भारतीय रिज़र्व बैंक / Reserve Bank of India
मानव संसाधन प्रबंध विभाग / Human Resource Management Department
आंध्रप्रदेश क्षेत्रीय कार्यालय / Andhra Pradesh Regional Office

टेंडर आमंत्रण सूचना

भारतीय रिजर्व बैंक, आंध्र प्रदेश क्षेत्रीय कार्यालय में चाय/कॉफी वेंडिंग मशीनों की स्थापना और वेंडिंग मशीनों के निवारक/टूट-फूट रखरखाव के लिए मानव शक्ति की आपूर्ति

भारतीय रिजर्व बैंक, आंध्र प्रदेश क्षेत्रीय कार्यालय, विजयवाड़ा उन योग्य बोलीदाताओं से टेंडर आमंत्रित करता है जो टेंडर दस्तावेज़ में निर्दिष्ट न्यूनतम पूर्व-अर्हता मानदंडों को पूरा करते हैं। नीचे दी गई बातें उस कार्य के प्रमुख विवरण और बोलीदाताओं के लिए महत्वपूर्ण निर्देश हैं:

कार्य का नाम और स्थान।	**भारतीय रिजर्व बैंक, आंध्र प्रदेश क्षेत्रीय कार्यालय में चाय/कॉफी वेंडिंग मशीनों की स्थापना और वेंडिंग मशीनों के निवारक/टूट-फूट रखरखाव के लिए मानव शक्ति की आपूर्ति**
टेंडर आमंत्रण अधिकारी का नाम एवं पता	क्षेत्रीय निदेशक, भारतीय रिजर्व बैंक, आंध्र प्रदेश क्षेत्रीय कार्यालय, HRMD, D.No. 27-37-158, स्टालिन सेंट्रल मॉल, एमजी रोड, विजयवाड़ा, आंध्र प्रदेश। ई-मेल आईडी: hrmdapro@rbi.org.in
अनुमानित लागत	**₹3.50 लाख (केवल तीन लाख पचास हजार रुपये) जीएसटी के अलावा**
ईमानदारी धन जमा (EMD)	₹7,000.00 (केवल सात हजार रुपये) NEFT के माध्यम से: लाभार्थी का नाम: RBI आंध्र प्रदेश क्षेत्रीय कार्यालय IFSC: RBIS0APPA01 (0 शून्य है) (5वां और 10वां अक्षर अंक हैं) खाता नंबर: 186003001 टिप्पणियाँ: उद्यम आधार मेमोरेंडम नंबर (Udyog Aadhaar Memorandum Number) वाले सूक्ष्म एवं लघु उद्यम (MSEs) EMD राशि जमा करने की आवश्यकता से छूट प्राप्त करते हैं। हालांकि, MSEs को टेंडर दस्तावेज़ के भाग-I को खोलने से पहले बैंक को अपने MSE श्रेणी से संबंधित होने के समर्थन में Udyam पंजीकरण नंबर (Udyog Aadhaar Memorandum Number) की प्रति भेजनी होगी।
अनुबंध अवधि	01 अगस्त, 2026 से 31 मार्च, 2027 तक
(a) टेंडर दस्तावेज़ बैंक की वेबसाइट पर उपलब्ध होंगे और ऑफलाइन टेंडर मोड के माध्यम से डाउनलोड/जमा किए जाएंगे	बैंक की वेबसाइट www.rbi.org.in पर या भारतीय रिजर्व बैंक, आंध्र प्रदेश क्षेत्रीय कार्यालय, HRMD, D.No.27-37-158, स्टालिन सेंट्रल मॉल, एमजी रोड, गवर्नरपेट, विजयवाड़ा - 520002 से हार्ड कॉपी एकत्र की जा सकती है।
(b) टेंडर दस्तावेज़ RBI वेबसाइट पर उपलब्ध होंगे और RBI विजयवाड़ा कार्यालय से एकत्र किए जा सकते हैं	09 जुलाई, 2026 से दोपहर 03.00 बजे से

प्री-बिड मीटिंग (ऑफलाइन)	13 जुलाई, 2026 को सुबह 11:00 बजे, भारतीय रिजर्व बैंक, आंध्र प्रदेश क्षेत्रीय कार्यालय, HRMD, D.No. 27-37-158, स्टालिन सेंट्रल मॉल, एमजी रोड, गवर्नरपेट, विजयवाड़ा, आंध्र प्रदेश **नोट:** भागीदारों से अनुरोध है कि आवश्यक व्यवस्था के लिए एक दिन पहले नीचे दिए गए ईमेल आईडी पर अपनी भागीदारी की पुष्टि करें: 1. श्री जयंत मिरियाला, सहायक प्रबंधक, HRMD – 9177382050 / jayanthm@rbi.org.in 2. श्री नितेश टक्संडे, सहायक प्रबंधक, HRMD – 9021819033 / niteshtaksande@rbi.org.in 3. श्रीमती वी सी रूपा, सहायक महाप्रबंधक, HRMD – 8884354605/ roopavc@rbi.org.in
बोली जमा करने के लिए टेंडर शुरू होने की तिथि	09 जुलाई, 2026 से दोपहर 03.00 बजे से
EMD जमा करने की अंतिम तिथि एवं समय	23 जुलाई, 2026 तक सुबह 11.00 बजे तक
बोली जमा करने की अंतिम तिथि एवं समय	23 जुलाई, 2026 तक सुबह 11.00 बजे तक
भाग I खोलने की तिथि एवं समय	23 जुलाई, 2026 तक दोपहर 12.00 बजे तक
मूल्य बोली (भाग II) खोलने की तिथि एवं समय।	योग्य बोलीदाताओं को बाद में ईमेल के माध्यम से सूचित किया जाएगा।
टेंडर की वैधता	टेंडर के भाग-I खोलने की तिथि से 90 दिन तक।

निर्धारित प्रपत्र में टेंडर दो भागों में जमा किया जाएगा, भाग-I टेंडर में बैंकर और ग्राहक रिपोर्ट, बोलीदाता का आवरण पत्र, बोलीदाता की अतिरिक्त शर्तें (यदि कोई हो), टेंडर दस्तावेज़ में उल्लिखित अन्य दस्तावेज़ जो बोलीदाता की योग्यता सुनिश्चित करते हैं, और ₹7000.00 की EMD राशि का NEFT भुगतान का लेन-देन विवरण या Udyam पंजीकरण नंबर (Udyog Aadhaar Memorandum Number) की प्रति होगी, और एक लिफाफे में (दोहरा) सील किया जाएगा, जिस पर लिखा होगा, "भारतीय रिजर्व बैंक, आंध्र प्रदेश क्षेत्रीय कार्यालय में चाय/कॉफी वेंडिंग मशीनों की स्थापना और वेंडिंग मशीनों के निवारक/टूट-फूट रखरखाव के लिए मानव शक्ति की आपूर्ति के लिए भाग – I टेंडर।"

भाग II टेंडर में बोलीदाता की कोई शर्त नहीं होगी, बल्कि बैंक की मात्रा सूची, बैंक की तकनीकी और वाणिज्यिक शर्तें, यदि कोई हो तो टेंडर ड्राइंग, और बोलीदाता की मूल्य बोली ही होगी, और एक अलग लिफाफे में (दोहरा) सील किया जाएगा, जिस पर लिखा होगा "भारतीय रिजर्व बैंक, आंध्र प्रदेश क्षेत्रीय कार्यालय में चाय/कॉफी वेंडिंग मशीनों की स्थापना और वेंडिंग मशीनों के निवारक/टूट-फूट रखरखाव के लिए मानव शक्ति की आपूर्ति के लिए भाग-II टेंडर।"

ये दोनों सील लिफाफे एक अन्य लिफाफे में बंद किए जाएंगे, जिस पर नाम के साथ पता लिखा होगा: क्षेत्रीय निदेशक, भारतीय रिजर्व बैंक, आंध्र प्रदेश क्षेत्रीय कार्यालय, HRMD, D.No.27-37-158, स्टालिन सेंट्रल मॉल, एमजी रोड, गवर्नरपेट, विजयवाड़ा - 520002, आंध्र प्रदेश, और बैंक द्वारा 23 जुलाई, 2026 को सुबह 11.00 बजे तक टेंडर-फॉर्म में वर्णित तरीके से प्राप्त किए जाएंगे।

भारतीय रिज़र्व बैंक / Reserve Bank of India
मानव संसाधन प्रबंध विभाग / Human Resource Management Department
आंध्रप्रदेश क्षेत्रीय कार्यालय / Andhra Pradesh Regional Office

Tender Document

Installation of Tea/Coffee Vending Machines and Supply of Manpower for Preventive/ Break down Maintenance of Vending Machines at Reserve Bank of India, Andhra Pradesh Regional Office

Sl. No.	Activity	Date
1	Date of availability of Tender in RBI Website	July 09, 2026, from 03.00 pm
2	Date & time of Pre-bid meeting	July 13, 2026, from 11.00 am
3	Date of start of submission of bids	July 09, 2026, from 03.00 pm
4	Last date of submission of Tender	July 23, 2026, from 11.00 am
5	Date of opening of Part-I Tender	July 23, 2026, from 12.00 pm
6	Validity of the Tender for acceptance by the Bank	90 days from the date of opening of the Tender

DISCLAIMER

Reserve Bank of India, Andhra Pradesh Regional Office has prepared this document to give background information on the work to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or any of their respective officers, employees give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

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

Reserve Bank of India reserves the right not to proceed with the work or to change the configuration of the work, 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 cost of any type will be paid to persons or entities expressing interest. Any amendment / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and will not be published in the newspaper.

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Important Information

Name and location of the work.	Installation of Tea/Coffee Vending Machines and Supply of Manpower for Preventive/ Break down Maintenance of Vending Machines at Reserve Bank of India, Andhra Pradesh regional Office
Name & address of tender inviting authority	The Regional Director, Reserve Bank of India, Andhra Pradesh Regional Office, HRMD, D.No. 27-37-158, Stalin Central Mall, MG Road, Vijayawada, Andhra Pradesh. E-Mail id: hrmdapro@rbi.org.in
Estimated cost for the expected Annual Procurement	**₹3.50 Lakh (Rupees Three Lakh Fifty Thousand only) excluding of GST**
Earnest Money Deposit (EMD)	₹7,000.00 (Rupees Seven Thousand only) by NEFT towards: Beneficiary Name: RBI Andhra Pradesh Regional Office IFSC: RBIS0APPA01 (0 is zero) (5th and 10th characters are numerals) Account No: 186003001 Remarks: Micro and Small Enterprises (MSEs) having Udyam Registration Number (Udyog Aadhaar Memorandum Number) are exempted from the requirement of submission of EMD amount. However, the MSEs have to forward a copy of the Udyam Registration Number (Udyog Aadhaar Memorandum Number) to the Bank in support of belonging to MSE category prior to opening of Part-I of the tender document.
Contract Period	August 01, 2026, to March 31, 2027
(a) Tender documents available on and to be downloaded / submitted through Offline Tender mode	Through Bank's website www.rbi.org.in or can Collect Hard copy from the Office of Reserve Bank of India, Andhra Pradesh Regional Office, HRMD, D.No.27-37-158, Stalin Central Mall, MG Road, Governorpet, Vijayawada - 520002
(b) Period during which Tender documents will be available in the RBI website and can be collected in RBI Vijayawada Office	July 09, 2026, from 03.00 pm
Pre-bid meeting (offline)	July 13, 2026 at 11:00 am at Reserve Bank of India, Andhra Pradesh Regional Office, HRMD, D.No. 27-37-158, Stalin Central Mall, MG Road, Governorpet, Vijayawada, Andhra Pradesh

	Note: The participants are advised to confirm their participation one day before to make the necessary arrangements to mail ids mentioned below: 1. Shri Jayanth Miriyala, Assistant Manager, HRMD – 9177382050 / jayanthm@rbi.org.in 2. Shri Nitesh Taksande, Assistant Manager, HRMD – 9021819033 / niteshtaksande@rbi.org.in 3. Smt. V C Roopa, Assistant General Manager, HRMD – 8884354605/ roopavc@rbi.org.in
Date of Starting of Tender for submission of bid	July 09, 2026, from 03.00 pm
Last date and time of submission of EMD	July 23, 2026 till 11.00 am
Last date and time of submission of bid	July 23, 2026 till 11.00 am
Date & time for opening of Part I	July 23, 2026 till 12.00 pm
Date & time for opening of Price-bid (Part II) bid.	Will be communicated subsequently to the eligible bidders through e-mail.
Validity of the tender	90 Days from the date of opening of the PART- I of the Tender.

Tender in prescribed forms shall be submitted in two parts, Part-I tender will contain the Bankers and clients reports, tenderers' covering letter, tenderers' additional conditions, if any, other documents as mentioned in the tender document for satisfying the eligibility of the bidder and the transaction statement of EMD of Rs.7000.00 through NEFT payment or copy of the Udyam Registration Number (Udyog Aadhaar Memorandum Number) and be sealed (in duplicate) in one cover, superscribing, "Part – I Tender for Installation of Tea/Coffee Vending Machines and Supply of Manpower for Preventive/ Break down Maintenance of Vending Machines at Reserve Bank of India, Andhra Pradesh regional Office."

Part II tender will contain no condition from tenderers but Bank's schedule of quantities, Bank's technical and commercial conditions, tender drawings, if any and tenderers' priced bid only and be sealed (in duplicate) in a separate cover, superscribing "Part-II Tender for Installation of Tea/Coffee Vending Machines and Supply of Manpower for Preventive/ Break down Maintenance of Vending Machines at Reserve Bank of India, Andhra Pradesh regional Office."

Both these sealed covers will further be sealed in another envelope addressed by name to The Regional Director, Reserve Bank of India, Andhra Pradesh Regional Office, HRMD, D.No.27-37-158, Stalin Central Mall, MG Road, Governorpet, Vijayawada - 520002, Andhra Pradesh and shall be received by the Bank up to 11.00 am on July 23, 2026 in the manner described in the tender-form.

Form of Tender

Place:
Date:

To
The Regional Director
Reserve Bank of India
Andhra Pradesh Regional Office
D.No. 27-37-158, Stalin Central Mall
MG Road, Governorpet
Vijayawada
Andhra Pradesh-520002

Dear Sir,

We have carefully examined the specifications and schedule of quantities relating to the works specified in the memorandum hereinafter set out and have visited and examined the delivery site of the works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the tender. We hereby offer to execute the works specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the attached Schedule of Quantities and in accordance in all respects with specifications and instructions in writing referred to in articles of agreement, general instructions to the tenderers and schedule of quantities and with such materials as are provided for, by and in all other respects, in accordance with such conditions so far as they may be applicable.

MEMORANDUM

1	Description of work	Installation of Tea/Coffee Vending Machines and Supply of Manpower for Preventive/ Break down Maintenance of Vending Machines at Reserve Bank of India, Andhra Pradesh regional Office
2	Estimated cost	₹3.50 lakh (Rupees Three Lakh and Fifty Thousand only) excluding GST
3	Earnest Money Deposit	₹7,000.00
4	Duration of the contract	August 01, 2026 to March 31, 2027

1. We also agree that our tender will remain valid for acceptance by the Bank for **90 days** from the date of opening of Part I of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We also agree to keep the earnest money valid during the entire period of

validity of tender.

2. Should this Tender be accepted, I/we hereby agree to abide by and fulfil all the terms and Conditions of the Tender and in default thereof, to forfeit and pay to you or your successors, or assignees or nominees such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the Contract.

3. I/We understand that you reserve the right to accept or reject any or all the tender either in full or in part without assigning any reason therefor. We have deposited a sum of **₹7,000.00** as earnest money deposit with the Reserve Bank of India, which amount is not to bear any interest. Should we fail to execute the Contract when called upon to do so, we do hereby agree that this sum shall be forfeited by us to the Reserve Bank of India.

4. The Tender shall be submitted in two parts. Part I contains all commercial terms conditions and technical particulars and Part II contains only the price bid in the Bank's proforma.

Dated this _____ day of ________ 2026

For and on behalf of M/s (Signature with seal)

Name : ________________
Designation : ________________
Place : ________________
Date : ________________

(Certified true copy of the Power of Attorney of the above signatory should be enclosed).

Witnesses

(1) Signature with name, address and date

(2) Signature with Name, address and date

RESERVE BANK OF INDIA
HUMAN RESOURCE MANAGEMENT DEPARTMENT
Andhra Pradesh

TECHNO-COMMERCIAL BID

Due Date of Submission:	**July 23, 2026 (up to 11:00 hrs)**
Validity of Tender:	**90 days from the date of opening of Part -I Techno Commercial Bid**
Pre-Bid Meeting:	**July 13, 2026, from 11.00 am at RBI, Vijayawada.**

1. GENERAL INSTRUCTIONS

1.1. The Bank invites the tender under two-bid system from the eligible tenderers to participate in the process of installation and Operation of Tea/ Coffee Vending Machines at Reserve Bank of India, Andhra Pradesh for an initial period of 8 months from August 01, 2026, to March 31, 2027, as laid down in contractual obligations. However, the contract can be extended annually for a further period of two years (by 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 and Operation of Tea/ Coffee vending machines at the Main Office Building of Reserve Bank of India, Andhra Pradesh including supply of materials. 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 of time, if, at any time, the Bank determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract.

2. QUALIFICATION CRITERIA FOR BIDDERS

2.1. The Agency participating in the bidding process should have been registered as a company/partnership firm/proprietorship firm and shall be registered under the relevant GST Acts. In the case of a company, the certificate of incorporation and the certificate of commencement of business, Memorandum and Articles of Association of the company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In the case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm; and in the case of an Agency or Proprietorship firm, the particulars of the individual/individuals involved therein along with the name(s) and address(es), etc., are required to be submitted. During the duration of contract, the agency shall maintain the registrations/licenses valid by renewing, wherever applicable. Agencies 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. Agencies participating in the tender need to authorize an official to sign the tender documents and submit the same. The authorization letter to this effect needs to be submitted.

2.2. The bidder shall have a **minimum experience of five years as on March 31, 2026,** i.e., the firm should have undertaken any similar work till March 31, 2021 or earlier**.** The bidder shall submit a list along with documentary proofs of works carried out by them during the last five years. The documentary proof shall contain Work Orders, Agreements, Completion Certificates / Performance certificates (**as per Annexure – C**) etc. from clients, the authenticity of which shall be verified by the Bank through various modes.

2.3. The estimated cost of the work is **₹3,50,000/- for 8 Months** 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 shall be verified by the Bank through various modes) of **having successfully completed similar works during the last five years as on March 31, 2026,** viz.

i. Three similar completed works (operationalization of tea/ coffee vending machines) each costing not less than ₹1,40,000/- (40% of estimated cost) or

ii. Two similar completed works (operationalization of tea/ coffee vending machines) each costing not less than ₹1,75,000/- (50% of estimated cost) or

iii. One similar completed work (operationalization of tea/ coffee vending machines) costing not less than ₹2,80,000/- (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 an average annual turnover of Rs. 3,50,000/- during the last three financial years ending March 31, 2026 i.e., for the FY 2023-24, 2024-25 and 2025-26. 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 ending March 31, 2026 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. duly supported by documentary evidence and certificates of registration are to be submitted. 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 **₹3,50,000/-**. The date of issue this certificate should not be older than January 31,2026.

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

3.1. Part I and Part-II of the tender shall be completed in all respects and 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 shall follow tender submission procedures specified in the tender document.

3.3. 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'. 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 format in the tendering form after 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 tender. The bidders shall deposit Earnest Money Deposit (EMD) for an amount of ₹7,000/- (Rupees Seven thousand only) in any one of the following methods, favoring Reserve Bank of India, Andhra Pradesh Regional Office.

   i. By NEFT to Account Number: 186003001 ; IFSC: RBIS0APPA01 (please note that both the 5th and 10th characters in IFSC are zeroes); Beneficiary Name: Reserve Bank of India

3.7. The modes of submission of EMD by other than the 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 July 13, 2026 (Monday) from 11:00 hrs. at RBI, APRO. 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). 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 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 90 days 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 tender submitted on behalf of a firm shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract, otherwise the tender may be rejected by the Bank.

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 after award of the work that the Contractor is blacklisted during the last 3 years ending March 31, 2026, 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 Rs.17,500/- (Rs Seventeen Thousand Five Hundred Only)- 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, Andhra Pradesh 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. The rates are excluding GST.

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. 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 successful bidder will be required to execute an agreement, the draft of which is mentioned in article of agreement 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 Andhra Pradesh Regional Office shall be final in this regard.

3.28. 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.

3.29. 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.

3.30. 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.

3.31. The 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.

3.32. 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.

3.33. 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.

3.34. 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.

3.35. The Regional Director RBI Andhra Pradesh Regional Office 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, APRO 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, APRO shall be entitled to recover any of such loses 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. The contractor shall not sublet the contract. In case of any violation in this regard, the Bank reserves the right to terminate the contract.

4.3. 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 behaviour 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.

4.4. 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.

4.5. The contractor shall raise the bills on monthly basis, to the Bank in the second week of the subsequent month or earlier (but within first five working days)

4.6. The Bank will normally make all payments due under this Agreement within 45 days from the date of submission of invoice raised after the completion of work for that month .The invoice shall preferably, for this purpose, reach this office on the second working day of the succeeding month for early processing of payment. The Bill will be settled based on monthly charges on actual services provided and not on notional basis. Advance payments will not be entertained by the Bank under any circumstance(s). 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.

4.7. The rates for this contract will be firm and final during the contract period.

4.8. 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

4.9. 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, APRO on account of failure or negligence of the personnel deployed by him or in the event of breach of the agreement by the Contractor.

4.10. 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

4.11. 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 background and that their character is exemplary.

4.12. 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, APRO on account of failure or negligence of the personnel deployed by him or in the event of breach of the agreement by the Contractor.

4.13. 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.

4.14. Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal)

4.14.1 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.

4.14.2 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.

4.14.3 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.

4.14.4 The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

4.15. The contractor shall ensure that no employee will enter or remain in the Bank's premises beyond the specified time limits unless absolutely necessary for fulfilling the company/agency/firm's obligations and with the permission of the Caretaker/Bank's Security officials

4.16. This contract will be valid for a period of one year from August 01, 2026 to March 31, 2027.

4.17. If 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.

4.18. 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, APRO causing the Bank to terminate the contract any time without giving the contractor a three months' notice.

4.19. The Bank reserves the right to levy penalty and even terminate the contract, 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.

4.20. 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.

4.21. 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.

4.22. 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 the course of 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 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 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.

4.23. The purpose of this tender document is to provide the tenderer(s) with information to assist the formulation of their proposals. 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, statue, rules or regulations as to the accuracy, reliability or completeness of the tender document.

4.24. 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.

4.25. The Bank reserves the right to modify, amend or supplement this document including all formats and Annex.

4.26. 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.

4.27. The contract is said to be terminated on expiry of the contract period or termination in terms of para 4.18 of this tender.

4.28. 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.

4.29. 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.

4.30. 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:

4.30.1 Legal heirs in case of sole proprietor.

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

4.31. 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.

4.32. 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).

4.33. 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 APRO or his/ her nominee.

4.34. 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 APRO 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.

4.35. The arbitrator may give interim awards and / or directions, as may be required, subject to the aforesaid provisions of the Arbitrator 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.

4.36. The Courts at Vijayawada shall have the sole jurisdiction for this agreement. With mutual consensus, even Arbitration machinery may be used for settling disputes.

4.37. 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.

4.38. 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.

4.39. 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.

4.40. 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 nor any of their employees. The contractor shall, indemnify and keep indemnified the Employer 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 also 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 issue of the virtual completion certificate under this contract, with an insurance company approved by the Employer, an All Risk Policy for Insurance for the full amount of the contract in the joint names of the employer and the contractor (the name of Reserve Bank APRO, being placed first in the policy) against all risk policy for contractors and deposit such policy or policies with the employer 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 virtual completion of the contract, with an Insurance Company approved by the employer a policy of Insurance in the joint names of the Bank and the Contractor (name of the Reserve Bank India Andhra Pradesh, being placed first in the policy) against such risk and deposit such policy or policies before commencement of the works. The contractor shall also indemnify the employer against all claim which may be made upon the Employer, 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 virtual completion of the contract or with an Insurance Company, approved by the Bank, a policy of insurance against such risks and deposit such policy or policies with the Employer 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 also 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 Employer 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 **One Tea/ Coffee vending machines** to dispense coffee/ tea/ milk/ dip tea/ instant soup inside the Bank premises at places identified by the Bank. The machine shall function on 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.

5.2. The working hours in the Bank for serving coffee / tea will be generally from 9.45 AM to 5.45 PM from Monday to Friday. Installation of additional machine 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 Technical requirement of the coffee vending machine (CVM):

i. The CVM shall simultaneously dispense tea and coffee. Tea/ Coffee dispensed **should not be made using pre-mix for tea/ coffee**.

ii. The CVM shall contain programmable electronic control for monitoring the beverages usage and dispensing volume count.

iii. The CVM shall only use fresh milk and not milk powder of any kind.

iv. The CVM shall dispense the beverages such as Hot Milk, Tea (standard & strong), Coffee (standard & strong) and Hot water.

5.4 Sufficient stock of all the varieties of tea dips (Assam, Lemon, Ginger, Green Tea, etc.), Fresh Milk, Instant soup sachets etc., offered in the quotation shall be maintained and supplied by the Contractor.

5.5 Preventive maintenance of machines shall be done on a monthly basis by the Contractor at his/her own cost. The Contractor shall ensure that the machines are regularly cleaned, and hygiene standards are maintained. The Contractor shall ensure uninterrupted functioning of machines.

5.6 The Bank shall provide water for preparation tea and coffee, electrical points for installation and operation of vending machines and space for storage of provisions, cutlery and crockery pertaining to the Coffee Vending Machines.

5.7 All the workers or employees deployed by the Contractor shall be considered as the employees of the Contractor and RESERVE BANK OF INDIA shall not have any liability whatsoever in nature in regard to 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.

5.8 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.

5.9 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.

5.10 The Contractor shall obtain license, if any, required under the Andhra Pradesh State Government Law or Central Government Law as applicable in case of the services covered under this contract.

6. FOR PARTICIPATING IN THE 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 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 in the Bank's premises

6.5. I/We undertake to deposit the Earnest Money Deposit (EMD) for an amount of Rs.7,000/- (Rupees Seven thousand only) with the Reserve Bank of India, APRO.

6.6. The EMD shall be refunded by the Bank once the Tender is awarded.

6.7. I/We also understand that the Regional Director, Reserve Bank of India, APRO 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".

Name -

Signature -

Date -

RESERVE BANK OF INDIA
HUMAN RESOURCE MANAGEMENT DEPARTMENT
ANDHRA PRADESH

E-TENDER FOR INSTALLATION AND OPERATION OF TEA/ COFFEE VENDING MACHINES AT RBI, ANDHRA PRADESH

Part-II FINANCIAL BID

Due Date of Submission:	**July 23, 2026 (up to 11.00 hrs)**
Validity of Tender:	**Six months from the date of opening of Part-I of the tender and further extension of validity under agreement**
Pre-Bid Meeting:	**July 13, 2026, from 11:00 hrs at RBI, Andhra Pradesh**

PROFORMA OF FINANCIAL BID

Sr no.	Description of Material	Unit	Monthly Approximately usage (A)	Rate per unit (B) Exclusive of GST	Amount C=(A*B)
1	COFFEE BEANS - Premium	KG	13		
2	DIP TEA ASSAM (1 Box - 100 dips)	Box	4.5		
3	DIP TEA CARDAMOM (1 Box - 100 dips)	Box	4.5		
4	DIP TEA GINGER (1 Box - 100 dips)	Box	2.75		
5	DIP TEA MASALA(1 Box - 100 dips)	Box	2.5		
6	GREEN TEA PLAIN	Nos	220		
7	GREEN TEA FLAVOUR - HONEY LEMON	Nos	75		
8	GREEN TEA FLAVOUR - LEMON	Nos	50		
9	GREEN TEA FLAVOUR - MINT	Nos	125		
10	LEMON TEA SACHET (Premix)	Nos	120		
11	SOUP - TOMATO & HOT N SOUR	Nos	30		
12	SOUP - VEG CORN	Nos	55		
13	SUGAR SACHETS-REGULAR	kg	11		
14	WOODEN STIRRERS	Nos	1100		
15	PAPER CUPS BRANDED 150 ML	Nos	3500		
16	TETRA MILK	LTR	130		
17	BADAM PISTA MIX	NOS	110		
18	HOT CHOCOLATE	Nos	200		
19	JAGGERY POWDER	kg	2		

20	Service Charge/ Monthly Rental of the Machine per Month	One	1		
21	Transportation cost	Per delivery	1		
Total Amount (D) (excluding GST)					

Note:

1. The L1 will be evaluated based on Total Amount (D). Total amount (D) will be the summation of Sr no. 1 to 21 in the C column.
2. The Bank will not give any minimum commitment on the indicative quantity mentioned above.
3. The rates quoted will be exclusive of GST.
4. The bidders are advised to consider the facilities / infrastructure to be provided by the Bank while quoting their rates

Articles of Agreement

(To be printed in Rs. 100 stamp paper)

ARTICLES OF AGREEMENT made the ______ day of __________between the **Reserve Bank of India**, Andhra Pradesh Regional Office, HRMD, D.No. 27-37-158, Stalin Central Mall, MG Road, Vijayawada, Andhra Pradesh, having its Central Office at Mumbai-400001 (hereinafter called "The Bank") on the one part and M/s. ________ _________________ (hereinafter called "the Service provider") on the other part.

WHEREAS the Employer is desirous of taking up the work of **"Installation of Tea/Coffee Vending Machines and Supply of Manpower for Preventive/ Break down Maintenance of Vending Machines at Reserve Bank of India, Andhra Pradesh regional Office"** and has caused specifications and Schedule of Quantities describing the works to be done which have been signed by or on behalf of the parties hereto.

AND WHEREAS the said specifications, the Schedule of Quantities have been signed by or on behalf of the parties hereto.

AND WHEREAS the Service provider has agreed to execute upon the subject to the conditions set forth herein and to the conditions set forth in the Special Conditions and in the Schedule of Quantities and Conditions of Contract (all of which are collectively hereinafter referred to as "the said Conditions") the works shown in the said specification and included in the Schedule of Quantities at the respective rates therein set forth amounting to the sum as therein arrived at or such other sum as shall become payable thereunder (hereinafter referred to as 'the said Contract Amount').

NOW IT IS HEREBY AGREED AS FOLLOWS:

In consideration of said Contract Amount to be paid at the times and in the manner set forth in the said conditions, the service provider shall upon and subject to the said conditions execute and complete the work described in the said specifications and the Schedule of Quantities.

The Bank shall pay the Service provider the said Contract Amount, or such other sum as shall become payable, at the times and in the manner specified in the said conditions.

The said conditions and Appendix thereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the said conditions and perform the agreements on their part respectively in the said conditions contained.

The agreement and documents mentioned herein shall form the basis of this Contract.

This Contract is neither a fixed Lump sum Contract nor a Piece Work Contract but is a Contract to carry out the work of **"Installation of Tea/Coffee Vending Machines and Supply of Manpower for Preventive/ Break down Maintenance of Vending Machines at Reserve Bank of India, Andhra Pradesh regional Office"** for **₹____/-** **(Rupees ______________________________________ only)** to be paid for according to actual measured quantities at the rates contained in the Schedule of Rates and Probable Quantities or as provided in the said conditions.

The Bank reserves to itself the right of altering the nature of the work by adding to or omitting any items of work or having portions of the same carried out without prejudice to this contract.

All payments by the Bank under this Contract will be made only at Vijayawada**.**

All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Vijayawada and only Courts in Vijayawada and High Court of Andhra Pradesh at Amaravati shall have jurisdiction to determine the same.

The Service provider / 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 employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Service provider / Agency and the Service provider / Agency shall ensure appropriate action under the said Act in respect of the complaint. Any complaint of sexual harassment from any aggrieved employee of the service provider against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

The service provider shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the service provider, for instance any monetary relief to Bank's employee, if sexual violence by the Employee of the service provider is proved. The service provider shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues. The Service provider shall employ its labour in sufficient numbers to maintain the required rate of progress and of quality to ensure workmanship of the degree specified in the Contract and to the satisfaction of the RBI. The Service provider shall not employ in connection with Works any person who has not completed eighteen years of age.

All the workers or employees deployed by the service provider shall consider the employees of service provider and RESERVE BANK OF INDIA shall not have any liability whatsoever in nature in regard to such workers / employees. The Service provider shall pay to labour employed by him directly wages not less than fair wages as per Minimum Wages Act. Fair Wage means wages, which shall include wages for weekly day of rest and other allowances whether for time or piece work, after taking into consideration prevailing market rates for similar employment in the neighborhood but shall not be less than the minimum rates of wages fixed under the payment of Minimum Wages Act.

The Service provider shall in respect of labour employed by him or his sub-contractor comply with or cause to be complied with the Bidder Labour Regulation in regard to all matters provided therein. The service provider shall comply with the provisions of the payment of Wages Act, 1936, Minimum Wages Act, 1948, Employers Liability Act, 1938. Workmen’s Compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefit Act, 1970, Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressal) Act, 2013, or any modification thereof or any other law relating thereto, and rules made there under from time to time. The Service provider shall indemnify and keep indemnified the RESERVE BANK OF INDIA against:

(i) Any claim arising out of third-party loss / damage to life or property caused by / during execution of the work.

(ii) Any claim arising out of loss / damage to the workmen engaged by the service provider during execution of the work.

(iii) Any claim due to non-compliance of applicable PF / Labour laws, ESI Regulations etc.

The Service provider shall comply with the provisions of Contract Labour (Regulation & Abolition) Act, 1970. Before release of final bill, the service provider shall submit a certificate to the effect that he has actually paid the entire dues to the labourers of all descriptions engaged by him, for completion of this work at the rate, which is not less than the one prescribed under the Minimum Wages Act, 1949 and has complied with the provisions of CLRA Act with regard to providing the essential amenities to the Contract Labour.

The Service provider shall not disclose 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 Service provider during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Service provider 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 Service provider 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 Service provider shall 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 Service provider and the Employer shall be entitled to claim damages and pursue legal remedies.

The Service provider shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this Agreement is fully satisfied.

The Service provider's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

That the several parts of this Contract have been read by the Service provider and fully understood by the Service provider.

IN WITNESS WHEREOF the Employer and the Service provider have set their respective hands to these presents and two duplicates hereof the day and year first hereinabove written.

If the service provider is a partnership or an individual.

If the service provider is a company.

IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official and the Service provider has caused its common seal to be affixed hereunto and the said duplicate/ has caused these presents and the said two duplicates hereof to be executed on its behalf, the day and year first hereinabove written.

Signature Clause

SIGNED AND DELIVERED by the Reserve
Bank of India by the hand of

Shri

(Name and designation)

In the presence of

(1)

Address

(2)

Address

Witness

SIGNED AND DELIVERED by
/ In the presence of

(1)

Address

(2)

Address

If the party is partnership firm or an individual should be signed by all or on behalf of all the partners.

Witness

THE COMMON SEAL OF

Was hereunto affixed pursuant to the resolutions passed by its Board of Directors at the meeting held on ______________________ in the presence of

(1)

(2)

Directors who have signed these presents in token thereof in the presence of

(1)

(2)

If the Service provider signs under its common seal, the signature clause should tally with the sealing clause in the Articles of Association.

SIGNED AND DELIVERED BY the Service provider by the hand of Shri

____

and duly constituted attorney.

If the Service provider is signing by hand of power of Attorney, whether a company or individual.

Annexure A

Pre-qualification/Eligibility Criteria form

Basic Information

1(a)	Name of the Service provider / firm.	
1(b)	Or Authorized Dealer (Please submit the certificate of authority)	(Indicate Yes/No for certificate of authority)
2(a)	Details of registration of the firm: whether Sole Proprietorship / Partnership firm / Private Limited / Limited or Co-operative Body etc, or MSME Registration etc., (submit the relevant documents in support thereof)	
2(b)	Name of the proprietor or Partners / Directors of the organization / firm	
3(a)	Registered Address	
3(b)	Address for correspondence	
4(a)	Contact person	
4(b)	Designation	
4(c)	Telephone No.	
4(d)	Mobile No.	
4(e)	FAX / Tele-fax	
4(f)	e-mail id	
5(a)	(i). GST Registration details and No. (ii). PAN No. (submit the relevant documents)	
5(b)	Details of registration of labour, ESI,	

	EPF if any	
6 (a)	Number of years of experience of service provider / Firm of service provider in the field. (submit the relevant documents as per Format 2)	
7	Income Tax Returns of last three Financial years - i.e. F.Y. 2023-24, 2024-25, 2025-26 (Self-attested copy to be submitted) If the tenderer has not received the income tax return acknowledgment of the last financial year 2025-26, from the income tax office, the tenderer may submit declaration along with the Part-I of the Tender	

Place: Signature of bidder

Date: Address & seal:

Annexure – B

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	**Contract / Agreement Amount / Total Payment:**	
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	**Overall Performance of the Contractor (Please tick any one)**	**Outstanding / Very Good / Good / Satisfactory / Poor**

Signature and Seal of the Authorised Official
Contact Number (mandatory field):
Contact Email Address (mandatory field):

Annexure D

Proforma of Performance Bank Guarantee for Security Deposit

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

No. _____________ Date ___________

The Regional Director
Reserve Bank of India
Andhra Pradesh Regional Office
D.No. 27-37-158, Stalin Central Mall
MG Road, Governorpet
Vijayawada
Andhra Pradesh-520002

Dear Sir,

In consideration of your agreeing to accept the security deposit of INR ____ (INR _________________only) furnish able to you by Messrs _____________ (hereinafter referred to as "the Service provider") in terms of their contract with you for **"Installation of Tea/Coffee Vending Machines and Supply of Manpower for Preventive/ Break down Maintenance of Vending Machines at Reserve Bank of India, Andhra Pradesh regional Office"** as per their Tender dated ______ and your Special Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated ______ in the form of guarantee from us in the manner hereinafter contained, we ___ (Name of the Bank) do hereby covenant and agree with you as follows :

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of INR ___________________ INR(______ only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Service provider of any of the terms and conditions contained in the said Contract and in the event of the Service provider making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of INR _________________________ (INR____________________________________ only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Service provider.

2. Notwithstanding anything to the contrary, your decision as to whether the Service

provider has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.

3. This guarantee shall continue and hold good until it is released by you on the application by the Service provider after expiry of the relative guarantee period of the said Contract and after the service provider had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.
5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the Service provider or to postpone for any time or from time to time any of your rights or powers against the Service provider and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Service provider or any other forbearance, act or omission on your part or any indulgence by you to the Service provider or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of INR _______ (INR _______________________ only) as aforesaid.
6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Service provider or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the Service provider.
7. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Service provider hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.
8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the service provider from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of six months from the date of expiry of this guarantee.
9. Any notice by way of demand or otherwise hereunder may be sent by special courier,

telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un cancelled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11. This guarantee shall not be affected by any change in the constitution of the service provider or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.

12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.

13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.

14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and service provider or any other person.

15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to INR ____ (INR ______________________________________only). Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether or not the original guarantee is returned to us.

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

SIGNED AND DELIVERED　　　　For & on behalf of

(For & on behalf of the above-named Bank)　　　　(Banker's Name & Seal)

BRANCH MANAGER

(Banker's Seal with Address)