



ई-निविदा आमंत्रण सूचना

भारतीय रिज़र्व बैंक, रायपुर में अधिकारियों के लाउंज और भोजन कक्ष (ओएलडीआर) और स्टाफ कैंटीन के रखरखाव और खानपान सेवाओं के प्रावधान हेतु ई-टेंडर।

भारतीय रिज़र्व बैंक, रायपुर, अटल नगर, नवा रायपुर स्थित भारतीय रिज़र्व बैंक कार्यालय में खानपान सेवाएं प्रदान करने के लिए दो बोली प्रणाली (तकनीकी-वाणिज्यिक और मूल्य बोली) के तहत ई-निविदा आमंत्रित करता है।

ई-निविदा की प्रक्रिया एमएसटीसी के ई-निविदा पोर्टल (<http://mstcecommerce.com/eprocn/rbi/>) के माध्यम से की जाएगी। सभी योग्य और इच्छुक बोलीदाताओं (bidders) को ई-निविदा प्रक्रिया में भाग लेने के लिए उपर्युक्त वेबसाइट के माध्यम से एमएसटीसी में पंजीकरण करना होगा। ई-निविदा की संक्षिप्त जानकारी तथा समय-सारणी निम्नानुसार है:

ई-निविदा सं.	RBI/RAIPUR REGIONAL OFFICE/HRMD/9/25-26/ET/1109[Catering Services- RBI Raipur]
क) अनुमानित लागत	लगभग ₹32,00,000/- (बत्तीस लाख रुपये मात्र) 01 मई, 2026 से 31 मार्च, 2027 की अवधि के लिए प्रति वर्ष सभी लागू करों सहित या बैंक आपूर्तिकर्ता को व्यवसाय शुरू करने के लिए कम से कम सात (7) दिन पहले लिखित सूचना प्रदान करेगा।
ख) ई-निविदा का तरीका	ई-निविदा प्रणाली (www.mstcecommerce.com/eprocn/rbi/) के माध्यम से ऑन-लाइन भाग। - तकनीकी बोली और भाग II - मूल्य बोली)
ग) आरबीआई वेबसाइट और एमएसटीसी पोर्टल पर एनआईटी अपलोड करने की तारीख	20 मार्च 2026 (शुक्रवार) को 1100 बजे से
ड) बोली-पूर्व बैठक	27 मार्च 2026 (शुक्रवार) को सुबह 11:00 बजे बैठक भारतीय रिज़र्व बैंक, सेक्टर-24, अटल नगर, नवा रायपुर में।
च) बयाना जमा राशि (ईएमडी),	₹64,000/- एनईएफटी के माध्यम से जमा करना है। जमा पश्चात एनईएफटी का ब्यौरा तकनीकी बोली के साथ प्रस्तुत करना होगा।
छ) ईएमडी प्रस्तुत करने की अंतिम तिथि	10 अप्रैल 2026 (शुक्रवार) को 1100 बजे तक
ज) वेबसाइट http://mstcecommerce.com/epr	20 मार्च 2026 (शुक्रवार) को 1100 बजे से



ocn/rbi/ पर ऑनलाइन तकनीकी बोली और मूल्य बोली प्रस्तुत करने के लिए ई-निविदा शुरू होने की तिथि	
झ) तकनीकी बोली और मूल्य बोली प्रस्तुत करने के लिए ऑनलाइन ई-निविदा के बंद होने की तिथि	10 अप्रैल 2026 (शुक्रवार) को 1100 बजे तक
च) (i) भाग-I (अर्थात तकनीकी बोली) खोलने की तिथि और समय (ii) भाग-II अर्थात मूल्य बोली खोलने की तिथि और समय	(i) 10 अप्रैल 2026 (शुक्रवार) को 1100 बजे (ii) भाग-II अर्थात मूल्य बोली को खोलने की तिथि की सूचना अलग से दी जाएगी।
ट) लेन-देन शुल्क	एमएसटीसी पोर्टल पर जैसा दिखाया गया हो और जैसा लागू हो। एमएसटीसी लिमिटेड के पक्ष में या मेसर्स एमएसटीसी लिमिटेड द्वारा सूचित किए अनुसार एमएसटीसी भुगतान गेटवे/ एनईएफटी/ आरटीजीएस के माध्यम से भुगतान किया जाना है। कृपया लेनदेन शुल्क भारतीय रिज़र्व बैंक, रायपुर को अंतरित न करें।

क्षेत्रीय निदेशक
भारतीय रिज़र्व बैंक, रायपुर



भारतीय रिज़र्व बैंक/ Reserve Bank of India
मानव संसाधन प्रबंध विभाग/ Human Resource Management Department
Raipur / रायपुर

E-Tender for Providing Catering Services and maintenance of Officers' Lounge & Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Raipur

**E-Tender no: RBI/RAIPUR REGIONAL OFFICE/HRMD/9/25-26/ET/1109[Catering Services-
RBI Raipur]**

Tender Notice

Reserve Bank of India, Raipur invites e-tender under Two Bid system (Techno- Commercial & Price Bid) for providing Catering Services at Reserve Bank of India, Sector-24, Atal Nagar. Nava Raipur. The tender forms will be available to view/ download from 11:00 Hours on **March 20, 2026** from RBI website at www.rbi.org.in and MSTC e-portal at www.mstcecommerce.com.

Tender, duly filled-in and e-signed, should be submitted by e-tendering mode only through MSTC New Common Portal (www.mstcecommerce.com). The schedule of the e- tendering process is as follows:

- 1. Estimated Cost: ₹32,00,000/- (Inclusive of GST)**
- 2. Earnest Money: ₹64,000/- (2% of estimated Cost)**
- 3. Publication of Event - Date and Time: 20.03.2026 at 11:00 Hours**
- 4. Date of Off-line Pre-Bid Meeting: 27.03.2026 at 11:00 Hours**
- 5. Bid Start Date and Time: 20.03.2026 from 11:00 Hours**
- 6. Bid Close Date and Time: 10.04.2026 at 11:00 Hours**

Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only.

Bank is not bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.

क्षेत्रीय निदेशक / Regional Director
भारतीय रिज़र्व बैंक / Reserve Bank of India
रायपुर / Raipur

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DISCLAIMER

Reserve Bank of India, Human Resource Management Department, Raipur, has prepared this document to give background information on the Contract to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by Reserve Bank of India in submitting the e-tender. The information is provided on the basis that it is non – binding on Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

Reserve Bank of India reserves the right not to proceed with the Contract or to change the configuration of the Contract or to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.



RESERVE BANK OF INDIA
Human Resource Management Department
Raipur

E - Tender No.

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

E-Tender for Providing Catering Services and Maintenance of Officers' Lounge & Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Raipur

1. Reserve Bank of India, Raipur (hereinafter called "the Bank"), invites e-tenders under Two – Bid system (Part I - Techno-Commercial Bid & Part II – Price Bid) for providing Catering Services in Officers' Lounge & Dining Room and Staff Canteen at Reserve Bank of India, Sector-24, Atal Nagar, Nava Raipur. The contract shall be valid initially for a period from **May 01, 2026 to March 31, 2027 (11 Months)** and thereafter will be renewed for two more years (one year at a time), based on satisfactory performance by the tenderer.
2. Tender document can be downloaded from website www.rbi.org.in under the link "Tenders" and www.mstcecommerce.com from **11:00 AM onwards of March 20, 2026**. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should regularly check the above website / e-portal for any Amendment / Corrigendum / Clarification.
3. The work is estimated to cost **₹32,00,000 (Rupees Thirty-Two Lakh only) (Including GST) annually. The EMD of amount ₹64,000/-** (Rupees Sixty-Four Thousand only) is to be paid through NEFT on or before **11:00 AM on April 10, 2026**. The proof of payment has to be submitted along with the techno-commercial Bid.
4. The tenderers should submit their proposal, as per the instructions regarding e-Tender, along with all supporting documents complete in all respects on or before **11:00 AM on April 10, 2026**.
5. The Part-I (Techno-Commercial Bid) will be opened electronically on **April 10, 2026 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. Part – II of the tenders in respect of all eligible tenderers will be opened on a subsequent date which

will be intimated to the qualified tenderers in due course through registered e-mail.

6. 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 Price 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 its offer even after opening of Part-II of the tender. The Bank is not bound to assign any reason/s thereof.

7. 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.

क्षेत्रीय निदेशक / Regional Director
भारतीय रिज़र्व बैंक / Reserve Bank of India
रायपुर / Raipur

SCHEDULE OF TENDER (SOT)

1.	E-Tender No. & Name	E-Tender No. RBI/RAIPUR REGIONAL OFFICE/HRMD/9/25-26/ET/1109[Catering Services- RBI Raipur] E-tender for providing Catering Services and Maintenance of Officers' Lounge & Dining Room and Staff Canteen at Reserve Bank of India, Raipur.	
2.	Mode of Tender	E-Procurement System (Online Part I – Techno-Commercial Bid and Part II – Price Bid through www.mstcecommerce.com/eprocn)	
3.	Date of Notice Inviting e-tender available for download on RBI Website	March 20, 2026 (Friday) at 11:00 Hrs	
4.	Date of Pre-bid meeting	March 27, 2026 at 11:00 Hrs	
5.	Venue of Pre-Bid meeting	Conference Room, 1 th Floor, RBI, Sector-24, Atal Nagar, Nava Raipur	
6.	Estimated value of tender	₹32,00,000 (incl. of 18% GST)	
7.	Transaction fees	MSTC Charges as applicable.	
8.	Earnest Money Deposit	₹64,000/- (Rupees Sixty-Four Thousand Only) through NEFT in favour of Reserve Bank of India, Raipur on or before 11:00 AM of April 10, 2026. <u>Details for NEFT</u>	
		Beneficiary Name	Reserve Bank of India, Raipur
		IFSC	RBIS0RPPA01 (5th and 10th digit is zero)
		Account No	186003001
9.	Last date of submission of EMD	April 10, 2026 till 11:00 Hrs	
10.	Date of starting of online submission of e- tender (Techno-Commercial Bid and Price Bid) at www.mstcecommerce.com/eprocn	March 20, 2026 at 11:00 Hrs onwards	
11.	Date of closing of online submission of e- tender (Techno-Commercial Bid and Price Bid).	April 10, 2026 until 11:00 Hrs	

12.	Date & time of opening of Part-I (Techno-Commercial Bid)	April 10, 2026 until 11:00 AM
13.	Date of opening of Part-II (Price Bid)	Part-II (Price Bid) will be opened electronically of only those tenderer(s) whose Part-I (Techno-Commercial Bid) is found acceptable by RBI, Raipur. Such tenderer(s) will be intimated regarding date of opening of Part-II (Price Bid) through valid email given by them.
14.	Performance Bank Guarantee (PBG)	The successful tenderer shall furnish along with the contract, a Performance Bank Guarantee (PBG) of 5% of the estimated tender.

Selection / Evaluation of Tenderer: Selection of final successful tenderer shall be done by the Bank, considering the marks obtained by the tenderers in the Techno-Commercial Bid and Price Bid. The successful tenderer shall execute a bilingual agreement (Hindi and English) on stamp paper (stamp duty shall be borne by the tenderer). If the selected tenderer fails to sign the formal agreement immediately on award of contract or fails to undertake the work on the due date (to be conveyed later) the letter of intent can be cancelled.



Reserve Bank of India
Human Resource Management Department
Raipur

**E-Tender for Providing Catering Services and Maintenance of Officers’
Lounge & Dining Room (OLDR) and Staff Canteen at Reserve Bank of
India, Raipur.**

PART- I

Name of the Tenderer:

Address:

Date of Publication of e-Tender	March 20, 2026 from 11:00 Hours
Date of Pre-Bid Meeting	March 27, 2026 at 11:00 Hours
Last date of Submission of Bid	April 10, 2026 up-to 11:00 Hours
Date of Opening of Part- I of e-Tender	April 10, 2026 at 11:00 Hours

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Important Instructions regarding E-tender

This is an e-procurement event of Reserve Bank of India, Human Resource Management Department, Raipur. The e-procurement service provider is MSTC Limited.

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

A. Registration:

The process involves tenderer's registration with MSTC e-procurement portal which is free of cost. Only after registration, the tenderer(s) can submit his/their bids electronically. Electronic bidding for submission of Techno-Commercial Bid as well as Price Bid over the internet will be done. The Tenderer should possess Class III signing type digital certificate. Tenderers are to make their own arrangement for bidding from a computer connected with Internet. MSTC/RBI, Raipur is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

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

संपर्क व्यक्ति (भारतीय रिज़र्व बैंक) / Contact person (RBI):

i)	Shri Amitesh Singh, AGM	hcmdraipur@rbi.org.in Contact No. 0712- 2244245/9752323911
ii)	Shri Ashish Kumar Verma, Manager	ashishkverma@rbi.org.in Contact No. 9691343555
iii)	Shri Deepak Wahurwagh, AM	dmwahurwagh@rbi.org.in Contact No. 8793488528

संपर्क व्यक्ति (.एमएसटीसी लि)/ Contact person (MSTC Ltd):

S No	Name of Contact Person	Email	Landline No	Mobile No.
1	MSTC Helpdesk for settings	helpdeskho@mstcindia.in (Please mention "HO Helpdesk" as subject while sending emails)	-	07969066600

2	Mr. Kumaravel R, Deputy Manager	rpropn1@mstcindia.in	0771- 2432481	9946570940
3	Mr. Mohammad Mohsin, Asst Manager	rpropn8@mstcindia.in		8851735804
4	Mr Rohit Kumar Singh, Manager	rpropn2@mstcindia.in		9886056499

नोट सभी तकनीकी मुद्दों के लिए सभी कार्य दिवसों पर सुबह -10 बजे से शाम 5 बजे तक संपर्क किया जा सकता है।

Note- For all technical issues, you may contact the above officials from 10 am to 5 pm on all working days.

B. Process of E-tender:

1. The Techno-Commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprocn. Tenders will be opened electronically on specified date and time as given in the tender.

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

3. **Special Note towards Transaction fee:**

A tenderer will not have the access to online e-tender without making the payment towards transaction fee. **Transaction fee is non-refundable.**

NOTE: Tenderers are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.

4. Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the tenderers are required to ensure that their corporate email-id provided is valid and updated at the time of registration of tenderer with MSTC. Tenderers are also requested to ensure validity of their DSC (Digital Signature Certificate).

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

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

(i) Tenderer(s) need to submit necessary Earnest Money Deposit (EMD) (to RBI only through NEFT) and transaction fees (if any) to be eligible to bid online in the e-tender. Transaction fees is non- refundable. No interest will be paid on EMD.

Offers without EMD would be considered as unresponsive and rejected.

- (ii) EMD of the unsuccessful tenderer(s) will be refunded by the tender inviting authority.
- (iii) The process involves Electronic Bidding for submission of Technical and Price Bid.
- (iv) During the entire e-tender process, the tenderers will remain completely anonymous to one another and also to everybody else.
- (v) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- (vi) All electronic bids submitted during the e-tender process shall be legally binding on the tenderer. Any bid will be considered as the valid bid offered by that tenderer and acceptance of the same by the Bank will form a binding contract between the Bank and the tenderer for execution of supply.
- (vii) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
- (viii) The Bank reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- (ix) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any tenderer confirms his acceptance of terms & conditions for the tender.

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

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

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

10. The bid will be evaluated based on the filled-in technical & commercial formats. The documents uploaded by tenderer(s) will be scrutinized. In case any of the information furnished by the tenderer is found to be false during scrutiny, EMD of defaulting tenderer(s) will be forfeited.

11. Tenderers are requested to read the tenderer guide and see the video in the page www.mstcecommerce.com/eprocn to familiarize with the system before bidding.

SCOPE OF WORK

Scope of Work will include:

1. The tenderer will have to provide staff for providing catering services and maintenance of Officers' Lounge & Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Sector-24, Atal Nagar, Nava Raipur, hereinafter referred to as "the said Premises". The contract, if awarded, shall be initially valid for a period of one year i.e., from May 01, 2026 to March 31, 2027 (11 Months). The Bank reserves the right to extend the period of the contract for a further period of up to two years (one year at a time) on mutually agreed terms. The total minimum manpower required may be increased by the Bank as per the requirement during the currency of the contract.

2. The Bank may also intend for establishment of Officers Lounge and Dining Room (OLDR) tentatively from April 01, 2027 or any other date decided by the Bank, in addition to the presently proposed Staff Canteen from May 01, 2026 to March 31, 2027. The contract for providing catering services and maintenance of Staff Canteen, if awarded (L1 vendor), also have to provide catering services in the OLDR (subject to mutual agreement). In this connection, the total manpower requirement, service charge and menu (details of rate, menu etc.) and any other scope of work will be mutually decided by the Bank and the contractor (L1 vendor).

3. The Tenderer shall provide staff for:
 - I. Cooking vegetarian and non-vegetarian food in the kitchen attached to the canteen and / or Officers' Lounge.
 - II. Serving tea / coffee to the Bank's Officers at their desks / table during office hours, on all working days or on any other day as specified by the Bank.

- III. Cooking and serving breakfast and lunch for Bank's employees at the dining area on all working days or on any other day as specified by the Bank.
 - IV. Ensuring availability of drinking water on the desks of Senior Officers on all working days or on any other day as specified by the Bank.
 - V. Serving Special Lunches / High Tea / Special Tea / Refreshments as and when required in the Office premises for which prior information shall be given by the Bank.
 - VI. Ensuring and maintaining cleanliness of the Kitchen area along with cleaning cooking utensils, crockery and other appliances in the Kitchen.
4. The Tenderer will be provided space, electricity, water and use of existing canteen and / or Officers' Lounge infrastructure for free of charge by the Bank.
 5. The Canteen and / or Officers' Lounge will be required to be run on all working days of the Bank and other days, as and when required by the Bank.
 6. The Tenderer must engage the minimum number of staff for the work as mentioned below.

Type of Employee	No. of Employee	Details of staff
Skilled	Two	Supervisor – 01 Head Cook – 01
Semi-Skilled	Two	Assistant Cook – 02
Un-Skilled	Three	Waiter/Helper/Cleaner - 03

The above-mentioned minimum manpower deployment can be increased as per the requirement of the Bank during the currency of the contract.

7. The responsibility of staff are as follows:
 - a. Supervisor
 - i. The Supervisor deployed should have at least three years' experience in relevant field.
 - ii. Should be of courteous and polite demeanor.
 - iii. Will be responsible for overall functioning of staff canteen / Officers' Lounge cleanliness.
 - iv. Should be in proper uniform.
 - v. He will personally be responsible for ensuring good quality food and other eatables provided in Staff Canteen / Officers' Lounge.

- vi. Should ensure that all electrical, plumbing, furniture, etc. are always in proper order through constant checking and inform the OLDR desk regarding any issues.
- vii. Should ensure that all the utensils, crockery, kitchen equipment is cleaned and in working order.
- viii. Should ensure that the kitchen is kept clean and in hygienic condition.
- ix. Will supervise and check the overall working of Head Cook, Assistant Cook and other support staff. He shall ensure they wear neat and tidy uniform, head caps and use hygienic gloves supplied to them by the Tenderer. He will ensure that neither he nor the other workers are smoking/ chewing tobacco/ consuming liquor in the Bank's premises.
- x. Should ensure that good quality food is being prepared timely and served properly to the staff.
- xi. Will be the Tenderer's point of contact with the Bank.
- xii. Will ensure timely service of Tea/Coffee/ Normal Tea/High Tea, Basic Lunch and Special Lunch during various meetings.
- xiii. Will ensure that good quality approved brand raw material supplied in the Staff Canteen / Officers' Lounge as per [Annexure-XIV](#).
- xiv. The supervisor shall ensure at all times to maintain and keep the canteen / Officers' Lounge, kitchen, washing area in the said premises, in a clean and hygienic condition, to the satisfaction of the Bank.
- xv. Will submit the bills to the Bank on time.

b. Head Cook and Assistant Cook

- i. The Head Cook should have at least three years' experience in relevant field and of handling large kitchens.
- ii. The Assistant Cook should have at least three years' experience in relevant field.
- iii. Should be well versed in cooking North, South Indian, Chinese dinners/lunch/breakfast items.
- iv. Should maintain hygiene in the kitchen.
- v. Should be in proper uniform.
- vi. Should assign works to support staff in kitchen.
- vii. Should ensure that timely good quality food is prepared.
- viii. Should be utilized for preparation of tea/coffee, Basic Lunch, Special Lunch and Other A-la-Carte menu items on daily basis.

c. Support Staff (Waiter/Helper/Cleaner)

- i. Should be courteous and polite.
- ii. Should serve the meals in a clean and hygienic manner.
- iii. Should serve the water/tea/coffee/snacks etc.to staff members of the Bank in a clean and hygienic manner on their respective tables, meeting halls, conferences etc.
- iv. Should keep the dining tables always clean and presentable.
- v. Should enquire with staff members and provide additional food items on request.
- vi. Should not keep staff members waiting to be served.
- vii. Should thoroughly clean the utensils.
- viii. Should sweep, swab and dust the furniture etc.
- ix. Should assist cooks in cutting/storing of vegetables, cooking or any other work assigned by the Head Cook, Assistant cook or Supervisor.
- x. Refilling/Cleaning of Kettles/thermos etc. with drinking water daily in the morning, provided by the Bank in the cabins of the Senior Officers of the Bank.
- xi. Should be in proper uniform.
- xii. Serve Tea/Coffee at least twice a day /in each half as per the time determined by the Bank at the desk/cabin of staff on a daily basis.
- xiii. Refill water bottle at Senior Officer's Cabin or as per the place decided by the Bank.
- xiv. Clean, refill and place the water bottle in various meetings.
- xv. Serve Tea/Coffee/ Normal Tea/High Tea in various meetings/Senior Officer's Cabin/ location decided by the Bank.
- xvi. Serve Lunch at Staff Canteen / Officers' Lounge on a daily basis.
- xvii. Clean Crockery and Cutlery used on a regular basis.

8. The food for breakfast/lunch will be cooked in kitchen/s area as defined by the Bank from time to time.

9. Food served in the Staff Canteen / Officers' Lounge should be of high quality. The Tenderer shall ensure provision for Breakfast being served between **09:00 am to 10:00 am** only at Staff Canteen / Officers' Lounge, Lunch to be available between **12:30 pm and 2:30 pm**, Snacks to be available between **3:30 pm and 4:30 pm** only

at Staff Canteen / Officers' Lounge. The specific meals to be served in the office shall be communicated separately and may change as per the requirement arising from time to time.

10. If required by the Bank, the Tenderer may provide packed breakfast/lunch/dinner on demand basis with prior intimation at the Bank's premises or any additional premises so informed by the Bank.
11. The menu may be altered for specific guests/ special occasions/ programmes/ functions as desired by RBI, within the overall scope of the menu.
12. The tenderer shall attend to any or all catering requirements whether covered contractually or otherwise, at a predetermined price laid out in the contract or mutually agreed upon thereafter, after obtaining prior permission from HRMD.
13. The Vendor shall arrange and serve outside preparations / food **only as and when instructed by the Bank** and shall claim reimbursement along with the regular bills as approved by the bank.
14. **The Vendor shall attend to any or all catering requirements whether covered- contractually or otherwise, at a predetermined price laid out in the contract or mutually agreed upon thereafter.**
15. The vendor shall be responsible for procurement of grocery items and ingredients. Best quality fresh consumable items and only good quality and reputed brand packed ingredients as specified in [Annex IX](#), shall be used in the preparation of food and beverages.
16. Fresh vegetables and milk, standard beverages shall be used. The Bank will carry out the surprise inspection regularly and they should be fully satisfied with the quality of consumable items used.
17. The Tenderer shall store sufficient quantity of high-quality ingredients to ensure preparation of food items in time. The tenderer at his own risk shall make the procurement and storage.
18. All procurements for which reimbursement is claimed from the Bank shall be supported by bills / receipts. No "estimate" or "kachcha" or unnumbered or bills will be entertained.
19. Food prepared shall be used for the specific service and the leftover food shall not be served during the next meal service.
20. The rates quoted in the Price Bid (Part-II) shall be final.
21. No canteen / lounge employee shall be allowed to perform his/her duty without proper uniform/attire.

22. The Tenderer shall maintain a very high level of hygiene, cleanliness and shall ensure that the image of the cafeteria does not get adversely affected by the poor upkeep, smell or untidy looks of canteen staff, facilities, utensils or food quality.
23. The bidder shall be fully responsible to adhere to the recent wage notification as stipulated by as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time and the associated statutory liabilities like PF and ESI shall also be compensated accordingly as applicable from time to time as per [Annexure XII](#). Bank reserves the right to increase or decrease the number of staff as specified above. Bank will only reimburse the minimum wages for the staff deployed by the Tenderer for the working days, as notified by the Chief Labour Commissioner (Central), Ministry of Labour & Employment as applicable from time to time to the tenderer separately. Any additional expenses over and above the minimum wages of the above staff, will be borne by the Tenderer only.
24. The Tenderer shall arrange for tea /coffee being served to Officers of the Bank at their desks/table during office hours, twice a day (10:30 am and 03 pm) on all working days or on any other day as specified by the Bank. The Tenderer shall arrange for cups, Plates for tea /coffee / Normal Tea /Special Tea / High Tea services, wherever required. In addition to this they also have to serve tea /coffee/ Snacks/ Normal Tea/ Special Tea /High Tea during various meetings as desired by the specific department from time to time for which they have to maintain a record.
25. Apart from that, Contractor may be asked to arrange / provide snacks, cakes, outside food items etc., as and when required by the Bank, reimbursement of which will be done by the Bank on the agreed terms on mutual consent.
26. The Contractor shall ensure that cooking vessels and other utensils used for preparing non - vegetarian dishes are not used for cooking and serving vegetarian food. A separate cooking arrangement and use of separate utensils etc. shall be ensured for Vegetarian and Non-Vegetarian dishes.
27. Normally the service in Officers' Lounge is a buffet service, however, at times, service as per specifications are to be provided i.e., sit-down service, banquet or any other form. The service of all food items in OLDR should be "UNLIMITED" as per the requirement of the Officers/ guests from the spread available.
28. Menu for each day's lunch shall be drawn up by the Manager/Supervisor every week in advance, as per [Annexure I](#), in consultation with the authorized official designated by the Bank, with due regard to the seasonal requirements, needs. Signed menu shall be enclosed with the bills at the time of submitting the same for payment thereof.

29. The Caterer may also supply those food/eatable items which are not under the contract in case of demand from employees. The cost of such food/items should not be more than MRP rates. The caterer should obtain prior approval from Bank before selling those food items.
30. The approved price of the eatables should be prominently displayed at the counter in the Canteen.
31. The rates quoted in the financial bid (Part-II) shall be final. Any revision in the rates will be considered only at the time of renewal of the annual contract by mutual agreement taking into consideration the WPI/inflation rates. The rates of any items which are not in the financial bid and are added on a later date, may be fixed after approval by the Bank.
32. All the departments of the Bank function from Monday to Friday and only a few departments of the Bank function on Saturdays. The working hours in the Bank for serving Tea/ Coffee will be generally from 9:00 AM to 06:00 PM.
33. All the items supplied by the Bank at its expense for running Staff Canteen and / or Officers' Lounge will be Bank's property for all intents and purposes. The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture due to improper handling shall be recovered from the agency at full cost.
34. Regarding natural wear and tear of any such item, the decision of the Bank shall be final and binding on the agency. Records for damages/breakages due to normal wear and tear will have to be maintained by the agency for verification by the Bank from time to time.
35. Bank will not bear any additional manpower cost other than provided in Para 5 of Scope of Work. The revenue would be generated by the sale of food items in the canteen / Officers' Lounge as per the rates detailed at [Annexure-X](#) and a declaration shall be submitted regarding the operation of Staff Canteen / Officers' Lounge as per [Annexure XI](#).

ELIGIBILITY CRITERIA

Only those tenderers who fulfil the following pre-qualification criteria are eligible to apply for the tender of ₹32,00,000/- (Rupees Thirty-Two lakh Sixty-Two Thousand only) (inclusive of GST) approximately for providing Catering Services at Officers' Lounge & Dining Room and Staff Canteen at Reserve Bank of India, Raipur.

1. **Duration of past experience and Minimum value of each completed work:** The tenderer should have minimum 5 years of experience of executing similar works of in the field of hospitality and catering during last five years ending December 31, 2025 with either:

Three similar completed works each costing not less than the amount equal to 40% of the estimated cost i.e., 40% of ₹32,00,000/-,

or

Two similar completed works each costing not less than the amount equal to 50% of the estimated cost i.e., 50% of ₹32,00,000/-,

or

One similar work costing not less than the amount equal to 80% of the estimated cost i.e., 80% of ₹32,00,000/-.

Catering and Maintenance services provided in VoF/THH/OLDR of Reserve Bank of India will also be considered as eligible experience for the above purposes. The tenderer shall upload / submit the Client Certificate(s) as per specified format in [Annexure-V](#), the authenticity of which shall be verified by the Bank through various modes. The tenderer having successfully completed similar works/ contracts for providing catering services and providing Basic Lunch/ Special Lunch/ Normal Tea/High Tea/ Serving of Tea/coffee during various meetings in any of the segments such as Reserve Bank of India/Government Departments (Central or State)/ Public Sector Undertakings/ Reputed private sector companies/ Multinational corporations/ Public or Private Sector banks/other Regulatory Authorities/ Reputed Institutions, Hotels, Organizations during January 01, 2020 to December 31, 2025. The bidder shall submit a list of similar works ([Annexure-VII](#)) as on December 31, 2025 along with copies of work orders, the authenticity of which

shall be verified by the Bank through various modes.

2. The tenderer should have annual average turnover of an amount equal or more than the estimated cost i.e., ₹32,00,000/- during the last three financial years ending 31st March during the last three financial years. (Audited balance sheet duly certified by a Chartered Accountant or turn over certificate from a CA along with copies of ITRs shall be submitted viz., 2022-23, 2023-24 and 2024-25).
3. The tenderer should furnish valid Banker's solvency certificate of value not less than ₹32,00,000/- lakh issued by the Applicant's banker as per perform given in [Annexure-XIII](#).
4. Tenderers should have applicable and valid registrations with statutory authorities constituted for Labour Welfare and other purposes such as ESI, EPF, PAN, GSTIN, Gratuity, Catering FSSAI License, etc. duly supported by documentary evidence and certificates of registration which shall be uploaded on MSTC Portal. Tenders uploaded without documentary evidence specified in the tender documents will be summarily REJECTED BY THE BANK.
5. **The tenderer should note that no Action had been taken against the tenderer in the last 5 years such as Cancellation / suspension / deactivation by the GST Authority. The tenderer should not have defaulted / delayed the GST payment along with ESI, EPF, etc. in last 5 years.**
6. Tenderers should have the requisite License / Certificate by the Government to carry out the Catering and Maintenance business including all the clearances from statutory bodies (duly supported by documentary evidence).
7. Tenderers should Preferably have an Office (Registered / corporate / branch / regional / Zonal / representative / liaison) at Raipur. Documentary proof for the same to be submitted.
8. Tenderers should have their bank account in a scheduled commercial bank. Full particulars of their bank accounts, such as account no., account type, date of opening., etc, should be given as per [Annexure-VI](#).
9. Tenderer shall submit written Information about the names and addresses of their bankers along with full details like names, postal addresses, e- mail IDs, telephone

(landline and mobile) nos., fax nos., etc. of the contact executives (i.e., the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished in format prescribed under Part- I Techno- Commercial bid.

10. Tenderer shall produce copies of the Income Tax Clearance Certificates/Income Tax Assessment Orders/ Income Tax Returns along with the latest final accounts of the business of the Tenderer duly certified by a Chartered Accountant should be enclosed in proof of their creditworthiness and turnover for last three years.
11. At any point of time, before opening of the tender (Part-II), if the documents or the information provided by the tenderers are found incorrect / incomplete, the application would be rejected. If any adverse comment is given by the previous employer, the Bank reserves the right to reject the tender. The Bank's decision in this regard would be final.
12. Tenderers will have to pay Earnest Money Deposit (EMD) of ₹64,000/- (Rupees Sixty-Four Thousand only) through NEFT to following A/c on or before April 10, 2026:

Beneficiary Name	Reserve Bank of India, Raipur
IFSC	RBIS0RPPA01 (5th and 10th digit is zero)
Account No	186003001

13. The tenderers should ensure that they fulfill the eligibility criteria before submitting the e - tender online and they should also submit all the relevant details / information along with e -tender. The tenders submitted by Tenderers who do not fulfil the eligibility criteria will summarily be rejected.
14. Tenders not submitted as per the guidelines stated above are liable for rejection. Decision of the Bank in this regard shall be final.
15. 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.
16. The Bank shall obtain reports on past performance of the tenderer if required. The Bank shall evaluate the said reports before opening of the Part II of the tenders. If

any tenderer is not found to possess the required eligibility for participating in the tendering process and / or her/ his performance reports received from her/his clients are found unsatisfactory, the Bank reserves the right to reject her/his offer even after opening of Part I of the tender.

17. The tenderer should submit the list of clients served (Current and previous) during the last five years. The tenderer must also give references of organizations / companies where their current responsibility includes providing catering and maintenance services. Also certificates from minimum three clients with respect to quality of performance of the tenderer and the total number of staffs in the tenderer's company / firm engaged in this work should also be provided.
18. Track record of a tenderer should be clean without any involvement in illegal activities or financial frauds. Proprietor in case of Proprietorship / Partners / Directors / Partnership firm / company respectively should not be convicted by the Police / Court / Regulatory authorities. The tenderer must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority. The tenderer shall have to submit an Undertaking in format prescribed under [Annexure-I](#) declaring that they have not been convicted in a Court of Law. This shall include declaration of having been debarred/ suspended / blacklisted by any public institution/ entity in India or any other country on any grounds. The tenderer shall provide details if any civil suit is pending in any of the works executed in the Techno-Commercial Bid. If found at any stage during the evaluation or after the award of contract that the Bidder had withheld or misrepresented facts and information in these regards, the Bid shall be rejected.
19. Full particulars in format prescribed under Techno-Commercial Bid (whether Tenderer is an individual, or a partnership firm, or a company etc.,) of the composition of the firm of Tenderers in details should be submitted along with name(s) and address (es), of the partners copy of the Articles of Association/ Power of Attorney/ Attorney/ another relevant document. In case of a company, the certificate of registration, Memorandum and Articles of Association of the company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners

constituting the firm; and in case of an Agency or Proprietorship, the particulars of the individual/individuals involved therein along with the name(s) and address (es)' etc. are required to be submitted.

20. A bidder is liable for debarment/disqualification from bidding on the following grounds:

- I. If it is determined that the bidder has committed the following acts or omissions in contravention of the code of integrity:
 - a. making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - b. any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
 - c. any collusion bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
 - d. improper use of information which has been provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - e. any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly.
 - f. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - g. obstruction of any investigation or auditing of a procurement process.
 - h. making false declaration or providing false information for participation in a tender process or to secure a contract;
 - i. failure to disclose conflict of interest.
 - j. failure to disclose any previous transgressions made in respect of the provisions of sub- clause 9 (A) (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity.
- II. For any actions or omissions by the bidder other than violation of code of integrity,

which in the opinion of the Bank warrants debarment, for the reasons like supply of sub- standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc.

- III. If the bidder has been convicted of an offence- (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

INSTRUCTIONS TO TENDERERS

1. Scope of Tender

- (i) The Bank invites e-tenders from the eligible tenderers to participate in the process of Providing Catering Services and maintenance of Officers Lounge & Dining Room and Staff Canteen at Reserve Bank of India, Raipur. This would include serving of food in Office Building at Reserve Bank of India, Sector-24, Atal Nagar, Nava Raipur or at any other place as approved by the Bank within the Bank's premises.
- (ii) Food served should be of high quality. The Tenderer shall ensure provision for Breakfast being served between **09:00 am to 10.00 am** only at Staff Canteen / Officers Lounge, Lunch being made available between **12.30 pm and 2.30 pm**, Snacks made being available between **3.30 pm and 4.30 pm** only at Staff Canteen / Officers Lounge. This may be changed as per the direction of the Bank.

2. Pre- Bid Meeting

- a) Tenderers requiring any clarification of this document shall contact the Bank in writing at the email address mentioned in this document or raise queries during the pre-Bid meeting.
- b) The tenderers' designated representatives are invited to attend a pre-Bid meeting on March 27, 2026 **to be held at 11:00 AM at 1st Floor, Conference room, Reserve Bank of India, Sector-24, Atal Nagar, Nava Raipur**. The purpose of the meeting will be to clarify issues and to answer questions that may be raised at that stage.
- c) The tenderers shall submit questions, if any, in writing, to reach the Bank's email address mentioned in this document, not later than one day before the date of the pre- Bid meeting.
- d) Non-attendance at the pre-Bid meeting will not be a cause for disqualification of a tenderer.

3. Documents comprising the Tender

The Tender shall comprise the following-

- Notice Inviting e-tender
- Letter of offer and Techno-Commercial Bid Details

- Price Bid Details
- Earnest Money Deposit through NEFT to following A/c:

Beneficiary Name	Reserve Bank of India, Raipur
IFSC	RBIS0RPPA01 (5th and 10th digit is zero)
Account No	186003001

- Performance Bank Guarantee to be furnished after award of contract by the successful tenderer.
- All other documents prescribed at [Annexure - VIII](#).

4. Period of Validity of Tenders

- The tender validity period shall be 90 days from the date of opening of tender.
- 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.

5. Submission, Sealing and Marking of Tenders

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

6. Deadline for Submission of Tenders

- Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.
- The Bank may, at its discretion, extend the deadline for the submission of e-tenders by amending the Tender Document.

c) **Late Tenders - After the deadline, no tender shall be allowed on the e- portal.**

7. Wages of staff deployed

The labour deployed by the tenderers in the Bank are required to be paid as per Government of India prescribed minimum wages, Bonus, PF, ESIC and other essential amenities in line with the Minimum Wages Act, 1948 and the Contract Labour Regulation and Abolition (CLRA) Act 1970. There is a requirement of minimum 07 staff members, however, the number can be increased by the Bank as per requirement during the currency of the contract to run the Staff Canteen as stated below and should be paid accordingly:

Type of Employee	No. of Employee	Details of staff
Skilled	(02) Two	Supervisor and Head Cook
Semi-Skilled	(02) Two	Assistant Cook
Un-Skilled	(03) Three	Waiter/Helper/Cleaner

Note:

Minimum wages are revised by the Government of India from time to time. During the period of contract (**any period other than the renewal time**), the minimum wages for the specified category of labour should be as per the Minimum Wages Act, 1948 and with effect from such date as indicated in applicable Government of India instructions.

8. Tender Opening

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

Before submitting the tender, the tenderers may go through entire tender document and terms & conditions specified therein, on which the work will be awarded by the Bank and required to be executed by the successful tenderer. The tenderers may satisfy themselves

as to the eligibility and other criteria prescribed therein. It may also be noted that the terms and conditions specified herein 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 at the time of executing the agreement with the successful tenderer, 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 to be awarded under this tender.

Note: The tenderers are advised to refer to the document Terms & Conditions for Providing Catering Services at Officers' Lounge and Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Raipur provided in this tender document.

9. Evaluation of tenders

Tenderers may note that a **two-stage** procedure will be adopted in evaluating the bids, with the technical evaluation being completed prior to opening of Price Bids.

Techno-Commercial Bids of applicants will be evaluated based on the eligibility criteria as stated below after scrutinizing all the relevant documents as sought from the tenderers-

Technical scores (Ts) will be given to the tenderers using the following criteria:

Criteria I	Annual Turnover as on March 31, 2025 a) AT \geq 32 lakh < AT \leq 50 lakh b) AT \geq 50 lakh < AT \leq 1 crore c) AT > 1 crore & above	(Maximum 25 marks) 15 marks 20 marks 25 marks
Criteria II	The agency's experience (Contract for Providing Catering services and Manpower with Government bodies / PSUs / Large Establishments / RBI) a) 3 to 5 years b) Above 5 upto 7 years c) Above 7 years	(Maximum 25 marks) 15 marks 20 marks 25 marks
Criteria III	Number of Clients (NC) served during and before last 5 years in any government / public / private sector undertakings, having a strength of minimum 100 number of employees/persons at any point of time. A) 1 \leq 3 B) 4 \leq 5 C) More than 5	(Maximum 25 marks) 15 marks 20 marks 25 marks

Criteria IV	Performance certification (minimum three) (Performance / Feedback Report): a) Very Good / Outstanding b) Satisfactory c) Non-Satisfactory/poor If possible, site inspection may be carried out.	(Maximum 20 marks) 20 marks 15 marks 0 marks
Criteria V	Possession of ISO Certification Yes No	(Maximum 5 marks) 5 marks 0 marks

Note:

1. The Tenderer should submit self-attested copies of the relevant documents in support of the parameters being considered during technical evaluation.
2. The Techno-Commercial Bid not meeting the minimum requirements as per the e-tender specification shall be rejected.
3. Proposals scoring minimum of 60% marks (i.e., 60 marks out of total 100 marks as per the table above) shall only be considered for further evaluation in the Price Bid.

Illustrative Example

Process of Qualification for Part - II

Evaluation of Technical (Part-I):

Tenderer	Criteria I Points Max Marks - 25 (a)	Criteria II Points Max Marks - 25 (b)	Criteria III Points Max Marks - 25 (c)	Criteria IV Points Max Marks - 20 (d)	Criteria V Points Max Marks - 5 (e)	Total (Technical Score Ts = a+b+c+d+e (100 Marks)
X	20	20	15	15	5	75
Y	20	25	20	10	5	80
Z	20	25	20	20	5	90

Only those technical scores would qualify for opening of the Price Bid who would have a technical score (Ts) of **60 or above**. Since all the scores are above 60, the tenderers are eligible for participating in the Price Bid (Part-II) of the tender.

Evaluation of Price Bid (Part-II):

- a. The bidders scoring minimum of 60% marks (i.e., 60 marks out of total 100 marks as per the table above) shall only be considered qualified for next stage of opening of Part-II Financial Bids. The Bank will intimate the qualified bidders, the time/ venue for the opening of Financial Bid by e-mail only.
- b. Weightage to Technical Bid and Financial Bid will be given 50% each. Combined Score will be calculated accordingly.
- c. The evaluation of Financial Bid and process of arriving for lowest bid is given below:
-

The average of the rates quoted by eligible bidders (after evaluation of Technical Bid) for the various meal / item(s) types to be served in Staff Canteen shall be multiplied with the respective weightages assigned (As Tabulated Below) of that item to arrive at the Total Weighted Score (Fs)

Sl. No.	Item Type	Item(s)	Weightage (%)
1	A	Breakfast	30

2	B	Lunch	50
3	C	Beverages	20

An illustrative example of rates quoted by vendors X, Y and Z for the meal types A to C are given below. The Weighted Score for each item is arrived by using formula

Weighted Score = (Average Rate Quoted by Each Vendor / 100) * Weightage

Total Weighted Score for each vendor is arrived by adding the Weighted Scores of all the item types

Item Type	Weightage	Vendor X		Vendor Y		Vendor Z	
		Average Rate Quoted	Weighted Score	Average Rate Quoted	Weighted Score	Average Rate Quoted	Weighted Score
A	30	10	3	20	6	25	7.5
B	50	30	15	40	20	32	16
C	20	12	2.4	15	3	10	2
Total Weighted Score (F)		-	20.4	-	29	-	25.5
Financial Score*		$(20.4 / 20.4) * 100 = 100$		$(20.4 / 29) * 100 = 70.34$		$(20.4 / 25.5) * 100 = 80$	

Fm – Individual Score

*The Financial Score (Fs) of the Financial Bid will be calculated as $(Fm / F) * 100$

The lowest Total Weighted Score will be given a Financial Score (Fs) of 100 points.

Bids will be ranked according to their Combined Score (Cs) formed by Technical Score and Financial Score using the weights (0.50 each), $Cs = (Ts * 0.5) + (Fs * 0.5)$

The bidder securing the highest Combined score (Cs) will be considered as lowest (L1) bidder.

Vendor	Technical Score (Ts)	Financial Score (Fs)	Combined Score (Cs)
X	75	100	$(75 * 0.5) + (100 * 0.5) = 87.5$
Y	80	70.34	$(80 * 0.5) + (70.34 * 0.5) = 75.17$
Z	90	80	$(90 * 0.5) + (80 * 0.5) = 85$

Following the above criteria, vendor X will be declared as least (L1) bidder.

- Bank's decision in calculation of L1 is final and binding.
- Kindly note that, cost of each item (A, B and C mentioned in Financial Bid), is arrived by averaging of all food items price in the particular item type.
- In case of any dispute in this regard, the decision of the Bank shall be final and binding.

In case of any tender where the quoted cost of food items is abnormally high or abysmally low, the tenders will be considered as unbalanced and the bank shall have the sole right to summarily reject such tenders without any further intimation to the bidders.

The tenderer who is awarded with the work of Staff Canteen will be assigned the responsibilities of providing catering services in Officers' Lounge & Dining Room and its maintenance thereof.

10. Clarification of Tenders

- a) To assist in the examination, evaluation, comparison of the tenders and qualification of the tenderers, the Bank may, at its discretion, ask any tenderer for a clarification regarding its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Bank in the evaluation of the tenders.
- b) If a tenderer does not provide clarifications of its tender by the date and time set in the Bank's request for clarification, its tender shall be liable to be rejected.

11. Signing of Contract

The successful tenderer shall execute separate agreements, both in Hindi and English, with the Bank on Non-Judicial stamp paper of value as per the Indian Stamp Act immediately after award of work. The stamp duty shall be borne and paid by the Tenderer. 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.

12. Performance Security

- a) The successful tenderer shall furnish along with the contract, a Performance Bank Guarantee (PBG) of 5% of the contract amount in accordance with the Proforma given in [Annexure-II](#).
- b) Failure of the successful tenderer to submit the Performance Bank Guarantee of 5% of the successful bid amount to sign the Contract shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.

c) The PBG shall be released without interest after completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Tenderer or its employees. In case of any complaint or pending dues, the Performance Bank Guarantee shall be invoked or shall be forfeited only after adjusting all dues, liabilities, etc.

13. All the terms and conditions of this tender and annexures will form part of agreement.

14. Accepted Tender and annexures will act as agreement till the article of agreement is signed by both the parties.

Terms and conditions of Tender for providing Catering Services at Reserve Bank of India, Raipur.

1. Period of Contract

The contract would initially be valid for a period up to March 31, 2027. The contract may be renewed and extended at the discretion of the Bank for a further period of two years (one year at a time), based on satisfactory performance by the tenderer.

2. Introductions:

- I. The tenders are invited "E-Tender for providing Catering and Maintenance Services at OLDR and Staff Canteen at Reserve Bank of India, Raipur."
- II. No tenderer will be able to bid for the tender after 11:00 am on April 10, 2026, under any circumstances whatsoever.
- III. Part I of the tender will be opened on April 10, 2026 at 11:00 AM at Conference Room, Reserve Bank of India, Sector-24, Atal Nagar, Nava Raipur in presence of the tenderers or their authorized representatives, should they choose to be present. The date for opening of the Part-II will be decided by the Bank, after analysis of the documents submitted during Part-I.
- IV. Tenders shall remain open to acceptance by the Bank for a period of three months from the date of opening of the Part- II of the tender which period may be extended by mutual agreement and the tenderer shall not cancel or withdraw the tender during this period.

3. Preparation of the Tender:

- I. Each of the tender documents submitted shall be deemed to be signed by the person or persons submitting the tender and is taken at his/their having acquainted himself/themselves with the General Conditions of Contract, Specifications, Special Conditions, etc. as laid down.
- II. No advice of any change in rate or conditions after the opening of the tender will be entertained.
- III. The tenderer must obtain for himself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of making a tender and for entering into a contract and must examine the requirements of tender and must inspect the site of the work and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto.

- IV. A pre-bid meeting (off-line mode) of the intending tenderers will be held on March 27, 2026 at 11:00 AM at 1st Floor Conference Room, Reserve Bank of India, Sector-24, Atal Nagar, Nava Raipur. **No separate communication will be sent for this meeting.** All the intending tenderers are advised to be present and study the tender documents. They may indicate any points/conditions/specifications which need to be clarified during the meeting. These issues will be discussed, and all the tenderers will be advised suitably. The tenderers are expected to get all the issues clarified during this meeting and therefore should desist from deviating from the Bank's tender conditions/specifications in their technical (Part I) and Price Bids (Part II).

4. Preparation of the Bid:

- I. The tender has been exhaustively vetted for work of providing Catering Services in the Staff Canteen and / or Officers' Lounge at Reserve Bank of India, Raipur. The Part-I and Part-II of the tender is applicable for all the premises.
- II. The Price Bid is liable to be rejected, if the quoted for any of the items in the financial bid is zero or less than zero. Quoting of all rates/ amounts is to be done with 2 decimal places without any round-off/ up/ down. If no decimal is present in quoted value, it shall be treated as having “.00” decimal place.
- III. Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected. Further, conditional bids / offers will be summarily rejected.
- IV. Special Instructions regarding Part II bidding:
 - a. The Tenderer shall understand that tender has been exhaustively prepared for undertaking the work of providing Catering Services in the Staff Canteen and / or Officers' Lounge at Reserve Bank of India, Raipur. The Tenderer must fully inform himself before quoting the rates inclusive of all charges & taxes. The final prices quoted shall be deemed to have included all taxes, excise duty, local levies, works contract tax etc. (including GST) imposed / to be imposed by Central / State Government / Local Bodies and other overhead expenses. If the tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards.

- b. No advice of any change in rate or conditions after the opening of the tender will be entertained.
- c. The rates shall be inclusive of all costs, charges and GST. Any other tax applicable on Providing Catering Services must also be included.
- d. The rates will be auto calculated by the system for a year as per the frequency indicated in the Schedule of the Scope.

5. Amendment to Tender Document

- I. (a) At any time prior to the deadline for the submission of Bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify the tender by an amendment / addendum.

(b) Any such amendment will be hosted on the RBI Website. The addendum (s)/ Corrigendum (s) issued will form part of the tender documents.
- II. In order to afford prospective bidders reasonable time for preparing their bids after considering such amendments, the Bank may, at its discretion, extend the deadline for the submission of bids

6. Right of the Employer

- I. The Reserve Bank of India does not bind itself to accept, the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
- II. The Bank reserves the right to accept or reject any tender application and it will be the sole discretion of the Bank to allow / disallow any / all Part I tenderers to participate in Part -II.

7. Earnest Money Deposit (EMD)

- I. Tenderer has to pay as earnest money a sum of ₹64,000/- (Rupees Sixty-Four Thousand only) through NEFT only. The EMD of the successful tenderer will be refunded on receipt of PBG and execution of the agreement. No interest is payable on the EMD amount.

- II. After award of work, the successful tenderer will have to submit a performance bank guarantee of 5% of the bid/contract amount, valid during the expiry of the contract period. The Bank shall forfeit the EMD on failure to execute the agreement or produce PBG.

8. Security Deposit (SD)

- I. The EMD of the successful tenderer will be retained by the Bank as Security deposit and will initially remain valid for a period of 1 year and shall be suitably extended till three years for the tenure of the tender. The Bank has the right to review the amount of SD each year and advise the Tenderer to submit the SD equivalent to renewed contract value. The Security deposit retained by the Employer shall not bear any interest. The SD will be revoked / en-cashed and forfeited to the Bank, if the successful tenderer fails to satisfactorily perform the contract as per the terms of the tender document.
- II. In case if the Tenderer so requests, the Security Deposit may be held in the form of a Bank Guarantee of an approved Scheduled Bank in the Proforma to be approved by the Employer for the tenure of the tender.

9. Refund of Security Deposit

The Security Deposit shall be refunded to the Tenderer without any interest in due course i.e., on successful completion of the tenure of the tender where satisfactory services have been provided during the tenure. All compensation or other sums of money payable by the Tenderer to the Employer under the terms and conditions of this Contract may be deducted from his SD, if the amount so permits and the Tenderer shall, unless such deposit has become otherwise payable, within ten days after such deduction, make good by a demand draft or NEFT of value equal to the amount so deducted.

10. Assignment / Sub-letting the Contract

- I. The Tenderer shall not assign the Contract. He shall not sublet any portion of the Contract except with the written consent of the Employer. In case of breach of these conditions, the Employer may serve a notice in writing on the Tenderer rescinding the Contract whereupon the security deposit shall stand forfeited to the Employer.

- II. The Tenderer shall carry out all the work strictly in accordance with technical details and instructions of the Bank's Officer. If in the opinion of the Bank's Officer changes have to be made in the technical scope (in writing), the Tenderer to carry out the same, the Tenderer shall carry out the same without any extra charge.

11. Tenderer to provide everything at his cost

The Tenderer shall provide at his cost, everything necessary for the proper execution of the works according to the intent and meaning of the tender. This may include uniforms, conveyance allowance, or any item in best conscience of the Tenderer.

12. Tenderer to inform himself fully

- I. The tenderer shall be deemed to have carefully examined the work and site conditions including the labour, general and special conditions, the specifications, schedules and scope and shall be deemed to have visited the site of work and have fully informed himself regarding the local conditions and carried out his own investigations to arrive at the rates quoted in the tender. In this regard, he will be given necessary information available with the department but without any guarantee about its accuracy.
- II. If the tenderer shall have any doubts as to meaning of any portion of the general conditions, or the special conditions, or the scope of work or the specifications or any other matter concerning the contract he shall in good time, before submitting his tender, put forth, the particulars thereof and submit them to the Employer in writing in order that such doubts may be clarified authoritatively in writing before tendering. Once a tender is submitted the matter will be decided according to the tender conditions in the absence of such authentic pre- clarification.
- III. The successful tenderer must co-operate with the other Tenderers appointed by the Employer so that the work shall proceed smoothly with the least possible delay and to the satisfaction of the Employer.

13. Errors, Omission and Descriptions

- I. In case of difference between the rates written in figures and words, the rate adopted for working out the total amount of item in the original tender form, shall be taken as correct. In all other cases, the correct rate would be that which is lower.

- II. Between the duplicate/subsequent copies of the tender and original tender, the original shall be taken as correct.
- III. In all cases of omissions and/or doubts or discrepancies in any item or specification a reference shall be made to the Manager / AM, Human Resource Management Department, Reserve Bank of India, Raipur whose elucidation, elaboration or decision shall be considered as authentic. The Tenderer shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.

14. Terms of Payment

- I. The rates quoted in financial bid shall be final. No escalation in rates will be permitted during the first year of the contract. However, depending on rise in the price of food items linked to consumer price index over a period of time, the caterer can put in a request to the Bank for a reasonable increase in the rates on the year-on-year basis.
- II. Any objection regarding the payment received by the Tenderer may be brought to the notice of the Bank within 10 days of the date of the payment. In case no such objection is received within the stipulated period, it will be deemed that there is no objection regarding the payment.
- III. The Tenderer shall raise the bill on monthly basis, to the Bank in the subsequent month, but only after electronic disbursement of salary/wages of preceding month to the deployed manpower. Proofs of the same may be submitted on monthly basis. The invoice submitted without the abovementioned proof will not be entertained by the bank
- IV. As far as possible, the payment shall be released within 15 working days after adjustment of all statutory deductions, from the date of submission of the bills which are complete and proper in all respects. The Bank shall deduct tax at source (TDS) and all other taxes, duties as applicable from time to time from the amount payable to the Tenderer.
- V. Further, the employer reserves the right to reject or deduct any bill for which services are not provided by the Tenderer. **The bill will always be paid on the**

actual operation provided and not on the basis of tendered cost.

- VI. All the statutory deductions (including TDS under GST) will be deducted at source. Tenderer should have GST registration number. GST will be calculated extra on total monthly charges to arrive at the contract cost and will be paid as applicable on actual basis. The quarterly invoice submitted by the Tenderer shall include GST levied by the Central Government and State Government at the prevailing rate for various items. It is mandatory for Tenderer to disclose the breakup of his portion of tax liability while submitting the claims for payment i.e. taxable value and applicable taxes in prescribed bill format/schedule issued by GST council for composite or supply of goods and services as applicable in the cases. The Bank is not responsible for payment of GST for the service rendered by the Tenderer. It is the responsibility of the Tenderer to pay GST to the tax authority.
- VII. Along with the Invoice, the following documents should also be submitted:
- a. Attendance Register
 - b. ESI remittance challan with consolidated breakup details, if any.
 - c. EPF remittance challan, as applicable, with consolidated breakup details, if any.
 - d. Periodical returns, if any submitted to Labour Commissioner, Shram Suvidha Portal, EPFO & ESIC within 07 days of filing.
 - e. Salary statements of preceding month for staff deployed in the Bank's premises and proof of credit
 - f. Tenderer has to submit a Declaration on annual basis that, he/she does not fall under the definition of 'Specified person' for the purposes of Section 206 AB and Section 206 CCA of the IT Act.
 - g. Proof of the payments made to the manpower under Payments of Bonus Act
 - h. Bank Account Statement of all the staff deployed by the Tenderer indicating credit of salary.
 - i. Monthly wages statement of the staff deployed by the Tenderer
- VIII. The claims in bills regarding taxes and GST, if applicable, shall be necessarily accompanied with documentary proof of the concerned month bill. A requisite portion of the bill amount/whole of the bill amount shall be held up till such proof

is furnished, at the discretion of the Bank.

- IX. All other charges (other than statutory levies) will remain fixed during the duration of the Agreement.
- X. All the payments shall be released through National Electronic Fund Transfer (NEFT) mode only for which necessary mandate shall be submitted to the Bank.

15. Lunch/Tea/Coffee Timings

Food served in the Canteen should be of high quality. Breakfast should be served between 09:00 am to 10:00 am at Staff Canteen, Lunch should be made available between 12:30 pm and 2:30 pm, Snacks should be made available between 3:30 pm and 04:30 pm at Staff Canteen, Tea / Coffee to be made available throughout the day.

16. Infrastructure

- I. The Tenderer will be provided space, electricity (including charges), water and use of existing canteen infrastructure free of charge (including existing utensils and cutlery etc.) by the Bank.
- II. The firm will be provided by tools, utensils, cookers, crockery, cutlery, hot boxes, trolleys, equipment such as mixer grinder, jugs etc. in sufficient quantity as needed to run and maintain the canteen services efficiently.
- III. The Catering Tenderer shall not carry on in the Staff Canteen / Officers Lounge, any business other than running the said Canteen / Officers Lounge. He shall not make any changes, additions or alterations in the Staff Canteen / Officers Lounge without written permission of the Bank.
- IV. The Bank shall not in any way, be responsible, for any loss of crockery or any other goods or articles, kept in the said premises by the Tenderer.
- V. The Tenderer shall be responsible for the loss or damage, etc. caused to the articles of Dead Stock and other kitchen equipment, made available/to be made available, subsequently, to the Tenderer and the Bank shall have the right to recover the cost of repairs / replacements / damages etc.

Note:

The tenderers are advised to consider the facilities/infrastructure to be provided by the Bank while quoting their rates.

The cost of edible materials, napkins doily papers, additional labour for various meetings, lunches etc. including transportation charges will be borne by the Tenderer. Use of Kerosene is prohibited in the Bank's premises.

Good quality table cloth and frills for various lunch events and meeting will have to be arranged by the Tenderer. Maintenance and cost of the same will also be borne by the Tenderer.

17. Kitchen & Tea Pantry – Cleanliness and Hygiene

- a) The Tenderer shall ensure that the food/Tea is cooked in the Staff Canteen and / or Officers' Lounge kitchen itself. The Tenderer has to ensure that a separate space and cooking utensils are used for preparation of non-veg items. Highest standards of hygiene, which will be verified periodically by the Bank and the Bank's Medical consultant, have to be maintained. In case of unsatisfactory/unhygienic quality of food item(s)/tea or lapse in services rendered or any breakage/shortage, etc. penalty will be imposed as specified in the tender document. The kitchen will be under the constant supervision of the Bank and any lapse will be viewed seriously by the Bank.
- b) The Tenderer shall also maintain the cleanliness of Kitchen, Dining hall and Pantry area of Staff Canteen. Cost of cleaning material shall be borne by the Tenderer.
- c) The Tenderer shall be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and served including with respect to raw material and ingredients incorporated therein and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provisions of the Prevention of Food Adulteration Act, The Essential

Commodities Act, The Weight & Measures Act and all rules, regulations and orders framed there under, including safety and health of all consumers/residents under the said contract. The Tenderer shall keep the Bank indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.

18. Catering staff

- I. The Tenderer should deploy at least Seven staff (as per below mentioned details) to ensure smooth catering services in the Bank premises. The staff members deployed should have an experience of at least one year in providing catering services.

Type of Employee	No. of Employee	Details of staff
Skilled	(02) Two	Supervisor, Head Cook
Semi- Skilled	(02) Two	Assistant Cook
Un-Skilled	(03) Three	Waiter/Helper/Cleaner

- II. The Bank shall not in any way, be responsible for terms of employment / engagement of kitchen as well as the service staff employed by the Tenderer or violation of any labour law. The Tenderer shall ensure obtaining license under section 12 of the Contract Labour (Regulation and Abolition) Act, 1970 in favour of the Bank.
- III. The staff shall be properly dressed in neat and tidy uniform. Good quality clean apron and caps should be put on by the kitchen staff. The serving staff should necessarily put on hand gloves, caps and formal shoes along with the uniform. Supervisor / Manager should possess the quality of decision taking as well as authority over the service staff present in the Bank during the service hours on working days and as per requirement of the Bank on any other day. The staff must behave in a polite, disciplined and courteous manner. The rates quoted by the Tenderer / firm / company/ agency shall

be inclusive of uniform and shoes. The Bank will not pay any extra amount / reimburse any charges incurred on uniform, shoes etc.

- IV. The Bank reserves the right to demand the change of any employee / worker if warranted. In case of leave taken by any personnel, it will be the responsibility of the Tenderer to ensure uninterrupted service / substitute arrangement in the Staff Canteen / Officers Lounge. However, frequent change in the personnel has to be avoided by the Tenderer.
- V. The Tenderer has to arrange for, within a month of taking over the work, health check-up done from any reputed Hospital and police verification of the antecedents of staff engaged and submit the certificates to the Bank, failing which Bank reserves the right to terminate the contract. The health check-up of all the staff engaged by the Tenderer has to be done mandatorily on annual basis and the certificates along with their health report be submitted to the Bank for medical certification.
- VI. The tenderer shall give an undertaking that all its staff have undergone police verification, before appointment. The agency should submit the police verification certificates of all employees deployed in the premises of the Bank within 30 days from the date of deployment and subsequent verifications on the annual basis.
- VII. The staff deployed by the agency shall be in proper health. The tenderer shall submit the medical certificate (including test for communicable diseases) of all the staff before appointment and further after every six (06) months or as and when required by the Bank. The personnel employed by the Tenderer / firm / company/ agency shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the Bank's Medical Officer. RBI will be at liberty to subject any personnel employed by the tenderer to medical check-up by Bank's Medical Officer / any other authorized doctor at any time.

19. Provision of Sodexo/Pluxee Machine:

The Tenderer shall mandatorily provide infrastructure for electronic payment viz. POS, Sodexo/ Pluxee card machine in Staff Canteen / Officers Lounge.

The Tenderer will claim the amount against Sodexo/Pluxee EMCs directly from the Sodexo SVC India Pvt Ltd. The Bank shall not be responsible for any claims, in this regard.

20. Adherence to Labour Laws

- I. The Tenderer shall abide by and fulfill all requirements laid down under the Contract Labour (Regulation and Abolition) Act, 1970 and the rules framed there under.
- II. The Tenderer shall not engage 'Minors' for said work.
- III. The Tenderer shall ensure payment of minimum wages plus VDA (Variable dearness allowance) to all workmen staff employed in presence of authorized representative of the Bank.
- IV. The Tenderer shall maintain day-wise attendance register of workmen staff engaged in the work, and also muster roll register in which payment to workmen staff shall be made in presence of authorized representative of Bank. The authorized representative shall authenticate the payment against each workmen staff. Photo copy of the page, duly authenticated, should be attached with the bill.
- V. The Tenderer should maintain and be able to furnish all registers as and when called for by the Regional Labour Commissioner.
- VI. An undertaking will be obtained, on a 'Non-judicial stamp paper' of applicable value **before award of the work**, from the Tenderer on award of contract, to the effect that he undertakes to actually pay labour charges to all the labourers, of all categories to be engaged by him for completion of that particular job/work/project, at the rate which is not less than the one prescribed under the Minimum Wages Act, 1948 and to ensure compliance of essential amenities as provided under the CLRA Act and also keep Reserve Bank of India indemnified against all the actions that may be initiated against the Reserve Bank of India by the Statutory Authorities for his failure to pay such labour charges and provide the essential amenities.

- VII. As and when the Tenderer employs more than 20 workers as contract labour, he shall obtain license from competent authority in accordance with the provisions of the CLRA Act. The total number of contract labourers engaged by the Tenderer need not be those with RBI alone, it can be with any other establishment also.
- VIII. The Tenderer shall obtain a license as contemplated under the Contract Labour (Regulation and Abolition) Act, 1970 or any other law, as applicable, failing which he alone would be responsible for actions/ proceedings ensuing thereto. The Bank shall not be held responsible for acts, commissions or omissions of the Tenderer and shall in no way be made liable to the labourers engaged by the Tenderer. The Tenderer shall keep the Bank indemnified in this regard.

21. Non-Disclosure

- I. The Tenderer and the staff employed by the Tenderer, directly or indirectly, within the Bank's premises, shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment's etc., which may come to the possession or knowledge of the Tenderer during the course of discharging its contractual obligations in connection with this contract, to any third party and shall at all times hold the same in strictest confidence. The Tenderer shall treat the details of the contract, "Notice Inviting Tender for Providing Catering Services and Maintenance Services at Officers Lounge and Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Raipur.", private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Tenderer or its employees shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the prior written consent of the Bank.
- II. The Tenderer shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information by the Tenderer or its employees. Failure to observe the above shall be treated as breach of

contract on the part of the Tenderer and the Bank shall be entitled to claim damages/termination of the contract and pursue legal remedies. The Tenderer shall ensure in writing that the persons engaged for the purpose of the work are made aware of the non-disclosure requirement and the Tenderer shall be liable for any breach committed by its persons. The NON-DISCLOSURE Clause signed by the Tenderer under the aforesaid agreements will survive for indefinite duration after the completion of the contract.

22. Prevention, prohibition and Redressal of sexual harassment

- I. The Tenderer shall be solely responsible for full compliance with the provisions of Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013, at the Bank premises.
- II. In case of any complaint of sexual harassment by any employee of the Tenderer or of the Bank against an employee/s of the Tenderer, the complaint will be filed before the Internal Complaints Committee constituted by the Tenderer and the Tenderer shall ensure appropriate action under the said Act in respect to the complaint.
- III. Any complaint of sexual harassment from any aggrieved employee of the Tenderer against any employee of the Bank shall be taken cognizance of by the Internal Complaints Committee (ICC) constituted by the Bank and the consequent action/decision taken by the ICC shall be binding on the Tenderer if sexual harassment/violence by the employee of the Tenderer is proved.
- IV. The Tenderer shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

23. Force Majeure

Notwithstanding anything else contained in this document, neither party shall be liable for any delay in performing its obligations hereunder if such delay is caused by circumstances beyond its reasonable control (including without limitation any delay caused by the acts of governments, acts of God, natural or

social calamities, strikes, riots in any region, network failure, terrorist attack, war (declared and undeclared)) provided however that any delay by the supplier of the Party so delaying shall not relieve that Party from liability for delay except where such delay is beyond the reasonable control of the supplier concerned.

24. Insurance

- I. The successful tenderer shall indemnify the Bank for any loss or damage that occurs to person(s) or building or a third party during the period of contract. If the successful tenderer does not take out these policies, the Bank reserves the right to recover the cost of loss or damage together with penalty at its discretion, from the Tenderer.
- II. Bank shall not be responsible for any injury, accident, disability or loss of life to the successful tenderer or to any of its personnel that may take place while on duty or otherwise. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the successful tenderer. The successful tenderer has to make its own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them and submit a proof to this effect.

25. Notice for Termination of Contract

The contract can be terminated by Reserve Bank of India by giving one months' notice and by tenderer giving three months' notice on the addresses as mentioned in the agreement.

26. Upkeep and Maintenance of Kitchen / Dining areas / pantry area

The Tenderer has to ensure that the kitchen/dining halls/pantry area and all the crockery and cutlery are cleaned and stacked properly every day prior to the closure of Staff Canteen. The Tenderer has to ensure proper disposal of waste food.

27. Penalties

Any deficiency in service and quality of tea / coffee / lunch, etc. will not be accepted. A penalty will be levied for any violation ([Annexure – IV](#)), as indicated below, after giving due notice and opportunity to the Tenderer to explain his/her position-

- I. Unsatisfactory/unhygienic quality of food item(s)/ non-adherence to any terms and conditions of the contract.
- II. Unsatisfactory cleanliness of the kitchen and serving area including utensils and equipment.
- III. Non-payment of wages or non-submission of documentary evidence for such payment. Non-maintenance of statutory and other registers/documents or non- submission of required documents sought by the Bank / non-submission of documentary evidence for payment of wages.
- IV. Employment of Minors / Wages not being paid as per Government of India Minimum Wages/ Non-adherence to Prohibition/non-adherence to Central/State Government laws.

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

27. Termination of Contract:

Without prejudice to what is contained herein above, the Bank shall, at its sole and absolute discretion, be entitled to terminate the contract by written notice at any time by giving two months' notice, without assigning any reason and without payment of any compensation, if:

- a) In the opinion of the Bank (which shall not be called in question by the Tenderer and shall be binding on the Tenderer) the Tenderer fails or refuses to implement the contract to the Bank's satisfaction and/or

- b) The Tenderer commits a breach of any terms and conditions of the contract and/or for any reason whatsoever, the Tenderer becomes disentitled in law to perform his obligation under the contract and/or
- c) There is any variation in the ownership/partnership or management of the Tenderer or his business without the prior approval in writing of the Bank to such variation.
- d) The Tenderer is judged as insolvent.

(ii) Right of Bank to terminate the contract in the event of death of Tenderer if individual:

- e) Without prejudice to any of the rights or remedies under this contract, if the Tenderer, being an individual/sole proprietor, dies, the Bank shall have the option of termination of the contract without incurring any liability for such termination.
- f) In the event of termination of the contract, for any reason whatsoever, the Tenderer or persons employed by him or his/her agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

28. General Conditions

- I. The agreement should not be construed by the Tenderer to interpret as having received employment from the Bank or as any claim on the Bank's property. On completion of the contract or whenever the Bank decides, the Tenderer and his staff will immediately vacate the premises and handover the crockery items / all items earlier handed over to him by the Bank, if any.
- II. The employees/workmen employed by the Tenderer shall always be under the direct and exclusive control and supervision of the Tenderer and the Tenderer may transfer its employees / workmen and in accordance with their needs, in consultation with Manager/AM, HRMD, Reserve Bank of India, Raipur. Adequate and necessary numbers of employees / workmen

shall be deployed by the Tenderer for fulfilment of their contractual obligations under this agreement.

- III. The Tenderer shall also arrange a pool of standby skilled manpower for special occasions. A proper record and register shall be maintained and presented for checking purpose to the Assistant Manager / Manager, HRMD, Reserve Bank of India, Raipur. It shall be the sole responsibility of the Tenderer to ensure that employees/workmen, deployed by it, fulfil the obligations undertaken under this agreement. The Tenderer shall also provide such employees/workmen at its own cost, with such equipment and other paraphernalia as may be considered necessary.
- IV. Quotation should be submitted duly signed with date in the enclosed blank space of the Part-II – Price Bid only, of the tender.
- V. Rates should be quoted both in words & figures. In case of any ambiguity as regards rates, the amount mentioned in words will be considered. Violation in this regard may lead to rejection of the quotation. All rates will be inclusive of all taxes wherever applicable. In the event of any difference between figures & words of quoted rates, the rate in words shall be considered for evaluating the tender.
- VI. The tender form should be filled in Hindi / English. If any of the documents prescribed is missing or not duly signed, the tender may be considered as invalid by the Bank at its discretion.
- VII. Incomplete forms or the declaration not supported by proper documentary evidence, etc. (as desired above) will be outrightly rejected by the Bank. No further correspondence shall be entertained by the Bank in this regard.
- VIII. Tenders submitted through Fax, E-mail or by hand will not be accepted.
- IX. All the pages of the tender documents should be signed by the authorized person(s) submitting the tender in token of his/her/their having acquainted himself/herself/themselves. The tender submitted on behalf of a firm shall

be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract, otherwise the tender may be rejected by the Bank.

- X. 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).
- XI. All disputes and differences of any kind under the agreement shall be referred to the sole arbitrator i.e., Regional Director, Reserve Bank of India, Raipur and his/her decision, in writing, shall be final and binding on the Service Provider. However, for any dispute/issue, not settled through arbitration, the legal jurisdiction shall be Raipur only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.
- XII. If required, for high level meetings/special lunches, the caterer may be asked to provide separate crockery of the best quality and a mutually agreed rate for the same will be payable to the caterer.
- XIII. The rates quoted in financial bid shall be final. No escalation in rates will be permitted during the first year of the contract. However, depending on rise in the price of food items linked to consumer price index over a period of time, the caterer can put in a request to the Bank for a reasonable increase in the rates on the year-on-year basis. Any decision in this regard by the Bank shall be final and binding on the caterer.
- XIV. The caterer shall serve beverage to officers of the Bank, twice a day, on all working days in a month. Beverages shall include Milk Tea/ Green Tea/ Lemon Tea/ Coffee/ Fresh Lime Juice/Butter Milk. Payment shall be settled by the Bank on monthly basis after receipt of duly verified bills.
- XV. The caterer shall serve tea (Milk Tea/ Green Tea/ Lemon Tea) to class III and IV staff members. Payment shall be made by staff member themselves.

28. Tenancy

I. Nothing herein contained shall be construed to create any tenancy of the Lounge/Canteen premises in Contractor's favour and the Bank may of its mere motion effect the termination of this catering arrangement, re-enter and retake and absolutely retain possession of the Lounge/canteen premises.

II. The Caterer shall, subject to the terms and conditions contained herein, be merely entitled to run the in-house lounge & Staff Canteen and nothing contained herein shall be considered as creating a tenancy, employment, demise, license or any interest whatsoever in respect of the said premises in favour of the Caterer.

III. The contractor shall not use the Bank's address on his letterhead/ stationery for purposes of Registration with any Government/ Local Body or any other organization or person and no tenancy shall be created by the presence of his workmen/ employee on the Bank's premises.

Form of Tender / Letter of Offer

(To be submitted on Bidder's letterhead)

Place: _____

Date: _____

To
The Regional Director,
Reserve Bank of India
Human Resource Management Department
Raipur

Madam/ Sir,

E-Tender for Providing Catering and Maintenance Services in the Officers Lounge and Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Raipur.

Having examined the specifications and schedule of quantities relating to the works specified in the memorandum hereinafter set out and having examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to execute the works specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the attached Price Bid and in accordance in all respects with the specifications and instructions in writing referred to in the Articles of Agreement, General Conditions of the Tender, Schedule of Quantities and Terms & Conditions of Contract with such services and materials as are provided for, by and in all other respects in accordance with such conditions so far as they may be applicable

Memorandum

(a)	Description of work	E-Tender for Providing Catering and Maintenance Services in the Officers Lounge and Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Raipur.
(b)	Estimated cost	Approximately ₹32,00,000.00 (Rupees Thirty-Two Lakh Only)
(c)	Earnest Money Deposit (EMD)	₹64,000.00 (Rupees Sixty-Four Thousand Only) (bears no interest)
(d)	Validity of Contract	Initially up to March 31, 2027 (to be renewed for a maximum period of two years based on satisfactory performance).

2. I/We undertake to deposit a sum of ₹64,000.00 (Rupees Sixty-Four Thousand Only) (bears no interest) as Earnest Money with the Reserve Bank of India at the time of

submitting the Tender documents and said amount is not to bear any interest. Should I/we fail to execute the contract when called upon to do so, I/we do hereby agree that this sum shall be forfeited by the Reserve Bank of India. I/We also agree to keep the Bank Guarantee towards performance guarantee valid during the entire period of tender.

3. I/We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing.

4. Should this tender be accepted, I/We hereby agree to abide by and fulfil all the terms and conditions of the Tender so far as they may be applicable and in default thereof, to forfeit and pay to Reserve Bank of India such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the Contract.

5. I/We understand that Reserve Bank of India reserves the right to accept or reject any or all of the tenders either in whole or in part without assigning any reason thereof.

6. The Tender is submitted in two parts. Part I contains all commercial terms & conditions, technical particulars, EMD and Part II contains only the Price Bid in the Bank's proforma.

7. Should this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.

8. I/We before signing this e-tender have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves shall abide by the said terms and conditions.

9. I/We shall abide by the provisions of Minimum Wages Act, Contract Labour Act and other Statutory provisions like Provident Fund Act, ESI, PF, Bonus, Gratuity, relieving charges, uniform and allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Central Government from time to time and shall be fully responsible for any violation. I/We shall also produce the documentary evidence for the above on monthly basis to the satisfaction of the Bank.

Dated this day of 2026

For and on behalf of M/s

10. Our bankers are (full address):

i)	
ii)	

9. The names of partners of our firm are:

Name of the partner of the firm authorized to sign OR Name of person having power of Attorney to sign the Contract (certified true copy of the Power of Attorney should be attached)	
--	--

Yours faithfully,

Signature of Tenderer

Signatures and addresses of witnesses:

Sr. No.	Signature	Address
(i)		
(ii)		

Techno-Commercial Bid

Annex

Sr No.	Particulars	Details to be filled in by the tenderer
1	Name of the Organization	
2	(a) Type of organization – (whether Proprietorship / Partnership / LLP / Pvt. Ltd / Ltd Company).	
	(b) Date of establishment/ registration/ incorporation. Details of Registration (Firm, Company etc.), Registering Authority, Date, Number etc. (not applicable in the case of a sole Proprietorship). Please enclose relevant documents in support of the same.	
3	Name of the proprietor / partners / directors of Organization with designation.	
4	Regd. Office / Business Address of the organization along with Telephone No, Mobile No, Fax No and e-mail.	
	(a) Whether having own office in Raipur	
	(b) Address of the local office at Raipur	
	(c) Name of the authorized official and his/her telephone number. Please enclose relevant documents in support of the same.	
5	Bank Details (including type of account and IFSC Code) where payments would be received by the organization.	a) Name of the Account: b) A/c No.: c) A/c type: d) Name of the Bank: e) Name of the Branch: f) IFS Code of the Branch:
6	Work Experience – Details of work experience as per the requirement in the Eligibility Criteria and Terms and Conditions supported by work orders, documents, and certificates. The	

	details along with documentary evidence of previous experience, if any, of similar services for the Reserve Bank of India at any centre or government / semi-government / public/ private sector undertakings / banks / MNCs should also be given.			
7	Turnover from the business done per annum during each of the last three years. (Last Three Years' Audited Balance Sheet and audited financial accounts of the business to be submitted)	2022-23	2023-24	2024-25
	Total value of the services provided to the other organizations for the last 3 years.	2022-23	2023-24	2024-25
8	PAN No. (Please enclose documentary evidences)			
9	Registration No. with ESIC (Attach Documentry Evidence)			
10	Registration No. with EPF (Attach Documentry Evidence)			
11	GST Registration. No. (Attach Documentry Evidence)			
13	Whether registered with Labour Department under the Contract Labour (R & A) act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971. If yes, indicate the date of registration. (A copy of Certificate / registration to be submitted).			
14	Net Worth Certificate duly certified by the Chartered Accountant (Annexure - III)			

15	Name and address of the existing clients along with full details. The feedback from top three existing clients is required to be submitted.	
16	Performance certificates from clients, (minimum 3 required) as per Annexure - V	
17	Any civil suits pending in any of the works executed? If so, furnish details along with documentary evidence.	
18	Possession of ISO Certification, if any.	

PART - I – Techno-Commercial Bid to be duly filled and to be uploaded while submitting the Techno-Commercial Bid.

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

Date:

Place:

Signature of the Tenderer/firm

DECLARATION

(To be submitted in the Techno-Commercial Bid, on the Letter head of the company duly signed by authorised signatory)

1. The information provided by me / us is true to the best of my / our knowledge and if any information is found incorrect or false, I/we may be debarred from the tender process / being awarded the contract.
2. I / We agree to abide by the Instructions, Terms and Conditions and Scope of Work stipulated by the Bank as mentioned in the tender document.
3. I/We agree that the Price Bid is liable to be rejected if any of the quoted rates and percentage are found not to be in compliance with the respective statutory laws. I/We have gone through the terms and conditions and am agreeable to them. I/We are enclosing application along with required documents in the prescribed format as mentioned in tender document.
4. I/We have remitted ₹64,000/- (Rupees Sixty-Four Thousand only) towards EMD wherever applicable through NEFT in favour of Reserve Bank of India, Raipur.
5. I / We, do hereby declare that there is no case with the Court / Regulatory authorities against me / us. Also, I / We have neither been suspended / delisted / blacklisted by any organization for any reason nor any such proceedings are pending or contemplated. I / We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.
6. I/We also agree that our tender will remain valid for acceptance by the Bank for a period of 90 days from the date of opening of the tender and this period of validity can be extended for such periods as may be mutually agreed upon between the Bank and us in writing. I/We also agree to keep the earnest money valid during the entire period of validity of tender.
7. I / We understand that the Reserve Bank of India, Raipur reserves the right to accept or reject any or all of the tenders either in full or in part without assigning any reason thereof.

Dated this day of 2026.

Signature
Name:

Seal of the Tenderer:

Proforma 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 Regional Director
Reserve Bank of India
Raipur

Madam/Sir,

In consideration of your agreeing to empanel M/s _____ (hereinafter referred to as "the Tenderer") in terms of their contract with you for "Providing Catering and Maintenance Services in the Officers Lounge and Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Raipur." as per their tender dated _____ and your terms and conditions of contract agreement and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated _____ in the form of guarantee from us in the manner hereinafter contained, we _____ (Name of the Bank) do hereby covenant and agree with you as follows:

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of Rupees _____ (Rupees _____ only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Tenderer of any of the terms and conditions contained in the said Contract and in the event of the Tenderer making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of Rupees _____ (Rupees _____ only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Tenderer.
2. Notwithstanding anything to the contrary, your decision as to whether the Tenderer 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 Tenderer after expiry of the relative guarantee period of the said

Contract and after the Tenderer had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force after the day of ____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.
5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the Tenderer or to postpone for any time or from time to time any of your rights or powers against the Tenderer 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 Tenderer or any other forbearance, act or omission on your part or any indulgence by you to the Tenderer or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rupees _____ (Rupees _____ only) as aforesaid.
6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Tenderer 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 Tenderer.
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 Tenderer 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 Tenderer from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of six months from the date of expiry of this guarantee.
9. Any notice by way of demand or otherwise hereunder may be sent by special courier, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing unconcealed and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
11. This guarantee shall not be affected by any change in the constitution of the Tenderer 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 Tenderer or any other person.
15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to Rupees ____ (Rupees ____ only). Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether or not the original guarantee is returned to us.
16. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED

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

For & on behalf of (Banker's Name & Seal)

BRANCH MANAGER

(Banker's Seal)

Address _____

NET- WORTH CERTIFICATE

1. Composition of the firm (whether Partnership/ Private Limited/ Proprietorship/ Public Limited.)
2. Name of the Proprietor/ Partners/ Directors of the firm.
3. Annual Turnover and Net Worth of the firm for the last 3 years (year wise)
 - a) 2024-25:
 - b) 2023-24:
 - c) 2022-23:
4. Credit facility/ Overdraft facility enjoyed by the firm.
5. Net worth as on March 31, 2025
6. Annual Average Turnover for the last 3 years:

(Signature and Seal By CA)

Note:

1. Certificates should be on letter head of the CA.
2. In case of partnership firm, certificate to include names of all partners.

Penalties

Sr. No.	Type of deficiency/ irregularity	1st instance in a year	2-5 instances in a year	More than 5 instances in a year
1.	Non-supply, inadequate/poor quality of food/ raw material/non-display of Menu rate card wherever applicable.	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
2.	Non wearing of Uniforms by workers/ untidy uniforms/ keeping cylinders inside Pantry area	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
3.	Change of Employees without intimation and approval of the Bank/ Use of abusive language or behaviour with the Bank's staff in a manner demeaning to them.	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
4.	Non-payment of wages through electronic mode or non-submission of documentary evidence for such payment	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
5.	Non-maintenance of statutory and other registers/documents or non-submission of required documents sought by the Bank / non-submission of documentary evidence for payment of wages.	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
6.	Manpower deployed less than as stipulated in Agreement	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.

7.	Wages not being paid as per Central Government Minimum Wages/ Non adherence to Prohibition/Non adherence to Central/State Government laws.	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
8.	Non-payment to the workers employed by him for catering services at Staff Canteen and Operation of Tea Pantry at Bank's Main Office Premises as per the timeline fixed in Section 5 of Payment of The Payment Of Wages Act, 1936 read along with The Payment of Wages (Procedure) Rules, 1937.	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
10.	Any other deficiency/irregularity which is of relevance given the nature/scope of the contract	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
11.	Late submission of monthly bills	The Tenderer shall submit the bill within tenth day of the succeeding month failing which the Bank reserves the right to impose a penalty @ ₹500 per day for the delayed period of submission of bill.		
12.	Breakage of crockery/cutlery supplied by the Bank	Penalty shall be levied at the cost of the respective items when the tolerance limit of 5% of the total numbers of crockery/cutlery is breached in a quarter		

Annexure - V

Client Certificate Regarding Performance of Tenderer
(To be given on letterhead of the client)

Name & address of the Client:

Details of services availed from M/s:

S. No.	Particulars	Comments
1	Name & address of the Client	
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 contract	
7	Date of expiry of contract	
8	Duration of relationship with the Agency	
9	Details (Date of levy of penalty, Amount of penalty and reasons) of penalty levied for deficiencies in services rendered	
10	General Feedback on the quality of service by Agency	
11	Rating of services rendered: a) Very Good / Outstanding b) Satisfactory c) Non-Satisfactory/poor	
12	Details of disputes with the agency during the contract	
13	Recommendation, if any or any other feedback nature	

Signature:

Name and seal of the

client: Date:

Place:

Annexure - VI

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED COMMERCIAL BANK

(To be uploaded by the agency / Tenderer along with the e-tender in MSTC Portal)

Sr. No	Particulars	Comments
1.	Name of the agency / Tenderer:	
2.	Composition of the agency / Tenderer (whether Partnership/ Private Limited/ Proprietorship/ Public Limited):	
3.	Name of the Proprietor/ Partners/ Directors of the company/agency / Tenderer /firm:	
4.	Name of the Banker:	
5.	Name of the Branch and complete postal address:	
6.	Name of the contact person along with his/her Telephone No (s) and E-mail id.:	
7.	Type of Account:	
8.	Account Number:	
9.	IFSC Code:	
10.	Turnover of the company/agency / Tenderer /firm for the last 3 years (year wise):	
11.	Credit facility/ Overdraft facility enjoyed by the company/agency / Tenderer /firm:	
12.	The period from which the company/agency / Tenderer /firm has been banking with the bank:	
13.	Any other remarks:	
14.	Opinion on whether the party is considered financially sound	

(Signature) For the Bank

Place:

Date:

Note:

- i. Bankers' certificates should be on the letter head of the bank.
- ii. In case of partnership firm, certificate to include the names of all partners as recorded with the bank.
- iii. Scanned copy (PDF format) of the original Banker's certificate must be uploaded while submitting the e-tender online through MSTC portal.

Annexure - VII

**Details of the work executed during the last 5 years ending on December 31, 2025
as per the eligibility criteria**

Sl. No.	Name of client	Year(s) of execution of work(s) awarded	Actual value of executed work(s) in Rs.	Names and full contact details of the officers/ authorities / Departments under whom the work(s) was/ were executed

Place:

Signature and seal of the tenderer:

Date:

[Scanned copy (in pdf format) of this Annexure duly filled, to be uploaded with tender]

Annexure - VIII

Check List of documents to be submitted with the Tender

S. No.	Prequalification Documents	Attached (Yes/ No)
1.	Tender documents signed and stamped (Part-I)	
2.	Certified copy of certification of registration/incorporation as applicable to legal status	
3.	EMD of ₹64,000/- (Rupees Sixty-Four Thousand only) wherever applicable should be remitted through NEFT. Details of NEFT should be attached.	
4.	Proof of average annual financial turnover of Tenderer during the last 3 years ending March 31, 2025. Latest audited final accounts of last 3 years of the business of the Tenderer should be enclosed as proof of the tenderers' turnover for three years ending March 31, 2025.	
5.	The client-wise list of similar work(s), year(s) of execution of work(s) and actual value of executed work(s), names and full contact details of the officers/ authorities/departments under whom the work(s) was/were executed during the last three years or, for firms having only three years of experience (non-consecutive) it should be within last five years should be furnished as per Annexure - VII . (Documentary evidence in support of the same may be submitted)	
6.	The details along with documentary evidence of previous experience if any, of carrying out similar works for the Reserve Bank of India at any center.	
7.	Copy of Permanent Account Number (PAN)	
8.	Proof of FSSAI Registration (Latest)	
9.	Proof of Registration with ESI Corporation (Latest)	
10.	Proof of Registration with EPF Organization under EPF & Misc. Provision Act. 1952 (Latest)	
11.	Proof of Registration with GST authorities (Latest)	
12.	Registration Certificate under Contract Labour Act (Regulation & Abolition) 1970 (if applicable)	
13.	Registration Certificate under Shops & Establishment Act.	
14.	Power of Attorney in favour of the person signing the tender documents or Authorized Signatory. (Annexure XV)	
15.	Net Worth Certificate as per the proforma given in (Annexure III) along with the Techno-Commercial Bid.	

16.	Feedback from three clients on the performance of the tenderer. (Annexure V)	
17.	Declaration in Annexure I	
18.	Details of Tenderer's Bankers along with copy of cancelled cheque (Annexure VI)	
19.	Solvency certificate from banker (Annexure-XIII)	
20.	Declaration regarding Staff Canteen services to be provided in Reserve Bank of India, Raipur (Annexure-XI)	
21.	Declaration regarding Calculation of Labour Cost (Annexure-XII)	
22.	<p>The estimated cost of the contract is approx. ₹32,00,000/- (Rupees Thirty-Two Lakhs only) per annum. The bidder is required to upload proof of experience of having successfully completed similar works (for providing catering services) during last three years ending December 31, 2025 as under:</p> <p>Should have carried out minimum three similar works, each costing not less than 40% of estimated cost of ₹32,00,000/-</p> <p style="text-align: center;">OR</p> <p>Should have carried out minimum two similar works, each costing not less than 50% of estimated cost of ₹32,00,000/-</p> <p style="text-align: center;">OR</p> <p>Should have carried out minimum one similar work costing not less than 80% of estimated cost of ₹32,00,000/-</p> <p>(Tick whichever is applicable and mention the client's details and upload copies of work orders/ work completion certificates/ contract agreement on MSTC portal)</p>	
23.	Financial Bid (ONLY TO BE SUBMITTED ONLINE)	

I/We have checked the above list with our submittal. I/We are aware that if the bid does not contain above documents, our bid is likely to be rejected.

(Authorize Signatory) _____
Name of Authorize Signatory _____
Designation of Authorize Signatory _____

Note: The above-mentioned list is not an exhaustive list to decide the eligibility of the firm/agency. It is the responsibility of the firm/agency to go through the complete bid document and submit the requisite documents to establish his/her eligibility as per the stipulated requirement.

Scanned copy (PDF format) must be uploaded while submitting e-tender online through MSTC portal.

INDICATIVE MENU (Detailed)(A) NORMAL TEA/COFFEE – Rates to be quoted in Financial Bid on MSTC portal

Sl. No.	Menu	Quantity	Brand/Quality
1	Boiled milk Tea/ Black Tea (1 Cup)	120 ml	(Brooke Bond Red Label / Lipton / Taj Mahal / Tata Tetley) and sugar/sugar free sachets on demand.
2	Green Tea/ Lemon Tea / Flavoured Tea (1cup)	120 ml	Fresh lemon, Typhoo / Twinings /Girnar/Lipton and sugar/sugar free sachets on demand.
3	Coffee (1 cup)	120 ml	Nescafe/Bru and sugar/sugar free sachets on demand.
4	Fresh Lime Water (1 Glass)	200 ml	Fresh Lemon

Note: Tea/Green Tea/Lemon Tea/Coffee/Fresh Lime Water/ to be served daily in a tray on the table/cabin of the Officers / Senior Officers. Only the brands specified above or any other brand expressly approved by the Bank shall be used.

(B) BASIC LUNCH – VEG (To be served in Staff Canteen)Rate to be quoted in MSTC portal

Sr. No.	Items	Details
1	Seasonal Salad	Green Salad
2	Rice - 150 gms	Jeera Rice / Veg Pulao / Veg Biryani / Steamed rice - <i>Daily any one on rotation</i> <i>Veg Biryani should be served atleast once a week</i>
3	Chapati - 4 pieces	Roti/Paratha
4	Cereal (Dal) - 100 gms	Tuar Dal / Dal Makhni / Rajma / Moong Dal / Masoor Dal / Mix Dal - <i>Daily any one on rotation</i>
5	Vegetable	(i) One Seasonal Vegetable of good quality daily – 100 gms

		(ii) Matar Paneer / Shahi Paneer / Malai Kofta / Malai Methi – 100 gms
6	Curd/Raita – 100 ml	Plain Curd/Raita - Sealed cup of Mother Dairy / Amul
7	Papad	Bikaneri/Haldiram/Lizzat/Bikaji brand
8	Pickle	Nilon's/ Mother's recipe
9	Dessert	(i) Gulab jamun / Rasagulla / Rasmalai / Chhena Roll / Malai Chaap / Milk Cake / Bengali Sweets of good quality from pre-approved standard shops, <i>four days a week on rotation (1 pieces)</i> or Seasonal fresh cut fruits (200 gms). (ii) Ice cream - once a week – 100 ml sealed cup – Vadilal / Amul/ Top N Town/ Dinshaw's (Butterscotch/Kesar Pista/Malai Kulfi/Vanilla)
10	Mouth Freshener	Branded Premium Quality

Raw materials should be of good quality and should be properly washed before cooking. Only the brands specified above or any other brand expressly approved by the Bank shall be used.

(C) BASIC LUNCH – NON-VEG (To be served in Staff Canteen) –

Rate to be quoted in MSTC portal

Sr. No.	Items	Details
1	Seasonal Salad	Green Salad
2	Rice - 150 gms	Jeera Rice / Veg Pulao / Veg Biryani / Chicken Biryani / Steamed rice - <i>Daily any one on rotation</i> <i>Chicken Biryani (200 gms) should be served atleast once a week</i>
3	Chapati - 4 pieces	Roti/Paratha
4	Cereal (Dal) - 100 gms	Tuar Dal / Dal Makhni / Rajma / Moong Dal / Masoor Dal / Mix Dal - <i>Daily any one on rotation</i>
5	Vegetable	(i) One Seasonal Vegetable of good quality daily – 100 gms .

		(ii) Mutton/Chicken/Fish/Egg – 150 gm – Not to be repeated on consecutive days
6	Curd/Raita – 100 ml	Plain Curd/Raita - Sealed cup of Mother Dairy / Amul
7	Papad	Bikaneri/Haldiram/Lizzat/Bikaji brand
8	Pickle	Nilon's/ Mother's recipe
9	Dessert	(i) Gulab jamun / Rasagulla / Rasmalai / Chhena Roll / Malai Chaap / Milk Cake / Bengali Sweets of good quality from pre-approved standard shops, <i>four days a week on rotation</i> (1 piece) or Seasonal fresh cut fruits (200 gms). (ii) Ice cream - once a week – 100 ml sealed cup – Vadilal / Amul/ Top N Town/ Dinshaw's (Butterscotch/Kesar Pista/Malai Kulfi/Vanilla)
10	Mouth Freshener	(iii) Branded Premium Quality

Raw meat / materials should be of good quality and should be properly washed before cooking. Only the brands specified above or any other brand expressly approved by the Bank shall be used.

**INDICATIVE MENU (To be quoted in
MSTC portal)**

A. BREAKFAST (MORNING) TO BE SERVED ON DAILY BASIS:

Sl. No.	Description	Particulars, Unit (Plate / Piece)	Rates inclusive of taxes (In Rupees)
1.	Item 1	<ul style="list-style-type: none"> ➤ Aloo / Gobhi / Onion Paratha (2 pieces) with Curd and Pickle ➤ Bread Omlette (2 Pieces of bread and 2 eggs) ➤ Puri (4 pieces) with Sabzi ➤ Poha <p><i>(Daily any one item on rotation)</i></p>	Rates to be quoted in MSTC portal
2.	Item 2	<ul style="list-style-type: none"> ➤ Idli / Wada with Sambar, Chutney (2 pieces) ➤ Dosa with Sambar, Chutney (2 pieces) ➤ Upma (150 gm) ➤ Sandwich (2 slices) <p><i>(Daily any one item on rotation)</i></p>	Rates to be quoted in MSTC portal
		Average Rate	

Note – One item each from Item 1 and Item 2 respectively should be served daily. Omlette should be made available daily.

B. Lunch to be served in Staff Canteen:

Sl. No.	Description	Particulars, Unit (Plate / Piece)	Rates inclusive of taxes (In Rupees)
1.	Item 1	Basic Veg Lunch (as given in Indicative Menu of Annexure-IX)	Rates to be quoted in MSTC portal
2.	Item 2	Basic Non-veg Lunch (as given in Indicative Menu of Annexure-IX)	Rates to be quoted in MSTC portal
		Average Rate	

C. Beverages and other miscellaneous items to be served in Staff Canteen – Demand Basis:

Sl. No.	Description	Particulars, Unit (Plate / Piece)	Rates inclusive of taxes (In Rupees)

1.	Normal Tea / Coffee / Green tea / Lemon tea / Fresh lime water Note: (only one rate be provided for all the mentioned items) / Lemon tea / Fresh lime water Note: (only one rate be provided for all the mentioned items)	1 Nos 1 Nos	Rates to be quoted in MSTC portal
2.	Sabudana Khichdi	100 grams	
3.	Misal / Sev/ Bhelpuri	75 grams	
4.	Upma	per plate	
5.	Noodles/Atta MaggieVeg/ Nonveg	Per Plate	
6.	Grilled Sandwich Veg/ Non-	Per 02 slices bread	
7.	Bread – Omlette	Four Pcs. of bread and Two nos.	
8.	Bread toast with butter/ Jam	per two Pc.	
9.	Veg Pulao/Peas Pulao/Fried Rice	per plate	
10.	Paneer Butter Masala / Matar Paneer / Chilli Paneer / Veg Manchurian /Gobi Manchurian / Malai Kofta Curry	per plate	
11.	Mix Veg	per plate	
12.	Chapati/Roti/Tawa Paratha	per pc.	
13.	Dahi	per bowl	
		Average Rate	

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

Tenderer is permitted to sell the food items in a la carte rate or in the combined forms lunch.

The tenderer is advised to visit the sites before quoting their rates to assess the scope and quantum of services/works.

Annexure- XI

Staff Canteen services to be provided in Reserve Bank of India, Raipur

1. The canteen services shall normally be provided at the canteen area, adjacent to the Staff Canteen at Annex Building, Nava Raipur or at any other place as approved by the Bank within the Bank's premises. However, if required by the Bank, services will have to be provided beyond office hours.
2. The Tenderer shall refer the indicative rates mentioned in [Annexure-X](#). Rates for any new items introduced will require prior approval of the Bank.
3. The Tenderer shall provide infrastructure for electronic payment viz. POS, Sodexo card machine. The Tenderer shall accept Sodexo EMC/coupon along with debit card/credit card/cash against the breakfast/lunch/snack's items served to the Bank's staff, by him. The Tenderer will claim the amount against Sodexo EMCs/coupons directly from the Sodexo SVC India Pvt. Ltd. The Bank shall not be responsible for any claims, in this regard.
4. The infrastructure to be provided to the Tenderer, by the Bank shall include water, electricity, dining area and existing canteen furniture. LPG to be reimbursed by Bank up to 04 cylinders or maximum of Rs.8,000/- per month on production of bills.
5. Breakfast in the morning, lunch in afternoon and snacks in the evening shall be provided in the canteen.

I/We hereby declare that I/we have read and understood the terms and conditions as mentioned above.

Signature of Tenderer(s)/Partner(s)Name:

Seal:

Date:

Place:

Annexure XII

Calculation of manpower Component

Providing Catering Services at Reserve Bank of India, Raipur					
SI No	Details of Manpower	Quantity in nos. (i)	Daily Minimum wage as per CLC, GOI in Rs. w.e.f October 01, 2025 (ii)	No. of working days per annum (iii)	Rates per annum = (i*ii*iii)
a.	Skilled	02	893	264 days (considering 22 working days per month)	₹ 4,71,504/-
b.	Semi-Skilled	02	760	264 days (considering 22 working days per month)	₹ 4,01,280/-
c.	Unskilled	03	674	264 days (considering 22 working days per month)	₹ 5,33,808/-
d. Total Labour Wages in Rs. (Sum of a, b and c)					₹ 14,06,592/-
e.	EPF @13% of Basic wages plus VDA (Employer Contribution) (Basic plus VDA is subject to maximum ceiling of Rs 15000 salary per month or any other amount specified by EPFO from time to time)				₹ 1,62,995.04
f.	ESIC @ 3.25% of Basic wages plus VDA (Employer Contribution) (Not applicable if salary exceeds Rs. 21,000 or any other amount specified by ESIC from time to time)				₹ 45,714.24
g.	Bonus @8.33% (not applicable if salary exceeds Rs. 21,000/- or any other amount updated by Bonus Act time to time)				₹ 1,17,169.11
h. Total Labour wages in Rs. excluding GST (Sum of d,e,f,g,h)					₹17,32,470.39
i. Service Charge on Manpower (Fixed)					3% of h, i.e., 51,974.11
Total Taxable					17,84,444.50
j.	GST @ 18% on (i)				₹3,21,200.01

Total amount of Labour Component per annum in Rs. (Sum of i & j) including GST	₹21,05,644.51
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Note:

- a) The above wage quotes **will not be considered for evaluation of Financial Bid.**
- b) The service charge is **fixed at 3%** on manpower charges.
- c) The above calculation for manpower charges is for reference.
- d) The statutory components of wages are subject to applicable statutory guidelines which are indicated below. These are subject to change and latest guidelines shall be followed by the tenderer.

1.	12%	EPF contribution @ 12% of Basic Minimum Wages plus VDA	Basic plus VDA is subject to maximum ceiling of Rs 15000 salary per month or any other amount specified by EPFO from time to time
2.	0.5%	EDLI contribution @ 0.5% of the Wages plus VDA	Basic plus VDA is subject to maximum ceiling of Rs 15000 salary per month or any other amount specified by EPFO from time to time
3.	0.5%	EPF Admin Charges @ 0.5% of the Wages plus VDA	Basic plus VDA is subject to maximum ceiling of Rs 15000 salary per month or any other amount specified by EPFO from time to time
4.	3.25%	ESIC @ 3.25% of Basic wages plus VDA (Employer Contribution)	(Not applicable if salary (Basic+VDA) exceeds Rs. 21000 or any other amount specified by ESIC from time to time)
5.	8.33%	Bonus @ 8.33% of Wages plus VDA	(Not applicable if salary (Basic+VDA) exceeds Rs. 21000 or any other amount updated by Bonus Act from time to time.)

INSTRUCTIONS AND CONDITIONS: -

- 1) Wages are subject to amendments as and when promulgated by statutory Authorities. **Increase of VDA by Ministry of Labor and Employment, Govt. of India vide notification dated September 25, 2025** has been incorporated in the category wise wage calculation and any further increase of VDA will become the part of monthly consolidated wages.
- 2) The Agency / Tenderer/ firm/ company will charge GST as stipulated by Ministry of Finance, Government of India from time to time through its

notification, in the monthly invoice submitted to the Bank and the same will be reimbursed by the Bank on submission of the bill.

- 3) The rates quoted should be inclusive of reliever charges. No extra amount will be paid for the reliever.
- 4) The bidder should ensure to comply with local laws, works contract tax, etc. except GST imposed/to be imposed by Central/State Government/ Local Bodies and the Tenderer shall pay the said taxes to the government and the Bank will not entertain any claim thereof for reimbursement of the same to the Tenderer. If the Tenderer fails to include such taxes and duties in the bill, no claim thereof will be entertained by the Bank afterwards.
- 5) Agency needs to provide Wage Slip along with the NEFT details of payment pertaining to its staff on monthly wages.
- 6) Documents supporting payment of PPF/ESI/EPF etc. needs to be produced with the bills.
- 7) The Basic Minimum Wages plus VDA are always as per **Industrial Workers (Building Operations) (for skilled/semi-skilled/ un-skilled workers)** stipulated by the Chief Labour Commissioner, Ministry of Labour and Employment, Government of India and that other mandatory charges i.e., EPF, ESI, EDLI, Bonus are in conformity with the corresponding statutory provisions.
- 8) I/We have gone through the terms and conditions of the e-tender and is agreeable to them.

Place:

Date:

**Signature and Seal of the Tenderer
(Name of Authorized Signatory)**

Annexure XIII

FORM OF BANK SOLVENCY CERTIFICATE FROM A SCHEDULED BANK

We certify that M/s(name and address of the applicant) is/are maintaining a Savings Bank Account/Current Account (strike off whichever is not applicable) No. with us since The said account is satisfactorily operated by... (name of the applicant) and can be treated as good for any engagement up to a limit of Rs.....(Rupees...).

This certificate issued without any guarantee or responsibility on the Bank or any of the officers.

(Signature)

For the Bank

Note:

1. Bankers 'certificate should be on letter head of the Bank, sealed in cover addressed to enlistment authority.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.
3. Scanned copy (PDF format) of the original Banker's certificate must be uploaded while submitting the e-tender online through MSTC Portal.

Annexure – XIV

APPROVED LIST OF MATERIALS TO BE USED IN STAFF CANTEEN

Sr No.	Items	Brand
1	Milk (Fresh) and milk products	Amul, Mother Dairy
2	Butter	Amul, Mother Dairy or equivalent
3	Bread (white / brown)	Britannia, Morris, Essar or equivalent
4	Cornflakes	Kellogg's, Barry's or equivalent
5	Edible Refined oil	Saffola / Sundrop / Fortune only
6	Edible Mustard oil	Saffola/ Fortune only
7	Spices	Packed MDH/ Everest / TATA Sampan or equivalent
8	Wheat Flour	Ashirwad, Nature Fresh
9	Rice (Basmati)	Kohinoor/ India Gate/ Lal Quila / Dawat of premium quality only
10	Pulses	Packaged pulses of very good quality
11	Table Salt/Black Pepper (Powder) and Chat Masala on dining tables	Catch, MDH, Everest or equivalent
12	Pickle	Mothers/ Tops or any other brand approved by the Bank
13	Raw vegetables	Fresh & Good quality and washed properly before cooking.
14	Juices	Real, Tropicana or equivalent
15	Ice Cream	Amul, Mother Dairy, Kwality wall's, Vadilal or equivalent.
16	Water Bottle (Bisleri)	On MRP
17	All consumables other than mentioned above	Premium Quality

POWER OF ATTORNEY FOR AUTHORIZED SIGNATORY

(On Non-Judicial Stamp Paper of appropriate value)

To,
The Regional Director
Reserve Bank of India
Raipur

Madam/ Sir

Name of the Work: Providing Catering and Maintenance Services at Officers Lounge and Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Raipur

We.....(Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms.....(Name and residential address of Power of Attorney holder) who is presently employed with us and holding the position ofas our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid for the captioned Project, including signing and submission of all documents and providing information / responses to the Reserve Bank of India (RBI), representing us in all matters before RBI, and generally dealing with RBI in all matters in connection with our proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Signature of Mr./ Ms..... is attested below:

Signature/(s) of

the Bidder

Name/(s)

Stamp/Seal of the Bidder

Note: Power of Attorney should be properly stamped, and notarized Power of Attorney furnished by Agency shall be irrevocable.

PART II - Financial Bid

To

The Regional Director
Reserve Bank of India
Human Resource Management Department
Raipur

A. Snacks items to be served in Staff Canteen:

Sl. No.	Description	Particulars, Unit (Plate / Piece)	Rates inclusive of taxes (In Rupees)
1.	Item 1	<ul style="list-style-type: none">➤ Aloo / Gobhi / Onion Paratha (2 pieces) with Curd and Pickle➤ Bread Omlette (2 Pieces of bread and 2 eggs)➤ Puri (4 pieces) with Sabzi➤ Poha <p><i>(Daily any one item on rotation)</i></p>	Rates to be quoted in MSTC portal
2.	Item 2	<ul style="list-style-type: none">➤ Idli / Wada with Sambar, Chutney (2 pieces)➤ Dosa with Sambar, Chutney (2 pieces)➤ Upma (150 gm)➤ Sandwich (2 slices) <p><i>(Daily any one item on rotation)</i></p>	Rates to be quoted in MSTC portal
		Average Rate	

B. Lunch to be served in Staff Canteen:

Sl. No.	Description	Particulars, Unit (Plate / Piece)	Rates inclusive of taxes (In Rupees)
1.	Item 1	Basic Veg Lunch (as given in Indicative Menu of Annexure-IX)	Rates to be quoted in MSTC portal
2.	Item 2	Basic Non-veg Lunch (as given in Indicative Menu of Annexure-IX)	Rates to be quoted in MSTC portal
		Average Rate	

C. Beverages and other miscellaneous items to be served in Staff Canteen

-

Demand Basis:

Sl. No.	Description	Particulars, Unit (Plate / Piece)	Rates inclusive of taxes (In Rupees)
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1.	Normal Tea / Coffee / Green tea / Lemon tea / Fresh lime water	1 Nos	Rates to be quoted in MSTC portal
2.	Sabudana Khichdi	100 grams	
3.	Misal / Sev/ Bhelpuri	75 grams	
4.	Upma	per plate	
5.	Noodles/Atta MaggieVeg/ Nonveg	Per Plate	
6.	Grilled Sandwich Veg/ Non- veg	Per 02 slices bread	
7.	Bread – Omlette	Four Pcs. of bread and Two nos. of eggs	
8.	Bread toast with butter/ Jam	per two Pc.	
9.	Veg Pulao/Peas Pulao/Fried Rice	per plate	
10.	Paneer Butter Masala / Matar Paneer / Chilli Paneer / Veg Manchurian /Gobi Manchurian / Malai Kofta Curry	per plate	
11.	Mix Veg	per plate	
12.	Chapati/Roti/Tawa Paratha	per pc.	
13.	Dahi	per bowl	
		Average Rate	

- Bank will not give any minimum commitment on the indicated tentative average consumption of items.
- The above rates are inclusive of all applicable charges and taxes.
- The Caterer is required to quote the price mandatorily for each item as mentioned in the price bid.

Indicative Menu and Quality for each item is provided in [Annexure -IX](#).

The tentative average consumption of **items in a month** are detailed below:

Sr.no.	ITEMS	AVERAGE NOS. OF QUANTITY SERVED ON MONTHLY BASIS PER PERSON(TENTATIVE)
1	Normal Tea / Coffee / Green tea / Lemon tea / Fresh lime water	3,750
2	Basic Lunch Veg – Staff Canteen	200
3	Basic Lunch Non-Veg – Staff Canteen	200

DATE:

PLACE:

SIGNATURE OF TENDERER(S)

Note:

- 1) Bidders are advised to consider aforementioned tentative monthly consumption of the items, minimum wages and market rates while quoting the rates for the items in the Part-II (Financial Bid).
- 2) Rate quote for all items may be mentioned after inclusion of all the taxes.
- 3) The Bank will not give any commitment on the tentative average monthly consumption of items as mentioned above. **Payment will be made on the basis of actual consumption only.**
- 4) The evaluation criteria to be adopted for arriving at the lowest bidder (L1) is as stated in the **Para 9** of the Instruction of Tenderers of the tender document.

ARTICLE OF AGREEMENT

This agreement made at Raipur this _____ between the Reserve Bank of India, Raipur a corporation incorporated under the Reserve Bank of India Act, 1934 and having its Central Office at Shahid Bhagat Singh Road (hereinafter referred to as "the Bank" which expression shall, unless repugnant to the context, be deemed to include its successors and assigns) of the one part and _____(hereinafter referred to as "the vendor", which expression shall, unless repugnant to the context, be deemed to include its successors and assigns and the heirs, administrators, executors, legal representatives) of the other part.

Whereas:

1. The Bank is desirous of maintaining and running Officers' Lounge & Dining Room (OLDR) and Staff canteen at its office building at Sector-24, Atal Nagar, Nava Raipur (hereinafter referred to as "the said premises").
2. I/ We has offered to provide staff for providing Catering Services and Maintenance of the said OLDR and said Staff Canteen.
3. The Bank, in consideration of the conditions to be fulfilled by the vendor as hereinafter set out and the compensation to be paid by the vendor, has agreed to permit the vendor to manage and run the said OLDR and said Staff Canteen as hereinafter set out.

Now it is mutually agreed by and between the parties as follows:

4. Subject to the other provisions of this Agreement, the Bank hereby grants permission to the vendor to manage and run the said OLDR and said Staff Canteen in the said premises for a period of one year from May 1, 2026 to March 31, 2027.
5. It is mutually agreed by and between the parties hereto that this agreement confers on the vendor merely a bare license to run the said OLDR and said Staff Canteen and nothing contained herein shall be considered as creating a tenancy, demise or license or any other manner of interest whatsoever in respect of the said premises in favour of the vendor.
6. I/ we shall comply with the municipal and other regulations relating to preparation and sale of food stuffs, beverages and refreshment and shall obtain the necessary licenses and permits and the vendor shall indemnify and keep indemnified the Bank against any

lapse on the vendor's part in complying with these conditions or any other statutory requirements for running of the said OLDR and said Staff Canteen.

7. The contract shall be effective and valid for one year i.e., from May 01, 2026 to March 31, 2027. The Bank reserves the right to extend the period of the contract for a further period of up to two years (one year at a time) on mutually agreed terms.

8. The vendor shall provide staff for:

- i. cooking vegetarian and non-vegetarian food in the kitchen attached to the staff canteen and / or OLDR.
- ii. serving tea / coffee to the Bank's employees at their desks / table during office hours, on all working days or on any other day as specified by the Bank.
- iii. cooking and serving breakfast and lunch for Bank's employees at the dining area on all working days or on any other day as specified by the Bank.
- iv. ensuring availability of drinking water on the desks of Senior Officers on all working days or on any other day as specified by the Bank.
- v. serving Special Lunches / High Tea / Special Tea / Refreshments as and when required in the Office premises for which prior information shall be given by the Bank.
- vi. Ensuring and maintaining cleanliness of the Kitchen area along with cleaning cooking utensils, crockery and other appliances in the Kitchen.

9. The vendor must engage the minimum number of staff for the work as mentioned below.

Type of Employee	No. of Employee	Details of staff
Skilled	Two	Supervisor – 01 Head Cook – 01
Semi-Skilled	Two	Assistant Cook – 02
Un-Skilled	Three	Waiter/Helper/Cleaner - 03

10. **The total minimum manpower required may be increased by the Bank as per the requirement during the currency of the contract.**

11. The responsibility of staff are as follows:

a. Supervisor

- i. The Supervisor deployed should have at least three years' experience in relevant field.
- ii. Should be of courteous and polite demeanor.
- iii. Will be responsible for overall functioning of staff canteen cleanliness.
- iv. Should be in proper uniform.

- v. He will personally be responsible for ensuring good quality food and other eatables provided in Staff Canteen / OLDR.
- vi. Should ensure that all electrical, plumbing, furniture, etc. are always in proper order through constant checking and inform the OLDR desk regarding any issues.
- vii. Should ensure that all the utensils, crockery, kitchen equipment is cleaned and in working order.
- viii. Should ensure that the kitchen is kept clean and in hygienic condition.
- ix. Will supervise and check the overall working of Head Cook, Assistant Cook and other support staff. He shall ensure they wear neat and tidy uniform, head caps and use hygienic gloves supplied to them by the Tenderer. He will ensure that neither he nor the other workers are smoking/ chewing tobacco/ consuming liquor in the Bank's premises.
- x. Should ensure that good quality food is being prepared timely and served properly to the staff.
- xi. Will be the Tenderer's point of contact with the Bank.
- xii. Will ensure timely service of Tea/Coffee/ Normal Tea/High Tea, Basic Lunch and Special Lunch during various meetings.
- xiii. Will ensure that good quality approved brand raw material supplied in the Staff Canteen / OLDR as per [Annexure-XIV](#).
- xiv. The supervisor shall ensure at all times to maintain and keep the staff canteen / OLDR, kitchen, washing area in the said premises, in a clean and hygienic condition, to the satisfaction of the Bank.
- xv. Will submit the bills to the Bank on time.

b. Head Cook and Assistant Cook

- i. The Head Cook should have at least three years' experience in relevant field and of handling large kitchens.
- ii. The Assistant Cook should have at least three years' experience in relevant field.
- iii. Should be well versed in cooking North, South Indian, Chinese dinners/lunch/breakfast items.
- iv. Should maintain hygiene in the kitchen.
- v. Should be in proper uniform.
- vi. Should assign works to support staff in kitchen.
- vii. Should ensure that timely good quality food is prepared.
- viii. Should be utilized for preparation of tea/coffee, Basic Lunch, Special Lunch and Other A-la-Carte menu items on daily basis.

c. Support Staff (Waiter/Helper/Cleaner)

- i. Should be courteous and polite.
- ii. Should serve the meals in a clean and hygienic manner.
- iii. Should serve the water/tea/coffee/snacks etc. to staff members of the Bank in a clean and hygienic manner on their respective tables, meeting halls, conferences etc.

- iv. Should keep the dining tables always clean and presentable.
- v. Should enquire with staff members and provide additional food items on request.
- vi. Should not keep staff members waiting to be served.
- vii. Should thoroughly clean the utensils.
- viii. Should sweep, swab and dust the furniture etc.
- ix. Should assist cooks in cutting/storing of vegetables, cooking or any other work assigned by the Head Cook, Assistant cook or Supervisor.
- x. Refilling/Cleaning of Kettles/thermos etc. with drinking water daily in the morning, provided by the Bank in the cabins of the Senior Officers of the Bank.
- xi. Should be in proper uniform.
- xii. Serve Tea/Coffee at least twice a day /in each half as per the time determined by the Bank at the desk/cabin of staff on a daily basis.
- xiii. Refill water bottle at Senior Officer's Cabin or as per the place decided by the Bank.
- xiv. Clean, refill and place the water bottle in various meetings.
- xv. Serve Tea/Coffee/ Normal Tea/High Tea in various meetings/Senior Officer's Cabin/ location decided by the Bank.
- xvi. Serve Lunch at Staff Canteen / OLDR on a daily basis.
- xvii. Clean Crockery and Cutlery used on a regular basis

12. Food served in the Staff Canteen / OLDR should be of high quality. I/We shall ensure provision for Breakfast being served between 09:00 am to 10:00 am only at Staff Canteen, Lunch to be available between **12:30 pm and 2:30 pm**, Snacks to be available between **3:30 pm and 4:30 pm** only at Staff Canteen. The specific meals to be served in the office shall be communicated separately and may change as per the requirement arising from time to time.

13. The vendor has to provide Lunch (Veg / Non-veg), Snacks, etc. as per the option of the Officers/ Staff. Details of the food items, to be provided in the OLDR and Staff Canteen are given in [ANNEX- V](#) and [VI](#). Rates to be charged for different items to be served in OLDR and staff canteen are also given in [ANNEX-IV](#). Menu will be decided on weekly basis by mutual discussions so that same items are not repeated frequently. Menu should be displayed on the Notice Board placed in the OLDR and staff canteen. The vendor shall also arrange for snacks, lunch, special lunches, etc. whenever asked to do so on occasions, such as for meetings, conferences, etc.

14. If required by the Bank, the vendor may provide packed breakfast/lunch/dinner on demand basis with prior intimation at the Bank's premises or any additional premises so informed by the Bank.

15. The menu may be altered for specific guests/ special occasions/ programmes/ functions as desired by RBI, within the overall scope of the menu.

16. The vendor shall attend to any or all catering requirements whether covered contractually or otherwise, at a predetermined price laid out in the contract or mutually agreed upon thereafter, after obtaining prior permission from the Bank.

17. The vendor shall arrange and serve outside preparations / food **only as and when instructed by the Bank** and shall claim reimbursement along with the regular bills as approved by the bank.
18. The vendor shall store sufficient quantity of high-quality ingredients to ensure preparation of food items in time. The vendor at its own risk shall make the procurement and storage.
19. Fresh vegetables and milk, standard beverages shall be used. The Bank will carry out the surprise inspection regularly and they should be fully satisfied with the quality of consumable items used. The vendor shall be responsible for procurement of grocery items and ingredients. Best quality fresh consumable items and only good quality and reputed brand packed ingredients as specified in [Annex IX](#), shall be used in the preparation of food and beverages.
20. Normally the service in Officers' Lounge is a buffet service, however, at times, service as per specifications are to be provided i.e., sit-down service, banquet or any other form. The service of all food items in OLDR should be "UNLIMITED" as per the requirement of the Officers/ guests from the spread available.
21. All procurements for which reimbursement is claimed from the Bank shall be supported by bills / receipts. No "estimate" or "kachcha" or unnumbered or bills will be entertained.
22. The Bank shall be entitled to recover from the vendor or deduct from the bills payable to him, any amount that the Bank may be compelled to pay, under the law, on account of any default by or negligence of the vendor or his employees or agents.
23. Food prepared shall be used for the specific service and the leftover food shall not be served during the next meal service.
24. The Contractor shall ensure that cooking vessels and other utensils used for preparing non-vegetarian dishes are not used for cooking and serving vegetarian food. A separate cooking arrangement and use of separate utensils etc. shall be ensured for Vegetarian and Non-Vegetarian dishes.
25. Bank will not accept any deficiency in service and quality as well as quantity of tea/coffee/lunch/special lunch etc. from the specification in rate schedule. A penalty will be levied for any violation ([Annexure – VII](#)), after giving due notice and opportunity to the Vendor to explain his/her position. In case of any dispute in this regard, the decision of the Regional Director will prevail.
26. If the Bank finds any deficiency in cleaning or any other services to be provided by the vendor, the Bank reserves the right to get the same done by outsiders/ Bank's Staff and the cost incurred in this regard will be recovered from the vendor.
27. *Approved/ agreed rates* (as per [Annex "IV"](#)) and rates quoted as per financial bid should be applicable for the period of this agreement.
28. The rates quoted in the financial bid (Part-II) shall be final. Any revision in the rates will be considered only at the time of renewal of the annual contract by mutual agreement taking into consideration the WPI/inflation rates. The rates of any items which are not in the financial bid and are added on a later date, may be fixed after approval by the Bank.
29. The Caterer may also supply those food/eatable items which are not under the contract in case of demand from employees. The cost of such food/items should not be more than

MRP rates. The caterer should obtain prior approval from Bank before selling those food items.

30. The rates to be paid for different items served by the vendor, as per [ANNEX-IV](#) shall be inclusive of all applicable taxes imposed by Central government/State Government/Local bodies.
31. The vendor should have a valid and active GST No, on the invoice raised. In case the GST No. has expired, any statutory liability on account of it will be the sole responsibility of the vendor.
32. The vendor shall raise the bill, in duplicate, along with the relevant documents in respect of the persons deployed and submit the same by the second week of the subsequent month or earlier, but only after disbursement of salary / wages to all the deployed manpower during the month of consideration. The payment shall be released, through NEFT channel only, within two weeks from the date of submission of bills, complete in all respects.
33. Any objection regarding the payment received by the contractor may be brought to the notice of the Bank within 10 days of the date of the payment. In case no such objection is received within the stipulated period, it will be deemed that there is no objection regarding the payment
34. The vendor shall be fully responsible to adhere to the recent wage notification as stipulated by as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time and the associated statutory liabilities like PF and ESI shall also be compensated accordingly as applicable from time to time as per [Annexure XII](#). Bank reserves the right to increase or decrease the number of staff as specified above. Bank will only reimburse the minimum wages for the staff deployed by the vendor for the working days, as notified by the Chief Labour Commissioner (Central), Ministry of Labour & Employment as applicable from time to time to the vendor separately. Any additional expenses over and above the minimum wages of the above staff, will be borne by the vendor only.
35. Bank will not bear any additional manpower cost other than provided in Para 5 of Scope of Work. The revenue would be generated by the sale of food items in the canteen / Officers' Lounge as per the rates detailed at [Annexure-X](#) and a declaration shall be submitted regarding the operation of Staff Canteen / Officers' Lounge as per [Annexure XI](#)
36. The vendor shall ensure compliance to all the obligations arising under the Contract Labour (Regulations & Abolition) Act. 1970, Minimum Wages Act, Workmen's Compensation Act, 1923 and other labour laws prevailing in the country. In the event of any liability arising on account of any breach or non-compliance of statutory requirements by the Vendor, the Bank will have the right to reimburse itself by way of adjustment from the vendor's pending bills or otherwise recover it through available legal means, to the extent of the loss suffered by it as a consequence of the same.
37. The Vendor shall obtain a license as contemplated under the Contract Labour (Regulations & Abolition) Act, 1970 or any other law as applicable, failing which he alone would be responsible for actions/proceeding ensuing thereto. The Bank shall not be held

responsible for acts, commissions or omissions of the vendor and shall in no way be made liable to the labourers engaged by the vendor.

38. The vendor shall have to undertake to actually pay wages to all the labourers, of all categories to be engaged by him for completion of that particular job/work/project, at the rate which is not less than the one prescribed under the Minimum Wages Act, 1948 and to ensure compliance of essential amenities as provided under the CLRA Act and also keep Reserve Bank of India indemnified against all the actions that may be initiated against the Reserve Bank of India by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.
- i. The vendor shall run the said OLDR and said Staff Canteen on all working days of the Bank and on such other days as may be required by the Bank. The said OLDR and said Staff Canteen shall be kept open during such timings as may be stipulated by the Regional Director, Reserve Bank of India, Raipur (hereinafter referred to as "The Regional Director"), from time to time.
39. The reference to the Regional Director in the agreement and the schedules hereto annexed shall mean the Regional Director for the time being of the Raipur office of the Bank and shall include in respect of any powers exercisable by him/her or the Bank under this agreement, any officer of the Bank designated by him/her in that behalf from time to time.
40. The Bank will arrange for premises, electricity, water, electric appliances, furniture, other dead stock articles and fittings, etc. The vendor shall ensure the safety of the above items kept in the said Staff Canteen and the said OLDR. Further, the bank will arrange crockery, cutlery, utensils and gas stoves for said OLDR only and not for the said staff canteen. The vendor shall ensure the safety of these items kept in the said OLDR. The Bank shall not be in any way responsible for any loss or damage occurring thereto.
41. The vendor shall use only commercial cylinders of LPG in the OLDR and canteen. Kerosene oil or other flammable items are strictly prohibited. The LPG cylinders shall be arranged and paid for by the vendor. The arrangement for cooking gas connection will have to be done by the Vendor. Further, regular servicing/repairing of all gas related items will mandatorily have to be done by the Vendor. The cost incurred on the servicing/repairing will be borne by the Vendor.
42. The vendor shall arrange for tea /coffee being served to Bank's staff at their desks/table during office hours, twice a day (10:30 am and 03 pm) on all working days or on any other day as specified by the Bank. The vendor shall arrange for cups, Plates for tea/coffee/ Normal Tea/High Tea services, wherever required. In addition to this they also have to serve tea /coffee/ Snacks/ Normal Tea/ Special Tea /High Tea during various meetings as desired by the specific department from time to time for which they have to maintain a record.
43. The vendor shall provide proper uniform along with hand gloves, caps and formal shoes to his workers at his expense. He shall not change/ replace the workers very frequently. The Bank retains the right to ask for replacement of the worker/s of the vendor found

unsuitable by it. The Bank reserves the right to call for the details of workers engaged by the vendor.

44. No canteen employee shall be allowed to perform his/her duty without proper uniform/attire.
45. The vendor has to get police verification and Annual health check-up done of the workers employed by him in the OLDR and the canteen and submit the verification reports thereof to the Bank within a month of awarding the contract. Annual health check-up as specified by the Bank may be done through the Government / Private Hospital once a year and submit Medical Certificates to the Bank at the Vendor's cost. These certificates/ reports should also be submitted as and when new worker is employed by the vendor. The vendor should not employ any worker having adverse police record or serious or contagious disease.
46. The Vendor shall ensure all the staff deployed by him at the Bank should be above 18 years of age.
47. The vendor shall maintain a very high level of hygiene, cleanliness and shall ensure that the image of the cafeteria does not get adversely affected by the poor upkeep, smell or untidy looks of canteen staff, facilities, utensils or food quality.
48. The vendor has to ensure every day that prior to closure of the OLDR and the canteen, the dining rooms, the kitchens, area for cleaning utensils, etc. should be cleaned. The crockery/ cutlery, etc. should also be cleaned and the same should be stacked properly and hygienically. The vendor shall bring at his own cost, good quality cleaning materials for the same. The vendor has also to ensure that any leftover food items and garbage should be disposed of properly on the same day. Any kind of leftover items or garbage should not be disposed off in the drains and the drains/ pipelines should not be blocked or tempered with.
49. The vendor has to ensure that food should be prepared in the kitchen provided in the OLDR and the canteen. It should also be ensured that high standard of hygiene and cleanliness is maintained in the OLDR and the canteen, including Kitchen, Store, utensils' cleaning place, etc. Attention should also be given towards proper and hygienic cleanliness of crockery and cutlery. Raw material, snacks and other food stuff should also be stored properly and hygienically.
50. The vendor shall be responsible for end-to-end operation, maintenance and supervision of Staff Canteen / OLDR. The vendor shall arrange for good quality disposable paper glasses, wherever required. In addition to this they also have to serve tea /coffee etc. to all other personnel as desired by the specific department from time to time for which they have to maintain a record. However, if required by the Bank, services will have to be provided beyond office hours. The vendor shall have to serve Special lunches/High Tea/ Special Tea as and when required for which prior information shall be given by the Bank. The vendor shall arrange for the snacks throughout the day, at the place specified by the Bank and serve to the officers at desk, as and when required. The vendor shall also arrange for refilling of water on the desks of the Senior officer/s as specified by the Bank from time to time.

51. The vendor shall keep, at a conspicuous place in the said OLDR and the said canteen, complaint books in which complaints and suggestions, if any, may be recorded and the complaint book shall be open to inspection by the Regional Director or his representative. The vendor shall inform the Regional Director, or his representative of the action taken by him in respect of each complaint or suggestion, as the case may be, and shall carry out such directions as may be given by the Regional Director or any other Officer authorized by him.
52. The Regional Director or his/her representative may, at any time, inspect the said OLDR and the said staff canteen and all the items and fixtures and fittings thereon. The vendor shall give all assistance for this purpose to the Regional Director, or any other person deputed by him/her on his/her behalf.
53. The vendor shall not carry on in the said premises any business other than running the said OLDR and the said canteen. He shall not make any changes, additions or alterations in the said premises.
54. The vendor shall ensure that no loss or damage is caused by any act or default on his part or on the part of his employees or agents employed by him either to the said premises or to the Bank's furniture, fixtures and fittings and all other items therein permitted to be used by him. Reasonable wear and tear or such damage or loss as may be caused by act of God or other forces beyond the vendor's control despite all reasonable and normal precautions taken by him are expected.
55. The vendor shall ensure that the industrial peace of the Bank is not disturbed/damaged or threatened to be disturbed/ damaged by any act of omission or negligence, willful or otherwise of the vendor or his employees or agents.
56. All the items supplied by the Bank at its expense for running Staff Canteen and / or Officers' Lounge will be Bank's property for all intents and purposes. The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture due to improper handling shall be recovered from the agency at full cost.
57. Regarding natural wear and tear of any such item, the decision of the Bank shall be final and binding on the agency. Records for damages/breakages due to normal wear and tear will have to be maintained by the agency for verification by the Bank from time to time.
58. The vendor shall furnish Performance Bank Guarantee of ₹1,60,000 (Rupees One Lakh Sixty Thousand only) from a Scheduled Commercial bank to ensure vendor's commitment and continuity of services for one year. This guarantee may be invoked by the Bank in case the vendor decides to terminate the contract before the expiry of term of contract.
59. On the expiry or early termination of the contract, the vendor shall remove himself and his employees and agents from the premises and all articles belonging to him failing which the Regional Director shall be entitled to do so without any further notice to the vendor at the cost and risk of the vendor. The vendor should, however, ensure that his action does not cause any damage to the said premises or any property therein belonging to the Bank.
60. The Bank reserves the right to terminate the agreement, if the vendor fails to carry out any of its obligations/duties in terms of the contract/ agreement and the vendor shall not

be entitled to any compensation in the event of such termination. The agreement shall stand terminated as per the notice of such termination. The address for service of this notice or any other communication or notice shall be the address of the vendor furnished by the vendor.

61. The agreement may also be terminated by giving three months' notice in writing by the vendor before expiry of the term contract i.e., one year. However, in this case, the Performance Bank Guarantee of **₹1,60,000/- (Rupees One Lakh Sixty Thousand only)** submitted by the vendor may be invoked by the Bank.
62. This contract granted to the vendor to run the said OLDR and the said canteen is personal in character and cannot be assigned or transferred by the vendor to any other person. If it is done the Bank has the right to terminate the contract without any prior notice.
63. The Bank shall be entitled to make alternative arrangement for providing OLDR/ Canteen services to its Officers and staff in the said premises in the event of the vendor suspending / discontinuing his services during the period of the contract. The Bank shall be entitled to recover from the vendor any loss that the former shall suffer in this regard.
64. Verification of these items can be done anytime by the Regional Director or his/her representative and if any items are found short or missing or broken, recovery will be made as per actual price of the items from the vendor. On termination of the contract the vendor shall have to return these articles to the Bank in good condition failing which the actual cost thereof will be deducted from the amount due to be paid to the vendor.
65. The vendor shall not employ or continue to employ for the purpose of the said OLDR and the said staff canteen any person whose employment is objected to by the Regional Director.
66. The vendor shall take "all-risk policy" for the contract value and "workmen compensation policy" for the workers engaged in the work for one year to be renewed thereafter if the contract is renewed by the Bank. The workmen compensation shall be minimum Rs. 2.0 lakh per accident, maximum of 5 accidents during execution of work. All the insurance policies shall be in the joint names of the Bank, the Bank's name being the first. All liabilities arising out of any accident or death while on duty shall be borne by the vendor.
67. The Vendor shall indemnify the Bank for any loss or damage that occurs to person(s) or building or a third party during the period of contract. If the Vendor does not take out these policies, the Bank reserves the right to recover the cost of loss or damage together with penalty at the discretion of the Bank, from the Vendor. Copy of the insurance policy is to be submitted to the Bank within a month from award of contract, failing which, the Bank reserves the right to terminate the contract.
68. Bank shall not be responsible for any injury, accident, disability or loss of life to the Vendor or to any of its personnel that may take place while on duty or otherwise. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the Vendor. The Vendor has to make its own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them and submit a proof to this effect.
69. All disputes and differences of any kind under the agreement shall be referred to the sole arbitrator i.e. Regional Director, Reserve Bank of India, Raipur and his/her decision, in writing, shall be final and binding on the Service Provider. However, for any dispute/issue,

not settled through arbitration, the legal jurisdiction shall be Raipur only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

70. The agreement, for maintenance and running the OLDR and the canteen, shall be executed in duplicate. The Bank shall retain the original and the vendor the duplicate. The stamp duty on this agreement and its duplicate shall be borne by the vendor.
71. The Vendor and its staff shall adhere to IS (Information Security) policy of the Bank. Further, in terms of paragraph 3B (Don'ts) (f) of the Bank's circular on use of social media, "Any official information or material that has come in the possession of the Vendor and the staff employed by the Vendor, directly or indirectly during the course of their employment, whether confidential or otherwise should not be posted on social media without prior permission of the Bank. The Vendor and the staff employed by the Vendor, directly or indirectly should not use the social media in any manner that would bring them into disrepute or would tantamount to breach of confidentiality. Failure to observe the above shall be treated as breach of contract on the part of Vendor and the Bank shall be entitled to claim damages/termination of the contract and the Bank may pursue legal remedies.
72. The vendor or its employees shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the prior written consent of the Bank. The vendor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information by the vendor or its employees. Failure to observe the above shall be treated as breach of contract on the part of the vendor and the Bank shall be entitled to claim damages/termination of the contract and pursue legal remedies.
73. The Vendor and the staff employed by the Vendor, directly or indirectly, within the Bank's premises, shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/ equipment's etc, which may come to the possession or knowledge of the vendor during the course of discharging its contractual obligations in connection with this contract, to any third party and shall at all times hold the same in strictest confidence.
74. The Vendor shall be solely responsible for full compliance with the provision of Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013, at the Bank premises.
- a. In case of any complaint of sexual harassment by any employee of the Vendor against its own employee/s, 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 Bank against any employee/s of the Vendor shall be taken cognizance of by the Regional Complaints Committee (RCC) constituted by the Bank and the consequent action/decision taken by the RCC shall be binding on the Vendor if sexual harassment/violence by the employee of the Vendor is proved.
- c. 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.

d. The Vendor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

In witness whereof, the Bank has set its hands to these presents and a duplicate hereof through its authorized officials and the vendor has set his hands to these presents and the said duplicate the day, month and year first hereinabove written.

SIGNED AND DELIVERED FOR AND ON BEHALF OF:

SIGNED AND DELIVERED FOR AND ON BEHALF OF:

RESERVE BANK OF INDIA
Sector-24, Atal Nagar,
Nava Raipur (Chhattisgarh)

In the presence of:

- 1.
- 2.