



**भारतीय रिज़र्व बैंक  
मानव संसाधन प्रबंध विभाग**

**निविदा आमंत्रण सूचना (एनआईटी)**

**जयपुर स्थित भारतीय रिज़र्व बैंक के कार्यालय में चाय/कॉफी वेंडिंग मशीनों की स्थापना,  
संचालन और रखरखाव के लिए खुली ई-निविदा**

ए	ई-निविदा का नाम:	जयपुर स्थित भारतीय रिज़र्व बैंक के कार्यालय में चाय/कॉफी वेंडिंग मशीनों की स्थापना, संचालन और रखरखाव के लिए खुली ई-निविदा
बी	ई-निविदा सं.	RBI/Jaipur Regional Office/HRMD/2/25-26/ET/164
सी	निविदा माध्यम	ई-खरीद प्रणाली भाग I - तकनीकी बोली और भाग II - कीमत बोली <a href="https://www.mstcecommerce.com/eproc/">https://www.mstcecommerce.com/eproc/</a>
डी	एनआईटी पार्टियों द्वारा देखने/डाउनलोड करने के लिए उपलब्ध होने की तारीख है	04 जून 2025, 15:00 बजे से (बुधवार)
इ	बोली-पूर्व बैठक की तिथि (ऑफलाइन)	13 जून 2025 (शुक्रवार) को सुबह 11.00 से 12.00 बजे सम्मेलन कक्ष, द्वितीय तल, आरबीआई, टॉक रोड, जयपुर  (बोली-पूर्व बैठक के मिनट्स बैंक की वेबसाइट <a href="http://www.rbi.org.in">www.rbi.org.in</a> पर अपलोड किए जाएंगे)
एफ	निविदा का अनुमानित मूल्य	₹10 लाख रुपये (जीएसटी सहित)
जी	बयाना राशि (ईएमडी)	बोलीदाताओं को निविदा जमा करने की अंतिम तिथि, 26 जून 2025 को 17:30 बजे या उससे पहले NEFT के माध्यम से ₹20,000/- (केवल बीस हजार रुपये) की EMD राशि जमा करनी होगी। खाते का नाम: Reserve Bank of India. IFSC Code: RBIS0JPPA01 (Please read 5th and 10th letter of IFS Code as "Zero") खाता संख्या : 8692299 बयाना राशि भेजने के पश्चात, UTR डिटेल्स आरबीआई के साथ सांझा की जा सकती है। असफल बोलीदाताओं को निविदा के बोली के पश्चात (including extended validity) वापस कर दी जाएगी। बयाना राशि पर कोई ब्याज नहीं लगेगा। बयाना राशि जमा ना करने पर निविदा रद्द कर दी जाएगी और निविदा को अस्वीकार कर दिया जाएगा।
एच	बयाना राशि (ईएमडी) जमा करने की अंतिम तिथि	26 जून 2025, 17:30 बजे तक (गुरुवार)
आई	ई-निविदा ऑनलाइन जमा करने की आरंभ होने की तिथि (तकनीकी बोली और वित्तीय बोली)	04 जून 2025, 15:00 बजे से (बुधवार)  <a href="https://www.mstcecommerce.com/eproc/">https://www.mstcecommerce.com/eproc/</a>
जे	तकनीकी बोली और कीमत बोली प्रस्तुत करने के लिए ऑनलाइन ई-निविदा की अंतिम तिथि	26 जून 2025, 23:00 बजे तक (गुरुवार)

के	तकनीकी बोलियाँ (भाग I) खोलने की तिथि और समय	27 जून 2025, 15:00 बजे (शुक्रवार)
	कीमत बोलियां (भाग II) खोलने की तिथि एवं समय	केवल उन बोलीदाताओं की भाग-II (वित्तीय बोली) इलेक्ट्रॉनिक रूप से खोली जाएगी, जिनकी भाग-I (तकनीकी बोली) RBI, जयपुर क्षेत्रीय कार्यालय द्वारा स्वीकार्य पाई जाती है। ऐसे बोलीदाताओं को भाग-II (वित्तीय बोली) खोलने की तिथि के बारे में ईमेल के माध्यम से सूचित किया जाएगा।
एल	लेनदेन शुल्क	लेनदेन शुल्क का भुगतान MSTC Gateway/NEFT/RTGS के माध्यम से अथवा एमएसटीसी पोर्टल द्वारा निर्धारित

क्षेत्रीय निदेशक  
भारतीय रिजर्व बैंक  
जयपुर

जून 04, 2025



**RESERVE BANK OF INDIA  
HUMAN RESOURCE MANAGEMENT DEPARTMENT  
JAIPUR**

**E-Tender for Installation, Operation and Maintenance of Tea/ Coffee Vending  
Machines at Reserve Bank of India, Jaipur**

**NOTICE INVITING TENDER**

Reserve Bank of India Jaipur invites e-tenders, under two-part system (Part I and Part II – Price Bid) for the work of “Installation, Operation & maintenance of Tea/ Coffee Vending Machines at Reserve Bank of India, Jaipur”, as per the Notice Inviting Tender (NIT). The tendering will be done through the e-Tendering portal of MSTC E-Commerce Ltd., (<https://www.mstcecommerce.com/eprocn/>).

The estimated cost of work is ₹ 10.00 Lakh. The work shall initially be awarded for a period from August 01, 2025 to March 31, 2026 and can be extended for further period up to two years (annual basis) at Bank’s discretion and based on the performance of the service providers.

**NOTICE INVITING TENDER (NIT)**

<b>a. e-Tender No.</b>	<b>RBI/Jaipur Regional Office/HRMD/2/25-26/ET/164</b>
<b>b. e-Tender short description</b>	E-tender for installation, Operation & Maintenance of Tea/ Coffee Vending Machines at RBI, Jaipur
<b>c. Mode of Tender</b>	<b>e-Procurement System</b> Online Part I – Techno-Commercial Bid and Part II – Price Bid through <a href="https://mstcecommerce.com/eprocn/">https://mstcecommerce.com/eprocn/</a>
<b>d. Date of NIT available to the parties to download</b>	15:00 hrs of June 04, 2025 (Wednesday)
<b>e. Pre-Bid meeting (Offline)</b>	June 13, 2025 (Friday) from 11.00 hrs to 12.00 hrs at Conference Room, IInd Floor, RBI, Tonk Road, Jaipur  (Minutes of pre-bid meeting will be uploaded on the Bank’s website: <a href="http://www.rbi.org.in">www.rbi.org.in</a> )
<b>f. Estimated cost of work</b>	₹10,00,000/- inclusive of GST
<b>g. Earnest Money Deposit</b>	An amount of ₹20,000/- (Rupees Twenty Thousand only) may be transferred by NEFT on or before closing of the tender submission time

	<p>i.e., 17:30 Hrs on June 26, 2025. The NEFT details are as under: Name of beneficiary: Reserve Bank of India.</p> <p>IFSC Code: RBIS0JPPA01(Please read 5th and 10th letter of IFS Code as "Zero") Account Number: 8692299</p> <p>Once the amount is transferred, the UTR details may be shared with RBI. EMD of unsuccessful bidders would be returned on expiry of bid validity (including extended validity). No interest would be payable on the EMD. Non-Payment of EMD will render the bids concerned non-responsive and such bids will be rejected.</p>
<b>h. Due date of submission of EMD</b>	17:30 hrs of June 26, 2025 (Thursday)
<b>i. Bidding start date (Technical-Commercial and Financial Bid) at <a href="http://www.mstcecommerce.com/eprocn">www.mstcecommerce.com/eprocn</a></b>	15:00 hrs of June 04, 2025 (Wednesday)
<b>j. Date of closing of online e-tender for submission of Technical-Commercial Bid &amp; Price Bid</b>	23:00 hrs of June 26, 2025 (Thursday)
<b>k. Date &amp; time of opening of Part-I (i.e., Technical-Commercial Bid)</b>  <b>Date &amp; Time of opening of Part- II (Financial Bid)</b>	15:00 hrs of June 27, 2025 (Friday)  Part-II (Financial Bid) will be opened electronically of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by RBI, Jaipur. Such bidder(s) will be intimated regarding date of opening of Part II (Financial Bid) through valid email given by them.
<b>l. Transaction Fee</b>	Payment of Transaction fee through MSTC Gateway/NEFT/RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd

Tender documents will be available at MSTC website, i.e., [www.mstcecommerce.com](http://www.mstcecommerce.com), from **15:00 hrs. on June 04, 2025**. Tender document can be downloaded from RBI website - [www.rbi.org.in](http://www.rbi.org.in) as well. The duly filled in tender documents and price bid shall be uploaded on MSTC site till **23:00 hrs. on June 26, 2025**. Detailed guidelines on submission of the e-Tender by the firms have been given in the Tender. Any such tender received without EMD or with EMD remitted after the due date of submission of EMD, shall be treated as non-bonafide and shall be rejected from participating in the tender process.

**A pre-bid meeting (off-line mode)** of the intending tenderers will be held on **June 13, 2025, at 11:00 hrs.** at Conference Room, IInd Floor Office Building, RBI, Jaipur. Interested bidders are

requested to attend the meeting to clarify their doubts, if any, regarding the Tender. Any Amendment(s) / Corrigendum / Clarifications with respect to this tender shall be uploaded on the Bank's website and MSTC e-portal only. The tenderer should check the above website / e-portal for any Amendment / Corrigendum / Clarification before submitting the bid.

- a) Applicants participating in the tender will have to satisfy the Bank regarding their required eligibility as specified in the Tender, by uploading documentary evidence while submitting the tender in the MSTC portal. Part-I (Technical and Commercial Bid) of the e-Tender will be opened on June 27, at 15:00 hrs. at Office Building, RBI, Jaipur. After scrutiny of part-I of the e-Tender along with the supporting documents, if any of the firms is not found to possess the required eligibility as specified in the Tender, 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.

Part-II (Price Bid) of only those Tenderers, who possess the requisite eligibility as per the eligibility criteria specified in the Tender, shall be opened on a subsequent day, with due intimation of the same to the qualified Tenderers.

Tenderers can either choose to be present at the Bank during the Tender opening event or view it online at their locations.

Bank is not obliged to accept tender of low value only. The Bank reserves the right to accept a tender in whole or in part thereof. The Bank also reserves the right to reject all tenders without assigning any reason. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI website and MSTC website as given above and will not be published in the newspaper.

June 04, 2025

Regional Director  
Reserve Bank of India, Jaipur

## **DISCLAIMER**

Reserve Bank of India, Jaipur has prepared this document to give background information on the Agreement 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 the 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 inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by RBI in submitting the Tender. The information is provided on the basis that it is non-binding on Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents, or advisors.

Reserve Bank of India reserves the right not to proceed with the Agreement or to change the configuration of the Agreement, to alter the timetable 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 the cost of any type will be paid to person or entities expressing interest.

## Important instructions for E-procurement

This is an e-procurement event of RBI. The e-procurement Service Provider/Contractor is the MSTC Limited. You are requested to read and understand the Notice Inviting Tender and subsequent corrigendum if any, before submitting your online tender.

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

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

**SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT [www.mstcecommerce.com/eprocn/](http://www.mstcecommerce.com/eprocn/) (Version 3)**

1) Vendors are required to register themselves online with <https://www.mstcecommerce.com/eprocn/>

Register as Vendor -- Filling up details and creating own user id and password Submit. For further details, go to Download Guide / Video / Registration.

Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/ RBI, (before the scheduled time of the e- tender).

#### **Contact details:**

##### **a) Contact person (MSTC) For Vendors:**

HO Central Help Desk: (For vendors)

Phone Number :07969066600

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

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

##### **b) Contact person (MSTC)**

Phone Number: 0471-2326686

E-mail: [mstctvc@mstcindia.in](mailto:mstctvc@mstcindia.in)

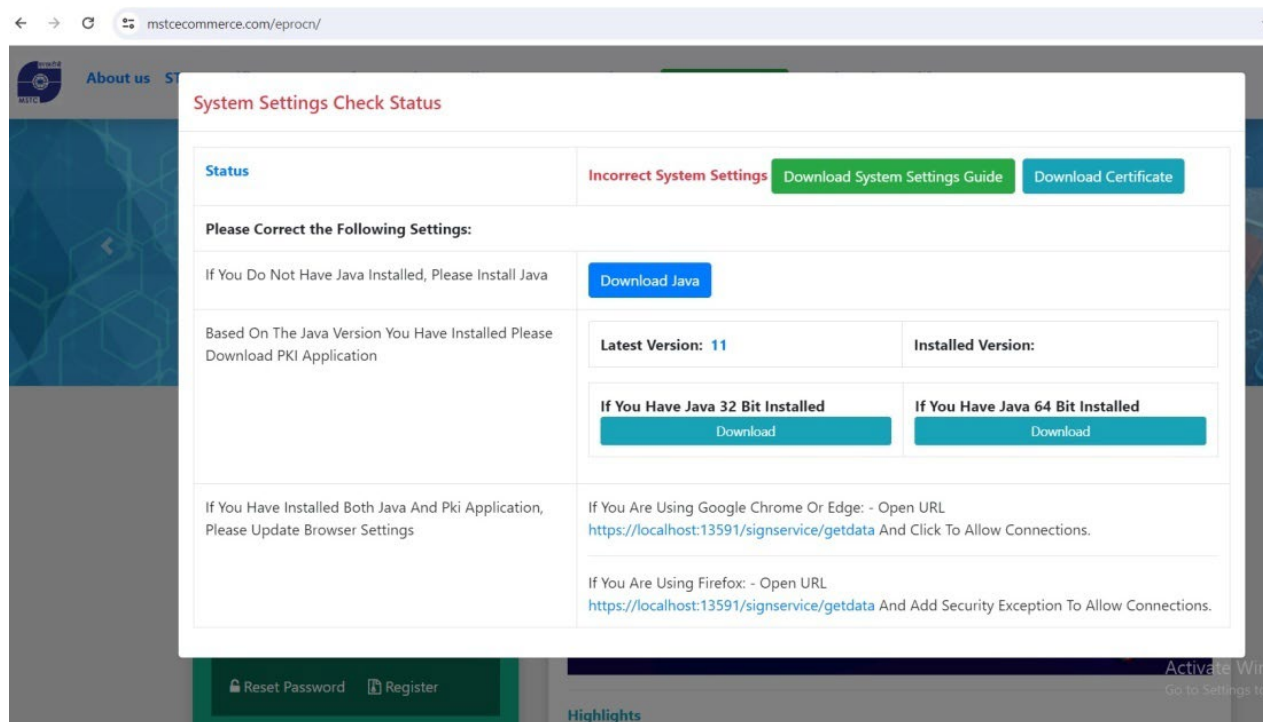
**c) Contact person (RBI, Jaipur):**

1. Shri. Rupesh Purohit (Assistant Manager): 0141-257194 Extn: 218,  
Mob No.9509302345/8112260826  
Email Id: ([rupeshpurohit@rbi.org.in](mailto:rupeshpurohit@rbi.org.in)) / ([bookingjaipur@rbi.org.in](mailto:bookingjaipur@rbi.org.in))
2. Shri. Rajeev Choudhary (Manager): 0141-257194 Extn: 213  
Email Id: ([rajeevchoudhary@rbi.org.in](mailto:rajeevchoudhary@rbi.org.in))



## 2 B) System Requirement:

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



## 3

### Special Note towards Transaction fee:

The vendors shall pay the transaction fee using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor”/through the “Pay Transaction fee” in “Event catalogue” through their login. Service Provider / Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Contractor / Vendor shall generate a challan by filling up a form. Service Provider / Contractor / Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, Service Provider / Contractor / Vendor shall have the provision of making payment using its Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized. Transaction fee is non-refundable. A vendor will not have the access to online e- tender without payment of the transaction fee.

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

Information about tenders / corrigenda shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with the MSTC Ltd. Vendors are also requested to ensure validity of their class III signing and encryption type of DSC (Digital Signature Certificate).

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

Bidding in e-Tender:

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

Once documents are uploaded in the library, vendors can attach documents through Attach Document link against the e-Tender. Please note that if the documents are not attached to any e-Tender, the same cannot be downloaded by RBI and it will be deemed that the vendor has not submitted the documents. For further assistance please follow instructions of vendor guide.

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

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

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

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

	<p>NOTE: - After clicking the final submission “Delete bid” option would be shown. If the vendor wants to delete the bid after final submission and re submit the bid, then he/she should click delete bid and resubmit the same and again click final submission.</p> <p>d) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>e) During the entire e-tender process, the bidders will remain completely anonymous to one another and to everybody else.</p> <p>f) The e-tender floor shall remain open from the pre-announced date &amp; time and for as much duration as mentioned above.</p> <p>g) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply/work. Such successful tenderer shall be called hereafter SUPPLIER/CONTRACTOR.</p> <p>h) It is mandatory that all the bids are submitted with class III signing and encryption type of digital signature certificate otherwise the same will not be accepted by the system.</p> <p>i) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>j) No deviation of the terms and conditions of the e-Tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms &amp; conditions for the e-Tender.</p> <p>k) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.</p>
	<b><u>E-tender cannot be accessed after the due date and time mentioned in NIT.</u></b>
	<b><u>No deviation to the technical and commercial terms &amp; conditions are allowed.</u></b>
	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
	Vendors are requested to read the vendor guide and see the video in the page <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a> to familiarize them with the system before bidding.

### **Important Note**

**In the Online price bid, due to number of words limitation of 1000 characters, complete description could not be accommodated, and description given thereof is brief. Before quoting rates online, all the vendors must read the complete details of each item given in the un-priced bill of quantities (BOQ) given in Part-II of the tender document. For execution and rate purpose, the details given in Unpriced Bill of Quantities in Part-II of the tender document will be implemented.**



**RESERVE BANK OF INDIA  
HUMAN RESOURCE MANAGEMENT DEPARTMENT  
JAIPUR**

**E-TENDER FOR INSTALLATION, OPERATION &  
MAINTENANCE OF TEA/ COFFEE VENDING MACHINES  
AT RBI, JAIPUR**

**Part-I  
TECHNO-COMMERCIAL BID**

<b>Due Date of Submission:</b>	June 26, 2025 (up to 23:00 hrs)
<b>Validity of Tender:</b>	<i>Six months from the date of opening of Part-I of the tender and further extension of validity under agreement</i>
<b>Pre-Bid Meeting:</b>	June 13, 2025 from 11:00 hrs at IInd Floor, Conference Hall, Human Resource Management Department, RBI, Jaipur – 302004.

## 1. GENERAL INSTRUCTIONS

1.1. The Bank invites e-tenders under two-bid system from the eligible tenderers to participate in the process of installation, Operation & Maintenance of Tea/ Coffee Vending Machines at Reserve Bank of India, Jaipur for an initial period from August 01, 2025 to March 31, 2026, as laid down in contractual obligations. However, the contract can be extended annually for a further period of two years i.e. up to March 2028 (one year at a time) subject to the satisfactory performance and adherence to contractual obligations by the concerned company/firm/agency.

1.2. The work would include installation, Operation & Maintenance of Tea/ Coffee vending machines at the Main Office Building of Reserve Bank of India, Jaipur including supply of material and one manpower. With regards to the detailed scope of work, the tenderers are advised to refer Section '5' of the document.

1.3. The Bank requires that service providers interested in having business relationship with the Bank, observe the highest standard of ethics during the period of contract / engagement. In pursuance of this policy, the Bank:

(a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:

- "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party.
- "Fraudulent practice" means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.
- "Coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and
- "Collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party.

(b) will reject a proposal for award if it determines that the tenderer recommended for award has engaged in prohibited practices in competing for the tender in question.

- (c) may declare a tenderer ineligible, either indefinitely or for a stated period, if, at any time, the Bank determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract.

1.4 Furthermore, tenderers shall be aware of the provisions stated in Section V (General and Specific Conditions of Contract)

## 2. QUALIFICATION CRITERIA FOR BIDDERS

- 2.1. The applicant participating in the bidding process should have been registered as a Limited Company/Public Company/ Partnership firm / proprietorship firm/LLP/Private limited and shall be registered with appropriate statutory authorities as required. Documentary proof regarding incorporation, registration, commencement of business, nature of business etc. are required to be submitted. During the duration of contract, the agency shall maintain the registrations/licenses valid by renewing, wherever applicable. Applicant intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their bid. Applicant participating in the tender need to authorize an official to sign the tender documents and upload them on MSTC. The authorization letter to this effect needs to be uploaded on MSTC web site. The tenderer shall have its office and set-up in Jaipur. Tenderers should have applicable and valid registrations with statutory authorities constituted for Labour Welfare and other purposes such as ESI, EPF, PAN, TIN, GSTIN, CST, licensing food establishments, etc. duly supported by documentary evidence and certificates of registration.
- 2.2. The bidder shall have a **minimum experience of three years as on April 01, 2025** in undertaking work of maintenance of tea / coffee vending machine and supply of manpower for providing the tea / coffee services or any similar work. The bidder shall submit a list along with documentary proofs of works carried out by them during the last three years. The documentary proof shall contain Work Orders, Agreements, Completion Certificates / Performance certificates (as per [Annexure – C](#)) etc. from clients, the authenticity of which may be verified by the Bank through various modes.
- 2.3. The estimated cost of the work is **₹10,00,000/-** for one year period and hence the bidder is required to submit the proof (the documentary proof shall necessarily contain Client Certificates and other related documents such as Work Orders, Agreements, Completion Certificates / Performance certificates (as per [Annexure – C](#)), etc. from clients, the authenticity of which may be verified by the Bank through various modes) of **having successfully completed similar works during the last three years as on April 01, 2025**, viz.
- i. Three similar completed works (operationalisation of tea/ coffee vending machines)

each costing not less than ₹4,00,000/- (40% of estimated cost) or

- ii. Two similar completed works (operationalisation of tea/ coffee vending machines) each costing not less than ₹5,00,000/- (50% of estimated cost) or
- iii. One similar completed work (operationalisation of tea/ coffee vending machines) costing not less than ₹8,00,000/- (80% of estimated cost)

The tenderer shall submit certified details from client institutions regarding the approximate annual sales of that portion of work in case a portion of contractor's receipts are directly from employees/ clients of the institution.

- 2.4. Tenderers should have a minimum annual turnover of Rs. 10,00,000/- during the last three financial years i.e. FY 2021-22, 2022-23 and 2023-24. Tenderers must furnish the copies of Income Tax Assessment orders/ IT Returns along with the audited financial statements (audited Balance Sheet and Profit and Loss accounts) of the business duly certified by a Chartered Accountant for the last three years FY 2021-22, 2022-23 and 2023-24 or certificate of turnover issued by a Chartered Accountant in support of their credit worthiness and turnover for the last three years.
- 2.5. Tenderers shall obtain statutory registrations / licenses from bodies such as Labour Commissionerate, ESIC, EPFO, etc. as applicable. PAN, GST, FSSAI, licensing food establishments, etc. The tenderer must submit valid registration / licenses under applicable Contract Labour Laws.
- 2.6. The service provider shall submit a Banker's Certificate, as per [Annexure – B](#), from its banker for an amount of ₹10,00,000/-. The date of issue this certificate should not be older than January 31, 2025.
- 2.7. Tendering firms/companies shall have a current account in Scheduled Commercial Banks and shall be ready to receive the payments through Electronic Modes of Payment.
- 2.8. The bidder shall refer to [Annexure – A](#) of this tender document and upload all data as mentioned therein and regarding all particulars mentioned above.
- 2.9. The bidder shall submit all relevant documents, reports and other particulars which are to be submitted along with the tender within the due date of submission of tender. However, the Bank reserves the right to ask for clarifications, certificates, reports, or any other relevant information from any or all bidders, which form part of the eligibility criteria, even after the due date of submission of tender. The bidder shall submit the same within the timeframe specified by the Bank without which the Bank will be constrained to consider the bidder as ineligible.

### **3. INSTRUCTIONS TO BIDDERS FOR PARTICIPATING IN THE BID**

- 3.1. Part I and Part-II of the tender shall be completed in all respects and electronically submitted by the bidder, or their authorized representative not later than the date and time

indicated in the document. The Bank may, at its discretion, extend the deadline for the submission of tenders by amending the Tender Document.

- 3.2. Tenderers submitting tenders electronically shall follow the electronic tender submission procedures specified in the tender document.
- 3.3. E-Tender with all information shall be submitted on or before the prescribed time and date. If desired / prescribed information is not submitted, the Bank will assume no responsibility for rejection of tender. No tender after the deadline shall be allowed on the e-portal.
- 3.4. The bidders shall accept the Part-I (Techno-Commercial Bid) of the tender document in full and will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility as mentioned in 'QUALIFICATION CRITERIA FOR BIDDERS (Section '2')'. In the event of their failure to do so, the Bank reserves the right to reject their tender.
- 3.5. The tenderers may submit their Financial Bid (competitive rates) in the prescribed online format in the e-tendering portal after digitally signing and accepting the conditions mentioned under Techno-Commercial Bid.
- 3.6. The Bidders need to submit necessary EMD and transaction fees to be eligible to bid online in the e-tender. The bidders shall deposit Earnest Money Deposit (EMD) for an amount of ₹20,000/- (Rupees Twenty thousand only) in any one of the following methods, favoring Reserve Bank of India, Jaipur
  - i. By NEFT/RTGS to Account Number: 8692299; IFSC: RBIS0JPPA01(Please read 5th and 10th letter of IFS Code as "Zero"); Beneficiary Name: Reserve Bank of India.
  - ii. By Bank Guarantee for Earnest Money Deposit as per [Annexure – E](#), which is to be submitted in Original on or before the last date of submission of E-Tender
- 3.7. The modes of submission of EMD by other than those means mentioned above will not be accepted by the Bank. Any tender not accompanied by EMD for the said amount shall be summarily rejected. EMD shall be forfeited, if the bidder withdraws their bid (tender) during the period of tender validity or fails to execute the contract or accept the award of work.
- 3.8. Tenderers requiring any clarification of this document shall contact the Bank in writing at the email address mentioned in this document or raise enquiries during the pre-Bid meeting.
- 3.9. A pre-bid Meeting will be held, for clarifying various aspects of the tender to the interested bidders, who chose to get the same resolved from authentic source of the Bank. The meeting will be held on June 13, 2025 (Friday) from 11:00 Hrs. at RBI, Jaipur. A mere participation in the Pre-Bid Meeting would not guarantee an award of contract and the same is subject to the terms and conditions mentioned in the tender. Participation on the pre-bid meeting is only voluntary and all arrangement for attending the same must be made by the interested bidders. The Pre-Bid meeting is only a forum for getting clarification on any provision in the



entire tender from authentic/authorized Bank source and the Bank discourages any claims for relaxing any of the terms and conditions under any circumstances. The Bank if it deems necessary, may at its discretion cancel the Pre-bid Meeting.

- 3.10. At any time prior to the deadline for submission of tenders, the Bank may amend this document by issuing amendments / corrigendum on RBI website ([www.rbi.org.in](http://www.rbi.org.in)) / e-portal. Any amendments / corrigendum issued shall be a part of this document. To give prospective tenderers reasonable time to take any / all amendments / corrigendum into account in preparing their Tenders, the Bank may, at its discretion, extend the deadline for the submission of Tender.
- 3.11. The tenderer shall bear all costs associated with the preparation and submission of its tender, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
- 3.12. The bids (Part I and Part II) will be opened electronically on the specified dates as per the Bank's procedures. The Part-II (Financial Bid) of only those bidders who qualify in the Techno-commercial Bid (Part-I) will be opened on a subsequent date, for which the intimation would be given to the tenderers who have qualified.
- 3.13. The Tender along with the prices shall remain valid initially for a period of six months from the date of opening of Part-I, the period of which may be further extended by the Bank upon agreement with the bidder(s). The bidder shall not cancel or withdraw the tender or change the quoted rates during the validity of the tender.
- 3.14. The Bank may, at its discretion, ask any tenderer for any clarification of its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Bank in the evaluation of the tenders. 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.
- 3.15. The tender documents which do not comply with the conditions prescribed in the tender form will be summarily rejected. Conditional bids will be summarily rejected.
- 3.16. The e-tender submitted on behalf of a firm shall be digitally signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter the proposed contract, otherwise the tender may be rejected by the Bank.
- 3.17. The Bank reserves the right to accept any tender and to reject any or all the tenders, without assigning any reason.
- 3.18. The Bank is not bound to accept the lowest or any tender and may at any time terminate the

tendering process without assigning any reason or incurring any liability to the tenderers thereof.

- 3.19. The Bank may terminate the contract if it is found even after the award of the work that the Contractor is blacklisted during the last 3 years ending March 31, 2025, by any of the Govt. Departments / Institutions / Autonomous bodies / Local Bodies / Municipalities / Public Sector Undertakings, etc.
- 3.20. The successful tenderer shall furnish along with the contract, the Performance Bank Guarantee (PBG) of five percent of contract value as per [Annexure-D](#). The Performance Bank Guarantee should be valid up to the expiry of the contract and the period of claim shall be valid till two months beyond the expiry of contract. The PBG would be refunded only after being satisfied of the successful completion of the contract and the absence of liabilities from the agency or its employees. In the case of any complaint or pending dues, the PBG shall be discharged only after adjusting all dues, liabilities, etc.
- 3.21. The Bank may terminate the contract in the event the successful bidder fails to furnish the Performance Bank Guarantee as specified in para 3.20 above as per [Annexure-D](#) or fails to execute the agreement within specified period.
- 3.22. The Performance Bank Guarantee as per [Annexure-D](#) given by the company/agency/firm shall be liable to be revoked, forfeited or appropriated in the event of unsatisfactory performance of the company/agency/firm or loss/damage, if any, sustained by the Reserve Bank of India, Jaipur on account of the failure or negligence in the performance of the work or in the event of breach of the agreement by the company/agency/firm. The company/agency/firm shall have no objection to such appropriation.
- 3.23. **Bid prices shall be quoted in Indian Currency only. The bidders should quote the rate of all the items mentioned in the financial bid. The rates quoted in the financial bid should be for Unit Quantity mentioned in the respective field (exclusive of GST).** The rates provided should be inclusive of all the services to be rendered as mentioned in the Scope of Work (under Section '5') of this tender document.
- 3.24. The bids of bidders who resort to irrational underquoting, whether intentionally or erroneously, of any components of financial bid shall be liable for disqualification and such bidders even though offering the lowest among the eligible quotes, will not be considered for the selection as successful bidder from among the eligible bidders. The Bank may however give opportunity to such bidder to substantiate their offer by seeking their rate analysis / breakup and comments within a time frame specified by the Bank. However, the overall contract amount, if found insufficient even to pay for the minimum wages notified by Government of India for the employee category, and associated statutory components, shall be summarily rejected and such bidders even though offering the lowest among the eligible

quotes, will not be considered for the selection as successful bidder from among the eligible bidders. The decision of the Bank regarding such disqualification will be binding on the bidders and shall be final.

- 3.25. The tenders shall be rejected outright without opening its Part II, if the client reports from organizations in which the tenderers have provided similar services is found to be unsatisfactory. The tenders shall also be rejected outright without opening its Part II, if the feedback or performance report forwarded by any of the Offices / Branches / Departments of the Bank is found to be unsatisfactory.
- 3.26. The Bank will award the contract to the bidder who has been found 'eligible and qualified' to perform the contract satisfactorily as per the terms and conditions incorporated in the tender document, and such bidder will be called 'Successful bidder'.
- 3.27. The Bank will communicate to the successful bidder through a letter of award of work and only when such communication is sent, one can treat that a decision has been made by the Bank with respect to the award of contract.
- 3.28. The successful bidder will be required to execute an agreement, the draft of which is mentioned in [Annexure - F](#) within a period of one week from the date of issue of Letter of Award. If the successful bidder fails to sign the formal agreement within the stipulated period or fails to commence the work on the due date, the letter awarding the work shall be treated as cancelled and the EMD deposited shall be forfeited. Further, the Bank reserves the right to debar such persons / agencies / companies from participating in any tenders or undertaking any work in the Bank for a period of three years. However, before doing so, the Bank may give a seven days' show cause notice (SCN) and consider any reply submitted to the SCN before finally deciding on debarring the person / agency / company. The decision of Regional Director, RBI, Jaipur shall be final in this regard.
- 3.29. The Contract shall come into full force and effect on the date mentioned in the Letter of Award. The cost of stamp duties and similar charges (if any) imposed by law in connection with the Contract Agreement shall be borne by the Contractor.
- 3.30. If any columns / fields of the price bid are found blank, then the tender of the respective Bidders shall be treated as non-responsive and will be rejected by the Bank. However, the Bank's decision in this regard is final.
- 3.31. It will be imperative on the part of each Bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price shall be entertained, on account of any local condition or factor once the offer of the Bank is accepted by the Bidder.
- 3.32. The e-tender submitted on behalf of a firm shall be digitally signed by all the partners of the firm or by an authorized 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.

- 3.33. The EMD of the successful bidder shall be refunded by the Bank once the successful bidder submits Performance Bank Guarantee as per [Annexure - D](#) and executes contract agreement with Bank. The Bank shall not pay any interest on the EMD. The EMD of the unsuccessful bidders will be returned within 30 days of the award of the contract without any interest. EMD shall be forfeited if the bidder withdraws his bid during the validity of tender.
- 3.34. Before submitting the tender, the bidder may go through the general terms and conditions, scope of work, all other instructions, etc. on which the work will be awarded by the Bank and required to be executed by the successful bidder. The bidders may satisfy themselves as to the specified eligibility and other criteria. It may also be noted that the general terms and conditions are indicative in nature and the same shall not restrain the Bank from imposing or requiring the tenderer to agree upon such further or other terms and conditions, or to alter, modify or omit those terms and conditions, as are considered necessary for the due and proper execution of the work being awarded under this tender.
- 3.35. Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and revoke Bank Guarantee submitted.
- 3.36. The Bank reserves the right to accept or reject any or all tenders without assigning any reason whatsoever and the decision will be binding on all the parties.

#### **4. GENERAL TERMS AND CONDITIONS**

- 4.1. The Contractor shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act 1948; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employees Liability Act, 1938; Employment of Children Act 1938; Maternity Benefit Act 1961, and/or any other rules/regulations and/or statutes that may be applicable to them and as amended from time to time. Bank reserves the right to call for proof of such compliance when deemed necessary and Contractor shall abide by the same. The contractor shall be solely responsible for any violation of provision of the above-mentioned legislative enactments or any other statutory provisions and shall further keep RBI, Jaipur indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury, and expense arising out from the non-compliance of the aforesaid statutory provisions. In the event of the contractor's failure to fulfil any of the obligations hereunder and / or under the said Acts/rules/ regulations/ or any bye-laws or rules framed under or any of these, the RBI, Jaipur shall be entitled to recover any of such losses or expenses, which it may have to suffer

or incur on account of such claims, demand, loss or injury, from the contractor's monthly payment and Security Money Deposit.

- 4.2. Before release of final payments to the contractor, a certificate will be obtained from the contractor to the effect that he has actually paid all the dues of all the workers of all descriptions engaged by him for completion of the awarded work, at the rate which is not less than the one prescribed by Central Government under the Minimum Wages Act, 1948 and the contractor has complied with the provisions of CLRA Act with regard to providing the essential amenities to the contract labour. Minimum wages and / or Variable Dearness Allowance will be revised by Government of India as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time with i.e. effective from 1st April and 1st October every year, and the bidders shall keep in mind the latest structure as well as possible escalations in future while offering rates. **The minimum wages and other statutory payments to 'Service personnel' to be deployed for this work shall be according to the category 'Unskilled - Area B' as per the latest Minimum Wages / VDA Revision orders issued by the Office of the Chief Labour Commissioner (C), Ministry for Labour & Employment, Government of India. The contractor shall ensure that the wages paid to the employees shall not be below the minimum wages as revised from time to time by Government of India.**
- 4.3. The contractor shall not sublet the contract. In case of any violation in this regard, the Bank reserves the right to terminate the contract.
- 4.4. The Bank shall deal only with the Contractor, and it shall be for the Contractor to assign the work to the staff posted / appointed by him at the Bank's premises from time to time in accordance with the Bank's instructions. In the event of the Bank considering the act/conduct of any of the staff posted / appointed by the Contractor to be derogatory to and not in due discharge of the duties and responsibilities entrusted to him and reporting such act / conduct to the Contractor, the Contractor shall forthwith take appropriate action to protect the Bank's interest. Further, upon the Bank reporting and demanding withdrawal of any of the staff posted at its said premises because their conduct and behavior or the performance of the duty entrusted to them is not considered satisfactory by the Bank or for any other reason, the Contractor shall forthwith replace the said staff by / with suitable another staff. The decision of the Bank in this regard shall be final, conclusive, and binding upon the Contractor, who shall ensure that the services provided by him are to the satisfaction of the Bank.
- 4.5. The staff employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor and any replacement of its workers should be done in consultation with the officer designated (Assistant Manager, OLDR) by the Bank. In the case of leave taken by any personnel, it will be the responsibility of the contractor to ensure

uninterrupted service/substitute arrangement in his place. Frequent change in the personnel must be avoided by the contractor.

- 4.6. The Bank shall not be responsible for payment of any compensation for death or injury or accident to any of the staff which may arise out of and during their duties and employment. It is agreed and understood that the Contractor shall alone be liable to pay such damages or compensation to such staff.
- 4.7. The contractor shall raise the bills on monthly basis, to the Bank at the earliest preferably within first fifteen days of the subsequent month, but only after disbursement of wages of preceding month to the deployed manpower through banking channels/ digital payment systems. Proofs of the same may be submitted along with monthly bills.
- 4.8. The Bank will normally make all payments due under this Agreement within 15 days but not later than 45 days from the date of submission of invoice raised after the completion of work for that month, provided the invoice so submitted is proper and correct in all respects enclosing all requisite supporting documents like attendance sheet for the month, salary payment details (along with salary slips, bank statement, details of EPF, ESI, bonus etc. paid) of the previous month etc. The Bill will be settled based on monthly charges on actual services/supplies provided and not on notional basis. Advance payments will not be entertained by the Bank under any circumstance(s). The submission of the above-mentioned supporting documents is mandatory for payment of the Bill. The bill shall not be paid in the absence of submission of the above-mentioned supporting documents or if it is observed that there is any shortage in the salaries paid or in the EPF, ESI, Bonus etc. paid. 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 Contractor.
- 4.9. Along with the Invoice, the following documents should also be submitted:
  - 4.9.1 Attendance Register
  - 4.9.2 ESI remittance challan with consolidated breakup details.
  - 4.9.3 EPF remittance challan, as applicable, with consolidated breakup details.
  - 4.9.4 Periodical returns, if any, submitted to Labour Commissioner, Shram Suvidha Portal, EPFO & ESIC within 07 days of filing.
  - 4.9.5 Salary statements of preceding month for staff deployed in the Bank's premises and proof of credit- bank statement.
  - 4.9.6 Coffee Vending Machine Reading Register
  - 4.9.7 Register of Provisions
  - 4.9.8 Contractor must 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.
- 4.10. The rates for this contract will be firm and final during the contract period.

- 4.11. While quoting the rates for items, the bidders are requested to take note of the rate of GST applied for each item. In the event of a change of GST rates for items, the bidders are requested to submit a declaration in this regard as per [Annexure G](#).
- 4.12. The Bank will deduct all applicable tax at source and all other statutory taxes charges etc. as applicable from time to time, from the amount payable to the contractor
- 4.13. The contractor is required to submit to the Bank, a list of names, photograph and local/permanent addresses of his staff/ supervisor employed along with police verification reports on antecedents of the staff employed by him before they are engaged to work within the Bank's premises and at annual intervals or such frequency as may be prescribed by the Bank. It is the responsibility of the contractor to ensure that the staff engaged by him to work in the Bank's premises do not have any criminal.
- 4.14. The contractor has to arrange for, within a month of taking over the work, a medical certificate from the Government/Trust Hospital in respect of good health of the staff employed by the contractor for service at the Bank, and at annual intervals or such frequency as may be prescribed by the Bank's Medical Consultant, thereafter, failing which the Bank reserves the right to terminate the contract.
- 4.15. Any canvassing by or on behalf of the Tenderer or to bring political or other outside influence regarding their selection shall lead to disqualification from the process. Such Tenderer/s shall be blacklisted for next three years. If such instances go undetected during the selection process but are detected subsequently, such disqualification will take place with retrospective effect.
- 4.16. The contractor alone shall be liable to always pay the salaries / wages and ensure that the same are not below the minimum wages and other allowances as prescribed by Central Government under the Minimum Wages Act to the staff as and when due. The contractor shall maintain all necessary records in this regard. It is agreed and understood that such staff shall not be considered employees of the Bank and shall not have any claim or right against the Bank. However, the Bank reserves the right to call for and inspect such records, as and when deemed fit by the Bank and Contractor shall supply the same to the Bank within a reasonable time, say, not exceeding four days. The contractor shall pay the employer's contribution with respect to Provident Fund and Employee State Insurance Fund, as applicable as per the statutory provisions and the contractor must ensure that all his employees are given ESI Cards and EPF Cards immediately.
- 4.17. The Performance Bank Guarantee submitted by the contractor shall be liable to be forfeited or appropriated in the event of unsatisfactory performance of the Contractor or loss / damage if any sustained by RBI, Jaipur on account of failure or negligence of the personnel deployed by him or in the event of breach of the agreement by the Contractor.

- 4.18. The contractor shall ensure that its personnel do not at any time, without the consent of the Bank in writing, divulge or make known any trust, accounts matter, or any transaction undertaken or handled by the Bank and shall not disclose to anybody information about the affairs of Bank. This clause does not apply to the information, which comes in public domain.
- 4.19. The contractor shall ensure that his staff subject themselves to/ undergo tests for detection of COVID-19/ any virus, that the Bank may direct them to undertake, either at Bank's cost, if arranged by the Bank, or at their own cost, if otherwise.
- 4.20. Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal)
- 4.20.1 The contractor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the contractor and the contractor shall ensure appropriate action under the said Act in respect to the complaint.
- 4.20.2 Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- 4.20.3 The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the tenderer, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the tenderer is proved.
- 4.20.4 The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
- 4.21. The contractor shall ensure that no employee will enter or remain in the Bank's premises beyond the specified time limits unless necessary for fulfilling the company/agency/firm's obligations and with the permission of the Caretaker/Bank's Security officials
- 4.22. This contract will be valid for a period from August 01, 2025 to March 31, 2026.
- 4.23. If so, required by Laws / rules / regulations, the Contractor shall ensure that a labour license / registration under the Contract Labour (Regulation and Abolition) Act, 1970 or any other laws / rules is renewed / obtained as and when due. The said license / registration shall be kept in force during the period of contract and all terms and conditions thereunder shall be complied to by the contractor.
- 4.24. The Contract may be terminated by either party giving to the other a notice of three months and the date of commencement of such period shall be counted from the date of due acknowledgment of the notice by the other party. Such termination shall not affect the rights or the obligations of parties arising because of or in consequence of any act done prior



thereto. However, the Bank reserves the right to terminate the contract any time during the contract period due to its administrative exigencies or in response to a serious misconduct or lapse on part of the Contractor as per the terms and conditions of the contract. The gravity of such misconduct / lapse will solely be decided by the Regional Director, RBI, Jaipur, causing the Bank to terminate the contract any time without giving the contractor a three months' notice.

- 4.25. The Bank reserves the right to levy penalty and even terminate the contract at a notice of 10 days if there is deterioration in any kind of services / insolvency, poor / deficient service, irregular activities, unsatisfactory / deficiency in the quality of foodstuff, material, hygiene, etc. In case of any dispute in this regard, the decision of the Bank shall be final and binding. In such a scenario, the security deposit made by the caterer will be forfeited.
- 4.26. The personnel deployed by the contractor under the Contract will be the employees of the Contractor for all intent and purposes. They shall not have any claim or right against the Bank, nor can they claim any Association/rights as employee of the Bank. The Contractor or their employees shall not misuse name / logo of the Bank.
- 4.27. Any loss of official property of Reserve Bank of India due to negligence of staff so employed will be recoverable from the Contractor and the quantum of such recovery shall be determined after giving due notice to the Contractor. Decision in this regard will be taken by Competent Authority. However, Contractor will have the right to appeal to the Regional Director, RBI, Jaipur whose decision will be final in the matter.
- 4.28. As mentioned elsewhere in this tender document, it is clarified here once again that the Bank has no responsibility of enforcing any service condition which the Contractor may have with his own employees / supervisors who may be employed with the Bank's premises as they are having no connection with the Bank. However, for its own information, research and analysis, budget / administrative measure if the Bank calls for any information from the Contractor, he shall be bound to provide the same within four days. Also, the Bank expects the contractors to be good employers to their own employees so that the Bank receives no complaints from them about their own service conditions because of the possible embarrassment caused to the Bank's image.
- 4.29. The contractor discloses directly or indirectly any information, materials, and details of the Bank's infrastructure / systems / equipment etc, which may come to the possession or knowledge of the company/agency/firm during discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The company/agency/firm shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The company/agency/firm shall not publish, permit to be

published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The company/agency/firm shall indemnify the Employer for any loss suffered by the Employer because of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the company/agency/firm and the Employer shall be entitled to claim damages and pursue legal remedies. The company/agency/firm shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The company/agency/firm's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

- 4.30. The information contained in this Tender Document or subsequently provided to tenderer(s) whether verbally or in documentary form by or on behalf of the Bank or by any of its employees, shall be subject to the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided.
- 4.31. The purpose of this tender document is to provide the tenderer(s) with information to assist the formulation of their proposals. This Tender Document does not purport to contain all the information each tenderer may require. This tender document may not be appropriate for all persons, and it is not possible for the Bank and/or its employees to consider the investment objectives, financial situation and particular needs of each bidder who reads or uses this tender document. Each tenderer should conduct its own due diligence and analysis and should check the accuracy, reliability, and completeness of the information in this tender document and where necessary obtain independent advice from appropriate sources. The Bank and employees make no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability or completeness of the tender document. This document and the information provided therein are confidential and intended solely for the use of the Tenderer(s).
- 4.32. Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any tenderer within seven (7) days from the date of Notice inviting e-tender, it shall be considered that this document is complete in all respects.
- 4.33. The Bank reserves the right to modify, amend or supplement this document including all formats and Annex.
- 4.34. Force Majeure: If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, acts of governments, strikes, tempest, acts of God etc. which may prevent either party to discharge his obligation, the

affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed upon, if any, or seven days, whichever is more, either party may at its option terminate the contract.

4.35. The contract is said to be terminated on expiry of the contract period or termination in terms of para 4.24 of this tender.

4.36. The Bank, at the discretion of its competent authority, shall take necessary actions to terminate the contract under any one of the following contingencies

- i. On notice at any time during the currency of contract, in case the services rendered by the contractor are not found satisfactory and not in conformity with the tender conditions.
- ii. For committing breach of any of the terms and conditions of the contract by the contractor. On assigning the contract or any part thereof any benefit or interest therein or thereunder by the contractor to any third person for sub-letting the whole or a part of the contract to any third person, without the Bank's written approval.
- iii. On contractor being declared insolvent by the competent Court of Law.

4.37. During the notice period, if any, for termination of the contract, in the situation contemplated above, the contractor shall keep on discharging their duties as before till the expiry of such notice period. It shall be the duty of the contractor to remove all the persons deployed by him on termination of the contract on any grounds whatsoever and ensure that no person creates any disruption / hindrance / problem of any nature to Reserve Bank of India.

4.38. In the event of exigencies arising due to the death, infirmity, insolvency of the contractor or for any other reason or circumstances, liabilities thereof of the contract shall be borne by the following on such terms and conditions, as the Bank may think proper, namely:

4.37.1 Legal heirs in case of sole proprietor.

4.37.2 The next Directors / Partners in the case of company or firm.

4.39. The Bank may revoke the contract and shall reserve the right to settle the matter according to the circumstances of the case as it may think proper.

4.40. No party shall be allowed to be represented by a lawyer during any investigation, enquiry, dispute or appeal.

4.41. It is to be duly noted that in the case of any dispute 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).

4.42. In the event of any question, dispute/ difference arising under the agreement or in connection

herewith (except as to matters the decision of which is specially provided under the agreement) the same shall be referred to the sole arbitrator appointed by the Regional Director, RBI Jaipur, or his/ her nominee.

- 4.43. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter was originally referred, is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, the Regional Director, RBI Jaipur shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the terms of the agreement and the persons so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.
- 4.44. The arbitrator may give interim awards and / or directions, as may be required, subject to the aforesaid provisions of the Arbitration and Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.
- 4.45. The Courts at Jaipur shall have the sole jurisdiction for this agreement. With mutual consensus, even Arbitration machinery may be used for settling disputes.
- 4.46. The contractor shall get the antecedents of the staff employed, checked / verified through the local police / intelligence agency to ensure that no undesirable person is deployed and a certificate to this effect shall be submitted to the Bank.
- 4.47. Conflict of interest: Bidders shall not have a conflict of interest. Any or all those bidders found to have a conflict of interest as mentioned below will be disqualified.
- i. The Bidders in two different applications have controlling stake (shareholding) in common.
  - ii. The Bidders (including their personnel and Sub-Contractors) that have a family relationship with such members of the RBI Staff who are directly or indirectly involved in the project will not be awarded the contract.
- 4.48. The Bank will consider the extension of contract for a further period of one year or maximum of two years, subject to its administrative convenience and requirement. However, such extension, which shall not be for more than a year at any time, shall also be dependent on the satisfactory performance of the contractor, or the employees deployed by the contractor. The Contractor shall have no claim for extending the contract. The Bank reserves the sole right to decide upon the performance of the contractor and consider extension of contract.
- 4.49. The Bank may consider revision only on the items quoted in the Financial Bid of the contract based on Consumer Price Indices or such other basis as decided by the Bank if a decision on extension of the contract is taken by the Bank.
- 4.50. The quote offered by the contractor in the financial bid shall be firm and final and the Bank

will not entertain the Contractor's claim for revision of rates during the currency of contract. The contractor, while quoting, shall keep in mind the possible escalation in price of items to be supplied and offer their best rates in such a way as to accommodate these incremental costs under corresponding item in the financial Bid.

4.51. The agreement should not be construed by the contractor 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 contractor and his staff will immediately and peacefully vacate the premises and handover the crockery items / all items earlier handed over to him by the Bank.

4.52. Insurance in respect of damage to person and property:

a) The Contractor shall be responsible for all injury or damage to persons, things and for all damage to property which may arise from any factor omission on the part of the Contractor or any of their employees. The contractor shall, indemnify and keep indemnified the Bank and hold him harmless in respect of all and any loss and expenses arising from any such injury or damage to persons or property as aforesaid and against any claim made in respect of injury or damage, whether under any statute or otherwise and also in respect of any award or compensation or damage consequent upon such claims.

b) The Contractor shall, at his own expense, effect and maintain till completion of this contract, with an insurance company, an All-Risk Policy for Insurance for the full amount of the contract in the joint names of the Bank and the contractor (the name of Reserve Bank of India, being placed first in the policy) against all risk policy for contractors and deposit such policy or policies with the Bank before commencing the works.

c) The Contractor shall also indemnify and keep indemnified the Bank against all claims which may be made against the Bank by any person in respect of anything which may arise in respect of the works or in consequence thereof and shall at his own expense, effect and maintain until the completion of the contract, with an Insurance Company authorized by the IRDAI a policy of Insurance in the joint names of the Bank and the Contractor (name of the former being placed first in the policy) against such risk and deposit such policy or policies before commencement of the works. Third party liability in "Contractors All Risk Policy" shall be minimum ₹ 2.00 lakh (Rupees Two lakh only) per person for any one accident or occurrence and ₹ 10.00 lakh (Rupees Ten lakh only) in respect of damage to property for any one accident or occurrence. The contractor shall also indemnify the employer against all claim which may be made upon the Bank, whether under the Workmen's Compensation Act or any other statute in force, during the currency of this contract or at Common Law in respect of any employee of the contractor and shall at his own expense effect and maintain until the completion of the contract with an Insurance

Company, approved by the Bank, a policy of insurance against such risks and deposit such policy or policies with the Bank from time to time during the currency of this contract.

d) In default of the contractor insuring as provided above, the Bank may so insure and may deduct the premiums paid from any moneys due or which may become due to the contractor.

e) The contractor shall be responsible for any liability which may not be covered by the Insurance Policies referred to above and for all other damages to any person, animal or defective carrying out of this contract, whatever, may be the reasons due to which the damage shall have been caused.

f) The contractor shall also indemnify and keep Indemnified the Bank against all and any costs, charges or expenses arising out of any claim or proceedings relating to the works and also in respect of any of damage or compensation arising there from.

g) Without prejudice to the other rights of the employer against contractor in respect of such default, the employer shall be entitled to deduct from any sums payable to the contractor the amount of any damages, compensation costs, charges and other expenses paid by the employer and which are payable the contractor under this clause.

## **5. SCOPE OF WORK AND SERVICES BY CONTRACTOR**

- 5.1. The contractor shall install **three Tea/ Coffee vending machines of (Bean to Cup category)** Cafe Coffee day/ HUL / TATA or equivalent brand, to dispense coffee/ tea/ milk/hot water inside the Bank premises at places identified by the Bank. The machine shall function on all working days (including Saturdays and other days on need basis as intimated by the Bank) Contractor shall also arrange additional Coffee/Tea Vending Machines whenever required, by the Bank on the same terms and conditions.
- 5.2. The working hours in the Bank for serving coffee / tea will be generally from 9.15 AM to 5.30 PM from Monday to Friday. Installation of additional machine and providing of manpower as decided by the Bank will be intimated to the vendor and the same should be provided at the quoted rate. The rates for additional requirements, if any, for providing tea / coffee vending machine, specific quality / quantity of tea / coffee, addition in the workdays/hours on a permanent basis, etc., may be decided on mutual agreement.
- 5.3. The coffee/ tea vending machine should be able to automatically record the number of beverages it dispenses. A **“Coffee Vending Machine Reading Register”** must be maintained, where daily opening and closing position of the machine readings must be recorded. The register and the machine will be inspected by the officials of the Bank periodically.
- 5.4. A **“Register of Provisions”** should also be maintained by the contractor, where inward stocks provisions and daily stock position of provisions are to be recorded. The register must

- be certified by the Supervisor/personnel deployed by the contractor and shall be verified by an Officer of the Bank on periodical basis.
- 5.5. Good quality Coffee beans, tea bags, toned milk, wooden stirrers, sugar, country sugar must be provided by the Contractor at the quoted rates. Brands and variants shall be specified as per '[Annexure H](#)' for the vending machine as well as for other materials/supplies and submit the same along with the other documents at the time of tender submission.
- 5.6. All beverages/other items shall be served in good quality bio-degradable eco-friendly paper cups (150 ml), the Bank may ask to submit appropriate certification regarding the quality of the cups. Bank may also decide to use crockery cups along with the disposal paper cups and will make them available. In such case, the vendor will require to make arrangements for cleaning, washing and maintenance of crockery at no additional cost. However, appropriate area for washing/cleaning of cutlery/crockery and material used for cleaning/washing of the crockery/utensils will be provided by the Bank.
- 5.7. All maintenance and repair related charges (including replacement of any machine parts) of vending machine, if any, during the contract period will be borne by the contractor solely. No separate charges will be paid for the same.
- 5.8. Technical requirement of the coffee vending machine (CVM):
- i. The Coffee Vending Machines (CVM) shall simultaneously dispense tea and coffee. The CVM shall have extensive beverage options. Tea/ Coffee dispensed should not be made using pre-mix for tea/ coffee, but it's dispensing method should be through Bean to Cup mechanism.
  - ii. Coffee Vending Machines (CVM) should be of good quality and renowned brands like Cafe Coffee day / HUL / TATA or any other equivalent brands.
  - iii. The CVM shall contain programmable electronic control for monitoring the beverages usage and dispensing volume count and shall be able to provide statistical data regarding the usage and utilization.
  - iv. The CVM shall only use toned milk and not milk powder of any kind.
  - v. The CVM shall dispense the beverages such as Hot Milk, Tea (standard, strong or flavored), Coffee (standard & strong) and Hot water.
- 5.9. Sufficient stock of all the varieties of coffee beans, tea dips (Assam, Lemon, Ginger, Green Tea, etc.), Toned Milk, wooden stirrer, paper cups (150 ML), sugar sachet, etc., offered at the quoted price shall be maintained and supplied by the Contractor.
- 5.10. The person shall clean the machines daily. He/she shall maintain the machines and the area clean and in hygienic manner. Further, Preventive maintenance and thorough cleaning of machines shall be done on fortnightly basis by the Contractor at his/her own cost. The Contractor shall ensure that the machines are regularly cleaned, and hygiene standards are maintained during the process. The Contractor shall ensure uninterrupted functioning of machines.

- 5.11. The Bank shall provide water for preparation of tea and coffee, electrical points for installation and operation of vending machines and space for storage of provisions.
- 5.12. The Contractor must engage minimum number of staff for the work as mentioned below.

<b>Description/ Portfolio</b>	<b>No. of staff to be engaged</b>
Service staff for preparation and supply of beverages. Also washing/cleaning of crockery/cutlery used to serve beverages if required.	<b>1* (Unskilled)</b>

*\*Bank may also increase or decrease the number of persons for maintaining the machines, replenishing raw materials, preparing beverages, record keeping and washing/cleaning cutlery/crockery. The Bank may also decide not to deploy any person for the above functions as per the requirements, and decision of the Bank in this regard will be final. The minimum wages and other statutory payments to 'Service personnel' to be deployed for this work shall be according to the category 'Unskilled - Area B' as per the latest Minimum Wages / VDA Revision orders issued by the Office of the Chief Labour Commissioner (C), Ministry for Labour & Employment, Government of India.*

*It is the responsibility of the contractor to arrange for alternate staff with prior intimation to the Bank in case an employee goes on a leave or resigns from the job to ensure uninterrupted services.*

- 5.13. All the workers or employees deployed by the Contractor shall be considered as the employees of the Contractor and the Bank shall not have any liability whatsoever in nature regarding such workers/ employees. The persons engaged by the tenderer shall be the employees of the tenderer and neither the tenderer nor his employees shall have any right to claim any employment in the Bank. There shall be no employer-employee relationship between the tenderer / persons deployed for the work and the Bank.
- 5.14. The Contractor shall be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed for the purpose of rendering the services required by the Bank under the agreement. The Contractor shall be bound to comply with all applicable laws and the Bank shall be indemnified by the Contractor in case any liability arises.
- 5.15. The Contractor shall ensure timely payment of wages/salary to the workers employed by him and a certificate to the effect that the salaries/wages are being paid regularly shall be furnished to the Bank every month, thereafter, contractor shall submit the monthly bill along with supporting documents for reimbursement of wages paid to the deployed service personnel. Further, the Contractor shall furnish a certificate every month to the effect that all the obligations under the various Labour Laws and the Contact Labour (Regulation and Abolition) Act, 1970, are complied with. The Bank will have the right to ask for bank



statements from the Contractor to verify the details of wages/salary paid by the Contractor and will also have the right to demand any other documents which are required to ascertain compliance by the Contractor to various provisions of the Labour Laws.

- 5.16. The Contractor shall be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the Contractor or his employees or agents.
- 5.17. The Contractor agrees to utilize materials/brands which will be of the best quality. Bank reserves the right to conduct quality audit checks of the materials used by the Contractor on a periodical basis.
- 5.18. The Contractor should note that Smoking, Drinking Alcohol, Chewing Pan/Tobacco in the Bank's premises are strictly prohibited and ensure that the workers deployed in the Bank's premises abide this rule strictly.
- 5.19. The Contractor shall obtain license, if any, required under the Rajasthan State Government Law or Central Government Law as applicable in case of the services covered under this contract.
- 5.20. **Cleanliness and Hygiene:** The Contractor shall ensure highest standards of hygiene, which will be inspected periodically by the Bank and the Bank's Medical consultant. In case of unsatisfactory / unhygienic maintenance of pantry areas or lapse in services rendered or any breakage / shortage, etc. deductions will be made as penalty. The contractor shall maintain the cleanliness in Pantry areas at all times. Repeated instances of bad hygiene or cleanliness will lead to termination of the agreement.
- 5.21. **Service Staff:** The number of service staff at any point of time shall not be less than one. The Bank shall not in any way, be responsible for terms of employment to the service staff employed by the Contractor or violation of any labour law. All staff deployed by contractor shall be properly dressed in neat and tidy uniform, besides being courteous, well-mannered, and attentive. They should be conversant with the basics of the trade and necessary experience of table service. The serving staff should necessarily put on hand gloves and appropriate footwear along with the uniform. 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 contractor to ensure uninterrupted service and substitute arrangement in the Pantry. In case of absence without providing a substitute, Bank reserves the right to deduct the daily wages of the absent personnel and the same shall be deducted from the Contractor's bills. In addition, penalty will also be deducted for absence of the manpower. However, frequent change in the personnel has to be avoided by the contractor. The contractor has to arrange for, within a month of taking over the work, health card issued by local authority (Jaipur Municipal Corporation) for food handlers 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 contractor is required to maintain details of all its employees / workers associated with this contract and a list of such employees along with their details such as names, residential address, age, etc., along with recent photograph of its workers to be deployed by it in the premises of the Bank and should be provided to the Bank. Only those employees of the firm will be allowed to be engaged whose police verification has been completed and have valid health card for food handlers issued by concerned local authorities.

## **6. FOR PARTICIPATING IN THE E-TENDER**

- 6.1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
- 6.2. This is to certify that I/ We before signing (digital signing in case of e-tender) this bid, have read and fully understood all the terms, conditions and instructions contained therein and undertake myself/ ourselves to abide by the said terms and conditions.
- 6.3. I/We shall abide by the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act 1948; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employees Liability Act, 1938; Employment of Children Act 1938; Maternity Benefit Act 1961, and/or any other rules/regulations and/or statutes that may be applicable from time to time.
- 6.4. I/We shall provide catering services as mentioned in the scope of work by employing adequate number of staff in the Bank's premises.
- 6.5. I/We undertake to deposit the Earnest Money Deposit (EMD) for an amount of Rs.20,000/- (Rupees Twenty thousand only) with the Reserve Bank of India, Jaipur.
- 6.6. In case, I/we are awarded the contract, I/we am/are agreeable to furnish a performance bank guarantee of five percent of contract value to the Bank. Should we fail to execute the contract when called upon to do so, we do hereby agree that this sum shall be forfeited by the Reserve Bank of India, Jaipur. The EMD shall be refunded by the Bank once the Performance Bank Guarantee is submitted and execution of the contract agreement (refer [Annexure – D](#) for draft agreement format) with Bank, on which, the Bank shall not pay any interest.
- 6.7. I/We also understand that the Regional Director, Reserve Bank of India, Jaipur has the right to accept or reject my/our tender bid without assigning any reasons whatsoever and their decision will be binding on me/us.
- 6.8. I/We shall comply with the provisions of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013".

**7. Penalty Clauses:**

<b>Sr. No.</b>	<b>Type of deficiency / irregularity</b>	<b>1 - 3 instance/s in a financial year</b>	<b>More than 3 instances in a financial year</b>
1	Poor quality of consumables supplied	₹1000/- per instance and other action as the Bank may deem fit	₹2000/- per instance and other action as the Bank may deem fit
2	Non-compliance to payment of statutory minimum wages and failure for submission of supporting documents within stipulated timeline	₹1000/- per instance and other action as the Bank may deem fit	₹2000/- per instance and other action as the Bank may deem fit
3	Improper upkeep and cleaning / non-maintenance of vending machine.	₹500/- per instance and other action as the Bank may deem fit	₹1000/- per instance and other action as the Bank may deem fit
4	Non deployment of manpower as per the agreement or non-availability of such staff on any working day	₹ 1000/- per instance and other action as the Bank may deem fit	₹2000/- per instance and other action as the Bank may deem fit
5	Down-time of any vending machine beyond T+1 day, T being the day of reporting by the Bank	₹ 1000/- per machine per day beyond T+1 and any other action as the Bank may deem fit	₹2000/- per instance and other action as the Bank may deem fit



**RESERVE BANK OF INDIA  
HUMAN RESOURCE MANAGEMENT DEPARTMENT  
JAIPUR**

**E-TENDER FOR INSTALLATION, OPERATION &  
MAINTENANCE OF TEA/ COFFEE VENDING MACHINES  
AT RBI, JAIPUR**

**E-Tender No: RBI/Jaipur Regional Office/HRMD/2/25-26/ET/164**

**Part-II**

**FINANCIAL BID**

<b>Due Date of Submission:</b>	<b>June 26, 2025 (up to 23.00 hrs)</b>
<b>Validity of Tender:</b>	<b>Six months from the date of opening of Part-I of the tender and further extension of validity under agreement</b>
<b>Pre-Bid Meeting:</b>	<b>June 13, 2025 from 11:00 hrs at RBI, Jaipur</b>

## 8. PROFORMA OF FINANCIAL BID

The bidder shall fill their best offers in the e-tender platform viz. mstc ecommerce portal, in full agreement with the terms & conditions, all details, guidelines, instructions, scope of work, etc. as detailed in the tender document. The proforma of the Financial Bid is as follows: -

S. No	Item Description	Estimated Quantity for 12 Months (For reference purpose only) [A]	Unit of measurement	Quoted Rates (Exclusive of GST) [B]	Total Cost $C = A \times B$
1.	Coffee Beans	220 [A1]	Kilogram	[B1] Enter the rate for one kilogram of coffee beans as per the specifications mentioned in the tender. The rate should be <u>exclusive</u> of GST.	$C1 = A1 \times B1$
2	Flavoured Tea Bags (Ginger/Cardamom/Masala)	4800 [A2]	Dips	[B2] Enter the rate for Flavoured tea (Ginger/Cardamom/Masala) per dip bag as per the specifications mentioned in the tender. The rate should be <u>exclusive</u> of GST.	$C2 = A2 \times B2$
3	Assam Tea Plain	4700 [A3]	Dips	[B3] Enter the rate for Assam Tea per dip bag as per the specifications mentioned in the tender. The rate should be <u>exclusive</u> of GST.	$C3 = A3 \times B3$
4	Lemon Tea	5400 [A4]	Dips	[B4] Enter the rate for lemon tea per dip bag as per the specifications mentioned in the tender. The rate should be <u>exclusive</u> of GST.	$C4 = A4 \times B4$
5	Green Tea	14400 [A5]	Dips	[B5] Enter the rate for green tea per dip bag as per the specifications mentioned in the tender. The rate should be <u>exclusive</u> of GST	$C5 = A5 \times B5$

6	<b>Milk (Toned Milk tetra Pack)</b>	<b>2400 [A6]</b>	<b>Litre</b>	<b>[B6]</b> Enter the rate for toned milk per litre as per the specifications mentioned in the tender. The rate should be <u>exclusive</u> of GST.	<b>C6 = A6 x B6</b>
7	<b>Sugar Sachet</b>	<b>220 [A7]</b>	<b>Kilogram</b>	<b>[B7]</b> Enter the rate for sugar per kilogram as per the specifications mentioned in the tender. The rate should be <u>exclusive</u> of GST.	<b>C7 = A7 x B7</b>
8	<b>Wooden Stirrer</b>	<b>45500 [A8]</b>	<b>Per unit</b>	<b>[B8]</b> Enter the rate for per wooden stirrer as per the specifications mentioned in the tender. The rate should be <u>exclusive</u> of GST.	<b>C8 = A8 x B8</b>
9	<b>Paper Cups (150 ML)</b>	<b>155000 [A9]</b>	<b>Per unit</b>	<b>[B9]</b> Enter the rate for per paper cup as per the specifications mentioned in the tender. The rate should be <u>exclusive</u> of GST.	<b>C9 = A9 x B9</b>
10	Service charge for Vending Machine  <b>Total quantity = 36 = 3 machine x 12 months</b>  Enter the rate <u>exclusive</u> of GST	<b>36 [A10]</b>	<b>Per unit</b>	<b>[B10]</b> Enter the total service charge for 01 month for one coffee vending machine. The rate should be exclusive of GST.	<b>C10 = A10 x B10</b>
11	<b>Total Cost [C] = C1+C2+C3+C4+C5+C6+C7+C8+C9+C10</b>				<b>C</b>

**Note:**

1. The above rates are exclusive of GST, but includes all other charges like transportation of supplies/machines, packaging etc.
2. The above quoted rates [A] will be multiplied with the estimated consumption of the said item [B] to calculate the total cost [C] and L1 will be decided based on sum of cost

of all items.

In case, there are more than one L1 Bidders,

- i) If the total cost [C] is same for more than one bidder, the L1 will then be decided on basis of highest average turnover of the bidders for last three financial years i.e. FY 2020-21, FY 2022-23 and FY 2023-24.
  - ii) If total cost of supplies [C] & average turnover of the last three financial years of the (L1) bidders are same, the L1 will then be decided based on lowest price quoted for coffee beans [C1].
3. The Bank will not give any minimum commitment on the indicative quantity mentioned above. Estimated quantity for 12 months is based on the past consumption and is mentioned only for reference purpose only. All payments will be made based on actual consumption only.
  4. The bidders are advised to consider the facilities / infrastructure to be provided by the Bank while quoting their rates.
  5. While quoting the rates for items, the bidders are requested to take note of the rate of GST applied for each item. In the event of a change of GST rates for items, the bidders are requested to submit a declaration in this regard as per [Annexure G](#).
  6. While quoting for item no.10 in the Financial Bid, bidders are requested to note that the amount quoted should be the **service charge for one vending machine** for a period of **01 month**.
  7. The bidder shall not quote the rates for providing manpower. The contractor shall ensure that the wages paid to the employees shall not be below the minimum wages as revised from time to time by Government of India. The wages so paid will be reimbursed by the Bank with the monthly bills after producing the necessary documents in this regard as specified in tender document.

## **Annexure – A**

### **MANDATORY DOCUMENTS TO BE UPLOADED BY THE BIDDER**

*(Any other documents / details to be uploaded as mentioned anywhere in the tender document shall also be uploaded by the bidder)*

1. Bidders shall provide the details, which are true to best of the bidder's knowledge viz.
  - i. "Basic Details" wherein the Basic details of the bidder shall be provided.
  - ii. "Work Experience" wherein the details of similar works during the past three years ending March 31, 2025 as proof of the bidders' previous experience. Scanned copies of supporting documents viz. Work Orders, Client Certificates, etc. are to be uploaded to substantiate their experience.
  - iii. "Qualification" wherein details of the qualifying works, i.e. any one of the following to substantiate the bidder's eligibility: -
    - a. Three similar completed works (operationalisation of tea/ coffee vending machines) each costing not less than ₹4,00,000/- or
    - b. Two similar completed works (operationalisation of tea/ coffee vending machines) each costing not less than ₹6,00,000/- or
    - c. One similar completed work (operationalisation of tea/ coffee vending machines) costing not less than ₹8,00,000/-Scanned copies of supporting documents viz. Work Orders, Client Certificates, etc. are to be uploaded to substantiate the details with respect to the qualifying works.
  - iv. "Bank Details" wherein the Bank Account details of the bidders shall be provided.
  - v. "EMD" wherein the EMD Payment details shall be provided.
2. Bidders shall upload the above documents under 'Upload Documents' menu in mstc ecommerce portal, while submitting the e tender.
3. The bidder shall be barred to participate further, if any such information is found untrue or false and shall be debarred from the tender in process or from the awarded contract.



## **Annexure – B**

### **FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED BANK (Scanned Copy of the Original to be uploaded by the bidder along with the Tender)**

This is to certify that to the best of our knowledge and information M/s./Shri/Smt. \_\_\_\_\_  
\_\_\_\_\_ having marginally noted address, a customer of our bank  
are/is respectable and can be treated as good for any engagement up to a limit of  
Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_  
\_\_\_\_\_).

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

(Signature and Seal)

For the bank

Contact Number (mandatory field):

Contact Email Address (mandatory field):

Place:

Date:

Note:

1. Bankers' certificate should be on letter head of the Bank.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.

## Annexure – C

### CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF COMPANY / FIRM / AGENCY PROVIDING TEA/ COFFEE VENDING MACHINES

Name and address of the Client: -

Details of Service (s) availed from M/s \_\_\_\_\_

Sl. No.	Particulars	Comments
1	Nature of Work and Location	
2	Contract / Agreement No. and date	
3	<b>Contract / Agreement Amount / Total Payment:</b>	
4	Date of Commencement of Work	
5	Date of Completion of Work	
6	Duration of relationship with the agency	
7	Details of disputes, if any, with the agency during the contract	
8	Details of the work executed by the Contractor	
9	Comments regarding adherence of terms and conditions of contract	
10	Any penalty imposed for non- adherence of terms and conditions of contract	
11	Any other information	
12	<b>Overall Performance of the Contractor (Please tick any one)</b>	<b>Outstanding / Very Good / Good / Satisfactory / Poor</b>

**Signature and Seal of the Authorised Official**

Contact Number (mandatory field):

Contact Email Address (mandatory field):

**Annexure - D**

**PROFORMA OF PERFORMANCE BANK GUARANTEE IN LIEU OF SECURITY  
DEPOSIT**

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the issuing bank)

Place: \_\_\_\_\_

Date: \_\_\_\_\_

**The Regional Director  
Reserve Bank of India,  
Rambagh Circle, Tonk Road,  
Jaipur -302 004**

Madam / Dear Sir,

**CONTRACT FOR INSTALLATION, OPERATION & MAINTENANCE OF TEA/  
COFFEE VENDING MACHINES AT RBI, JAIPUR**

**WHEREAS**

The Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur -302004, having its Central Office at Shahid Bhagat Singh Road, Mumbai, (hereinafter called "the RBI") has awarded the Contract for the captioned project (hereinafter called the "Contract") to M/s \_\_\_\_\_ (Name of the Contractor) (hereinafter called "the Contractor" which expression shall include its successors and assigns).

AND Whereas the Contractor is bound by the said Contract to submit to RBI a Performance Security for a total amount of ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_

\_\_\_\_\_ only) (Amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract.

We, \_\_\_\_\_ (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s \_\_\_\_\_, the contractor, do hereby undertake to pay to the RBI an amount not exceeding ₹ \_\_\_\_\_ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

**NOW THIS GUARANTEE WITNESSETH**

1. We (Name of the bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the contract or has committed a breach thereof, which conclusion shall be binding on us as well as the said contractor; we shall on demand by the RBI, pay without demur to the RBI, a sum of ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only).
2. We also agree to undertake to and confirm that the sum not exceeding ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.
3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor.
4. This guarantee shall not be revoked by us without prior consent in writing of the RBI.  
We hereby further agree that –
  - a) Any forbearance or commission on the part of the RBI in enforcing the conditions

of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

- b) Our liability under these presents shall not exceed the sum of ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only).
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force up to \_\_\_\_\_ (60 days beyond the Defect liability period) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

In witness whereof, I/We of the bank have signed and sealed this guarantee on the \_\_\_\_ day of \_\_\_\_\_ (Month) \_\_\_\_\_ (Year) being herewith duly authorized.

For and on behalf of \_\_\_\_\_ (Name of the bank)

Signature of authorized bank official

Name:

Designation:

Contact No:

Email Address:

Stamp / Seal of the Bank:

Signed, sealed and delivered for and on behalf of the Bank by the above named in the presence of:

Witness 1

Signature

Name

Address

Contact No:

(NB: This guarantee will require stamp duty as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified).

## Annexure – E

### PROFORMA OF BANK GUARANTEE FOR EARNEST MONEY DEPOSIT

(On Non-Judicial Stamp Paper of appropriate value)

Place:

Date:

**The Regional Director  
Reserve Bank of India,  
Jaipur**

Madam / Dear Sir,

**E-tender for Installation, Operation & maintenance of Tea/ Coffee Vending  
Machines at RBI, Jaipur**

**E-Tender No: RBI/\_\_\_\_\_**

#### WHEREAS

The Reserve Bank of India, Jaipur, having its Central Office at Shahid Bhagat Singh Road, Mumbai (hereinafter called the "RBI") has invited tenders for the captioned work (hereinafter called "tender") on the terms and conditions mentioned in the said tender documents.

It is one of the terms of invitation of tenders that the tenderer shall furnish a Bank Guarantee for a sum \_\_\_\_\_ of \_\_\_\_\_ Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as Earnest Money Deposit (EMD).

M/s. (Name of the Tenderer/Bidder) \_\_\_\_\_, (hereinafter called as "the Tenderer/Bidder"), who are our Clients/Constituents intend to submit their tender/ Bid for the said work and have requested us to furnish Bank Guarantee to RBI in respect of the said sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) in respect of EMD.

#### NOW THIS GUARANTEE WITNESSETH

1. We \_\_\_\_\_ (Name of the bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Tenderer has not performed their obligations under the said conditions of the tender or has committed a breach thereof, which conclusion shall be binding on us as well as the said Tenderer; we shall on demand by the RBI, pay without demur to the RBI, a sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_)

only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

2. We also agree to undertake to and confirm that the sum not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Tenderer.

This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that –

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Tenderer or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Tenderers of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. (Rupees only).

b) Our liability under these presents shall not exceed the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) .

c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

d) This guarantee shall remain in force upto \_\_\_\_\_ (six months from the last date of receipt of tender) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the or on the day when our said constituents comply with their obligations, as to



which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours faithfully,

For and on behalf of Bank.

Authorised Official (with seal)

(NB: This guarantee will require stamp duty as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified).

**समझौते के लेख ARTICLES OF AGREEMENT**

भारतीय रिज़र्व बैंक, जयपुर, जिसका केंद्रीय कार्यालय मुंबई स्थित है (जो कि आगे से 'नियोजक' कहा जाएगा) को एक पक्ष में रखते हुए तथा मैसर्स \_\_\_\_\_ (जो कि आगे से 'ठेकेदार' कहा जाएगा) को अन्य पक्ष में रखते हुए यह करार के लेख आज दिनांक \_\_\_\_\_ को निष्पादित किया जाता है।

Articles of agreement made on \_\_\_\_\_ between Reserve Bank of India, Jaipur having its Central Office at Mumbai (hereinafter called the 'Employer') on the one part and \_\_\_\_\_ (Name and Full address of contractor), (hereinafter called the 'Contractor') on the other part.

जबकि ठेकेदार ने मशीन को संचालित करने और आपूर्ति करने के लिए एक कर्मचारी नियुक्त करके 01 अगस्त 2025 से 31 मार्च, 2026 की अवधि के लिए जयपुर में भारतीय रिज़र्व बैंक के कार्यालय में चाय/कॉफी वेंडिंग मशीनों की स्थापना और संचालन के लिए सहमति व्यक्त की है। चाय/कॉफी आदि हमारे जारी किए गए कार्य आदेश में निर्धारित नियमों और शर्तों और दरों के अनुसार, जो इस समझौते का हिस्सा होगा

Whereas the contractor has agreed to installation, operation and maintenance of Tea/Coffee vending machines at the Office of Reserve Bank of India at Jaipur for the period from August 01, 2025 to March 31, 2026 by appointing personnel to operate the machines and supply the tea/coffee etc. as per the terms and conditions and the rates as stipulated in the e-tender RBI/Jaipur Regional Office/HRMD/2/25-26/ET/164 and our work order issued which will form part of this agreement.

ठेकेदार इस करार संबंधी संविदात्मक कर्तव्यों को निभाते हुए, कार्य के दौरान प्राप्त तथा अपने संज्ञान में आए नियोजक संबंधी कोई सूचना, सामग्री तथा उनकी आधारभूत संरचना / सिस्टम्स / उपकरण इत्यादि विवरण प्रत्यक्ष अथवा परोक्ष रूप से किसी तीसरी पार्टी को नहीं देगा, और ऐसी जानकारी हमेशा के लिए सख्त रूप से गोपनीय रखेगा। ठेकेदार संविदा संबंधी विवरणों को करार के अधीन अपना संविदात्मक कर्तव्य निभाने के लिए आवश्यक पड़ने पर तथा लागू कानूनों के अनुपालन को छोड़कर बाकी संदर्भों में निजी एवं गोपनीय रखेगा। ठेकेदार नियोजक की लिखित पूर्व-सहमति के बिना कार्य संबंधी विवरण किसी भी कारोबार अथवा तकनीकी पेपर या अन्य कहीं भी न प्रकाशित करेगा, न प्रकाशित करने की अनुमति देगा और खुलासा नहीं करेगा। किसी प्रकार की गोपनीय सूचना के खुलासे के कारण नियोजक को होने वाली हानि के लिए ठेकेदार द्वारा नियोजक को क्षतिपूर्ति की जाएगी। उक्त का अनुपालन न करने की स्थिति में ठेकेदार की ओर से संविदा का उल्लंघन माना जाएगा तथा नियोजक अपने नुकसान का दावा करते हुए आगे कानूनी उपाय प्रारंभ करने के लिए पात्र होगा। ठेकेदार, अपने कर्मचारियों के संबंध में सभी उचित कार्यवाही करेगा ताकि यह सुनिश्चित किया जा सके कि इस समझौते के तहत गोपनीय जानकारी के प्रकटीकरण के दायित्व पूरी तरह से संतुष्ट हैं।

गैर प्रकटीकरण और गोपनीयता के संबंध में ठेकेदार के दायित्व किसी भी कारण से इस समझौते की समाप्ति से बचेंगे।

The Contractor will not disclose directly or indirectly any information, materials and details of the Employer's infrastructure / systems / equipment etc. which may come to his possession or knowledge during the course of discharging the contractual obligations in connection with this agreement to any third party and will at all times hold the same in strictest confidence. The Contractor will treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor will not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor will indemnify the Employer for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer will be entitled to claim damages and pursue legal remedies. The Contractor will take all appropriate actions with respect to the employees of the Contractor to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

कार्यस्थल पर महिलाओं के यौन उत्पीड़न (निवारण, निषेध और निवारण) अधिनियम, 2013" के प्रावधानों के पूर्ण अनुपालन के लिए केवल ठेकेदार / एजेंसी जिम्मेदार होगी। बैंक परिसर के भीतर ठेकेदार के कर्मचारियों के खिलाफ यौन उत्पीड़न की शिकायत होने के मामले में, शिकायत ठेकेदार/एजेंसी द्वारा गठित आंतरिक शिकायत समिति के पास दर्ज की जाएगी और शिकायत के संबंध में ठेकेदार/एजेंसी उक्त अधिनियम के तहत उचित कार्रवाई सुनिश्चित करेगी।

- (a) बैंक के किसी कर्मचारी के खिलाफ ठेकेदार के किसी भी पीड़ित कर्मचारी से यौन उत्पीड़न की शिकायत प्राप्त होने पर उसे बैंक द्वारा गठित क्षेत्रीय शिकायत समिति के संज्ञान में लायी जाएगी।
- (b) यदि किसी मामले में ठेकेदार का कोई कर्मचारी शामिल है जिसमें मौद्रिक मुआवज़ा देना आवश्यक है तो इसके लिए जिम्मेदार होगा, उदाहरण के लिए यदि ठेकेदार के कर्मचारी द्वारा यौन हिंसा साबित होने पर उसे बैंक के कर्मचारी को मैट्रिक मुआवज़ा अदा करना पड़ेगा।
- (c) ठेकेदार, अपने कर्मचारियों को कार्यस्थल पर यौन उत्पीड़न की रोकथाम और संबंधित मुद्दों पर शिक्षित करने के लिए जिम्मेदार होगा।
- (d) ठेकेदार, बैंक परिसर में तैनात किए गए अपने कर्मचारियों की एक पूर्ण और अद्यतन सूची प्रदान करेगा।

The contractor/Agency shall be solely responsible for full compliance with the provisions of "The Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employees within the premises of the Bank, the complaint will be filed before the Internal

Complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the said Act in respect to the complaint.

- (a) Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- (b) The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the contractor, for instance any monetary relied to Bank's employee, if sexual violence by the employee of the contractor is proved.
- (c) The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
- (d) The contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

एतद्वारा नीचे दिए के अनुसार सहमति दी गई है:-

- a. इस करार की वैधता अवधि 01.08.2025 से 31.03.2026 तक माना जाता है।
- b. इस करार से उत्पन्न विवाद, यदि कुछ हो, को निपटान करने का अधिकार केवल जयपुर शहर स्थित अदालतों के पास होगा।

It is hereby agreed as follows: -

- a. The agreement shall have deemed to be valid from 01.08.2025 to 31.03.2026
- b. Only courts in Jaipur City shall have jurisdiction to determine the disputes, if any, arising out of this Agreement.

द्वारा हस्ताक्षरित और वितरित:

Signed and delivered by:

भारतीय रिज़र्व बैंक  
Reserve Bank of India  
द्वारा by

ठेकेदार  
Contractor  
द्वारा by

**In the presence of following witnesses, with name and full address:**

- |         |                               |
|---------|-------------------------------|
| 1. .... | 1..... (हस्ताक्षर/ signature) |
| .....   | .....                         |
| .....   | .....                         |
| 2. .... | 2.....(हस्ताक्षर /signature)  |
| .....   | .....                         |
| .....   | .....                         |

(आरबीआई - नियोजक के लिए	(ठेकेदार के लिए For the Contractor)
For the Employer- RBI)	

**DECLARATION REGARDING APPLICABLE GST PERCENTAGE**

I/We are charging Goods and Services Tax (GST) for the items mentioned in Part-II (Financial bid) as follows:

<b>S. No</b>	<b>Item</b>	<b>Applicable GST Rate</b>
<b>1.</b>	Coffee	
<b>2</b>	Tea (Black, Green, Plain, Assam, Ginger, Cardamom, Masala, Lemon)	
<b>3.</b>	Milk (Plain)	
<b>4.</b>	Soup	
<b>5.</b>	Flavoured drinks (Badam/Chocolate)	
<b>6.</b>	Service charge	
<b>7.</b>	Supply of manpower	

**Signature and Seal of the Tenderer**

Contact number (mandatory field):

Contact Email address (mandatory field):

Place:

Date:

**Annexure – H****Details regarding brand and variant for supply of raw material.**

I/We hereby declare that will supply the raw material of the below mentioned brand and variant for the items mentioned in Part-II (Financial bid) as follows:

<b>S. No</b>	<b>Item</b>	<b>Brand</b>	<b>Variant, if any</b>
<b>1.</b>	Coffee Beans		
<b>2</b>	Flavoured Tea (Ginger, Cardamom, Masala, Lemon)		
<b>3.</b>	Green Tea		
<b>4.</b>	Assam Tea Plain		
<b>5.</b>	Toned Milk (Plain)		
<b>6.</b>	Sugar Sachet		
<b>7.</b>	Wooden Stirrer		
<b>8.</b>	Biodegradable Paper cups (150 ML)		
<b>9.</b>	Vending Machine		

**Signature and Seal of the Tenderer**

Place:

Date: