



## भारतीय रिजर्व बैंक मानव संसाधन प्रबंध विभाग आंध्र प्रदेश

### नोटिस

**भारतीय रिजर्व बैंक, आंध्र प्रदेश (विजयवाड़ा) में अधिकारियों के लाउंज और भोजन कक्ष (ओएलडीआर) और स्टाफ कैंटीन के रखरखाव और खानपान परिचारक उपलब्ध कराने के लिए ई-निविदा**

भारतीय रिजर्व बैंक, भारतीय रिजर्व बैंक अधिनियम 1934 के तहत निगमित एक सांविधिक निगम, जिसका कार्यालय स्टालिन सेंट्रल, एमजी रोड, विजयवाड़ा (इसके बाद "बैंक और/या "आरबीआई", "रिजर्व बैंक" के रूप में संदर्भित) में है, भारतीय रिजर्व बैंक, आंध्र प्रदेश (विजयवाड़ा) में अधिकारियों के लाउंज और भोजन कक्ष (ओएलडीआर), और स्टाफ कैंटीन के रखरखाव और खानपान परिचारक उपलब्ध कराने के लिए दो बोली प्रणाली (भाग-। - तकनीकी बोली और भाग-॥ - वित्तीय बोली) के तहत निविदा आमंत्रित करने का इरादा रखता है। संविदा शुरू में चौदह महीने **31 मार्च 2027** तक की अवधि के लिए वैध होगी और उसके बाद इसे दो और वर्षों (एक बार में एक वर्ष) के लिए नवीनीकृत किया जा सकता है।

- निविदा दस्तावेज वेबसाइट [www.rbi.org.in](http://www.rbi.org.in) से "निविदा" लिंक के तहत और [www.mstcecommerce.com/eproch](http://www.mstcecommerce.com/eproch) से **31 दिसंबर 2025 11:00 AM** बजे से डाउनलोड किया जा सकता है। इस निविदा के संबंध में कोई भी संशोधन/शुद्धिपत्र/स्पष्टीकरण केवल वेबसाइट/ई-पोर्टल पर अपलोड किया जाएगा। निविदाकर्ता को किसी भी संशोधन/शुद्धिपत्र/स्पष्टीकरण के लिए नियमित रूप से उपरोक्त वेबसाइट/ई-पोर्टल की जांच करनी चाहिए।
- इस कार्य की अनुमानित लागत ₹35 लाख (पैंतीस लाख रुपये मात्र) वार्षिक है। ₹70,000/- (सत्तर हजार रुपये मात्र) की राशि के ईएमडी का भुगतान **19 जनवरी 2026** को अपराह्न 02:00 बजे या उससे पहले एनईएफटी के माध्यम से किया जाना है।
- निविदाकर्ताओं को ई-टेंडर के संबंध में निर्देशों के अनुसार, **19 जनवरी 2026** को अपराह्न 05:00 बजे या उससे पहले सभी प्रकार से पूर्ण सभी सहायक दस्तावेजों के साथ अपना प्रस्ताव प्रस्तुत करना चाहिए।

5. **भाग-। (तकनीकी बोली) 20 जनवरी 2026 को पूर्वाह 11:00 बजे इलेक्ट्रॉनिक रूप से खोला जाएगा।** यदि भाग-। (तकनीकी बोली) के खुलने के दिन छुट्टी घोषित हो जाती है, तो इसे अगले कार्य दिवस पर पूर्वाह 11:00 बजे खोला जाएगा। सभी पात्र बोलीदाताओं के संबंध में निविदाओं का **भाग-॥ (वित्तीय बोली)** बाद की तारीख को खोला जाएगा जिसे पंजीकृत ई-मेल के माध्यम से योग्य निविदाकर्ताओं को सूचित किया जाएगा।
6. भाग-। और संबंधित दस्तावेजों की जांच के बाद, यदि किसी भी निविदाकर्ता के पास अपेक्षित पात्रता नहीं पाई जाती है, तो उनकी निविदाएं आगे की प्रक्रिया के लिए बैंक द्वारा स्वीकार नहीं की जाएंगी और उनकी वित्तीय बोली (निविदा का भाग-॥) नहीं खोली जाएगी। यदि किसी भी निविदाकर्ता के पास किसी भी समय निविदा प्रक्रिया में भाग लेने के लिए अपेक्षित पात्रता नहीं पाई जाती है और/या बैंकर की रिपोर्ट असंतोषजनक पाई जाती है, तो बैंक निविदा के भाग-॥ के खुलने के बाद भी उसके प्रस्ताव को अस्वीकार करने का अधिकार सुरक्षित रखता है। बैंक इसके लिए कोई कारण बताने के लिए बाध्य नहीं है।
7. बैंक न्यूनतम निविदा को स्वीकार करने के लिए बाध्य नहीं है और किसी भी निविदा को पूर्ण या आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित रखता है। बैंक बिना कोई कारण बताए सभी निविदाओं को अस्वीकार करने का अधिकार भी सुरक्षित रखता है। ई-निविदा दस्तावेज बैंक की वेबसाइट लिंक [https://www.rbi.org.in/Scripts/BS\\_ViewTenders.aspx](https://www.rbi.org.in/Scripts/BS_ViewTenders.aspx) में भी उपलब्ध है।

**क्षेत्रीय निदेशक  
भारतीय रिजर्व बैंक  
आंध्र प्रदेश**



## **e-Tender for Providing Catering Services and Maintenance of Officers' Lounge and Dining Room (OLDR), and Staff Canteen at Reserve Bank of India, Andhra Pradesh (Vijayawada)**

This is an open tender enquiry. However, only those bidders/ vendors/ agencies who are qualified for the work as per qualifications criteria stipulated in the tender are eligible to participate in this tender. Bidders are advised to upload the documents on MSTC website in support of their eligibility for the tender.

1)	<b>e-Tender Name</b>	<b>e-Tender for Providing Catering Services and Maintenance of Officers' Lounge and Dining Room (OLDR), and Staff Canteen at Reserve Bank of India, Andhra Pradesh (Vijayawada)</b>
2)	e-Tender no.	<b>RBI/Andhra Pradesh Regional Office/Others/6/25-26/ET/773</b>
3)	Mode of Tender	<b>e-Procurement System</b> (Online Part I - Technical Bid and Part II – Financial Bid through <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a> )
4)	Estimated Cost of Tender	Rs. 35,00,000/- (includes cost of food including transportation, rent for kitchen and minimum wages)
5)	Details of Earnest Money Deposit (EMD)	Rs. 70,000/- (Rupees Seventy Thousand) Details for NEFT Beneficiary Name: RESERVE BANK OF INDIA Beneficiary Ac No: 186003001  IFSC -- RBIS0APPA01 (5th and 10th letter being zero)
6)	Transaction Fees	To be paid through MSTC payment Gateway / NEFT / RTGS in favor of MSTC Limited or as advised by M/s MSTC Ltd. Transaction fee will not be charged by RBI.
7)	Date of NIT available to parties to download on RBI website.	<b>December 31, 2025 11 AM</b>



8)	Date of Starting of online submission of e-Tender (Technical Bid and Price Bid) at <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>	<b>December 31, 2025 11 AM</b>
9)	Date of Pre-Bid meeting	<b>January 07, 2026 11 AM</b>
10)	Venue of Pre-Bid Meeting	Reserve Bank of India Andhra Pradesh Regional Office Stalin Central, MG Road Vijayawada
11)	Last date of submission of EMD	<b>January 19, 2026, 2 PM</b>
12)	Date of closing of online submission of e-Tender (Technical Bid & Price Bid)	<b>January 19, 2026, 5.00 PM</b>
13)	Date & time of opening of Part-I (Technical Bid)	<b>January 20, 2026, 11 AM</b>
14)	Date & Time of opening of Part-II (Financial Bid)	The Part-II Financial Bid of only those tenderers will be opened who fulfil the pre- qualification/ eligibility criteria (Part-I, Section-III) and also fulfills all other terms and conditions specified in the tender document. Such bidder(s) will be intimated regarding date of opening of Part- II Financial Bid only through e-mail ID provided by the bidders in their Technical Bid.

Any corrigendum will be issued only on RBI Website ([www.rbi.org.in](http://www.rbi.org.in))

**Regional Director  
Reserve Bank of India  
Andhra Pradesh (Vijayawada)**



## RESERVE BANK OF INDIA

Andhra Pradesh

**e-Tender No. – RBI/Andhra Pradesh Regional Office/Others/6/25-26/ET/773**

### **e-Tender for Providing Catering Services and Maintenance of Officers' Lounge and Dining Room (OLDR), and Staff Canteen at Reserve Bank of India, Andhra Pradesh (Vijayawada)**

Reserve Bank of India, Andhra Pradesh (Vijayawada) a statutory corporation incorporated in terms of the provisions of the Reserve Bank of India Act, 1934, having its Central Office at Shaheed Bhagat Singh Marg, fort, Mumbai and its Regional Office at Reserve Bank of India, Andhra Pradesh Regional Office, Stalin Central, MG Road, Vijayawada (hereinafter referred to as "Reserve Bank of India"/ "the Bank"/ "RBI"), invites e-tenders under Two – Bid system (Technical & Financial Bid) for Providing Catering Services and Maintenance of Officers' Lounge and Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Andhra Pradesh Vijayawada – 520002.

For more details, please visit "TENDERS" link on our website <https://www.rbi.org.in>.

The last date for submission of e-tender on MSTC portal ([www.mstcecommerce.com](http://www.mstcecommerce.com)) is **January 19, 2026 on or before 05:00 pm. The Part-I (Technical Bid) of the tender will be opened on January 20, 2026.**

The Bank reserves the right to reject any or all tenders without assigning any reason thereof.

Regional Director  
Andhra Pradesh

**Reserve Bank of India  
Andhra Pradesh**

**SCHEDULE OF e-TENDER**

1)	e-Tender Name	<b>e-Tender for Providing Catering Services and Maintenance of Officers' Lounge and Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Andhra Pradesh (Vijayawada)</b>
2)	e-Tender no.	<b>RBI/Andhra Pradesh Regional Office/Others/ 6/25-26/ET/773</b>
3)	Mode of Tender	<b>e-Procurement System</b> (Online Part I - Technical Bid and Part II – Financial Bid through ( <a href="http://www.mstcecommerce.com/eprochrome/rbi">www.mstcecommerce.com/eprochrome/rbi</a> )
4)	Estimated Cost of Tender	Rs. 35,00,000/- (includes cost of food, kitchen, service and minimum wages to workers) excluding GST.
5)	Details of Earnest Money Deposit (EMD)	Rs. 70,000/- (Rupees Seventy Thousand only) Details for NEFT Beneficiary Name: RESERVE BANK OF INDIA Beneficiary Ac No: 186003001  IFSC - RBIS0APPA01 (5th and 10th letter being zero)
6)	Transaction Fees	To be paid through MSTC payment Gateway / NEFT / RTGS in favor of MSTC Limited or as advised by M/s MSTC Ltd.  Transaction fee will not be charged by RBI
7)	Date of NIT available to parties to download on RBI website.	<b>December 31, 2025</b>

8)	Date of Starting of online submission of e-Tender (Technical Bid and Price Bid) at <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>	<b>December 31, 2025 11 AM</b>
9)	Pre-Bid meeting	<b>January 07, 2026, at 11 AM</b>
10)	Venue of Pre-Bid Meeting	RBI Andhra Pradesh (Vijayawada)
11)	Last date of submission of EMD	<b>January 19, 2026, by 2 PM</b>
12)	Date of closing of online submission of e-Tender (Technical Bid & Price Bid)	<b>January 19, 2026 at 05.00 PM</b>
13)	Date & time of opening of Part-I (Technical Bid)	<b>January 20, 2026 at 11.00 AM</b>
14)	Date & Time of opening of Part-II (Financial Bid)	The Part-II Financial Bid of only those tenderers will be opened who fulfil the pre-qualification/eligibility criteria (Part-I, Section-III) and also fulfills all other terms and conditions specified in the tender document. Such bidder(s) will be intimated regarding date of opening of Part-II Financial Bid only through e-mail ID provided by the bidders in their Technical Bid.

## **DISCLAIMER**

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

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

Reserve Bank of India reserves the right not to proceed with the Contract or to change the configuration of the Contract, 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.

**Reserve Bank of India  
Andhra Pradesh  
(Vijayawada)**

**Notice Inviting e-Tender**

**e-Tender for Providing Catering Services and Maintenance of Officers' Lounge and Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Andhra Pradesh (Vijayawada)**

Reserve Bank of India, Andhra Pradesh (Vijayawada) (hereinafter also called “the Bank/RBI”), invites e-Tender under Two-Bid system (Technical & Financial Bid) for providing catering services and maintenance of Officers’ Lounge and Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Vijayawada. The contract shall initially be valid till **March 31, 2027** and based on the performance of the service provider (to whom the tender is finally awarded after following due processes), the contract can be extended annually at the discretion of the Bank or for any such period as decided by the Bank but in any case, it cannot be extended further beyond two years.

The tenderers should submit their proposal, as per the instructions regarding e-Tender, along with all supporting documents complete in all respects on or **before 05:00 pm on January 19, 2026**. Tenderers shall submit e-tender proposal along with refundable Earnest Money Deposit (EMD) of **Rs. 70,000/- (Rupees Seventy Thousand only)** through NEFT only, complete in all respects as per the prescribed format.

The Part-I (Technical Bid) will be opened electronically on **January 20, 2026, at 11:00 am**. In the event of any date indicated above being declared a holiday, the next working day shall become operative for the respective purpose mentioned herein.

Tender document can be downloaded from website [www.rbi.org.in](http://www.rbi.org.in) or [www.mstcecommerce.com](http://www.mstcecommerce.com). Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the above-mentioned website / e-portal only. The tenderer should regularly check the above website / e-portal for any Amendment / Corrigendum / Clarification on the above website.

Regional Director  
**Andhra Pradesh (Vijayawada)**

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**Reserve Bank of India  
Andhra Pradesh (Vijayawada)**

**PART-I, SECTION-I**

**Tender for Providing Catering Services and Maintenance of Officers' Lounge and Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Andhra Pradesh (Vijayawada)**

**Important Instructions Regarding e-tender: -**

This is an e-procurement event of Reserve Bank of India, Andhra Pradesh (Vijayawada). The e-procurement service provider is MSTC Limited. You are requested to read and understand the Notice Inviting e-tender and subsequent Corrigendum, if any, before submitting your online tender.

**A) REGISTRATION: -**

The process involves vendor's registration with MSTC e-procurement portal. Only after registration can the vendor(s) submit his/their bids electronically. Electronic Bidding for submission of Part-I Technical Bid as well as Part-II Financial Bid over the internet will be done. The Vendor should possess Class III type digital signing certificate. Vendors are to make their own arrangement for bidding from a computer connected with Internet. MSTC/RBI, Andhra Pradesh (Vijayawada) is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

**NOTE:** The Technical Bid and Financial Bid have to be submitted online only at [http://www.mstcecommerce.com/eprochome/rbi/buyer\\_login.jsp](http://www.mstcecommerce.com/eprochome/rbi/buyer_login.jsp)

- 1) Vendors are required to register themselves online with [www.mstcecommerce.com](http://www.mstcecommerce.com) → e- Procurement→PSU / Govt.Depts→ RBI. Register as Vendor by filling up details and creating own user id and password→ Submit.
- 2) Vendors will receive a system generated mail confirming their registration in their email which has been provided while filling in the registration form.
- 3) In case of any clarification, please contact MSTC/RBI, Andhra Pradesh, (before the scheduled time of the e-tender).

**Contact person (MSTC): MSTC Vijayawada, Andhra Pradesh**

MSTC Help Desk: 0866 - 2581331

**Contact person at RBI Andhra Pradesh (Vijayawada)**

1. Shri Naga Raju G, Assistant Manager, HRMD Mobile No. 9001033749
2. Shri Jayanth Miriyala, Assistant Manager, HRMD Mobile No. 9177382050

## **B) SYSTEM REQUIREMENTS: -**

- i) Windows XP-SP3 & above/Windows 7 Operating System
- ii) IE-7 and above Internet browser.
- iii) Class III type digital signing certificate.
- iv) JRE 7 update 9 and above software to be downloaded and installed in the system.

- To disable “Protected Mode” for DSC to appear in the signer box following settings may be applied.
- Tools => Internet Options => Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”.

### **Other Settings:**

- Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.
- To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→ Internet Options→ custom level (Please run IE settings from the page [www.mstcecommerce.com](http://www.mstcecommerce.com) once)
- For more details, vendor may refer to the Vendor Guide and FAQ available at [www.mstcecommerce.com/eprochome](http://www.mstcecommerce.com/eprochome)

## **C) PROCESS OF e-TENDER:**

1. The Technical Bid and the Financial Bid shall have to be submitted online at [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi). Tenders will be opened electronically on specified date and time as given in the tender.
2. All entries in the tender should be entered in online Technical & Financial formats without any ambiguity.

## **D) Special Note Towards Transaction Fee: -**

The vendors shall pay the transaction fee using “Transaction Fee Payment” link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment through NEFT. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized, and the vendor shall be receiving a system generated mail. Transaction fee is non-refundable. A vendor will not have access to online e-tender without making the payment towards transaction fee.

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

3. Information about tenders/corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that the official email-id provided by them is valid and updated at the time of registration with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
4. e-tender cannot be accessed after the due date and time mentioned in the Notice inviting e-tender.

#### **E) Bidding in e-Tender: -**

- a. The tenderer(s) need to submit necessary Earnest Money Deposit (EMD) and Transaction fee (if any) to be eligible to bid online in the e-tender. Transaction fees is non- refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.
- b. The process involves Electronic Bidding for submission of Technical and Financial Bid.
- c. The tenderer(s) who have submitted transaction fee can submit their Technical Bid and Financial Bid only through internet in MSTC website [www.mstcecommerce.com](http://www.mstcecommerce.com) → e-procurement →PSU/Govt. depts→ Login under RBI → My menu → Auction Floor Manager→ live event →Selection of the live event.
- d. The tenderer should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms / Commercial specification and save the same. After that click on the technical bid. If this application is not running, then the vendor will not be able to save / submit his technical bid.

After filling the Technical Bid, tenderer should click 'save' for recording their Technical Bid. Once the same is done, the Financial Bid link becomes active and the same has to be filled up and then tenderer should click on "save" to record their Financial Bid. Once both the Technical Bid & Financial Bid have been saved, the tenderer can click on the "Final submission" button to register their Bid.

- e. Tenderer(s) are instructed to use 'Attach Doc' button to upload documents. Multiple documents can be uploaded.
- f. In all cases, tenderer(s) should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- g. During the entire e-tender process, the tenderer(s) will remain completely anonymous to one another and to everybody else.
- h. The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.

- i. All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Bank will form a binding contract between the Bank and the vendor for execution of supply.
- j. It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
- k. 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.
- l. No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.
- m. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
- n. No deviation from the technical and financial terms & conditions are allowed.
- o. The Bank reserves the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- p. Vendors are requested to read the vendor guide and see the video in the page [www.mstcecommerce.com/eprochome](http://www.mstcecommerce.com/eprochome) to familiarize with the system before bidding.

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## **Reserve Bank of India Andhra Pradesh (Vijayawada)**

### **PART-I, SECTION-II**

### **TENDER FORM**

The Regional Director  
Reserve Bank of India  
27-37-158, Stalin Central  
MG Rd, Governor Peta,  
Vijayawada-520002

Dear Sir,

#### **e-Tender for Providing Catering Services and Maintenance of Officers' Lounge and Dining Room (OLDR and Staff Canteen at Reserve Bank of India, Andhra Pradesh (Vijayawada)**

1. Having examined the requirements, conditions and schedule of quantities relating to the captioned work and having visited and examined the site of the works and also having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to take up the services for providing catering services and maintenance of OLDR and Staff Canteen for Reserve Bank of India, Andhra Pradesh, Vijayawada at the rates mentioned in the financial bid and in accordance with various conditions laid down in the tender document.
2. Should this tender be accepted, I/We hereby agree to abide by and fulfil the prescribed terms and conditions so far as they may be applicable or in default thereof to forfeit and pay the Bank an amount specified in the said conditions.
3. I/We also agree that the tender will remain valid for acceptance by the Bank for 90 days from the date of opening 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. I/We also agree to provide an Earnest Money Deposit (EMD) and Security Deposit, valid for the entire period of validity of the tender/contract.
4. I/We hereby agree to abide by all terms and conditions laid down in the e-tender document.

5. I / We, before signing this e-tender have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
6. I / We shall abide by the provisions of Minimum Wages Act, Contract Labor (Regulation and Abolition) Act and other Statutory provisions relating to Provident Fund Act, ESI, PF, Bonus, Gratuity, relieving charges, uniform and allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Central Government from time to time and shall be fully responsible for any violation. I/We shall also produce the bank account statement of the personnel deployed and documentary evidence for the above on monthly basis to the satisfaction of the Bank.

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

**Dated this .....day of \_\_\_\_\_ (Month) 2026**

**For and on behalf of M/s.....**

**(Signature with seal)**

**Name: -**

**Designation: -**

**Place:-**

**Reserve Bank of India  
Andhra Pradesh,  
Vijayawada**

**PART-I, SECTION-III**

**PRE-QUALIFICATION/ ELIGIBILITY CRITERIA**

The Bank is desirous of engaging an agency for providing catering services and maintenance of OLDR and Staff Canteen situated in Reserve Bank of India, Andhra Pradesh (Vijayawada) and in which approximately 80 employees are currently working at Vijayawada.

The OLDR and Staff Canteen should be managed as per the timings specified by the Bank. The tenderer must ensure availability of one (01) Supervisor, one (01) Head Cook, one (01) Assistant Cook and Four (4) Support Staff on all working days or as specified by the Bank. The replacement for any staff deployed by the tenderer has to be provided by the tenderer himself and the same is required to be intimated to the Bank in prior. Bank reserves the right to increase or decrease the number of staff as specified above. **Bank will only reimburse the minimum wages applicable for operations for the staff deployed by the tenderer, as notified by the Government of India, Ministry of Labour and Employment, office of the Chief Labour Commissioner, New Delhi as applicable from time to time to the tenderer, and Statutory aspects and allowances as indicated in [Annexure-VIII](#). Any additional expenses over the specified aforesaid wages and allowance will be borne by the vendor.**

The contract shall commence from the date of awarding the contract by RBI and shall remain in force initially till **March 31, 2027**, extendable by one year at a time for further period of maximum two years at the Bank's discretion or such other period as the Bank may consider necessary, subject to satisfactory services rendered by the tenderer during the currency of the contract period.

**1. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA:** - Only those tenderers who fulfill the following pre-qualification/eligibility criteria are eligible to apply the tender for Providing Catering services and Maintenance of OLDR Staff Canteen and Housekeeping services at RBI, Andhra Pradesh (Vijayawada)

**a)** Documentary evidence/ declaration may be uploaded/ provided for the below mentioned eligibility criteria in the absence of which the bid is subject to rejection.

<b>i) Registration: -</b>	<p>a) The tenderers should be <b>registered</b> with appropriate Government authority and should be a well-established organization.</p> <p>b) The tenderers should have the requisite valid License/certificate by the Government to carry out the catering business including all the clearance from the statutory bodies.</p> <p><b>(Note: - Documentary evidence for the registration should be uploaded on the MSTC Portal)</b></p>
<b>ii) Past Experience: -</b>	<p>a. The tenderers should have minimum 03 years of experience in providing catering services in reputed Organizations [Government Departments (Central or State)/ Public Sector Undertakings/ Reputed private sector companies/ Multinational corporations/ Public or Private Sector banks] as on December 31, 2025.</p> <p>b. Applicants should furnish their client list, as per specified format in <b><u>Annex-I</u></b>, must upload the related work completion certificate showing the details of related work carried out by them during the last 03 years. At least one completion certificate/ work order/copy of agreement/ any other document to be compulsorily uploaded to establish that the company is in the business of providing catering services.</p> <p><b>Note: - Documentary evidence for such experience in Catering Services and relevant work experience certificates of having successfully completed similar works/ contracts basis, along with <u>Annex-I</u>, shall be uploaded on MSTC portal.</b></p>
<b>iii) Minimum value of each completed work: -</b>	<p>(a) The tenderer should upload/ submit the <b>Client Certificate(s)</b> as per specified format in <b><u>Annex-II</u></b> or any other format covering all the details in the <b><u>Annex-II</u></b> having successfully completed similar works/ contracts for providing catering services in Government Departments/ Public Sector - Central or State/ reputed private sector companies/reputed educational institutes/ Multinational corporations/ Public or Private Sector Banks during the last 03 years i.e. as on December 31, 2025.</p> <p>(b) The Tenderer should have any of the following experience of having successfully completed similar types of work during last 3 years i.e. as on December 31, 2025:</p> <p><b>Three (03) works</b> for providing and maintaining catering services each costing not less than the amount <b>equal to 40%</b> of the estimated cost mentioned in this tender</p> <p style="text-align: center;"><b>OR</b></p> <p><b>Two (02) works</b> for providing and maintaining catering services each costing not less than the amount <b>equal to 50%</b> of the estimated cost mentioned in this tender.</p>

	<p style="text-align: center;"><b>OR</b></p> <p><b>One (01) work</b> for providing and maintaining catering services costing not less than the amount <b>equal to 80%</b> of the estimated cost mentioned in this tender.</p> <p><b>Documentary evidence for the above as per specified format <a href="#">Annex-II</a> should be uploaded on the MSTC Portal.</b></p>
<b>iv) Annual Turnover:</b> -	<p>The tenderers must have <b>annual turnover</b> equivalent or more than 100 percent of the estimated cost (<b>Rs.35,00,000/-</b>) of the contract during each of the three (03) financial years i.e. <b>FY 2022-23 to FY 2024-25</b>.</p> <p><b>Note: To maintain uniformity, it has been decided to keep FY 2024-25 as benchmark, since last date for filling IT return for FY 2024-25 is 31.10.2025.</b></p> <p><b>(Upload the Income Tax Return Certificate/ Assessment Order/ CA Certified statement of accounts/ audited Balance Sheet on MSTC Portal)</b></p>
<b>v) Solvency Certificate:</b> -	<p>The tenderers must also upload <b>Banker's Certificate</b> as given in <a href="#">Annex-III</a> of the value <b>equivalent to or more than 100 percent</b> of the estimated cost (<b>Rs.35,00,000/-</b>) of the tender, to prove their credit worthiness. <b>(Upload the Banker's certificate as per specified Format on MSCTC Portal)</b></p>
<b>vi) GST Registration:</b> -	<p>The tenderers should have valid GST registration. <b>(Upload the GST Registration Certificate on MSTC portal.)</b></p>
<b>vii) EPF Registration:</b> -	<p>The tenderer should have valid Employee Provident Fund (EPF) Registration on the last date of submission of tender. <b>(Upload the EPF Registration Certificate on MSTC portal.)</b></p>
<b>viii) ESI Registration:</b> -	<p>The tenderer should have valid Employees State Insurance Corporation (ESI) Registration, on the last date of submission of tender. <b>(Upload the ESI Registration Certificate on MSTC portal.)</b></p>
<b>ix) Catering FSSAI License:</b> -	<p>The tenderers shall possess valid FSSAI license on the last date of submission of tender. <b>(Upload the relevant documents on MSTC portal.)</b></p>
<b>x) Earnest Money Deposit (EMD):</b> -	<p>The tenderer should deposit Earnest Money Deposit (EMD) of <b>Rs. 70,000/- (Rupees Seventy Thousand only)</b></p> <p><b>The e-tender without the EMD will be Rejected by the Bank.</b></p>

<b>xi) Undertaking/ Declaration: -</b>	<p>The tenderer should have to upload/ submit the <b>Undertaking/ Declaration</b> as specified in <a href="#">Annex-IV</a> on the letter head of the tenderer that there should not be any case/ neither any charge under investigation/ enquiry/ trial against the agency/company/firm, nor it be convicted in a Court of Law or suspended/ blacklisted by any organization on any grounds. Concealment of facts and subsequent detections will lead to annulment of the contract/ rejection of the bid forthwith.</p> <p><b>(Upload the Undertaking/ Declaration only on the Letter Head of the Bidder as per specified Format on MSTC Portal)</b></p>
<b>xii) Regulatory Clearance</b>	<p>Track record of a tenderer should be clean without any involvement in illegal activities or financial frauds. Proprietors in case of Proprietorship / Partners / Directors / Partnership firm / company respectively should not be under Investigation/convicted by the Police / Court / Regulatory authorities. The tenderer must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority. The tenderer shall have to submit an Undertaking in format prescribed under <a href="#">Annexure - IV</a> declaring that they have not been convicted in a Court of Law. This shall include declaration of having been debarred/ suspended / blacklisted by any public institution/ entity in India or any other country on any grounds.</p>

**THE TENDERS uploaded BY THE TENDERERS WHO DO NOT FULFIL THE PRE-QUALIFICATION/ ELIGIBILITY CRITERIA AND WITHOUT DOCUMENTARY EVIDENCE IN SUPPORT OF ALL THE ABOVE SPECIFIED ELIGIBILITY CRITERIA AND ALSO THE OTHER TERMS AND CONDITIONS ENUMERATED IN THE TENDER WILL BE SUMMARILY REJECTED BY THE BANK.**

- b)** The tenderer should ensure that they fulfil the pre-qualification/ eligibility criteria before submitting the e-tender online and they should also submit all the relevant details/ information along with the e-tender and **must upload the documentary evidence on MSTC portal.**
- c)** The opinion/ decision of the Bank regarding the bids shall be final and conclusive. The Bank reserves the right to reject any or all the bids any time without assigning any reason thereof.
- d)** The tenderers should upload the list of clients served (current and previous) as per the specified format given at [Annex I](#). The list of clients, present and past assignment certificates from clients with respect to performance of the tenderer not older than FY 2019-20 the total number of staff in the organization engaged in catering services should be submitted.

- e) The Bank reserves the right to contact any of these clients for confirmation/satisfaction of the experience certificate submitted by the Agency. The Bank may obtain reports on past performance of the Tenderer from its clients and bankers. The Bank may evaluate the said reports before opening Part-II of the Tenders. If any Tenderer is found not meeting the required eligibility for participating in the tendering process at any point of time and/or its performance reports received from its clients and/or its bankers are found unsatisfactory, the Bank reserves the right to reject its offer even after opening of Part-I of the Tender and EMD shall be returned to the Tenderer as it is. The Bank is not bound to assign any reason for doing so.
- f) The Bank reserves the right to reject incomplete e-tender forms or bids where the tender has been left blank in place or if information furnished is found to be misleading.
- g) If the performance of the Tenderer is found to be unsatisfactory for any reason, in any organization, the Bank reserves the right to reject the bid submitted by the Agency.
- h) The opinion/ decision of RBI regarding the bid shall be final and conclusive. The Bank reserves the right to accept or reject any tender and to annul the Tendering process and reject all Tenders at any time prior to contract award, without thereby incurring any liability to tenderers or assigning any reason thereof. Further, the bids shall be rejected out rightly if information furnished is found to be wrong or misleading or bids are conditional.
- i) At any point of time before opening of Financial Bid (Part-II), if the documents or information provided by the tenderers are found to be incorrect, the tender would be rejected by the Bank.

**Reserve Bank of India  
Andhra Pradesh, (Vijayawada)**

**PART-I, SECTION-IV**

**Evaluation Criteria**

**1. Evaluation of tenders**

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

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

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

Criteria I	Annual Turnover (AT) as on March 31, 2025 a) AT >= 35 lakh < AT <= 50 lakh b) AT >= 50 lakh < AT <= 75 lakh c) AT > 75 lakh <=1 crore d) AT > 1 crore	(maximum 30 marks) 10 marks 15 marks 20 marks 30 marks
Criteria II	The agency's total experience (Contract for Providing Catering services with Government bodies / PSUs / Large Establishments / RBI) a) 3 years to 5 years b) Above 5 up to 7 years c) Above 7 years	(maximum 20 marks) 10 marks 15 marks 20 marks
Criteria III	Current Annual value/ turnover of the single largest contract/ Hospitality Establishments during the last three years a) Value >=50 Lakh b) Value< 50 Lakh and >= 35 Lakh c) Value< 35 lakh	(maximum 20 marks) 20 marks 10 marks 05 marks
Criteria IV	Number of Clients (NC) served during and before last 3 years in any government / public / private sector undertakings, having presence in Himachal Pradesh (i) 0 to 3 (including 3) (ii) above 3 and upto 7 (iii) above 7 and upto 10 (iv) above 10	(maximum 30 marks) 10 marks 20 marks 25 marks 30 marks

**Note:**

1. The Tenderer should submit/ upload self-attested copies of the relevant documents in support of the parameters being considered during technical evaluation on MSTC.

2. The Techno-Commercial Bid not meeting the minimum requirements as per the e-tender specification shall be rejected.

**Evaluation of Price Bid (Part-II):**

- a. The Bank will intimate the qualified tenderers, the time/ venue for the opening of Financial Bid by e-mail only.
- b. Part-II Financial Bid of the e-tender should contain only the tenderer's quoted rates.
- c. The price bid of the Tender shall be evaluated based on the 'Total Cost of Work' quoted by the bidder.
- d. All statutory deductions, as applicable, shall be made from the bills submitted by the successful bidder to the Bank.
- e. In the case of any tender, where the quoted cost of food items is found abnormally high or abnormally low, such tender will be considered as unbalanced and the Bank shall have the sole right to summarily reject such tenders without any further intimation to the bidder.
- f. The rates for Breakfast and the lunch at Staff Canteen together with rental amount for operational premises of the tenderer shall be considered towards evaluation of tender.
- g. After the technical evaluation has been completed, the financial Bids of only technically qualified vendors will be opened for the purpose of commercial evaluation. The financial Bids shall be opened publicly in the presence of the bidder's authorized representatives who choose to attend (only one representative per bidder). The name of the Bidder and the prices offered shall be recorded when the financial Bids are opened.
- h. Bids shall be evaluated based on a combination of Technical and Financial bid. Any vendor who attains 65 marks and above in technical bid shall be considered for financial bid. All vendors below the 65 marks will be disqualified and the financial bid of such vendors will not be opened.
- i. In case the situation arises, where the combined technical and financial scores of two or more bidders are same, in that case the Bank will give first preference to the firm with higher average annual turnover in last three (03) years (FY 2022-23, FY 2023-24 and FY 2024-25).

**Reserve Bank of India  
Andhra Pradesh  
(Vijayawada)  
PART-I, SECTION-V**

**SCOPE AND SERVICES OF THE CONTRACT**

**1. Deployment of staff at OLDR, Staff Canteen and Housekeeping: -**

The deployment of staff shall be as under: -

S. No	Details of Workers	Requirement of Workers			Remarks
		Skilled	Semi- Skilled	Unskilled	
1	Supervisor	01	--	-	
2	Head Cook	01	--	-	
3	Assistant Cook	-	01	-	
4	Support Staff (waiter/helper/Cleaner/ Helper cook)	--	--	04	
<b>Total No. of Staff Required</b>		<b>02</b>	<b>01</b>	<b>04</b>	

The bidder (to whom tender has been successfully awarded), herein after referred to as **Vendor**, shall be fully responsible to adhere to the recent wage notification as stipulated by Ministry of Labour and Employment, Office of Chief Labour Commissioner (C), New Delhi for Highly skilled, semi-skilled and unskilled workers (Industrial Workers, Building operations) as applicable from time to time as per [Annexure VIII](#). **Bank reserves the right to increase or decrease the number of staff as specified above. Bank will reimburse the minimum wages as applicable for Building operations for total applicable days, for the staff deployed by the Vendor**, as notified by the Government of India, Ministry of Labour and Employment, office of the Chief Labour Commissioner, New Delhi as applicable from time to time to the Vendor and Statutory aspects and allowances as indicated in [Annexure-VIII](#). **Any additional expenses over and above the specified wages and allowances will be borne by the Vendor. Any additional expenditure towards deployment of temporary staff by vendor for special lunches/meetings etc. is to be borne by the vendor only. In case it is mutually agreed to increase the number of workers deployed, the cost of such additional workers shall be reimbursed at the prorata rate applicable for the specified worker.**

**2. Responsibility of Staff:-**

**2.1 SUPERVISORS: -**

- i) **Minimum qualification is Graduation / Diploma from a recognized institute, with at least three (03) years' relevant experience in Govt. Department**

**(Central/ State) PSUs/ Reputed Private companies/ MNCs/ Public or Private Sector banks/ minimum Three-star hotels.**

- ii) Should be of courteous and polite demeanor.
- iii) Will be responsible for overall functioning of OLDR, staff canteen cleanliness.
- iv) He will personally be responsible for ensuring good quality food and other eatables provided in OLDR and Staff Canteen.
- v) Should ensure that all electrical, plumbing, furniture, etc. are always in proper order through constant checking and inform the OLDR desk regarding any issues.
- vi) Should ensure that all the utensils, crockery, kitchen equipment is cleaned and in working order.
- vii) Should ensure that the kitchen is kept clean and in hygienic condition.
- viii) Operate the telephone and PC provided for email facility.
- ix) Will supervise and check the overall working of Head Cook, Assistant Cook and other support Staff and be responsible for their behaviour. He will ensure that neither he nor the other workers are smoking/ chewing tobacco/ consuming liquor in the Bank's premises.
- x) Will submit the bills to the Bank on time.
- xi) Will be the Vendor's point of contact with the Bank.
- xii) Will ensure that good quality / approved brand raw material supplied in the OLDR and staff canteen.

## **2.2 Head Cook and Assistant Cook: -**

- i) Head Cook should have minimum 5 years' experience of independently running Kitchen/ in Govt. Department (Central/ State PSUs/ Reputed Private companies/ MNCs/ Public or Private Sector banks/ Three-star hotels).
- ii) Assistant Cook should have minimum 03 (three) years' experience of cooking in well-established kitchen of Govt. Department (Central/ State) PSUs/ Reputed Private companies/ MNCs/ Public or Private Sector banks/ Three-star hotels.
- iii) Should be well versed in cooking north, south Indian, Chinese dinners/ lunch/breakfast items
- iv) Should maintain hygiene in the kitchen.
- v) Should assign works to support staff in kitchen.
- vi) Should ensure that timely good quality food is prepared.

### **2.3 Support Staff (Waiters/Helpers/ Cleaner / Helper Cook):**

- i) Should be courteous and polite.
- ii) Should serve the meals in a clean and hygienic manner in OLDR and Staff Canteen.
- iii) Should serve the water/tea/coffee/snacks etc.to employees of the Bank in a clean and hygienic manner at the tables, in meeting halls, conferences etc.
- iv) Should keep the dining tables always clean and presentable.
- v) Should enquire with employee and provide additional food items on request.
- vi) Should not keep employees waiting to be served.
- vii) Should sweep, swab and dust the furniture etc.
- viii) Should thoroughly clean the utensils of OLDR & Staff Canteen.
- ix) Should assist Head Cook in cutting/storing of vegetables, cooking or any other work assigned by the Head Cook, Assistant Cook or Supervisor.
- x) To be in proper uniform.

### **3. CATERING: -**

- a) The vendor shall provide the following catering services: -
  - i) The food for breakfast/lunch will be cooked in kitchen/s area as defined by the Bank from time to time.
  - ii) If required by the Bank, the Vendor may provide packed breakfast/lunch/dinner on demand basis with prior intimation at the Bank's premises or any additional premises so informed by the Bank.
  - iii) Prepare and serve Tea, Coffee, Breakfast, snacks, Lunch, etc., as per the approved menu or as advised by the Bank.
  - iv) The menu may be altered for specific guests/ special occasions/ programmes/ functions as desired by RBI, within the overall scope of the menu.
  - v) The vendor shall be responsible for procurement of grocery items and ingredients. Best quality fresh consumable items and only good quality and reputed brand packed ingredients as specified in [Annex VII](#), shall be used in the preparation of food and beverages.
  - vi) Fresh vegetables and milk, standard beverages shall be used. The Bank will carry out the surprise inspection regularly and they should be fully satisfied with the quality of consumable items used.
  - vi) The Vendor shall store sufficient quantity of high-quality ingredients to ensure preparation of food items in time. The tenderer at his own risk shall make the procurement and storage.

- vii) All procurements for which reimbursement is claimed from the Bank shall be supported by bills/ receipts. No “estimate” or “kachcha” or unnumbered or bills will be entertained.
- viii) The timings for services shall be as informed by the RBI. The Bank reserves the right to adjust the timings.
- ix) Food prepared shall be used for the specific service and the leftover food shall not be served during the next meal service.
- x) The food preparation is to be done in a strict hygienic environment without any compromise. The staff members are also expected to be reporting for duty in good health and hygiene as well as wearing clean and proper uniform, as specified.
- xi) The Vendor shall ensure total cleanliness of the cooking and dining premises and daily cleaning of kitchen/s of OLDR and kitchen appliances, chimney, fridge, water purifier etc.
- xii) The Vendor shall carry out the assigned jobs/services up to the satisfaction of the RBI officials. If any shortcoming is found, then on instruction from RBI officials, the tenderer shall rectify the shortcoming immediately and penalty will be imposed as specified in the tender document.
- xiii) The Vendor, shall ensure that it appoints well qualified & experienced supervisor, Head Cook, assistant Cook and support staff, as specified above, for preparation of all types of food.
- xiv) The Vendor shall arrange and serve outside preparations/ food **only as and when instructed by the Bank** and shall claim reimbursement along with the regular bills as approved by the bank.
- xv) The Vendor shall attend to any or all catering requirements whether covered-contractually or otherwise, at a predetermined price laid out in the contract or mutually agreed upon thereafter.
- xvi) All the items supplied by the Bank at its expense for running OLDR/Staff Canteen will be Bank's property for all intents and purposes. The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture due to improper handling shall be recovered from the agency at full cost.
- xvii) Regarding natural wear and tear of any such item, the decision of the Bank shall be final and binding on the agency. Records for damages/breakages due to normal wear and tear will have to be maintained by the agency for verification by the Bank from time to time.

**Reserve Bank of India  
Andhra Pradesh  
(Vijayawada)**

**PART-I, SECTION-VI**

**TERMS AND CONDITIONS**

**1) Period of Contract:** -The contract between the Bank and the Vendor to whom the work is awarded shall remain in force **till March 31, 2027**. The Bank reserves the right to extend the period of contract for a further period as decided by the Bank on the same terms & conditions subject to review based on the satisfactory performance of the agency / contractor, but in any case, it can't be extended beyond two years.

Either party shall be at liberty to terminate the agreement by giving three clear calendar months' notice in writing.

However, during the notice period the tenderer shall continue to discharge his obligations, unless specifically dispensed with by the Bank.

In the event of the tenderer not rendering the service during the notice period, the Bank will have the right to forfeit the Security Deposit of the successful bidder.

**2) Rates:** - The final prices quoted shall be deemed to have included all taxes, excise duty, local levies, works contract tax etc. (excluding GST) imposed / to be imposed by Central / State Government / Local Bodies and other overhead expenses. If the tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards.

**3. Terms of Payment**

- a. The rates quoted would be valid for the period of three years. No request for upward revision in the rates will be considered during the validity period of the contract.**
- b. Payment shall be made on monthly basis.** GST related to services and labour, provided for OLDR will be paid by the Bank to the caterer subject to submission of the relevant documents. TDS, Surcharge & Education Cess (as applicable) and any other taxes levied by the Government from time to time will be deducted at source in terms of Income Tax Act. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of Bank.
- c. The Vendor shall raise the bill for reimbursement of wages, along with the following documents in respect of the persons deployed and submit the same to the Bank, only after disbursement of salary/wages to all the deployed**

manpower during the month of consideration. The payment shall be released, through NEFT channel only, before 7<sup>th</sup> of the next month, complete in all respects as detailed below:

- i. Current month Invoice Copy
- ii. Current month Acquaintance (Wage) Register duly signed by the individual workers
- iii. Current month Attendance Register
- iv. Current month ESI remittance challan with consolidated breakup details.
- v. Current month EPF remittance challan, as applicable, with consolidated breakup details
- vi. Periodical returns submitted to Labour Commissioner, EPFO & ESIC within 07 days of filing.
- vii. Monthly wages statement of the staff deployed by the vendor

d. During the course of the contract, any increase in minimum wages shall be borne by the Bank. However, the same must be credited to deployed workers.

e. All the payments shall be released through NEFT/RTGS channel only, for which necessary mandate shall be submitted to the Bank.

f. Any objection regarding the payment received by the successful bidder may be brought to the notice of the Bank within 10 days of the date of the payment. In case no such objection is received within the stipulated period, it will be deemed that there is no objection regarding the payment.

#### **4. Breakfast/Lunch/Tea/Coffee Timings**

The breakfast hours shall be from 09:00 AM to 10:30 AM and the lunch hours shall be from 12.30 PM to 2.00 PM. The Vendor shall have to serve Special lunches/High Tea/ Medium Tea / Normal Tea and Tea as and when required for which prior information shall be given by the Bank. The contractor shall arrange for the snacks/refreshments at the place specified by the Bank, as and when required for which a prior intimation shall be given by the Bank.

#### **5. Infrastructure to be provided by the Bank**

- a. Pantry along with cooking utensils will be provided by the Bank.
- b. The Bank doesn't have a large kitchen at the office premises. Keeping in mind that the Vendor may not be initially having premises for starting operations and they would like to understand the scale of operations before acquiring their premises, the Bank is willing to provide a small portion of its premises for a period not exceeding 60 days from the start of operations on a rent-free basis. Subsequently, the Vendor would have to ensure the availability of clean and hygienic kitchen premises along with all licenses & clearances etc. for running the operation and the Bank shall reimburse up to a reasonable amount for such purposes. **The rent paid by the Bank shall be considered as part of the financial outgo in terms of deciding the L1.** Also, while considering the cost, the Vendor may also factor in the transportation cost from the kitchen so identified

to RBI, Andhra Pradesh (Vijayawada) premises.

- c. Dining area with tables, chairs, refrigerator and microwave. Induction stove/food warmers may be provided in Bank's premises on request.
- d. Crockery/ cutlery for OLDR / Canteen will be provided by the Bank.

**Note:**

- (i) The cost of edible materials, cooking gas, napkins doily papers, additional labour for various special meetings, lunches etc. including transportation charges will be borne by the Contractor. Use of Kerosene is prohibited in the Bank's premises.**
- (ii) The bidders are advised to consider the facilities/infrastructure to be provided by the Bank while quoting their rates.**

**6. Menu**

The Vendor is expected to provide good quality vegetarian / non-vegetarian lunch in proper hygienic condition. Tea/Coffee/Lunch/Special Lunch/Special Tea/High Tea/Medium Tea/Normal Tea/Tea will be served as per the indicative menu attached in [Annexure VI](#). The final menu for the Lunch/Special lunches/ Special Tea will be finalized by the Bank accordingly.

**7. Kitchen & Tea Pantry – Cleanliness and Hygiene**

The Vendor shall ensure that the food is prepared in the identified kitchen only and transported as required. The Vendor shall ensure that a separate space and cooking utensils are used for preparation of Non-veg items. Highest standards of hygiene, which will be verified periodically by the Bank and the Bank's Medical Consultant, shall be maintained. In case of unsatisfactory/unhygienic quality of food item(s)/tea or lapse in services rendered or any breakage/shortage, etc. penalty will be imposed as specified in the tender document. The kitchen will be under the regular supervision of the Bank and any lapse will be viewed seriously by the Bank.

The Vendor shall also maintain the cleanliness of Kitchen, Dining hall and Pantry area of OLDR and Staff Canteen. Cost of cleaning materials shall be borne by the contractor.

The Vendor shall be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and served including with respect to raw material and ingredients incorporated therein and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provisions of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulations and orders framed there under, including safety and health of all consumers/residents under the said contract. The Vendor shall keep the Bank indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.

## 8. Catering staff

The Vendor should employ 6 catering staff (as mentioned below) to ensure smooth catering services in the Bank premises.

Type of Employee	Details of staff	Number of Employees
Skilled	Head Cook Supervisor	1 1
Semi Skilled	Assistant Cook	1
Un-Skilled	Waiter/Helper/Cleaner	4

The Bank shall not in any way, be responsible for terms of employment/engagement of kitchen as well as the service staff employed by the Contractor or violation of any law including labour laws, which were/are in force. The Vendor shall ensure obtaining license under section 12 as per the Contract Labour (Regulation and Abolition) Act, 1970 or as applicable in favour of the Bank.

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 deploy substitute arrangement of the staff. However, frequent change in the personnel has to be avoided by the vendor.

## 9. Provision of Sodexo/Pluxee Machine:

The Vendor shall mandatorily provide infrastructure for electronic payment viz. POS, Sodexo/ Pluxee card machine in OLDR and Staff Canteen. The vendor will claim the amount against Sodexo/Pluxee EMCs directly from the Sodexo SVC India Pvt Ltd. The Bank shall not be responsible for any claims, in this regard.

## 10. Currency of Bid:

- i) Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the work including any out of pocket/mobilization expenses, tools, uniforms of workers, all other logistic as mentioned in the tender, all taxes (exclusive of GST), charges, levies, cess, insurance, transportation, entry taxes, Labour, other Govt taxes, etc. as applicable as per rules.
- ii) The price should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity.
- iii) The vendor should ensure that all columns of the Financial Bid are duly filled, and no column is left blank. After opening of the Part-II Financial Bid, no clarifications whatsoever shall be entertained by the RBI.
- iv) If any columns of the Part-II Financial Bid are found blank then the tender of the respective tenderers shall be treated as non-responsive and will be

summarily rejected by the Bank and further EMD may be forfeited. However, Bank may also take the review in this matter as per Tender Clause, if required.

**11. Pre-Bid Meeting:** - An offline pre-bid meeting will be held on January 07, 2026 at 11:00 AM at Conference Hall (Tungabhadra), 1<sup>st</sup> floor, Reserve Bank of India, Andhra Pradesh (Vijayawada). The Bank will clarify any points/ doubts raised by the bidders in respect of the tender. No separate communication will be sent for this meeting. The vendors are expected to get their all issues/doubts clarified during this meeting.

**12. Visit of Sites:** - The vendor is advised to visit and acquaint himself with the site conditions (i.e. OLDR and staff canteen, Reserve Bank of India, Andhra Pradesh, Vijayawada and the temporary kitchen facility)

**13. Canvassing:** - Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.

**14. Opening of Tender:** -

- i) Part-I Technical Bid will be opened at 11:00 AM on January 20, 2026 at RBI, Andhra Pradesh, Vijayawada. The bids of those tenderer(s) who have not complied with one or more of the conditions prescribed in the pre-qualification/ eligibility criteria and terms & conditions of this e-tender will be summarily rejected.
- ii) **The Part-II Financial Bid of only those tenderers, who fulfil the pre-qualification/ eligibility criteria, will be opened on a subsequent date, for which intimation would be given to the qualified tenderers through email only, as mentioned in the Part-I, Technical Bid by the tenderer.**
- iii) No deviations/ conditions shall be stipulated by the tenderers in both Part-I (Technical Bid) and Part-II (Financial Bid) and conditional bids will be summarily rejected.
- iv) The Bank reserves the right to accept or reject any or all tender parts without assigning any reasons whatsoever and its decision shall be final and binding to all the parties.
- v) Decision in this regard will be at the sole discretion of the Bank.

**15. Earnest Money Deposit (EMD): - Earnest Money Deposit (EMD) of Rs. 70,000/- (Rupees Seventy Thousand only) is to be submitted by **January 19, 2025 before 14:00 Hrs** in the form of NEFT. The EMD amount is to be transferred via NEFT only (in account details are given above). Failure to comply with this condition will render the Tender void and the Tender will be rejected. The amount of EMD will be returned to all the unsuccessful tenderer(s) after the award of the work and execution of agreement. No**

interest shall be paid on this deposit. The details of the EMD have to be mentioned by the tenderer in Part-I.

**16. Security Deposit:** - The successful bidder shall furnish Security Deposit to the Bank. The Security Deposit will be 5% of the contract value (rounded off to the nearest thousand rupees) of the tender awarded to the tenderer. The Security Deposit should be paid before the start of the work by the bidder either through NEFT or in the form of Performance Bank Guarantee from a scheduled commercial Bank as per the specified format in [Annex-V](#). On payment of the security deposit or submission of Performance Bank Guarantee, the agency/ contractor will be required to enter into an agreement/contract on Non-Judicial Stamp Paper of appropriate value containing inter-alia all the terms and conditions of the contract, as approved by the Bank. Failure to pay the security deposit shall be treated as failure to discharge the duties under the contract and shall result in cancellation of the offer of the contract and the applicant shall be liable to compensate the Bank for any loss incurred by it for the same. This is a pre-requisite for awarding the contract. No interest will be paid to the tenderer for the security deposit during the period of contract. The security deposit/ bank guarantee shall be released by the Bank after two (2) months of completion of the contract period and only after being satisfied on the successful completion of the contract and no liabilities from the vendor or its staff. In case of any complaint received against the vendor, the security deposit shall be discharged only after adjusting all dues, liabilities, by the Bank. The Bank reserves the right to recover any part or the whole of the amount of the security deposit for losses suffered by it due to failure on the part of the agency/contractor or due to termination of contract or vendor becoming disqualified because of liquidation/insolvency or change of composition. The decision of the Bank in respect of such losses, damages, charges, expenses or costs, shall be final and binding on the vendor and the decision of the Bank shall not be questioned.

**17. Client's Certificate:** - A Client's Certificate specified in [Annexure-II](#) as per pre-qualification eligibility criteria must be uploaded along with the tender.

**18. Banker's Certificate:** - A Banker's Certificate specified in [Annexure-III](#) as per pre-qualification eligibility criteria must be uploaded along with the tender.

**19. Minimum Wages:** -

- a. The vendor shall be fully responsible to adhere to the recent wage notification in force as stipulated by Ministry of Labour and Employment, Office of Chief Labour Commissioner (C), New Delhi for skilled, semi-skilled and unskilled workers (Industrial Workers, Building operations) as applicable from time to time. **Bank will only be reimbursing minimum wages for applicable days, to the bidder as applicable for operations from time to time. Any additional expenses, over and above the minimum wages will be borne by the vendor himself.**
- b. The vendor must ensure that it is updated with the applicable minimum wages and pays the same. The vendor shall indemnify the Bank against any liability

that may arise due to the failure of the agency to pay the prescribed minimum wages.

- c. That the vendor shall make the payment of wages, etc. to the agency personal so deployed through electronic fund transfer i.e. NEFT/ RTGS directly to their bank accounts.
- d. **The Bank will reimburse the payment towards minimum wages for applicable days**, only if the vendor on the production of account statements of their staff along with EPF statement, ESI statement etc. complete in all respect. This obligation is imposed on the bidder to ensure that he is fulfilling his commitments, towards his staff so deployed, under various Labour Laws with regard to payment of wages, wage period deductions from wages, recovery of wages not paid and unauthorized deductions made, maintenance of wages book, wage slip, publications of scale of wages and terms of employment, inspection and submission of periodical returns.

**20. Police Verification Certificates:-** The vendor shall give an undertaking that all its staff have undergone police verification, before appointment. The agency should submit the police verification certificates of all employees deployed in the service of the Bank within 30 days from the date of deployment.

**21. Medical Fitness Certificate:** - The staff deployed by the vendor shall be in proper health. The vendor shall submit the medical certificate (including test for communicable diseases) of all the staff before appointment and further after every six (06) months or as and when required by the Bank. The personnel employed by the contractor / firm / company/ agency shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the Bank's Medical Consultant will be at liberty to subject any personnel employed by the tenderer to medical check-up by Bank's Medical Consultant / any other authorized doctor at any time.

**22. Workmen Compensation Policy:** - The successful vendor shall take **Workmen compensation policy** for the staff deployed, wherever applicable and other applicable Insurance policy under law. The insurance policy will be valid/ co-terminus with the period of contract. The vendor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work.

**23. Obligation of Statutory Requirement:** Track record of a vendor should be clean without any involvement in illegal activities or financial frauds. Proprietor (vendor) in case of Proprietorship / Partners / Directors / Partnership firm / company respectively should not be convicted by the Police / Court / Regulatory authorities. The vendor must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.

**24. Personnel:** -

- i) Appropriate arrangements for smooth running of OLDR operations shall have to be made by the agency through deployment of suitable personnel. **A minimum of Four (04) Support Staff, One (01) Assistant Cook, one (01) Head Cook and one (01) Supervisor** as specified above may be deployed by the

vendor at all times, failing which the penalty clauses may be invoked, including agency's tender will be liable for rejection termination of the contract with immediate effect.

- ii) During the special lunches the vendor has to provide extra manpower as required to cook and serve the food in time. Bank will not pay any extra charges for this and the rates for all types of manpower are inclusive in the rates of the special lunches.**
- iii) It may be noted that the Supervisor and Head Cook will be categorized under skilled, Assistant Cook will be categorized under semi-skilled whereas the supporting staff will be categorized under Unskilled while paying wages under Minimum Wages Act (Central Rules), 1948. Various details of the persons engaged by Agency viz. name, age, sex, residence address and contact number should be provided to the Bank.**
- iv) The vendor shall deploy trained and experienced catering staff on the job to ensure smooth operation of the services as set forth in the Scope of Work and Services, as specified in the tender, and shall keep on training/updating the staff on annual basis.**
- v) The vendor is required to comply the provision of the Abolition of Child Labour Act 2006, shall engage persons accordingly.**
- vi) The vendor shall be solely responsible for providing all requirements of its staff, including:**
  - a) Payment of wages and all allowances as per applicable instructions under Code on Wages, 2019, and other laws/rules/regulations in force, as amended from time to time.**
  - b) Collection and payment of all taxes on behalf of his staff and any other statutory requirements such as PF, ESI etc., made by any Government Authority having jurisdiction.**
  - c) Prompt replacement of any staff whose performance is unsatisfactory or whose presence is considered as detrimental to Bank's interests.**
  - d) All insurance and safety aspects pertaining to staff deployed will be the agency's liability and copy of insurance policy will be submitted in the Bank by the agency. If the vendor fails to submit the insurance policy, then the premium in pro rata basis may be deducted from the bills and penalty may be imposed.**
- vii) The vendor shall ensure that all its staff so deputed are attired in clean, appropriate uniforms, cap, and shoes, ID Card while on duty and should be courteous and possess good communication skills to deal with senior level officials of the Bank. Hence, the vendor should be able to engage Supervisor personnel who are well versed in two of the three languages viz. Hindi/ English/Telugu. In order to maintain hygiene level, the personnel should wear caps and gloves while serving food. Smoking, eating or chewing tobacco/ Zarda/ gutka,**

etc. and spitting inside Bank's premises is strictly prohibited.

- viii) The staff so engaged by the vendor shall be the employees of the agency. The vendor will be solely responsible for managing its staff. In the event of any dispute between the agency and its staff, the vendor alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise. The staff so engaged by the vendor shall not have any claim, whatsoever, for seeking permanent employment with Reserve Bank of India. There shall be no employer-employee relationship with the agency/ staff hired by the agency and Reserve Bank of India. The vendor shall be wholly and solely responsible for the conduct of such hired manpower during the tenure of the contract as well as post expiry/ termination of the same. The vendor shall indemnify the Bank against any act of omission/ commission/ misconduct/dispute by such hired manpower during and after the expiry of the contract.
- ix) The vendor will be solely responsible for the operation of the OLDR and Staff Canteen. However, the operation will be monitored by the designated officials of the Bank. The vendor will also ensure availability of a responsible person/ specially the Supervisor, for contact by the designated officials of the Bank.
- x) The vendor should engage competent staff to run the OLDR and Staff Canteen including leave reserves. Expenses on account of payment of salary / wages / providing food / eatables for agency's staff / Uniform / Personal Protective Equipment, and other benefits including statutory payments like PF, ESI, Holiday wages, Gratuity, Bonus, etc., to the vendor's staff shall be met by the Vendor himself. The vendor shall have full responsibility for its staff, including the right to appoint, determine service conditions, discharge, dismiss, or otherwise termination of services at any time. However, the vendor shall be solely responsible for any claim arising out of employment or termination of its staff and for statutory payments.

## **25. Statutory Requirements: -**

- i) The vendor shall bear all the taxes, as levied by the Central or State Government.
- ii) The vendor shall solely be responsible for compliance with the provisions of all Central and State Laws, particularly Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020, the Contract/ Labour (Regulation & Abolition) Act 1970, The Minimum Wages Act 1948, The Minimum Wages (Central)Rules 1950, EPF Act 1952, Workmen's Compensation Act 1923, ESI Act 1948, The Payment of Bonus Act, 1965 and any other applicable acts relating to contract workers deployed for providing services to Bank.
- iii) The vendor should have a license, as contemplated under the Contract Labour (Regulation and Abolition) Act, 1970 or any other law, as applicable, failing which the contractor would be solely responsible for actions/proceedings ensuing thereto. The Bank shall not be held responsible for acts, commissions or omissions of the contractor and shall in no way be made liable to the labourers

engaged by the contractor.

- iv) The vendor shall not engage 'Minors' for providing services in the Bank.
- v) **The vendor must undertake that it shall make clear to the staff employed that they are the employees of the contractor only and not the employees of the Bank and shall have no future claim on any employment with the Bank.**
- vi) It is the responsibility of the vendor to pay wages/salary and other allowances to the staff. The vendor should also supervise the staff employed to comply with the obligations under the contract and the staff of the vendor shall have no claims against the Bank in case of non-payment/delay in payment of wages, the liquidity/penalty as specified in the tender may be imposed. The Bank will reimburse the minimum wages on production of the account statement of the staff deployed.
- vii) In the event that the Bank, as Principal Employer is required/ called upon to pay any amount to the contract labourers engaged by the vendor due to lapse or, default on the part of vendor in discharging obligations towards the contract laborers in terms of any law in force, the vendor shall be liable to reimburse such amount paid by the Bank along with any penalty liable to be paid by the Bank.
- viii) The vendor shall maintain and provide to the Bank their books, registers, documents, certificates etc. whenever required for verification / examination.
- ix) The Bank shall be entitled to recover from the vendor or deduct from the bills or any amount due from the Bank to the contractor, any amount that the Bank may be compelled to pay, under the law, on account of any default by or negligence of the vendor or his staff or agents.

26. The vendor shall ensure that all staff, while in the premises or while carrying out their obligations under this agreement, observe the standards of cleanliness, decorum, safety, good behavior and general discipline and the Bank shall be the sole judge as to whether or not the agency / contractor/ company/ firm and/ or its staff have observed the same. The vendor shall be responsible for the good behavior and conduct of their staff and in case of any complaints by the Bank against any of its staff, the vendor shall not employ them in the Bank's premises

27. The vendor shall personally and exclusively supervise the work of all staff deployed by them so as to ensure that the services rendered under this agreement are carried out to the best satisfaction of the Bank.

28. The vendor shall agree to utilize materials/ brands as specified in the list. The Banks reserves the right to conduct quality audit checks of the materials used by the vendor while carrying out the said work, on a periodical basis.

29. The vendor shall make its own arrangements for security and protection of the personnel deployed by it.

30. The vendor should ensure that the workers deployed in the OLDR are trained to the effect that they immediately report to the Bank's Security Officer any suspicious item/ activity noticed by them while attending to their duties.
31. The vendor shall abide by all procedures/ norms related to safety and security of the Bank premises.
32. The vendor shall comply with all municipal and other regulations relating to preparation and sale of food stuff, beverages and refreshment and shall obtain necessary licenses and permits, including licenses under Prevention of Food Adulteration Act, 1954, Contract Labour (Regulation & Abolition) Act, 1970 and other applicable licenses/ permissions at his/her own cost. The Bank shall not be responsible in any way for any breach of the rules and regulations governing the running of such establishments by the agency / contractor/ company/ firm.
33. In case of any labour problems related to the workmen staff of the vendor, the same shall be settled at the vendor end only. The vendor shall indemnify the Bank suitably for the same. It shall be the duty of the vendor to clearly inform its own personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank, in respect of any of their service conditions or otherwise.
34. **The vendor shall fully indemnify the Bank and keep indemnified, defend and hold good** the Bank, its directors, officers, employees and agents against loss, damages, claims or for any default by the vendor or any of his representatives or breach committed by the vendor or their service personnel on account of misconduct, omission and negligence by the vendor or his service personnel, regarding any of the provisions of the applicable laws, regulations and the rules framed there under during the period of contract. Even though the vendor shall be solely liable for settlement of any claim made by any person due to the non-observance by the vendor of any of the provisions otherwise of the enactments cited, the Bank reserves its rights to settle directly any amount due by the vendor as mentioned above and to recover such amounts from any of the amounts payable by the Bank to the vendor or in the absence of the same as debt due to the Bank by the vendor.
35. The vendor shall, whenever required by the Bank or Govt. officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.
36. The vendor shall produce documentary evidence in proof of affecting the said statutory payments whenever required. Non- observance of the provisions will be construed as default by the vendor to make such payment, and payment of its bill will be withheld by the Bank.
37. The Bank will not make any separate payment towards the expenses incurred the vendor for complying with the above or any of the statutory provisions regarding their staff.

38. The vendor shall comply with all operational rules and regulations, including security and disciplinary rules framed by the Bank and made applicable to the whole or part of the premises, wherein the vendor or its staff happen to be operating / working. **In the event of any of the vendor's staff violating the said rules and regulations or in any way becoming objectionable to the Bank, the vendor shall remove forthwith such staff from the Bank's premises and indemnify the Bank and keep the Bank indemnified for any loss on such violation of the rules and regulations.**
39. The vendors should have a procedure to conduct police verification of its workforce (to be deployed for the purpose) and will be responsible for their conduct/ irregular behavior. All the worker/ members employed by the vendor must have proper police verification and periodic medical checkup (to be renewed from time to time). The Vendor shall provide a certificate in this regard to the Bank. The vendor must ensure to submit police verification certificates annually.
40. The track record of a vendor should be clean without any involvement in illegal activities or financial frauds. There should not be any case with the Police/ Court/ Regulatory authorities against the bidder or proprietors/partners in case of Proprietorship/ Partnership firm.
41. The vendor must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
42. The vendor must not have been suspended / delisted / blacklisted by any organization including Reserve Bank at any location in India on any grounds.
43. The vendor should not have rescinded/ abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The vendor shall give details of all disputes he/she had with his/her clients and furnish the status thereof.
44. **Subletting:** - The vendor shall not sublet, transfer or assign the contract or any part thereof to any third person/agency / contractor / organization without the prior written approval of the Bank.
45. It may also be noted that the terms and conditions specified herein are not exhaustive in nature and the same shall not restrain the Bank from imposing or requiring the bidder to agree upon such further terms and conditions at the time of executing the agreement with the vendor, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work being awarded under this e-tender. Stamp paper agreement shall be executed in duplicate, and the Bank shall retain the original and the vendor shall retain the duplicate.
46. **Risk and Cost Clause:** - Notwithstanding anything contained in any other clause, RBI reserves the right to terminate the contract due to any failure on the part of the vendor in discharging his obligations under the contract or in the event of his becoming insolvent or going into liquidation. The decision of the RBI about the

failure on the part of the vendor shall be final and binding on the vendor.

47. If there is any stoppage of service in operations of OLDR and Staff Canteen, for any reason, the vendor shall be liable for penal action as decided by RBI.
48. In the event of any failure on the part of the vendor, RBI shall have the right, without any prejudice, to get the work done through any other alternate vendor at the risk and cost of the vendor. The additional cost and loss, if any incurred by RBI, will be recovered from the vendor.
49. Keeping in view operational requirements the Bank at its discretion may close the OLDR/Staff Canteen any time during the contract period.
50. **Force Majeure Clause:-** If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enmity, civil commotion, sabotage, fire, floods, explosion, epidemics, quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event, duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and services under the empanelment shall be resumed as soon as possible after such event has come to an end or ceased to exist and the decision of the Bank as to whether the services have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the Bank may at its option, terminate the contract.
51. **Payment to the Agency / Contractor/ Company/ Firm:** - The vendor shall raise the bill on completion of every month for the payment with supporting documents.
  - a) Vendor shall pay their entitled wages to their staff. It shall not be linked to the payment of the bill.
  - b) Payment to such staff must be made by the Vendor through NEFT. Under no circumstances, payments are to be made in cash. To ensure this, **Vendor will get a bank account opened for every engaged employee.**
  - c) Monthly bill as per above cycle, will be submitted by the vendor in fifteen working days of the succeeding month.
  - d) The vendor must ensure that entitled wages of the workers are credited to their bank account before the **7<sup>th</sup> day of the succeeding month.** Vendors will not be given any relaxation in this matter.
  - e) While submitting the bill for the month, the Vendor must file a certificate certifying the following

- i) Wages of workers were credited to their bank accounts on(date) by providing details such as, Name/A/c No (masked with only last 4 digits) /Bank/date of credit/amount of the staff deployed.
- ii) ESI Contribution relating to workers amounting to Rs. was deposited on (date) \_\_\_\_\_(copy of the challan enclosed)
- iii) EPF contribution relating to workers amounting to Rs. was deposited on (date) \_\_\_\_\_(copy of the challan enclosed).
- iv) The Vendor is complying with all statutory Labour Laws including Minimum Wage as per notifications issued by the Central Govt.
- f) Documentary proof of payment of statutory minimum wages to the staff/ / ECS mandates/ cash receipt and to statutory authorities such as ESI, PF etc. is to be submitted to the Bank on monthly basis for the reimbursement of minimum wages by the Bank. All the bills shall be settled after deducting all applicable statutory taxes i.e. Income tax TDS, GST TDS etc. provided the bill is in order in all respects. As the Bank follows NEFT, the vendor should complete NEFT formalities to the Bank i.e. submission of Bank account details for crediting the monthly annual maintenance charges, immediately on receiving the work order. Before submission of the bill, the vendor shall ensure that the payment for the persons deployed by the vendor have been made for the billed period. No request for making advance payment on any grounds shall be entertained. Under no circumstances the vendor is entitled to claim any charges over and above the charges prescribed in the terms of this contract.
- g) The payment of the bill to the vendor will normally be done by the Bank within 15 days from the receipt of the bill by the Bank. However, if there is a delay of more than 30 days for any reason, it may be immediately brought to the notice of the Bank. Any clarification from the vendor on the bill submitted by the vendor will be sought by the Bank within 7 days from date of receipt of the bill and the vendor has to provide clarification regarding the same within next 7 days. In case of any disagreement between the Bank and the vendor on any part of the Bill, such part may be severed from the rest and the payment will be made against the agreed and admissible part of the bill. The dispute of the severed part will be separately dealt with as per the terms and conditions of the contract.

52. **Non-disclosure clause:** - The vendor and its staff, shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/ systems/ equipment's etc., which may come to the possession or knowledge of the vendor during the course of discharging its contractual obligations in connection with this contract, to any third party and shall at all times hold the same in strictest confidence. The vendor 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 vendor 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 Bank. The vendor shall indemnify the Bank for any loss suffered by the Bank 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 vendor and the Bank shall be entitled to claim damages and pursue legal remedies for the same. The vendor shall ensure that the persons engaged for the work are made aware of the non-disclosure requirement and the vendor shall be liable for any breach committed by its persons. The non-disclosure clause signed by the vendor under the aforesaid agreements will survive for indefinite duration.

53. **Right to Disqualify for failure to execute the work:** - The vendor understands that it fulfills all the requirements of the e-tender documents and is in a position to execute the work immediately upon receipt of offer letter from the Bank. Upon receipt of award of tender from the Bank, the vendor shall be bound to deploy the required number of persons, from the date mentioned in the award letter from the Bank. It is agreed by the vendor that mere receipt of in-principle approval does not guarantee award of work and that the work will be finally awarded upon satisfaction of the Bank that the vendor is/will be in a position to meet the requirements of the e-tender. In the event of the tenderer failing to commence the work upon award of the contract, the Bank reserves the right to withdraw the in-principle approval and forfeit the EMD amount furnished by the vendor, the vendor shall also be liable to all risk and cost. The Bank also reserves its right to debar such defaulting vendor from participating in any future e-tender in the Bank for a period of three years, however, before doing so the Bank may serve a seven days show cause notice (SCN) to the vendor and consider the reply if any given by the tenderer to such notice.

54. **The Sexual Harassment of Women at Workplace:** - The vendor shall be solely responsible for full compliance with the provision of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013

- a. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the vendor and the vendor shall ensure appropriate action under the- said Act in respect to the complaint.
- b. Any complaint of sexual harassment from any aggrieved employee of the vendor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- c. The vendor shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the staff of the vendor, for instance any monetary relief to the Bank's employee, if sexual violence by the employee of the contractor is proved.
- d. The vendor shall be responsible for educating its staff about prevention of

sexual harassment at workplace and related issues.

- e. The vendor shall provide a complete and updated list of its staff who are deployed at OLDR/Staff Canteen.

**55. Tenancy Rights:** - Nothing herein contained shall be construed to create any tenancy in favor of the vendor and the Bank may, in accordance with the terms specified herein, at any time effect the termination of the contract, re-enter, take and absolutely retain possession of the premises provided by the Bank to the vendor for due execution of the contract and evict the personnel deployed by the vendor.

**56. REGULATION REQUIREMENT AND COMPLIANCE: -**

- a) The Vendor shall abide by State Labor/ Government of India (ministry of Labor) rules and regulations and all other Statutory Acts / Regulations and rules relevant to this contract including Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020, Works Contract Act, Minimum Wages Act 1950 and amended from time to time, Payment of Wages Act 1935 and amended from time to time Provident Fund Act, ESI Act, etc. and such other Statutory Enactment, Rules and Regulations laid by the Government and local body in force, coming into force which may apply to this agreement. The Vendor shall indemnify the Reserve Bank against risks and damages arising out of the default on the part of Vendor due to negligence or non-compliance of any of the aforesaid rules, regulations etc. laid down by the Government and other statutory authorities from time to time.
- b) The Vendor shall comply with all requirements of law with regard to the provision of labor and ensure that an appropriate license from concerned labor department is obtained. It shall be the responsibility of the Vendor for furnishing necessary Statutory information / documents in proof of the above whenever called for by RBI. In case of any labor problems related to the workmen of the Vendor, the same shall be settled at the Vendor's end only.
- c) In the event of default being made in the payment of any money in respect of wages of any person deployed by the agency for carrying out of this contract and if a claim therefore is filed in the office of the Labor Authorities and proof thereof is furnished to the satisfaction of the Labor Authorities, the Bank may, failing payment of the said money by the agency, make payment of such claim on behalf of the agency to the said Labor Authorities and any sums so paid shall be recoverable by the Bank from the agency.
- d) If any money shall, as the result of any instructions from the Labor authorities or claim or application made under any of the Labor laws, or Regulations, be directed to be paid by the Reserve Bank of India, such money shall be deemed to be payable by the Vendor to the RBI within seven days. The Bank shall be entitled to recover the amount from the Vendor by deduction from money due to the vendor or from the Security Deposit (including Bank Guarantee).

**57. Execution of agreement: -**

- i) The terms & conditions and scope of works and services to the vendors and special conditions herein before referred to shall be the basis and part & parcel of the agreement to be entered with the successful vendor.
- ii) On receipt of intimation from the Bank regarding acceptance of the e-tender, the successful vendor shall be bound to implement the Contract from the date specified therein. The successful vendor shall sign an agreement in accordance with the extant provisions. The successful vendor shall be liable to pay the appropriate and required stamp duty amount on the said agreement in accordance with the Stamp laws in force in Andhra Pradesh. Any pecuniary liability incurred by the Bank either as additional stamp duty, penalty or due to inadequacy or inappropriateness of the stamp duty paid by the vendor shall devolve on the agency / contractor and the Bank shall be entitled to recover the amount from the security deposit or from the bills raised by the vendor or in any other lawful manner. Where the security deposit is utilized for the said purpose, the vendor shall immediately make good the utilized amount. Failure to do so may amount to breach of a material term in the agreement and consequences thereof shall follow.
- iii) Notwithstanding the signing of the agreement, the written acceptance by the Bank of a tender in itself shall not constitute a binding agreement between the Bank and the vendor, whether such contract is or is not subsequently executed.
- iv) RBI reserves the right to assess the capacity and capability of the parties for pre-qualification. The Bank also reserves the right to accept or reject any / all the tenders or any part thereof at any stage of process without assigning any reason thereof. The Bank has no obligation to accept the lowest quoted tender. RBI's decision in this regard shall be final and binding.
- v) **Stamp Duty** - The Vendor shall bear the stamp duty. The agreement shall be executed in duplicate, and the Bank shall retain the original copy and the Vendor shall retain the duplicate copy.

**58. Validity of e-tender:**

- i) The e-tender along with the prices shall remain valid initially for a period of 90 days from the date of opening of Part-I, which may be further extended by agreement in writing by the Bank and the tenderers shall not cancel or withdraw the e-tender during this period or change the quoted rates.
- ii) All the documents submitted should be duly certified by competent authority and shall be uploaded on the MSTC website.
- iii) 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.
- iv) The Bank may terminate the contract in the event the successful bidder fails to deposit the security deposit/ furnish the Performance Bank Guarantee issued

by a scheduled commercial bank for the prescribed value or fails to execute the agreement within specified period.

- v) The Bank will communicate to the successful bidder through letter transmitted by Registered post/ Speed post/By Hand/E-mail that his bid has been accepted. (Hereinafter and in the condition of contract called the "Letter of Award"). The successful bidder will be required to execute an agreement within a period of 07 days from the date of issue of Letter of Award and submit the Security Deposit or Bank Guarantee. If the selected vendor fails to sign the formal agreement within seven (7) days of award of contract or fails to commence the work on due date, the letter awarding the work shall be treated as cancelled, EMD made by it shall be forfeited and the vendor shall also be liable to risk and cost.
- vi) Further, the Bank reserves the right to debar such persons from participating in any tender/ undertaking any work in the Bank for a period of three years. However, before doing so, the Bank may give seven days' show cause notice (SCN) to the vendor and consider any reply submitted to the SCN before finally deciding on debarring the vendor. The decision of the Bank shall be final in this regard.
- vii) The Contract shall come into full force and effect on the date of issue of 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. The EMD of the vendor shall be refunded by the Bank once the successful bidder deposits the Security Deposit/ submits Performance Bank Guarantee and execute contract agreement with Bank, on which, the Bank shall not pay any interest. EMD of the unsuccessful tenderers will be returned after the award of the contract without any interest. EMD shall be forfeited if the tenderer / bidder withdraws his bid during the tender bid evaluation process. Failure of the vendor to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of the Security Deposit /Bank Guarantee submitted by the bidder.

#### **59. Termination of Agreement: -**

- a) Without prejudice to what is contained herein above, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice without assigning any reason and without payment of any compensation, if
  - i) in the opinion of the Bank (which shall not be called in question by the tenderer and shall be binding on the tenderer), the tenderer fails or refuses to implement this agreement to the Bank's satisfaction and/ or
  - ii) the vendor commits a breach of any terms and conditions of this agreement
- b) In the event of termination of this agreement for any reason whatsoever, as stated above the vendor or persons employed by it shall not be entitled for

any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

- c) Notwithstanding anything contained in this contract, in the event of non-compliance, disobedience, or breach of any terms of the contract or unsatisfactory or inefficient working by the vendor, the Bank shall have the absolute and independent authority to revoke this contract after giving notice in writing to the vendor without assigning any reason and the same shall be binding on the vendor and the contract will come to an end with immediate effect on completion of time period stipulated in the notice, in which case the vendor shall not be entitled for any compensation/damages and the Security Deposit shall not be refunded.
- d) On termination of the contract or on expiry of the contract, the vendor shall vacate the premises of the Bank and shall hand over or return all the articles /materials/property pertaining to the Bank.

**60. The contract shall be deemed to end in any of the following contingencies:**

- (i) On the expiry of the contract period or termination of the agreement.  
**Or**  
(ii) A one-month notice at any time during the currency of services, in case the services rendered by the vendor are not found to be satisfactory and in conformity with the general norms and the standards prescribed for the services.  
**Or**  
(iii) On assigning the contract or any part thereof any benefit or interest therein or thereunder by the vendor to any third party for sub-letting the whole or a part of the contract to any third party against the terms and conditions of the tender.  
**Or**  
(iv) On the vendor being declared insolvent by the competent Court of Law. During the notice period for termination of the contract, in the situation contemplated above, the vendor shall continue discharging its services as before till the expiry of notice period. In case of non-delivery / non-rendering of its services during the notice period, the Bank will have the right to forfeit the security deposit deposited by the vendor with the Bank. It shall be the duty of the vendor to remove all the persons deployed by him on termination of the contract on any grounds whatsoever and to ensure that no person create any disruption / hindrance / problem of any nature to the Bank.  
**Or**  
(v) For any reason whatsoever, the vendor becomes disentitled in law to perform its obligations under this agreement.

**Or**

(vi) There is any variation in the ownership/partnership or management of the vendor or his business without the prior approval in writing of the bank for such variation.

In the event of exigencies arising due to the death, infirmity, insolvency of the vendor 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:

- a) Legal heirs in case of sole proprietor
- b) The next Directors / Partners in the case of company or firm as the case may be.

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.

**61. Arbitration:** - The Bank and the vendor shall make every effort to resolve amicably, by direct informal negotiations, in case of any disagreement or dispute arising between them in connection with the contract, its interpretation on the payment to be made there under the same or anything in relation to or arising out of this contract. If after 30 days from the commencement of such informal negotiation, Reserve Bank of India and the vendor are unable to resolve amicably contract dispute, the parties shall make an effort to solve the same through the appointment of an arbitrator by mutual agreement. The arbitration proceedings shall take place at Vijayawada only. The provision of Arbitration and Conciliation Act 1996 and the rules framed there under and in force shall be applicable to such proceedings.

**62. Governing Law and Jurisdiction** - The Agreement shall be governed by the Laws of India. The Courts of law Vijayawada/Amaravati of Andhra Pradesh shall have exclusive jurisdiction over any disputes arising hereunder.

**63. In case of any discrepancy, English version of Tender document is considered.**

**Declaration:**

I/We hereby declare that I/We have read and understood all the above instructions/ terms and conditions and the same will remain binding upon me/ us in case the above mentioned Contract is entrusted to me/us.

**Signature of the authorized person:** \_\_\_\_\_

**Name of the authorized signatory:** ( \_\_\_\_\_ )

**Status of the signatory i.e. Company Official /Proprietor/ Partner (Tick One)**

**Seal of the Company/Partnership/ Proprietor**

**Reserve Bank of India  
Andhra Pradesh  
(Vijayawada)**

**PART-I, SECTION-VII**

**LIQUIDITY DAMAGES/ PENALTY**

- 1) The services shall be provided on all working days or as desired by Bank and for deficiency in services and serious inconvenience caused to the Bank and its officials, liquidated damages/ penalty will be imposed on the vendor as detailed below on the estimated bill for the relevant month. Penalty shall be levied on the contractor for violations as given in “Liquidity Damages/Penalty” of the tender document, after giving due notice and opportunity to the contractor to explain his/ her position.
- 2) However, the Bank will levy it only after giving due notice. In case of any dispute, an appeal may be made to the Regional Director, RBI Andhra Pradesh whose decision will be final in the matter.
- 3) **Working Penalty Clause:** - The services shall be provided on all working days or as desired by the Bank, and the contractor is liable for penalty, as specified below, in case of inability to do so.
- 4) **Operational Working Penalty:** Working penalty limiting to the operational requirements are specified as follows:

<b>S. No.</b>	<b>General Agreement</b>	<b>Failure Tolerance Level</b>	<b>Risk</b>	<b>Penalty per Month</b>
1.	Workers missing from duty/ deploying less staff on duty	Zero	High	Minimum 5% to Maximum 20% of the bill value.
2.	Misbehavior by the workers with any employee / visitors etc.	Zero	High	Minimum 5% to Maximum 20% of the bill value.
3.	Failure to attend to the employees of the Bank	Zero	High	Minimum 5% to Maximum 20% of the bill value
4.	Cleanliness not proper	Zero	High	Minimum 5% to Maximum 20% of the bill value
5.	Misuse of Bank property/ equipment.	Zero	High	Minimum 5% to Maximum 20% of the bill value

6.	Complaints from Employees of the Bank	Zero	High	Minimum 5% to Maximum 20% of the bill value
7.	Workers not in Uniform or proper uniform or untidy uniform during duty time	Zero	High	Minimum 5% to Maximum 20% of the bill value.
8.	Deployment of ineligible workers by the tenderer	Zero	Medium	Minimum 5% to Maximum 15% of the bill value
9.	Inferior Quality of ingredients used in Food and Poor quality of Cooking. The Bank, at its liberty, reserves the right to carry out surprise checks / periodical checks to ensure the Quality.	Zero	Medium	Minimum 5% to Maximum 15% of the bill value
10.	Not able to provide food items mentioned in the menu Or change the menu without the approval of the Bank	Zero	Medium	Minimum 5% to Maximum 15% of the bill value
11.	Food not cooked properly	Zero	High	Minimum 5% to Maximum 15% of the bill value

### 5) Working Penalty (Statutory compliances):

Working penalty limiting to the statutory compliances are specified as follows:

S. No	Statutory requirements	Failure Tolerance Level	Risks	Penalty per Month
1.	Failure to comply with the statutory requirement regarding payment of minimum wages.	Zero	High	Minimum 5% to Maximum 20% of the bill value.
2.	Failure to comply with the Applicable Contract and Labor Laws	Zero	High	Minimum 5% to Maximum 20% of the bill value.

3.	Statutory requirement documents to be provided on by keeping one register each i.e., Wage/ Leave/ Weekly off/ Attendance.	Zero	High	Minimum 5% to Maximum 20% of the bill value.
4.	Failure to pay salary to workers deployed under the contract on or before 7 <sup>th</sup> of each month	on or before 7th every month	High	Minimum 5% to Maximum 20% of the bill value.
5.	Attendance registers shall be maintained in such a manner that daily tracking of staff is possible. Failure to do so will attract penalty.	Zero	Medium	Minimum 5% to Maximum 15% of the bill value.
6.	Statutory requirement documents to be provided along with the bill i.e., PF/ESI etc.,	Zero	Medium	Minimum 5% to Maximum 15% of the bill value.
7.	Failure to do proper Police verification and annual Health check-up of workers.	Zero	Medium	Minimum 5% to Maximum 15% of the bill value.
8.	Failure to produce credit of wages in the format specified by the Bank.	Zero	High	Minimum 5% to Maximum 20% of the bill value.
9	Failure to provide workmen compensation policy	Zero	High	Minimum 5% to Maximum 20% of the bill value.

### **Penalty per Month**

High Risk	Minimum 5% to a Maximum of 20% of the monthly bill value.
Medium Risk	Minimum 5% to a Maximum of 15% of the monthly bill value.
Low Risk	Minimum 5% to a Maximum of 10% of the monthly bill value.

**6) Withholding of Payments:** The Bank may withhold the payment to an extent that, it reasonably believes when, the vendor is in breach of the obligations as per this Agreement. If the breach is of a rectifiable nature by the agency, the Agency will be given 07 (seven) days' notice for rectifying the deficiency/breach. Once the vendor has addressed the deficiency, the Bank will pay back the amounts withheld on this cause. No interest is payable on the amounts paid back / returned.

**7) Deductions from Payment:** The Bank may deduct from the vendor's bill amounts on account of claims of penalty as per the Agreement, costs or claims, losses, damages, poor services carried out by the vendor etc., directly incurred by the Bank (The Direct Damages) that arise from the negligence of the Agency. In case the vendor fails to rectify the breach, as mentioned, the Bank has the discretion, without further notice, to deduct such amounts from the bills payable to vendor, and this right is in addition to any other right available to the Bank under this Agreement.

**8) Implementation:** The above-mentioned Agreement and Statutory requirements will be monitored by Human Resources Management Department, RBI, Andhra Pradesh and to process the penalties if any.

The decision to waive off the same shall lie with the Regional Director/Officer-In-Charge of the Bank.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Date:

Authorized Signatory  
(With Name/Designation & Seal)

**Reserve Bank of India,  
Andhra Pradesh  
(Vijayawada)**

**PART-I, SECTION-VIII**

**TECHNICAL BID**

**(To be read and filled in relevance to e-Tendering process)**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Details</b>
1.	Name of the company/ proprietorship/ firm	
	i) Address and telephone number of Registered Office.	
	ii) Address of the office through which work with RBI would be handled.	
2.	Type of Organization	Company/ Partnership/ Proprietor (Tick applicable)
3.	Name(s) of the Proprietor/ Partners/ Directors	
4.	Date of Incorporation/ constitution	
5.	Registration No. <b>(Upload the documentary evidence on MSTC portal)</b>	
6.	Details of License/Certificate to carry out catering services etc.	
7.	Work Experience in Catering services in Government Departments/ Public Sector - Central or State/ Reputed private sector companies/ Multinational corporations/ Public or Private Sector banks. Details of work experience as per the requirements in the pre-qualification criteria supported by documents/ certificates. The details in the eligibility criteria supported by documents / certificates along with documentary evidence of previous experience, if any, at any other Centre of Reserve Bank of India must also be furnished in <u><a href="#">Annex I</a></u> . (In case Vendor has work in Reserve Bank of India last 10 years then Internal Review report of the vendor will also be taken into consideration).	

Sr. No.	Particulars	Details
8.	List of clients served by the agency/ contractor as per specified format in <a href="#"><u>Annex-I</u></a> as described in paragraph 1(iii) in Part-I Section-III <b>(Upload the duly filled <a href="#"><u>Annex-I</u></a> on MSTC portal)</b>	
9.	Details of Client certificate(s) as per specified format in <a href="#"><u>Annex-II</u></a> as described in paragraph 1(iv) in Part-I Section-III <b>(Upload the Client Certificate(s), on MSTC portal)</b>	
10.	Yearly turnover of the agency / contractor for the last three (03) financial years <b>(Upload the audited balance sheet, duly certified by Chartered Accountant, on MSTC portal)</b>	
	<b>FY 2024-25</b>	
	<b>FY 2023-24</b>	
	<b>FY 2022-23</b>	
11.	Income Tax return of the agency/contractor for the last three (03) financial years <b>(Upload the Income Tax Returns on MSTC portal)</b>	
	<b>FY 2024-25</b>	
	<b>FY 2023-24</b>	
	<b>FY 2022-23</b>	
12.	Details of Bankers certificate uploaded as specified in <a href="#"><u>ANNEX III</u></a> issued by the agency / tenderer's Bank. <b>(Upload the Banker's certificate on MSTC portal)</b>	
13.	<b>GST</b> registration number of the agency / contractor. <b>(Upload the documentary evidence on MSTC portal)</b>	
14.	Employee Provident Fund ( <b>EPF</b> ) registration number of the agency / contractor. <b>(Upload the documentary evidence on MSTC portal)</b>	

Sr. No.	Particulars	Details
15.	Employees State Insurance Corporation ( <b>ESI</b> ) registration number of the agency /contractor. <b>(Upload the documentary evidence on MSTC portal)</b>	
16.	Whether registered with Labor Department? Registration No. and Date of Registration <b>(attach the copy of registration certificate)</b>	
17.	Number of staff/ employees engaged by the Company/ Firm/ Agency at present  Of the above how many are skilled/semi-skilled/unskilled staff and supervisory staff  <b>Skilled</b> <b>Semi Skilled</b> <b>Un-Skilled</b>	
20.	Details of the EMD (Earnest Money Deposit) Rs. 70,000/- (Rupees Seventy Thousand and only) deposited by the agency / tenderer: -  UTR No. Date of Transactions Name of the bank branch with IFSC code	
21.	Undertaking on the letter head of the agency / contractor as specified in <a href="#"><u>Annex-IV</u></a>	
22.	Bankers Details of the Company/ Firm/ Agency along with the account number, account type, IFSC code of the bankers along with full details like names, postal address and telephone no (Landline and Mobile numbers).	
23.	Any other relevant Information regarding the Vendor	

**Note— Documentary evidence for the above as specified in the pre-qualification eligibility criteria must be uploaded on the MSTC Portal. The details of documents to be uploaded are as below: -**

- i. Registration Certificate of the vendor.
- ii. List of Clients served by the vendor in [Annex I](#).
- iii. Client Certificate / Feedback as per the specified format given in [Annex II](#).
- iv. Annual turnover statements of the vendor **(for last three (03) financial years ending on March 31, 2025)**
- v. Income Tax Return of the vendor **(for last three (03) financial years ending on March 31, 2025)**
- vi. Profit and Loss Account of vendor **(for last three (03) financial years ending on March 31, 2025)**
- vii. Bankers certificate on financial standing in [Annex III](#).
- viii. Registration details of the vendor under Contract Labor (Regulation and Abolition) Act, 1970,
- ix. PAN No. of vendor.
- x. GST registration number of the vendor.
- xi. Employee Provident Fund (**EPF**) registration number of the vendor.
- xii. Employees State Insurance Corporation (**ESI**) registration number of the vendor.
- xiii. Undertaking / Declaration on the letter head of the vendor as per [Annex-IV](#).
- xiv. Any other document/s

*(Documentary evidence in support of the pre-qualification eligibility criteria requirements as prescribed above must be uploaded on the MSTC Portal. The tender without documentary evidence will not be considered by the Bank. The Bank reserves the right to call for proof/verify the information furnished by the tenderer).*

**Declaration by the bidder:**

I/ We before signing this e-tender have read and understood all the above terms and conditions contained herein and undertake myself / ourselves to abide by them in case the above-mentioned contract is executed to me/us. I/We understand that the Bank reserves the right to accept or reject any or all the e- tender either in full or in part without assigning any reason thereof.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ (Month) \_\_\_\_\_ (Year)

For and on behalf of M/s.....

**(Signature with seal)**

**Name: -**

**Place:-**

**Reserve Bank of India**  
**Andhra Pradesh**  
**(Vijayawada)**

**e-TENDER FOR PROVIDING CATERING SERVICES AND  
MAINTENANCE OF OLDR AND STAFF CANTEEN IN RESERVE BANK  
OF INDIA, ANDHRA PRADESH**

**PART II- Financial /Price Bid**

Sr. No.	Item Description  (A)	Quantity  (B)	Rate/ Unit (to be quoted in numerals) (in Rs.)  Inclusive of all Taxes/ Charges excluding GST (C)	Rate (to be quoted in words) (in Rs.)
1	Idli (with chutney and sambar)	1 plate- 2 pieces of 40 gms each		
2	Medu wada (with chutney and sambar)	1 plate- 2 pieces of 40 gms each		
3	Upma	200 gms & Chutney		
4	Plain Dosa	1 No. with Sambhar & Coconut Chutney		
5	Masala Dosa	1 No. with Sambhar & Coconut Chutney		
6	Aloo - Puri	4 Nos		
7	Bread – Omelette	Two slices of bread and two eggs		
8	Aloo- paratha & Curd	1 plate – 2 pieces with 100 gms curd		
9	Boiled Eggs	1 unit		
10	Tea (Normal)	150 ml		
11	Coffee (Normal)	150 ml		
12	North Indian Thali	Roti(04), Rice, Dal, 2 Veg sabjis (one seasonal and one special (paneer), Salad, Curd, pickle, Papad & Sweet Dish.		
13	South Indian Thali	Chapathi/Poori, Veg Curry-2, Rice, Sambhar, Rasam, Salad, pickle, Curd/ Butter Milk, Papad &		

		Sweet Dish		
14	Curd Rice	150 gms		
15	Veg Biryani / Pulav	300 gms With Veg Raita		
16	Chicken Biryani (once a week)	Standard Quality with 1 or 2 pieces (total 100 gms) of chicken		
17	Mutton Biryani (once a week)	Standard Quality with 3 or 4 pieces (total 50 gms) of mutton		
18	Basic Lunch Veg – OLDR	As in tender document		
19	Basic Lunch Non-Veg – OLDR	As in tender document		
20	Special Lunch - OLDR (With prior intimation)	As in tender document		
21	Normal Tea	As in tender document		
22	Medium Tea	As in tender document		
23	High Tea	As in tender document		
24	Reimbursement of rent for Kitchen	As quoted by the bidder		
25	Manpower Charges (excluding of GST)	As on the day floating the tender		
<b>Total Cost (f) =</b>				

**Note:** Indicative Menu and Quality for each item is provided in [Annex-VI](#) and [Annex VII](#) respectively. **The Bank reserves the right to finalize the actual menu accordingly.** The Bidders are advised to consider the tentative monthly consumption of the items, liability towards payment of all the statutory obligations, overhead wages to regular and temporary staff, payments of cost of raw material, providing liveries to the catering staff, medical health check-up, charges towards obtaining Bank Guarantee, "all-risk and workmen compensation Insurance policy" for the contract value, CLRA licenses etc. while quoting the rates for the items in the Part-II (Financial Bid). **Bank will only reimburse the minimum wages to the regular staff for all its working days.**

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

Sr.no.	ITEMS	AVERAGE NOS. SERVED ON MONTHLY BASIS (PURELY TENTATIVE)
1	Basic Lunch Veg – OLDR	220
2	Basic Lunch Non-Veg – OLDR	240
3	Special Lunch - OLDR (With prior intimation)	15

DATE:

PLACE:

SIGNATURE OF  
CONTRACTOR(S)

**Note:**

- 1) Bidders are advised to consider para f (Section-VI) and the tentative monthly consumption of the items, minimum wages and market rates while quoting the rates for the items in the Part-II (Financial Bid).
- 2) Rate quote for all items may be mentioned after inclusion of all the taxes.
- 3) The Bank will not give any commitment on the tentative average monthly consumption of items as mentioned above. **Payment will be made on the basis of actual consumption only.**
- 4) The rated quoted from Sr. no. to 17 are to be catered under staff canteen the Sr. no. 18 to 23 to be considered as OLDR.
- 5) All rates are to be quoted for one Unit.
- 6) The manpower charges are to be quoted for all the 7 manpower as applicable.

**Annex-I**

**LIST OF CLIENTS/ DETAILS OF PREVIOUS EXPERIENCE (Only Catering Services experience is to be provided): -**

<b>Sr. No.</b>	<b>Name of the Contractor</b>	<b>Period of Work</b>		<b>Nature of service rendered</b>	<b>Number of persons deployed</b>	<b>Value of the Work</b>
		<b>From</b>	<b>To</b>			

**Client's certificate regarding performance of tenderer providing Catering services****(On Client's letter Head)**

To  
Regional Director  
Reserve Bank of India  
Andhra Pradesh

<b>SI No.</b>	<b>Particulars</b>	<b>Comments</b>
1.	Name and address of the tenderer providing Catering services	
2.	Place (s) where service is/was availed	
3.	Period of agreement and renewals, if any	
4.	Maximum number of personnel deployed at any point of time during the contract	
5.	Value of service (Total/year wise)	
6.	Comments regarding adherence of terms and conditions of contract	Outstanding/ Satisfactory/ Non-Satisfactory
7.	Any penalty imposed or deductions made or litigations pending for non-adherence to the terms and conditions of contract	
8.	Overall performance	Outstanding/ Satisfactory/ Non-Satisfactory
9.	Any other information	

Date:

Full address of the Client:

Signature of client with seal

*(The performance/completion certificates obtained from other clients can be in any format other than the one specified above, but the certificates shall mandatorily contain the information sought above. If the certificates uploaded are not able to establish the information sought above, those shall not be accepted.)*

**ANNEX III**

**FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK**

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

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

(Signature)  
For the Bank

**Note:**

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

**FORMAT OF UNDERTAKING/ DECLARATION**

**(To be uploaded by the agency / contractor on MSTC portal on its letter head)**

To,  
The Regional Director  
Reserve Bank of India  
27-37-158, Stalin Central  
MG Rd, Governor Peta, Vijayawada-520002

Sir,

- i)** I/we confirm of having read and understood the above stated terms and conditions as given in the e-tender document.
- ii)** I/We hereby agree to abide by all terms and conditions laid down in tender document.
- iii)** This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ ourselves abide by the said terms and conditions.
- iv)** Further, the facts stated above by us in the e- tender application is true to the best of my/ our knowledge.
- v)** I / We declare that there is no case/ charge under investigation/ enquiry/ trial against the agency/ Company/ Firm.
- vi)** I / We have not been banned and de-listed by any Government Department/ Financial Institution/ Public sector undertakings/ Private Sector Undertakings/ MNCs have not been convicted by any Court of Law/ have no case pending before the court of law/ Police authorities for the last 10 years.
- vii)** I / We, do hereby declare that there is no case with the Court / Regulatory authorities against me / us. Also, I / We have neither been suspended / delisted / blacklisted by any organization for any reason nor any such proceedings are pending or contemplated. I / We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.
- viii)** I/We abide by the provisions of Minimum Wages Act (as notified by Central Govt.), Contract Labor (Regulation and Abolition) Act 1970 and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the Workers deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation. I/We shall keep the Reserve Bank of India indemnified of all the expenses incurred due to lapse, of any kind, on the part of the Bidder or his workers.

**Signature\_\_\_\_\_**

**(Name of Authorized Signatory)**

**Company/ Partnership/ Proprietor Seal:**

**Place:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Annex-V**

**PROFORMA OF PERFORMANCE BANK GUARANTEE**

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

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

To,  
The Regional Director  
Reserve Bank of India  
27-37-158, Stalin Central  
MG Rd, Governor Peta, Vijayawada-520002

Dear Sir,

**Catering Services for OLDR and Staff Canteen of the Reserve Bank of India, Andhra Pradesh (Vijayawada)**

WHEREAS

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, (hereinafter called "the RBI") has awarded the contract for the captioned work (hereinafter called the "Contract") to M/s \_\_\_\_\_ (Name of the Contractor) (hereinafter called "the said 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 \_\_\_\_\_) (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**

We (**Name of the Bank**) do hereby agree with and undertake to RBI, their successors, assignees that in the event of RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the contract or have 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 RBI a sum of Rs. (**Rupees only**) or any lower amount that may be demanded by 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, that our liability against such sum shall not exceed the sum of Rs. (Rupees only).

2. We also agree to undertake 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 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 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 RBI within a period of one week from the date of receipt of the notice as aforesaid.
3. We confirm that our obligation to RBI under this guarantee shall be independent of the agreement or agreements or other understandings between 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 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 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 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 or their obligations there under 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 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 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 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

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 .....

(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).

INDICATIVE MENU**1. SPECIAL TEA/COFFEE****1a. Normal Tea:**

S. No.	Description
(a)	Tea/coffee/green tea/ lemon tea/fresh lime water/butter milk /Juice
(b)	Premium baked cookies—sweet two pcs. Premium baked cookies- salted two pcs.

**1b. Medium Tea:**

S. No.	Description
(a)	Tea/ coffee/ Green tea/ lemon tea/ fresh lime/ butter milk/ Juice
(b)	Premium baked cookies—sweet two pcs. Premium baked cookies- salted two pcs.
	<b>AND</b>
	Veg cutlet/ paneer roll/ paneer pakora/ sandwich/ samosa— <b>Any one</b>
(c)	Sweet pc/ Dry Cake – <b>Any one</b>

**1c. High Tea:**

S. No.	Description
(a)	Tea/coffee/green tea/ lemon tea (Any one) <b>and</b> Fresh lime water/butter milk /Juice (any one)
(b)	Premium baked cookies—sweet two pcs. Premium baked cookies- salted two pcs.
(c)	Veg cutlet / paneer roll / paneer pakora / sandwich / samosa / any other similar item- <b>Any two</b>
(d)	Sweet pc. /Dry Cake/Fruit Cake – <b>Any two</b> (total 50 gms)
(e)	Premium quality roasted salted Kaju, Almond and Walnuts (Cocoa brand or equivalent) 5 pieces each

**2) LUNCH TO BE SERVED IN OLDR-**

**2a. BASIC VEG LUNCH**

S.No.	ITEMS	DETAILS
1	Soup	Veg Manchow/Hot & Sour Tomato Soup with Bread Crunch, sweet corn/clear veg/spinach/mushroom/any similar item- <b>Any one</b>
2	Seasonal Salad	Green Salad
3	Papad	Bikaneri/ Haldiram/ Lijjat/ Bikaji brand
4	Pickle	Top's/ Nilon's/ Mother's recipe
5	Curd/Raita	Plain Curd/ Raita 100 gms, sealed cup of Mother Dairy/ Amul/ Verka
6	<b>Seasonal veg</b>	One Seasonal Vegetable of good quality/Mix veg/ Matar paneer/ Shahi paneer/Kadhai paneer/Malai Kofta/ Malai methi/ Palak Paneer/ Mushroom Do Pyaza/ any similar item- <b>Any One</b>  Note: Potatoes in vegetables or otherwise should not be served more than twice a week.
7	Dal	Tuar Dal/ Dal Makhni/ Rajma/ Moong Sabut, White Chana/ Black Channa/ Malka Masoor/ Kadhi Pakora/ (daily on rotation)/any similar item - <b>Any One</b>
8	Rice	Jeera Rice/ Veg pulao/ Biryani/ Steamed rice (daily on rotation)- <b>Any One</b>
9	Breads	Plain Roti and Chapati <b>OR</b> Plain Roti and Puri (Once in a week)
10	Dessert	Gulab jamun / Rasgulla / Chhena Roll/ Milk Cake/ Bengali Sweet of good quality from standard shops/ Ice cream 100 gm cup (Amul/ Verka/ Vadilal or equivalent brand) - <b>Any One</b>
11	Mouth Freshener	Branded Premium Quality- <b>Any Two</b>

**2b. BASIC NON-VEG LUNCH –**

S. No.	ITEMS	DETAILS
1	<b>Soup</b>	Tomato Soup with Bread Crunch, sweet corn/clear veg/spinach/mushroom/any similar item-Any one
2	<b>Seasonal Salad</b>	Green Salad
3	<b>Papad</b>	Bikaneri/ Haldiram/ Lijjat/ Bikaji brand
4	<b>Pickle</b>	Top's/ Nilon's/ Mother's recipe
5	<b>Curd/Raita</b>	Plain Curd/ Raita 100 gms, sealed cup of Mother Dairy/ Amul/ Verka
6	<b>Main course (Non-veg)</b>	Chicken / Fish / Mutton / Egg-kofta curry cooked north Indian or south Indian style (Served Monday /Tuesday/Thursday)
6 A	<b>Biryani</b>	Chicken Biryani (with one piece weighing 125 gms) OR Mutton Biryani (with mutton weighing 75 gms) Served (Wednesday and Friday)
7	<b>Seasonal veg</b>	One Seasonal Vegetable of good quality/Mix veg/any similar item (on rotation)
8	<b>Dal</b>	Tuar Dal/ Dal Makhni/ Rajma/ Moong Sabut, White Chana/ Black Channa/ Malka Masoor/ Kadhi Pakora/ (daily on rotation)/any similar item -Any One
9	<b>Rice</b>	Jeera Rice/Veg pulao/Biryani and Steamed rice (daily on rotation)- Any One
10	<b>Breads</b>	Roti and Chapati
11	<b>Dessert</b>	Gulab jamun /Rasgulla / Chhena Roll//Milk Cake/Bengali Sweet of good quality from standard shops/ Ice cream 100gm cup (Amul/Verka/Vadilal) - Any One
12	<b>Mouth Freshener</b>	Branded Premium Quality

### 3) SPECIAL LUNCHES-

#### 3a. Veg Lunch:

S.No.	ITEMS	DETAILS
1	<b>Soup</b>	Manchow/ Tomato/ Spinach/ Sweetcorn/ Hot And Sour/ Veg Clear/ Cream Of Almond/ Cream Of Mushroom/ Any Similar Item- <b>Any One</b>
2	<b>Salad</b>	Green Salad/ Russian Salad/ Peanut Masala/ Greek Salad/ Moong Sprout/ Pasta Salad/ Aloo Chana Chat/Any Similar Item - <b>Any Three</b>
3	<b>Papad</b>	Bikaneri/ Haldiram/ Lizzat/ Bikaji- Fried, Roasted
4	<b>Pickle</b>	Top's/ Nillon's/ Mother's recipe- Two Types Of Flavors
5	<b>Curd/Raita</b>	Set Curd/ Boondi Raita/ Veg Raita- <b>Any One</b>
6	<b>Seasonal Veg</b>	Mix Veg/ Gobhi Fry/ Kurkuri Bhindi/ Karela Fry/ Aaloo Methi/ Corn Palak/ Aloo Matar/ Soya Chap Masala/ Kashmiri Dum Aloo/ Stuffed Shimla Mirch/ Tawa Veg/ Any Similar Item - <b>Any One</b>
7	<b>Paneer</b>	Paneer Butter Masala/ Kadhai Paneer/ Matar Paneer/ Shahi Paneer/ Palak Paneer/ Malai Kofta/ Palak Kofta/ Methi Matar Malai/ Paneer Mushroom/ Navratna Korma/ Any Similar Item - <b>Any One</b>
8	<b>Dal</b>	Dal Makhani/ Rajmah/ White Channa/ Black Channa/ Kadhi Pakora/ Dal Tadka/ Any Similar Item - <b>Any One</b>
9	<b>Rice</b>	Plain Rice/ Steam Rice/ Jeera Rice/ Veg Pulao- <b>Any One</b>
10	<b>Breads</b>	Mix Breads- <b>Any Two</b>
11	<b>Dessert</b>	Moong Dala Halwa/ Rasmalai/ Gulab Jamun/ Rasgulla/ Gajar Halwa/ Variety Of Bengali Sweets/ Ice Cream/ Rabdi Jalebi/Seasonal Cut Fruits( 4fruits)/ Any Similar Item - <b>Any Two</b>
12	<b>Mouth Freshener</b>	One Type Of Flavor

**3b. Non-Veg Lunch:**

S.No.	ITEMS	DETAILS
1	<b>Soup</b>	Manchow/ Tomato/ Spinach/ Sweetcorn/ Hot and Sour/ Veg Clear/ Cream of Almond/ Cream of Mushroom/ Any Similar Item- <b>Any One</b>
2	<b>Salad</b>	Green salad/ Russian salad/ Greek Salad/ Moong Sprout/ Pasta Salad/ Aloo Chana Chat/ Any Similar Item - <b>Any Three</b>
3	<b>Papad</b>	Bikaneri/ Haldiram/ Lijjat/ Bikaji- Fried, Roasted
4	<b>Pickle</b>	Top's/ Nilon's/ Mother's recipe- Two Types Of Flavors
5	<b>Curd/Raita</b>	Set Curd/ Boondi Raita/ Veg Raita/ Pineapple Raita/ Dahi Bhalla/ Any Similar Item- <b>Any One</b>
6	<b>Seasonal Veg</b>	Mix veg/ Gobhi Fry/ Kurkuri Bhindi/ Karela fry/ Aaloo Methi/ Corn Palak/ Aloo Matar/ Soya Chap Masala/ Kashmiri Dum aloo/ Stuffed Shimla Mirch/ Any similar item - <b>Any One</b>
7	<b>Paneer</b>	Paneer Butter Masala/ Kadhai Paneer/ Matar Paneer/ Shahi Paneer/ Palak Paneer/ Malai Kofta/ Palak Kofta/ Methi Matar Malai/ Paneer Mushroom/ Navratna Korma/Any Similar Item- <b>Any One</b>
8	<b>Non-Veg</b>	Chicken/Mutton/Fish/ Biryani- <b>Any One</b>
9	<b>Dal</b>	Dal Makhani/ Rajmah/White Channa/ Black Channa/ Kadhi Pakora/ Dal Tadka- <b>Any One</b>
10	<b>Rice</b>	Plain Rice/ Steam Rice/Jeera Rice/ Veg Pulao/Veg Biryani/ Kashmiri Pulao/Any Similar Item- <b>Any One</b>
11	<b>Breads</b>	Mix Breads- <b>Any Two</b>
12	<b>Dessert</b>	Moong Dala Halwa/ Rasmalai/ Gulab Jamun/ Rasgulla/ Gajar Halwa/ Variety Of Bengali Sweets/ Ice Cream/ Rabdi Jalebi/Seasonal Cut Fruits (4 fruits)/ Any Similar Item- <b>Any Two</b>
13	<b>Mouth Freshener</b>	Two types of Flavor

## **Staff Canteen services to be provided in Reserve Bank of India, Andhra Pradesh (Vijayawada)**

- a) The canteen services shall normally be provided at the canteen area, adjacent to the Officers' Lounge and Dining Room (OLDR), or at any other place as approved by the Bank within the Bank's premises.
- b) The vendor shall provide breakfast / lunch in Staff Canteen at a rates agreed between the contractor and the Bank.
- c) The vendor shall provide infrastructure for electronic payment viz. POS, Sodexo/Pluxee card machine in Staff Canteen. The vendor shall accept Sodexo/Pluxee EMC/coupon along with debit card/credit card/cash against the breakfast/lunch/snacks items served to the Bank's staff, by him. The vendor will claim the amount against Sodexo/Pluxee EMCs/coupons directly from the Sodexo SVC India Pvt Ltd. The Bank shall not be responsible for any claims, in this regard.
- d) The Infrastructure to be provided to the vendor, by the bank shall include water, electricity, dining area and existing canteen furniture.
- e) Breakfast in the morning, lunch in afternoon and snacks in the evening shall be provided in the canteen.

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

---

**Signature**

**Name:**

**Company Official/  
Proprietor(s)/Partner(s)**

**Seal:**

**Date:**

**Place:**

**Annex VII****APPROVED LIST OF MATERIALS TO BE USED IN OLDR AND STAFF CANTEEN**

Sr. No	Items	Brand
i)	Tea/coffee/ Green Tea	Tata Tea/Brooke Bond/Lipton/Nescafe/Bru or any other similar premium brand
ii)	Sugar	Dhampur /Sugarlite /Trust or any other premium quality
iii)	Milk and milk products	Amul / Verka / Mother Dairy
iv)	Butter	Mother Dairy, Amul, Britannia or equivalent
v)	Bread (white / brown)	Britannia, Harvest Gold or equivalent
vi)	Cornflakes	Kellogs, Bagarry's, Mohan's or equivalent
vii)	Edible Ricebran oil	Saffola / Sundrop / Fortune/ Sweekar
ix)	Edible Mustard oil	Fortune/ Saffola/ P-Mark
x)	Spices	Packed Catch/ MDH/ Everest/ TATA Sampann
xi)	Wheat Flour	Aashirvaad/ Shakti Bhog or equivalent
xii)	Rice (Basmati)	Dawat, India Gate or any rice of premium quality as approved by the Bank.
xiii)	Pulses	Packaged pulses of very good quality
xiv)	Table Salt/Black Pepper (Powder) and Chat Masala on dining tables	Catch/ MDH/ Everest
xv)	Pickle	Mothers/ Tops / Nilon's or any other brand approved by the Bank
xvi)	All consumables other than mentioned above	Premium Quality

**Annex-VIII**

**MINIMUM WAGE CALCULATION SHEET**

<b>Wages Sheet - as per current minimum wages for 26 days</b>				
<b>Sr. No.</b>	<b>Descriptions</b>	<b>Skilled</b>	<b>Semi skilled</b>	<b>Unskilled</b>
1	<b>Rates of Basic wages plus VDA per day</b> (Minimum Wages as notified by the Chief Labour Commissioner, Ministry of Labour and Employment, Central Govt. notification in force applicable for Building operations)	₹23,218/-	₹19,760/-	₹17,524/-
2	<b>EPF @12% of Basic wages plus VDA</b> (Employer Contribution) (Basic plus VDA is subject to maximum subject to maximum ceiling of Rs 15000 salary per month or any other amount specified by EPFO from time to time)	₹1,950/-	₹1,950/-	₹1,950/-
3	<b>EDLI contribution @ 0.5% of the Wages plus VDA</b> (subject to maximum ceiling of Rs 15000 salary per month or any other amount specified by EPFO from time to time)			
4	<b>EPF Admin Charges @ 0.5% of the Wages plus VDA</b> (subject to maximum ceiling of Rs 15000 salary per month or any other amount specified by EPFO from time to time)			
5	<b>ESIC @ 3.25% of Basic wages plus VDA</b> (Employer Contribution) (Not applicable if salary exceeds Rs. 21,000 or any other amount specified by ESIC from time to time)	NIL	₹642.20	₹569.53
6	<b>Bonus @8.33%</b>	NIL	₹1,646.00	₹1,459.74
7	<b>Minimum Wages for 01 Person per month for 26 days</b>	₹25,168/-	₹23,998/-	₹21,503.27

- GST calculated extra