Caterer should engage at least a person with relevant experience preferably with professional qualification (viz. degree/diploma in catering technology/Hotel management, etc.) at the supervisory level. The supervisor must have the ability to supervise the entire affairs of the Canteen and must have cordial disposition. The catering support staff must have necessary experience of table service. High standard of hygiene (which will be verified periodically by the Bank's Medical Consultant), as prescribed will have to be maintained.
8. The Bank will not give any subsidy to the Caterers and they have to be an affiliate of M/S Sodexo SVC India Pvt. Ltd. and sell food items to the Staff members against Sodexo Coupons and /or cash payment.
9. The Caterer will have to provide his own crockery and use good quality utensils/crockery for storing/serving the food/beverages.

10. The canteen will be required to be run on all working days and other days if required by the Bank.

11. The canteen shall be for the exclusive use of the employees of the Reserve Bank of India.

12. The Catering Contractor should not use the canteen space for any business other than running the canteen. He shall not make any changes, additions or alterations in the canteen space without obtaining the specific approval of the Bank.

13. The Caterer should ensure that adequate number of persons are employed for smooth running of the Canteen and ensure that food is served within the prescribed time zones/schedule.

14. The Bank has the right to remove the caterer if his performance is found to be unsatisfactory or for whatever reasons, without explaining the same.

15. Agencies qualifying the above terms and conditions may submit their Request for Empanelment in the prescribed format on or before April 20, 2015.

16. The Caterer shall be solely responsible for compliance with the provisions of all central and state laws, various taxes (Income tax, sales tax, service tax, etc.), labour and industrial laws, such as minimum wages, workmen compensation, EPF, Bonus, Gratuity, etc. relating to persons deployed for providing services to RBI.

17. The caterer should abide by the security, fire and safety regulations of the Bank. He should ensure Cleanliness and hygiene and should exercise reasonable care while using the service lines/fittings in the canteen premises. The Caterer should dispose leftover foods and other bio-degradable items by depositing the same in the Bio-gas plant installed in the office premises. Plastic and other garbage should be removed from the Bank's premises in regular intervals to the satisfaction of the Bank.

18. The quality of articles of food and beverages shall be of good standard and shall be purchased from approved vendors. The spices and other packed provisions shall be branded and should have FPO registration. The Bank would send its officer(s) on fortnightly basis or, at any periodicity as decided by the Bank to inspect such articles of food or, provisions and will have full powers to order discontinuation of such products if found of poor standard on the grounds of hygiene.

**REQUEST FOR EMPANELMENT OF CONTRACTORS FOR CATERING ARRANGEMENTS  
IN RBI, THIRUVANANTHAPURAM**

From:

To

The Regional Director  
Reserve Bank of India  
Bakery Junction  
Thiruvananthapuram-695 033

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1. Name of Catering agency/company/firm/SHG
2. Name of MD/CEO/Manager/Convenor
3. Telephone No. of the contact person
4. Mobile No. of the contact person
5. Postal Address
6. PAN number
7. ESIC Registration No.
8. Labour Licence No.
9. Municipal Licence No.
10. Food License No.
11. Sales-Tax No.
12. Service-Tax No.
13. Audited Balance Sheet for the last three years
14. Details of Experience:
  - No. Establishment(s) for which canteen services have been provided
  - No. of years of experience with the above establishment (s)
  - Whether that experience is "Past" or "Present"
  - No. of staff catered to in those establishment(s)
  - Full details of bankers (name of bank, branch, Account details etc)