



**Reserve Bank of India
Welfare Section, HRMD
C.B.D. Belapur**

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

IMPORTANT INFORMATION and SCHEDULE OF TENDER (SOT)

(Ref: NIT No.: E-Tender No. – RBI/Belapur Regional Office/HRMD/1/26-27/230)

Name of Work:	E-tender for providing catering facility for RBI staff at different office locations viz Staff Canteen, Annex Building, RBI Belapur, ZTC Lounge and Dining room in premises of RBI Officers Quarters, Kharghar, Visiting Officers Flat and Transit Holiday Home in premises of RBI Officers Quarters, Kharghar in Navi-Mumbai.
Date and time of Invitation of e-Tender	July 30, 2026, at 06:00 PM
Date and time of Pre-bid meeting	August 10, 2026, at 11:00 AM
Last date of Submission of e-Tender	August 21, 2026, till 02:00 PM
Date and time of opening of e-Tender	August 21, 2026, at 03:00 PM

e-tender invited through e-procurement website -
<https://www.mstcecommerce.com/eprocn/index.jsp>



**Reserve Bank of India
Human Resource Management Department**

NOTICE INVITING TENDER (NIT)

E-tender for providing catering facility for RBI staff at different office locations at Staff Canteen, Annex Building, RBI Belapur, ZTC Lounge and Dining room in premises of RBI Officers Quarters, Kharghar, Visiting Officers Flat and Transit Holiday Home in premises of RBI Officers Quarters, Kharghar in Navi-Mumbai (Only through e-procurement)

SCHEDULE OF TENDER (SOT)

A	E-tender Name:	E-tender for providing catering facility for RBI staff at different office locations at Staff Canteen, Annex Building, RBI Belapur, ZTC Lounge and Dining room in premises of RBI Officers Quarters, Kharghar, Visiting Officers Flat and Transit Holiday Home in premises of RBI Officers Quarters, Kharghar in Navi-Mumbai (Only through e-procurement)
B	E-tender No.	E-Tender No. – RBI/Belapur Regional Office/HRMD/1/26-27/230
C	Mode of Tender	e-Procurement System (Online Part I Technical Bid and Part II Financial Bid through https://www.mstcecommerce.com/eproc/)
D	Date of NIT available to the parties for viewing/ download	July 30, 2026, at 06:00 PM
E	Date of Pre-Bid meeting (offline)	August 10, 2026, at 11:00 AM
F	Venue of Pre-Bid meeting	2 nd Floor, HRMD, Conference Room No. 2, Reserve Bank of India, Belapur Office, Second Floor, Main Office Building, H H Nirmaladevi Marg, Sector 10, Belapur, Navi Mumbai- 400614.
G	Estimated value of tender	₹1.30 crore per annum exclusive of GST

H	Transaction fees	As applicable by MSTC (Please note that vendors shall have the access to online e-tender only after receipt of Transaction fee by NEFT in favour of MSTC Limited.)
I	Date of Starting of online submission of e-tender (Technical Bid and Financial Bid) at https://www.mstcecommerce.com/eproc/	July 30, 2026
J	Last date of availability of e-tender	August 21, 2026, till 02.00PM
K	Date of closing of online submission of e-tender (Technical Bid and Financial Bid)	August 21, 2026, till 02.00PM
L	Date & time of opening of Part-I (Technical Bid)	August 21, 2026, at 03.00 PM
M	Date of opening of Part-II (Financial Bid)	Part-II (Financial Bid) will be opened electronically of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by RBI, Belapur Office. Such bidder(s) will be intimated regarding date of opening of Part-II (Financial Bid) through email.
N	Period given to Successful Bidder for set up and to start the actual work	7 days from the date of the Work order
O	Earnest Money Deposit (EMD)	The Tender Application must be submitted along with Earnest Money Deposit (EMD) amounting to ₹2,60,000/- (Rupees Two Lakh Sixty Thousand only) payable through NEFT or Bank Guarantee furnished in respect of the said amount latest by 12:00 noon, August 21, 2026 . Failure to comply with this condition will render the tender void and the tender will be rejected. Please note that vendors will have the access to online e-tender only after receipt of Transaction fee by NEFT in favour of MSTC Limited. EMD will not carry any interest. It would be refunded to the unsuccessful bidders within 10 working days of the award of the contract. In case of the successful bidder, the EMD will be refunded after payment of security deposit in the form of a valid bank guarantee and execution of the contract. EMD shall be forfeited, if the bidder withdraws his bid during the period of tender validity or fails to execute the contract upon award of work.

		Validity of tender is three months from the date of opening of Part-I and the details of the validity are provided in Paragraph 3 of the “ General Instructions Regarding Technical and Financial Bids ”- Part I, Section II.	
P	Earnest Money Deposit (EMD)	A/c Number (Reserve Bank of India, Belapur)	186003001
		A/c Name	Reserve Bank of India, Belapur
		IFS Code:	IFSC: RBIS0NMPA01 (Fifth and Tenth character in IFSC is Zero)

In the event of any unforeseen closure of work/ holiday on any of the above days, the same will be opened /held on the next working day.

Tenders received after due date and time shall be rejected.

Tenders not complying with the provisions of bidding documents are liable to be rejected.

In case of any problem/dispute, decision of Chief General Manager, RBI Belapur, Navi Mumbai will be final and binding on all parties.

RBI 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 any or all the tenders without assigning any reason thereof.

**Chief General Manager
Belapur Office**



भारतीय रिज़र्व बैंक
मानव संसाधन प्रबंध विभाग
बेलापुर कार्यालय
नवी मुंबई

विज्ञापन

नवी मुंबई में निम्नलिखित विभिन्न कार्यालय स्थलों पर भारतीय रिज़र्व बैंक कर्मचारियों के लिए कैटीन सुविधा प्रदान करने के लिए ई-निविदा

- एनेक्स बिल्डिंग, भारतीय रिज़र्व बैंक, बेलापुर, एचएच निर्मलादेवी मार्ग, सेक्टर 10, बेलापुर 400614 में स्टाफ कैटीन
- ZTC (आंचलिक प्रशिक्षण केंद्र) RBI ऑफिसर्स क्वार्टर, खारघर, सेक्टर 5A, खारघर 410210 के परिसर में लाउंज और डाइनिंग रूम
- खारघर, सेक्टर 5ए, खारघर 410210 में आरबीआई ऑफिसर्स क्वार्टर के परिसर में विजिटिंग ऑफिसर्स फ्लैट (वीओएफ)/ट्रांजिट हॉलिडे होम (टीएचएच)

ई-निविदा संख्या – आरबीआई/बेलापुर क्षेत्रीय कार्यालय/मासंप्रवि/1/26-27/230

भारतीय रिज़र्व बैंक (आरबीआई), बेलापुर कार्यालय ने दो बोली प्रणाली (तकनीकी और वित्तीय बोली) के तहत स्टाफ कैटीन, एनेक्स बिल्डिंग, आरबीआई बेलापुर, जेडटीसी लाउंज और डाइनिंग रूम और आरबीआई ऑफिसर्स क्वार्टर, खारघर, आरबीआई ऑफिसर्स क्वार्टर, खारघर के परिसर में के परिसर में विजिटिंग ऑफिसर्स फ्लैट और ट्रांजिट हॉलिडे होम में

E-tender for providing catering facility for RBI staff at different office locations at Navi Mumbai, namely

- Staff Canteen at Annex Building, Reserve Bank of India, Belapur, H H Niramaladevi Marg, Sector 10, Belapur 400614
- ZTC (Zonal Training Centre) Lounge and Dining room in premises of RBI Officers Quarters, Kharghar, Sector 5A, Kharghar 410210
- Visiting Officers Flat (VOF)/Transit Holiday Home (THH) in the premises of RBI Officers Quarters at Kharghar, Sector 5A, Kharghar 410210

E-Tender No. – RBI/Belapur Regional Office/HRMD/1/26-27/230

Reserve Bank of India (RBI), Belapur Office, invites e-tenders under Two Bid system (Technical & Financial Bid) for providing catering facility at **Staff Canteen, Annex Building, RBI Belapur, ZTC Lounge and Dining room in premises of RBI Officers Quarters, Kharghar and Visiting**

खानपान सुविधा प्रदान करने के लिए ऊपर वर्णित पते पर ई-निविदाएं आमंत्रित की हैं। इच्छुक विक्रेताओं को ई-टेंडरिंग के माध्यम से भाग लेने के लिए एमएसटीसी पोर्टल पर पंजीकरण करना होगा। अनुबंध की अवधि शुरू में निर्धारित संविदात्मक दायित्वों के अनुसार कार्य सौंपने (कार्य आदेश जारी करने) की तारीख से एक वर्ष की अवधि के लिए होगी। कीमतों के साथ निविदा भाग- I के खुलने की तारीख से तीन महीने की अवधि के लिए शुरू में वैध रहेगी।

2. निविदा दस्तावेज/शुद्धिपत्र का विवरण केवल आरबीआई वेबसाइट (<https://www.rbi.org.in>) और एमएसटीसी पोर्टल पर उपलब्ध होगा। MSTC पोर्टल (www.mstcecommerce.com) पर ई-निविदा जमा करने की अंतिम तिथि **21 अगस्त 2026** है।

3. इच्छुक निविदाकर्ताओं के लिए बोली-पूर्व बैठक (ऑफ-लाइन मोड) में **10 अगस्त 2026 को सुबह 11:00 बजे आयोजित की जाएगी।** बोली-पूर्व बैठक का स्थान - दूसरी मंजिल, एचआरएमडी, सम्मेलन कक्ष नंबर 2, भारतीय रिजर्व बैंक, बेलापुर कार्यालय, दूसरी मंजिल, मुख्य कार्यालय भवन, एचएच निर्मलादेवी मार्ग, सेक्टर 10, बेलापुर, नवी मुंबई-400614।

4. सभी पूर्व-योग्यता पत्र एमएसटीसी साइट पर अपलोड किए जाएंगे और बैंक द्वारा निविदा के

Officers Flat and Transit Holiday Home in premises of RBI Officers Quarters, Kharghar at the address described hereinabove. The interested vendors must register on the MSTC portal for participating through e-tendering. The period of contract will be initially for a period of one year from date of award of work (issue of the work order) as per laid down contractual obligations. The Tender along with the prices shall remain valid initially for a period of three months from the date of opening of Part-I.

2. The details of the tender document/corrigendum will be available only on RBI Website (<https://www.rbi.org.in>) and MSTC portal. The last date for submission of e-tender on MSTC portal (www.mstcecommerce.com) is **August 21, 2026.**

3. A pre-bid meeting (off-line mode) of the intending Tenderers will be held on **August 10, 2026, at 11:00 am.** Place of Pre-Bid meeting – 2nd Floor, HRMD, Conference Room No. 2, Reserve Bank of India, Belapur Office, Second Floor, Main Office Building, H H Nirmaladevi Marg, Sector 10, Belapur, Navi Mumbai- 400614.

4. All Pre-Qualification papers shall be uploaded on MSTC site and same will

भाग-I को खोलते समय जांच के लिए उन्हें डाउनलोड किया जाएगा।

5. एनईएफटी के माध्यम से **₹2,60,000/- (केवल दो लाख साठ हजार रुपये)** की बयाना राशि का प्रेषण किया जाएगा या उक्त राशि के संबंध में बैंक गारंटी प्रस्तुत की जाएगी। बयाना राशि के लिए प्रस्तुत बैंक गारंटी (अनुसूचित वाणिज्यिक बैंक से) निविदा की वैधता अवधि के साथ-साथ अतिरिक्त 45 दिनों के लिए वैध होनी चाहिए। विप्रेषण के समर्थन में दस्तावेजी साक्ष्य सीलबंद लिफाफे में **“मुख्य महाप्रबंधक, भारतीय रिजर्व बैंक, बेलापुर कार्यालय, दूसरी मंजिल, मुख्य कार्यालय भवन, एचएच निर्मलादेवी मार्ग, सेक्टर 10, बेलापुर, नवी मुंबई-400614”**, को संबोधित करके इस प्रकार प्रस्तुत किया जाना चाहिए कि यह **21 अगस्त 2026 को दोपहर 12:00 बजे तक हमारे कार्यालय में प्राप्त हो जाए**, तथा उसके ऊपर “मुंबई में विभिन्न कार्यालय स्थलों अर्थात् केंद्रीय कार्यालय भवन, अमर भवन, बायकुला कार्यालय, बांद्रा-कुर्ला कॉम्प्लेक्स, वर्ल्ड ट्रेड सेंटर (डब्ल्यूटीसी) और मुंबई में मेकर टावर्स में आरबीआई कर्मचारियों के लिए कैंटीन सुविधा प्रदान करने हेतु ई-निविदा हेतु बयाना राशि” लिखा हो।

6. विधिवत भरे गए निविदा दस्तावेज एमएसटीसी साइट पर अपलोड किए जाएंगे। (ई-निविदा के ऑनलाइन प्रस्तुतीकरण (भाग-I और भाग-II) की आरंभ की तिथि **30 जुलाई 2026 को** सायं 06:00 बजे से है तथा ई-निविदा के ऑनलाइन प्रस्तुतीकरण की समाप्ति तिथि **21 अगस्त 2026 को अपराह्न 2:00 बजे तक है**)।

be downloaded at the time of opening Part-I of tender for examination by the Bank.

5. The Earnest Money Deposit (EMD) of **₹2,60,000/- (Rupees Two Lakh Sixty Thousand only)** shall be remitted through NEFT or Bank Guarantee shall be furnished in respect of the said amount. The Bank Guarantee (from a Scheduled Commercial Bank) submitted towards Earnest Money Deposit has to be valid for the validity period of the tender plus additional 45 days. Documentary evidence in support of remittance shall be submitted in sealed cover addressed to “The Chief General Manager, Reserve Bank of India, Human Resource Management Department, Belapur Office, Sector 10, Belapur, Navi Mumbai -400614”, so as to reach our Office by **12:00 noon on August 21, 2026** super scribing as “EMD for E-tender for providing canteen facility for RBI staff at different office locations at Staff Canteen, Annex Building, RBI Belapur, ZTC Lounge and Dining room in premises of RBI Officers Quarters, Kharghar, Visiting Officers Flat and Transit Holiday Home in premises of RBI Officers Quarters, Kharghar in Navi Mumbai.”

7. निविदा का भाग I 21 अगस्त 2026 को दोपहर 03.00 बजे निविदाकर्ताओं के अधिकृत प्रतिनिधियों की उपस्थिति में ऑनलाइन खोला जाएगा, जो उपस्थित होना चाहते हैं। पात्र निविदाकर्ताओं का भाग-II (मूल्य बोली) बाद की तारीख को खोला जाएगा, जिसकी सूचना निविदाकर्ताओं को पहले से दी जाएगी।

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

6. The duly filled in tender documents shall be uploaded on MSTC site. (Date of Starting of online submission (Part-I & Part- II) of e-tender from **July 30, 2026**, at 06:00 pm and Date of closing of online submission of e-tender is **August 21, 2026, up to 2:00 pm**).

7. Part I of the tender will be opened on-line at **03.00 PM on August 21, 2026**, in the presence of the authorized representative of the Tenderers who choose to be present. Part-II (Price bid) of the eligible Tenderers shall be opened on a subsequent date which will be intimated to the Tenderers in advance.

8. RBI 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 any or all the tenders without assigning any reason thereof.

मुख्य महाप्रबंधक बेलापुर

अस्वीकरण

भारतीय रिज़र्व बैंक, मानव संसाधन प्रबंध विभाग, बेलापुर, नवी मुंबई ने इच्छुक पक्षों को संविदा के परिप्रेक्ष्य में जानकारी देने के लिए यह दस्तावेज़ तैयार किया है। जबकि भारतीय रिज़र्व बैंक ने इसमें निहित जानकारी को तैयार करने में उचित सावधानी बरती है और इसे सही मानता है, न तो भारतीय रिज़र्व बैंक और न ही इसके किसी भी अधिकारी या एजेंसी या उनके संबंधित अधिकारी, कर्मचारी, एजेंट या सलाहकार इस दस्तावेज़ में निहित जानकारी या इसके साथ प्रदान की जाने वाली किसी भी जानकारी की पूर्णता या सटीकता के बारे में कोई वारंटी देते हैं या कोई प्रतिनिधित्व करते हैं, चाहे वह व्यक्त हो या निहित।

यह जानकारी पूरी तरह से परिपूर्ण हो ऐसा कथित नहीं है। इच्छुक पक्षों को अपनी जांच स्वयं करनी होगी और उत्तरदाताओं को लिखित रूप में पुष्टि करनी होगी कि उन्होंने ऐसा किया है, और वे ई - निविदा जमा करने में केवल भारतीय रिज़र्व बैंक द्वारा प्रदान की गई जानकारी पर निर्भर नहीं हैं। यह जानकारी इस आधार पर प्रदान की जाती है कि यह भारतीय रिज़र्व बैंक या उसके किसी भी प्राधिकरण या एजेंसी या उनके किसी भी संबंधित अधिकारी,

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

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

कर्मचारी, एजेंट या सलाहकार के लिए बाध्यकारी नहीं है। भारतीय रिज़र्व बैंक संविदा के साथ आगे न बढ़ने या संविदा के स्वरूप को बदलने, इस दस्तावेज़ में दर्शाई गई समय-सारिणी को बदलने या लागू की जाने वाली प्रक्रिया या प्रक्रिया को बदलने का अधिकार अपने पास सुरक्षित रखता है। यह ऐसे किसी भी पक्ष के साथ जो मामले पर आगे चर्चा करने की रुचि व्यक्त करता है, चर्चा करने से इनकार करने का अधिकार भी अपने पास सुरक्षित रखता है। रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की प्रतिपूर्ति का भुगतान नहीं किया जाएगा।	of India or any of its authorities or agencies or any of their respective officers, employees, agents, or advisors. Reserve Bank of India reserves the right, not to proceed with the Contract or to change the configuration of the Contract, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.
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**Reserve Bank of India
Human Resource Management Department**

NOTICE INVITING TENDER (NIT)

E-tender for providing catering facility for RBI staff at different office locations at Staff Canteen, Annex Building, RBI Belapur, ZTC Lounge and Dining room in premises of RBI Officers Quarters, Kharghar, Visiting Officers Flat and Transit Holiday Home in premises of RBI Officers Quarters, Kharghar in Navi-Mumbai (Only through e-procurement)

SCHEDULE OF TENDER (SOT)

A	E-tender Name:	E-tender for providing catering facility for RBI staff at different office locations at Staff Canteen, Annex Building, RBI Belapur, ZTC Lounge and Dining room in premises of RBI Officers Quarters, Kharghar, Visiting Officers Flat and Transit Holiday Home in premises of RBI Officers Quarters, Kharghar in Navi-Mumbai (Only through e-procurement)
B	E-tender No.	E-Tender No. – RBI/Belapur Regional Office/HRMD/1/26-27/230
C	Mode of Tender	e-Procurement System (Online Part I Technical Bid and Part II Financial Bid through https://www.mstcecommerce.com/eproc/)
D	Date of NIT available to the parties for viewing/ download	July 30, 2026, at 06:00 PM
E	Date of Pre-Bid meeting	August 10, 2026, at 11:00 AM

	(offline)	
F	Venue of Pre-Bid meeting	2 nd Floor, HRMD, Conference Room No. 2, Reserve Bank of India, Belapur Office, Second Floor, Main Office Building, H H Nirmaladevi Marg, Sector 10, Belapur, Navi Mumbai- 400614.
G	Estimated value of tender	₹ 1.30 crore per annum exclusive of GST
H	Transaction fees	As applicable by MSTC (Please note that vendors shall have the access to online e-tender only after receipt of Transaction fee by NEFT in favour of MSTC Limited.)
I	Date of Starting of online submission of e-tender (Technical Bid and Financial Bid) at https://www.mstcecommerce.com/eproc/	July 30, 2026
J	Last date of availability of e-tender	August 21, 2026, till 02.00PM
K	Date of closing of online submission of e-tender (Technical Bid and Financial Bid)	August 21, 2026, till 02.00PM
L	Date & time of opening of Part-I (Technical Bid)	August 21, 2026, at 03.00 pm

M	Date of opening of Part-II (Financial Bid)	Part-II (Financial Bid) will be opened electronically of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by RBI, Belapur Office. Such bidder(s) will be intimated regarding date of opening of Part- II (Financial Bid) through email.
N	Period given to Successful Bidder for set up and to start the actual work	7 days from the date of the Work order
O	Earnest Money Deposit (EMD)	The Tender Application must be submitted along with Earnest Money Deposit (EMD) amounting to ₹2,60,000/- (Rupees Two Lakh Sixty Thousand only) payable through NEFT or Bank Guarantee furnished in respect of the said amount latest by 12:00 noon, August 21, 2026. Failure to comply with this condition will render the tender void and the tender will be rejected. Please note that vendors will have the access to online e-tender only after receipt of Transaction fee by NEFT in favour of MSTC Limited. EMD will not carry any interest. It would be refunded to the unsuccessful bidders within 10 working days of the award of the contract. In case of the successful bidder, the EMD will be refunded after payment of security deposit in the form of a valid bank guarantee and execution of the contract. EMD shall be forfeited, if the bidder withdraws his bid during the period of

		tender validity or fails to execute the contract upon award of work. Validity of tender is three months from the date of opening of Part-I and the details of the validity are provided in Paragraph 3 of the “General Instructions Regarding Technical and Financial Bids”- Part I, Section II.	
P	Earnest Money Deposit (EMD)	A/c Number (Reserve Bank of India, Belapur)	186003001
		A/c Name	Reserve Bank of India, Belapur
		IFS Code:	IFSC: RBIS0NMPA01 (Fifth and Tenth character in IFSC is Zero)

In the event of any unforeseen closure of work/ holiday on any of the above days, the

same will be opened /held on the next working day.

Tenders received after due date and time shall be rejected.

Tenders not complying with the provisions of bidding documents are liable to be rejected.

In case of any problem/dispute, decision of Chief General Manager, RBI Belapur,

Navi Mumbai will be final and binding on all parties.

RBI 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 any or all the tenders without assigning any reason thereof.

**Chief General Manager
Belapur Office**



**भारतीय रिजर्व बैंक
मानव संसाधन प्रबंध विभाग**

निविदा आमंत्रण सूचना (एनआईटी)

नवी मुंबई स्थित स्टाफ कैंटीन, एनेक्स बिल्डिंग, आरबीआई बेलापुर, जेडटीसी लाउंज और डाइनिंग रूम और आरबीआई ऑफिसर्स क्वार्टर, खारघर, आरबीआई ऑफिसर्स क्वार्टर, खारघर के परिसर में के परिसर में विजिटिंग ऑफिसर्स फ्लैट और ट्रांजिट हॉलिडे होम में खानपान सुविधा प्रदान करने के लिए (केवल ई-खरीद के माध्यम से)

निविदा अनुसूची (एसओटी)

ए	ई-निविदा का नाम:	नवी मुंबई स्थित स्टाफ कैंटीन, एनेक्स बिल्डिंग, आरबीआई बेलापुर, जेडटीसी लाउंज और डाइनिंग रूम और आरबीआई ऑफिसर्स क्वार्टर, खारघर, आरबीआई ऑफिसर्स क्वार्टर, खारघर के परिसर में के परिसर में विजिटिंग ऑफिसर्स फ्लैट और ट्रांजिट हॉलिडे होम में खानपान सुविधा प्रदान करने के लिए ई-निविदा।
बी	ई-निविदा सं.	आरबीआई/बेलापुर क्षेत्रीय कार्यालय/मासंप्रवि/1/26-27/230
सी	निविदा का माध्यम	ई-खरीद प्रणाली (ऑनलाइन भाग I तकनीकी बोली और भाग II वित्तीय बोली https://www.mstcecommerce.com/eproc/ के माध्यम से)

डी	एनआईटी पार्टियों द्वारा देखने/डाउनलोड करने के लिए उपलब्ध होने की तारीख है	30 जुलाई 2026, शाम 06.00 बजे
इ	बोली-पूर्व बैठक की तिथि (ऑफ़लाइन)	10 अगस्त 2026, सुबह 11.00 बजे
ए फ	बोली-पूर्व बैठक का स्थान	द्वितीय तल, एचआरएमडी, सम्मेलन कक्ष क्र 2, भारतीय रिज़र्व बैंक, बेलापुर कार्यालय, दूसरी मंजिल, मुख्य कार्यालय भवन, एचएच निरामला देवी मार्ग, सैक्टर 10, बेलापुर, नवी मुंबई- 400614
जी	निविदा का अनुमानित मूल्य	जीएसटी को छोड़कर ₹ 1.30 करोड़ प्रति वर्ष
एच	लेनदेन शुल्क	जैसा कि एमएसटीसी द्वारा लागू होता है (कृपया ध्यान दें कि एमएसटीसी लिमिटेड के पक्ष में एनईएफटी द्वारा लेनदेन शुल्क प्राप्त होने के बाद ही विक्रेताओं को ऑनलाइन ई-निविदा तक पहुंच प्राप्त होगी।)
आई	ई-निविदा ऑनलाइन जमा करने की आरंभ होने की तिथि (तकनीकी बोली और वित्तीय बोली) https://www.mstcecommerce.com/eproc/ पर	30 जुलाई 2026
जे	ई-निविदा की उपलब्धता की अंतिम तिथि	21 अगस्त 2026, दोपहर 02:00 बजे तक
के	ई-निविदा ऑनलाइन जमा करने की अंतिम तिथि (तकनीकी बोली और वित्तीय बोली)	21 अगस्त 2026, दोपहर 02:00 बजे तक
एल	भाग-I (तकनीकी बोली) खुलने की तिथि एवं समय	21 अगस्त 2026, दोपहर 03:00 बजे

एम	भाग-II (वित्तीय बोली) खुलने की तिथि	केवल उन बोलीदाताओं की भाग-II (वित्तीय बोली) इलेक्ट्रॉनिक रूप से खोली जाएगी, जिनकी भाग-I (तकनीकी बोली) भारतीय रिजर्व बैंक, बेलापुर कार्यालय द्वारा स्वीकार्य पाई जाती है। ऐसे बोलीदाताओं को भाग-II (वित्तीय बोली) खोलने की तिथि के बारे में ईमेल के माध्यम से सूचित किया जाएगा।
एन	सफल बोलीदाता को स्थापना और वास्तविक कार्य शुरू करने के लिए दी गई अवधि	कार्य आदेश की तिथि से 07 दिन
ओ	बयाना राशि (ईएमडी)	निविदा आवेदन 21 अगस्त 2026 को दोपहर 12:00 बजे तक NEFT या बैंक गारंटी के माध्यम से देय ₹2,60,000 /- (केवल दो लाख साठ रुपये) की बयाना राशि (EMD) के साथ प्रस्तुत किया जाना चाहिए। इस शर्त का पालन न करने पर निविदा रद्द कर दी जाएगी और निविदा को अस्वीकार कर दिया जाएगा। कृपया ध्यान दें कि विक्रेताओं को MSTC लिमिटेड के पक्ष में NEFT द्वारा लेनदेन शुल्क प्राप्त होने के बाद ही ऑनलाइन ई-निविदा तक पहुँच प्राप्त होगी। बयाना राशि पर कोई ब्याज नहीं लगेगा। असफल बोलीदाताओं को संविदा के आवंटन के 10 कार्य दिवसों के भीतर यह राशि वापस कर दी जाएगी। सफल बोलीदाता के मामले में, वैध बैंक गारंटी के रूप में सुरक्षा जमा राशि के भुगतान और संविदा के निष्पादन के बाद बयाना राशि वापस कर दी जाएगी। यदि बोलीदाता निविदा वैधता अवधि के दौरान अपनी

		बोली वापस ले लेता है या काम मिलने पर संविदा निष्पादित करने में विफल रहता है, तो बयाना राशि जब्त कर ली जाएगी। निविदा की वैधता भाग-I के खुलने की तिथि से तीन महीने है और वैधता का विवरण " तकनीकी और वित्तीय बोलियों के संबंध में सामान्य निर्देश " - भाग I, खंड II के पैराग्राफ 3 में दिया गया है।	
पी	बयाना राशि (ईएमडी)	खाता संख्या (भारतीय रिज़र्व बैंक, मुंबई - आईआरडीसी):	186003001
		खाते का नाम	भारतीय रिज़र्व बैंक, बेलापुर
		आई.एफ़.एस. कोड:	RBIS0NMPA01 नोट- कृपया IFS कोड के 5वें और 10वें अक्षर को "शून्य" पढ़ें

उपर्युक्त किसी भी दिन अप्रत्याशित रूप से कार्य बंद होने/छुट्टी होने की स्थिति में, उसे अगले कार्य दिवस पर खोला/आयोजित किया जाएगा।

निर्धारित तिथि एवं समय के बाद प्राप्त निविदाएं अस्वीकार कर दी जाएंगी।

बोली दस्तावेजों के प्रावधानों का अनुपालन न करने वाली निविदाएं अस्वीकृत की जा सकती हैं।

किसी भी समस्या/विवाद की स्थिति में, क्षेत्रीय निदेशक, भारतीय रिज़र्व बैंक मुंबई का निर्णय अंतिम होगा और सभी पक्षों पर बाध्यकारी होगा।

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

मुख्य महाप्रबंधक, बेलापुर

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2. The bidder is expected to examine all the instructions, forms, terms, and conditions in the tender document. Failure to furnish all information required as per the tender document or submission of a tender not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in rejection of his bid.

3. The bidder shall not make, or cause to be made, any alteration, erasure, or obliteration to the text of the tender document.

Definitions pertaining to the Tender

1. Unless repugnant to the subject or context of usage, the following expressions used shall carry the meaning here under respectively assigned to them.
2. The expression “Bank” occurring in the tender document shall mean Reserve Bank of India.
3. The expression “Bidder” shall mean the tenderer who submits the tender for the work and shall include the successor and permitted representative of the tenderer.
4. The expression “Contractor” shall mean the successful bidder selected by the Bank for carrying out the subject work and shall include the successor and permitted representative of the bidder.
5. “Work”, “Broad Scope of work” and “Scope of work” shall mean the totality of the work/services and supplies of food and other materials by expression or implication envisaged in the contract and shall include all materials, equipment, and labour required for commencement, performance, provision or completion thereof and any other work may be added from time to time.
6. RBI shall mean Reserve Bank of India.
7. “Contract” shall mean the contract for the work and shall include the tender document, the specifications, general and special conditions of the contract of RBI, the letter of acceptance and the acceptable rates/bill of quantities in price bid etc.
8. “Meals” shall include all inputs from the dining hall/ kitchen, including lunch, tea/ coffee, juice, snacks etc., including those served by the contractor under special arrangements on various occasions.
9. “Competent Authority” shall mean the Chief General Manager, RBI Belapur, Navi Mumbai or any other Officer designated by the Chief General Manager, for this work/ tender.

PART I

Section I

Important instructions regarding E-tender

This is an e-procurement event of Reserve Bank of India, Belapur Office. The e-procurement service provider is MSTC Limited. Bidders are requested to read and understand the Notice inviting e-tender and subsequent Corrigendum, if any, before submitting their online tender.

A) Registration:

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

SPECIAL NOTE: The Technical Bid and Financial Bid have to be submitted online only at <https://www.mstcecommerce.com/eprocn/> (Version 3)

- 1) Vendors are required to register themselves online at <https://www.mstcecommerce.com/eprocn/> as Vendor by filling up details and creating own user id and password→ Submit.
- 2) Vendors will receive a system generated mail confirming their registration in their email which has been provided while filling the registration form.
- 3) In case of any clarification, please contact MSTC/RBI, Belapur Office, (before the scheduled time of the e- tender).
- 4) **Contact person (MSTC) For Vendors:**

HO Central Help Desk: (For vendors)

Phone Number :07969066600

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

WRO Helpdesk:7651915418/02269856817/02269856800

Availability

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

Contact details for MSTC Ltd:

MSTC Helpdesk

Phone No 033-22895064/ 033-40609118 / 033-22901004 / 033-40645316

email – helpdesk@mstcindia.co.in

Google hangout ID- (for text chat) - mstceproc@gmail.com

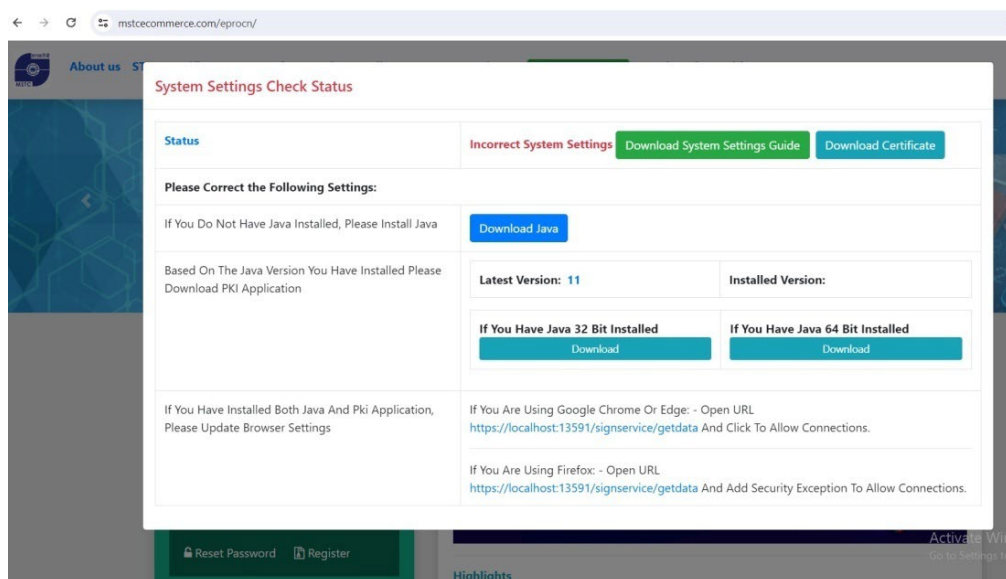
S No	Name	Designation	Email	Mobile No
a	Shri. Sushil Nale	Asst. Manager	sushil@mstcindia.co.in	09987758430/60
b	Shri. Tanmoy Sarkar	Deputy Manager	tsarkar@mstcindia.co.in	08349894664
c	Mr. Deepak Kumar Sahu	Asst. Manager	dksahu@mstcindia.co.in	7974011447
d	Mr. Mihir Shantilal Bodar	Junior Manager	wroopn17@mstcindia.in	9076055355

Contact person (RBI Belapur):

- I. Smt. Radha Kumari, Assistant General Manager (022-27523058) Email Id: radhakumari@rbi.org.in
- II. Shri. Kirtikumar Vishnu Patil, Assistant Manager (9960462767/ 022-27523168) Email Id: patil.kirtikumar@rbi.org.in
- III. Shri. Pranoti Mohan Vartak, Assistant Manager (8879101374/ 022-27523097) Email Id: pranotivartak@rbi.org.in

B) System Requirement:

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



1. Special Note towards Transaction fee: The vendors shall pay the transaction fee using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor”/through the “Pay Transaction fee” in “Event catalog” through their login. Service Provider / Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Contractor / Vendor shall generate a challan by filling up a form. Service Provider / Contractor / Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, Service Provider / Contractor / Vendor shall have the provision of making payment using its Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized.

Transaction fee is non-refundable. A vendor will not have the access to online e-tender without payment of the transaction fee.

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

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

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

4. Bidding in E-tender:

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

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

a. Bidder(s) need to submit necessary EMD, E-Tender fees (If ANY) and Transaction fee separately for the e-tender. Transaction fees if any are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by RBI.

The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.

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

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

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

Techno-Commercial bid & price bid has been saved, the bidder can click on the “Final Submission” button to register their bid

NOTE: - After clicking the final submission “Delete bid” option would be shown. If the vendor wants to delete the bid after final submission and re submit the bid, then he/she should click delete bid and resubmit the same and again click final submission.

d. In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.

e. During the entire e-tender process, the bidders will remain completely anonymous to one another and to everybody else.

f. The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.

g. All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply/work. Such successful tenderer shall be called hereafter **SUPPLIER/CONTRACTOR**.

h. It is mandatory that all the bids are submitted with class III signing and encryption type of digital signature certificate otherwise the same will not be accepted by the system.

i. Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.

j. No deviation of the terms and conditions of the e-Tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the e-Tender.

k. Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.

Section II

General Instructions regarding Technical and Financial bids

1. PART- I (Technical bid)

1.1 Tenders in two parts are invited from Companies/ Firms/ Agencies for providing canteen facility for RBI staff in two different office buildings at Staff Canteen, Annex Building, RBI Belapur, ZTC Lounge and Dining room in premises of RBI Officers Quarters, Kharghar, Visiting Officers Flat and Transit Holiday Home in premises of RBI Officers Quarters, Kharghar in Navi-Mumbai (Only through e-procurement). The **Estimated value of contract is ₹1.30 Crore per annum (exclusive of GST).**

1.2 The Contract may be extended to any other premises of the Bank in Navi Mumbai/Mumbai at same rates.

1.3 The Bank reserves right to award work to one or more bidder for catering facility located at different places.

1.4 The tenderers should submit their proposal, as per the instructions regarding e-tender, along with all supporting documents complete in all respects on or before **2.00 PM on August 21, 2026**. Tenderers shall submit e-tender proposal along with refundable **EMD of ₹2,60,000/- (Rupees Two Lakh Sixty Thousand only)**, complete in all respects, as per the prescribed format, without which applications will be rejected.

1.5 A pre-bid meeting of the intending tenderers will be held at **11:00 AM on August 10, 2026**, at 2nd Floor, HRMD, Conference Room No. 2, Reserve Bank of India, Belapur Office, Second Floor, Main Office Building, H H Nirmaladevi Marg, Sector 10, Belapur, Navi Mumbai- 400614.

1.6 The Bank will clarify any point/ doubt raised by the bidders in respect of the tender. No separate communication will be issued for this meeting except for the change of date or time by the Bank, which will be publicised on the Bank's website. All the intending tenderers are advised to be present personally or through a duly authorized representative. They may indicate points/ conditions/ specifications which need to be clarified during the meeting in advance to the following e-mail id: welfarebelapur@rbi.org.in, patilkirtikumar@rbi.org.in, and pranotivartak@rbi.org.in.

Issues, if any, will be clarified in the meeting. The tenderers are expected to get all the issues clarified during this meeting. No further clarifications/ doubts will be entertained after the pre-bid meeting.

1.7 The Part - I (Technical Bid) will be opened electronically on **August 21, 2026, at 03.00 PM**. In the event of any date indicated above being declared a Holiday, the next working day shall become the effective date for the respective purpose mentioned therein.

1.8 Tender document can be downloaded from the Bank's website www.rbi.org.in or www.mstcecommerce.com. Any amendment(s)/ corrigendum/ clarification(s) with respect to this tender shall be uploaded on the website/ e-portal only. The tenderer should regularly check the above website/ e-portal for any amendment/ corrigendum/ clarification issued.

1.9 Before submitting the tender, the Bidders may go through the detailed scope of work, articles of agreement and terms & conditions specified herein, on which the work will be awarded by the Bank and required to be executed by the successful Bidder. The Bidders may satisfy themselves as to the eligibility and other criteria prescribed therein. No queries or requests for clarifications shall be entertained in this regard. It may also be noted that the terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the Bidder to agree upon such further or other terms and conditions at the time of executing the agreement with the successful Bidder, or to alter, modify or omit the terms and conditions contained herein, which are considered necessary for the due and proper execution of the work to be awarded under this tender.

1.10 Bidder/ authorized signatory of the Bidder shall sign on each page of the tender before uploading.

1.11 Corrections, if any, in the quotation shall be duly authenticated with full signature.

1.12 In the first stage, the Technical Bids will be opened. The bid of any bidder, who has not complied with one or more of the conditions prescribed in the terms and conditions in the tender document will be summarily rejected. Subsequently, the

selected technical bids will be evaluated as per evaluation criteria mentioned in the tender document. Decision in this regard will be at the sole discretion of the Bank.

1.13 Tenderers are advised to visit the work sites, inspect, and understand the work before submitting the bid. Once the tenderers have submitted their bid duly received by the Bank, it shall be deemed that they have visited the site and have clearly understood the scope of work in the tender.

1.14 Falsification/ suppression of information shall lead to disqualification of the bidder or cancellation of contract even after award of work during the currency of the contract.

1.15 Every Bidder (each member in the case of proprietorship/ partnership firm/ company/ joint venture/ consortium) is required to confirm and declare with his bid that no agent, middleman, or any intermediary will be engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission will be paid, and that the tender price will not include any such amount. If the Bank subsequently finds to the contrary, it reserves the right to declare the bidder as non-compliant and declare any contract, if already awarded to the Bidder, to be null and void.

1.16 Canvassing, or offer of an advantage, or any other inducement by any person with a view to influence acceptance of a bid will be an offence under relevant laws as applicable in the matter. Such action will result in the rejection of bid, in addition to other punitive measures.

1.17 The Bank may obtain reports on the past performance of the Bidder from his clients. The Bank may evaluate the said reports before opening of the financial bid of the tenders. If any bidder is found to be not possessing the required eligibility for participating in the tendering process, at any point of time and/ or his performance reports received from his clients and/ or his bankers, are found unsatisfactory, the Bank reserves the right to reject his offer and his EMD will be returned. The Bank is not bound to assign any reason for doing so and the decision of RBI shall be final.

1.18 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 the Bank and the Contractor. Further, the Bank 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.

1.19 Eligibility criteria for participating in the tender –

The estimated cost of the work/ contract is around **₹ 1.30 Crore per annum**, and, therefore, the tenderer must have experience of having successfully completed similar works (catering and pantry services) during the last 5 years ending **March 2026 (from April 01, 2021, onwards)**, where the minimum number of persons served per day was at least Three hundred within the criteria given below. The Pre-Qualification of the Technical Tenders will be carried out based on the documents furnished by the tenderers as part of the technical bid.

Sr. No.	Minimum Criteria	Document to be attached
1	The bidder should be in business of providing Catering & Pantry services or in business of managing restaurants/ hotel management/ hospitality services for a minimum period of five years as on 31.03.2026. The right to accept similar works of the vendor will rest with RBI Belapur.	Please attach relevant document as a proof that the firm is in business for the period mentioned. Also attach the Company Profile on the Company letter head as per format enclosed at Annexure IV .
2	The bidder should have satisfactorily completed contracts/assignments in the field of Catering and Pantry services with at least: (a) One client for a value more than Rupees One crore per contract OR (b) Two clients for a value more than Rupees Seventy-Five lakh per contract per client OR (c) Three clients for a value more than Rupees Fifty lakh per contract per client	Please attach Purchase Order/ Work Order issued by the Client. Also mention the details in the Format enclosed at Annexure V and attach.

3	The bidder must have an average annual turnover of at least Rs. Six Crores for the last three consecutive financial years as on 31.03.2026 (FY 2023-24, 2024-25 & 2025-26)	Please attach Chartered Accountant's certificate. Also mention the details in the Format enclosed at Annexure VI and attach.
4	The bidder must be a profit-making organization in any three of last four financial years as on 31.03.2026 (FY 2022-23, 2023-24, 2024-25 & 2025-26)	Please attach Chartered Accountant's certificate for profit after tax (PAT). Also mention the details in the Format enclosed at Annexure VII and attach.
5	The bidder must have minimum employee strength of 50 people (on pay roll). (Copy of valid registration and licenses with concerned Labour Authorities and valid ESI & PF registration to be attached. Copy of up-to-date remittances to ESI & PF Authorities to be also attached.)	Copy of valid registration and licenses with concerned Labour Authorities and valid ESI & PF registration to be attached. Copy of up-to-date remittances to ESI & PF authorities to be also attached.
6	The bidder should have minimum ONE running contract in the field of Catering and Pantry services in Offices of Government (Central/ State), Autonomous bodies, PSUs, Large corporate offices/houses	Mention the details in the Format enclosed at Annexure VIII and attach.
7	If the bidder has previously provided catering services in any of the office of Reserve Bank of India.	Bidder must mandatorily submit performance certificate from that office of RBI, with minimum performance awarded as satisfactory. If the performance awarded by RBI's office is unsatisfactory, the bidder will be disqualified and will not be considered for further evaluation of price bid.
8	Other documents required to clear Pre-Qualification criteria: 1. Firm Incorporation Certificate 2. PAN 3. GSTIN (Registration Form) 4. Valid FSSAI License 5. ISO 22000:2018 OR ISO 22000:2005 in Food Safety management 6. Solvency certificate issued by their Banker, specifically for the purpose of the work for an amount not less than the estimated cost (₹1.30 crore) of work 7. Active/operational current account in a scheduled commercial bank. This bank account should be RTGS/ NEFT enabled for receiving payment. 8. The Tendering firms/companies should submit	Please attach scanned copies and refer Annexure IV

	Income Tax Return Certificate/ Assessment Order and audited financial statements for the past three financial years i.e. (FY 2023-24, 2024-25 & 2025-26)	
9	The bidders should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.	A duly completed certificate to this effect is to be submitted as per Annexure-III .
10	Submission of EMD	EMD as prescribed should be submitted

- i. Tenderers should have applicable and valid registrations with statutory authorities constituted for Labour Welfare and other purposes such as ESI, EPF, PAN, TIN, GST, licensing food establishments, etc., duly supported by documentary evidence and certificates of registration.
- ii. The Tenderer should have an office in Navi Mumbai/Mumbai.
- iii. The bidder should submit the list of clients served (current and previous). The bidder must also give references of organizations/ companies where their current responsibility includes catering and pantry services.
- iv. The bidder should be able to demonstrate that their existing business processes for medical fitness/ police verification of employees and statutory compliances is robust.
- v. Track record of a bidder should be clean without any involvement in illegal activities or financial frauds. There should not be any case with the Police/ Court/ Regulatory authorities against the bidder or proprietor/partners/directors in case of Proprietorship/Partnership firm/company respectively relating to the above.
- xi. The bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
- xii. The bidder must not have been suspended / delisted / blacklisted/ banned or any such process initiated against him/her, by any organization including RBI at any location in India on any grounds.

- xiii. The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/she had with his/her clients and furnish the status thereof.
- xiv. The bidders shall submit documentary evidence or self-certified declaration in support of all the above eligibility criteria as also the other terms and conditions enumerated above, wherever applicable.
- xv. The caterer/firm should have a valid license from the Municipal/concerned authorities and minimum three years of experience of running canteen with any organization. (Documentary proof to be enclosed).
- xvi. The Caterer/firm should have clients like PSU/Banks/FIs/Corporates/Government/semi-Govt. organizations to its credit.
- xvii. Firms having ISO:22000:2005 certification and/or possessing SQF (Safe Quality Food) Certificate for quality of its products shall be given preference in the evaluation process criteria in Part-I of technical Bid, by awarding extra marks to the bidder.
- xviii. The caterer will have to be affiliate of M/S Pluxee (formerly Sodexo) and sell Tea/Coffee/Breakfast/Beverages etc to the staff members against Pluxee (formerly Sodexo) coupons and or cash/card payment.
- xix. FSSAI certification is compulsory.

1.21 Details of the company/ firm/ agency

- a. The full particulars of the Company/ Firm/ Agency are required to be submitted. In case of a company, the certificate of registration, Memorandum and Articles of Association of the company, and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any, and particulars of all the partners constituting the firm, and in case of an Agency or Proprietorship, the particulars of the individual/individuals involved therein along with the name(s) and address(es)', etc., are required to be submitted. In case of proprietorship, duly executed deed of assignment clearly identifying the representative, who will be liable to perform the contractual obligation in case of the death of the proprietor shall also be submitted. However, in such an eventuality purely as stop gap arrangement, it

will be the prerogative/ right of the Bank to continue the contract with the identified representative/ assignee for the remaining period or till a new agreement is executed, whichever is earlier.

b. Details of work experience, as per the requirements in the pre-qualification criteria, supported by work orders, documents, and certificates shall be submitted. The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any other centre should also be given.

c. Income Tax Assessment orders along with the latest final order and credit worthiness certificate from the bankers (as per format prescribed in Section XI of Part I of the tender document), with a copy of the specified accounts of the business of the contractor for a period of last three financial years, duly certified by a Chartered Accountant, should be enclosed in support of credit worthiness and turnover for the last three years.

d. Written information about the names and address of the Bankers with full details like names, present contact postal addresses, e-mail IDs, telephone (landline executives and mobile) 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.

1.22 Documents required to be uploaded:

Scanned copy of the original documents to be uploaded online through 'mstcecommerce' portal in **PDF format** while submitting the e-tender (Each file size should not exceed 5 MB). Refer Annexures III-VIII for data submission formats.

1. Attach the duly signed form of tender, articles of agreement, scope of work, and Terms & Conditions.
2. Incorporation documents.
3. Audited Income-tax returns/ acknowledgement/ assessment orders of last three accounting years.
4. Audited annual financial statements for the last three accounting years.

5. All documents related to work experience, supported by work orders and other details.

6. Experience details of key management personnel with documentary proof.

(Key Management Personnel will include the Owner, Partners, Promoter, Directors, Chief Finance Officer, Company Secretary, Chief Executive Officer and the Managers, as the case may be.)

7. Copy of the PAN, DIN, TIN and GST Registration, food license issued by FSSAI etc. wherever applicable.

8. Documentary evidence regarding robust existing business processes for medical fitness/ police verification of employees.

9. Solvency certificate issued by applicant's Banker for the estimated cost of work.

10. Employee Provident Fund Registration certificate, ESIC Registration certificate and copy of License under Contract Labour (R&A) Act, 1970/relevant applicable laws.

11. Details of current and previous clients.

12. Power of Attorney/ authorisation with the seal of the company/ firm in the name of the persons signing the tender documents.

13. One self-attested recent passport size photograph of each authorized person of the firm/ agency, with name, designation, address, mobile number, email ID, etc.

14. Any other document or information the tenderer wishes to furnish (any litigation, court case, penalty, suspension, etc.

The above information/ documents are required to be furnished by uploading copies of the relevant documents with Part – I (Technical Bid), in the attached proforma, mandatorily by all the bidders to enable the Bank to verify their eligibility for participating in the tendering process. The documents, which the bidders upload, while submitting Part I of the e-tender would be scrutinized by the Bank in due course after opening of Part I of the e-tender on the scheduled date. During scrutiny of these documents, the Bank may advise the bidders to submit originals of the uploaded documents or any other additional documents, if so, required by the Bank.

After scrutiny of the documents submitted along with Part I of the tender, Part II (Price Bid) submitted by those bidders who satisfy the eligibility criteria only will be considered by the Bank for opening on a subsequent day, which will be communicated to the qualified bidders. Part II (Price Bid) submitted by those bidders who do not qualify would be rejected, and the EMD remitted by them would be refunded in due course without any interest.

1.23 Applicants intending to apply will have to satisfy the Bank, by furnishing documentary evidence in support of their possessing required eligibility, and in the event of their failure to do so, the Bank reserves the right to reject their candidature. The Bank reserves the right to call for proof/ verification of any of the above-mentioned documents. All the submissions/ declarations/ assertions made by the bidder should be on their letterhead only, and each and every page of the document, should contain the name of the company and signature of the authorised signatory.

1.24 Intending tenderer has to deposit Earnest Money Deposit (EMD) of ₹2,60,000/- (Rupees Two Lakh Sixty Thousand only) through NEFT in favour of Reserve Bank of India, Belapur, Navi Mumbai in the A/c No.: 186003001 & IFS Code: RBIS0NMPA01 (R B I S Zero N M P A Zero One) or furnish a Bank Guarantee in respect of the said amount. The Bank Guarantee (from any Scheduled Commercial Bank) submitted towards EMD has to be valid for the validity period of the tender plus additional 45 days and need to be received at our office on or before the date mentioned in NIT. Tenders without EMD will not be accepted. EMD shall be forfeited if the bidder withdraws his bid during the period of tender validity or fails to execute the contract upon award of work. EMD will not carry any interest. EMD will be refunded to the unsuccessful bidders within 10 working days of the award of the contract. In case of the successful bidder, the EMD will be refunded after submission of security deposit, in the form of a valid bank guarantee, and execution of the contract. The bidders are also advised to upload the details of EMD transferred via NEFT/ Bank Guarantee while uploading the tender. Documentary evidence in support of remittance shall be submitted in a sealed cover addressed to The Chief General Manager, Reserve Bank of India, HRMD, Belapur Office, Sector 10, Navi Mumbai-400614 to reach our Office **by 12:00 noon on August 21, 2026, super scribing as “EMD for E-TENDER FOR PROVIDING CATERING FACILITY FOR RBI STAFF AT DIFFERENT OFFICE LOCATIONS IN NAVI MUMBAI”.**

PART- II (Financial Bid)

2.1 Part-II of the online tender should only contain the service provider's quoted rates as per the prescribed format.

2.2 The tendered rates should be inclusive of all the charges **(other than GST)** for end-to-end operation, maintenance, and supervision of Canteen facilities as mentioned in the Scope of Work of this tender document and should include all the components, namely raw materials, transportation, preparation charges, employee's salary, labour charges, service charges and charges such as cleaning, maintenance, etc., and all other applicable charges, levies, duties and taxes **(other than GST)**. GST will be reimbursed by the Bank. The tendered rates shall be inclusive of all applicable taxes, cess and any other charges or levy and also inclusive of Statutory Liabilities such as Minimum Wages, ESI and EPF contributions, bonus, etc., payable to or on behalf of the employees deployed during the entire contract period, and the Bank shall not pay any extra charges/ make payment for whatever reason to the manpower deployed. A reference may be made to all appropriate Government laws/ guidelines in this regard. The rates shall also include cost of all labour, uniforms, tools, machinery, equipment, identity cards, protective gear, etc., required at the work site. The rates of Item No 1 to 7 (Section I, Part II) in the price bid to be calculated are inclusive of Minimum Wages+ ESIC+ EPF+ Bonus + Reliever Charges and any other statutory payments. **Any bid that has quoted rates below the Minimum Wages (Central Government) including Leave Salary, Bonus, PF, ESIC if applicable will be summarily rejected.** Payable as per All statutory deductions, as applicable, shall be made from the bills submitted by the company/ agency/ firm. Bid is liable to be disqualified for failing to quote the rates mentioned above.

2.3 The rates/quotes in the Financial Bid shall be firm and final and will not be enhanced under any pretext during the period of the contract and as such the bidders may quote their rates taking into account the probable future revisions in wages. The Bank will not entertain the contractor's claim for revision of rates during the period of the contract under any circumstances. Also, during annual renewal, escalation/ increase would be given for Deployment of Catering Staff and priced items as per price bid based on Consumer Price Index (Industrial Workers) and Consumer Price

Index (U) declared by Central Government. The exact increase will be decided by the Bank in consultation with the Contractor after considering various factors like general feedback and inflation.

2.4 This contract is basically an item rate contract. The quantities mentioned in price bid are approximate only and may vary in actual course of execution. The bidder is therefore, advised to quote very carefully. No claim for compensation from the bidder shall be entertained due to any variation in quantities (irrespective of the quantum of variation) OR deletion of any item. The rates fixed for a particular period shall remain same throughout that duration. Actual executed quantities for respective items shall be measured and paid.

2.5 The bidder shall be liable to discharge all the statutory liabilities such as Minimum Wages, ESI, employee compensation, EPF contributions, etc. A reference may be made to all Central Government laws/ guidelines in this regard. The workmen should be paid the minimum wages under the Minimum Wages Act, 1948, and rules made thereunder. Besides, the workmen should be given Employees Provident Fund as per Employees Provident Funds & Miscellaneous Provisions Act, 1952, Bonus and / or dividends as per Payment of Bonus Act, 1965, and ESI under ESI Act, 1948, as may be applicable. In the absence of ESI, the contractor should undertake the liability under the coverage of Insurance such as Workmen's Compensation Insurance under Employees Compensation Act, 1923. The total premium shall be borne by the contractor. The contractor shall have a valid EPF Account for making EPF Contribution for its workmen. Written records and documentary proof for having made these payments shall be submitted to the Bank, at monthly intervals, for its verification. In case of any complaint regarding non-compliance of any statutory payments, the same shall be deducted from the bill without prejudice to the Bank's right to terminate the contract at the risk and cost of the Contractor. The Contractor shall abide by all the statutory provisions of the Contract Labour (Regulation & Abolition) Act, 1970, and all other relevant/applicable laws. The Contractor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years. Facilities to be provided by the Bank have been mentioned in Section VII under scope of work in the tender document.

2.6 Bids shall be evaluated based on Basic quoted rates **(exclusive of GST).**

2.7 Financial Bids shall be inclusive of insurance of adequate value, cost of the uniform, identity cards, and protective gear provided by the company/agency/firm to the personnel deployed.

2.8 Financial Bid should contain only the price filled in Indian Rupees in figures and words and any condition will make it liable for rejection.

2.9 The financial Bid shall be complete in all respects and duly signed and stamped by an authorized representative of the bidder. The Bank will determine whether the Financial Bids are complete (i.e., whether they have accounted for all items of the corresponding Proposals. If not, the Committee will cost them and add their cost to the initial price) and correct any computational errors. The bidder must be prepared to furnish clarifications to the proposals submitted by it, as may be required to adjudge the reasonableness of its bid.

2.10 Reserve Bank of India does not bind itself to accept the lowest or any tender, and reserves to itself, the right to accept or reject any or all the tenders, either in whole, or in part. The Reserve Bank of India also reserves the right to divide the order between two or more tenderers, and the contractor shall carry out even the part orders for various items. No variation of rates shall be allowed on this account under any circumstances. Also, the comparison of tenders and its ranking will be considered. The contract may be awarded on the basis of final ranking based on the scores calculated as per the Evaluation Criteria mentioned in Section VI.

3. Opening of tender

3.1. Validity of tender: The tender along with the prices shall remain valid initially for a period of 90 days from the date of opening of technical bid, which may be further extended by mutual agreement in writing by the tenderer and the tenderer shall not cancel or withdraw the tender during this period or the tenderer shall not change the quoted rates. In case the Tenderer withdraws the bid during the validity period, the EMD furnished by the Tenderer shall be forfeited by RBI.

3.2. The tender documents which do not comply with the conditions prescribed in the tender form will be summarily rejected.

3.3. No deviations/ conditions shall be stipulated by the contractor in both technical and commercial bids. Conditional tenders will not be accepted and will be summarily rejected.

3.4. The Part-II (Financial bid) of only those tenderers' who qualify in the Technical Bid (Part-I) will be opened on a subsequent date, for which the intimation would be given to the qualified tenderers through email.

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

3.6. The Bank reserves the right to amend/ modify the tender document or issue any corrigendum to the bid process. The bidder shall not contest the right of the Reserve Bank to do the aforesaid. The Bank may modify the tender document by issuing addenda/ corrigenda, for any reason, and at any time. Any addenda to the tender document shall be part of the tender document. To allow the tenderers reasonable time to take any addenda into account in preparing their proposals, the Bank will extend, if necessary, the deadline for the submission of proposal.

Note: All the tenderers may please note that any amendments/ corrigendum/ clarifications to this tender, if issued in future, will be notified on the RBI Website and MSTC Website and will not be published in the newspaper.

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

Place:

Signature and seal of the tenderer

Date:

Name of Authorized signatory

Section - III

Form of Tender

To,

The Chief General Manager
Reserve Bank of India
Human Resource Management Department
Belapur Office
Main Office Building, Second Floor
H H Nirmaladevi Marg, Sector-10
Belapur, Navi Mumbai - 400614.

Dear Sir,

I/ We hereby submit that we have carefully examined the specifications, scope of work, and conditions relating to the works specified in the memorandum and visited and examined the site of the works specified and acquired the requisite information relating thereto as affecting the tender. I/We, hereby, offer to execute the works specified in the memorandum, at the rates mentioned in Section I, Part II of the tender document in accordance with specifications and instructions specified in the memorandum and articles of agreement, general instructions to the tenderers and terms and conditions, conditions hereinbefore referred to, specifications, and with such materials as are provided for, by and in all other respects, in accordance with such conditions so far as they may be applicable.

MEMORANDUM

(a)	Description of works	Canteen facility for RBI staff at different office locations at Staff Canteen, Annex Building, RBI Belapur, ZTC Lounge and Dining room in premises of RBI Officers Quarters, Kharghar, Visiting Officers Flat and Transit Holiday Home in premises of RBI Officers Quarters, Kharghar in Navi-Mumbai
(b)	Estimated cost of works	₹ 1.30 Crore per annum exclusive of GST
(c)	Earnest Money Deposit (EMD)	₹ 2,60,000/-

(d)	Validity of quoted rates	12 months. The agreement may be considered for further renewal for maximum two years, (one year at a time) at Bank's discretion, at the mutually agreed terms and conditions between the parties. However, Bank has right to renew the contract for shorter duration and to alter the scope of work as per requirement.
(e)	Performance bank guarantee	₹ 6,50,000/- (Rupees Six Lakh Fifty Thousand only) (5% of the contract value)

2. I/ we undertake to offer my/ our services in conformity with scope/ nature of work and the terms and conditions set out in the tender document. I/ We confirm that the tender submitted by me/ us is confirming to all the terms and conditions mentioned in the tender document.

3. I/ We also agree that my/ our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of technical bid and this period of validity can be extended for such period, as may be, mutually agreed between the Bank and me/ us in writing. I/ We also agree that withdrawal of bid during the validity period shall result in forfeiture of EMD.

4. I/ We have deposited a sum of **₹ 2,60,000/-** (Rupees Two Lakh Sixty Thousand only) as earnest money deposit (EMD) with the Reserve Bank of India, which bear no interest. Should I/ we fail to execute the contract, when called upon to do so, I/ We do hereby agree that this sum shall be forfeited to the Reserve Bank of India. I/ We also agree that in the event of the occurrence of any of the events that lead to forfeiture of EMD, I am/ we are also liable to be debarred from participating in any future tender or undertaking any work in the Bank for a period of two years.

5. Should this tender be accepted, I/ we hereby agree to abide by, and fulfil all the terms and conditions of the tender, and in default thereof, to forfeit and pay to Reserve Bank of India such sums of money as are stipulated in the conditions contained in the tender document together with the written acceptance of the contract.

6. I/ We do here by declare that there is no case with the Police/ Court/ Regulatory Authorities against me/ us. Also, I/ We have neither been suspended/ delisted/ disqualified by any organization including Reserve Bank of India for any reason, nor any such proceedings are pending or contemplated. I/ We also certify that neither our firm nor any of the partners are involved in any scam or disciplinary proceedings settled or pending adjudication.

7. I/ We certify that all the information furnished by me/ us is true to the best of my/ our knowledge. I have no objection to the Bank verifying any or all the information furnished in this document with the concerned authorities, if necessary. Further, I/ we have no objection to the Bank, in conducting site visits, for inspection of establishments/ similar services maintained by us.

8. I/ we understand that you reserve the right to accept or reject the lowest bid and any or all the tender either in full or in part without assigning any reasons, thereof.

9. The tender is submitted in two parts. Part I (Technical Bid) contains all terms and conditions and technical particulars, but commercial price has not been indicated anywhere in any manner and Part II (Financial Bid) contains only the price bid.

Dated this _____ day of _____ 2026.

For and on behalf of M/s _____

(Signature with seal)

Name _____

Designation _____

Place _____

Date _____

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

Witnesses

(1) Signature with
name, address and date

(2) Signature with
name, address and date

Section - IV

Articles of Agreement

THIS AGREEMENT made at NAVI MUMBAI on this -----
BETWEEN the RESERVE BANK OF INDIA a corporation incorporated under the Reserve Bank of India Act, 1934 and having its Central Office, at Shahid Bhagat Singh Road, Fort, Mumbai (hereinafter referred to as "the Bank" or "RBI" which expression shall, unless repugnant to the context, be deemed to include its successors and assignees) of the ONE PART and -----
(hereinafter referred to as "the Contractor/Caterer", which expression shall, unless repugnant to the context, be deemed to include its successors, heirs, administrators, executors, legal representatives, and permitted assigns) of the other part.

WHEREAS

1. The Bank has intention of engaging a contractor/caterer for providing catering facility to its staff in its different office locations namely Staff Canteen, Annex Building, RBI Belapur, Sector 10, Belapur, Navi Mumbai 400614 and ZTC Lounge and Dining room and VOF/THH in premises of RBI Officers Quarters, Sector 5A, Kharghar 410210 in Navi-Mumbai which spaces are hereinafter referred to as "the said premises".
2. The Caterer has offered to manage and run catering facilities in the said premises, hereinafter referred to as "the said Canteens".
3. The Bank has, in consideration of the conditions to be fulfilled by the Caterer as hereinafter set out and the compensation to be paid by the Caterers has agreed to permit the Caterer to manage and run the said canteens as hereinafter set out.

A. NOW IT IS HEREBY AGREED AS FOLLOWS: -

1. Subject to the other provisions of this agreement, the Bank hereby grants permission to the Caterer to run the said Canteens in the said premises for a period starting from ----- to -----(both days inclusive). The contract may be considered for further renewal for maximum two years (one year at a time, or as per the decision of Bank) on same terms and conditions, provided the Bank finds the services of the Contractor satisfactory and at the sole discretion of the Bank. During the annual renewal, the maximum permissible increase in amount if any, will be

based on increase in Consumer Price Index and as decided by the Bank. The terms and conditions contained in the tender document shall be treated as part and parcel of this agreement. Also, during annual renewal, escalation/ increase would be given for Deployment of Catering Staff and priced items based on Consumer Price Index (Industrial Workers) and Consumer Price Index (U) declared by Central Government. The exact increase will be decided by the Bank in consultation with the Contractor after considering various factors like general feedback and inflation.

Also, no subsidy of any kind will be given by Bank.

2. With regard to the said consideration amount to be paid in the manner set forth under this agreement, the Contractor shall upon and subject to the conditions, execute and complete the work described in the scope of work.

3. The Bank shall pay the Contractor, the Contract amount or such other sum which shall become payable at the times and in the manner specified in the conditions.

4. The specifications, agreements and documents mentioned herein shall form the basis of this Contract.

5. Bills for the services may be submitted on monthly basis and will be paid after rounding off the final amount to the nearest rupee. The Bill shall be in accordance with the requirements specified in Accounting and Payment Terms. The Payment will be made after deducting Income Tax and Surcharge at source. Any Tax, etc., 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.

6. Monthly Bill must enclose the following:

- Duly signed and verified tax invoice.
- GST payment proof against the GST liability.
- EPF challan, ECR return, and payment proof thereon.
- ESIC challan, return and payment proof thereon.
- Bank statement as proof of wages/salary as the same is to strictly be paid through a bank account.
- Duly signed and verified attendance records cross-verified by concerned official of the Bank.

- Valid Labour License as per the terms of the tender document.
- Monthly wages statement of the staff deployed by the vendor.

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

7. The contractor shall comply with all municipal and other regulations relating to preparation and sale of food stuff, beverages and refreshment and shall obtain necessary licenses and permits, including licenses under Food Safety and Standards Act, 2006 and Contract Labour (Regulation & Abolition) Act, 1970/relevant applicable laws, at his/her own cost. The Bank shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments.

8. The Bank reserves the right to alter the specifications and the nature of the work by adding to or omitting any items of work or having portions of the same carried out at any time during the currency of Contract, without prejudice to this contract.

9. The net rates or prices in the agreement shall determine the valuation of the extra work/ additional manpower deployed where such extra work / additional manpower is of similar character and executed under similar conditions as the work priced therein. The rates or prices of additional work will be mutually decided by the Bank and the Contractor.

10. For proper performance of the contract, the Contractor, has to deposit applicable amount as indicated in the Section V under Terms and Conditions of this tender document with the Bank as security deposit in the form of a bank guarantee issued by a Scheduled Commercial Bank which is liable to be forfeited/ invoked either fully or partially in case of breach of any terms and condition or adjustment towards penalty amount or towards risk and cost amount or upon the loss or damage caused to the Bank, as determined by the Bank. No interest shall be payable on the said deposit. The Contractor shall maintain the required bank guarantee and replenish/recoup the same in the event of invocation of part/full bank guarantee forthwith, failing to do so will be treated as breach and the Contractor shall be liable to the consequences for breach under this agreement.

11. The workmen should be paid the minimum wages under the Minimum Wages Act, 1948 & rules made thereunder. Besides, the workmen should be given Employees Provident Fund as per Employees Provident Funds & Miscellaneous Provisions Act, 1952, Bonus and / or dividends as per Payment of Bonus Act, 1965 and ESI under ESI Act, 1948 as may be applicable. In the absence of ESI, the contractor should undertake the liability under the coverage of Insurance such as Workmen's Compensation Insurance under Employees Compensation Act, 1923. The total premium shall be borne by the contractor. The contractor shall have a valid EPF Account for making EPF Contribution for its workmen. Written records and documentary proof for having made these payments shall be submitted to the Bank, at monthly intervals, for its verification. In case of any complaint regarding non-compliance of any statutory payments; the same shall be deducted from the bill without prejudice to the Bank's right to terminate the contract at the risk and cost of the Contractor. The Contractor shall abide by all the statutory provisions of the Contract Labour (Regulation & Abolition) Act, 1970 and all other applicable laws. The Contractor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.

12.(a) It is mutually agreed by and between the parties hereto that this agreement confers on the Caterer merely a bare permission to run the said Canteens and nothing contained herein shall be considered as creating a tenancy, demise or license or any other manner of interest whatsoever in respect of the said premises in favor of the Caterer.

(b) The Caterer hereby agrees to run the said Canteens themselves and will not engage any agent or enter into sub- contract with any other Caterers running the said Canteens.

(c) The Caterer shall run the said Canteens on all working days of the Bank and on such other days, which may be mutually agreed upon by the parties hereto. The said Canteens shall be kept open during such timings as may be stipulated by the Chief General Manager from time to time. ZTC, VOF/THH catering facility will remain open all seven days in the week.

(d) The said Canteens shall be for the exclusive use of the employees of the Bank and their guests, and its working shall be subject to the supervision and control of the Chief General Manager, Reserve Bank of India, Belapur Office.

(e) The Caterer shall not carry on in the said premises any business other than that of running the said canteens. He shall not make any changes, additions, or alterations in the said premises.

13. It is a combined contract to run canteens at all the two RBI locations simultaneously. The Caterer should have sufficient manpower to cater the requirements of all two canteens located within the premises of the Bank. The failure to run even one canteen will be treated as failure to comply with the terms of contract and the whole contract can be terminated by the bank on such eventuality.

14. For the purpose of running the said canteens, the Caterer shall comply with the conditions set out in Schedule 'A' hereto. (See page 74)

15. The foodstuff, refreshments, beverages, etc. served in the said Canteens shall be served at the rates specified by "the Caterer" in his price bid opened on ----- and also mentioned in Schedule 'B' hereto. (See page 75) The rates of food items are applicable for one-year w.e.f. ----- . The Caterer shall display at a conspicuous place in the said premises the current schedule of rates.

16. The Caterer shall prepare and serve daily breakfast, lunch, evening snacks and tea and coffee at the staff canteen as per Schedule B on all working days, at rates agreed upon in exchange of Pluxee (formerly Sodexo) Coupon/Card and/or cash. There will be no guarantee of minimum turnover by RBI.

17. The food will be served on every working day of RBI and the Caterer is liable for penalty in case of its inability to serve food on any working day unless for the reasons beyond his control. If the Caterer fails to fulfill the provisions of the contract such as providing Lunch/Breakfast/Snacks, etc., or providing food items of inferior quality, a penalty of up to Rs.1,000/- per lunch/breakfast/Snacks will be charged by the Bank. RBI reserves the right to reject food not meeting quality, freshness, or hygiene standards. Replacement shall be provided immediately at no additional cost.

18 (a) The quality of articles of food and beverages shall be of good standard and shall be of proper standard to the satisfaction of The Chief General Manager,

Reserve Bank of India, Belapur Office, Navi Mumbai (herein after referred to as “The Chief General Manager”). The spices and other packed provisions shall be branded and should have FPO/FSSAI registration. The Bank would send its officer(s) on fortnightly basis or, at any periodicity as decided by the Bank to inspect such articles of food or, provisions and will have full powers to order discontinuation of such products if found of poor standard on the grounds of hygiene or unsuitable for consumption. The Caterer shall not supply such foodstuffs as are objected to by the Chief General Manager.

(b) Meat like beef, pork or any other items which may hurt the religious sentiments of any community shall not be brought or served. Notwithstanding anything contained herein, the Bank may terminate the agreement without notice if there is even a single instance of violation in this regard, the Caterer shall not be entitled to any compensation.

19. The Bank will provide the Caterers the space, water, Deep freezer, Refrigerator, Microwave, crockery, cutlery, utensils, electricity, fans, and furniture and therefore, the rates of food items may be fixed accordingly. The Caterer shall ensure that there is no pilferage and breakage of the articles. The usage of water and electricity shall be kept to a reasonable level. The Caterer has to arrange gas for cooking as per his/our requirements. He is not allowed to use kerosene, firewood, coal, or charcoal for cooking.

20. The Caterer shall keep the canteen space (kitchen, storeroom, dining hall and service area spotless clean at all the times. The utensils, crockery, cutlery used for preparation of food and furniture used for serving food should always be in clean and hygienic condition. The kitchen shall always remain open for inspection to the duly authorized representative of the Bank. Deep cleaning of all canteens must be done on every Saturday. Appropriate pest control treatment in kitchen/store- room areas must be undertaken periodically as per requirement.

21. The Caterer shall bring to the notice of the Bank the repairs and maintenance work that are required to be undertaken from time to time. The repairs of equipment on account of mishandling/negligence of the workmen shall be repaired by the Caterer at his cost.

22. The Caterer shall store the material purchased by him in a neat, tidy and hygienic manner in the store provided by the Bank. The security of such material will be the sole responsibility of the Caterer. The Caterer shall ensure that all relevant conditions pertaining to Food business operation under FSSAI guidelines/Food Safety Act within the bank premises are duly followed, this may be subjected to External or Internal Inspection.

23. Vegetarian and non-vegetarian cooking and service shall be done separately in separate vessels.

24. The Caterer shall do the disposal of leftover foods and other garbage on a daily basis with regular intervals to the satisfaction of the Bank. Due care should be taken for separation of garbage as per the relevant statutes and NMMC guidelines.

25 (a) The Caterer shall employ adequate staff to ensure smooth running of the canteen. The Caterer shall organize medical examination of all the staff before initial deployment.

(b) The Caterer shall ensure compulsory annual medical check-up of his staff employed in the Canteens from a Government /Municipal hospital at his cost and arrange to submit the medical certificates to the Bank to that effect. Any person found to be medically unfit or, unsuitable shall have to be removed and suitable replacement shall have to be arranged by the Caterer.

26. The Contractor/caterer shall ensure timely payment of wages/salary to the worker's persons employed for the purpose of this agreement by direct credit to the bank account only and a certificate to the effect that the salaries/wages are being paid regularly shall be furnished to RBI every month. The Contractor shall also submit bank statement with the bill clearly showing the payment made to each contract labour engaged for the purpose of this contract. Further, the contractor shall furnish a certificate every month to the effect that all the obligations under the various Labour Laws and the Contract Labour (Regulation and Abolition) Act, 1970 or relevant acts, are complied with. RBI will have right to demand any other documents which are required to ascertain compliance by the Contractor to various provisions of the Labour Laws.

27. The Caterer shall ensure that the workmen staff in catering are suitably trained, well-mannered and wear appropriate and clean uniforms while serving in the

canteen. The Caterer shall provide the uniform, head cover along with hand gloves for serving at their cost and wearing them is compulsory for the cooking & serving staff inside the canteen.

28. The Caterer shall run the canteen(s) themselves and shall take all precautionary measures to ensure safety of the workmen employed by it and Bank will not be responsible in case of any eventuality.

29. The Caterer shall provide free of charge, facilities such as serving of drinking water on tables, cleaning of plates, etc., to enable the staff of the Bank to consume in the said Canteens food and other articles brought by them from outside.

30. The Caterer shall keep at a conspicuous place in the said Canteens a complaint book in which complaints and suggestions, if any, may be recorded and the complaint book shall be opened for the inspection by the Chief General Manager or any other person authorized by the Chief General Manager. The Caterer shall inform the Chief General Manager/ or any other person authorized by the Chief General Manager of the action taken by him in respect of each complaint or suggestion, as the case may be, in writing and shall carry out such directions as may be given by the Chief General Manager/ or any other person authorized by the Chief General Manager.

31. The Chief General Manager, at any time, may inspect the said Canteen and all fixtures and fittings thereon and the Caterer shall give all assistance for this purpose to the Chief General Manager, or any other person deputed by him on his behalf.

32. The Caterer shall be responsible for the maintenance and repairs to the fixtures, gas installations and fittings. An illustrative List of Crockery / Cutlery Articles / Furniture is provided in Schedule "C". (See page 83)

33. The Caterer shall ensure safety of the furniture, fittings, stores, utensils, cutlery, crockery or any other goods or articles kept in the said canteens and the Bank shall not in any way be responsible for any loss or damage occurring thereto.

34. The Caterer shall ensure that no loss or damage is caused by any act or default on Caterer's part or on the part of Caterer's employees or personnel employed by the Caterer, either to the said premises or to the Bank's furniture, fixtures and fittings therein permitted to be used by the Caterer. The Caterer shall be liable to make good any loss caused to the Bank on account of any act or default on the Caterer's part

or on the part of Caterer's employees or personnel employed by the Caterer, either to the said premises or to the Bank's furniture, fixture and fittings therein permitted to be used by the Caterer. Reasonable wear and tear or such damage or loss as may be caused by natural calamity or other forces beyond the Caterer's control, despite all reasonable and normal precautions taken by him, are expected.

35. The Bank shall be entitled to make alternative arrangement for providing canteens facilities to its staff members in the said premises in the event of the Caterer suspending / discontinuing his service during the period of this agreement. The Bank shall be entitled to recover from the Caterer any loss that the former shall suffer in this regard.

36. The Caterer shall ensure that the industrial peace of the Bank is not disturbed/damaged or threatened to be disturbed /damaged by any act of omission or negligence, willful or otherwise, of the Caterer or his employees or his personnel.

37. The Bank shall be entitled to recover from the Caterer or deduct from the Security Deposit or any other amount due from the Bank to the Caterer, any amount that the Bank may be compelled to pay, under the law, on account of any default by or negligence of the Caterer or his employees and personnel.

38. On the expiry or earlier termination of the permission hereby granted, the Caterer shall surrender to the Bank all license/s and permit/s then in force relating to the running of the said Canteens and assist in transfer of such license/s and permit/s to the Bank or its nominee or nominees and the Bank shall compensate them, therefore.

39. On the expiry or earlier termination of this agreement, the Caterer shall remove himself and his employees and his personnel from the premises and all articles belonging to him failing which, the Chief General Manager shall be entitled to do so without any further notice to the Caterer, at the cost and risk of the Caterer. The Caterer should, however, ensure that the Caterer's action does not cause any damage to the said premises or any property therein belonging to the Bank.

40. The reference to "the Chief General Manager" in this agreement and the schedule thereto annexed shall mean the Chief General Manager for the time being of the Belapur Office of the Bank and shall include, in respect of any powers exercisable by him or the Bank under this agreement, any officer of the Bank designated by him in that behalf from time to time.

41. The Caterer shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

42. The Contractor shall ensure that all persons employed for the purpose of rendering the services required by the Bank under this agreement are insured with IRDA recognized insurance companies, for which no extra payment will be made by the Bank. The contractor shall be solely responsible for any injury or damage to any persons or animals or any other things arising due to deployment in RBI for executing the agreement.

43. The Contractor shall indemnify the Bank for any penalty levied on the Bank due to breach of regulations by the Contractor while performing the duties under the Contract. The Contractor shall indemnify and keep indemnified the RESERVE BANK OF INDIA against:

- a) Any claim arising out of third-party loss/ damage to life or property caused by/during execution of the work.
- b) Any claim arising out of loss/ damage to the workmen engaged by the contractor during execution of the work
- c) Any claim due to non-compliance of applicable PF/ Labour laws, ESI, regulations, etc.

B. ACCOUNTING AND PAYMENT TERMS

a) The Contractor is fully responsible for the credits received from the Bank's staff through Pluxee (formerly Sodexo) Meal Card/ any other meal coupons/any other electronic mode of payment. The Contractor shall maintain the systems and procedures for collection and accounting of money from the users as specified in Section VII (Scope of work) of the tender document. The same has to be properly accounted with necessary paperwork and reported to the Bank on monthly basis. The Contractor should properly account for the food items served which may be counter checked as per the systems enforced by the Bank. Necessary records are to be maintained by the responsible person appointed by the Contractor which is to be audited from time to time by the Bank's officials or the auditor appointed by the Bank.

b) The Contractor shall submit the bills along with supporting documents, pertaining to monthly salaries of the canteen staff, to the Bank within 10 days

(accurate and complete in all respects) of completion of every month and the payment shall be made by the Bank of such bills within 30 days through electronic mode (after deducting applicable taxes) from the date of submission of the bills with supporting documents. The payment of the salaries to the employees shall be made to their bank accounts. Documentary proof of monthly salary payment to the employees/Bank Statement/ECS mandates and to statutory authorities such as ESI, PF, etc., is to be submitted along with the bill/invoice. The contractor shall maintain and submit to the Bank, the wage register indicating details of wages/payments made to the employees. Before submission of the bill, the Contractor shall ensure that the payment of persons deployed by the Contractor have been made for the billed period. No request for making advance payment on any ground shall be entertained. Under no circumstances the Contractor shall be entitled to claim any charges over and above the charges prescribed in the terms of this contract. Bills shall be settled after deducting all applicable statutory taxes. TDS Certificate shall be issued every quarter in support of TDS deductions effected from the bills.

C. PENALTY CLAUSE

1. The contractor will be required to maintain a feedback/ complaint register at the respective canteens, which should be easily available to all the officers/users. The complaint/feedback register should be attended to on ongoing basis, and it should be ensured that complaints in the register are resolved without any delay. In case it is found that the complaints have not been rectified/ resolved despite entry in the complaint register, the Bank may impose penalty up to **Rs. 1,000/- (one thousand only)** for each such unresolved complaint and the same may be adjusted from the bill payable to the Contractor or from Security Deposit. The decision of the Bank will be final in this regard.
2. A quarterly surprise review/ inspection (or more frequent, as decided by the Bank) of the performance/ work of the contractor, covering food quality including materials used, attendance of staff as per agreement, service promptness, kitchen/ canteens/ cleanliness, hygiene conditions and other aspects mentioned in the tender document will be conducted by the Bank (based on feedback from officers in complaint register or otherwise and surprise

checks). Monthly payment to Contractor will be released only if the performance is found to be satisfactory in review/ inspection. If repeated complaints/ lapses in performance are found, then the Bank reserves the right to terminate the agreement by giving one calendar months' notice in writing. However, the Contractor shall continue to discharge its/ his obligations during the notice period unless dispensed by the Bank. In case of termination of the agreement for contravention of the terms and conditions of the agreement, the contractor may be debarred from any business dealings with the Bank for a period of three years. However, before debarring the Contractor, the Bank may give a seven days' notice to the Contractor and consider the response, if any, thereon. The decision of the Bank will be final in this regard.

3. The Contractor shall ensure that its staff/ employees observe cleanliness, maintain hygiene by wearing proper apparels and gear, and are properly dressed in neat and clean uniform with identity cards, etc., during their duty hours, failing which the Bank shall have right to impose a penalty of ₹500/- on each occasion and habitual offenders in this regard shall be removed by the Contractor from deployment at the Bank's premises. The penalty on this account shall be recovered either from the contractor's monthly bill or from security deposit.

4. The Contractor shall maintain a permanent attendance register duly signed by its staff of the OLDR which will be open for inspection and checking by the authorized officials of the Bank any time. The contractor shall ensure that the required number of staff is deployed for duty every day. In case any of the contractor's personnel deployed is absent and is unable to provide suitable substitute, a penalty equal to the value arrived at, as per the following formula, shall be levied by the Bank and the same shall be deducted from the contractor's bills/ Security deposit. In case the contractor fails to maintain the requisite staff repeatedly, the Bank reserves its right to terminate the contract and the contractor shall be liable to risk and cost. Also, frequent changes in the personnel should be avoided.

5. Banks reserves the right to conduct quality audit checks of the materials used by the Contractor on a periodical basis. The Bank may conduct surprise check to verify the quality/standard of material/service provided by the Contractor. The

Bank may send the food samples for quality certification to any laboratory. In case the report shows bad/poor quality, the Contractor shall be liable to a penalty of Rs 10000/- for each instance and the amount shall be recovered from the dues payable to the contractor including from Security Deposit.

Penalty for absence from duty would be calculated as follows:

$(A \times C) / (365 \times N)$

Where, A - Total no. of absence from duty,

C - Contract Amount per annum, and

N - Required number of employees per day as per Contract.

6. The Contractor shall ensure to provide the standard services as laid down in the scope of work. Penalty of Rs. 5000/- shall be levied on the Contractor by the Bank for deficiencies observed in service and for non-compliance with prescribed standards for the quality and quantity of food/ eatables to be provided during Lunch, dinner, breakfast, snacks, etc., for each occasion. The amount of penalty levied will be solely at the discretion of the Bank and shall be final and binding on the Contractor, recoverable from dues payable to the Contractor or from the Security Deposit.

7. The Contractor shall ensure that under no circumstances violation as described below shall be acceptable and a penalty of Rs. 5,000/- (five thousand only) shall be levied for each violation. The amount of penalty levied will be solely at the discretion of the Bank and shall be final and binding on the Contractor. The penalty amount shall be recoverable from dues payable to the Contractor or from the Security Deposit.

- Food served not being freshly cooked.
- Shortage of food.
- Hygiene/ cleanliness issues with the food
- Food not being served on the specified time
- Raw material used in preparation of food is not as per the prescribed standards
- Any other violation of similar nature with respect to quality, quantity of food and services rendered.

D. Termination of contract by the Bank

1. If the Contractor being an individual or a firm commits any 'act of insolvency' (as defined by the Insolvency and Bankruptcy Code, 2016 or any other Act for the time being in force or declared as bankrupt or being an Incorporated Company placed under winding up under the provisions of Insolvency and Bankruptcy Code, 2016;

Or suffers any payment under this Contract to be attached by or on behalf of any of the creditors of the Contractor;

Or assigns or sublet this Contract without the prior consent in writing of the Bank;

Or charge or encumber this contract or any payments due or which may become due to the Contractor hereunder;

Or if the Bank determines that the contractor

(i) Has abandoned the contract;

(ii) Has failed to commence the works, or has without any lawful excuse under these Conditions suspended the progress of the works after receiving the Bank's notice to proceed;

(iii) Has failed to proceed with works with such due diligence and failed to make such due progress as would enable the works to be completed within the time agreed upon;

(iv) Has failed to remove materials from the sites after receiving written notice that the said materials were condemned and rejected by the Bank under these conditions;

(v) Has neglected or failed persistently to observe and perform all or any of the acts, matters or things by this Contract after written notice shall have been given to the Contractor requiring the Contractor to observe or perform the same;

then, and in any of the said cases, the Bank may, notwithstanding any previous waiver, after giving one-month notice in writing to the Contractor, terminate the Contract, but without thereby affecting the powers of the Bank or the obligations and liabilities of the Contractor, the whole of which shall continue in force as fully as if the Contract has not been so terminated, as if the works subsequently executed had been executed by or on behalf of the Contractor. And further, the

Bank and its authorized representatives may enter upon and take possession of the works and all plant, tools, machinery and other material lying in the premises or may employ the same by means of its own workmen in carrying on and completing the works or by employing any other Contractor or other person or persons to complete the works. The Bank shall give a notice in writing to the contractor to remove his surplus materials, and should the contractor fail to do so within a period of two days after receipt thereof by him, the Bank may utilize the material which is standard and usable and give credit to the Contractor for the net amount arrived at by the Bank. The material which is not usable in the opinion of the Bank will be disposed of without any claim for compensation.

2. Termination of contract by Contractor

The Contractor shall not terminate the Contract for the period of minimum 1 year from the date of awarding of the Contract and thereafter may terminate the contract by giving three months' prior notice in writing, in case it decides to stop the services. In case of failure to provide the Services for the minimum period of 1 year, the Bank has the right to forfeit the Security deposit/ invoke the performance guarantee. Also, Bank has the right to change/modify (Bank can increase or reduce the scope of work as per requirement) the scope of work contract.

3. Right of Bank to terminate contract in the event of death of contractor if individual /sole proprietor

Without prejudice to any of the rights or remedies under this Contract, if the Contractor, being an individual/sole proprietor, dies, the Bank shall have the option of terminating the Contract without incurring any liability for such termination. However, if the contractor had appointed his/ her representative under a valid and registered deed of assignment and submitted the relevant documents to the Bank at the time of signing of the contract, in the event of his/her death the Bank may continue the contract with the said representative, if it so desires by entering into a fresh agreement under the same terms and conditions for the remaining period or till a new agreement is executed, whichever is earlier or for the period as may be decided by the Bank.

E. Contractor's Employees:

1. The employees engaged by the contractor shall be trained and experienced people having good health and character; well behaved, obedient, and skillful in their tasks. They should be conversant in Hindi and possess working knowledge of English.
2. The contractor shall furnish list of his/ her employees to be deployed at Reserve Bank, along with their qualifications, experience, address, photos, etc. Any change in personnel would be done with due intimation to the Bank. However, the Bank reserves the right to reject any particular workmen/ staff placed/ employed by Contractor under the contract with RBI.
3. The Contractor has to obtain police verification certificates on the character and antecedents of its personnel and other details relating to name, parentage, age and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in the Bank's premises. The police verification has to be done annually.
4. The Contractor shall take all precautionary measures to ensure the safety of the workmen employed by the contractor and Reserve Bank shall not be responsible in case of any eventuality and the Bank would be suitably indemnified for the same by the Contractor.
5. The Contractor shall ensure that trained and competent persons are deployed, who are physically fit (i.e., preferably between age of 18 to 50 years for workmen and for supervisor) and are not suffering from any chronic or contagious diseases that may hamper their ability in carrying out the work efficiently. The contractor shall deploy his staff in such a way that they get weekly rest. The Contractor shall submit fitness certificate issued by registered medical practitioner before deploying persons for the purpose of the contract. Such certificate shall be submitted annually. The Contractor shall remove any person who is suffering from communicable disease and may deploy them only after they are treated/cured of such disease.
6. No child labour should be engaged and human rights as per law shall be protected and adhered to. A person engaged must undergo a prior character and antecedent check/police verification and must be medically cleared especially kitchen staff should undergo a medical examination after every three months.

7. There shall be no-employer- employee relationship between the Bank and the persons engaged by the contractor for the purpose of this agreement. All the workers or persons deployed by the contractor shall be considered as the employees of the contractor and under the control and supervision of the Contractor for the purpose of good conduct/discipline and deployment and the Bank shall not have any liability what-so-ever with regard to such workers/employees.

8. The Contractor shall be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed for the purpose of rendering the services required by the Bank under the agreement.

9. The Contractor shall ensure timely payment of wages/salary to the workers/persons employed by him by direct credit to the bank account only and a certificate to the effect that the salaries/wages are being paid regularly shall be furnished to the Bank every month. Further, the contractor shall furnish a certificate every month to the effect that all the obligations under the various Labour Laws including under the Contract Labour (Regulation and Abolition) Act, 1970/relevant applicable laws, are complied with. The Bank will have the right to ask for bank statements from the contractor to verify the details of wages/salary paid by the contractor and will also have the right to demand any other documents which are required to ascertain compliance by the Contractor to various statutory provisions.

10. The Contractor shall ensure that all employees, while in the premises of the Bank or while carrying out their obligations under this agreement, observe the standards of cleanliness, decorum, safety, good behavior, and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether the contractor and/ or its employees have observed the same. The contractor shall be responsible for the good behavior and conduct of their employees and in case of any complaints by the Bank, the contractor shall not employ such employees in the Bank's premises.

11. The Contractor shall personally and exclusively supervise the work of all employees to ensure that the services rendered under this agreement are carried out to the best satisfaction of the Bank.

12. The Contractor shall ensure that no employees of the contractor will enter or remain in the Bank's premises beyond the specified time limits/ duty hours unless

and absolutely necessary for fulfilling contractor's obligations with prior approval of the Bank. The Bank shall not be responsible to provide any shelter/ accommodation to any of the employees of the contractor inside its premises.

13. All staff deployed by the Contractor shall be provided uniform & identity cards and ensure that all its employees and agents always bear the identity card while they are working in the Bank's premises.

14. The Contractor agrees and undertakes that they will make it clear to all persons employed/engaged by them to perform the obligations under this agreement, that they are employees of the contractor and that they shall have no claim against the Bank and the Bank shall not be liable to pay wages, salary or any other type of compensation to execute the contract or provide any other statutory benefits under the Labour Law and/or any other legislation and the contractor shall be solely responsible for providing all such amenities to their employees admissible under the relevant Law/Rules/Service conditions.

15. The Contractor shall comply with all operational rules and regulations, including security & disciplinary rules framed by the Bank and made applicable to the whole or part of the premises, wherein the contractor or its employees happen to be operating / working. In the event of any of the Contractor's employees violating the said rules and regulations or in any way becoming objectionable to the Bank, the Contractor shall remove forthwith such employees from the Bank's premises and indemnify the Bank for any loss on such violation of the rules and regulations.

16. The Contractor shall provide a complete and updated list of all the personnel deployed in the Bank every quarter.

17. The persons deployed for the purpose of the agreement shall not be in an inebriated condition or under the influence of any intoxicating material. **The Contractor shall ensure that Smoking, Drinking Alcohol, Chewing Pan/ Tobacco in the Bank's premises is strictly prohibited and ensure that the workers deployed in the Bank's premises abide this rule strictly.**

19. The Contractor shall remove all workers deployed by them in the Bank's premises immediately on termination/expiry of the contract and ensure that such persons shall not create any disruption/ hindrance/ problem/nuisance of any nature in the Bank's premises.

20. The Contractor shall remove any employee who in the opinion of the Bank, is guilty of misconduct, or is in any manner unfit or unsuitable for service. The Contractor shall at all times indemnify the Bank against all claims which may be made under the Employees' Compensation Act, 1923 or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The Contractor shall be solely responsible for the remuneration and other dues to its employees, as also for omissions/ commissions done by them.

21. The workmen / employees engaged by the Contractor shall not have any right/ claim over the facilities enjoyed by Reserve Bank employees etc.

F. Licenses and Registrations:

1. The Caterer shall be solely responsible for compliance with the provisions of all Central and State laws, various taxes (Income tax, sales tax, service tax, etc.), labour and industrial laws, such as Minimum Wages Act, Compensation Act, EPF Act, Payment of Bonus Act, Gratuity Act, The Contract Labour Regulation and Abolition Act etc. relating to persons deployed for providing services to RBI. There will be no employee employer relationship between the persons engaged by the Caterer and the Bank. In the event that the Bank as Principal Employer is required/called upon to pay any amount to the contract labourer engaged by the Caterer due to lapse or, default on the part of the Caterer in discharging his obligation towards the contract labourer in terms of any law in force, the Caterer shall be liable to reimburse such amount and any other related expenses/charges/penalties borne by the Bank. All statutory deductions, as applicable shall also be made from the bills submitted by the Caterer.

2. The Caterer has to submit monthly/yearly PF statement and copy of ESI card as proof of complying with PF and ESI Act respectively. He has to submit money deposit challans of PF, ESI and Service Tax on a monthly/quarterly basis.

3. The Caterer shall comply with the Municipal and other regulations relating to the preparation and sale of foodstuffs, beverages and refreshment and shall obtain the necessary licenses and permits in his own name and at his own expense. The Caterer shall indemnify and keep indemnified the Bank against any lapse on his part in complying with these conditions or any such statutory requirements as applicable

to the Caterer under the law. It is further agreed that the Caterer shall be liable for ensuring compliance with all laws relating to the employment and conditions of service of its employees including but not limited to payment of minimum wages, payment of wages, Employees' State Insurance, gratuity, etc., and also liable, at his own cost, to make all necessary payment of amounts / fees / premia, etc., due under those laws and ensure filing / submission of returns to the appropriate authorities under those laws. In case of failure on the part of the Caterer to ensure compliance with this clause and in the event of the Bank being made /held liable for compliance under those laws and / or make payment, file returns etc., the Caterer shall indemnify and keep indemnified the Bank against any such failure and the Bank would be entitled to recover the amounts paid or costs incurred by it due to such failure on the part of the Caterer, by taking recourse to any / all remedies available to the Bank under the law without prejudice to its right to terminate this contract with immediate effect and without prejudice to the right of the Bank to recover such amounts / costs from and out of the amounts, if any, due to the Caterer from the Bank under this agreement or any other agreement entered into between the Bank and the Caterer.

G. Insurance-

1.The successful tenderer shall take "all risk policy" for the contract value and workmen compensation policy for the workers engaged in the work for the period of the contract, renewable thereafter if the contract is renewed by the Bank. The contractor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. Third party liability on contractors shall be minimum ₹2 lakh per person for any one accident or occurrence and ₹5 lakh in respect of damage to property for any one accident or occurrence. Workmen compensation Insurance policy for all the staff deployed shall also be taken by the Contractor and copies of the same shall be submitted to the Bank within 10 days of signing the agreement. These policies shall be valid till the validity of contract with the Bank. If the contractor does not provide these policies within 10 days of the signing of the agreement, the Bank reserves the right to take the above insurance policies and recover the cost thereof from the bill of the contractor.

2.The contractor shall be responsible for all injury to persons, animals, or things and for all structural and decorative damage to property which may arise from the

operation or neglect of himself or any employee or either, whether such injury or damage arises from carelessness, accident, or any other cause whatever, in any way connected with the carrying out of this contract. This clause shall be held to include inter alia any damage to buildings, where immediately adjacent or otherwise, and any damage to roads, streets, footpaths, bridges, or ways as well as damage caused to the buildings and works forming the subject of this contract by frost, rain, wind, or other inclemency of weather. The Contractor shall indemnify the Bank and hold it harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any Acts of any legislature or otherwise and also in respect of any award of compensation or damages consequent upon such claim.

3. The Contractor shall be liable to make good all damage of every sort mentioned in this Clause, so as to deliver the whole of the Contract works complete and perfect in every respect and so as to make good or otherwise satisfy all claims for damages to the property of third parties.

4. The Contractor shall indemnify the Bank against all claims which may be made against the Bank for any statutory non-compliance or by any statutory authority or any member of the public or other third party in respect of anything which may arise in respect of the works or in consequence thereof.

5. The Contractor shall be responsible for all other damages to any person, animal or property arising out of and incidental to the negligent or defective carrying out of this Contract. The Contractor shall also indemnify and keep the Bank indemnified in respect of any costs, charges or expenses arising out of any claim or proceedings and also in respect of any award of compensation or damages, arising therefrom.

6. The Contractor shall insure the works at his cost and keep them insured until the completion of the work, against loss or damage by fire with in the joint names of the Bank and Contractor (the name of the former being placed first in the Policy), for the full amount of the contract and for any further sum if called upon to do so by the Bank, the premium of such further sum, being allowed to the contractor as an authorized extra. Such policy shall cover the property of the Bank only and the Bank's and Surveyors fees for assessing the claim and in connection with his

services generally in the reinstatement and shall not cover any property of the contractor or of any sub-contractor or employee. The contractor shall deposit the policy and the receipts for the premium as specified. In default of the contractor insuring as provided above, the Bank on his behalf, may so insure the works and may deduct the premium paid from any money due or which may become due to the contractor without prejudice to the other rights of the Bank in respect of such default.

7. The Contractor shall be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employees or agents.

H. Non-disclosure:

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

I. Tenancy Rights:

Nothing herein contained shall be construed to create any tenancy in favour of the Contractor or his/ its persons and Bank may, in accordance with the terms specified herein, at any time effect the termination of the contract, re-enter and retake and absolutely retain possession of the portion provided by Bank to the contractor for due execution of the contract and evict its personnel.

J. Sexual Harassment:

The Contractor shall be solely responsible for full compliance with the provisions of the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013 (SH Act). In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor or Local Committee constituted under the SH Act and the Contractor shall ensure appropriate action under the said Act in respect to the complaint. Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involving the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual harassment by the employee of the contractor is proved by the Committee. The person/employee involved in sexual harassment of the Bank's employee shall be removed from the Bank's premises till the enquiry is completed and if such person is found to be guilty, he may be permanently removed from the Bank's premises. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

K. Risk and Cost Clause:

Notwithstanding anything contained in any other clause, Bank reserves the right to terminate the contract due to any failure on the part of the contractor in discharging its obligations under the contract or in the event of it becoming insolvent or going into liquidation. The decision of the Bank about the failure on the part of the contractor shall be final and binding on the contractor. If there is any stoppage of service in any area of the canteen operation, for any reason, the contractor is liable for penal action as decided by Bank. In the event of any failure on the part of the contractor, Bank shall have the right, without any prejudice, to get the work done through any other alternate Agency at the risk and cost of the contractor. The additional cost, loss, if any incurred by Bank would be recovered from the contractor.

L. Force Majeure:

If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed upon, if any, or seven days, whichever is more either party may at its option terminate the contract.

M. Disputes Resolution:

All disputes arising out of the Agreement executed with the successful bidder shall be settled amicably through discussions between the parties. In case of any unsettled disputes, the same shall be referred to the sole Arbitrator mutually agreed by the parties. In case the parties do not agree upon the sole arbitrator, each party shall appoint one arbitrator, and the two appointed arbitrators, shall appoint the third arbitrator who shall act as the presiding arbitrator. The provisions of the Arbitration and Conciliation Act, 1996 shall be applicable to such proceedings and the arbitration shall be held at Navi Mumbai/Mumbai. The award of the arbitrator so appointed shall be final and binding. During the arbitration proceedings the Contractor shall continue to discharge his contractual obligation under this agreement, unless dispensed by the Bank. This contract is subject to exclusive jurisdiction of courts at Navi Mumbai and Mumbai only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

N. Foreign Nationals:

The Tenderer shall arrange to obtain police verification regarding the antecedents of the persons/drivers engaged by him for the purpose of the agreement so as to ensure no undesirable person is engaged by him for Bank's duty. Such police verification certificate shall be produced as and when demanded by the Bank. The Tenderer shall submit details, such as names, parentage, residential address, age etc., along with recent photograph of the persons deployed by him. For the purpose of proper

identification of the employees of the Tenderer deployed for the work, he shall issue identity cards bearing their photographs / identification etc. and such employees shall display their identity cards at the time of duty

- i. The contractor shall ensure that no employee deployed on the bank premises is a foreign national, such as a Bangladeshi, who is not legally authorized to work in India under Indian laws. The contractor shall provide written certification regarding the nationality, legal residential status, and eligibility to work in India for all employees prior to deployment.
- ii. Deployment of any foreign national shall be deemed a material breach of this agreement, which may result in immediate termination of services, recovery of contracted costs, and referral of the contractor to law enforcement authorities under relevant provisions of the *Foreigners Act, 1946* and the *Indian Penal Code, 1860*.
- iii. Within fifteen (15) calendar days of receiving the contract, the contractor shall submit valid police verification reports for all deployed employees, obtained through government-designated channels. The bank shall have the right to verify the authenticity of such reports, as may be done through digital verification mechanisms (such as QR codes, online portals, etc.) as per statistical guidelines.

O. Fire and Electrical Safety:

a. General Compliance

The contractor shall strictly comply with all applicable provisions of the Fire Safety Rules, National Building Code (NBC), Electricity Act, 2003, Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, and all other statutory provisions, instructions and guidelines issued by the local Fire Authority and competent authorities from time to time.

b. Safe Use of Electrical Equipment

The contractor shall ensure that all electrical appliances and equipment deployed in the canteen are of standard make, in good working condition and conform to relevant BIS/ISI standards. Defective or damaged equipment shall not be used under any circumstances.

c. Electrical Load

The contractor shall not connect or operate any additional electrical equipment or increase the connected electrical load without obtaining prior written approval from the Bank.

d. Unauthorized Electrical Work

No alteration, modification, extension, repair or tapping of electrical wiring, switchboards, sockets, distribution boards or any electrical installation shall be carried out by the contractor without prior written permission of the Bank. All such works, if permitted, shall be executed only through authorized personnel approved by the Bank.

e. Extension Boards and Wiring

The use of substandard extension boards, multi-plug adapters, temporary wiring, loose cables or open joints is strictly prohibited. Electrical cables shall be properly insulated and routed to eliminate tripping and fire hazards.

f. LPG and Cooking Equipment

Where LPG is used, the contractor shall strictly adhere to all safety norms prescribed by the Oil Marketing Companies and statutory authorities. LPG cylinders shall be stored only at approved locations, regulators and hoses shall conform to prescribed standards, and periodic leak testing shall be carried out.

g. Fire Prevention

The contractor shall ensure that all cooking ranges, chimneys, exhaust ducts, filters, ovens and other heat-generating equipment are cleaned and maintained regularly to prevent accumulation of grease and minimize fire hazards.

h. Housekeeping

The contractor shall maintain excellent housekeeping standards. Combustible materials, packing materials, waste, empty cartons, oil-soaked cloths and similar items shall not be allowed to accumulate inside the kitchen or dining areas.

i Fire Fighting Equipment

The contractor shall ensure that all fire extinguishers, fire blankets and other fire safety equipment provided by the Bank remain unobstructed and readily accessible. The contractor shall not tamper with, misuse or relocate any fire safety equipment.

j. Staff Training

The contractor shall ensure that all personnel deployed in the canteen are adequately trained in:

- Safe operation of kitchen and electrical equipment.
- Fire prevention measures.
- Operation of portable fire extinguishers.
- Emergency evacuation procedures.
- Reporting of fire and electrical hazards.

k. Reporting of Hazards

Any electrical fault, overheating, sparking, burning smell, gas leakage, malfunction of equipment or any unsafe condition noticed by the contractor shall be immediately reported to the Bank and the affected equipment shall not be used until declared safe.

l. Periodic Inspection

The contractor shall carry out periodic inspection of all electrical appliances, LPG installations and kitchen equipment and maintain proper records of preventive maintenance wherever applicable.

m. Prohibition of Unsafe Practices

The following shall be strictly prohibited:

- Overloading of electrical sockets.
- Use of damaged plugs or wires.
- Bypassing protective devices.
- Unauthorized storage of inflammable or explosive materials.
- Blocking emergency exits or fire escape routes.
- Smoking inside kitchen or prohibited areas.

n. Emergency Response

In the event of fire, gas leakage or any electrical emergency, the contractor shall immediately:

- Disconnect electrical supply, wherever safe to do so.
- Shut off LPG supply.
- Inform the Bank's Security Control Room/Estate Cell.
- Use appropriate fire extinguishers without endangering life.
- Follow the Bank's emergency response and evacuation procedures.

o. Liability

The contractor shall be solely responsible for any loss, damage, injury or accident arising out of negligence, violation of fire safety norms, unsafe electrical practices or improper operation of kitchen equipment by its personnel.

p. Insurance

The contractor shall obtain and maintain adequate insurance coverage for third-party liability, workmen compensation and other applicable risks during the contract period.

q. Compliance with Bank Instructions

The contractor shall comply with all fire and electrical safety instructions issued by the Bank from time to time. The Bank may conduct safety inspections at any time, and the contractor shall promptly rectify all deficiencies observed.

r. Penalty

Failure to comply with fire and electrical safety requirements shall be treated as a serious breach of contract. The Bank reserves the right to impose penalties, recover losses, suspend canteen operations, or terminate the contract without prejudice to any other legal or contractual remedies available.

s. Right of Inspection

The Bank or its authorized representatives may inspect the kitchen, electrical installations, LPG system and fire safety arrangements at any time. The contractor shall provide full cooperation and immediately rectify deficiencies pointed out during such inspections.

t. Indemnity

The contractor shall indemnify and keep indemnified the Bank against all claims, losses, damages, penalties, liabilities and legal proceedings arising out of non-compliance with statutory fire safety requirements, electrical safety norms or negligence attributable to the contractor or its employees

P. Photography and Videography – Prohibition and Penalty

a. Photography, videography, audio-video recording, live streaming, or capturing of images/videos through mobile phones, cameras, drones, or any other electronic device, etc is strictly prohibited inside the Bank's premises, unless specifically authorized in writing by the Bank.

b. The Contractor shall ensure that all personnel deployed under the contract strictly comply with the above requirement. Any violation by the Contractor, its employees, representatives, agents, or any person engaged by the Contractor shall be deemed to be a breach of the terms and conditions of the contract.

c. In the event of any instance of unauthorized photography, videography, recording etc as mentioned in para-P(a) above, being observed or detected by the Bank, a penalty of ₹10,000/- (Rupees Ten Thousand only) shall be levied for each such instance, without prejudice to any other rights and remedies available to the Bank under the contract.

d. The Bank shall have the sole discretion to recover the penalty by:

i. Adjusting the amount from the Contractor's monthly bill(s) or any other payments due to the Contractor; and/or

ii. Invoking, either wholly or partly, the Performance Bank Guarantee/Security Deposit furnished by the Contractor for recovery of the penalty.

iii. Repeated or serious violations of this condition shall be treated as a material breach of the contract and may result in termination of the contract, forfeiture/invocation of the Performance Bank Guarantee/Security Deposit, and such other action as deemed appropriate by the Bank.

Q. OTHER CONDITIONS:

1. To ensure effective implementation of this contract, authorized official/s of Reserve Bank of India shall issue instructions, either orally or in writing to the contractor and such instructions shall be deemed to be a part and parcel of this contract and shall be binding on the contractor. In the event the instructions are issued orally the same will have to be confirmed in writing immediately. In all matters relating to or incidental to this contract, if there arises any doubt or dispute or disagreement, the decision of the Bank shall be final and binding on the contractor.

2. It shall be the contractor's responsibility to ensure that the obligations under the terms of this contract are duly performed and observed.

3. The Contractor shall maintain and provide all necessary documentation, registers and records and other related documents as proof of compliance with all statutory requirements and provisions of applicable laws.
4. The Contractor shall provide at his cost, everything necessary for the proper execution of the works according to the intent and specifications taken together whether the same may or may not be particularly shown or described therein, provided that the same can reasonably be inferred therefrom, and if the contractor finds any discrepancy he shall immediately, and in writing, refer same to the Bank who shall decide thereupon.
5. All materials shall so far as procurable be of the equivalent kinds described in the Section VII Annexure I and in accordance with the Bank's instructions, and the Contractor shall upon the request of the Bank furnish him with all invoices, accounts, receipts, and other vouchers to prove that the materials comply therewith. The Contractor shall at his own cost arrange for and/or carry out any test of any materials which the Bank may require.
6. The Contractor shall give all necessary personal superintendence during the contract period, and as long thereafter as the Bank may consider necessary. The Contractor shall nominate/identify the person for proper performance of this contract and provide the contact details of such person to the Bank at the time of signing the agreement. Any directions, explanations, instructions, or notices given by the Bank to the Contractors' representative shall be held to be given to the Contractor.
7. The Contractor shall afford the official deputed by the Bank, every facility and assistance for inspecting the works and materials and for checking and measuring the materials. The Bank shall have power to give notice to the Contractor or to his representative of non-approval of any work or materials and such work shall be suspended, or the use of such materials shall be discontinued by the Supervisor/ Manager appointed by the Contractor, but such examination shall not in any way exonerate the Contractor from the obligation to remedy which may be found to exist at any stage of the works.
8. The whole of the works included in the Contract shall be executed by the Contractor and the Contractor shall not directly or indirectly transfer, assign or under-let the Contract or any part share thereof or any interest therein without the prior

written consent of the Bank; and no undertaking shall relieve the Contractor from the full and entire responsibility of the Contract or from active superintendence of the works during their contract.

9. If the Contractor, after receipt of written notice from the Bank requiring compliance immediately fails to comply with, the Bank may employ and pay other persons to execute any such work whatsoever that may be necessary to give effect thereto, and all costs incurred in connection therewith shall be recoverable from the Contractor by the Bank as a debit or may be deducted from any moneys due to the Contractor.

10. On taking over the responsibility of work assigned, the Contractor shall formulate the mechanism for due assignment of work to its personnel which will be finalized by the Bank/ its authorized officials. Subsequently, the contractor shall review the work assigned from time to time with the permission of the Bank, for further streamlining their system.

11. The decision, opinion, direction, certificate (except for payment) by the Bank with respect to all or any of the matters hereof (which matters are herein referred to as excepted matters) shall be final and conclusive and binding on the parties hereto and shall be without appeal.

12. If, for any reason, the Bank is obliged, by virtue of the provisions of the Employees Compensation Act, 1923, or any statutory modification or re-enactment thereof to pay compensation to a workmen employed by the contractor in execution of the works, the Bank shall be entitled to recover from the Contractor the amount of compensation so paid. The Bank shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by the Bank to the Contractor under this Contract or otherwise.

R. Failure to Exercise RBI's rights:

Any omission on the part of Bank at any time to exercise any of its rights under the terms of engagement of the contractor shall not be deemed to amount as waiver on the part of Bank of its rights and in no way impair or affect the validity of the terms and the privilege of Bank to enforce its rights at any time subsequently.

This Agreement shall be executed in duplicate. The Bank shall retain the original and Caterer the duplicate; the cost of stamp paper on this agreement and its duplicate shall be borne by the Caterer.

IN WITNESS WHEREOF the Bank has set its hands to these present and a duplicate hereof through its authorized official and the Caterer has set his hands to these presents and the said duplicate through its authorized representative on the day, month and year first hereinabove written

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

If the Contractor is a
partnership or individual
proprietorship

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

If the Contractor is a
Company

IN WITNESS WHEREOF the Bank set its hands
to these presents through its duly authorized
official and the Contractor has caused its common
seal to be affixed hereunto and the said two
duplicates hereof to be executed in its behalf, the
day and year first hereinabove written.

Signed and delivered by Reserve Bank of India, Belapur

(Name and Designation)

In the presence of –

Witnesses –

1. _____

Address: _____

2. _____

Address: _____

If the party is Partnership firm or Individual Proprietorship

Signed and delivered by

In the presence of –

Witnesses –

1. _____

Address: _____

2. _____

Address: _____

THE COMMON SEAL OF _____

If the Contractor is a Company

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

In the presence of –

Witnesses –

1. _____

Address: _____

2. _____

Address: _____

If the Contractor signs under the Common Seal, the signature should tally with the sealing clause in the Articles of Association

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

1. _____

2. _____

If the Contract is signed by the hand of Power of Attorney, whether of a company or Individual

SIGNED AND DELIVERED BY –

The Contractor by the hand of

Shri/Smt. _____

And duly constituted attorney.

SCHEDULE `A`

Conditions to be complied with by the Caterer

1. To use gas on own expenses for preparing food stuffs, beverages, and refreshments and not to use electric stove, kerosene, firewood, coal, coke, or charcoal without the prior permission in writing from the Chief General Manager.
2. To maintain and keep the Canteens in a clean hygienic condition by employing his own employees or personnel for the purpose to the satisfaction of the Chief General Manager and to make arrangements for serving water in the dining area.
3. To ensure that the cutlery, crockery, utensils, etc., in which food and beverages are prepared and/or served are properly and hygienically cleaned.
4. To store foodstuff and other articles in a hygienic manner and provide drinking water in receptacles with tap.
5. To provide proper receptacles for throwing refuse and to arrange at his own cost for prompt and proper removal of refuse from time to time.

अनुसूची 'बी' / SCHEDULE 'B'**A. Staff Canteen: दोपहर का भोजन (समस्त कार्यदिवस पर) / Lunch: (On all Working Days)****शाकाहारी VEGETARIAN THALI**

क्रम Sn.	सामग्री Items	मात्रा/वजन Quantity / Weight
1	चावल / Rice	150 gms
2	सुखी भाजी / Dry Bhaji	100 gms
3	सब्जी भाजी (रसादार) / Vegetable Bhaji (Gravy)	100 gms
4	दाल / Dal	100 gms
5	दही / Curd	30 gms
6	पुरी / पराठा / चपाती / Puris / Parathas / Chapatis	3 pieces
7	पापड / Papad	1 piece
8	अचार / Pickle	10 gms
9	मीठा / फल / Sweet / Fruit	50 gms

शाकाहारी भोजन की लागत / Cost of Veg. Lunch = As per Financial Bid**मांसाहारी / NON-VEGETARIAN THALI**

क्रम S. N.	सामग्री Items	मात्रा/वजन Quantity / Weight
1	मटन / मछली / चिकन (रसादार) Mutton/Fish/ Chicken (Gravy)	150 gms
2	चावल / Rice	150 gms
3	सब्जी भाजी (रसादार) / Vegetable Bhaji (Gravy)	100 gms
4	दाल / Dal	100 gms
5	दही / Curd	30 gms
6	पुरी / पराठा / चपाती / Puris / Parathas / Chapatis	3 pieces
7	पापड / Papad	1 piece
8	अचार / Pickle	10 gms
9	मीठा / फल / Sweet / Fruit	50 gms

***वेज अथवा नॉन-वेज में से कोई एक रसादार होना चाहिए / Either the non-veg or veg should be in gravy form.**

मांसाहारी भोजन की लागत / Cost of Non-Veg Lunch = Rs. As per Financial Bid

List of Compulsory items for Lunch (other than thali):

Section X: Compulsory Items	Quantity	Weight
Mutton/Chicken/ Fish/Egg Gravy	1 plate	170 gms
Rice Dal	1 plate	170 gms
Veg Gravy	1 plate	170 gms
Plain Rice	1 plate	150 gms
Curd	--	50 gms
Chapati/ Phulka	1 piece	

List of optional items for Lunch:

Section Y: Optional Items	Quantity	Weight
Veg Biryani/Pulav	1 plate	220 gms
Chicken Biryani	1 plate	250 gms
Mutton Biryani	1 plate	250 gms
Egg Biryani	1 plate	250 gms
Gobi/ Veg Manchurian	1 plate	170 gms
Chicken Fry/ Chicken 65	1 plate	170 gms
Fish Fry	1 piece	100 gms
Chole Batura	1 plate	200 gms
Butter Milk	1 glass	200 ml

बैंक के साथ पूर्व सहमत दरों पर अन्य व्यंजन जैसे सैन्विच, मिल्क शेक, अन्य आमिष और निरामिष पदार्थ की बिक्री करने की कटेरर को अनुमति होगी।

Caterer is permitted to sell items mentioned in Section Y (optional items) and other items like Sandwiches, Juices, Milk Shakes, other vegetarian and non-vegetarian items at pre-agreed rates with the Bank.

B. Staff Canteen: नाश्ता (समस्त कार्यदिवस पर) / Breakfast and optional items (On all Working Days)

क्रम S.N.	सामग्री	मात्रा	वजन
	सुबह का नाश्ता / Breakfast		
Compulsory Items			
1	Tea	1 cup	100 ml
2	Coffee	1 cup	100 ml
3	Idli Sambar with Chutney	2 pieces	150 gms
4	Vada Sambar	2 pieces	150 gms
5	Poha	1 plate	150 gms
6	Omelette (Single with two bread slices)	1 Plate	100 gms
7	Omelette (Double with two bread slices)	1 Plate	150 gms
8	Single Omelette	1 Plate	
9	Double Omelette	1 Plate	
10	Vegetable Sandwich	2 slices	100 gms
11	Dosa	1 nos.	150 gms
Optional Items			
1	Upma	1 plate	150 gms
2	Sheera	1 plate	100 gms
3	Puri Bhaji	1 plate	150 gms
4	Masala Dosa/ Rawa Dosa		150 gms
5	Uttapam / Onion Uttapam		150 gms
6	Besan Chilla	1 Plate	150 gms
7	Bread Butter	2 slices	150 gms
8	Pav Bhaji	2 pav	100 gms
9	Misal Pav	2 pavs	150 gms

C. Staff Canteen: नाश्ता (समस्त कार्यदिवस पर) / Evening snacks (On all Working Days)

शाम का नाश्ता / Evening Snacks			
1	Samosa	2 pieces	100 gms
2	Sabudana Vada	2 pieces	100 gms
3	Bhajiya/ pakoda	1 plate	100 gms
4	Mysore Bonda	2 pieces	100 gms
5	Misal/Sev/Bhelpuri	1 plate	100 gms
6	Veg Roll	1 piece	100 gms
7	Bun Maska	1 piece	100 gms
8	Cheese Toast sandwich/Chutney sandwich	2 slices	100 gms
9	Vegetable Sandwich	2 slices	100 gms
10	Cut Fruits - with seasonal fruits	1 bowl	100 gms
11	Aloo Paratha	1 plate	150 gms

D. ZTC Belapur Food Items (As per requirement of ZTC Belapur)

Sl. No	Particulars
1	Breakfast (Buffet) All items below are mandatorily to be provided on daily basis a. Sprouts salad b. Boiled egg c. Fruit platter (banana, apple, papaya, watermelon) *Fresh seasonal fruits shall be served, and repetition should be avoided on consecutive days. d. Multigrain bread with butter and jam e. Milk and cereals. f. Tea and coffee g. Plain/Masala dosa (live counter**) h. Masala Omelette (live counter**) i. Peanut butter, curd (twice a week), , millet-based item once a week *Live counter should remain operational during the entire breakfast service <u>In addition to items mentioned above, any three of the following items also needs to be provided on rotational basis: -</u> Vegetable Dalia Poha Sheera Masala oats Upma Thepla Idli sambhar Vada sambhar Uttapam Misal pav Sabudana khichdi Medu vada Paratha (aloo/paneer/gobhi/methi) with curd and pickle
2	Juice@ 11 AM Fruit juice only (watermelon/pineapple/apple/pomegranate/orange/etc)

3	Tea/Coffee/Green Tea/Black Coffee/Lime Juice with Biscuits (As per need, whenever ordered separately) Rotation with khakhra, roasted chana, makhana, oats cookies or digestive biscuits.
4	Lunch (Buffet) - Veg & Non-veg Soup, - One Veg Starter - One Dry vegetable - One Gravy vegetable - Chapatti/Paratha - Rice (Plain/Jeera Rice/Peas Pulao) - Dal (Plain/fry/Tadka/Makhni) - Mutton/Chicken/Fish (Main Course) (Pomphret/Ravas/Surmaï etc) - Salad, pickles, Papad, curd - One Sweet <u>(Mutton & Fish at least two days in a week)</u> Note: fresh chicken/fish (no basa or stale frozen fish), fresh paneer, branded edible oil, one low-oil preparation daily, brown rice once a week.
5	Evening Snacks - Tea/Coffee with biscuits - Diet Chivda/Masala Bhel/Lemon Bhel/Peanut packet/Veg Grilled Sandwich (Small portion)/ Dabeli/Vada Pav/Veg Cutlet/Wheat Bun Burger/ Samosa /Gol Bhaji/Sev Puri/Dahi Puri/Peanut Chat/Corn Chat) Note: At least 50% of weekly snacks should be baked or healthy (e.g., grilled sandwich, sprouts chaat, corn chaat).
6	Dinner (Buffet) - Veg/Non-Veg Soup - One Veg starter - One Dry Vegetable - One Gravy Vegetable - Mutton/Chicken/Fish (Main Course) (Pomphret/Ravas/Surmaï etc) - chapatti/puri/fulka - rice - dal - fruits - one sweet - salad, pickles, papad <u>(Non-veg: Mutton/Chicken/Fish (Pomphret/Ravas/Surmaï etc) (Mutton & Fish at least two days in a week)</u> Chicken and Fish to alternate in lunch and dinner

	Note: fresh chicken/fish (no Basa or stale frozen fish), fresh paneer, branded edible oil, one low-oil preparation daily, brown rice once a week.
7	For Outbound trip (Occasionally) Any one Paper boat Juice water bottles, wet tissue One packet of sandwich and fruits One packet of Dry fruits
8	Special Lunch (Buffet) (Occasionally) i. Veg & Non-veg: Soup, ii. Welcome Drink iii. Two Veg Starter iv. One Non-Veg Starter v. One Dry vegetable vi. Two Gravy vegetable preparation vii. One Non-Veg Preparation (Mutton/Fish/Prawns) viii. Chapatti/Paratha and Naan/Puri ix. Rice (Steam/Jeera Rice/Peas Pulao) x. Dal (Fry/Tadka/Makhni) xi. Salad, pickles, Papad, curd xii. One Sweets (premium quality) xiii. Ice Cream (Reputed brand i.e. Amul, Havemor etc) xiv. Sweet Paan (Calcutta Patta) xv. Assorted chocolates

E. Food Items for E-VOF, VOF, THH (As per requirement)

Sr. No	Items	Remarks
i.	Buffet Breakfast	Rates and options quoted for ZTC Buffet Breakfast will be applicable
ii.	Individual Breakfast Items	Rates quoted for breakfast items at B (breakfast for staff canteen), will be applicable
iii.	Lunch (Buffet) i. Veg & Non-veg Soup, ii. One Veg Starter iii. One Dry vegetable iv. One Gravy vegetable	Rates quoted for ZTC buffet lunch will be applicable

	v. Chapatti/Paratha vi. Rice (Plain/Jeera Rice/Peas Pulao) vii. Dal (Plain/fry/Tadka/Makhni) viii. Mutton/Chicken/Fish (Pomphret/Ravas/Surmaï etc) ix. Salad, pickles, Papad, curd x. One Sweet	
iv.	Dinner (Buffet) i. Veg/Non-Veg Soup ii. One Veg starter iii. One Dry Vegetable iv. One Gravy Vegetable v. Mutton/Chicken/Fish (Main Course) (Pomphret/Ravas/Surmaï etc) vi. chapatti/puri/fulka vii. rice viii. dal ix. fruits x. one sweet xi. salad, pickles, papad (Non-veg:Mutton/Chicken/Fish (Pomphret/Ravas/Surmaï etc) (Mutton & Fish at least two days in a week)	Rates quoted for quoted for ZTC buffet dinner will be applicable
v.	Veg Lunch/Dinner (Room Service) i. One Dry vegetable (100 grams) ii. One Gravy vegetable (100 grams) iii. Chapatti/Paratha (Min 4) iv. Rice (Plain/Jeera Rice/Peas Pulao) (100 grams) v. Dal (Plain/fry/Tadka/Makhni) (100 grams) vi. Salad, pickles, Papad, curd vii. One Sweet	
vi.	Non-Veg Lunch/Dinner (Room Service) i. One Dry Vegetable (100 grams) ii. One Gravy Vegetable (100 grams) iii. Mutton/Chicken/Fish (Main Course) (100 grams) (Pomphret/Ravas/Surmaï etc) iv. chapatti/puri/fulka (Min 4) v. rice (100 grams) vi. dal (100 grams)	

	vii. salad, pickles, papad, curd viii. one sweet	
vii.	1- liter Bisleri Water	
viii.	Half liter Bisleri Water	
ix.	Evening Snacks	Rates and options quoted for Staff Canteen, Belapur, evening snacks will be applicable.

टिप्पणी:

1. अनुसूची ए में यथा विनिर्दिष्ट भोजन प्रतिदिन प्रदान किया जाएगा।
2. अनुसूचित बी में यथा विनिर्दिष्ट सुबह का नाश्ता / नाश्ता दिन में दो बार प्रदान किया जाएगा।
3. चाय/कॉफी दिन में दो बार प्रदान की जाएगी। (सोमवार से शुक्रवार)
4. ऑमलेट के अलावा न्यूनतम 4 ब्रेकफ़ास्ट की चीजें प्रदान की जाएगी और सप्ताह के दौरान उसका पुनरावर्तन नहीं किया जाएगा।
5. हररोज शाम में न्यूनतम दो प्रकार का नाश्ता प्रदान किया जाएगा और सप्ताह के दौरान पुनरावर्तन नहीं किया जाएगा।
6. EVOF/VOF/THH में रहने वाले मेहमानों के अनुरोध पर रूम सर्विस प्रदान की जा सकती है।

Notes:

1. Lunch as specified at A per day shall have to be provided.
2. Breakfast shall be served as specified above at B.
3. Tea / coffee to be served twice in a day (Monday to Friday).
4. Minimum three snacks' items shall be served in the evening on daily basis as specified above at C and may avoid repetition during the week.
5. Caterer is permitted to sell other food items after taking approval from the Bank.
6. Room Service may be provided on request for guests staying in EVOF/VOF/THH.

अनुसूची - सी / SCHEDULE 'C'

क्रोकरी / कटलरी सामग्री / फर्निचर की सूची

List of Crockery / Cutlery Articles / Furniture

आरबीआई----- के स्वामित्व की चीजें जो मेसर्स ----- को सुपुर्द की गई।

Belonging to R.B.I.-----, place handed over to 'M/s -----'

Sr No	Item name	वस्तु का नाम	Quantity in pieces
1	Microwave	माइक्रोवेव	1
2	Toaster	टोस्टर	2
3	Sheddi Gas	शिगड़ी गैस	5
4	Kadhai	कीरडोल	2
5	Water jug	पानी का ज़ग	5
6	Steel glass for water	पानी के लिए स्टील का ग्लास	60
7	Juice glass	जूस का ग्लास	44
8	cup saucer	कप तश्तरी	44
9	Spoon	चम्मच	50
10	Soup bowl	सूप का कटोरा	38
11	Soup spoon	सूप का चम्मच	18
12	Deep freezer	डीप फ्रीज़र	1
13	Lunch plate floral	लन्च प्लेट फ्लोरल	76
14	Carter plate	कार्टर प्लेट	92
15	Idli bhada	इडली का बर्तन	1
16	Fork spoons	कांटा चम्मच	59
17	Sweets spoons	मिठाई चम्मच	62
18	Fruit kit	फलों किट	78
19	Plastic bowl white	प्लास्टिक कटोरा सफेद	63
20	Service bowl small floral	सर्विस बॉउल स्मॉल फ्लॉरल	9
21	Service Bowl big floral	सर्विस बॉउल बिग फ्लॉरल	10

22	Service Spoon small and big	सर्विस चम्मच छोटे और बड़े	33
23	Service tea small, big	सर्विस टी छोटी और बड़ी	10
24	Floral bowl small	फ्लॉरल बॉउल स्मॉल	54
25	Floral soup bowl	फ्लॉरल सूप बॉउल	38
26	Tablecloth	टेबल कपड़ा	11
27	Towel	तौलिया	7
28	Rice server	चावल सर्वर	14
29	Buffet set	बुफे सेट	2
30	Ice plate pot	आइस प्लेट बर्तन	1
31	Idli pot	इडली बर्तन	1
32	Lunch/dinner plastic plate	लंच डिनर के प्लास्टिक प्लेट्स	120
33	Plastic bowl	प्लास्टिक का कटोरा	240
34	Tea Thermos	चाय थर्मस	3
35	Tea pot	चाय का बर्तन	2
36	Fridge	फ्रिज	1
37	Table	टेबल	16
38	Chair	कुरसी	52
39	Steel table	स्टील की मेज	5
40	Big Utensil	बड़ा बर्तन	7
41	Small utensil	छोटे बर्तन	4
42	Small pan	छोटे पैन	1
43	Big pan	बड़ा पैन	2
44	Parat big	बड़ा परात	2
45	Parat small	छोटा परात	4
46	Zhaali for Rice small	चावल की छोटी जाली	1
47	Zhaali for Rice big	चावल की बड़ी जाली	1
48	Cooker	कुकर	1
49	Ice pan pot	आइस पैन बर्तन	1
50	Round breakfast plate	नाश्ते के लिए गोल प्लेट	94

51	Pav bhaji plate	पाव भाजी प्लेट	84
52	Trolley	ट्रॉली	1
53	Spoon Kisko	चम्मच किस्को	22
54	Napkin holder	तौलिया टांगने का होल्डर	2
55	Knife kisko	चाकू किस्को	60
56	Tava	तवे	3
57	Food steamer	फूड स्टीमर	1
58	Cooler	कूलर	1
59	Steel rack	स्टील रैक	2
60	Grinder	ग्राइन्डर	1
61	Mixer	मिक्सर	1
62	TV	टीवी	1
63	Fly Killer	फ्लाई किलर	3
64	A/c window	ए सी विंडो /	4
65	Electronic clock	इलेक्ट्रॉनिक घड़ी	1
66	Steel	स्टील	4
67	Cup and Saucer	कप और सैसर	6 sets
68	Melamine dinner plates	मेलामाइन डिनर प्लेट्स	100
69	Spoons	चम्मच	100
70	Melamine Gravy bowls	मेलामाइन ग्रेवी बाउल्स	400
71	Melamine Soup bowls	मेलामाइन सूप बाउल्स	100
72	Melamine Quarter plates	मेलामाइन क्वार्टर प्लेट्स	100
73	Ice cream spoons	आइसक्रीम चम्मच	100
74	Steel Glasses	स्टील ग्लास	100
75	Silica Glasses	सिलिका ग्लास	6 sets

Section V

Terms and conditions

1. Performance Bank Guarantee/Security Deposit

(i) The Successful bidder shall furnish Security Deposit to the Bank within fourteen days from the date of acceptance of offer. The security deposit will be ₹6,50,000 (as indicated at Section- III) for due performance of the contract in the form of Bank Guarantee valid for a period up to three months after expiry of the contract. The bank guarantee shall be renewed for a further period of one/ two years in case of renewal of the contract by the Bank. The Security Deposit should be paid before start of the work. This is a pre-requisite for awarding the contract. No interest will be paid to the bidder for the amount of Security Deposit during the period of agreement.

(ii) Failure to pay the Security Deposit/ Bank Guarantee shall be treated as failure to discharge the obligations under the contract and shall result in cancellation of the offer of the contract and forfeiting the EMD. The bidder shall be liable to compensate the Bank for any loss incurred by the Bank.

(iii) The Bank Guarantee shall be released by the Bank only after being satisfied of the successful completion of the contract and no liabilities from the bidder or its employees. The security deposit shall be discharged only after adjusting all dues, liabilities, etc. recoverable from the bidder.

(iv) The Bank reserves the right to recover any part or the whole of the amount of the security deposit for losses suffered by the Bank due to failures on the part of the bidder or due to termination of contract or bidder becoming disqualified because of liquidation / insolvency or change of composition or for the penalty imposed by the Bank under the agreement. The decision of the Bank in respect of such losses, damages, charges, expenses or costs, shall be final and binding.

(v) On payment of the security deposit, the contracting firm will be required to enter into an Agreement/ Contract on stamp paper of appropriate value (as per stamp act) containing inter-alia all the terms and conditions of the contract, as approved by the Bank. The bidder shall be liable to bear all the expenses including payment of stamp duty for execution of the agreement.

(vi) If the successful bidder fails to comply with the terms and conditions of the contract in course of the contract period, the security deposit shall be forfeited in full or in part as decided by the Bank.

2. Prices for extra services/work

- i. The contractor may, when authorized by the Bank, add to, omit from or vary the works shown upon the specification, or included in the scope of work, but the contractor shall make no addition, omission or variation without such authorization or direction. A verbal authority or direction by the Bank shall, if confirmed by him in writing immediately, be deemed to have been given in writing.
- ii. No claim for an extra work shall be allowed unless it shall have the concurrence of the Bank as herein mentioned. Any such extra work is herein referred to as authorized extra work and shall be made in accordance with the following provisions:
 - (a) The net rates or prices in the agreement shall determine the valuation of the extra work where such extra work is of similar character and executed under similar conditions as the work priced therein. The rates or prices of additional work will be mutually decided by the Bank and the Contractor.
 - (b) The net prices of the original tender shall determine the value of the items omitted, provided if omissions vary the conditions under which any remaining items of works are carried out, the prices for the same shall be valued under sub-clause (c) hereof.
 - (c) Where the extra works are not of similar character and/or not executed under similar conditions as aforesaid, or where the omissions vary the conditions under which any remaining items of works are carried out, or if the amount of any omissions or additions relative to the amount of the whole of the Contract works or to any part thereof shall be such that in the opinion of the Bank, the net rate or price contained in the agreement or for any item of the works involves loss or expense beyond that reasonably contemplated by the Contractor, or is by reason of such omission or addition rendered unreasonable or inapplicable, the Bank shall fix such other rate or price as in the circumstances it thinks reasonable and proper.

- iii. **The prices quoted shall be deemed to have included all applicable taxes (except GST), custom duty, excise duty, local levies, etc. imposed by Central/State Government/ Local Bodies, Contractor Profit, Overhead expenses and other expenses.** If the Tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards. However, if any further tax or levy or cess is imposed by Statute, after the last stipulated date for the receipt of tender including extensions, if any, and the contractor thereupon necessarily and properly pays such taxes/levies/cess, the contractor shall be reimbursed the amount so paid, provided such payments, if any, is not, in the opinion of the Bank (whose decision shall be final and binding on the contractor) attributable to delay in execution of work within the Control & Sanitization of the contractor. The contractor shall, within a period of 30 days of the imposition of any such further tax or levy or cess, give a written notice thereof to the Bank that the same is given pursuant to this condition, together with all necessary information relating thereto.
- iv. The Bidder should also note that unless otherwise stated, the tender is strictly on unit price basis and his attention is drawn to the fact that rates for each item should be correct, workable and self-supporting. The scope of work indicates the total extent of work, which also includes any other small works required to complete the intent of the scope so defined.
- v. If the bidder desires, it shall list deviations from the terms and conditions given in the tender document. However, the application which does not comply with RBI's terms and conditions may be rejected as **Non-Responsive**.
- vi. Part 'II' - price bids shall contain prices in Indian Rupees only as per the format both in figures and words. Change of terms and conditions and technical deviations, if any, found in Part II of the tender will not be taken into account and will be treated as null and void.
- vii. Bidders are expected to exercise due care while quoting the rates. The rates quoted should not be Abnormally High Rates (AHRs) or Abnormally Low Rates (ALRs). In case ALRs are quoted by any bidder/s in price bid, the Bank reserves the right to either reject such bids or to establish the reasonableness of prices on the basis of estimated rates, prevailing market rates, last purchase prices, other input costs and intrinsic value, etc. before awarding the contract. For bidders

quoting ALRs, if empaneled, the Bank may increase the amount of security deposit by four times of the applicable value/amount as mentioned in the S.No.1 of Section V under Terms and Condition as performance security, which may be forfeited in case such contractor is not able to perform the contract on the given rates. The decision of the Bank in this regard will be final and binding.

- viii. The tenderer must use only the forms downloaded from the MSTC/ Bank's website to fill in the rates. The uploaded tender form must be filled in English. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank in its discretion.
- ix. The rates quoted shall be firm and binding without any escalation till renewal of the contract. Thereafter, increase in contract rates will be at the discretion of the Bank.
- x. The contract will be initially for a period of 12 months extendable for further period of two years (maximum one year at a time & not exceeding three years in total), at the Bank's discretion and at mutually agreed upon terms, subject to satisfactory performance by the contractor. However, Bank has right to reduce the period of agreement at the time of renewal of contract. Also, the Bank reserves the right to modify the scope of the contract at any time during the contract period, including by increasing or decreasing the quantum of work, without assigning any reason.
- xi. The Contractor shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for the works and of the rates and prices quoted in the price bid, which rates and prices shall, except as otherwise provided, cover all his obligations under the Contract and all matters and things necessary for the proper completion of the works.
- xii. The acceptance of offer of contract shall be communicated by the successful bidder such that the acceptance is received by the Bank within 7 days from the date of issue of the offer. Failure to accept the offer and communicate accordingly within this period shall result in forfeiture of the EMD and revocation of the offer. In such an event the Bank shall have right to debar the bidder from participating in any tender in the Bank for a period of three years.

- xiii. The Contractor will have full responsibility of proper upkeep and maintenance of the canteens. If any items supplied by the Bank at its expense for the purpose of running canteens will be Bank's property for all intents and purposes.
- xiv. The losses due to breakage / theft / damage or loss (except due to natural wear and tear) of any such materials / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost from the amounts payable or from security deposit and the decision of the Bank shall be final and binding in this regard. The Contractor shall maintain records for all such damages/breakages. A stock statement giving details of all movement of stock of items provided to the Contractor during the month should be provided to the Bank by 7th of the succeeding month or as per periodicity decided by the Bank.
- xv. Water and Electricity is available at sites and may be used by the contractor for the works free of cost, subject to the condition that the contractor shall make his/her own arrangement to take supply from the nearest source available. During the execution of work, adequate care shall be taken by the Contractor so that the Power and Gas supply, Water and Drainage system, etc., which may be having common line serving to adjacent properties including Bank's premises shall not be disturbed. If any of these services are disturbed due to any work undertaken by the Contractor, the Contractor shall take all initiative to get the same restored at the earliest. No extra amount shall be paid on this account.
- xvi. The Contractor shall indemnify and keep the Bank indemnified, defend and hold good the Bank, its directors, officers, employees and agents against loss, damages or claims arising out of any violations of applicable laws, regulations, guidelines during the contract period and for the breach committed by the Contractor or their services personnel on account of misconduct, omission and negligence by the Contractor or his service personnel.
- xvii. The Contractor shall be registered with the Central/ State Body concerned and shall abide by State Labour / Government of India (Ministry of Labour) rules and regulations and all other Statutory Acts/ Regulations and rules relevant to this contract and shall indemnify and keep the Bank indemnified against damages arising out of the default on the part of Contractor due to negligence or non-compliance of any of the aforesaid rules, regulations, etc.

- xviii. The contractor or his staff shall not use the premises, properties, fixtures, fittings, etc., of the Bank premises/quarters for any purpose other than those expressly provided in the contract. It shall be open to officials of Bank to inspect the dining hall and kitchen at any time.
- xix. The Contractor should put in place a proper mechanism (including keeping wet and dry wastes separately) for collection, handling disposal and removal of waste from the premises and comply with all the statutory requirements in this regard.
- xx. The contractor or his/ her authorized representative has to attend periodic review meetings convened or as and when required, for discussion for evaluation of performance of the contract.
- xxi. The contractor shall provide all necessary superintendence during execution of the work and all along thereafter as may be necessary for proper fulfilment of the obligations under the contract. The Manager, Supervisors, Cooks, Asst. Cook & other support staff and their qualifications and experience shall not be lower than specified in Scope of work. The Manager, Supervisors, Cook, Asst. Cook and other staff shall be appointed by the contractor soon after receipt of the Work order from the Bank and shall be available at site before start of work. The Manager and supervisors shall be present at the site of work for supervision and also present himself/themselves, as required, to the Bank and/or his designated representative to take instructions. Instructions given to the Manager/ supervisor shall be deemed to have the same force as if these have been given to the contractor. The Manager/ Supervisors and other Staff shall be available at site fully during the specified durations and whenever so required by the Bank and shall also note down instructions conveyed by the Bank or his designated representative(s). Necessary Registers viz. complaint register, Material receipt/consumption register/ Labour attendance register, etc., shall be strictly maintained by the Manager on daily basis.
- xxii. In the event of any damage being caused to the movable or immovable property of Bank or employees of Bank, the Bank reserves the right to compute the damage in terms of money and to deduct the same from the bill of the contractor or from the security deposit.

- xxiii. The contractor shall not use the Logo and or trade name of Bank or letter head of Bank and the relationship between the contractor and Bank being on principal-to-principal basis, the contractor shall not hold himself/ herself as an agent of Bank. The contractor shall not use Bank's address on his letterhead/ stationery for purposes of Registration or communication with any Government/ Local Body or any other organization or person and no tenancy shall be created by the presence of his workmen/ employee on Bank's premises.
- xxiv. Contractor shall maintain all registers as required by the Regional Labour Commissioner and shall furnish the same to the Bank or its representative as and when required.
- xxv. The Contractor shall ensure that local labour, unskilled as well as skilled, to the extent possible and available from local resources are preferably employed on the work.
- xxvi. The Contract shall be executed in duplicate, and the Bank and the Contractor shall be entitled to one executed copy each for his use.
- xxvii. The authorized representatives of the Bank shall at all reasonable times have free access to the work and other places and the Contractor shall give every facility to the Bank and their representatives, necessary for inspections and examination and test of the materials. Persons not authorized by the Bank, except the representatives of public authorities, shall not be allowed on the works at any time.
- xxviii. The Bank reserves the right to use premises and any portions of the sites for execution of any work not included in this Contract which it may desire to have carried out by other persons, and the Contractor shall allow all reasonable facilities for the execution of such work but shall not be required to provide any equipment or material for the execution of such work except by special arrangement with the Bank. Such work shall be carried out in such manner as not to impede the progress of the works included in the Contract and the Contractor shall not be responsible for any damage or delay which may happen to or occasioned by such work.
- xxix. The successful tenderer is bound to carry out all items of work necessary for performance of the job even though such items are not included in the scope of

work and rates. Schedule of instruction in respect of such additional items and their quantities will be issued in writing by the Bank.

- xxx. If there are varying or conflicting provisions made in any one document forming part of the contract, the Bank shall be the deciding authority with regard to the intention of the document and its decision shall be final and binding on the contractor.
- xxxi. In case of proprietorship, duly executed deed of assignment clearly identifying the representative who will be liable to perform the contractual obligation in case of the death of the proprietor shall also be submitted. However, in such an eventuality purely as stop gap arrangement, it will be the prerogative/right of the Bank to continue the contract for such period as may be decided by the Bank.
- xxxii. The Contractor shall be responsible for providing the services at the Offices of the Bank on all the working days of the Bank or such other days as determined by the Bank.

I/We have read the Terms & Conditions explicitly mentioned above and accept the same to execute the contract, if awarded.

Signature of the authorized person:

Name of the signatory (.....)

(in block capital letters) :

Status of the signatory i.e. proprietor / partner/director:

.....

Date:

Section - VI

Evaluation Criteria

Technical Bids of applicants will be evaluated based on the eligibility criteria mentioned in the tender document, after scrutinizing all the relevant documents as sought from bidders and as per methodology given as follows. Bidders must note that a two-stage procedure will be adopted in evaluating the bids with the technical evaluation being completed prior to opening of price bids.

a) Evaluation of Technical Bid

During the Technical evaluation, each bidder will be assigned marks, out of total of 100 marks, as per the criteria below:

Part A

Site Visit and Presentation

(75 marks)

Site Visit:

Officials of Bank shall conduct site visit(s) of the premises managed by the prospective bidders. During the site visits, the following aspects shall be assessed by the Bank's officials.

- Quality of Service provided at the cafeteria/canteen/lounge
- Skill level and professionalism of the Manager / supervisor employed at the cafeteria/canteen/lounge premises.
- Quality of food served at the cafeteria /canteen/lounge premises.
- Level of sophistication in Kitchen Management in terms of quality of manpower employed and equipment used.
- Cleanliness, general upkeep of dining area, storerooms, reception area, kitchen etc. maintained by the bidder at current similar facilities.
- Management of counter and the ease of providing services by means of any software etc. (Reception).
- Record and quality of kitchen inventory maintained by the contractor.
- Pest control measures followed at the premises
- Quality of chemicals and equipment used for cleaning (standard brand, eco-friendly and bio-degradable) and waste management.

- Adherence to statutory provisions.
- Complaint Management system: Review of the nature of complaints received from the customers/staff/users and the steps taken by the contractor to resolve such issues
- state of art methodologies and aesthetics adopted by the bidder for management of the premises
- etiquettes followed by the contractor and staff at the premises
- operational plan adopted at the premises by the contractor

Presentation:

The bidders are also required to make a presentation to the Bank. Dates for the presentation shall be intimated separately after opening of the technical bids and pre-qualification of Technical Tenders). The presentation by the bidders need to cover the following aspects for evaluation by RBI:

- a. How well the bidder understands the objective of the tender and plan to meet the objective of the tender.
- b. Client list, retention record and size/distribution of contracts completed/under execution.
- c. Number of Employees on payroll
- d. Client Satisfaction Certificates
- e. Process followed by the bidder to adhere to statutory compliances.
- f. Systems and processes followed for recruiting and training the employees
- g. Comprehensive operational plan (with all details) given in the technical bid for delivering catering and pantry services to RBI Belapur.
- h. Brands of materials (food/beverages, sweets, etc.) proposed
- i. Manpower proposed (numbers, designation, experience, qualification etc.)
- j. Reporting and review systems proposed
- k. Mobilization plan and procurement for catering
- l. Complaint redressal system proposed
- m. Describe the value addition by the bidder to ensure a great service and satisfaction of the client
- n. Any other additional information the bidder wants to present.

Part B
(25 marks)

- 1. Number of years in providing cafeteria/canteen/lounge services in PSUs / Large Establishments / Companies etc (based on work orders and completion certificates). - Max 10 Marks**

Sr. No.	Description	Marks
a	More than 10 years	10 marks
b	More than 07 years and up to 10 years	7 marks
c	More than 05 years and up to 07 years	5 marks

- 2. Current similar contracts/ works (Catering and Pantry services etc.) in other locations (Contracts with min. amount of ₹1 Cr only be considered)- Max 10 Marks**

Sr. No.	Description	Marks
a	More than seven contracts	10 marks
b	More than four but less than or equal to seven contracts	7 marks
c	One or more but less than or equal to four contracts	5 marks

- 3. ANNUAL TURNOVER (Average of last three financial years) as on March 31, 2026, and with Solvency Certificate - Max 5 Marks**

Sr. No.	Description	Marks
a	More than ₹25 crore (with Solvency Certificate)	5 marks
b	Above ₹10 crore and up to ₹25 crore (with Solvency Certificate)	3 marks
c	₹6 to ₹10 crore (with Solvency Certificate)	2 marks

All the supporting documents for the above criteria are required to be submitted for evaluation.

Proposals scoring minimum of 60% marks (i.e., 60 marks out of total 100 marks as per the above criteria) shall be considered for further evaluation in the price bid.

The Bank shall notify those bidders whose proposals did not meet the minimum qualifying points or were considered non-responsive to the tender conditions. The Bank shall simultaneously notify the bidders who have secured the minimum qualifying marks, indicating the date and time set for opening of the Price Bids. The notification may be sent by electronic mail. In order to verify the claim regarding

work/similar contract in other locations, the Bank may call for information/report from the concerned bodies.

b) Evaluation of financial bid

After the technical evaluation has been completed, the financial Bids of only technically qualified vendors will be opened for the purpose of commercial evaluation. The financial Bids shall be opened publicly in the presence of the bidder's authorised representatives who choose to attend (only one representative per bidder). The name of the Bidder and the offered prices shall be read aloud and recorded when the financial Bids are opened.

The Evaluation Committee will determine whether the financial Bids are complete (i.e. whether they have accounted for all items of the corresponding proposals. If not, the Committee will cost them and add their cost to the initial price) and correct any computational errors. The bidder must be prepared to furnish clarifications to the proposals submitted by it, as may be required to adjudge the reasonableness of its bid.

Bids shall be evaluated based on a combination of Technical and Financial bid. The lowest financial Bid (F_m) will be given a financial score (S_f) of 100 points. The financial scores (S_f) of the other Financial Bids will be computed as $S_f = 100 \times F_m / F$ in which S_f is the financial score, F_m is the lowest price offer and F is the price offer of the tender under consideration. Proposals will be ranked according to their combined Technical (S_t) and Financial (S_f) scores using the weights (**T = 0.70 and P = 0.30**). The final score (S) formula would be $S = S_t \times T + S_f \times P$. The bidder securing the highest combined technical and financial score will be awarded the work.

Section VII

Scope of Work

Bank has intention of engaging a contractor to provide **catering facilities for RBI officers/staff in different office locations at:**

- a. Staff Canteen at Annex Building, Reserve Bank of India, H H Nirmaladevi Marg, Sector-10, Belapur, Navi Mumbai 400614
- b. ZTC (Zonal Training Centre) Belapur's, Lounge and Dining room, located at RBI Officers Quarters, Kharghar, Sector 5A, Kharghar, Navi Mumbai 410210.
- c. Reserve Bank of India, Executive Visiting Officers Flat (EVOF), Visiting Officers Flat (VOF) and Transit Holiday Home (THH), located at RBI Officers Quarters, Kharghar, Sector 5A, Kharghar, Navi Mumbai 410210.

***Kindly note that the kitchen for ZTC (Zonal Training Centre), Executive Visiting Officers Flat (EVOF), Visiting Officers Flat (VOF) and Transit Holiday Home (THH) are common. The dining area is also the same, however it is segregated.**

Each canteen has seating arrangements with tables and chairs for serving breakfast/lunch/dinner to staff. Kitchen at all the above premises is functional. The Contractor shall be responsible for end-to-end operation, maintenance and supervision of canteens (including kitchen), providing catering service which includes breakfast. The Broad scope of work shall include regular breakfast, lunch, snacks in the evening and dinner.

Sn	Location and address	Scope
i.	Staff Canteen at Annex Building, RBI Belapur	This canteen caters to RBI employees and vendor staff working at RBI Belapur Office. Scope of Services The contractor shall: • Prepare and serve freshly cooked breakfast, lunch and evening snacks. • Procure all raw materials required for food preparation. • Prepare food within the kitchen provided by RBI.

		• Serve meals during prescribed timings. • Maintain cleanliness of kitchen, dining hall and service area. • Wash and maintain utensils, crockery and kitchen equipment. • Dispose of food waste and garbage daily. • Provide adequate service staff during meal hours. • Operate the canteen in single shift. Expected daily footfall: 100–120 persons (indicative only).
ii.	ZTC (Zonal Training Centre) Belapur's, Lounge and Dining room, located at RBI Officers Quarters, Kharghar	The ZTC caters to trainees attending residential training programmes conducted by RBI. Trainees will stay at the hostel located within the RBI Officers' Quarters, Kharghar. Scope of Services The contractor shall prepare and serve freshly cooked: • Breakfast • Tea/Coffee with biscuits as per training schedule • Lunch • Evening tea and snacks • Dinner • Special lunches and refreshments whenever instructed by RBI. The contractor shall ensure timely service based on the daily training schedule. (e.g., tea within 10 minutes, buffet replenishment within 5 minutes). The contractor shall operate this facility in two shifts to cater to breakfast, lunch, evening snacks and dinner requirements. Catering facility is expected

		to be available all seven days a week, subject to training programmes. Food shall not be reused from previous day and shall be prepared on the same day. The average monthly catering business is approximately ₹1,00,000; however, it depends entirely on the training calendar, and no minimum business is guaranteed. A monthly menu cycle shall be submitted to ZTC for approval. Repetition of the same menu on consecutive days shall be avoided Contractor shall provide enhanced buffet presentation and premium service during VIP/external faculty programmes whenever instructed by ZTC.
iii.	Executive Visiting Officers Flat (EVOF), Visiting Officers Flat (VOF) and Transit Holiday Home (THH), located at RBI Officers Quarters, Kharghar	These facilities provide accommodation to RBI's senior officers, officers and staff members visiting Navi Mumbai/Mumbai for official or personal purposes. Catering services shall be provided only on demand based on occupancy. Scope of Services The contractor shall provide: • Tea/Coffee • Breakfast • Lunch • Dinner • Beverages as required • Room service whenever instructed Since occupancy varies, food shall be freshly prepared based on actual requirements. The contractor shall operate this facility in two shifts all seven days in a week.

***The Bank does not guarantee any minimum business/turnover in any of the canteens mentioned above. The bidders may assess the same during their site visit to the above canteens.**

- a. The Contractor shall be provided with a kitchen with electricity, gas and water connection at Banks premises location mentioned above.
- b. **The cost of piped gas/ LPG refilling will be borne by the Contractor.** Electricity charges will be borne by the Bank.
- c. The Bank will provide kitchen utilities in its possession like utensils, crockery items, electrical appliances, required furniture and fixtures etc. An inventory of the items provided by the Bank will be annexed to the respective agreement. Any additional kitchen utilities required for operations of the canteen will have to be procured by the contractor.
- d. The contractor shall be provided with water and electricity connection for preparing and serving food.

Common Kitchen Arrangement

The kitchen serving **ZTC, EVOF, VOF and THH is common.**

The dining area is also common; however, separate dining spaces have been earmarked for the respective users.

The contractor shall ensure:

- a. segregation of service,
- b. separate billing,
- c. proper identification of meals,
- d. no mixing of service between facilities.

Other Instructions-

1. Contractor shall procure the raw material required for preparation of food as specified in approved list of materials given in Annex I. (See page 88)
2. Vegetarian and non-vegetarian dishes shall be prepared and served separately. Vegetarian and non-vegetarian dishes shall be made from fresh and good quality material; and shall be purchased from reputed pre-approved shop. The items shall be washed and marinated properly before cooking.

3. The contractor shall do the disposal of leftover foods and other garbage daily at regular intervals to the satisfaction of the Bank and in line with Government/ Municipal instructions in this regard.
4. The Contractor shall store enough high-quality cooking ingredients in the available place in the canteens to ensure preparation of food items in time.
5. The Contractor shall serve the Breakfast, Lunch, snacks, dinner, and other meals as per the standard menu given in Schedule B of Article of Agreement. (See page 75)
6. The Contractor shall maintain highest standards of hygiene and cleanliness regarding preparation of food, maintenance of kitchen and dining hall.
7. Staff posted for service shall follow the standard mannerism of table service
8. The Contractor shall follow the meal timings as determined by the respective offices for their premises.

	Staff Canteen at Belapur	ZTC Belapur at RBI Officers Quarters, Kharghar	EVOF/VOF/THH at RBI Officers Quarters, Kharghar
Breakfast Timing	09:00 AM to 11:00 AM	08:00 AM to 10:00 AM	08:00 AM to 10:00 AM
Tea/Coffee/Lime water and Biscuit	NA	11:00 TO 11:30 AM	NA
Lunch	12:30 AM to 02:00 PM	01:00 PM to 02:00 PM	12:00 to 02:00 PM
Evening Snacks along with Tea/Coffee	04:00 PM to 04:30 PM	04:00 PM to 05:00 PM	04:00 PM to 06:00 PM
Dinner	NA	08:00 PM to 10:00 PM	08:00 PM to 10:00 PM

Note: The above meal timings are indicative

9. All the staff posted at in premises shall be in uniforms. All servers/waiters shall wear aprons, head gears, gloves, etc. while serving.
10. The Contractor shall ensure prompt service and ensure that officers are not kept waiting to be served unattended.
11. The contractor shall acquire all necessary and applicable approvals/ license from government or municipal authorities for running canteen facility.
12. The Contractor shall ensure that all the plates, spoons and glasses, etc. are washed, cleaned and dried properly before serving.
13. The Contractor shall install/provide for swiping point-of-sale (POS) machine in good working condition to enable swiping of Pluxee (formerly Sodexo) card or any other meal coupons that the Bank may provide to its offices/employees. The Contractor shall enter into agreement with Pluxee (formerly Sodexo) or any other meal coupon provider for receipt of amount in his account. The Contractor shall maintain a register capturing the total number of transactions (number of swipes) on daily basis along with machine generated summary statement. Such register shall be made available to the Bank's officer for inspection as and when demanded. The Contractor shall enclose a copy of relevant extract of register along with the POS generated summary report on daily basis for that month.
14. The Contractor shall ensure that the tables in dining hall are always cleaned promptly, and plates are removed immediately upon completion of lunch by the officers/staff.
15. The Contractor shall ensure that jars filled with potable water along with empty clean glasses are kept on the table.
16. The Bank shall make surprise inspections of canteens, kitchen, raw materials used, etc. to check the quality of the services provided by the Contractor. A penalty will be levied by the Bank on the Contractor for any adverse observation made during such inspection as per the terms given in penalty clause.

Manpower Requirement

- I. The Contractor shall post adequate number of staff for providing end to end services for operation, maintenance and supervision of canteen facility at the

catering facilities included in the tender. Indicative figures for the minimum manpower requirement for providing end to end services for operation, maintenance and supervision of canteen facility as described above is given below:

Sl. No.	Job Description	Manpower Requirement at			Total
		Staff Canteen, Belapur	ZTC, VOF, THH Shift 1 07:00 AM to 03:00 PM	ZTC, VOF, THH Shift 2 03:00 PM to 11:00 PM	
I.	Manager (Highly Skilled)	1	1	0	2
II.	Supervisor (Skilled)	1	1	1	3
III.	Cook (Skilled)	1	1	1	3
IV.	Assistant Cook (Semi-Skilled)	1	1	1	3
V.	Kitchen Utility Staff/waiters/servers/ Helper (Unskilled)	5	3	3	11
	Total Staff Strength	9	7	6	22

****Shift timings are indicative and subjected to change as per the requirement of Bank**

(The numbers are indicative and may vary depending on operational requirements, also there may be regular rotation of staff among shift 1 and shift 2, at ZTC, EVOF, VOF and THH)

- II. The Contractor shall provide the above minimum manpower to manage the responsibilities as mentioned in the scope of work of the contract.
- III. The Contractor shall ensure optimum required staffing is maintained without compromising on the service delivery standard as mentioned in the scope of work of the tender.
- IV. In any of the staff is on leave, the contractor shall arrange for a substitute to work in place of absentee staff.
- V. The Contractor shall claim the expenses for the minimum manpower mentioned in para I above as per the rates quoted in the Financial Bid.

VI. Any additional deployment of manpower above and beyond the requirement mentioned in above para I will be paid as per the rates quoted in the financial bid. The additional deployment of manpower shall be with prior mutual consensus with RBI Belapur.

The qualifications, skills and experience of the human resource deployed by the Contractor should be as follows:

a) Manager (Highly Skilled) and Supervisor (Skilled)

- Minimum Graduate in hospitality management with at least five years' experience in hospitality/catering field and should be fluent in Marathi, Hindi and English.
- Should be courteous and polite.
- Should be capable of checking and responding to e-mails
- Will be responsible for maintenance and cleanliness canteens
- Will ensure that the staff is treated with dignity.
- Should ensure that timely and good quality fresh food is served to officers and the dining tables are properly cleaned.
- He will personally be responsible for handling the staff posted for operation, maintenance, and cleaning, etc.
- Should maintain a feedback/suggestion/complaint book for officers in each canteen wherein staff may give their feedback regarding catering services. Any suggestions/complaints shall be promptly looked into and brought to the notice of the Bank along with action taken/ proposed to be taken.

b) Cook (Skilled)

- Catering graduate/diploma/certificate holder and professionally qualified with minimum 5 years of experience in handling large kitchens.
- Should be well versed in cooking all type of Indian, vegetarian and non-vegetarian items.
- Should maintain personal hygiene and hygiene in the kitchen.
- Should assign works to utility helpers and waiters in the kitchen.
- Should ensure that timely good quality hygienic food is served to the staff.
- Should ensure that all the utensils and crockery kitchen equipment are clean and in working condition and also should ensure that the kitchen and dining halls are kept clean and in hygienic condition.
- Should provide clean/filtered (Aqua Guard etc.) water to Offices and staff/ every day.

c) Assistant Cook (Semi-Skilled)

- Catering graduate/diploma/certificate holder and qualified with minimum 3 years of experience in handling large kitchens.
- Should be well versed in cooking all type of Indian, vegetarian and non-vegetarian items.
- Should maintain personal hygiene and hygiene in the kitchen.
- Should assign works to utility helpers and waiters in the kitchen.
- Should ensure that timely good quality hygienic food is served to the staff.
- Should ensure that all the utensils and crockery kitchen equipment are clean and in working condition and also should ensure that the kitchen and dining halls are kept clean and in hygienic condition.

d) Waiters/ Servers (unskilled)

- Should have two-year experience as waiters/servers in renowned restaurants, cafeteria, etc.
- should be fluent in Marathi, Hindi and should have working knowledge of English.
- Should be familiar with food safety, hygiene and sanitation practices
- Should be courteous, polite, neat and clean.
- Should serve the meals to staff in a clean and hygienic manner

e) Kitchen Helpers (unskilled)

- Should have one-year experience as helper in kitchens of renowned restaurants, cafeteria, etc.
- Should be courteous, polite, neat and clean.
- Should clean utensils/plates thoroughly using appropriate cleaning materials.
- Should sweep/swab and maintain the entire kitchen and keep it always neat and clean.
- Should clear the tables and clean them promptly.

Annex I**Approved list of Materials**

The contractor has to use branded approved materials only. Food is to be prepared in refined vegetable oil. The contractor shall also ensure that the used edible oil is not reused for any other cooking purpose. **Palmolein oil should not be used.** Raw vegetables should be of good quality and washed properly before cooking.

Approved list of material to be used for cooking is given below

Sr. No	Description	Indicative Brand/ Quality*
Milk Products		
1	Milk for tea/ coffee/ curd	Amul, Gokul, Mother Dairy, Warana
2	Butter	Mother Dairy, Amul, Britannia
3	Cheese-Processed	Mother Dairy, Amul, Britannia
4	Condensed Milk	Milk Maid/ Nestle
5	Ice Cream	Mother dairy, Amul, Kwalitiy, Natural's, Dinshaw's
6	Fresh Cream	Amul/Mother Dairy
7	Curd	Amul/Mother Dairy
Bakery Products and Snacks		
8	Bread	Britannia, Modern, Golden Delight
9	Biscuits/ Cookies	Britannia, Sunfeast
10	Samosa/ Sandwich/cutlet/ Puffs	Freshly made in house or premium quality procured from reputed outlets
11	Sweet dish	Freshly made in house or premium quality procured from reputed sweet houses of the city, viz., Gulab Jamun, Jalebi, Shrikhand, Halwa, Kheer, etc.
Provisions		
12	Atta	Ashirwad , Annapurna, Nature Fresh, Pillsbury

13	Rice / Basmati Rice	Long grain - Kohinoor, India Gate, Daawat, Lal Quila, Fortune
14	Sugar Cube	Daurala, Trust
15	Tea bag	Tata Tetley, Taj Mahal, Twinings, Typhoo
16	Tea Leaves	Brooke Bond Taj Mahal, Red Label, Girnar, Society premium CTC tea
17	Coffee	Nescafe, Bru
18	Cereals/Dal and Raw Vegetables	Tata Sampann
19	Chat Masala, Chana Masala, Garam Masala etc.	MDH, Everest, Badshah
20	Table Salt Sprinklers	TATA, Catch
21	Salt	TATA, Aashirvaad, Puro
22	White Pepper Powder Sprinklers	Catch (To be placed on Table)
23	Pickles	Mothers Special, Ruchie, Priya
24	Papad	Haldiram, Lijjat, Bikaji
25	Fruits, dry fruits, vegetables, paneer, etc.	Fresh and premium quality
26	Refined Oil	Saffola, Fortune, Sundrop
27	Tomato Sauce/ Ketchup	Maggi, Kissan, Henz
28	Red/ Green Chilli Sauce	Ching's, Weikfield, Habanero
29	Soya Sauce	Ching's, Weikfield
30	Vinegar	Ching's
31	Custard Powder	Weikfield, Brown & Polson, Blue Bird
32	Corn Flour	Weikfield, Brown & Polson, Blue Bird
33	Coriander/ Chilli Powder/ Turmeric Powder	Agmark/ ISI grade premium quality
34	Sambar /Rasam Powder	Everest, MTR

35	Sweet Corn	Godrej Yummiez
36	Whole Garam Masala	Agmark grade premium quality
37	Cashew/ Almonds/ Pistachio/ Walnut etc..	Agmark grade premium quality
38	Juices	Real 100%/Tropicana 100%
Vegetables & Fruits		
39	Frozen vegetables	Safal
40	Fresh Fruits & Vegetables	Fresh
Meat & Poultry		
41	Chicken	Broiler-weight per chicken 600-700 grams clean without head/knuckle, liver, gizzards & skin
42	Meat	Fresh slaughtered Goat, carcass weighting less than 7-8 kgs per animal
43	Fish	Fresh fish – Surmai / Red snapper /Pomfret /Rohu/ Halwa/Tiger Prawns
44	Eggs	Fresh premium quality from Local market

* Any other item and or alternative Brand/Quality in substitution has to be pre-approved by the Bank in writing.

Section – VIII

Safety Code

1. First-aid appliances, including adequate supply of sterilized dressings and cotton wool, shall be maintained in a readily accessible place.
2. The injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalisation.
3. No floor, roof or other part of the structure shall be as over-loaded with materials as to render it unsafe.
4. Workers employed shall be provided with protective footwear, masks, protective gear including hand-gloves as per requirement.
5. Fire safety measures shall be adhered to as per local by laws.

I/We hereby declare that I/we have read and understood the above safety code and the same shall remain binding upon me/us in case the work is entrusted to me/us.

Signature of tenderer with seal:

Date:

Section IX
Undertaking

(ON A STAMP PAPER of Rs.100/-)

To,

The Chief General Manager
Reserve Bank of India
Human Resource Management Department
Belapur Office
H H Niramaladevi Marg, Sector 10,
Belapur, Navi Mumbai – 400614

Name of the firm/Agency_____

Name of the tender_____ Due date: _____

Sir,

1. I/ We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/ We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ ourselves abide by the said terms and conditions.
3. I/ We abide by the various statutory provisions including Contract Labour (Abolition and Regulation) Act, 1970 or relevant applicable law, Employees Provident Fund & Miscellaneous Provisions Act, 1952, ESI Act, 1948, Payment of Bonus Act, 1965. etc. I/ We shall pay Gratuity, Leave, Relieving Charges, Uniform, and Allowances thereof, and any other charges applicable from time to time. I/ We will pay the wages to the personnel deployed as per the provisions of Minimum Wages Act, 1948, as amended from time to time and shall be fully responsible for any violation.

(Signature of the Bidder)

Name and Address of the Bidder

Telephone No.

Section X

1. Proforma of Bank Guarantee for Security Deposit

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

To:

Date:

The Chief General Manager
Reserve Bank of India
Human Resource Management Department
Belapur Office
H H Niramaladevi Marg, Sector 10,
Belapur, Navi Mumbai – 400614

Dear Sir,

E-tender for providing catering facility for RBI staff at different office locations at Staff Canteen, Annex Building, RBI Belapur, ZTC Lounge and Dining room in premises of RBI Officers Quarters, Kharghar, Visiting Officers Flat and Transit Holiday Home in premises of RBI Officers Quarters, Kharghar in Navi-Mumbai (Only through e-procurement)

WHEREAS

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Fort, 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 ₹. _____ (Rupees _____ only) (Amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract. We, _____ (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s _____, the contractor, do hereby undertake to pay to the RBI an amount not exceeding Rs _____ 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, Assignees 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 the conclusion shall be binding on us as well as the said contractor, and we shall on demand by the RBI, pay forthwith without demur to the RBI, a sum of Rs..... (Rupees..... only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the 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 Rs..... (Rupees..... only).

2. We also agree to undertake to and confirm that the sum not exceeding Rs..... (Rupees.....only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing, from RBI, 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, forthwith 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 forthwith upon 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.

5. Any notice, by way of demand or otherwise, hereunder may be sent by special courier, mail, fax or registered post to our local address as aforesaid,

and if sent by post, it shall be deemed to have been given when the same has been posted.

We hereby further agree that –

- a) Any forbearance, act, or omission on the part of the RBI in enforcing any 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 Rs. (Rupees..... only).
- b) Our liability under these presents shall not exceed the sum of Rs. (Rupees..... only)
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force up to.... (Date) (90 days beyond the 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) In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor, hereby guaranteed by us, as aforesaid, and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee
- f) Should it be necessary to extend this guarantee, on account of any reason whatsoever, we undertake to extend the period of this Guarantee on

your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.

g) 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

Witness 2

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).

2. Proforma of Bank Guarantee for Earnest Money Deposit/ Bid Security

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

Place: _____

Date: _____

The Chief General Manager

Dear Sir,

Name of Work:

.....

.....

Ref.: NIT/ Advt.No. date

WHEREAS

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

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

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

NOW THIS GUARANTEE WITNESSETH

1. We_____ (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Tenderer; we shall on demand by the RBI, pay without demur to the RBI, a sum of ₹----- (Rupees only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of ₹ ----- (Rupees only).

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

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

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

We hereby further agree that –

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Tenderer or any other matters in

connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Tenderers of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹----- (Rupees only).

b) Our liability under these presents shall not exceed the sum of ₹ ----- (Rupees only).

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

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

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

Yours faithfully,

For and on behalf of ----- Bank.

Authorised Official (with seal)

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

Section XI

Format of Bank Report

Confidential

E-tender for providing catering facility for RBI staff at different office locations at Staff Canteen, Annex Building, RBI Belapur, ZTC Lounge and Dining room in premises of RBI Officers Quarters, Kharghar, Visiting Officers Flat and Transit Holiday Home in premises of RBI Officers Quarters, Kharghar in Navi-Mumbai (Only through e-procurement)

- Confidential Report on the means and standing of the company/firm/concern to be furnished by the bank

1. Name of the Firm/Agency/Company
2. Account Type and Number
3. Names of Proprietor/Partners/directors
4. Turnover of the firm for last 3 years
5. Credit facility/OD facility availed by the firm
6. Nature of dealings of the firm and opinion thereon
7. The Period from which the firm/agency/company has been banking with your bank
8. Opinion on whether the party is considered financially sound to be entrusted with the contract for works estimated to cost ₹ 1.30 Crore.
9. Any other relevant feedback/ information/ remarks.

Signature of Branch Manager/ Authorised signatory with seal

Name of the bank with branch address:

Annexure III

CERTIFICATE

(to be provided on letter head of the firm)

I hereby certify that this firm has neither been blacklisted by any Central/ State Government/ Public Sector Undertaking/ Autonomous Body/ Institute nor is any criminal case registered/ pending against this firm or its owner(s)/ partner(s) anywhere in India.

I also certify that the above information is true and correct in every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

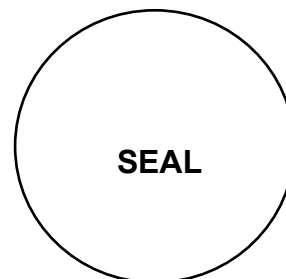
Authorised Signatory

Name:

Place:

Designation:

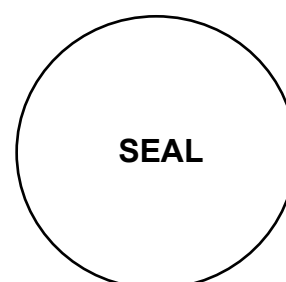
Contact No:



Annexure IV**COMPANY PROFILE**

(to be provided on letter head of the firm)

Name of the Bidder		
Date of Incorporation / Establishment		
PAN Number		
GST Identification Number		
EPF Registration		
ESI Registration		
Labour License		
Office Address for Postal Communication		
Navi Mumbai/Mumbai Office Address (if any)		
Authorized Signatory Details (Company/Firm Authorization by the competent authority, to be attached)	Name	
	Designation	
	Email	
	Phone/ Mobile No.	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone/ Mobile No.	

Signature and Seal of the Tenderer**Name:****Full Address:****Date:****Contact No:**

Annexure V**Experience Details:**

Sr. No.	Evaluation Criteria	Name of Client	Contract/ Purchase Order/ Work Order No. & Date	Amount
1	The bidder should have satisfactorily completed contracts/assignments in the field of Catering and Pantry services with at least: (a) One client for a value more than Rupees One crore per contract OR (b) Two clients for a value more than Rupees Seventy-Five lakh per contract per client. OR (c) Three clients for a value more than Rupees Fifty Lakh per contract per client.	1		
		2		
		3		

Note: Supporting documents (Purchase order/Work order issued by the clients) are to be attached along with the Annexure IV.

Date:

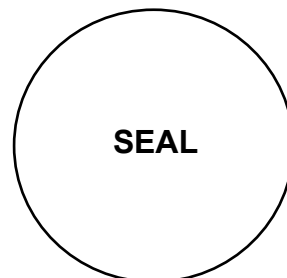
Authorised Signatory

Name:

Place:

Designation:

Contact No:



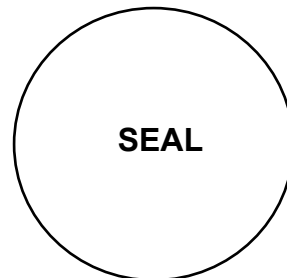
Annexure VI**Annual Turnover Details:**

Evaluation Criteria	Financial Year	Turnover (INR)	Remarks
The bidder must have an average annual turnover of at least Rs. Six crores for the last three consecutive financial years as on 31.03.2026	2025-2026		Please attach Chartered Accountant's certificate (and any other supporting document the bidder wishes to attach) along with this Annexure V
	2024-2025		
	2023-2024		

Date:**Authorised Signatory****Name:****Place:****Designation:****Contact No:****SEAL**

Annexure VII**Profit After Tax Details:**

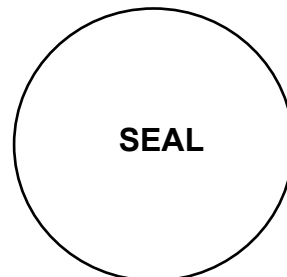
Evaluation Criteria	Financial Year	Profit After Tax (INR)	Remarks
The bidder must be a profit-making organization in any three of the last four consecutive financial years as on 31.03.2026	2025-2026		Please attach Chartered Accountant's certificate for Profit after Tax (PAT) (and any other supporting document the bidder wishes to attach) along with this Annexure VI.
	2024-2025		
	2023-2024		
	2022-2023		

Date:**Authorised Signatory****Name:****Place:****Designation:****Contact No:**

Annexure VIII**Details of Running Contract:**

Sr. No.	Name of Client with contract details	Running Contract/ Purchase Order/ Work Order No. & Date	Amount
1			
2			
3			
4			

Note: Supporting documents (Running Contract/ Purchase order/Work order issued by the clients) OR Appropriate proof of the Star rating certification in case of Hotel or turnover of the restaurant are to be attached along with the Annexure-VIII. In case of additional row, bidder may attach the same on their letterhead with this sheet.

Date:**Authorised Signatory****Name:****Place:****Designation:****Contact No:**

Annexure IX**Indicative Calculation of Manpower Cost**

Sr. No.	1	2	3	4	5
Category	Manager (Highly Skilled)	Supervisor (Skilled)	Cook (Skilled)	Assistant Cook (Semi-Skilled)	Kitchen utility staff/waiters/ Counter Boy/Cleaner (unskilled)
Wage Category	Highly Skilled	Skilled	Skilled	Semi-Skilled	unskilled
No. of Workers	2	3	3	3	11
No. of days	26	26	26	26	26
Minimum wages per day (Minimum Wage + VDA)	1094	1008	1008	918	827
Basic Salary	28,444	26,208	26,208	23,868	21,502
Minimum wages for total working days in ₹	56,888	78,624	78,624	71,604	2,36,522
ESI (3.25%) *Applicable only of	0	0	0	0	0

basic < 21,000					
EPF (12% of Basic + VDA or 1800 per person whichever is lower) per person	1800	1800	1800	1800	1800
EDLI and Admin Charges {@1% (i.e., 0.5%+0.5%) on ₹15,000/-}	150	150	150	150	150
Total Statutory Payment	3900	5850	5850	5850	21,450
Total amount for per month	60,788	84,474	84,474	77,454	2,81,424
Total Manpower Cost Per Month					5,65,162
Manpower Cost for 12 months					67,81,944

PART II**Financial Bid**

It is for illustrative purpose only and the same should not be submitted with Pre-Qualification Criteria. It should be submitted at Online MSTC Portal under the Section Financial Bid.

Category- Labour Component					
Sr. No	Description	Quantity	Unit	Rates (in figure and words)	Amount for 12 Months
1	Towards deployment of Manager (Highly Skilled). (Rates should be quoted for per month for one Manager)	2	Per month	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
2	Towards deployment of Supervisor (Skilled). (Rates should be quoted for per month for one Supervisor)	3	Per month	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
3	Towards deployment of Cook (Skilled). (Rates should be quoted for per month for one cook)	3	Per month	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
4	Towards deployment of Assistant Cook (Semi-Skilled). (Rates should be quoted for per month for one assistant cook)	3	Per month	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
5	Towards deployment of Kitchen utility staff/waiters/Counter Boy/Cleaner (unskilled) (Rates should be quoted for per month for one kitchen utility staff)	11	Per month	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
Category – Staff Canteen Lunch					
6	Veg lunch- Thali (as per schedule B of Article of Agreement – Page No.75)	1	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal

7	Non-Veg Lunch (as per schedule B of Article of Agreement – Page No. 75)	1	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
8	Mutton Dry/ Gravy	170 gm	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
9	Chicken Dry/ Gravy	170 gm	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
10	Fish Fry/ Gravy	170 gm	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
11	Egg Gravy	170 gm	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
12	Rice Dal	170 gm	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
13	Veg Gravy	170 gm	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
14	Chapati/ Phulka	1 piece	1	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
15	Plain Rice	150 gms	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal

16	Curd	50 gms	1	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
Category - Staff Canteen Breakfast					
17	Tea	1 cup-100 ml	1	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
18	Coffee	1 cup-100 ml	1	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
19	Idli Sambar with Chutney	2 pieces-150 gms	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
20	Vada Sambar	2 pieces-150 gms	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
21	Poha	1 plate -150 gms	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
22	Omelette (Single with two bread slices)	1 plate	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
23	Omelette (Double with two bread slices)	1 plate	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal

24	Single Omelette	1 plate	--	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
25	Double Omelette	1 plate		Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
26	Vegetable Sandwich	2 slices	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
27	Dosa	150 gms	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
Category - Staff Canteen Optional Items					
28	Upma	150 gms	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
29	Sheera	100 gms	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
30	Puri Bhaji	150 gms	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
31	Uttapam / Onion Uttapam	150 gms	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal

32	Besan Chilla	150 gms	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
33	Bread Butter	2 slices	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
34	Pav Bhaji	100 gms	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
35	Misal Pav	150 gms	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
Category - Staff Canteen Evening Snacks					
36	Samosa	2 pieces	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
37	Sabudana Vada	2 pieces	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
38	Bhajiya/ pakoda	1 plate	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
39	Mysore Bonda	2 pieces	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
40	Misal/Sev/Bhelpuri	1 plate	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal

41	Veg Roll	1 piece	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
42	Bun Maska	1 piece	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
43	Cheese Toast sandwich/Chutney sandwich	2 slices	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
44	Vegetable Sandwich	2 slices	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
45	Cut Fruits - with seasonal fruits	1 bowl	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
46	Aloo Paratha	1 plate	Per plate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
Category – ZTC Menu					
47	Breakfast (Buffet) All items below are mandatorily to be provided on daily basis a. Sprouts salad b. Boiled egg c. Fruit platter (banana, apple, papaya, watermelon) *Fresh seasonal fruits shall be served, and repetition should be avoided on consecutive days.		Per Person rate for Buffet	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal

	d. Multigrain bread with butter and jam e. Milk and cereals. f. Tea and coffee g. Plain/Masala dosa (live counter**) h. Masala Omelette (live counter**) i. Peanut butter, curd (twice a week), , millet-based item once a week *Live counter should remain operational during the entire breakfast service <u>In addition to items mentioned above, any three of the following items also needs to be provided on rotational basis: -</u> Vegetable Dalia Poha Sheera Masala oats Upma Thepla Idli sambhar Vada sambhar Uttapam Misal pav Sabudana khichdi Medu vada Paratha (aloo/paneer/gobhi/methi) with curd and pickle				
48	Juice@ 11 AM Fruit juice only (watermelon/pineapple/apple/pomegranate/orange/etc)		Per glass rate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal

49	Tea/Coffee/Green Tea/Black Coffee/Lime Juice with Biscuits (As per need, whenever ordered separately) Rotation with khakhra, roasted chana, makhana, oats cookies or digestive biscuits.		Per person rate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
50	Lunch (Buffet) i. Veg & Non-veg Soup, ii. One Veg Starter iii. One Dry vegetable iv. One Gravy vegetable v. Chapatti/Paratha vi. Rice (Plain/Jeera Rice/Peas Pulao) vii. Dal (Plain/fry/Tadka/Makhni) viii. Mutton/Chicken/Fish (Main Course) (Pomphret/Ravas/Surma etc) ix. Salad, pickles, Papad, curd x. One Sweet <u>(Mutton & Fish at least two days in a week)</u> Note: fresh chicken/fish (no basa or stale frozen fish), fresh paneer, branded edible oil, one low-oil preparation daily, brown rice once a week.		Per person rate for buffet	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
51	Evening Snacks i. Tea/Coffee with biscuits ii. Diet Chivda/Masala Bhel/Lemon Bhel/Peanut packet/Veg Grilled Sandwich (Small portion)/ Dabeli/Vada Pav/Veg Cutlet/Wheat		Per person rate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal

	Bun Burger/ Samosa /Gol Bhaji/Sev Puri/Dahi Puri/Peanut Chat/Corn Chat) Note: At least 50% of weekly snacks should be baked or healthy (e.g., grilled sandwich, sprouts chaat, corn chaat).				
52	Dinner (Buffet) i. Veg/Non-Veg Soup ii. One Veg starter iii. One Dry Vegetable iv. One Gravy Vegetable v. Mutton/Chicken/Fish (Main Course) (Pomphret/Ravas/Surmaï etc) vi. chapatti/puri/fulka vii. rice viii. dal ix. fruits x. one sweet xi. salad, pickles, papad (Non-veg: Mutton/Chicken/Fish (Pomphret/Ravas/Surmaï etc) (Mutton & Fish at least two days in a week) Chicken and Fish to alternate in lunch and dinner Note: fresh chicken/fish (no Basa or stale frozen fish), fresh paneer, branded edible oil, one low-oil preparation daily, brown rice once a week.		Per person rate for buffet	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
53	For Outbound trip (Occasionally) Any one Paper boat Juice water bottles, wet tissue One packet of sandwich and fruits One packet of Dry fruits	To be provided in a box	Per person rate	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal

54	Special Lunch (Buffet) (Occasionally) Veg & Non-veg: Soup, Welcome Drink Two Veg Starter One Non-Veg Starter One Dry vegetable Two Gravy vegetable preparation One Non-Veg Preparation (Mutton/Fish/Prawns) Chapatti/Paratha and Naan/Puri Rice (Steam/Jeera Rice/Peas Pulao) Dal (Fry/Tadka/Makhni) Salad, pickles, Papad, curd One Sweet (premium quality) Ice Cream (Reputed brand i.e., Amul, Havemor etc) Sweet Paan (Calcutta Patta) Assorted Chocalate		Per person rate for buffet	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
Menu for EVOF/VOF/THH at RBI Officers Quarters, Kharghar					
55	Veg Lunch/Dinner (Room Service) i. One Dry vegetable (100 grams) ii. One Gravy vegetable (100 grams) iii. Chapatti/Paratha (Min 4) iv. Rice (Plain/Jeera Rice/Peas Pulao) (100 grams) v. Dal (Plain/fry/Tadka/Makhni) (100 grams) vi. Salad, pickles, Papad, curd vii. One Sweet		Per person rate for room service	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal

56	Non-Veg Lunch/Dinner (Room Service) i. One Dry Vegetable (100 grams) ii. One Gravy Vegetable (100 grams) iii. Mutton/Chicken/Fish (Main Course) (100 grams) (Pomphret/Ravas/Surma etc) iv. chapatti/puri/fulka (Min 4) v. rice (100 grams) vi. dal (100 grams) vii. salad, pickles, papad, curd viii. one sweet		Per person rate for room service	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
57	1- liter Bisleri Water		Per bottle	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
58	Half liter Bisleri Water		Per bottle	Rates should be quoted in MSTC under the Section of Financial Bid	Amount will be calculated by MSTC portal
Grand Total of all the Items (Sr. No 1 to 58)					Total Amount

Note: -

- The above rates should be inclusive of all charges for end-to-end operation, maintenance, and supervision of all Canteens as mentioned in the Scope of Work of this tender document and should include all the components namely raw materials, transportation, preparation charges, employee's salary, labour charges, services such as cleaning, maintenance, etc., and all other applicable charges, levies, duties and taxes (other than GST).
- Employee's Salary should be in accordance with Minimum Wages Act, 1948 inclusive of Employees Provident Fund and Miscellaneous Provisions Act, Payment of Bonus Act, Payment of Gratuity Act and all other statutory liabilities. **Bids having prices quoted below minimum wages are liable to be rejected.**

3. The Bank reserves the right to review the lists and fix rates for additions, if any.
4. The quality and quantity of priced items included in the cost of work should be as per the scope of work.

I/We hereby declare that I/we have read and understood the schedule of Rates and contents of Part II of the tender and have read and understood all the above conditions and the same shall remain binding upon me/us in case the work is entrusted to me/us.

Place:

Signature of the contractor

Date:

(Seal)