

RESERVE BANK OF INDIA
HUMAN RESOURCE MANAGEMENT DEPARTMENT
KANPUR
PRE BID MEETING ON FEBRUARY 07, 2016 FROM 03:00 P.M. TO 04:00 P.M.

TENDER

FOR

CATERING SERVICES IN STAFF CANTEEN AT MAIN OFFICE BUILDING,
RESERVE BANK OF INDIA, KANPUR

(TECHNICAL & COMMERCIAL CONDITIONS)

Name of the Tenderer: _____

Address : _____

Last Date for Submission: February 13, 2016 up to 03:00PM

Date of opening of Part-I of tender: February 16, 2016 up to 03:00 PM

Section I

Form of Tender

To,

Shri Shekhar Bhatnagar
Regional Director
Reserve Bank of India
M.G. Road
Kanpur- 208 001

Dear Sir

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

MEMORANDUM

(a)	Description of works	:	CATERING SERVICES IN STAFF CANTEEN AT MAIN OFFICE BUILDING, KANPUR
(b)	Earnest Money Deposit (EMD)	:	Rs. 12,000.00 for all bidder
	Security Money Deposit (SMD)		Rs.50,000.00 for successful bidder.
(c)	Validity of quoted rates	:	One year, extendable for further period at mutual consent of both the parties.

Sealed tenders are invited from established and reputed catering agencies with sufficient experience (at least 3 years) of running canteen in Public Sector undertakings / Banks /other institutions to run staff canteen in office premises of Reserve Bank of India, The Mall, Kanpur - 208001.

1. Procedure for tenders: The tenders will be submitted in two parts:-

a) **Technical Bid- Part I-** This will contain the Bank's terms and conditions for services (rates and amounts of items shall not appear in this part) with tenderer's covering letter. All the columns in the proforma should be duly filled and supporting documents should be submitted. Each page of the tender documents along with the attached supporting documents should be duly signed by the authorised signatory. This bid is to be sealed in a cover superscribing **"PART-I - "TECHNICAL BID FOR CATERING ARRANGEMENT AT RESERVE BANK OF INDIA, THE MALL, KANPUR"**

Incomplete & conditional Bids are liable to be rejected summarily.

b) **Price Bid- Part II-** This will contain only rates in Indian Rupees in figures and words and should be sealed in a separate cover superscribing **"PART II- FINANCIAL BID FOR CATERING**

ARRANGEMENT AT RESERVE BANK OF INDIA, THE MALL, KANPUR". The envelope should not contain any other enclosure. Change in the terms and conditions and technical deviations, if any, found in the Part II of the tender will not be taken into account and will be treated as null and void. Any information and enclosure other than prices against the items appearing in Part II shall not be evaluated.

Part I & Part II in separate sealed cover should be submitted in a separate sealed envelope addressed to **The Regional Director, Reserve Bank of India, Human Resource Management Department, The Mall, Kanpur-208 001** and submitted by 03:00 P.M. on February 13, 2016. A box will be kept in the first floor for this purpose.

The Tender Document can be collected from Reserve Bank of India, Human Resource Management Department, from 08 January 2016 up to 29 January 2016 any working day between 10:00 am to 03:00 pm. It can also be downloaded from the Bank's website www.rbi.org.in

Tenderers are advised to use only the forms issued by the Bank / forms downloaded from the website. In case the tenders are submitted from downloaded tender forms from the website, if any change/modification thereto is found subsequently, such tenders are liable for disqualification. The tender form must be filled in English. However, if they desire to submit additional information, they may do so on their own letter head/paper. Each page of the forms shall be signed and returned. If any of the documents is found missing or unsigned, the tender may be considered as invalid by the Bank at its discretion. Overwriting in figures is not permitted and alterations, erasures, if any, must be authenticated by initials of the authorized signatory. Failure to comply with any of these conditions will render the tender void at the Bank's option. No request for any change in terms and conditions after opening of the Part II of the tender will be entertained. **The rates quoted shall be binding without any escalation till March 31, 2017.**

2. Schedule of Opening tenders:

Part I of the tenders will be opened at 03:00 P.M. on February 16, 2016 in presence of the authorized representatives of the tenderers who choose to be present. **Price bid (Part II)** of only such of those tenderers as are found eligible after scrutiny of their **Part I**, will be opened on a subsequent working day which will be intimated to all the eligible tenderers separately.

3. Selection of Vendor:

The bidder with lowest total cost computed on offer price in **Price Bid-Part II** shall qualify as L1. If more than one tenderer is found to have quoted minimum price, the bidder with highest average annual turnover for the last three years shall qualify as L1.

Section II

Articles of Agreement

ARTICLES OF AGREEMENT made on the _____ day of _____ 2016 between the Reserve Bank of India, The Mall, KANPUR (hereafter called "the Employer") of the one part and _____ (thereinafter called "the Contractor") of the other part.

AND WHEREAS The Bank is desirous of getting services for **CATERING SERVICES IN STAFF CANTEEN AT MAIN OFFICE BUILDING, RBI, THE MALL, KANPUR** has caused specifications describing the works to be done. AND WHEREAS the said specifications and the Schedule of Quantities have been signed by or on behalf of the parties hereto.

AND WHEREAS the Contractor has agreed to execute upon the subject work to the Conditions set forth herein and to the Conditions set forth in the Special Conditions and in the Schedule of Quantities and Conditions of Contract as modified and finally accepted by both the parties (all of which are collectively hereinafter referred to as "the said Conditions") the works shown upon the said drawings and/or described in the said specification and included in the Schedule of Quantities at the respective rates.

Section III

NOW IT IS HEREBY AGREED AS FOLLOWS: (Pre Qualification Criteria)

- I. The Contractor should be located within India. However, preference may be given to local contractors.
- II. The Contractor could be a sole proprietary concern, partnership firm or a company of repute and should be registered with Registrar of Firms/Companies, wherever applicable and should be in the business of catering for last three years. Preference will be given to those having necessary experience in providing catering services in reputed organizations like All India Financial Institutions, Public sector banks / Undertakings, MNCs and large private sector companies including offices of RBI itself.
- III. The agency should have achieved annual sales turnover of Rs. 10 lakh in one of the last three years, i.e. FY 2012/2013/2014.
- IV. The contractor will have to produce on demand, license/permit/approval including 'food business operator license', etc from the concerned statutory authority to the local office (RBI) or any other authority concerned for carrying out this type of work. They must also have necessary license to engage labour under the Labour laws. The contractor will have to abide by all applicable laws/rules including minimum wages/PF etc. The contractor will be solely responsible for violation of any laws.
- V. The Catering Contractor shall not engage any agent or enter into sub-contract with any other contractor/s for running the said canteen.
- VI. The Contractor will have to cook in the kitchen attached to the Canteen in the Bank necessarily except under circumstances approved by the Bank.
- VII. The Contractor should have personnel with relevant experience preferably with professional qualification (viz. degree/diploma in catering technology/Hotel management etc.) at the supervisory level. The supervisor must have the ability to supervise the entire affairs of the Canteen and must have cordial disposition. The catering support staff must have necessary

experience of table service. High standard of hygiene which will be verified periodically by the Bank's doctor, as prescribed will have to be maintained.

- VIII.** The Contractor will have to be affiliate of M/S Sodexo SVC India Pvt Ltd and sell Tea/Lunch/Snacks/Drinks to the Staff members against Sodexo Coupons and/or cash payment.
- IX.** The Contractor will have to provide his own crockery. He will use steel crockery for lunch and good quality cups for serving tea.
- X.** The canteen will be required to be run on all the working days (between 9:30. A.M. to 05:00 P.M.) of the Bank and other days if required by the Bank.
- XI.** The said canteen shall be for the exclusive use of the employees of the Reserve Bank of India.
- XII.** The Catering Contractor shall not carry on in the said premises any business other than running the said canteen. He shall not make any changes, additions or alternations in the said premises.
- XIII.** Agencies qualifying the above pre-qualification criteria may apply in the prescribed format on or before **29 January 2016 by 03:00 P.M.**
- XIV.** The Bank shall have right to obtain reports on the past performance of the tenderer from his clients and bankers. The Bank shall evaluate the said reports before opening of the Part-II of the tenders. If any tenderer is not found to possess 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 report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the tender and his sealed cover containing Part-II of the tender along with EMD shall be returned to him as it is. The Bank is not bound to assign any reason for doing so.

PART-I

APPLICATION FOR CATERING ARRANGEMENT IN RBI, THE MALL, KANPUR
PART-I (TECHNICAL BID)

FROM:

To

The Regional Director
 Reserve Bank Of India
 The Mall
 Kanpur-208 001

“QUOTATION FOR PROVIDING CATERING SERVICES AT RESERVE BANK OF INDIA, THE MALL, KANPUR”

Sr. No.	Particulars	Details to be filled
1.	Name of the Contractor /Agency/Contact Person	
2.	Regd. Office/Business address of the Agency	
3.	Date of Incorporation/ constitution	
4.	PAN/TAN No. Of the Agency	
5.	Service Tax Registration No.	
6.	Whether registered with Registrar of Firms/ Companies? Date of Registration (Attach Copy of Registration)	
7.	Organizations/Corporations/Departments where similar work was/has been undertaken earlier *	
8.	Number of years of Service given to an organization with minimum 100 staff members **	
9.	Whether registered with Health Department or any other authority and whether having a valid 'food business operator license'? Date of Registration (Attach Copy of Registration)	
10.	Whether registered with Labour Department? Date of Registration (Attach Copy of Registration)	
11.	Whether registered with Central and Excise Department of service Tax? Date of Registration (Attach Copy of Registration)	
12.	Turnover in preceding three years (Year wise) (For years 2012/2013/2014)	
13.	Contractor /Agency's Bank Account and type	
14.	Whether the Contractor/ Agency has personnel with relevant professional qualifications (viz. Degree/Diploma in Catering Technology/ Hotel Management etc) at the Supervisory level?	

* Bank reserves the right to decide the cut off duration of Experience

** Bank reserves the right to call for proof /do verifications.

Declaration

Having examined the terms and conditions specified in the tender document herein set out and acquired the requisite information relating thereto as affecting the tender, I/we hereby offer to run the canteen facility at the Bank's premises strictly adhering to the terms specified in it, at the rates against various food items and raw food material mentioned in Part II of the quotations and in all other respect in accordance with such conditions as may be applicable.

2. Should the tender be accepted, we hereby agree to abide by and fulfil all the terms and provisions of the said Contract annexed hereto in so far as they may be applicable.

3. We will be depositing a sum of Rs.50,000 (Rupees fifty thousand only) as security deposit with Reserve Bank of India, The Mall, Kanpur **initially for a period of one year. No interest is payable on the above deposit by the Bank. The security deposit may be refunded to us at the expiry / termination of contract subject to the deduction of demurrage (any pecuniary loss incurred by the Bank in the process of execution of the contract by us or in case of default).**

4. We are enclosing herewith the list of our clients along with full details of the contract executives to enable you to contact them, if required.

5. The tender is being submitted in two parts in separate envelopes. Part I contains technical bid and Part II contains only the price bid in Bank's Proforma.

SIGNATURE

(Name and Seal of the Firm)

Date:.....

(The format Should be sent in separate sealed cover super scribing-**"TECHNICAL BID FOR CATERING ARRANGEMENT IN RBI,THE MALL, KANPUR"** and dropped in the Box kept at the First Floor of the Bank Building. Last Date for receipt of Tender is **February 13, 2016 up to 03:00 P.M.)**

Part-II**APPLICATION FOR CATERING ARRANGEMENT IN RBI, THE MALL, KANPUR****PART-II (FINANCIAL BID)****FROM:****To**

**The Regional Director
Reserve Bank Of India
The Mall
Kanpur**

Dear Sir,

“QUOTATION FOR PROVIDING CATERING SERVICES AT RESERVE BANK OF INDIA, THE MALL , KANPUR”

I/We have carefully read and understood your advertisement on the above subject and agree to the terms and conditions stated therein and hereby quote my/our rates as under:

Name and address of the Catering Agency/Firm:

.....
.....
.....

A. Quoted Rates

S.No.	Particulars of the Items	Estimated Price(in ₹.) per meal		Rates Quoted by bidder (in ₹.) per meal	
		₹. (In Figures)	In Words ₹.	₹. (In Figures)	In Words ₹.
1.	Vegetarian Lunch (Standard)*	98/-	Ninty eight		
2.	Vegetarian Lunch (Special)**	133/-	One hundred thirty three		
3.	Non- Vegetarian Lunch (Standard)***	225/-	Two hundred twenty five		

LUNCH (Monday to Friday except holidays)***Menu for Vegetarian Lunch (Standard)**

S.No.	Item	Quantity	Estimated Price (in ₹.)		Rates Quoted by bidder (in ₹.)	
			₹. (In Figures)	In Words ₹.	₹. (In Figures)	In Words ₹.
1.	Rice	200 gms	23/-	Twenty three		
2.	Dry Vegetable	100 gms	10/-	Ten		
3.	Vegetable (Gravy)	100 gms	10/-	Ten		
4.	Dal	100 ml	10/-	Ten		
5.	Indian Breads (Puris/ Parathas/ Chapatis)	Puris – 4 Pieces	20/-	Twenty		
		Parathas – 2 Pieces	20/-	Twenty		
		Chapatis – 2 Pieces	08/-	Eight		
6.	Papad	One Piece	05/-	Five		
7.	Pickle					

**** Menu for Vegetarian Lunch (Special)**

S.No.	Item	Quantity	Estimated Price (in ₹.)		Rates Quoted by bidder (in ₹.)	
			₹. (In Figures)	In Words ₹.	₹. (In Figures)	In Words ₹.
1.	Rice	200 gms	40/-	Forty		
2.	Dry Vegetable	100 gms	15/-	Fifteen		
3.	Vegetable (Gravy	100 gms	10/-	Ten		
4.	Dal	100 ml	10	Ten		
5.	Indian Breads (Puris/Parathas/ Chapatis)	Puris – 4 Pieces	20/-	Twenty		
		Parathas – 2 Pieces	20/-	Twenty		
		Chapatis – 2 Pieces	08/-	Eight		
6.	Papad	One Piece	05/-	Five		
7.	Pickle		-	..		
8.	Fruit/ Sweet	One Unit of Fruit or 50 gms of Sweet.	20/-	Twenty		
9.	Curd	100 gms.	10/-	Eight		
10.	Vegetable (Paneer)	100 gms.	30/-	Thirty		

*****Menu for Non- Vegetarian Lunch (Standard)**

S.No.	Item	Quantity	Estimated Price (in ₹.)		Rates Quoted by bidder (in ₹.)	
			₹. (In Figures)	In Words ₹.	₹. (In Figures)	In Words ₹.
1.	Rice	200 gms.	40/-	Forty		
2.	Dry Vegetable (Seasonal)	100 gms.	15/-	Fifteen		
3.	Fish/ Chicken / Mutton/ egg (alternate day)	एग करी (2 अंडों की) -	40/-	Forty		
		चिकन (3 पीस) -	80/-	Eighty		
		मटन (3 पीस) -	100/-	One hundred		
4.	Dal	100 ml.	10/-	Ten		
5.	Indian Breads (Puris/ Parathas/ Chapatis)	Puris – 4 Pieces	20/-	Twenty		
		Parathas – 2 Pieces	20/-	Twenty		
		Chapatis – 2 Pieces	08/-	Eight		
6.	Papad	One Piece	05/-	Five		
7.	Pickle					

******Menu for Non- Vegetarian (Special)**

S.No.	Item	Quantity	Estimated Price (in ₹.)		Rates Quoted by bidder (in ₹.)	
			₹. (In Figures)	In Words ₹.	₹. (In Figures)	In Words ₹.
1.	Rice	200 gms.	40/-	Forty		
2.	Dry Vegetable (Seasonal)	100 gms.	15/-	Fifteen		
3.	Fish (different variety)/ Chicken / Mutton/ egg (alternate day)	एग करी (2 अंडों की) -	40/-	Forty		
		चिकन (3 पीस) -	80/-	Eighty		
		मटन (3 पीस) -	100/-	One hundred		
4.	Dal	100 ml.	10/-	Ten		
5.	Indian Breads (Puris/Parathas / Chapatis)	Puris – 4 Pieces	20/-	Twenty		
		Parathas – 2 Pieces	20/-	Twenty		
		Chapatis – 2 Pieces	08/-	Eight		
6.	Papad	One Piece	05/-	Five		
7.	Pickle					
8.	Fruit/ Sweet	One Unit of Fruit or 50 gms of Sweet.	20/-	Twenty		
9.	Curd	100 gms.	10/-	Ten		

B. Quoted Rates for Individual Meal Items

S.No.	Item	Estimated Price (in ₹.)		Rates Quoted by bidder (in ₹.)	
		₹. (In Figures)	In Words ₹.	₹. (In Figures)	In Words ₹.
1.	Chapati (per piece)	10/-	Ten		
2.	Paratha (plain) per piece	17/-	Seventeen		
3.	Puri (per piece)	05/-	Five		
4.	Curd (100 gms)	13/-	Thirteen		
5.	Vegetable – Dry (100 gms)	30/-	Thirty		
6.	Vegetable – Special/ Paneer (100 gms)	70/-	Seventy		
7.	Dal (100 gms)	30/-	Thirty		
8.	Chicken with gravy – 3 pieces	80/-	Eighty		
9.	Mutton with gravy – 3 pieces	100/-	One hundred		

C. Quoted Rates for Snacks/ Beverages etc.

Sr.No.	Particulars	Estimated Price (in ₹.)		Rates Quoted by bidder (in ₹.)	
		₹. (In Figures)	In Words ₹.	₹. (In Figures)	In Words ₹.
I.	Beverages				
1.	Tea (120 ml)	13/-	Thirteen		
2.	Coffee (120 ml)	28/-	Twenty eight		
3.	Hot Milk (120 ml)	10/-	Ten		
4.	Lassi (200 ml)	29/-	Twenty nine		
II.	Snacks				
5.	Bread with Butter/Jam/Sauce (Two Slices)	10/-	Ten		
6.	Sandwich (Vegetable fillings) (Two Slices)	15/-	Fifteen		
7.	Bread – Omellete (Two Slices)	15/-	Fifteen		
8.	2 Idli with Chutney	55/-	Fifty five		
9.	2 Vada with Chutney	48/-	Forty eight		
10.	One Idli and One Vada with Chutney	38/-	Thirty eight		
11.	Paper Dosa with Chutney and Sambhar	75/-	Seventy five		
12.	Masala Dosa with Chutney and Sambhar	85/-	Eighty five		
13.	Special Masala Dosa with Chutney and Sambhar	105/-	One hundred five		
14.	Uttapam (One Piece)	66/-	Sixty six		
15.	Upma (100 gms)	15/-	Fifteen		
16.	Samosa (One Piece) with Chutney	07/-	Seven		
17.	Khasta (One Piece) with Chutney	05/-	Five		
18.	Bread Pakora (one Piece)	07/-	Seven		
19.	Chole – Samosa (One Piece) with Chutney	10/-	Ten		
20.	Aloo Chop (One Piece)	05/-	Five		
21.	Dhokla (100 gms)	18/-	Eighteen		
22.	Poha (100 gms)	20/-	Twenty		
23.	Boiled Eggs (Two Eggs)	15/-	Fifteen		
24.	Omellete (Two Eggs)	22/-	Twenty two		
25.	Egg Curry (Two Eggs)	40/-	Forty		
26.	Chola Bhature (Two Piece)	60/-	Sixty		
27.	Chola with Rice (100 gms)	25/-	Twenty five		
28.	Stuffed Paratha with Curd (100 gms) or Vegetable (100gms)	20/-	Twenty		
29.	Mixture (Dalmoth) (100 gms)	20/-	Twenty		
30.	Namkeen Besan Sev (100 gms)	20/-	Twenty		
III.	Sweets				
i.	Gulab Jamun-75 gms.	12/-	Twelve		
ii.	Balu Shahi – 50 gms.	07/-	Seven		
iii.	Bundi Laddu – 50 gms.	07/-	Seven		
iv.	Malai Laddu – 50 gms.	06/-	Six		
v.	Bundi – 100 gms.	13/-	Thirteen		
vi.	Gajar Halwa – 100 gms.	30/-	Thirty		
IV.	Packed Items		As per MRP quoted.		

Contractor is allowed to sell other items like Juices, Milk Shakes, other vegetarian and non-vegetarian items and charge market rates to that effect. They may provide a list of items with applicable rates to the Bank at the time of signing of the contract.

Certified that:

- a) The above rates are inclusive of all applicable charges and taxes.
- b) Above offer is valid for 90 days from the last date of submission of the quotations.
We will provide the catering service as per the requirement to be prescribed by the Reserve Bank of India from time to time.

SIGNATURE

(Name and Seal of the Firm)

Date:.....

(This format shall be sent in separate sealed cover super scribing- "**FINANCIAL BID FOR CATERING ARRANGEMENT IN RBI,THE MALL, KANPUR**" and dropped in the Box kept at the First Floor of the Bank Building. Last Date for receipt of Tender is February 13, 2016 upto 03:00 P.M.)

Appendix

TERMS & CONDITIONS

(For providing Daily Catering Services in Bank's premises)

1. The contractor is to prepare and serve food items for Bank's staff members and such persons duly authorised by the Bank. There will be no guarantee on minimum turnover in the Food Courts.
2. High standard of hygiene which will be verified periodically by the Bank's doctor, as prescribed will have to be maintained.
3. The contractor shall employ adequate number of staff to ensure smooth running of the canteen. The contractor shall conduct medical examinations & required vaccination of all the staff to be engaged for the purpose of this contract before initial deployment. He shall arrange annual medical tests of his staff, at his own cost at an approved hospital. The medical certificate should clearly certify that the persons so engaged are not suffering from any skin disease, tuberculosis or any other communicable disease. Such medical certificate has to be submitted by the contractor every six months. Any person found medically unfit or unsuitable shall have to be removed and suitable replacement shall have to be arranged by the contractor. All the expenses incurred on the medical tests of workers of the Contractor should be borne by the Contractor himself. The Contractor should not employ any worker having adverse serious or contagious disease.
4. The police verification should be conducted before engaging services of the personnel. The police verification report has to be submitted to the Human Resources Department, RBI, The Mall, Kanpur every year. Only on satisfactory scrutiny by the office, personnel will be allowed to serve in the Staff Canteen. All the expenses incurred on the police verification of the workers of the Contractor should be borne by the Contractor himself. The Contractor should not employ any worker having adverse police record.
5. The contractor 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.
6. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender and to reject any or all offers without assigning any reason there for Bank's final and it shall not be open to challenge anywhere decision in this regard shall be.
7. The contractor 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 equipments on account of mishandling/negligence of the workmen shall be repaired by the contractor at his cost.
8. The Catering Contractor will be required to sign an agreement (as per the enclosed proforma) with the Bank to give effect to the contract to manage and run the canteen. The contract shall initially be valid for a period of one year, which would be renewable for next year subject to performance and mutual consent. The applicable stamp duty and other expenses for execution of the contract shall be borne by the contractor.
9. The contract can be terminated by either party by giving one month notice during the validity of contract. In case of any dispute between the tenderer and RBI about the execution of contract, the interpretation and decision of Regional Director will be final and binding on the tenderer.
10. The Contractor will have to be affiliate of M/S Sodexo SVC India Pvt Ltd and sell Tea/Lunch/Snacks/Drinks to the Staff members against Sodexo Coupons and/or cash payment.
11. The contractor shall perform all the services related to running the canteen at Bank's premises. Catering Contractor shall not carry on in the said premises any business other than running the said canteen. He shall not make any changes, additions or alternations in the said premises.

12. The Bank shall provide basic infrastructure such as space, furniture and gas burner, free electricity and water. No wastage of water shall be allowed. However, the contractor will arrange to obtain commercial LPG connection and gas refills from the LPG Distributor and will have to bear the cost towards refills himself. The Contractor shall not use kerosene in the staff Canteen under any circumstances.

13. Cleaning and maintaining the surroundings area, thorough cleaning, removal and quick disposal of garbage and kitchen wastes, removal of tainted material and dust from floors would be the responsibility of the contractors at his own cost before closing for the day. The Contractor has to ensure proper disposal of waste food by its staff and take care to see that the outlets/ducts provided in the kitchen are not blocked/damaged etc.

14. The Catering agency shall ensure that the food is cooked in the kitchen itself. The kitchen will be under the constant supervision of the Bank and any lapse will be taken seriously. The food should be hygienically cooked and portioned in containers and covered properly. Good quality raw material is to be used for the preparation of food.

15. The kitchen staff as well as the service staff shall be employed/engaged by the contractor and RBI shall not in any way be responsible for their terms of employment/engagement or violation of any labour law. The contractor will have to pay the prescribed Minimum Wages to the staff engaged and to follow all labour laws. The contractor shall furnish the full details of his employees prior to the deployment to the Bank. The contractor shall also issue ID card to every person engaged for the purpose of the contract and they will be required to wear the same while in the premises of the Bank.

16. Regular and periodic pest control will be carried out by Bank as in other areas within the Bank premises. However, regular maintenance and upkeep of the canteen premises will be the responsibility of the contractor

17. Smoking or taking of Bidi/cigarette/pan/gutkha/tobacco products and spitting inside the Bank premises is strictly forbidden.

18. E.M.D. Rs. 12,000/- is to be deposited in the form of D.D. in favour of Reserve Bank of India, Kanpur with the tender form which will be subsequently returned to the respective unsuccessful bidders without interest after the bidding process is over.

19. EMD with respect to Successful bidder will be adjusted towards security deposit and the Successful bidder shall be required to deposit balance amount of Rs. 50,000/- (i.e Rs. 38000) as SECURITY MONEY DEPOSIT.

20. Rates -

a) The rates quoted would be valid for a period of one year which may be reviewed after one year. No subsidy will be paid for running the canteen.

b) No request for upward revision in the rates will be considered during the validity period of the contract.

21. The agreement should not be construed to interpret as having got employment from the Bank or claim on Bank's property. On completion of the contract or whenever the Bank decides, the Contractor and his staff will immediately vacate the premises and handover the crockery items/all items earlier handed over to them by the Bank.

22. In case of dispute regarding the quality of food/other eatables/unsatisfactory service etc. the final authority will rest with the Regional Director and the contractor agrees to abide by the decision.

23. The Contractor will ensure supply of quality items of food/sweets etc. failing which appropriate action will be taken if the complaint is recorded by Staff members in respect of similar nature. The decision of Regional Director of the Bank will be final and binding on the contractor.

24. The Contractor shall not engage Minors for catering service in the canteen. The staff shall be properly dressed in neat and tidy uniform besides being courteous, well mannered and attentive. They should be conversant with the basics of the trade. One supervisor with decision taking capability as well as authority along with service staff should be present in the canteen during the service hours on working days and as per requirement of the Bank on weekends/public holidays.

25. Non Disclosure Clause – The contractor should not disclose directly or indirectly any information, materials and details of the Bank's infrastructures/systems/equipments etc. which may come to the possession or knowledge of the contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all time 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 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 to elsewhere without the previous written consent of the employer. The contractor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the contractor and the employer shall be entitled to claim damages and pursue legal remedies.

a. The contractor shall take all appropriate action with respect to its employees to ensure that the obligations of non-disclosure of confidential information under the agreement are fully satisfied.

b. The contractor, obligations with respect to non disclosure and confidentiality will survive till the expiry or termination of this agreement for whatever reason.

c. As and when the contractor employs more than 20 workers as contract labour, he/she shall obtain license from competent authority in accordance with the provisions of the CLRA ACT.

26. a) The Contractor / Agency shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the said act in respect to the complaint.

b) 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.

c) The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the contractor is proved.

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

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

27. If the tenderer, having been awarded the work, fails to execute the work, the Bank may proceed to take such reasonable remedial action as may be necessary, at the Contractor's risk and expense and without prejudice to any other rights which the Bank may have against the Contractor. The

Bank also reserves its right to disqualify the tenderer from undertaking any contract in future, however, the Bank will give a 10 days notice to the tenderer before doing so.

28. Selection of the successful bidder will be the sole discretion of the Bank.

I/We hereby declare that I/We have read and understood the above Terms and Conditions for the guidance of tenderers.

Signature of Tenderer

(Name and Seal of the firm)

Date:

Place:

Address:

SECTION - IV

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 hospitalization.

Signature of tenderer _____

Address _____

Date _____

Signature Clause

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

Shri

(name and designation)

.....

in the presence of witnesses:-

(1) _____

Address _____

(2) _____

Address _____

If the party is a partnership firm or individual.	SIGNED AND DELIVERED BY _____ _____ In the presence of Witness- 1. _____ Address _____ _____ 2. _____ Address _____ _____
If the Contractor signs under common seal, the signature clause 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. _____ Address _____ _____ 2. _____ Address _____ _____
If the contractor is signed by the hand of power of attorney, whether a company or an individual.	Signed and Delivered by the contractor by the hand of Shri _____ _____ and duly constituted attorney.