



भारतीय रिज़र्व बैंक
मानव संसाधन प्रबंध विभाग, देहरादून
ई-निविदा आमंत्रण सूचना (एनआईटी)

बैंक के आगंतुक अधिकारी आवास, देहरादून के प्रबंधन और हाउसकीपिंग (केटरिंग सहित) के लिए वार्षिक रखरखाव अनुबंध के लिए ई-निविदा आमंत्रण

भारतीय रिज़र्व बैंक अपने देहरादून स्थित आगंतुक अधिकारी आवास के प्रबंधन और हाउसकीपिंग (केटरिंग सहित) के लिए वार्षिक रखरखाव अनुबंध की सेवाओं हेतु दो-बोली प्रणाली (भाग I - तकनीकी बोली और भाग II - वित्तीय बोली) के तहत एमएसटीसी पोर्टल के माध्यम से ई-निविदाएं आमंत्रित करता है। अनुबंध शुरू में अनुबंध दिए जाने की तारीख से 31 मार्च, 2027 तक वैध रहेगा और उसके बाद संतोषजनक प्रदर्शन के आधार पर इसे दो बार (एक बार में अधिकतम एक वर्ष) के लिए नवीनीकृत किया जा सकता है।

2. भविष्य में निविदा में कोई भी संशोधन/शुद्धिपत्र, यदि कोई हो, केवल आरबीआई वेबसाइट और एमएसटीसी वेबसाइट पर अधिसूचित किया जाएगा।

निविदा की अनुसूची

A.	ई-निविदा सं. एवं नाम	बैंक के आगंतुक अधिकारी आवास, देहरादून के प्रबंधन और हाउसकीपिंग (केटरिंग सहित) के लिए वार्षिक रखरखाव अनुबंध के लिए ई-निविदा संख्या आरबीआई/देहरादून/एचआरएमडी/06/25-26/ ET/1004
B.	निविदा का तरीका	ई-प्रोक्योरमेंट सिस्टम (ऑनलाइन भाग I - तकनीकी-वाणिज्यिक बोली और भाग II - वित्तीय बोली www.mstcecommerce.com/eprocn/ के माध्यम से)
C.	ई-निविदा आमंत्रित करने और आरबीआई की वेबसाइट पर डाउनलोड के लिए उपलब्ध होने की दिनांक	फरवरी 13, 2026 दोपहर 02:00 बजे से
D.	बोली पूर्व बैठक की दिनांक	फरवरी 26, 2026 पूर्वाह्न 11.00 बजे

E.	बोली पूर्व बैठक का स्थान	बहुउद्देशीय हॉल, भारतीय रिज़र्व बैंक, प्लॉट सं 16-17, आईटी पार्क, सहस्रधारा रोड, देहरादून - 248 013 में पूर्वाह्न 11:30 बजे
F.	निविदा का अनुमानित मूल्य	₹18.00 लाख
G.	लेनदेन शुल्क	एमएसटीसी प्रभार जो लागू हो।
H.	बयाना जमाराशि	भारतीय रिज़र्व बैंक, देहरादून के पक्ष में एनईएफटी के माध्यम से ₹36,000/- (रुपये छत्तीस हजार मात्र) एनईएफटी के लिए विवरण खाता संख्या – 186003001, आईएफएससी कोड - RBIS0DNPA01 (पांचवां अक्षर शून्य है) { hcmddehradun@rbi.org.in पर लेनदेन विवरण की सूचना दें/ अग्रेषित करें}
I.	ईएमडी जमा करने की अंतिम दिनांक	मार्च 06 2026 , अपराह्न 12:00 बजे तक
J.	ई-निविदा (तकनीकी बोली और वित्तीय बोली) के ऑनलाइन जमा करने की शुरुआत की दिनांक www.mstcecommerce.com/eprochome/rbi	फरवरी 13 2026 को अपराह्न 02.00 बजे से
K.	ई-निविदा (तकनीकी बोली और वित्तीय बोली) के ऑनलाइन जमा करने की अंतिम दिनांक	मार्च 06 2026 , अपराह्न 02:00 बजे तक
L.	भाग-I के खोलने की दिनांक और समय (तकनीकी बोली)	मार्च 06 2026 , अपराह्न 03:00 बजे
M.	भाग-II (वित्तीय बोली खोलने की दिनांक) बोली)	भाग-II (वित्तीय बोली) इलेक्ट्रॉनिक रूप से केवल उन बोलीदाताओं/बोलीदाताओं के लिए खोली जाएगी जिनकी भाग-I (तकनीकी-वाणिज्यिक बोली) भारतीय रिज़र्व बैंक, देहरादून द्वारा स्वीकार्य पाई जाती है। ऐसे बोलीदाता (ओं) को उनके द्वारा दिए गए वैध ईमेल के माध्यम से भाग-II (वित्तीय बोली) के खुलने की दिनांक के बारे में सूचित किया जाएगा।
N.	प्रतिभूति जमा राशि	सफल निविदाकर्ता संविदा के साथ निम्नलिखित खाते में कार्य निष्पादन बैंक गारंटी /रू. ₹90,000/- (रुपये नब्बे हजार मात्र) की प्रतिभूति जमाराशि जमा करेगा: खाता संख्या – 186003001, आईएफएससी कोड - RBIS0DNPA01 (पांचवां अक्षर शून्य है) { hcmddehradun@rbi.org.in पर लेनदेन विवरण की सूचना दें/ अग्रेषित करें}

3. भाग-I और संबंधित दस्तावेजों की जांच के बाद, यदि किसी भी निविदाकर्ता के पास अपेक्षित पात्रता नहीं पाई जाती है, तो बैंक द्वारा उनकी निविदाओं को आगे की कार्रवाई के लिए स्वीकार नहीं किया जाएगा और उनकी वित्तीय बोली (निविदा का भाग-II) नहीं खोली जाएगी। यदि किसी निविदाकर्ता के पास किसी भी समय निविदा प्रक्रिया में भाग लेने के लिए आवश्यक पात्रता नहीं पाई जाती है और/या

बैंकर की रिपोर्ट असंतोषजनक पाई जाती है, तो बैंक निविदा के भाग-II 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।

4. बैंक सबसे कम निविदा स्वीकार करने के लिए बाध्य नहीं है और पूर्ण या आंशिक रूप से किसी भी निविदा को स्वीकार करने का अधिकार सुरक्षित रखता है। बैंक बिना कोई कारण बताए सभी निविदाओं को अस्वीकार करने का अधिकार भी सुरक्षित रखता है।

क्षेत्रीय निदेशक
भारतीय रिज़र्व बैंक, देहरादून



**Reserve Bank of India
Human Resources Management Department
Dehradun**

Annual Maintenance Contract for Management and Housekeeping (including catering) at Visiting officers' Flat, Dehradun

Reserve Bank of India, Dehradun (hereinafter referred to as the 'Bank') invites e-Tender for Annual Maintenance Contract for Management and Housekeeping (including catering) at Visiting officers Flat, Dehradun. For more details, please visit "TENDERS" link on our website <https://www.rbi.org.in>. The tendering would be done through the e-Tendering portal of MSTC Ltd (<https://www.mstcecommerce.com/eprochome/rbi/>). All interested agencies must register themselves with MSTC Ltd. through the above-mentioned website to participate in the tendering process.

Agencies intending to apply may refer tender document for the eligibility criteria and will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their candidature.

The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.

Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.

**Regional Director
Reserve Bank of India, Dehradun**



भारतीय रिज़र्व बैंक
Reserve Bank of India
मानव संसाधन प्रबंध विभाग
Human Resource Management Department
देहरादून / Dehradun
<https://www.rbi.org.in>

ई-निविदा / E-Tender - RBI/Dehradun/HRMD/06/25-26/ET/1004

बैंक के आगंतुक अधिकारी आवास, देहरादून के प्रबंधन और हाउसकीपिंग
(केटरिंग सहित) के लिए वार्षिक रखरखाव अनुबंध
(01 अप्रैल 2026 से 31 मार्च 2027)

Annual Maintenance Contract for Management and Housekeeping (including
catering) at Visiting officers Flat, Dehradun
(From April 01, 2026 to March 31, 2027)

DISCLAIMER

Reserve Bank of India (hereinafter referred to as “the Bank”), Human Resource Management Department, Dehradun, has prepared this document to give relevant information about the contract to the interested parties. Even though the Bank has taken due care while preparation of this document, neither the Bank, or any of its authorities or agencies or any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied with respect to completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

2. The information contained in the document is not intended to be exhaustive and is being provided on the condition that it is non-binding on the Bank or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

3. The Bank reserves the right not to proceed with the contract, or to change the configuration of the contract, or to alter the time table reflected in this document, or to change the process or procedure for application/selection of bids. It also reserves the right to decline to discuss the matter further with any party expressing interest.

4. This document is neither an offer letter nor a legal contract, but an invitation for offer from prospective contractors. No contractual obligation on behalf of the Bank whatsoever shall arise from the tender-process mentioned in this document unless and until a formal contract is signed and executed by duly authorized officers of RBI and the Contractor.

5. The Bank shall not be liable for any costs incurred by the contractor in the preparation of the response to this tender. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

Details of Tender

Sr. No.	Specifications	Details
1	E-tender No.	RBI/Dehradun/HRMD/06/25-26/ET/1004
2	Estimated Annual Sales	₹18,00,000/- (Rupees Eighteen Lakh Only)
3	Mode of tendering process	E-procurement (Online: Part I-Technical Bid & Part II-Price Bid) through www.mstcecommerce.com/eprocn
4	Type of e-tender	Open tender
5	Date of NIT available to parties for download	February13, 2026
6	Pre-bid meeting	Offline: 11.00 AM on February 26, 2026 Venue: Multi-Purpose Hall, Ground Floor Reserve Bank of India Plot No. 16-17, IT Park Dehradun – 248013
7	Uploading of minutes of Pre-bid meeting on MSTC and RBI website	February 27, 2026
8	Date of starting of e-tender for online submission of Technical Bid and Price Bid on www.mstcecommerce.com	February 13, 2026 from 02:00 PM
9	Last date for online submission of Technical Bid and Price Bid	March 06, 2026 up to 02:00 PM
10	Opening of Part I - Technical Bid	March 06, 2026 at 03:00 PM
11	Opening of Part II - Price Bid	To be intimated separately to the tenderers shortlisted in Technical Bid.
12	Validity of the e-tender	90 days from the date of opening Part I - Technical Bid.
13	Transaction Fee (Non-refundable)	To be paid by the tenderers directly to MSTC vide MSTC E-Payment Gateway for participating in the e-tender
14	Contact Details	<p>RBI: i) Shri. Deepak Singh, AGM, HRMD e-mail: deepaksingh@rbi.org.in & hmddehradun@rbi.org.in Mob: 6267092655 Phone No.: 0135-2740140</p> <p>ii) Shri. Milan Mangal, Manager, HRMD e-mail: milanmangal@rbi.org.in & hmddehradun@rbi.org.in Phone No.: 9711672712</p> <p>MSTC: Visit https://www.mstcecommerce.com/helpdesk_mstc.html</p>

Important instructions for E-procurement

This is an e-procurement event of Reserve Bank of India, Dehradun. The e-procurement service provider is MSTC Limited.

You are requested to read and understand the Notice Inviting Tender and subsequent Corrigendum, if any, before submitting your online tender. Tenderers who do not comply with the conditions with documentary proof (wherever required) will not qualify in the Tender for opening of price bid.

1	<p><u>Process of E-tender:</u></p> <p>A) <u>Registration:</u> The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eprchome/rbi</p> <p>1). Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govt depts → Select RBI Logo > Register as Vendor -- Filling up details and creating own user id and password → Submit.</p> <p>2). Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e-tender).</p> <p>B) <u>System Requirement:</u></p> <p>i) Windows 7 or above Operating System</p> <p>ii) IE-7 and above Internet browser.</p> <p>iii) Signing type digital signature</p> <p>iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.</p> <p>To disable "Protected Mode" for DSC to appear in The signer box following settings may be applied.</p> <p><input type="checkbox"/> Tools => Internet Options => Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning "Enable Protected Mode".</p> <p><input type="checkbox"/> Other Settings:</p> <p>Tools => Internet Options => General => Click on Settings under "browsing history/ Delete Browsing History" => Temporary Internet Files => Activate "Every time I Visit the Webpage".</p> <p>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 once)</p>
2	<p>(A) The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprchome/rbi Part-I Techno-</p>

	<p>Commercial bid will be opened electronically on specified date and time as given in the NIT.</p> <p>(B) Part II Price bid will be opened electronically of only those bidder(s) whose Part-I Techno-Commercial Bid is found to be Techno-Commercially acceptable by RBI, DEHRADUN. Such bidder(s) will be intimated date of opening of Part-II Price bid, through valid email confirmed by them.</p> <p>Note: The tenderers are advised to offer their best possible rates. There would generally be no negotiations hence please submit your most competitive prices while submitting the price bid. However, in case the lowest rate appears to be reasonable taking into account the prevailing market conditions, the order may be awarded to the lowest bidder and if the rate is still considered high, action as per prevailing instruction/guideline shall be taken.</p>
3	All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
4	<p><u>Special Note towards Transaction fee:</u> 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 either through NEFT or Online Payment. 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. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized, and the vendor shall be receiving a system generated mail.</p> <p><u>Transaction fee is non-refundable.</u></p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p><u>NOTE</u> Bidders are advised to remit the transaction fee well in advance before the closing time of the event to give themselves sufficient time to submit the bid.</p>
5	<p>(i) Please note that there is no provision to take out the list of parties downloading the tender document from the web site mentioned in NIT. As such, bidders are requested to see the web site once again before the due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. The responsibility of downloading the related corrigenda, if any, will be of the bidders only.</p> <p>(ii) No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderer (s) who have downloaded the documents from web site. Please see website www.mstcecommerce.com/eprochome/rbi/ of MSTC Ltd.</p>
6	E-tender cannot be accessed after the due date and time mentioned in NIT.

7	<p>Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochom to familiarize them with the system before bidding.</p>
8	<p><u>Bidding in e-tender:</u></p> <ol style="list-style-type: none"> a) Vendor(s) need to submit necessary EMD, Tender fees and Transaction fees (If ANY) to be eligible to bid online in the e-tender. Tender fees and Transaction fees are 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 Commercial Bid. c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website 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 vendor 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 run, then the vendor will not be able to save/submit his technical bid. e) After filling the Technical Bid, vendor should click ‘save’ for recording their technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to filled up and then vendor should click on “save” to record their Commercial bid. Then once both the technical bid & Commercial bid has been saved, the vendor can click on the “Final submission” button to register their bid. f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB. g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid. h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else. i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. j) 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 Buyer will form a binding contract between Buyer and the Vendor for execution of supply. k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system. l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part, as the case may be, without assigning any reason thereof.

	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.
9	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
10	No deviation to the technical and commercial terms & conditions are allowed.
11	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

General Instructions to Bidders

1. Issue / Submission of Tender

Reserve Bank of India, Dehradun invites tenders from established & reputed firms/companies for Management and Housekeeping (including Catering services) for Bank's Visiting Officers' Flats (VOF), Dehradun for an initial period of One year i.e. from April 01, 2026 to March 31, 2027, as per laid down contractual obligations. However, the contract can be extended at discretion of the Bank. For a further period of two years (one year at a time) subject to satisfactory performance /catering services and adherence to contractual obligations by the firm/company.

1.1. This tender document is neither an offer letter nor a legal contract, but an invitation for offer from prospective contractors. No contractual obligation on behalf of the Bank whatsoever shall arise from this tender-process unless and until a formal contract is signed and executed by duly authorized officers of RBI and the Contractor. Further, RBI will not be liable for any costs incurred by the contractor in the preparation of the response to this tender. The preparation of contractor's proposal will be made without any obligation by the Bank to acquire any of the items included in the tender, or to discuss the reasons why the contractor's proposal is accepted or rejected. All information furnished by the vendors in their proposal will be treated as strictly confidential.

1.2 Last date of submission of bids on MSTC portal is March 06, 2026 up to 02:00 PM. All the proformas, as given in [Annex I](#) to [IV](#), complete in all respects and duly signed, should be mandatorily uploaded along with duly attested supporting documents mentioned in para 8 of Pre-Qualification Criteria. After scrutiny, if any of the tenderers are not found to possess the required eligibility, their tenders will not be accepted by the Bank for further processing. The Bank reserves the right to reject any bid without assigning any reason.

2. Tender process

2.1 Two-Part Tenders

Interested Firms/ Agencies shall submit the tenders in prescribed form in two parts. Part-I will contain the technical requirements and Part-II shall contain the Price Bid.

2.2 One Bid Per Bidder

Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.

2.3 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.

3. Technical & Commercial

3.1 Tender Fee

The tender fee shall be paid directly by the bidders to MSTC at the time of uploading tenders on the MSTC Portal www.mstcecommerce.com

3.2 Earnest Money Deposit (EMD)

A sum of ₹36,000/- (Rupees Thirty-Six Thousand Only) shall be paid as earnest money by all the bidders in the following way:

NEFT to be made in favour of RBI, Dehradun,

Current Account No.186003001,

IFSC Code: RBIS0DNPA01 (Fifth and tenth character are Zero),

** Bidders may please furnish the name of their company/firm in "Remarks" while making NEFT payment*

No interest shall be payable on EMD amount. The amount deposited by the unsuccessful bidders would be refunded after award of tender. Tenders received without EMD will be rejected.

3.3 Security Deposit/ Bank Guarantee

Successful bidder shall be required to submit interest free security deposit or Bank Guarantee as asked by Bank of ₹90,000/- (Rupees Ninety Thousand only) before issue of work order/award letter. The security deposit/ Bank Guarantee will be refunded/ returned after completion of contract or submission of new security deposit/ Bank Guarantee at the time of renewal of contract. Successful bidder can submit Bank Guarantee / security deposit in one of the following ways:

i. NEFT to be made in favour of RBI, Dehradun,

Current Account No.186003001,

IFSC Code: RBIS0DNPA01 (Fifth and tenth character are Zero),

** Bidders may please furnish the name of their company/firm in "Remarks" while making NEFT payment*

ii. Bank Guarantee for Security Deposit as per the proforma given in [Annex V](#)

3.4 The tender as submitted shall contain the following along with Part I

- i. Power of Attorney/authorization with the seal of the company/firm in the name of the person signing the tender documents.
- ii. List of deviations, if any, in commercial terms and conditions.

3.5 The Tenderers are advised to visit the Flat No. F101 and F102, Doon Trafalgar Apartment, Dhoran Road, Doon IT Park, Dehradun and acquaint themselves of the site conditions before tendering.

3.6 The tenderers are advised to submit the tender strictly as per the 'Terms and Conditions' of contract as specified /contained in the tender documents, and not to stipulate any deviations. If acceptance of the terms and conditions given in the tender documents has any price implications, the same should be considered and included

in the quoted price. A tender containing deviation from the terms and conditions is liable to be rejected.

3.7 All information, correspondence letters shall be submitted and addressed to The Regional Director, Human Resource Management Department, Reserve Bank of India, Plot No. 16-17, IT Park, Dehradun – 248013.

4. Price-Bid: Tender – PART-II (Price Bid) shall be submitted separately

4.1 This part shall contain prices in Indian Rupees only as per format both in figures and words. No other enclosure is permitted in this part. Change of terms and conditions and technical deviations, if any, found in the tender will not be taken into account and will be treated as null and void.

4.2 The tenderer must use only the forms issued by the Bank or downloaded from the Bank's website to fill in the rates. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.

4.3 Rates should be quoted both in figures and words in columns specified. No request for any change in rate or conditions after the opening of Part II of the tender will be entertained.

4.4 Rates quoted in financial bid shall be final and will not be enhanced under any pretext during the period of the contract. However, in case of future revisions (increase or decrease as the case may be) in statutory obligations, if any, as notified by the Chief Labour Commissioner, Ministry of Labour and Employment, Central Government, the statutory obligations components will be revised on submission of bill, supported by circulars concerned. However, the contractor's profit and overheads charges quoted in the financial bid will remain unchanged during the period of contract i.e. from April 01, 2026 to March 31, 2027 and also for further period, if contract is renewed. **The Bank will not entertain the agency's claim for revision of contractor's profit and overheads charges during the period of the contract under any circumstances.**

4.5 Should there be an unprecedented rise in the price of food items/services over a long period of time, the Vendor can put in a request to the Bank for a reasonable increase in the rates. Any decision in this regard by the Bank shall be final and binding on the Vendor.

5. Opening of Tender

Part-I of the tender will be opened on March 06, 2026 at 03:00 PM in the presence of the tenderers or authorized representatives of the tenderers who choose to be present. Part-II of the tender of only those tenderers which meet the pre-qualification requirements of the Bank will be opened on any subsequent date under advice to the tenderers.

5.1. The Bank is not bound to accept the lowest Tender and reserves the right to accept either in full or in part any Tender and to reject all the tenders without assigning any reason thereof.

5.2. The written offer of contract issued to the successful bidder/contractor shall be accepted by the bidder in writing within three days from the date of issue of the offer letter. Failure to accept the offer within this period will result in forfeiture of the EMD.

The successful bidder/contractor shall commence the services after formalities of acceptance of the offer is complete. The failure, delay or evasion on the part of the successful bidder/ contractor to commence the services within the period stipulated by Bank will also result in termination of the contract and forfeiture of the EMD.

TENDER FOR MANAGEMENT AND HOUSEKEEPING SERVICES (INCLUDING CATERING) IN THE BANK'S VISITING OFFICERS' FLATS (VOF), DEHRADUN.

**PART – I
Technical Bid**

Pre-Qualification Criteria

1. The tenderers should have work experience in maintaining guest houses of reputed organisations (Government Departments/Public Sector/Reputed Private Sector companies/ Multinational Corporations/Public or Private sector banks/ Three star and above categories of hotels directly running their own kitchen and upkeep of hotel) of the following proportions in the last three consecutive preceding years from the date of publication of Tender:
 - i. Three similar completed works each costing not less than the amount equal to 40% of the estimated cost. In this case, should have carried out minimum three similar works costing individually not less than ₹7.20 lakh each.
Or
 - ii. Two similar completed works each costing not less than the amount equal to 50% of the estimated cost. In this case, should have carried out minimum two similar works costing individually not less than ₹9.00 lakh each.
Or
 - iii. One similar completed work costing not less than the amount equal to 80% of the estimated cost. In this case, should have carried out minimum one similar work costing not less than ₹14.40 lakh.
2. Firm should have an annual turnover of amount equal to 100% of estimated cost or more during the last three financial years and should be solvent for an amount equal to 100% of estimated cost or more.
3. The track record of the agency should be clean, and it should not have been involved in any illegal activity or, financial frauds. **Tenders should be accompanied by a declaration to this effect on the letterhead of the bidder(s).**
4. **Bidder(s) whose services have been terminated in between term of the contract or not renewed by Reserve Bank of India, Dehradun on account of unsatisfactory services within last three years, will not be eligible to participate in the bidding process.**
5. The tenderers should be of substantial means and maintaining an account with one of the public-sector banks/scheduled commercial banks. The name of the bank and nature of account maintained should be furnished.
6. The tenderers should furnish solvency certificate issued by the tenderers' banker, specifically for the purpose of the empanelment/work, for an amount equal to the project cost.
7. The vendor should be located within India.
8. The tenderers should satisfy the following conditions and shall enclose the following documents in Part I for examining their credentials. Opening of Part II (Price Bid) will be subject to satisfying the prescribed eligibility criteria:

Sr. No.	Particulars	Description
a.	Composition of the firm	Full particulars (whether contractor is an individual or a partnership firm or a company etc.) of the composition of the firm of contractors in detail should be submitted along with the name(s) and address(es) of the partners, copy of the Articles of Association/Power of Attorney/ any other relevant document.
b.	Registrations	Copy of various registrations such as PAN, TIN/GSTIN, FSSAI, Employee State Insurance Act, PF Registration, MSME registration if applicable, registration under labour laws must be submitted as documentary evidence. The vendor will have to produce on demand, license/ permit/ approval etc. from the concerned statutory authority or any authority concerned for carrying out this type of work to the local office of RBI (if applicable). They also must have necessary license to engage labour under the labour laws. The vendor has to abide by all applicable laws/ rules of land including minimum wages, etc. The vendor will be solely responsible for any outcome of violation of any laws.
c.	Experience: Minimum 3 years of experience (during the last 5 years) as on March 31, 2025 in providing Management and Housekeeping services (including catering) in reputed organizations, public sector undertakings, multinational companies of similar staff strength as the Bank. Registration under labor laws must be submitted as documentary evidence.	Details of work experience shall be supported by work orders and completion certificates. The client-wise names of work(s), year(s) of execution of work (s) awarded, Date of Start and Finish of the work and actual cost(s) of executed work(s). Applicant should furnish their client reports showing the details of work carried out during the last 3 years and a list of present executives to whom a reference may be made. The details along with documentary evidence of previous experience if any, of carrying out works for the Reserve Bank of India at any center should also be given.
d.	Credit worthiness of the contractor.	Copies of the Income Tax Clearance Certificates/ Income Tax Assessment orders/ IT Returns along with latest final accounts of the business of the contractor duly certified by a Chartered Accountant should be enclosed as proof of their credit worthiness and turnover for the last three years.

e.	Name(s) and address(es) of the Bankers and their present contact executives	Written information about the names and addresses of their bankers along with full details like names, postal addresses, e-mail IDs, telephone (landline and mobile) Nos., Fax Nos., etc. of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished. Bankers' Certificate as per proforma in Annex III is also to be furnished.
f.	Details of bank accounts & undertaking for receiving payments through NEFT	Full particulars of their bank accounts, like account No., type, when opened, IFSC Code etc. should be given. Tendering firms/companies should have current account in scheduled banks and should give an undertaking that they are ready to receive the payments through National Electronic Funds Transfer (NEFT)
g.	Name(s) and addresses of the office of RBI / PSU / MNC / Government Organizations / Private Companies with whom worked / services provided.	Enclose copy of Agreement and work satisfactory certificate from at least two clients, as per proforma in Annex IV

***Documentary evidence from authorized officer for the above are required to be submitted for evaluation.**

* The technical bids not meeting the minimum eligibility criteria as mentioned at Pre-Qualification criteria of this e-Tender document, shall be rejected.

B. Financial Bid Evaluation:

Grand total of Price bid (as mentioned in Part II – Price bid [Annex A](#)) will be considered for financial bid evaluation.

If the rates written in figures and in words do not tally, then the rates quoted by the Agency in words shall be taken as correct.

Selection of Successful bidder

- (i) The financial bids of all the bidders will be evaluated and work will be awarded to L1 (wages + service charges) agency provided the agency fulfills all the criteria as given in the tender document.
- (ii) After final evaluation, in the scenario of two or more tenderers becoming lowest, i.e., quoting the same amount after arithmetical check, an appropriate decision (such as splitting the quantity, obtaining discount on already quoted amount in sealed envelope from such tenderers etc.) shall be taken for selecting the bidder with the approval of Competent Authority.

- (iii) The successful bidder will have to enter into an agreement with the bank broadly on the terms and conditions as given in this e-tender document. However, the Bank is not bound to accept the lowest e-tender and reserve the right to accept either in full or in part any e-tender and to reject any e-tender without assigning any reason thereof.
- (iv) **The bids quoted by the bidders should be in over and above zero in all rows. Further zero includes all derivatives of zero up to 0.9999 and thereof. The bids of such bidders who quotes zero in any of the rows shall be considered as unresponsive and will not be considered for evaluation of financial bids. The bidders quoting service charges less than 3% will be outrightly rejected.**

Terms and Conditions for Management and Housekeeping (including Catering services) in the Bank's Visiting Officers' Flats (VoF), Dehradun

1. Firms / agencies should be in the business of providing services given at para 2 of pre-qualification criteria for the past three years. The agencies should be located anywhere in India. The agency should have expertise in multiple cuisines, such as North Indian, South Indian, Chinese, Continental, Italian, Mexican etc.

2. Estimated cost of contract:

- i. The annualized estimated cost of contract is ₹18,00,000/- p.a. Bills for the same may be submitted on monthly basis as per the price quoted by tenderers in the price-bid and prevailing minimum wages (Calculation of minimum wages as per [Annex VI](#)). Bills will be paid after rounding off the final amount to the nearest rupee. Payment will be made after deducting Income Tax and other taxes. Taxes, if any, levied by the Central/State Government will be borne by the contractor. In case of disputed bills, adjustment will be made after mutual negotiation/arbitration.
- ii. There will be no guarantee of minimum turnover by the Bank. The Bank will not give any subsidy to the contractor.
- iii. Rates quoted in financial bid shall be final and will not be enhanced under any pretext during the period of the contract. However, in case of future revisions (increase or decrease as the case may be) in statutory obligations, if any, as notified by the Chief Labour Commissioner, Ministry of Labour and Employment, Central Government, the statutory obligations components will be revised on submission of bill, supported by circulars concerned. Further, the service charge quoted in the financial bid will remain unchanged during the period of contract i.e. from April 01, 2026 to March 31, 2027 and also for further period, if contract is renewed. The Bank will not entertain the agency's claim for revision of service charge during the period of the contract under any circumstances
- iv. The vender or staff of vender shall not accept any kind of tip or favour from the visiting guests.

3. Nature of services:

- i. The Bank's Visiting Officers' Flats (VOF), Dehradun is located in Flat No. F101 and F102, Doon Trafalgar Apartment, Dhoran Road, Doon IT Park, Dehradun. Visiting Officers' Flats are comprising of Five independent rooms including two executive rooms, having attached washrooms, one room with a separate washroom, one study room, a common washroom, one reception area and two dining halls. In case, Bank feels the extra/ less requirement of contractual staff, the same may be increase/decrease and in this case the contractor has to provide

the services from the new premises at no additional cost.

ii. **SCOPE OF WORK: The Broad scope of work** shall include the following:

- a) **RECEPTION-CUM-FRONT OFFICE** - To attend to phone calls, receiving messages, interacting with Guests and RBI Officers, co-ordinate room allocation, bookings, check-in and Check-out of guests, collect cash/obtain signatures of guests as required, maintain proper accounting and submit the same periodically to RBI Officials.
- b) **HOUSEKEEPING** – The contractor/Firm/Agency has to carry out the housekeeping activities which includes:
- Procurement of all the materials required for guest amenities and provision of welcome kit, beverage kit and fruit / snack basket in the rooms of VoF. (Detail of as per [Annex VII](#)).
 - Maintenance and upkeep of, 05 VoF rooms including washrooms, kitchen area, dining area, common area, etc.
 - Linen like towels, bed spreads, bed sheets provided by RBI, should be changed after every change of occupancy, or on every third day or if demanded by guest, if stained. The washing charges in respect of bedding items like towels, bed spreads, bed sheets and curtains of all rooms will be borne by the agency.
 - All the rooms shall be kept neat and tidy always to enable RBI to allot the rooms at any time. The Contractor shall be responsible for making the beds and clean all rooms daily. All rooms, bathrooms and toilets are to be cleaned with high quality disinfectants. Ceilings, ceiling fans, windows, glasses and furniture to be cleaned once in seven days.
 - Room fresheners / deodorants, Mosquito repellents (of reputed brands) are to be made available in all the rooms, toilets, dining area, kitchen and all common toilets. They may be replenished immediately by the Agency whenever required. The cost towards the said service is to be borne by the agency.
 - Rooms to be regularly checked for bed linen, hand towel, bath towel, soap, shampoo, water, functioning of TV, refrigerators, ACs, geysers and bathroom fittings, bulbs, etc. and maintain regular reports.
 - The Agency shall ensure proper functioning of all systems in the VoF such as

electrical, electronics, sanitary and water supply. In case of any complaints regarding plumbing/ electrical/ carpentry, etc., and/or need for replacement of any equipment, supervisor to inform the Office immediately and maintain a record.

- The Agency has to ensure the following weekly services:
 - Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.
 - Removal of cobwebs, dusts, termites, insects, pests etc.
 - Windows sponging and cleaning.
 - Keeping ceiling and table/pedestal fans, air-conditioning grills dust free.
 - Cleaning of dustbins and buckets with detergents.
 - Cleaning of sanitary wares by using reputed branded products.
 - Cleaning of common area of VoF.
 - Prevention of moss being developed in any area in the campus.
- The Agency shall use standard quality, organic, eco-friendly and green certified cleaning materials of approved make and brand in appropriate proportion as per manufacturers specifications as per the list given below:

Sl. No.	Item / Material	Name of manufacturer / Make
1.	Cleaning chemicals like Floor Cleaner, Hard surface Cleaner, Glass cleaner, etc.	John Diversey Ltd., Unichem India Ltd., Taski Ltd. or any approved equivalent
2.	Cleaning tools like mops, Squeezing bucket, floor wipers, cleaning scrubbers, glass wipers, Glass cloth, Table duster, Dry Mops etc.	Kleenol India Ltd., Cleanfix – Schevaran, John Diversey Ltd., Gala or any approved equivalent
3.	Cleaning machines like rotary floor cleaning machine, etc.	John Diversey Ltd, Eureka Forbes, Taski Ltd, Roots Multiclean Ltd., Unger cleaning or any approved equivalent
4.	Room freshner, Deodrant, Bathroom air freshner, Mosquito repellent, etc.	Godrej or any approved equivalent

All the necessary housekeeping and cleaning materials for the performance of services shall be procured by the agency on its own expense.

c) CATERING: The Contractor shall provide the following services:

- The Contractor shall be responsible for procurement of raw materials and ingredients. Good quality raw materials and ingredients shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. The quality of the materials should be satisfactory to the officials of RBI who may carry out random inspection.
- The agency's staff shall take orders beforehand from the guests for their food requirements / preferences.
- The Contractor shall store sufficient quantity of high-quality ingredients in the available place in the VoF to ensure preparation and serving of food items in time to about 10-12 guests. The Contractor at his own risk shall make the procurement and storage.
- The timings for services shall be as informed by the Bank. Every food preparation shall be used for the specific service and the left-over food shall not be carried to next meal service.
- The Contractor shall provide efficient and prompt service to all staff members/ guests.
- The food preparation is to be done in a strict hygienic environment and matching process without any compromise. The staff is also expected to be reporting for duty with good health and hygiene as well as washed & pressed uniforms.
- The Contractor should provide healthy food under hygienic conditions by ensuring total cleanliness and regular cleaning of facilities in the kitchen. The Contractor shall perform the Service to the satisfaction of the Bank officials. If any shortcoming is found, then on instruction from Bank officials, the Contractor shall rectify the shortcoming immediately.
- The Contractor shall ensure that he appoints well qualified & experienced cooks in all types of food preparation. If Bank asks for procurement of any outside preparations, the Contractor shall arrange for the same and claim the expenditure separately.

d) GENERAL ADMINISTRATION:

- To ensure the entire operations of the VoF and coordinate with respective departments of RBI for smooth running of the operations.
- To maintain records as required by RBI.

- To ensure the safety of VoF, properties belonging to the RBI and maintain total vigil on the movement of people in the VoF.
 - To ensure timely action in emergencies including operation of firefighting systems, administering first aid etc.
- iii. The contractor shall run the said VoF on all days of the month / year.
 - iv. The Bank will arrange for premises, electricity, water, electric appliances, furniture, other dead stock articles, crockery, cutlery, utensils, gas stoves and fittings, etc. The contractor shall be responsible for the maintenance of these items and maintenance of the fixtures and fittings. The contractor shall ensure the safety of the above items kept in the said VoF and the Bank shall not be in any way responsible for any loss or damage occurring thereto. Verification of these items can be done anytime by the Bank and if any items are found short or missing or broken, recovery will be made beyond 10% for breakable items and on actual on non-breakable items from the contractor.
 - v. Maintenance of Electrical, Plumbing and Carpentry Installations: Complaints related to Plumber, carpenter and electrician will be attended to by the Bank, at its own cost. The supervisor is responsible for lodging the complaint with the Bank immediately and maintain a register in this regard.
 - vi. The contractor shall use only commercial cylinders of LPG in the VoF. Kerosene oil or other flammable items are strictly prohibited. Cost of refilling the LPG will be borne by the agency.
 - vii. The contractor is advised to visit the site before quoting their rates to assess the scope and quantum of services/works.
 - viii. **Menu:** Menus along with prices are given in [Annex VIII](#). The contractor is expected to provide good quality vegetarian and non-vegetarian food in proper hygienic condition to the guests of the Bank at the given price. Menu should be displayed on the Notice Boards placed in VoF / Dining hall.
 - ix. Bank has the right to levy penalty and even terminate the contract if there is deterioration in any kind of services, quality of food stuff, raw material, hygiene, etc. In case of any dispute in this regard, the decision of the Bank will prevail.
 - x. The said VoF shall be for the exclusive use of the officers/staff of the Bank and the persons authorized/ permitted by the Bank and its working shall be subject to the supervision and control of Reserve Bank of India, Dehradun.
 - xi. The Bank may, at any time, inspect the said VoF and all items and fixtures and fittings thereon. The contractor shall give all assistance for this purpose to the Bank.

4. Sub-letting of Contract:

- i. The contractor shall not sub-let the contract to other contractors or engage any agent for providing services. In case of violation, the Bank reserves the right to terminate the contract without any notice and he will be barred from future involvements also.
- ii. The contractor shall not carry out in the said premises, any business other than the one stated in contract, unless authorized by the Bank. The contractor shall not make any changes, additions or alterations in the Bank's premises without permission of the Bank.

5. Statutory Requirements:

- i. The contractor shall bear all the taxes, as levied by the Central or State Government.
- ii. The contractor shall solely be responsible for compliance with the provisions of all Central and State Laws, particularly 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, EPF Act 1952, 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 contractor 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 contractor shall not engage 'Minors' for providing services in the Bank.
- v. The contractor must undertake that it shall make it clear to the staff employed, that they are the employees of the contractor, and it is the responsibility of the contractor to pay wages/salary and other allowances to the staff. The contractor should also supervise the staff employed to comply with the obligations under the contract and the staff of the contractor shall have no claims against the Bank.
- vi. In the event that the Bank, as Principal Employer is required/called upon to pay any amount to the contract labourers engaged by the contractor due to lapse

or, default on the part of contractor in discharging obligations towards the contract labourers in terms of any law in force, the contractor shall be liable to reimburse such amount paid to the Bank and Bank reserves right to recover the same.

- vii. The contractor shall maintain and provide to the Bank their books, registers, documents, certificates etc. whenever required for verification / examination.
- viii. The Bank shall be entitled to recover from the contractor 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 contractor or his employees or agents.

6. Police Verification: The contractor shall furnish the Police Verification Certificates (within one month of entering into contract), in respect of all the staff (including relievers) engaged by the contractor in the Bank's premises. It is the responsibility of the contractor to ensure that the staff engaged in the Bank's premises do not have any criminal background and their character is exemplary. Any change in the staff deputed the same shall be inform to RBI, Dehradun and police verification may be submitted at the time of deputation of the staff member.

7. Medical Check-up: All the staff of the contractor is required to undergo a medical check-up through the government/municipal hospital once a year at the contractor's cost and submit medical reports and certificates to the Bank. The suggestions made by the Bank's Medical Consultant in the matter shall be scrupulously followed by the contractor.

8. Insurance:

- i. The contractor shall take "all-risk policy" for the contract value and "workmen compensation policy" for the workers engaged in the work for one year, to be renewed thereafter if the contract is renewed by the Bank for minimum amount of Rs. 02.00 Lakh with respect to each worker. The contractor shall indemnify the Bank for any loss or damage that occurs to person(s) or building or a third party during the period of contract. If the contractor does not take out these policies, the Bank reserves the right to recover the cost of loss or damage together with penalty at the discretion of Bank, from the contractor. Copy of the insurance policy is to be submitted to the Bank within a month from award of contract, failing which, the Bank reserves the right to terminate the contract.

- ii. Bank shall not be responsible for any injury, accident, disability or loss of life to the contractor or to any of its personnel, that may take place while on duty or otherwise. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make its own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by it and submit a proof to this effect.

9. **Force Majeure:** The Bidder/Successful Bidder shall not be liable for forfeiture of its EMD/ Security Deposit (Performance Bank Guarantee - PBG) or for payment of liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Bidder/Successful Bidder and not involving the Bidder's/Successful Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes etc. The Bank will decide whether delay or failure on the part of the Bidder/Successful Bidder was the result of an event beyond his control or not. The decision of the Bank in this regard should be final and binding on the Bidder/Successful Bidder and will not be open to question before any court / forum in any proceedings.

10. **Non-disclosure:** The contractor and its staff shall not disclose, divulge, reveal or use for any purpose, any information relating to the Bank, which would reasonably be considered to be private or proprietary to the Bank, the release of which could reasonably be expected to cause harm in any manner to the Bank, which the contractor and/or its staff have obtained, except as authorized by the Bank, or as required by law. The contractor and its staff shall also not disclose directly or indirectly any information and details of the Bank's infrastructure/systems/equipment, etc, which may come to their possession or knowledge during the course of discharging their contractual obligations in connection with this empanelment, to any third party and shall at all times hold the same in strictest confidence. The contractor shall treat the details of the contract as private and comply with applicable laws. The contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without 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 and the Bank shall be entitled to claim damages and pursue legal remedies. This obligation on the part of the contractor and its staff shall apply during the term of agreement and indefinitely after the term of agreement.

11. **Sexual Harassment:** The Contractor shall be solely responsible for full compliance with the provision of “the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013”

- i. In case of any complaint of sexual harassment against its employee/s, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor and the contractor shall ensure appropriate action under the said Act in respect to the complaint.
- ii. Any complaint of sexual harassment from any aggrieved employee of the Bank against any employee/s of the contractor shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- iii. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank’s employee, if sexual harassment/violence by the employee of the contractor is proved.
- iv. The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

12. **Terms of Payment:**

- i. The payment for daily breakfast, lunch and dinner served to guests in VoF will be made by respective guests availing the facility.
- ii. The contractor shall preferably provide infrastructure for electronic payment viz. POS, Sodexo EMC machine, etc. The contractor should have an affiliation of M/s. Sodexo SVC India Pvt. Ltd. and shall receive the payment for breakfast / lunch / dinner from the guests against payments by Sodexo Meal Card or other card / cash or UPI payments.
- iii. The Contractor shall raise the bill, in duplicate, along with the following documents in respect of the persons deployed in VoF and submit the same at the Allotment desk, HRMD by the second week of the subsequent month, but only after disbursement of salary/wages to all the deployed manpower during the month of consideration. The payment shall be released through NEFT/RTGS channel only, within two weeks from the date of submission of bills, complete in all respects as detailed below:

- a. Copy of invoice for the month.
 - b. Acquaintance (Wage) Register for the month, duly signed by the contractual workers. Account statement showing payment of wages duly signed along with account statement of credit to individual staff.
 - c. Attendance Register of the month, duly signed by the contractual workers.
 - d. ESI remittance challan for the month, with consolidated breakup details.
 - e. EPF remittance challan, as applicable, with consolidated breakup details.
- iv. 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 supporting documents are furnished, at the discretion of Bank.
 - v. Any objection regarding the payment received by the contractor may be brought to the notice of the Bank within 30 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.
 - vi. The Salary to the employees deployed by the contractor should be paid by the contractor through **electronic mode in their Bank accounts** and a monthly statement in that regard shall be submitted along with the bill.

13. Settlement of Disputes:

- i. In the event of any question, dispute/difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under the agreement), the same shall be referred to the sole arbitration by the Regional Director, Reserve Bank of India, Dehradun or his/her nominee.
- ii. The award of the Arbitrator shall be final and binding on the parties. In the event of such Arbitrator to whom the matter is originally referred is being transferred or vacating his/her office or resigning or refusing to work or neglecting his/her work or being unable to act for any reason whatsoever, the Regional Director, Reserve Bank of India, Dehradun shall appoint another person to act as Arbitrator in place of the out-going arbitrator in accordance with the terms of the agreement and the persons so appointed shall be entitled to proceed with the reference from the stage at which it was left by his/her predecessor.

- iii. The Arbitrator may give interim awards and/or directions, as may be required.
- iv. Subject to the aforesaid provisions, the Arbitrator & Conciliation Act, 1996 and the rules made thereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

14. Infrastructure to be provided by the Bank:

- i. Dining area with tables, chairs, refrigerator, Burner stove and microwave.
- ii. Electricity connections/points for electrical equipment.
- iii. Crockery/cutlery/Utensils for Kitchen.
- iv. LPG connection setup.

Note: The bidders are advised to consider the facilities/infrastructure being provided by the Bank, while quoting their rates.

15. Items to be arranged by the contractor:

- i. Cost of raw materials (for breakfast/lunch/dinner/tea/snacks as indicated in menus) shall be borne by the contractor against which the contractor will be eligible to charge the rate of edible items as mentioned in [Annex-VIII](#)
- ii. Refilling of commercial LPG cylinder for preparation of food should be arranged by contractor at his own cost. Use of Kerosene is prohibited in the Bank's Premises. Electric stoves shall not be used for preparation of food.
- iii. Napkins/tissue papers on the Dining Table.
- iv. Newspaper (Times of India / Hindustan Times) whenever the guest stays is to be provided by the contractor. The cost of the newspaper will be reimbursed separately on submission of monthly bill for the same.
- v. The submission of visitors' feedback is responsibility of the contractor.

16. Crockery/Cutlery:

- i. The crockery/cutlery/glassware/Utensils etc. for use in VoF will be provided by the Bank. It is the duty of the contractor to properly handle the crockery/cutlery/various gadgets etc. provided by the Bank.
- ii. Cost of breakages/loss, if any, of the aforesaid items shall be recovered from the contractor as per actual price of the items. The 10% of the breakage is permitted for breakable items above that the actual cost shall be recovered and for non-breakable items the actual cost shall be recovered. The decision

of the Bank will be final in this regard.

17. Quality of Food:

- i. The contractor shall comply with municipal regulations relating to the preparation and sale of food items and should have valid necessary license.
- ii. The contractor shall be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and served as also with respect to raw material and ingredients. The contractor shall ensure supply of quality items and must use only FSSAI approved items for cooking.
- iii. The contractor 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 thereunder.
- iv. The contractor 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.
- v. The Regional Director of Bank or any officer authorized by him/her, on his/her behalf, shall have power to inspect the kitchens and direct the removal of any food articles or beverages which may, in their opinion be considered unsuitable for consumption, and the contractor shall adhere to such directions.
- vi. In case of dispute regarding the quality of food/other eatables/beverages/unsatisfactory service etc., the final authority will rest with the Regional Director, Reserve Bank of India, Dehradun and the contractor will have to abide by the decision.

18. Kitchen - Cleanliness and Hygiene:

- i. The contractor shall ensure that the food is cooked in the VoF Kitchen. The kitchen, dining hall area and pantries should be cleaned on daily basis.
- ii. The kitchen shall be under the constant supervision of the Bank and any lapse will be viewed seriously by the Bank. Highest standards of hygiene have to be maintained, which will be verified periodically by the Bank's Medical Consultant.
- iii. The food should be hygienically cooked, portioned in preferably stainless-steel containers and should be covered properly.

- iv. The crockery and cutlery should be cleaned and stacked properly every day.
- v. The cleanliness and maintenance of utensils used for preparation of food/beverages shall be strictly ensured besides proper maintenance of refrigerator, microwave oven, water cooler / dispensers etc.
- vi. The separate utensils may be used for preparation of Veg and Non-veg food items.
- vii. The contractor has to ensure proper disposal of waste food and shall provide proper dustbins for refuse. The contractor shall arrange at its own cost, for prompt removal of such refuse every day.
- viii. In case of unsatisfactory/unhygienic quality of food items or lapse in services or any breakage/ shortage, deductions will be made as penalty which will solely be decided by the Bank.
- ix. Malfunctioning of any equipment shall not be entertained as an excuse for unsatisfactory services.

19. Maintenance / Catering Staff:

- i. The contractor should employ sufficient number of staff to ensure smooth maintenance and catering services in the VoF. **The estimated requirement is 4 (one cook, one supervisor, two helpers / attendants / sweeper). The Bank reserves the right to increase/decrease the number of manpower on reasonable grounds.**
Note: **The supervisor to be deployed should have experience in hospitality field (supporting documentary proof of work experience such as appointment letter, experience certificate on letter head of the agency / organization worked with, etc.)**
- ii. The Bank shall not, in any way, be responsible for terms of employment/engagement of kitchen as well as the service staff employed by the contractor or violation of any labour law.
- iii. The staff shall be properly dressed in neat and tidy uniform, bearing name plates besides being courteous, well-mannered and attentive. The staff should be conversant with basics of the trade. The serving staff should necessarily put on hand gloves, caps and formal shoes along with the uniform. The charges for the uniform are to be borne by the agency. Further, the agency should provide sufficient number of uniforms so that the staff deployed always has neat and tidy uniform.
- iv. The Bank reserves the right to demand the change of any employee/worker,

if warranted. In case of leave taken by any personnel, it will be the responsibility of the contractor to ensure uninterrupted service/substitute arrangement in the VoF. However, frequent change in the personnel may be avoided.

Note: The bidders are advised to consider the manpower required to manage the contract while quoting their rates.

20. Feedback: The contractor shall keep a suggestion book provided by the Bank to record any suggestion/complaints on performance of services from the officers/staff/guests and produce the same to the Bank or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures have been taken to avoid their recurrence. The contractor shall attend to all the complaints and address the same as early as possible to the satisfaction of the Bank. (Complaint register has to be maintained and updated by the supervisor, regularly.)

21. Penalties: The services shall be provided on every working day, and the contractor is liable for penalty in case of inability to do so, unless for the reasons beyond the control of contractor. A penalty of ₹1,000/- per occasion shall be levied on the contractor for violations as given below, after giving due notice and opportunity to the contractor to explain his/her position. The decision to waive off the same shall lie with the Regional Director/Officer-in-Charge of the Bank. Indicative list of deficiencies is:

- i. Use of abusive language or behavior with Bank's staff in a manner demeaning to them
- ii. Staff not wearing proper uniforms or wearing untidy uniforms
- iii. Change of staff without intimation and approval of the Bank
- iv. Non-maintenance of statutory and other registers/documents or non-submission of documents sought by the Bank
- v. Non-submission of bills in time
- vi. Deployment of manpower in lesser number than stipulated in Agreement
- vii. Non-payment of stipulated minimum wages through electronic mode or non-submission of documentary evidence for such payment
- viii. Employment of Minors
- ix. Non-adherence to Central/State Government Laws.
- x. Any other deficiency observed by RBI.

22. Termination of Contract on:

Default: The Bank may, without prejudice to any other remedy for breach of contract, by three months written notice of default sent to the Successful Bidder and upon the Successful Bidder's failure and/or neglect to propose and/or execute any corrective action to set right the default, terminate this Contract in whole or in part, in case of the following:

- (i) If the successful Bidder fails to deliver the services as specified in the Tender document and in case of breach of the terms and conditions of tender/contract.
- (ii) Or If the successful bidder fails to perform any other obligation/s under the contract.
- (iii) On termination of the Contract on default, the Security Deposit (PBG) of the Successful Bidder will be forfeited. On termination of the Contract on default, action will be taken to blacklist the Successful Bidder.
- (iv) The Bank has right to go to court of law in case of breach of the terms and conditions as specified in the tender document.

Insolvency: The Bank may at any time terminate the Contract by giving written notice to the Successful Bidder, without compensation to the Successful Bidder, if the Successful Bidder becomes Bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which the Bank is or will be entitled to take or seek.

23. Agreement:

- i. General instruction to the bidders and special conditions herein before referred to shall be the basis of final contract to be entered into with the successful bidder.
- ii. In case of partnership firm, the Tender submitted on behalf of a firm shall be signed by all the partners of the firm or a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. The Tender shall otherwise be rejected.
- iii. On receipt of intimation from RBI regarding acceptance of the Tender, the successful tenderer shall be bound to implement the Contract from the date specified therein. The successful tenderer shall sign an agreement in accordance with the extant provisions. The successful tenderer 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 Dehradun. Any pecuniary liability

incurred by the Bank either as additional stamp duty, penalty or otherwise due to inadequacy or inappropriateness of the stamp duty paid by the contractor shall devolve on the contractor and the Bank shall be entitled to recover the amount from the security deposit or from the bills raised by the contractor or in any other lawful manner. Where the security deposit is utilized for the said purpose, the contractor shall immediately replenish the utilized amount. Failure so to do may amount to breach of a material term in the agreement and consequences thereof shall follow.

- iv. The contractor shall bear the stamp duty on the original of the agreement to be executed (in duplicate) with Bank, and the Bank shall retain the original and the Contractor shall retain the duplicate copy.
- v. The contract shall initially be valid for a period of one year unless earlier terminated in accordance with the termination clause. The contract may be renewed and extended at the discretion of the Bank for a period of two years (one year at a time) subject to satisfactory services, one year at a time.
- vi. The agreement should not be construed to interpret as having got employment from the Bank or claim on Bank's property. On completion of the contract, or whenever the Bank decides, the contractor and its staff shall have to immediately and peacefully vacate the premises and handover the crockery as well as other items earlier handed over to them by Bank.
- vii. Notwithstanding the signing of the agreement, the written acceptance by Reserve Bank of a tender in itself shall not constitute a binding agreement between the Reserve Bank and the person so bidding, whether such contract is or is not subsequently executed.



RESERVE BANK OF INDIA

DEHRADUN

TENDER FOR MANAGEMENT AND HOUSEKEEPING (INCLUDING CATERING SERVICES) IN BANK'S VISITING OFFICERS' FLATS (VOF), DEHRADUN

PART – II

PRICE BID

Annex-A

The Contractor has to ensure that he should pay minimum wages as per Minimum Wages Act to the Labour so engaged, during the currency of contract. Tenderer quoting less than prevailing minimum wage will be rejected.

S. No.	Description	Calculation	
		(A) Cook and Supervisor (Skilled) (₹893/- per day)	(B) Waiter/Helper (Unskilled) (₹674/- per day)
	Component		
1.	\$Basic wages plus VDA x 26	23,218.00	17,524.00
2.	EPF (12% of Basic wages plus VDA) {Basic Plus VDA is subject to maximum limit of Rs. 15000/- per month for EPF calculation}	1,800.00	1,800.00
3.	Administrative Charges (0.5% of Basic wages plus VDA) {Basic Plus VDA is subject to maximum limit of Rs. 15000/- per month for EPF calculation}	75.00	75.00
4.	EDLI (0.5% of Basic wages plus VDA) {Basic Plus VDA is subject to maximum limit of Rs. 15000/- per month for EPF calculation}	75.00	75.00
5.	ESIC (3.25% of Basic Wages plus VDA)	-	569.53
6.	Bonus @8.33% of Basic + VDA	-	1459.75
7.	Sub total	25,168.00	21,503.28
8.	Reliever (Basic wages) for 4 days	3,572.00	2,696.00
9.	Reliever EPF @ 12%	428.64	323.52
10.	Reliever Administrative charges @0.5%	17.86	13.48
11.	Reliever EDLI @ 0.5%	17.86	13.48

12.	Reliever ESIC (3.25%)	116.09	87.62
13.	Reliever Bonus @ 8.33% of Basic + VDA	297.55	224.58
14.	Total (Reliever Charges) (sum of 8 to 13)	4,450.00	3,358.68
15.	Total (Column 7+Column 14)	29,618.00	24,861.96
16.	Total wages for VoF (2 employees x A + 2 employees x B)	59,236.00	49,723.92
17.	Total wages per month for VoF		1,08,959.91
18.	GST (18%) per month		19,612.78
19.	Total Monthly Wages Plus GST		1,28,572.69
18.	Total wages for 12 months (inclusive of GST)		15,42,872.28
19.	Housekeeping and cleaning material charges for 12 months		To be quoted by the agency as one amount
	Insurance premium charges for 12 months		
	Mobile phone charges for 12 months		
	Uniform charges for 12 months		
	Washing / Dry cleaning charges for 12 months		
	Transportation charges for 12 months		
	LPG refilling charges for 12 months		
20.	Contractor's profit & overhead expenses including any statutory dues/obligation on the part of the contractor for 12 months		To be quoted by the agency
21.	Service Charges*		To be quoted by the agency
22.	Total		(Sum of rows 19+20+21)
23.	Grand Total		= Row 18 + Row 22

\$ Calculation is based on minimum wages notified by CLC w.e.f. 25.09.2025.

* Service charges should not be less than 3%.

@The rates quoted should be exclusive of GST and taking into consideration applicable taxes that will be deducted at source.

The rates should be quoted exclusive of GST; GST will be automatically calculated by the system.

Total annual estimates will be considered for arriving at the lowest bidder (L1) and will be awarded with the contract of Management and Housekeeping (including catering services) of VoF.

Therefore, Bank shall ensure payment of minimum wages to 04 workers, and Service charges to the contractor per month.

Rates quoted in financial bid shall be final and will not be enhanced under any pretext during the period of the contract. However, in case of future revisions (increase or decrease as the case may be) in statutory obligations, if any, as notified by the Chief Labour Commissioner, Ministry of Labour and Employment, Central Government, the statutory obligations components will be revised on submission of bill, supported by circulars concerned. However, the service charge quoted in the financial bid will

remain unchanged during the period of contract i.e. from April 01, 2026 to March 31, 2027 and also for further period, if contract is renewed. The Bank will not entertain the agency's claim for revision of service charge during the period of the contract under any circumstances.

The bids quoted by the bidders should be in over and above zero in all the rows from 20 to 28. Further zero includes all derivatives of zero up to 0.9999 and thereof. The bids of such bidders who quotes zero in any of the rows from 19 to 21 shall be considered as unresponsive and will not be considered for evaluation of financial bids. Bidders quoting less than 3% service charges will be rejected.

**Management and Housekeeping (including Catering services) in the Bank's
Visiting Officers' Flats (VoF), Dehradun**

PART - I (TECHNICAL BID)

(Details filled in this form must be supported by valid documentary evidence)

The Regional Director
Reserve Bank of India
Plot No 16-17, IT Park
Dehradun - 248013

Sr. No.	Particulars	Details to be filled
1.	Name of the establishment	
2.	Composition (Company/Partnership/Proprietorship)	
3.	Year of commencement of Business With supporting documents.	
4.	Details of Registration	Registering Authority: _____ Registration Certificate (No.& Date): _____
5.	Name(s) & Designation of Proprietor/ Partners/ Directors/ Person-in-charge	
6.	Communication details of Registered Office	Address: _____ _____ _____ _____ _____ Tel.No.: _____ Mob.No.: _____ E-mail ID:

7.	Communication details of Local Office at Dehradun	Address: _____ _____ _____ _____ _____ Tel.No.: _____ Mob.No.: _____ E-mail ID:
8.	Contact details of authorized official	Name _____ & Designation.: _____ _____ Tel.No.: _____ Mob.No.: _____ E-mail ID:
9. Statutory Registration and Licence Details		
i)	Permanent Account No.	
ii)	Registration No. (Shops & Establishments Act)	Please enclose
iii)	Municipal Licence No.	documentary evidence
iv)	FSSAI Registration No.	
v)	GST Registration No.	
vi)	Labour License No. [Contract Labour (Regulation & Abolition) Act, 1970]	Please enclose
vii)	EPF Registration No.	documentary evidence
viii)	ESIC Registration No.	
ix)	MSME Registration No. (if registered)	
10.	Whether average annual turnover of last three Financial Years is ₹32 lakh	
11.	Audited Balance Sheets / IT Returns of last three years	Financial Year: 2022-23
		Financial Year: 2023-24

		Financial Year: 2024-25				
12.	Bank Details	i) Name in A/c: ii) A/c No.: iii) A/c. type: iv) Name of the Bank: v) Name of the Branch: vi) IFS Code of the Branch:				
13.	Details of Experience (Please attach relevant experience certificates) *					
Sr. No.	Name of the establishment(s) for which canteen/catering services were provided	Experience with that establishment			Value of work (₹ in lakhs)	No. of staff deployed in establishment
		From	To	No. of years		
i						
ii						
iii						
14.	Number of employees engaged by the company/ firm at present					
15.	Qualifications and experience of Supervisory staff (documents to be submitted before deployment of staff)					
16.	Whether any Civil Suit/ Litigation arisen in the contracts executed during the last 3 years/ being executed. If yes, please furnish the name of the work, employer and brief details of litigation.					

*Bank reserves the right to decide the cut-off duration of experience and right to call for proof/ verification of any of the above-mentioned particulars.

I/We hereby confirm that the information furnished herein above is true to the best of my/our knowledge and belief and if any information is found incorrect or false, I/we may be debarred from the tender process/being awarded the contract. You are free to call for confidential opinion from any one of my/our clients as also from my/our Banker as you deem fit. I/We also certify that, I/we have understood all the terms and conditions indicated in the tender document and hereby accept the same completely.

Date : _____

Place : Dehradun

(Signature and Official Seal)

(To be submitted on the letter head of the company/firm & duly signed by authorised signatory)

The Regional Director
Reserve Bank of India
Plot No 16-17, IT Park
Dehradun - 248013

Madam/ Sir

Management and Housekeeping (including Catering services) in the Bank's Visiting Officers' Flats (VoF), Dehradun

Having examined the terms & conditions specified in the memorandum herein set out and acquired the requisite information relating thereto as affecting the tender, I/we hereby offer to provide captioned facilities while strictly adhering to specified terms and conditions.

2. I/We warrant that I/we will comply with the municipal and other regulations relating to preparation and sale of food stuff, beverages and refreshments and will obtain the necessary licenses and permits in this regard. I/We agree that I/we shall indemnify and keep the Bank indemnified from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.

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

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

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

6. I/We have read the General Information, Scope of Work, Terms & Conditions explicitly mentioned in the notice inviting tender and accept the same to execute the contract, if awarded.

Yours faithfully

(Signature)

Name : _____

Designation : _____

Date : _____

Place : _____

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK

(To be furnished by the banker on its letter head)

Sr. No	Particulars	
1	Composition of the firm (Company/Partnership/Proprietorship)	
2	Name/s of the Proprietor/ Partners/ Directors of the firm (As recorded with the Bank)	
3	Turnover of the firm during last three years (₹)	i) 2024-25: _____ ii) 2023-24: _____ iii) 2022-23:
4	Credit / Overdraft facility	
5	Nature of dealings and opinion thereof	
6	Date since when the firm has been banking with the bank	
7	Other remarks	
8	Opinion on whether the party is considered financially sound to be entrusted with the contract for works estimated to cost ₹20 lakh and above	

Signature with seal
(Authorised signatory of the branch)

CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF CONTRACTOR

(On Client's Letter Head)

Name & address of the Client

Details of Works executed by Shri /M/s

1. Name of work with brief particulars:
2. Agreement No. and date:
3. Agreement amount:
4. Date of commencement of work:
5. Stipulated date of completion:
6. Actual date of completion:
7. Details of compensation levied for delay (indicate amount) if any:
8. Gross amount of the work completed and paid:
9. Name and address of the authority under whom works executed:
10. Whether the contractor employed qualified Overseer during execution of work
11. i) Quality of work (indicate grading)
ii) Amt. of work paid on reduced rates, if any
12. i) Did the contractor go for arbitration?
ii) If yes, total amount of claim
iii) Total amount awarded
13. Comments on the capabilities of the contractor
 - a) Technical proficiency: Outstanding / Very Good / Good / Satisfactory / Poor
 - b) Financial soundness: Outstanding / Very Good / Good / Satisfactory / Poor
 - c) Mobilization of adequate T&P : Outstanding / Very Good / Good / Satisfactory / Poor
 - d) Mobilization of manpower: Outstanding / Very Good / Good / Satisfactory / Poor
 - e) General behavior: Outstanding / Very Good / Good / Satisfactory / Poor

Signature of the Reporting Officer* with Office seal

* Regarding performance report/clients certificate, for works carried out for Government/ public sector companies, the certificate should be signed by the concerned Executive Engineer or an officer in an equivalent or higher rank. For works carried out for Private companies, Copy of TDS certificates has to be submitted for proving the credentials/contract amount.

All columns should be filled in properly

**PROFORMA OF BANK GUARANTEE FOR PERFORMANCE SECURITY DEPOSIT/
RETENTION MONEY**

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

Place : _____

Date : _____

The Regional Director
Reserve Bank of India
Plot No 16-17, IT Park
Dehradun - 248013

Madam/ Sir

**Management and Housekeeping (including Catering services) in the Bank's
Visiting Officers' Flats (VoF), Dehradun**

Bank Guarantee for PERFORMANCE SECURITY DEPOSIT/ Retention Money

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 project (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 ₹90,000/- (Rupees Ninety Thousand Only) 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 ₹90,000/- (Rupees Ninety Thousand Only)

as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We _____(Name of the Bank) do hereby agree with and undertake to RBI, their Successors, assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the contract or 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 the RBI, a sum of ₹90,000/- (Rupees Ninety Thousand Only). or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of ₹ 90,000/- (Rupees Ninety Thousand Only).

2. We also agree to undertake to and confirm that the sum not exceeding ₹90,000/- (Rupees Ninety Thousand Only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

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

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

We hereby further agree that –

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated

in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹90,000/- (Rupees Ninety Thousand Only).

b) Our liability under these presents shall not exceed the sum of ₹90,000/- (Rupees Ninety Thousand Only).

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

d) This guarantee shall remain in force up to contract period provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within _____ or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

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

For and on behalf of _____ (Name of the Bank)

Signature of authorized Bank official

Name:

Designation

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).

Calculation of minimum wages (indicative)

S. No.	Description	Calculation	
		(A) Cook and Supervisor (Skilled) (₹893)	(B) Waiter/Helper (Unskilled) (₹674)
1.	*Basic wages plus VDA x 26	23,218.00	17,524.00
2.	EPF (12% of Basic wages plus VDA) {Basic Plus VDA is subject to maximum limit of Rs. 15000/- per month for EPF calculation}	1,800.00	1,800.00
3.	Administrative Charges (0.5% of Basic wages plus VDA) {Basic Plus VDA is subject to maximum limit of Rs. 15000/- per month for EPF calculation}	75.00	75.00
4.	EDLI (0.5% of Basic wages plus VDA) {Basic Plus VDA is subject to maximum limit of Rs. 15000/- per month for EPF calculation}	75.00	75.00
5.	ESIC (3.25% of Basic Wages plus VDA)	-	569.53
6.	Bonus @8.33% of Basic + VDA	-	1459.74
7.	Sub total	25,168.00	21,503.00
8.	Reliever (Basic wages) for 4 days	3,572.00	2,696.00
9.	Reliever EPF @ 12%	428.64	323.52
10.	Reliever Administrative charges @0.5%	17.86	13.48
11.	Reliever EDLI @ 0.5%	17.86	13.48
12.	Reliever ESIC (3.25%)	116.09	87.62
13.	Reliever Bonus @ 8.33% of Basic + VDA	297.55	224.58
14.	Total (Reliever Charges)	4,450.00	3,358.68
15.	Total (Column 7+Column 14)	29,618.00	24,861.96
17.	Total wages for VoF (2 employees x A + 2 employees x B)	59,236.00	49,723.92
18.	Total wages for a month for VoF		1,08,959.91
19.	GST @ 18%		19,612.78
20.	Total wages for a month including GST @ 18%		1,28,572.69
21.	Total wages for 12 months		15,42,872.28

* Employer has to contribute ESIC @ 3.25% monthly for those employees whose monthly salary is less than or equal to ₹ 21,000/-. (Not applicable if salary exceeds ₹ 21,000/- or any other amount specified by ESIC from time to time).

** Employer has to deposit EPF @12.5% (12%+0.5% administrative charges) for those employees whose monthly salary is less than or equal to ₹ 15,000/-. If the salary is more than ₹ 15,000/- EPF contribution shall be calculated on ₹ 15000/- only i.e., ₹ 1800/- per month maximum or any other amount specified by EPFO from time to time.

*** All employee whose monthly salary is less than or equal ₹ 21,000/- has worked for not

less than 30 days in an accounting year, shall be eligible for bonus for minimum of 8.33% of the salary/wages. More than ₹21,000/- monthly wages not eligible for Bonus.

Provision of Welcome Kit - Welcome kit should contain following items:

S. No.	Name of item	Quantity per kit	Indicative Brands
1.	Shower Gel bottle 25 ml	1	Biotique / Khadi or equivalent
2.	Hair Oil bottle - 25 ml	1	Almond drop/ Khadi
3.	Medium Comb	1	Standard Quality
4.	Shampoo bottle - 25 ml	1	Biotique / Khadi or equivalent
5.	Conditioner – 25 ml	1	Biotique / Khadi or equivalent
6.	Razor (disposable)	1	Gillette, Presto or equivalent.
7.	Shaving cream- 20 gm	1 small	Biotique
8.	Toothpaste – 20 gm	1 small	Colgate / Pepsodent or equivalent.
9.	Toothbrush	1	Colgate / Oral-B/ Pepsodent or equivalent
10.	Moisturizer – 25 ml	1 small	Biotique / Khadi or equivalent
11.	Talcum Powder – 20 gm	1 small	Biotique / Khadi/ Ponds or equivalent
12.	Detergent Bar – 20 gm	1	Surf Excel
13.	Wet Wipes	4	Dettol or Savlon
14.	Ear Buds & Band-Aid	6 & 2	Johnson & Johnson
15.	Jute pouch with printed with RBI logo & RBI, Dehradun for packing the items at Sr. No 1 to 14 above.	1	Standard quality

- **Beverage Kit**

One Beverage kit each (as specified below) should be provided to the visitor and accompanying guests per day.

Sl. No.	Item description	Qty.	Brand
1	Tea and coffee sachets	02 No. each	Red Label, Tetley, Taj Mahal, Nescafe, Bru or equivalent
2	Sugar sachets (02 sugar + 02 brown sugar+ 02 sugar free)	04 No.	Any standard make
3	Milk powder sachets (5 gm.)	04 No.	Every day, Amul or equivalent
4	Non-Plastic pouch for above Items/ or to be kept in bowl in room near kettle	01 No.	Any standard make

- **Fruit/ Snack Basket should contain following items:**

Sr.No.	Item Description	Qty.	Brand
1.	Chips (52 gm)	1	Lays, Uncle chips or equivalent
2.	Biscuit (100g)	1	Hide & seek, Bourbon or equivalent
3.	Coconut Water (200 ml)	1	Tender coconut, Raw, tropicana or equivalent
4.	Roasted nuts (Cashews / Almonds) (30g)	1	Cornitos, Haldiram or equivalent
5.	Bananas	3	As per market rate
6.	Apples	1	As per market rate
7.	Any 2 seasonal fruit (Guava/Kiwi/Grape/Pear/Orange)	2	As per market rate

Note: During occupancy, one welcome kit to be provided per room.

One beverage kit is to be provided per day of occupation per room.

In addition to the welcome kit and beverage kit, one fruit / snack basket to be provided to officers in Grade 'F' and above.

The rate of each set of the above kits will be mutually decided based on the market rates and packing charges after the award of tender.

Reimbursement of the above kits will be made by the Bank on submission of the bills.

Therefore, the contractor will not have to bear the cost.

Items to be served in Visiting officer's Flat, Dehradun

Breakfast/Lunch/Dinner – Approved rates (The charges for the food items will be collected from the guests by the contractor's staff)

Breakfast (including Tea or Coffee): Rs.70/- each for any one option: -

- Bread-toast (06 pcs), Jam and Amul-Butter
- Milk (250ml) and cornflakes/ Chocos (100 gm)
- South Indian Idli (04) with Sambhar and coconut & tomato Chutney **or**
02 Masala Dosa with Sambhar and coconut & tomato Chutney (On prior notice from the guest) **or**
Medu Vada (3 Pieces) with Sambhar and coconut & tomato Chutney
- Stuffed Paratha (of any type) (03 pcs) with curd/ achar
- Poha/Dalia/Oats (250 gm)
- Puri (06 pcs) with Sabji- aloo tamatar & achar
- Omelet /boiled (02 eggs) with bread (04 pcs)
- Bread -4 pieces & Egg-Bhurji (2 Eggs)

Lunch/ Dinner

- Special Veg meal: Rs.160/- each
(Soup, Roti/ Naan/ Laccha Paratha, two seasonal vegetable dish and one Paneer/Mushroom dish, one dal, rice, one curd preparation, salad, papad, pickles, one sweet dish/fruit)
- Veg meal: Rs.120/- each
(Roti, two seasonal vegetable dish, one dal, rice, one curd preparation, salad, papad, pickles, one sweet dish/fruit)
- Non-Veg meal: Rs.200/- each
(Roti/ Naan/ Laccha Paratha, one seasonal vegetable dish and one non-veg dish, one dal, rice, one curd preparation, salad, papad, pickles, one sweet dish/fruit)
- Additional one portion of non-veg dish (fish/chicken/mutton) to be provided at an extra cost of Rs.60/-.
- Quantity of Lunch and Dinner is unlimited for guests.

Any type of snacks/ dry fries- as per visitor request

- Veg: Rs.40/- each plate
- Non-Veg: Rs.60/- each plate
- Tea: Rs 10/- per cup (with 2 plain/Salted biscuits)
- Coffee: Rs 15/- per cup (with 2 plain/Salted biscuits)
- Biscuits/Chips/ Namkeen will be provided on MRP
- Beverages like soft drinks will be provided on MRP
- Any other item requested by the guest which may be prepared by the cook

- The Bank may change the menu and rates at any time in consultation with the agency.

Note:

Quality of raw materials to be used in preparations

The Contractor 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.

2. Indicative brands of raw materials are listed below:

- i. Edible Filtered Oil should be of branded companies like Saffola/Fortune/Dhara.
- ii. Edible Mustard Oil should be of branded companies like Fortune/Dhara etc.
- iii. Raw vegetables should be of good quality, fresh and should be properly cleaned and washed before cooking
- iv. Wheat Flour of Ashirwad/Annapurna/Nature Fresh/Pillsbury/Shakti Bhog etc.
- v. Rice should be Dubar/Basmati of branded companies like India Gate/Shreelal Mahal/etc.
- vi. Cereals should be of good quality – Tata Sampann/ India Organic/ 24 Mantra/Natureland.
- vii. Spices of branded companies like Catch/MDH/Everest etc. to be used.
- viii. Common Salt, Black Pepper, Chat Masala of Catch brand (to be kept on dining tables)
- ix. Tea bag - (Taj Mahal/ Tata/ Red Label/ Lipton)
- x. Coffee Powder Sachet - (Nescafe/Bru)
- xi. Milk may be procured freshly from market, use of tetra pack milk may be avoided.
- xii. Raw meat for Non-Veg items should be procured fresh and should be properly washed before cooking. Contractor should not use packed and frozen meat.