



Reserve Bank of India
Human Resource Management Department, Bhubaneswar

NOTICE INVITING e-TENDER

E-Tender for Providing Catering Services at Officers' Lounge and Dining Room (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar

1.	Tenders by e- tendering process are invited from Vendors at its Bhubaneswar Office for "Providing Catering Services at Officers' Lounge and Dining Room (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar". The tender will be applicable for initial period of twelve months i.e. from April 01,2026 to March 31,2027 . However, the contract can be extended for a further period of two years (one year at a time) subject to satisfactory performance of the successful bidder and adherence to contractual obligations by the service provider.
1.(a)	Interested tenderers may like to go through the entire tender document before taking part in the tendering process. The tenderers may obtain for themselves on their own responsibility and at their own expenses all the information which may be necessary for the purpose of participating in the tender and for entering into a contract and acquaint themselves with all local conditions, means of access to the work, nature of the work and all matters pertaining thereto.
2.	All pre-Qualification documents shall be uploaded with Techno-commercial bid (Part-I) on MSTC portal. Those who do not upload the Pre-qualification documents would not be considered for this tender process. Further, the Vendor should submit the original of the documents to the Bank when demanded to qualify for further tendering process.
3.	Tender form will be available for downloading with effect from February 06, 2026, at 06:00 PM. A pre-bid meeting will be held on February 27, 2026, at 12:00 PM , in the Human Resource Management Department, 2 nd Floor, RBI, Bhubaneswar. Tender form can be downloaded for viewing from RBI website www.rbi.org.in or https://www.mstcecommerce.com/eprocn. The applicable pre-Qualification papers should be uploaded with Techno Commercial Bid (Part-I) on the MSTC portal.
4.	Interested Vendors/firms can participate in e-Tender after getting registration with https://www.mstcecommerce.com/eprocn/ . Online Part I – Techno-Commercial Bid and Part II – Price Bid shall be opened through https://www.mstcecommerce.com/eprocn/ and applicable transaction charges have

	to be paid by the firm.	
5.	<p>Tender in prescribed format shall be uploaded on MSTC website. Part-I of tender will contain the Bank's standard technical and commercial conditions for the proposed work and tenderers' covering letter.</p> <p>The EMD of Rs.1,76,000/- (Rupees One Lakh Seventy-Six Thousand only) should be submitted by every bidder through NEFT and details of NEFT is mentioned at Annexure-V.</p>	
6.	The schedule of the tender is as follows:	
Activity		Tentative date
i.	e -Tender no.	RBI/Bhubaneswar Regional Office/HRMD/3/25-26/ET/963
ii.	Mode of Tender	e- Procurement System (Online Part I – Techno-Commercial Bid and Part II – Price Bid through https://www.mstcecommerce.com/eprocn/)
iii.	Estimated Cost	₹ 88,00,000 /- (Inclusive of GST)
iv.	Publication of NIT in Press, RBI website	February 06, 2026 at 06:00PM
v.	Date of NIT (along with complete tender) available to parties to download- Tender activation on portal-Tender 'Live' for all in MSTC Portal	February 06, 2026, at 06:00 PM onwards
vi.	Date and time for start of Off-line Pre-bid meeting	February 27, 2026, at 12:00 PM
vii.	Performance Bank Guarantee (PBG)	The successful bidder will be required to submit Performance Bank Guarantee 5% (Five Percent) of the Contract Amount from any Scheduled/Nationalized bank as per the proforma given in Annexure-II or amount equivalent to PBG through online mode (NEFT / RTGS) mentioned at Annexure-V of the Tender Document. For details, please refer to Clause -3.12 of Section-VI.
viii.	Earnest Money Deposit	Every Bidder has to remit Rs.1,76,000/- (Rupees One Lakh Seventy-Six thousand only) as EMD to

		<p>Reserve Bank of India account up to 12:00 PM on March 12, 2026. The NEFT details mentioned at Annexure-V.</p> <p>Proof of remittance indicating transaction number and other details shall be uploaded on Bank's approved e-tender portal along with other tender documents.</p> <p>EMD of the successful bidder shall be returned on receipt of Performance Bank Guarantee from the successful bidder after signing the Agreement. EMD of the unsuccessful bidder will be returned within 30 days of the award of the Contract. EMD shall be forfeited if the bidder withdraws his bid during the Tender Evaluation Process.</p>
ix.	Tender Fees	Nil
x.	Transaction Fee - Please note that the Vendors will have the access to online e-tender only after payment of transaction fees online.	Payment of Transaction fee through MSTC Gateway/NEFT/RTGS in favor of MSTC Limited, as advised by M/s MSTC Ltd.
xi.	Start Bid date - Date of Starting of e- Tender for submission of online Techno- Commercial Bid and Price Bid at https://www.mstcecommerce.com/eprocn/	March 02, 2026 at 12:00 PM
xii.	Close Bid date - Date of closing of online e – tender for submission of Techno- Commercial Bid and Price Bid	March 12, 2026 at 12:00 PM
xiii.	Part I Bid opening date	March 12, 2026, at 01:00 PM
xiv.	Part II Bid opening date	Shall be informed separately to parties
7.	The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part of any tender. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.	

Regional Director
Reserve Bank of India
Bhubaneswar



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

**PART – I
(Techno-Commercial Bid)**

TENDER FOR

E-Tender for Providing Catering Services at Officers' Lounge and Dining Room (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar

e -Tender no- RBI/Bhubaneswar Regional Office/HRMD/3/25-26/ET/963

Name of Tenderer_____

Address _____

Ph. No. _____

Date of NIT (along with complete tender) available to parties to download – Tender activation on MSTC portal – Tender 'Live' for all	February 06, 2026, at 06:00PM
Pre-Bid meeting	February 27, 2026, 12:00PM
Last date and time for Submission	March 12, 2026, till 12:00PM
Date of Opening of Part I of Tender	March 12, 2026, at 01:00 PM

In case of any holiday on the day of opening, the tenders will be opened at **11:30 AM on the next working day, but the tender shall be closed for bidding on March 12, 2026, at 12:00 PM**, as scheduled above. No tender by E-Mail/Telephone will be entertained. The Bank reserves the right to reject any or all the tenders without assigning any reason thereof.



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

DISCLAIMER

Reserve Bank of India, Bhubaneswar, has prepared this document to give background information on the work to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or any of their respective officers, employees give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by RBI in submitting the Tender. The information is provided on the basis that it is non-binding on Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. Reserve Bank of India reserves the right not to proceed with the work or to change the configuration of the work, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.



Reserve Bank of India
Human Resource Management Department
Bhubaneswar

E-Tender for Providing Catering Services at Officers' Lounge and Dining Room (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar

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Reserve Bank of India
Human Resource Management Department, Bhubaneswar

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1.(a)	Interested tenderers may like to go through the entire tender document before taking part in the tendering process. The tenderers may obtain for themselves on their own responsibility and at their own expenses all the information which may be necessary for the purpose of participating in the tender and for entering into a contract and acquaint themselves with all local conditions, means of access to the work, nature of the work and all matters pertaining thereto.
2.	All pre-Qualification documents shall be uploaded with Techno-commercial bid (Part-I) on MSTC portal. Those who do not upload the Pre-qualification documents would not be considered for this tender process. Further, the Vendor should submit the original of the documents to the Bank when demanded to qualify for further tendering process.
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5.	<p>Tender in prescribed format shall be uploaded on MSTC website. Part-I of tender will contain the Bank's standard technical and commercial conditions for the proposed work and tenderers' covering letter.</p> <p>The EMD of ₹1,76,000/- (Rupees One Lakh Seventy-Six Thousand only) should be submitted by every bidder through NEFT and details of NEFT is mentioned at Annexure-V.</p>	
6.	The schedule of the tender is as follows:	
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vi.	Date and time for start of Off-line Pre-bid meeting	February 27, 2026, at 12:00PM
viii.	Performance Bank Guarantee (PBG)	The successful bidder will be required to submit Performance Bank Guarantee for an amount equal to 5 % (five percent) of the Contract Amount from any Scheduled/Nationalized bank, as per the proforma given in Annexure-II or amount equivalent to PBG through online mode (NEFT / RTGS) mentioned at details mentioned in Annexure-V of the Tender Document. For further details, please refer to Clause 3.11 of Section-VI .
ix.	Earnest Money Deposit	Every Bidder has to remit Rs.1,76,000/- (Rupees One Lakh Seventy-Six thousand only) as EMD to Reserve Bank of India account up to 12:00 PM on March 12, 2026. The NEFT details mentioned at

		<p><u>Annexure-V.</u></p> <p>Proof of remittance indicating transaction number and other details shall be uploaded on Bank's approved e-tender portal along with other tender documents.</p> <p>EMD of the successful bidder shall be returned on receipt of Performance Bank Guarantee from the successful bidder after signing the Agreement. EMD of the unsuccessful bidder will be returned within 30 days of the award of the Contract. EMD shall be forfeited if the bidder withdraws his bid during the Tender Evaluation Process.</p>
x.	Tender Fees	Nil
xi.	<p>Transaction Fee - Please note that the Vendors will have the access to online e-tender only after payment of transaction fees online.</p>	Payment of Transaction fee through MSTC Gateway/NEFT/RTGS in favor of MSTC Limited, as advised by M/s MSTC Ltd.
xii.	<p>Start Bid date - Date of Starting of e- Tender for submission of online Techno- Commercial Bid and Price Bid at</p> <p><u>https://www.mstcecommerce.com/eproc/</u></p>	March 02, 2026, at 12:00 PM
xiii.	<p>Close Bid date - Date of closing of online e – tender for submission of Techno- Commercial Bid and Price Bid</p>	March 12, 2026, till 12:00PM
xiv.	Part I Bid opening date	March 12, 2026, at 01:00 PM
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7.	<p>The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part of any tender. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.</p>	

Regional Director
Reserve Bank of India
Bhubaneswar

SECTION – I: Important instructions for e-Procurement

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

Bidders are requested to read and understand the Notice Inviting e-tender, terms and conditions of this tender and subsequent Corrigendum, if any, before submitting their online tender.

1. Process of e-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 Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT <https://www.mstcecommerce.com/eprocn/>

1). Vendors are required to register themselves online with www.mstcecommerce.com → e- Procurement → New Common Portal → Vendor Login → Register → 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 during filling the registration form.

In case of any clarification, please contact MSTC, before the scheduled time of the e- tender.

Contact Person (RBI, Bhubaneswar):

Contact Person	Mail	Mobile
Shri Abhishek Pradhan	apradhan1@rbi.org.in	7978339754
Shri Rahul Singh Keram	rskeram@rbi.org.in	7587109012

Contact person (MSTC Ltd):

Contact Person	Mail	Mobile
Shri Mahesh Ramavath	rmahesh@mstcindia.co.in	8801281004
Shri TDMV Satyasai	tsatyasai@mstcindia.co.in	6370350776
Help Desk /Office	helpdesk@mstcindia.co.in	0674-2544199/2

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

B) System Requirement:

- Windows 7 or above Operating System
- IE-7 and above Internet browser.
- Signing type digital signature
- Latest updated JRE 8 (x86 Offline) software to be downloaded and installed

	<p>in the system.</p> <p>To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.</p> <p>Tools => Internet Options => Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”.</p> <p><u>Other Settings:</u></p> <p>Tools => Internet Options => General => Click On Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.</p> <p>To enable ALL active X controls and disable ‘use pop up blocker’ under Tools Internet Options→ custom level (Please run IE settings from the page www.mstcecommerce.com once)</p>
2.	The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprocn . Tenders will be opened electronically on specified date and time as given in the Tender.
3.	All entries in the tender should be entered in online Technical and Commercial Formats without any ambiguity.
4.	<p>Special Note towards Transaction fee:</p> <p>The Vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the Vendor login. The Vendors have to select the particular tender from the event dropdown box. The Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the Vendor shall generate a challan by filling up a form. The Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the Vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized, and the Vendor shall be receiving a system generated mail. Transaction fee is non-refundable. A Vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
5.	Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the Vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of Vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
6.	E-tender cannot be accessed after the due date and time mentioned in NIT.
7.	<p>Bidding in e-tender:</p> <p>a) Vendor(s) need to submit necessary EMD and Transaction fees (if any) to be eligible to bid online in the e-tender. Transaction fee is non-refundable. No interest will be paid on EMD. EMD of the unsuccessful Vendor(s) will be refunded by the tender inviting authority.</p> <p>b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.</p>

	<p>c) The Vendor(s) who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet in MSTC website www.mstcecommerce.com → e- Procurement → New Common Portal → Vendor Login → Register → My menu → Auction Floor Manager → live event → Selection of the live event.</p> <p>d) The Vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the technical bid. If this application is not run, then the Vendor will not be able to save/submit his technical bid.</p> <p>e) After filling the Technical Bid, Vendor should click 'save' for recording their technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to be filled up and then Vendor should click on "save" to record their Commercial bid. Then once both the technical bid and Commercial bid has been saved, the Vendor can click on the "Final submission" button to register their bid</p> <p>f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, Vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the Vendors will remain completely anonymous to one another and to everybody else.</p> <p>i) The e-tender floor shall remain open from the pre-announced date and time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the Vendor. Any bid will be considered as the valid bid offered by that Vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any Vendor confirms his acceptance of terms and conditions for the tender.</p>
8.	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
9.	No deviation to the technical and commercial terms and conditions are allowed.
10.	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
11.	Vendors are requested to read the Vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.

Section - II
Form of Tender

(To be submitted on Bidder's letterhead)

Date: / /

Place:

To,

Regional Director
Reserve Bank of India
Human Resource Management Department
Bhubaneswar

Dear Sir,

Sub: E-Tender for Providing Catering Services at Officers' Lounge and Dining Room (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar

Having read and examined the requirements, conditions and schedule of quantities relating to the captioned work and having visited and examined the site of the work and also having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to take up the works specified in the said memorandum at the rates mentioned in the attached schedule of quantities and in accordance with the conditions of the tender, Articles of Agreement, Special and conditions of contract attached hereto.

Memorandum

Sl. No.	Description of work	Providing Catering Services at Officers' Lounge and Dining Room (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar
1.	Estimated cost	Rs.88,00,000/- (Inclusive of GST)
2.	Earnest Money	Rs.1,76,000/- (2 % of Estimated cost)
3.	Percentage, if any, to be deducted from bill	Nil
4.	Performance-Bank Guarantee	5% (Five percent) of the Contract Amount

2. Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.
3. I/We have remitted **₹1,76,000/- (Rupees One Lakh Seventy-Six Thousand only)** towards EMD through NEFT to Reserve Bank of India, Bhubaneswar along with the tender which is not to bear any interest. If I/We fail to furnish the prescribed Performance Bank Guarantee within the prescribed period, I/We agree that the Reserve Bank of India or its successors, in office shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money absolutely. Further, if

E-Tender for Providing Catering Services at (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar

I/We fail to commence work as specified, I/ We agree that Reserve Bank of India or its successors in office shall without prejudice to any other right or remedy available in law, be at liberty to invoke the PBG absolutely. The said PBG shall be a guarantee to execute all the works referred to in the tender document as per the terms and conditions contained therein.

4. I/We understand the minimum wages will be required to be paid as per the terms and conditions stipulated by the Central Government from time to time. In addition, I/We also understand that all statutory payments like EPF /ESI /Bonus /Gratuity, etc., also need to be paid as prescribed under various statutes, by me / us.
5. I/ we have valid registration in respect of Employees Provident fund / Employees State Insurance /GST etc., copies of the above are enclosed herewith.

Declaration by the bidder:

This is to certify that

1. The information/documents/reports provided by me/us in connection with this tender is true to the best of my/our knowledge and if any information is found incorrect or false, I/we may be debarred from the tender process / being awarded the contract.
2. I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself / ourselves abide by them. I/We understand that the bank reserves the right to accept or reject any or all the tender either in full or in part without assigning any reason, therefore.

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).

Signature and address of witnesses

	Signature	Name and Address of the witness
1.		
2.		

Section – III: Eligibility/ Qualification Criteria for Bidders

The tenderers should satisfy the following conditions and are required to enclose (upload in e-tendering portal) necessary documents in support of their claim in Part I (Technical Bid) of the Tender Document for examining their eligibility/suitability. Opening of Part II (Financial Bid) will be subjected to satisfying the prescribed eligibility criteria. Documentary evidence/ declaration should be uploaded/ provided for the below mentioned eligibility criteria in the absence of which the bid is subject to rejection: -

All the documents shall be submitted by uploading them in e tendering MSTC portal only.

Sl. No.	Eligibility Criteria	Supporting documents to be furnished along with the Technical bid
1.	Proper Registration: The bidder shall be a Proprietary firm or Partnership firm or a Limited Company or a Corporate body legally constituted, who possesses the required licenses and registrations as per law. The bidder should be registered with the appropriate Government authorities. The bidder must have GST Registration, Registration under Employee State Insurance Act, EPF registration, Registration under Labour and Employment office and MSE registration (if applicable). The bidder should have Permanent Account Number.	<ul style="list-style-type: none"> ➤ Copy of Certificate of Incorporation/ Registration, Memorandum and Articles of Association/ Partnership Deed. (if applicable). ➤ Certificate of Registration from Employees' State Insurance Corporation. ➤ Certificate of Registration from Employees' Provident Fund Organization under Employees' Provident Fund and Miscellaneous Provisions Act, 1952. ➤ GST Registration Certificate. ➤ Certificate of Registration under Labour and Employment office. ➤ Copy of Permanent Account Number of the firm. ➤ MSME registration certificate (only in case of MSMEs).
2.	Experience: a) The bidder should have experience in the field of catering services and providing Basic Lunch/ Special Lunch/Normal Tea/ High Tea/ Serving of Tea/coffee during various meetings in Reserve Bank of India/ Government Departments (Central or	<ul style="list-style-type: none"> ➤ The bidder shall submit a list of similar works (Annexure-VI) along with Copies of work orders and client-wise Completion/ Performance Certificates (Annexure-IV) from the clients, the authenticity of which shall be verified by the Bank through various modes. (Only work orders will not suffice). ➤ If the bidder has served any office of the Bank in the past or providing

	State)/ Public Sector Undertakings/ Reputed private sector companies/ Multinational corporations/ Public or Private Sector banks/other Regulatory Authorities/Reputed Institutions, Hotels, Organizations for a continuous period of a minimum of last five years (during last 5 years ending last day of month previous to the one of which applications are invited i.e. up to January 31, 2026).	<p>service to any office of the Bank, it is mandatory for the bidder to submit client certificate from such office of the Bank.</p> <p>➤ The bidder shall submit the documentary evidence in support of minimum experience of 5 years (i.e., the bidder should have undertaken similar work(s) prior to January 31, 2021, in providing Catering services or Similar nature of services.</p>
3.	Minimum value of each completed work	<p>The tenderer has to upload / submit the Client Certificate(s) as per specified format in Annexure-IV, the authenticity of which shall be verified by the Bank through various modes. (Only work orders will not suffice).</p> <p>The tenderer having successfully completed similar works/ contracts for providing catering services and providing Basic Lunch/ Special Lunch/ Normal Tea/High Tea/ Serving of Tea/coffee during various meetings in any of the following segments: [Reserve Bank of India/Government Departments (Central or State)/ Public Sector Undertakings/ Reputed private sector companies/ Multinational corporations/ Public or Private Sector banks/other Regulatory Authorities/ Reputed Institutions, Hotels, Organizations during last 5 years ending on January 31, 2026, which should be either of the following:</p> <p>(a) One similar completed work costing not less than the amount equal to 80% of the estimated cost.</p> <p style="text-align: center;">OR</p> <p>(b) Two similar completed works each costing not less than the amount</p>

		<p>equal to 50% of the estimated cost.</p> <p>OR</p> <p>(c) Three similar completed works each costing not less than the amount equal to 40% of the estimated cost.</p> <p>If the bidder has served any office of the Bank in the past or providing service to any office of the Bank, it is mandatory for the bidder to submit client certificate as per specified format in Annexure-IV from such office of the Bank.</p> <p>Documentary evidence for the above as per specified format Annexure-IV should be uploaded on the MSTC Portal, without which the e-tender is liable for rejection at the discretion of the Bank without assigning further reasons thereof.</p>
4.	<p>Turn Over:</p> <p>The bidder Should have minimum average annual turnover of ₹ 88 Lakhs during the last three financial years i.e. FY 2022-23, FY 2023-24, FY 2024-25.</p>	<ul style="list-style-type: none"> ➤ Audited Balance Sheets and Profit and Loss Accounts of last three financial years i.e. FY 2022-23, FY 2023-24, FY 2024-25. ➤ Certificate of turnover for the last three financial years issued by a Chartered Accountant. ➤ Income Tax Returns for the last 3 financial years should be enclosed by the tenderer.
5.	Banker's Solvency Certificate (Upload the Banker's certificate as per specified Format on MSTC Portal)	<ul style="list-style-type: none"> ➤ Valid Bankers' Solvency Certificate of value not less than ₹ 88 lakhs as per the proforma given in Annexure- III.
6.	<p>The agency should not have been blacklisted by any Central/ State Govt. or any other PSUs/ Corporation or organisation including Reserve Bank of India at any location of India on any grounds as on the date of this Tender.</p> <p>The bidder should not have rescinded/abandoned any contract awarded by his clients</p>	<ul style="list-style-type: none"> ➤ The bidder shall give details of all disputes he/she had with his/her clients and furnish the status thereof. In the absence of the same, an undertaking with this effect to be furnished by the bidder as per the format prescribed at Annexure-IX. ➤ There shall not be any case with the Police / Court / Regulatory authorities against the Bidder. If found at any stage during the evaluation or after the award of contract that the Bidder had

	before the expiry of prescribed period of contract. The bidder must not have any pending judicial proceedings for any criminal offence against the Proprietor/ Director or Persons to be deployed by the service provider.	withheld or misrepresented facts and information in these regards, the Bid shall be rejected.
7.	Details of Bank Accounts: The bidder shall have a current account in a Scheduled Commercial Bank and should give an undertaking that they are ready to receive the payments through electronic modes of payment.	➤ Section-X of the Part-I tender document should be uploaded.
8.	The bidder shall submit all relevant documents, reports and other particulars which are to be submitted along with the tender within the due date of submission of tender. However, the Bank reserves the right to ask for clarifications, certificates, reports or any other relevant information from any or all bidders, which shall form part of the eligibility criteria, even after the due date of submission of tender. The bidder shall submit the same within the time frame specified by the Bank without which the Bank will be constrained to consider the bidder as ineligible.	

Note:

1. The tenderer should submit the reports on past performance of his firm/company from his clients and bankers along with the **Part I of the tender**. 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 are found not satisfactory, the Bank reserves the right to reject his offer even after opening of Part -I of the tender. The Bank is not bound to assign any reason for rejecting the tender.
2. The proof of having remitted the EMD is to be uploaded in MSTC portal.
3. The firm should provide details of civil suit, if any, pending in any of the works executed or if any bank having declared any loan of the tenderer as NPA in the last three years.

UNDERTAKING BY THE VENDOR

I/We hereby declare that I/we have read and understood the schedule of Eligibility Criteria and also have read and understood all the above conditions and the same shall remain binding upon me/us.

Date:**Signature and seal of the Vendor/s****Place:****Landline/Mobile No:**

Section – IV: Check List of Documents to be submitted with the Tender (Upload the below documents in MSTC Portal only)

Sr. No	Prequalification documents	Attached Yes/No
1.	Tender documents signed and stamped	
2.	Details of Bidder (Section – IX)	
3.	The details of the Bidders Banker (Section-X)	
4.	Techno-Commercial Conditions (Section-XI)	
5.	Form of Bankers' Solvency Certificate not less than ₹88 lakh from a Scheduled Commercial Bank (Annexure-III)	
6.	Client's Certificate Regarding Performance of Vendor for providing Catering Services (On Client's Letter Head) (Annexure-IV)	
7.	EMD of Rs.1,72,000/- (Rupees One Lakh Seventy-Two Thousand only) should be remitted through NEFT. Details of NEFT should be attached. (Details for NEFT payment is given in Annexure – V)	
8.	List of Clients/ Details of Previous Experience: - (executed during last five years starting from February 01, 2021, till January 31, 2026) (To be submitted in Vendor's letter head) (Annexure-VI)	
9.	Power of Attorney for Authorized Signatory (On Non-Judicial Stamp Paper of appropriate value) (Annexure – VII)	
10.	Proforma for Indemnifying the Employer against Contract Labour Rules/Regulations (On Non-Judicial Stamp Paper of appropriate value) (Annexure – VIII)	
11.	Declaration (Annexure – IX)	
12.	Undertaking (Annexure – XIV)	
13.	<ul style="list-style-type: none"> ➤ (i) Audited Balance Sheets and Profit and Loss Accounts of last three financial years i.e. FY 2022-23, FY 2023-24, FY 2024-25. ➤ (ii) Certificate of turnover issued by a Chartered Accountant should be enclosed as proof of the bidders' last three financial years i.e. FY 2022-23, FY 2023-24, FY 2024-25. (iii) Copies Income Tax Returns for the last three years duly certified by a Chartered Accountant.	
14.	The details along with documentary evidence of previous experience executed during last five years starting from February 01, 2021, till January 31, 2026, if any, of carrying out similar works for the Bank (RBI), at any other centres. Details	

	of work experience shall be supported by work orders and experience certificates.	
15.	Copy of Permanent Account Number (PAN)	
16.	Proof of Registration with ESI.	
17.	Proof of Registration with EPF authorities.	
18.	Proof of Registration with GST authorities.	
19.	Proof of Registration under Labour laws.	
20.	Copy of FSSAI License	
21.	MSME Registration certificate, if applicable.	
22.	Copy of the Certificate of Incorporation/Articles of Association/Memorandum of Association/ Partnership Deed/ Registration under Shops and Establishment Act and any other similar relevant document.	
23.	Cancelled Cheques	
24.	Any other document(s) required to be submitted, as mentioned in this tender document, or as demanded by the Bank	

Note:

1. The Bank reserves the right to call for authentication/ verification of any or all the above-mentioned particulars. If any information is found incorrect or false or the tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his/ their performance reports received from his/ their clients and /or his bankers' report are found unsatisfactory, RBI reserves the right to reject his tender offer.

2. The bidders shall, besides accepting the [Part - I \(Techno-Commercial Bid\)](#) of the tender document in full, have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility as mentioned in Qualification Criteria for Bidders ([Section-III](#)) and in the event of their failure to do so, the Bank reserves the right to reject their tender.

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

Place:

Date:

Signature and seal of the Bidder

Section – V: Important Information and Evaluation Criteria

1.1

(a) Name of the Employer & Competent Authority	Regional Director, Reserve Bank of India, Bhubaneswar
(b) Estimated annual cost of the work	₹ 88,00,000/- per annum (Including GST)
(c) Earnest Money Deposit (EMD)	<p>EMD of Rs.1,76,000/- (Rupees One Lakh Seventy-Six Thousand only) by way of a NEFT using details given in Annexure-V. Any tender not accompanied by EMD for the said amount shall be summarily rejected.</p> <p>No exemption for EMD is available for this tender to any category of bidder including MSMEs.</p>
(d) Date and place of Pre-Bid meeting	<p>Date and time: February 27, 2026, at 12:00 PM</p> <p>Venue: Conference Hall, 2nd Floor, Reserve Bank of India, Pandit Jawaharlal Nehru Marg, Bhubaneswar, Odisha</p> <p>To answer any queries or to provide clarifications that the Bidders may have in connection with the work / tender and to give them relevant information regarding the same. No separate communication will be sent for this meeting. All bidders are advised to attend the pre-bid meeting at their own interest. The tenderers are expected to get all their issues/doubts clarified during this meeting. Before pre-bid meeting, the interested tenderers may also write to RBI, Bhubaneswar regarding their queries to apradhan1@rbi.org.in / rskeram@rbi.org.in / hmrdbhubaneswar@rbi.org.in and the same shall be discussed on the day of pre bid meeting. Minutes of the said meeting will be made available in RBI website and MSTC Portal.</p>
(e) Last date of submission of completed Bid	March 12, 2026, till 12:00 PM
(f) Date and time of opening of Techno-commercial Bids (Part-I)	March 12, 2026, at 01:00 PM
(g) Evaluation Criteria	The successful bidder shall be finalized as per the Evaluation Criteria mentioned at Clause No. 1.6

	of this section which shall be final and binding on all the bidders.
(h) Award of contract	<p>The work shall be awarded to the successful bidder who is found eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the tender.</p> <p>Until a formal contract is prepared and executed, the Work Order shall constitute a binding contract. The successful bidder shall take over entire work within 7 days of notification of award of work or the date as specified by the Bank.</p> <p>However, the Bank will have the sole right to terminate the contract and select L2 (similarly L3, L4) bidder, in case the successful L1 bidder fails to fulfil its obligation.</p>
(i) Falsification/suppression of information	Falsification/suppression of information, if any, shall lead to disqualification of the bidder/cancellation of contract even after the award of work and during the currency of the contract.
(j) Signing of contract	The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper within 7 days of award of work. The stamp duty shall be borne and paid by the Vendor. However, the issue of intimation of award of work by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.
(k) Date and time of opening of Financial Bids	Shall be intimated to all Bidders later after scrutiny of Techno-commercial Bids.
(l) Commencement Date	Will be specified in the work order.
(m) Performance Bank Guarantee (PBG)	Performance Bank Guarantee for an amount equal to 5 % (five percent) of the Contract Amount from any Scheduled/Nationalized bank as per the proforma given in Annexure-II or amount equivalent to PBG through online mode (NEFT / RTGS) mentioned at Annexure-V of the Tender Document. For details, please refer to Clause - 3.11 of Section-VI .
(n) Power of Attorney	Shall be submitted in favour of the person signing the tender documents in case of a company/firm.

(o) Payment Conditions	Refer to Clause 38 of Section-VIII
(p) Penalty Clauses	Refer to Clause 16 of Section-VIII
(q) Validity of the tender	90 days from the date of opening of Part I , the period which may further be extended by the Bank upon agreement with the bidder(s). The bidder shall not cancel or withdraw the tender or change the quoted rates during the validity of the tender.
(r) All disputes arising shall be subject to the jurisdiction of courts in	Bhubaneswar
(s) Contact person for communication in connection with this tender	<ol style="list-style-type: none"> 1. Shri Abhishek Pradhan, AM, HRMD – apradhan1@rbi.org.in Ph No: 7978339754 2. Shri Rahul Singh Keram, Manager, HRMD – rskeram@rbi.org.in Ph No: 7587109012
(t) Insurance in respect of damages to Persons and Property	<p>Vendor shall take the following Insurance Policies: (in the joint names of Reserve Bank of India and the Vendor with the name of the former being placed first in the policy)</p> <ol style="list-style-type: none"> 1) Vendor's All Risk Policy for the full Contract Value for entire Contract Period 2) Workmen Compensation Policy for all workmen deployed at site 3) Third Party Liability Policy as per following details: <ol style="list-style-type: none"> a) For injury to persons – Rs 2 Lakh per person per accident b) For damage to property – Rs 5 Lakh per accident <p>Subject to overall ceiling as per extant Insurance guidelines.</p>
1.2	Rights of the Bank: The Bank reserves the right to accept or reject any or all Bids without assigning any reasons, and also reserves the right to relax any of the terms and conditions. The Bank is not bound to accept the lowest or any tender and may at any time terminate the tendering process without assigning any reason. No Bidder shall have any cause of action or claim against the Bank for rejection of his Bid.
1.3	All information submitted in response to this tender shall be the property of the Bank and it shall be free.

1.4	<p>Amendments and Extensions of the e-Tender: At any time prior to the last date for receipt of e-tender, the Bank may, for any reason, whether on its own or in response to a clarification requested by a prospective tenderer, may modify the e-tender document by an amendment. In order to provide the prospective tenderers with reasonable time to take the amendments if any, into account in preparing their bids, the Bank may at its discretion, extend the last date of submission of the e-Tender. The tenderer should regularly check the Bank's website for any amendment / corrigendum / clarification regarding the e-tender. No e-tender can be modified subsequent to the last date of submission of the same. No e-tender can be withdrawn after the last date for submission of e-tender and/or the expiry of the validity period of the e-tender as specified in the e-tender document. Withdrawal of the tender application by the bidder during the said interval shall result in forfeiture of the EMD submitted by the tenderer. In the event of the opening of Part-I (Technical Bid) being declared a Holiday, the same will be opened on the next working day at 11:30 AM.</p>
1.5	<p>Evaluation of Clients'/Performance Reports: The Bank may obtain reports on past performance of the tenderer from her/ his clients and bankers. The Bank may evaluate the said reports before opening of the Part- II of the tender. If any tenderer is not found to possess the required eligibility for participating in the tendering process and/or her/ his performance reports received from her/his clients and/or her/ his bankers are not found satisfactory/poor, the Bank reserves the right to reject her/his offer even after opening of Part I of the tender and her/his Part II of e-Tender i.e., financial bid will not be opened and EMD shall be returned back to her/ him as it is.</p>

1.6: Evaluation Criteria

Technical bid evaluation

The Bank would examine and evaluate received Techno-Commercial Bid(s), as per the proposal submitted by the Bidders, in line with the Bank's requirement mentioned in Scope of Work at [Section V](#). All the Bidders who satisfy the Bank's eligibility criteria in Technical Evaluation will be eligible for opening of their Financial Bid.

Financial Bid Evaluation

The Bank will open and scrutinize the financial bids of the technically qualified Bidders only. The Financial Bids will have to be submitted in the format as per [Part-II](#) on MSTC portal only.

Bidders quoting zero cost for items will be rejected. The Bank will seek rate analysis and justification from the vendor in case of abnormally low/high rates (+ / - 25% of estimate value for consumables and overheads) and the reasons found reasonable only the Bank will award the work. If the rates quoted by the tenderer are found not workable/ feasible, the Bank reserves its right to summarily reject such tender. There will not be any changes to the quoted rates. Failure on the part of the bidder to provide such clarification within the stipulated time, may entail cancellation of the bid of such bidder. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered.

The evaluation criteria to be adopted for arriving at the lowest bidder (L1) in the Part-II (Financial Bid) is as stated under-

Header No. 1

Rates (Y) quoted by tenderers for the items shall be multiplied with the tentative consumption per annum (X) of that item to form a total amount (Z), for respective items.

The sum of total amount (Z) for all items will be used to arrive at cumulative total (T1).

Header No. 1			
Item	Tentative consumption per annum (in number) X	Rate per unit in Rupees (in figure) Y	Total Amount per annum (in Rupees) Z= X*Y
Item A	X _A	Y _A	Z _A = X _A * Y _A
Item B	X _B	Y _B	Z _B = X _B * Y _B
:	:	:	:
Item P	X _P	Y _P	Z _P = X _P * Y _P
Total (T1)			T1= Z_A + Z_B + ...+ Z_P

Header No. 2

“Profit/Service Charges” must be quoted more than or equal to 3% (three percent) of the total minimum wages detailed at Item Q (Total wages excluding GST) of Annexure XI which works out to be ₹1,04,890/- (Rounded off).

Bids quoting the Contractor’s Profit/Service charges below amount i.e., ₹1,04,890/- will be rejected without assigning any reason thereof.

The bidder must quote the Profit/Service Charges per annum (12 months) excluding GST, as amount in Rs. (Not in Percentage)

- The sum of total amounts arrived at Header No. 1 and Header No. 2 will be considered for arriving at successful bidder. The lowest amount of sum of Header No. 1 and Header No. 2 (rounded off to two decimals) will be declared as successful bidder (L1)
- In case the lowest tendered amount of two or more bidders is the same, then such lowest bidders may be asked to submit a revised offer quoting discount on their already quoted tendered amount in a sealed envelope. Further, if any such lowest bidder does not revise his/her bid on lower side, his/her original bid shall remain valid for further processing. The lowest tender shall be decided on the basis of revised offer.
- If the revised tendered amount of two or more bidders received in the revised offers is again found to be equal, then the firm with the highest annual turnover in FY 2024-25 shall be considered for the award of contract.

Place:

Date:

Signature and seal of the Bidder

Section VI: Terms and Conditions

3.1	Tender Document:
3.1.1	Tender shall consist of this document having different sections, NIT, Annexures, Schedules, Addendum or Corrigendum etc. issued by the Bank for the purpose.
3.1.2	Bidders are advised to study all sections of tender documents thoroughly. Submission of Bid shall be deemed to have been done after careful study and examination of the tender documents with full understanding of its implications.
3.1.3	Tenderers are advised to use only the forms (tender document) uploaded on MSTC portal. 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. However, if they desire to submit additional information, they may upload so on their own letter head/paper. Each page of the tender forms shall be signed and uploaded.
3.1.4	Eligibility criteria shall be as per Section-III of the tender document.
3.2	Amendment to tender document
(i)	At any time prior to the deadline for the submission of Bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify the tender by an amendment.
(ii)	Any such amendment will be uploaded on RBI website. The addendum (s) issued will form part of the tender documents.
(iii)	In order to afford prospective Bidders reasonable time for preparing their bids after taking into account such amendments, the Bank may, at its discretion, extend the deadline for the submission of Bids.
3.3	Preparation of Bid: Tender in prescribed form shall be submitted in two parts – Part I - Techno-commercial Bid and Part II – Financial/Price Bid . Bids shall be submitted online only and within the due date as specified in the tender. Any tender received in physical form and those received late will not be entertained.
3.3.1	Techno-commercial Bid
(i)	Part-I of the tender will contain Bank's standard technical and commercial conditions (not Price Bid) for the proposed work, tender's covering letter and the proof of EMD of ₹ 1,76,000/- (2% of the estimated amount) .
(ii)	Bidder must fill all the details specified in various sections and Annexure.
(iii)	EMD shall be part of Techno-commercial Bid. The amount of EMD is as given above. No interest is payable on the EMD. The bids received without EMD shall be rejected.
(iv)	The tender documents must be without any ambiguity and if any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion. Only the documents as uploaded by the tenderer in MSTC portal shall be considered as final and no additional document shall be entertained for consideration. Conditional bids will be summarily rejected.

3.4	<p>Minimum Wages – The bidders shall follow Minimum Wages Act and all other applicable laws, rules and regulations, statutory requirements. Minimum wages and / or Variable Dearness Allowance will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time with i.e. effective from 1st April and 1st October every year, for ‘Industrial Workers’ – ‘CONSTRUCTION OR MAINTENANCE OF ROADS OR RUNWAYS OR IN BUILDING OPERATIONS INCLUDING’ for ‘Area B’. The “Cook & Supervisor”, “Assistant Cook” and “Service boy” shall be considered under the category “Skilled”, “Semiskilled” and “Unskilled” respectively based on the nature of duties entrusted to them.</p>
3.5	<p>Financial/Price Bid:</p>
(i)	<p>Part-II of the tender will contain no conditions, but tenderer’s Financial Bid only.</p> <p>Special Note: - The bidder should quote price as per format prescribed in Part II as available in MSTC portal.</p>
(ii)	<p>Header No. 1 of Part-II of the Tender document will include rates per unit for Item No. A to P, (inclusive of GST), as detailed in Financial Bid (Part II).</p> <p>The Vendors are advised to quote the rates (inclusive of GST) for Item No. A to P and rates (exclusive of GST) for Item No. Q.</p>
(iii)	<p>The Bidder should ensure that all columns of the Financial Bid are duly filled, and no column is left blank. After opening of the financial bid, no clarifications whatsoever shall be entertained by the Bank.</p>
(iv)	<p>There shall be no provision in the financial bid for quoting of the rates for labour component engaged at Officer’s Lounge and Tea Pantry.</p> <p>However, the Vendor shall pay the wages to the manpower deployed by him in accordance with the provisions/statutes/acts/terms and conditions stipulated by the Central Government from time to time towards statutory payments viz. Minimum Wages, EPF, ESI, Bonus etc. (as detailed in Annexure -XI). The fixed cost of labour/workforce (Labour Component) will be reimbursed only for the manpower engaged at Officer’s Lounge and operation of tea pantry (Excluding Staff Canteen) on actual basis on production of proof of payment as per the statutory rates. In case any statutory payment is not applicable for any vendor or labour category, the same would not be reimbursed even if the same is mentioned in the financial bid.</p>
(v)	<p>If any column of the price schedule are found blank then the tender of the respective Bidder shall be treated as non-responsive and will be summarily rejected by the Bank.</p>
3.6	<p>It will be imperative on the part of each Bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the</p>

	performance of the contract and cost of the items. No request for the change of price shall be entertained, on account of any local condition or factor once the offer of the Bank is accepted by the Bidder.
3.7	Currency of Bid: Bids shall remain valid for acceptance by the Bank for the period of 90 days from the date of opening of Part-I of the tender, the period which may further be extended by the Bank upon agreement with the bidder(s).
3.8	The Vendor shall make alternate arrangements (substitute staffs) in the absence of a regular staff. No extra charges will be paid in this regard.
3.9	Earnest Money Deposit (EMD):
3.9.1	The Bidders shall deposit EMD of ₹ 1,76,000/- by NEFT to Reserve Bank of India, Bhubaneswar Account by 12:00 PM on March 12, 2026. The account details for NEFT transactions are detailed at Annexure-V . Proof of remittance indicating transaction number and other details shall be uploaded on Bank's approved MSTC e-tender portal along with other tender document.
3.9.2	No Interest on EMD shall be paid.
3.9.3	Bids not accompanied with EMD shall be treated as non-responsive and will be rejected by the Bank.
3.9.4	The EMD of unsuccessful Bidders shall be returned by the Bank within 30 days of award of work to successful Bidder.
3.9.5	The EMD of the Successful Bidder will be released after award of the work and on submission of the Performance Bank Guarantee.
3.10	EMD shall be forfeited if the Bidder:
3.10.1	Makes misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria;
3.10.2	Withdraws his Bid during the period of bid validity or fails to execute the contract or refuses to accept the award of work.
3.10.3	Has been blacklisted by any Government agency and the blacklisting is still in force.
3.11	Performance Bank Guarantee <ul style="list-style-type: none"> ➤ Performance Bank Guarantee for an amount equal to 5 % (five percent) of the Contract Amount from any Scheduled/Nationalized bank as per the proforma. The Performance Bank Guarantee shall initially be valid till the expiry of the contract plus two months (i.e. stipulated date of completion plus two months) ➤ Earnest Money Deposit (EMD) will be released after award of work and on submission of Performance Bank Guarantee (PBG). RBI will release the Performance Bank Guarantee after the date of final completion of the work

	<p>plus claim period of two months. The amounts retained by RBI shall not bear any interest.</p> <p>➤ The Bank may terminate the contract in the event the successful bidder fails to furnish the Performance Bank Guarantee or fails to execute the agreement within specified period.</p>
3.11.1	<p>Compensation/Recovery from the Vendor</p> <p>All compensation or other sums of money payable by the Vendor to the Bank under the terms and conditions of this Contract may be deducted from the monthly bill amount or by invoking the Performance Bank Guarantee if the amount so permits unless the Successful Bidder deposits such amounts in cash within ten days of issue of demand notice by the Bank.</p>
3.12	<p>Procedure for Submission of Bids</p> <p>Interested Bidders / Agencies shall upload the tenders in prescribed form in two parts. Part-I of the tender will contain the tenderers' covering letter along with all documents as specified whereas Part-II of the tender will contain only Financial Bid.</p>
3.13	<p>Techno-commercial Bid</p>
(i)	Prices should not be indicated/ included in the Techno-commercial Bid.
(ii)	EMD shall be part of Techno-commercial Bid.
3.14	<p>Financial/Price Bid</p>
(i)	<p>Rejection of the bid:</p> <p>Bidders quoting any of the rates in Header No. 1 (Other Components) of the financial bid as zero (including GST) or not reasonable as per the discretion of the Bank will be rejected.</p>
(ii)	No conditional/optional quote shall be accepted.
(iii)	Bidders shall not be permitted to alter or modify their Bids after receipt of Bids.
3.15	Receipt of Bids -The Bids will be accepted till the scheduled date and time as mentioned in the tender document.
3.16	<p>Opening of Techno-commercial Bid</p>
(i)	The Techno-commercial Bids (Part-I) will be opened on the scheduled date and time as specified in Section-V of the tender document at Reserve Bank of India, Human Resources Management Department, Bhubaneswar. The Bidders or their authorized representatives are advised to be present during opening of the same.
3.17	<p>Scrutiny of Techno-commercial Bid</p>
(i)	The Techno-commercial Bid shall be evaluated as per the terms and conditions specified in the tender document.
(ii)	After evaluation of the Techno-commercial Bids, the Financial/Price Bid of only eligible Bidders will be opened. The decision of the Bank on technical suitability of the offer shall be final and shall not be called into question.
3.18	<p>Opening of Financial Bid</p>

	The Financial Bids of the short-listed Bidders will be opened later, and such short-listed Bidders will be intimated about the date and time accordingly. The short-listed Bidders or their authorized representatives are advised to remain present during opening of Financial Bids.
3.19	Scrutiny of Financial Bid
	The Financial Bid shall be evaluated as per the terms and conditions specified in the tender document.
3.20	The Bank reserves the rights to vary the Schedule of Quantities at the time of award of work order or signing of Contract or any time during the currency of the contract.
3.21	The Bank may 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 banker's solvency report are not found satisfactory or poor, the Bank reserves the right to reject his offer even after opening of Part-I/ Part- II of the tender. The Bank is not bound to assign any reason for doing so.
3.22	The Bank reserves the right to accept or reject to any or all Bids:
(i)	<p>Notwithstanding anything mentioned above, the Bank reserves the right to accept or reject any bid at any time prior to award of Contract without thereby incurring any liability to the affected Bidder or Bidders. The Bank may not assign any reason for rejection of any or all Bids. The Bank reserves the right to cancel/annul the selection process, at any stage prior to the award of the contract on account of the following:</p> <ul style="list-style-type: none"> (a) In case no bid is received (b) Occurrence of any event due to which it is not possible to proceed with the selection process. (c) Evidence of a possible collaboration/collusion/mischief on part of Bidders, impacting the competition and transparency of the selection process. (d) any other reason, which in the opinion of the Bank necessitates the cancellation of the selection process (e) On occurrence of any such event, the Bank shall notify all the Bidders within 07 days or any reasonable time of such decision. The Bank shall also promptly return the EMD submitted by the Bidders within reasonable time of issue of such notice. The Bank is not obligated to provide any reason or clarification to any Bidder on this account. Liability of the Bank under this clause is restricted to returning the EMD and no other reimbursements of costs/ expenses of any type shall be made by the Bank on this account.

(ii)	The Bank further reserves the right to re-tender the process (or get the work done by a government agency or Quasi Government agency) if the Bank is of the opinion that the bids received are not economically or otherwise feasible or not acceptable due to reasons in sub clauses (a) to (d) above.
3.23	The Successful Bidder has to give undertaking on Non Judicial Stamp Paper in accordance with the instruction issued by State Government of Odisha of applicable value before the award of the work that it undertakes to actually pay wages to all the labourers of all descriptions to be engaged by it for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under Contract Labour (Regulation and Abolition) Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for the Successful Bidder's failure to pay such wages and provide the essential amenities. The agency shall pay to the workers employed by him for the catering services at OLDR, Staff Canteen and Operation of Tea Pantry at Bank's Main Office Premises as per the timeline fixed in Section 5 of Payment of The Payment Of Wages Act, 1936 read along with The Payment of Wages (Procedure) Rules, 1937.
3.24	The Successful Bidder shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970, Bonus Act 1965 or any other labour law / statute in force in this regard. The Successful Bidder only shall be responsible for liabilities, if any, in this regard.
3.25	<p>Insurance in respect of damages to Persons and Property: The Vendor shall be responsible for all injury or damage to persons, animals or things, and for all damage to property which may arise from any factor omission on the part of the Vendor. Thus, the Vendor needs to undertake the following insurance policies, in the joint names of the Employer i.e. Reserve Bank of India and the Vendor with the name of the former being placed first in the policy, mandatorily before commencement of the work.</p> <ul style="list-style-type: none"> a. Vendor's All Risk Policy for the full Contract Value for entire Contract Period b. Workmen Compensation Policy for all workmen deployed at site c. Third Party Liability Policy as per following details: <ul style="list-style-type: none"> (i) For injury to persons – Rs 2 Lakh per person per accident (ii) For damage to property – Rs 5 Lakh per accident <p>Subject to overall ceiling as per extant Insurance guidelines.</p> <p>Note:</p> <ul style="list-style-type: none"> ➤ These policies shall be valid till the completion of the work. If the Successful Bidder does not provide these policies, the Bank reserves the

	<p>right to take the above insurance policies and recover the cost thereof from the bill of the Successful Bidder.</p> <ul style="list-style-type: none"> ➤ The Vendor shall be responsible for any liability which may not be covered by the insurance policies referred to above and also for all other damages to any person, animal or defective carrying out of this contract, whatever, may be the reasons due to which the damage shall have been caused. ➤ The Vendor shall also indemnify and keep indemnified the Employer against all and any costs, charges or expenses arising out of any claim or proceedings relating to the works and also in respect of any award of damage or compensation arising there from.
3.26	<p>Signing of Contract Agreement</p> <ul style="list-style-type: none"> ➤ The General instructions to the tenderers and special conditions, conditions herein before referred to, Conditions of Contract and Technical Specifications enclosed with the tender documents, the subsequent correspondence exchanged between the Bank and the tenderer, and the work order placed shall be the basis of the final contract to be entered into with the successful tenderer. ➤ The successful tenderer / Vendor, on acceptance of his tender by the Employer, shall, within 7 days from the stipulated date of start of the work, sign the contract consisting of:- Articles of agreement on non-judicial stamp paper/s of appropriate values (The cost of the stamp paper/s shall be borne by the Vendor. One Certified copy of the agreement will be handed over to the Vendor by the Employer). The draft Articles of Agreement is provided at Annexure-I. ➤ Notwithstanding the signing of the agreement, the written acceptance by the Bank, of a tender in itself will constitute a binding agreement between the Bank and the person so tendering, whether such contract is or is not subsequently executed. No payment for the work done will be made unless contract is signed by the Vendor. ➤ If the successful bidder fails to sign the formal agreement within the stipulated period or fails to commence the work on the due date, the letter awarding the work shall be treated as cancelled and the EMD deposited shall be forfeited. Further, the Bank reserves the right to debar such persons / agencies / companies from participating in any tenders or undertaking any work in the Bank for a period of three years. However, before doing so, the Bank may give such bidders a seven days' notice to show cause (SCN) and consider any reply submitted to the SCN before finally deciding on debarring the person / agency / company. The decision of Regional Director, Bhubaneswar shall be final in this regard.
3.27	<p>Right to Accept Part Tender: The Bank reserves the right to accept the tender either in whole or in part.</p>
3.28	<p>It may also be noted that the general terms and conditions are indicative in nature and the same shall not restrain the Bank from imposing or requiring the tenderer to agree upon such further or other terms and conditions, or to alter,</p>

	modify or omit those terms and conditions, as are considered necessary for the due and proper execution of the work being awarded under this tender.
3.29	Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and invoke the Bank Guarantee submitted.
3.30	Taxes / Duties / Levies: The prices quoted shall be inclusive of GST but deemed to have included all other taxes, local levies etc. imposed by Central/State Government/Local Bodies. If the tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards.
3.31	Sub-letting of the Contract not allowed - The Contract is not a transferable contract under any circumstances. If awarded, the vendor shall not assign/sublet/transfer the contract either fully or partly or any portion of the contract to any other person or company/organization.
3.32	The Vendor 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 Schedule of Quantities, 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 and maintenance of the works.
3.33	The Vendor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years. Employment of child labour is strictly prohibited and will lead to immediate termination of the contract. Weekly holiday must be given to all catering staff (which should be strictly adhered to) as per Statutory Requirement without affecting services. No extra payment will be considered other than rates quoted by the firm. Similarly leave must be given to the workers as per labour laws with an alternative arrangement.
3.34	Facilitating Service beyond Office hours: Besides normal working hours, the Bank also functions, at times, on odd working hours. If required, the Vendor shall facilitate the service beyond office hours. The working hours for the workers deployed during that period shall be informed by the Bank. Please note that the said arrangement shall be made by the Vendor within the manpower approved for this contract. No extra payment to the workers shall be made by the Bank. The Bank will not provide any accommodation to the employee engaged by the Vendor. The Vendor must bear all liabilities of his/her employees including transportation costs even when the workers are called for duty on odd hours. The Bank will not bear any liability towards conveyance charges and accommodation of the workers.
3.35	Renewal of the Contract: The period of contract for this year is from April 01, 2026, to March 31, 2027 or as specified by the Bank in the work order. The said contract is renewable for FY 2027-28 (April to March) and FY 2028-29 (April to March) subject to the satisfactory performance of the Vendor during FY 2026-27 and other terms and

	<p>conditions detailed in the tender document. The escalation in the contract amount during renewal shall be considered as follows:</p> <p><i>For Labour Component, the Bank shall compensate the Vendor any increase in Minimum wages as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time and the associated statutory liabilities like PF and ESI shall also be compensated accordingly.</i></p>
3.36	<p>Settlement of Disputes and Arbitration:</p> <p>Any claims, dispute and or difference arising out of or relating to this contract like specifications, estimates, instructions, orders, quality of workmanship or materials used on the work, interpretation of the terms mentioned in the tender document, validity or termination of this Agreement etc. will be resolved through joint discussion among the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the Regional Director, Reserve Bank of India, Bhubaneswar. In case the Agency does not agree to such appointment, both the parties will appoint an arbitrator each and the arbitrators then will appoint the Presiding Arbitrator. The Arbitrator may give interim awards and/or directions, as may be required. The award of the Arbitrator/panel of Arbitrators shall be final and binding on both the parties. The Arbitration and Conciliation Act, 1996 shall be applicable. In case of any unresolved dispute between the Agency and RBI it shall fall within the jurisdiction of the courts in Bhubaneswar, Odisha and will be governed by the relevant statutory provisions in force in India.</p> <p>It is agreed that the Vendor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator is given, abide by the decision of the Employer. No award of the arbitrator shall relieve the Vendor of his obligations to adhere strictly to the Employer's instructions with regard to the actual carrying out of the works. The place of Arbitration shall be Bhubaneswar, Odisha.</p>

Place:

(Signature of the Bidder with stamp)

Date:

(Name)

SECTION – VII: SCOPE OF WORK & OBLIGATION/RESPONSIBILITIES OF THE Vendor

1.	The contract, if awarded, shall be initially valid for a period of one year i.e. from April 01, 2026 to March 31, 2027 . The Bank reserves the right to extend the period of contract for a further period of up to two years (one year at a time) on terms mutually agreed upon. The Bank may decide to expand the scope of this contract for providing Special Lunch/Basic Lunch/Tea/ Coffee at its Visiting Officers Flats and Transit Holiday Homes located in Bhubaneswar at mutually agreed terms and conditions within the broad framework of this contract.												
2.	The Lounge is presently housed on the 3rd floor, Main Office Building, catering to the needs of Officers. As per the prevalent practice, Officers are required to indicate their intention to have lunch in the Lounge on the previous day. However, sometimes, some officers may not be in a position to indicate the same. Such last moment requests for lunch should be accommodated to the maximum extent. Quality and quantity of food supplied should be of the standard which befit the status of the officers of the Bank. The vendor has to provide Tea/Coffee, Normal Tea, High Tea (Type A/B), Basic Lunch, Special Lunch facilities and Other Items on à la carte basis at OLDR as per the menu (Annex X) for which the indent will be provided to the vendor for the said programme. Further, the vendor has to provide tea/coffee/breakfast/snacks/lunch facility at the Staff Canteen located at Annexe Building, or any other place at Main Office Premises, as desired.												
3.	<p>The successful bidder shall be responsible to deploy 14 catering staff (as per details mentioned below) to ensure smooth catering services in the Bank's premises. Further, in the absence of any workforce, a suitable substitute shall be posted.</p> <p><u>(a) Manpower for OLDR and Operation of Tea Pantry</u></p> <table><tr><th>Type of Employee</th><th>No. of Employee</th><th>Details of Staff</th></tr><tr><td>Skilled</td><td>02 (Two)</td><td>01 Supervisor and 01 Cook</td></tr><tr><td>Semi-Skilled</td><td>02 (Two)</td><td>02 nos. of Assistant Cook</td></tr><tr><td>Unskilled</td><td>10 (Ten)</td><td>10 nos. of Service Boy</td></tr></table> <p><u>Responsibility of Staff: -</u></p> <p><u>(A) Supervisor: -</u></p> <p>i) The Supervisor deployed should have at least three years' experience in relevant field.</p> <p>ii) Should be of courteous and polite.</p> <p>iii) Will be responsible for overall functioning of OLDR and staff canteen and cleanliness.</p> <p>iv) Should be in Proper uniform.</p>	Type of Employee	No. of Employee	Details of Staff	Skilled	02 (Two)	01 Supervisor and 01 Cook	Semi-Skilled	02 (Two)	02 nos. of Assistant Cook	Unskilled	10 (Ten)	10 nos. of Service Boy
Type of Employee	No. of Employee	Details of Staff											
Skilled	02 (Two)	01 Supervisor and 01 Cook											
Semi-Skilled	02 (Two)	02 nos. of Assistant Cook											
Unskilled	10 (Ten)	10 nos. of Service Boy											

	<ul style="list-style-type: none"> v) He will personally be responsible for ensuring good quality of food and other eatables provided in OLDR and Staff Canteen. vi) Should ensure that all electrical, plumbing, furniture, etc. are always in proper order through constant checking and inform the OLDR desk regarding any issues. vii) Should ensure that all the utensils, crockery, kitchen equipment is cleaned and in working order. viii) Should ensure that the kitchen is kept clean and in hygienic condition. ix) Will supervise and check the overall working of Cook, Assistant Cook and other service boy. x) Should ensure that good quality food is being prepared timely and served properly to the staff. xi) Will be the Vendor's point of contact with the Bank. xii) Will ensure timely service of Tea/Coffee/ Normal Tea/High Tea (Type A or B), Basic Lunch and Special Lunch during various meetings. xiii) Will ensure that good quality approved brand raw material supplied in the OLDR and staff canteen. <p><u>(B) Cook and Assistant Cook:-</u></p> <ul style="list-style-type: none"> i) The Cook and Assistant Cook deployed should have at least three years' experience in relevant field and of handling large kitchens. ii) Should be well versed in cooking north, south Indian, Chinese dinners/lunch/breakfast items. iii) Should maintain hygiene in the kitchen. iv) Should be in Proper Uniform. v) Should assign works to support staff in kitchen. vi) Should ensure that timely good quality food is prepared. vii) Should be utilized for preparation of tea/coffee, Basic Lunch, Special Lunch and Other A-la-Carte menu items on daily basis. <p><u>(C) Service Boy</u></p> <ul style="list-style-type: none"> (i) Should be courteous and polite. (ii) Should serve the meals in a clean and hygienic manner in Officer's Lounge. (iii) Should serve the water/tea/coffee/snacks etc. to staff members of the Bank in a clean and hygienic manner on their respective tables, meeting halls, conferences etc. (iv) Should keep the dining tables always clean and presentable. (v) Should enquire with staff members and provide additional food items on request. (vi) Should not keep staff members waiting to be served. (vii) Should thoroughly clean the utensils. (viii) Should assist cooks in cutting/storing of vegetables, cooking or any other work assigned by the Cook, Assistant cook or Supervisor. (ix) Refilling/Cleaning of Kettles/thermos etc. with drinking water daily in the morning, provided by the Bank in the cabins of the officers of the Bank. (x) Should be in proper uniform.
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	<p>(xi) Serve Tea/Coffee at least twice a day /in each half as per the time determined by the Bank at the desk/cabin of Officer's on a daily basis.</p> <p>(xii) Refill water bottle at Senior Officer's Cabin or as per the place decided by the Bank.</p> <p>(xiii) Clean, refill and place the water bottle in various meetings.</p> <p>(xiv) Serve Tea/Coffee/ Normal Tea/High Tea in various meetings/Senior Officer's Cabin/ location decided by the Bank.</p> <p>(xv) Serve Basic Lunch (Buffet Lunch) at OLDR on a daily basis.</p> <p>(xvi) Clean Crockery and Cutlery used at Tea Pantry and OLDR on a regular basis.</p> <p>NB:</p> <ul style="list-style-type: none"> ✓ The bidder shall be fully responsible to adhere to the recent wage notification as stipulated by as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time and the associated statutory liabilities like PF and ESI shall also be compensated accordingly as applicable from time to time as per Annexure XI. Bank reserves the right to increase or decrease the number of staff as specified above. Bank will only reimburse the minimum wages for the staff deployed by the vendor for the working days, as notified by the Chief Labour Commissioner (Central), Ministry of Labour & Employment as applicable from time to time to the tenderer separately. Any additional expenses over and above the minimum wages of the above staff, will be borne by the vendor. ✓ In addition to the Basic Lunch, the vendor has to provide Tea/Coffee, Normal Tea, High Tea (Type A/B) , Basic Lunch, Special Lunch facilities and Other Items on à la carte basis at OLDR as per the menu (Annex X) for which the indent will be provided to the vendor for the said programme. Additional Manpower required for preparation (Specialized Cook/Assistant Cook) for Starter and Other menu items and serving staff during the Special Lunch/meetings will be provided by the Vendor and the expenditure for the same will be borne by the Vendor. The Vendor is advised to quote the rates at Annex X considering the expenditure incurred for arrangement of additional manpower for preparation and providing service during the special lunch at OLDR. Special Lunch will have to be supplied based on specific orders and not on regular basis. ✓ The vendor shall also supply beverages / food items (Cakes, Chocolates, Cold Drinks, Refreshments, Tea, Coffee, Cookies, Ice Cream, Dry Fruits etc). as and when desired by the Bank, which shall be payable as per MRP. <p>(b) <u>Manpower for Staff Canteen</u></p> <p>Bank will not bear manpower cost engaged at Staff Canteen. There would be no fixed remuneration given by the Office for the Staff deployed in Canteen. The revenue would be generated by the sale of food items in the canteen as per the rates detailed at Annexure-XIII.</p>
4.	A local representative of supplying agency shall be In-charge of the entire

	contract and shall be responsible for the efficient rendering of the services under the contract and for ongoing co-ordination with HRMD, RBI, Bhubaneswar.
5.	The vendor shall arrange for tea /coffee being served to Bank's officers at their desks/table during office hours, on all working days or on any other day as specified by the Bank. The vendor shall arrange for disposable cups, Plates for tea/coffee/ Normal Tea/High Tea services, wherever required and the cost for the same will be borne by the Vendor. In addition to this they also have to serve tea /coffee/ Snacks/ Normal Tea/High Tea during various meetings as desired by the specific department from time to time for which they have to maintain a record.
6.	Bills for supplies made including manpower charges of workforce deployed shall have to be submitted on a monthly basis along with supporting documents, latest by 10th of the succeeding month and subject to the correctness of the bill, payment shall be generally made within seven (07) working days' time, taking into account time taken for obtaining clarifications, if any, from the vendor in the bill. The decision of the Bank in the payment of bill shall be final.
7.	All the departments of the Bank function from Monday to Friday and only a few departments of the Bank function on Saturdays. The working hours in the Bank for serving Tea/ Coffee will be generally from 10:00 AM to 06:00 PM.
8.	The vendor shall have to serve Special Lunches/ Normal Tea/High Tea as and when required for which prior information shall be given by the Bank.
9.	The Officers shall be served with Tea/Coffee/ Beverages in bone china cups which shall be provided by the Bank.
10.	Vendor's Staff members shall clean the Kitchen and Dining area of Officer's Lounge and Staff Canteen, Officer's/RD's Pantry/Banking Ombudsman Pantry on a daily basis. The vendor's staff shall maintain personal hygiene.
11.	The Vendor shall be responsible for end to end operation, maintenance and supervision of Officer's Tea Pantry and RD's tea pantry, providing Basic Lunch at OLDR/ Special Lunch/ Management of Staff Canteen and also providing Snacks/ Normal Tea/High Tea during various meetings at conference rooms, cabins of the officers or any other designated places and tea/coffee /water at the desk to the officers and staff of Bank in the respective premises on all the working days or as demanded by the Bank.
11(a).	<p><u>Normal Tea/High Tea/ Tea & Snacks during meetings</u></p> <ol style="list-style-type: none"> The Vendor shall serve the Tea & snacks or Normal Tea or High tea to all the participants during the meetings held in the office premises or any other place decided by the Bank. The Vendor shall either serve the Tea & snacks or serve Normal Tea/High tea based on the instructions issued by the Bank. The Vendor shall ensure that staff posted for serving of Tea & snacks or Normal Tea or High tea during the meeting follows high standards of service and shall not in any way create disturbance/nuisance/ hindrance during the meeting. Plates, cups, etc. shall be immediately removed from the

	<p>conference room/officer's cabin after the completion of meeting.</p> <p>v. Potable Water shall be provided to the participants during the meeting.</p>
11(b)	<p><u>Pantry Services- Tea/Coffee/Water at Desk/Cabins</u></p> <p>i. The Vendor shall serve tea/coffee/water at the cabins / desks for all the officers / staff as instructed by the Bank on daily basis.</p> <p>ii. Tea/Coffee shall include green tea, lemon tea, masala-ginger tea, coffee, etc. or any other variant of tea/coffee beverages which shall be instructed by the Bank.</p> <p>iii. Tea/Coffee shall be served at least twice a day /in each half as per the time determined by the Bank.</p> <p>iv. Tea/Coffee/Water shall be provided in the officer's cabins/desk on as and when basis order.</p> <p>v. The Vendor shall be responsible for maintenance, cleaning etc. of pantry, crockery items (eg. Cups, Glass etc.).</p> <p>vi. The Vendor shall ensure that the used cups are immediately removed by his staff from desks of the officers.</p>
12.	The vendor shall get the medical examination done for its workforce (to be deployed for the purpose) at his/her own cost and the documentary evidence in this regard shall be furnished to the Bank before commencement of work.
13.	The vendor has to provide services to the officers who bring their own lunch in the OLDR, such as arranging for cleaning of the crockery/cutlery provided on their tables, filling of water bottle and providing drinking water etc. The vendor has to arrange for drinking water on the desks of Officers. The vendor shall have to serve Special lunches/ Normal Tea/High Tea (Type A & B) as and when required for which prior information shall be given by the Bank.
14.	The Bank shall deduct tax at source and all other taxes, duties as applicable from time to time from the amount payable to the vendor.
15.	The arrangements with the vendor shall stand terminated in the case of its insolvency.
16.	The vendor shall ensure uninterrupted supplies on all working days of the Bank. In the event of poor/ deficient service, the Bank reserves the right to terminate the arrangement with the vendor at a notice of two months.
17.	The Bank also reserves the right to terminate the contract by giving a notice of two months without assigning any reason/s thereof.
18.	The vendor shall submit details, such as names, residential address, age, etc., along with recent photograph of its workers to be deployed by it in the premises of the RBI, Bhubaneswar. For the purpose of proper identification of the employees of the vendor deployed for the work, it shall issue identity cards bearing their photographs/ identification, etc. and such employees shall display their identity cards at all times during their presence in the Bank's premises.
19.	The vendor shall have a procedure to conduct police verification of its workforce (to be deployed for the purpose) and shall be responsible for their conduct/ irregular behaviour. A copy of the Police Verification report shall be submitted to HRMD, Bhubaneswar within a month of commencement of work or

	engagement of new manpower in RBI Premises.
20.	The persons deployed by the vendor for the services mentioned above shall be the employees of the vendor for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the vendor and in no case, shall a relationship of employer and employee between the said persons and the RBI, Bhubaneswar shall accrue/arise implicitly or explicitly. It shall be the responsibility of the Vendor to ensure that no liability on this count should devolve on RBI, Bhubaneswar in any manner whatsoever. The vendor shall obtain a declaration from the persons deployed of having understood the same and also undertaking that they shall not raise or make any such claims against RBI, Bhubaneswar, and submit the declaration and undertaking to the Bank.
21.	In case, any of the persons so deployed by the vendor does not come up to the mark of efficiency professed, implied or expressly, by the vendor or does not perform his/her duties properly or commits misconduct or indulges in any unlawful acts or disorderly conduct, the vendor shall immediately withdraw such person(s) and take suitable action against such person(s) on the report from the RBI, Bhubaneswar in this respect. Further, the vendor shall immediately replace such persons even without any demand from the RBI, Bhubaneswar.
22.	The vendor shall be responsible for and make good any loss or damage, caused by any act or default, on its part or on the part of its employees/ agents to the Bank's people and/or property.
23.	The Performance Bank Guarantee furnished by the vendor shall be invoked in the event of unsatisfactory performance of the vendor and / or loss/ damage, if any, sustained by the RBI, Bhubaneswar on account of failure or negligence of the workers deployed or in the event of breach of the agreement by the vendor.
24.	The vendor shall comply with or cause to be complied with the Notifications issued by the Government from time to time in regard to payment of wages and the requirements of the laws relevant to payment of wages and submission of periodical returns to the authorities concerned. The vendor shall pay the minimum wages and all other dues which the persons deployed are entitled to receive under the provisions of Minimum Wages Act, 1948 and other relevant statutory enactments stipulated by the Government of India, Ministry of Labour from time to time and submit monthly compliance certificate (with details of wages paid) on payment of minimum wages for the persons deployed in the Bank's premises. The vendor shall pay the wages to the manpower under this contract based on the rates notified by Government of India, Ministry of Labour & Employment as per the actual number of working days during the month.
25.	The vendor shall make the payment of wages, etc., to the persons so deployed electronically and shall on demand furnish copies of wage register/ muster roll, etc., to the RBI, Bhubaneswar for having paid all the dues to the persons deployed for the work under the agreement. This obligation is imposed on the vendor to ensure that it is fulfilling commitments towards his employees so deployed as per the provisions of Contract Labour (Regulation & Abolition) Act,

	1970. The vendor shall comply with the provisions of Contract Labour (Regulation & Abolition) Act 1970 and the rules made there under by the Govt. from time to time at its own cost.
26.	In the event of the vendor committing a default or breach of any of the provisions of the Labour Laws including the provisions of Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time or in furnishing any information or submitting or filing any statement under the provisions of the said regulations and rules, which is materially incorrect, it shall without prejudice to any other liability, pay to the RBI, a sum as may be claimed.
27.	The vendor shall comply with the statutory provisions of Employees State Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employees Liability Act, 1938; Employment of Children Act 1938; Maternity Benefit Act 1961 and/ or any other rules/ regulations and/ or statutes that may be applicable at its own cost. The vendor shall be solely responsible for any violation of provision of the above-mentioned legislative enactments or any other statutory provisions and shall further keep the RBI, Bhubaneswar indemnified from all acts of omission, fault, breaches and/ or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. In case of vendor's failure to fulfil any of the obligations hereunder and / or under the said Acts, rules/ regulations/ or any bye-laws or rules framed under any of these, the RBI, Bhubaneswar shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the vendors monthly payment and invocation of Performance Bank Guarantee.
28.	<ol style="list-style-type: none"> a. The vendor shall be solely responsible for full compliance with the provisions of "The Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal Act, 2013)". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the vendor and the vendor shall ensure appropriate action under the said Act in respect to the complaint. b. Any complaint of sexual harassment from any aggrieved employee of the vendor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank. c. The vendor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the vendor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the vendor is proved. d. The vendor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues. e. The vendor shall provide a complete and updated list of its employees who are deployed within the Bank's premises within 7 days of

	commencement of work or change in manpower.
29.	The vendor shall take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of its employees so deployed and ensure preservation of peace and protection of persons and property of RBI, Bhubaneswar.
30.	The vendor shall remove all workers deployed by it on termination of the contract or on expiry of the contract from the premises of the RBI, Bhubaneswar and ensure that no such persons shall create any disruption / hindrance / problem of any nature in the RBI, Bhubaneswar either explicitly or implicitly.
31.	The Vendor shall keep the RBI, Bhubaneswar indemnified against all claims whatsoever in respect of the employees deployed by the vendor. In case any employee of the vendor so deployed enters into dispute of any nature whatsoever, it will be the primary responsibility of the vendor to contest the same. In case RBI, Bhubaneswar is made party and is supposed to contest the case, the RBI, Bhubaneswar shall be reimbursed for the actual expenses incurred/likely to be incurred towards Counsel Fee and other expenses, which shall be paid in advance by the vendor to RBI, Bhubaneswar on demand. Further, the vendor shall ensure that no financial or any other liability comes on RBI, Bhubaneswar in any respect and shall keep RBI, Bhubaneswar indemnified in this respect.
32.	The vendor shall ensure that the persons deployed by it do not take any article/material out of the RBI premises without a gate pass signed by the designated officials of the RBI, Bhubaneswar.
33.	The vendor and its staff shall not disclose, divulge, reveal or use for any purpose any information relating to the Bank, which would reasonably be considered to be private or proprietary to the Bank, the release of which could reasonably be expected to cause harm in any manner to the Bank, which the vendor has obtained, except as authorized by the Bank or as required by law. This obligation on the part of the vendor and its staff shall apply during the term of Agreement and indefinitely upon the termination of Agreement.

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

SECTION VIII: GENERAL INSTRUCTIONS TO VENDORS

Introduction

1. The e-tenders are invited from the Vendors through e-tendering on MSTC portal for **“Providing Catering Services at Officers’ Lounge and Dining Room (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar”**. The scanned and signed Part I of the tender is to be uploaded online on MSTC portal along with the price bid.
2. No tenderer will be able to bid for the tender after 12:00 PM of March 12, 2026, under any circumstances whatsoever.
3. The Part I of the tender will be opened **on March 12, 2026, at 01:00 PM** at Human Resource Management Department, Reserve Bank of India, Bhubaneswar. The date for opening of the [Part-II](#) will be decided by the Bank, after analysis of the documents uploaded during [Part-I](#).

Preparation of the tender

4. The e-Tender shall be prepared and submitted online in two parts, viz., [Part I \(Technical Bid\)](#) and [Part II \(Financial Bid\)](#).
5. Each of the tender documents should be deemed to be signed by the person or persons submitting the tender and is taken at his/their having acquainted himself/themselves with the General Conditions of Contract, Specifications, Special Conditions, etc. as laid down.
6. No advice of any change in rate or conditions after the opening of the tender will be entertained.
7. The tenderer must obtain for himself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of making a tender and for entering into a contract and must examine the requirements of tender and must inspect the site of the work and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto.
8. **Lunch/ Tea/ Coffee Timings**
 - a. The lunch hours may vary from 01:00 PM to 2:30 pm. However, under special circumstances the lunch hour may be extended. The Vendor shall arrange for tea /coffee being served to the Bank’s officers at their desks/table during office hours, on all working days or on any other day as specified by the Bank. The Vendor shall arrange for tea/coffee services, wherever required. In addition to this, they also have to serve tea /coffee to all other staff as desired by the specific department from time to time for which they have to maintain a record. However, if required by the Bank, services will have to be provided beyond office hours as well.

- b. The Vendor shall serve Special lunches/ Normal Tea/High Tea (Type A/B) as and when required for which prior information shall be given by the Bank and the charges for the same will be paid by the Bank. The bill will be cleared on monthly basis.

9. **Infrastructure provided by the Bank.**

- a) Pantry along with cooking utensils and water.
- b) Dining area with tables, chairs, refrigerator, microwave, Bain-Marie etc.
- c) Electricity connections/ points for electrical equipment, etc.

10. **Material/ services to be provided by the Vendor**

- a) The cost of edible materials, cooking gas cylinder (commercial), Gas Stove, **Cloth Napkins (properly starched)** and Paper Napkin (Good quality) for various meetings, lunches, etc., and transportation will be borne by the Vendor. Use of Kerosene is prohibited in the Bank's premises.
- b) Good quality table cloth and frills for various lunch events and meeting will have to be arranged by the Vendor, maintenance of same will also be borne by the Vendor.
- c) Cleaning material for crockery/ Kitchen / Dining / Pantry.
- d) Uniform, Gloves, Head Cap and Face Mask for staff members deployed at OLDR, Tea Pantry and Staff Canteen.
- e) The Vendor has to provide services to the officers who bring their own lunch in the OLDR, such as arranging for cleaning of the crockery/cutlery provided on their tables and providing drinking water etc. The Vendor shall be required to fill and replenish jugs with water from water purifiers/ dispensers installed on each floor, through floor level pantry boys to the Bank's officers at their desk on various floors.

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

11. **Crockery/Cutlery**

- a. **All crockeries and cutleries, etc., will be provided by Bank except for the Staff Canteen.** The same shall be maintained by the Vendor. The agency shall be responsible for cleaning and washing of the cutleries, crockeries and other utensils used for preparing and serving coffee/tea/breakfast/lunch/dinner. The agency shall ensure high standards in the food service. Broken/chipped and stained plates/bowls/cutleries must not be used.
- b. It is the duty of the Vendor to properly handle the crockery/cutlery/various gadgets, etc., provided by the Bank. Verification of such items can be done by Bank at any time and if any item is found missing/broken or in ill-condition, recovery will be made at actual price and the same will be recovered from the monthly bill. The decision of the Bank will be final in this regard.
- c. No item shall be taken out of the Lounge/Canteen without written permission of the designated officer nominated by the Bank. Normally no inventory shall be shifted from one room/ place to another, without approval of Designated Officer of Lounge and making valid entry in the stock register of the inventory.

- d. The Vendor has to ensure that the kitchen/ dining halls/ pantry area and all the crockery/ cutlery are cleaned and stacked properly every day prior to the closure Lounge/ Canteen.
- e. The Lounge Supervisor / AM (OLDR) will maintain a Breakage Register to keep a watch on breakages. This register will remain in the personal custody of the AM (OLDR). He/she would authenticate the breakages, if any, and submit a report of the same to DGM/AGM (Administration)/AGM (Personnel).
- f. In case of breakage of crockery/cutlery supplied by the Bank, penalty shall be levied at the cost of the respective items when the tolerance limit of 5% of the total numbers of crockery/cutlery is breached in a quarter.

Example: Total number of crockeries/cutleries supplied by the Bank = 100

Breakage during a quarter = **6 nos. (let's say 02 cups, 03 plates and one glass) which is more than the tolerance limit.**

Penalty shall be levied at the cost of those 06 nos. of items.

Menu

- a) The Vendor is expected to provide good quality vegetarian/ non-vegetarian lunch in proper hygienic condition to officers/Staff Members. Tea/ Coffee/ Basic Lunch/ Special Lunch/ Normal Tea/High Tea (Type A/B) will be served as per the Item No. detailed at Header-A (Other Components) of Financial Bid.
- b) Dishes served in lunch shall not be repeated. The items shall be rotated in such a manner so that the food is palatable. Overall quantity of menu shall remain sufficient to the satisfaction of the Officers/Staff. Surplus food shall be disposed of and not used in the next meal. The menu for each week must be pre- approved by the Bank.

12. Kitchen, Dining Hall and Pantry – Cleanliness and Hygiene

- a) The Vendor shall ensure that the food/tea is prepared in the kitchen area only. Highest standards of hygiene, which will be verified periodically by the Bank and the Bank's Medical Consultant, have to be maintained. In the case of unsatisfactory/unhygienic quality of food/tea item(s) or lapse in services rendered etc., deductions will be made as penalty as detailed at Para (16) of Section-VIII. The kitchen will be under the constant supervision of the Bank and any lapse will be viewed seriously by the Bank.
- b) The Vendor shall ensure that only freshly prepared food is supplied, and the left over is disposed of every day. Food cooked for the day is not to be served next day. If at any stage, any complaint is received or it comes to the notice of In-Charge of Lounge or to his/her designated officials/persons that the Catering Agency is not following the same, notice will be served to furnish explanation failing which the penalty as deemed by the Bank will be charged. Vegetables and non-veg items (meat) used for cooking shall be fresh and of good quality. Proper care shall be taken for perishable items, i.e., procure daily on need basis.
- c) The kitchen area, the dining room, wash basins, etc., in the Lounge and Canteen shall be maintained in a very clean and hygienic manner at all times

by the Vendor. **Cost of cleaning material shall be borne by the Vendor.**

- d) Malfunctioning of any equipment shall not be entertained as an excuse for unsatisfactory services. Upon end of contract / termination thereof, the Agency shall return all inventory to the Bank in good working condition barring normal wear and tear. For shortage/misplacement/theft, replacement cost of the items shall be recovered from the final bill or from the Bank Guarantee.
- e) The Vendor shall be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and served including with respect to raw material and ingredients incorporated therein and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provisions of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulations and orders framed there under, including safety and health of all consumers under the said contract. The Vendor shall keep the Bank indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.
- f) The Vendor shall ensure proper disposal of waste food.

13. Catering staff

- a) Catering support shall also be provided by the agency for meetings, conferences, etc., in the office and outside the office as and when required. The Bank shall not in any way be responsible for terms of employment/ engagement of kitchen as well as the service staff employed by the Vendor or violation of any labour law.
- b) The staff shall be properly dressed in neat and tidy uniform, bearing name plates besides being courteous, well-mannered and attentive. They should be conversant with the basics of the trade and must have necessary experience of table service. White apron and caps should be put on by the kitchen staff. The serving staff should necessarily put on hand gloves, caps and formal shoes along with the uniform.
- c) The employees/workmen employed by the Vendor shall always be under the direct and exclusive control and supervision of the Vendor and any replacement its workers should be done in consultation with the officer designated by the Bank. However, the Bank reserves the right to demand the change of any employee/worker if warranted. In the case of leave taken by any personnel, it will be the responsibility of the Vendor to ensure uninterrupted service/substitute arrangement in his place. Frequent change in the personnel has to be avoided by the Vendor.
- d) The Vendor has to arrange for, within a month of taking over the work, annual medical check- up done from any Government Hospital and police verification of the antecedents of staff engaged and submit the certificates to the Bank, failing which the Bank reserves the right to terminate the contract.

14. Insurance

- a) The successful Vendor shall take “All Risk Policy for the full Contract Value for entire Contract Period” and “workmen compensation policy” for all workmen deployed at site and Third Party Liability Policy (For injury to persons – Rs 2 Lakh per person per accident and For damage to property – Rs 5 Lakh per accident) in the joint names of the Employer i.e. Reserve Bank of India and the Vendor with the name of the former being placed first in the policy, mandatorily before commencement of the work for one year to be renewed thereafter if the contract is renewed by the Bank.
- b) The Vendor shall indemnify the Bank for any loss or damage that occurs to person(s) or building or a third party during the period of contract. If the Vendor does not take out these policies, the Bank reserves the right to recover the cost of loss or damage together with penalty at its discretion, from the Vendor. **Copy of the insurance policy is to be submitted to the Bank within a month from award of contract, failing which, the Bank reserves the right to terminate the contract.**
- c) Bank shall not be responsible for any injury, accident, disability or loss of life to the Vendor or to any of its personnel that may take place while on duty or otherwise. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the Vendor. The Vendor has to make its own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them and submit a proof to this effect.

15. Complaints / Suggestions

The Vendor shall keep a suggestion/ complaints book to be provided by the Bank to record any suggestion/complaints on performance of services, from the officers/guests and produce the same to the Bank or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid their recurrence. The Vendor shall attend to all the complaints and address the same as early as possible to the satisfaction of the Bank.

16. Penalties

- (a) Any deficiency/irregularity in service and quality as well as quantity of tea/coffee/ Normal Tea/ High Tea (Type A/B)/ Basic lunch/special lunch/ and Other Items on à la carte basis at OLDR as per the from the specification in rate schedule, decided by the Bank, will not be accepted. In the case of any dispute regarding quality of food/ eatables being unsatisfactory, final authority will rest with the Regional Director and Vendor shall abide by the decision.
- (b) A monetary penalty will be levied for any violation, as indicated below, after giving due notice and opportunity to the Vendor to explain his/her position. Further, **the penalty amount will be recovered from monthly bill submitted by the vendor.**

Sr. No.	Type of deficiency/ irregularity	1st instance in a year	2-5 instances in a year	More than 5 instances in a year
1.	Non-supply, inadequate/poor quality of food/ raw material/Less quantity of food served than the prescribed volume or weight/ mineral water bottles/ non-display of Menu rate card wherever applicable.	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
2.	Non wearing of Uniforms by workers/ untidy uniforms/ keeping cylinders inside Pantry area	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
3.	Change of Employees without intimation and approval of the Bank/ Use of abusive language or behaviour with the Bank's staff in a manner demeaning to them.	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
4.	Non-payment of wages through electronic mode or non-submission of documentary evidence for such payment	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
5.	Non maintenance of statutory and other registers/documents or non-submission of required documents sought by the Bank / non-submission of documentary evidence for payment of wages.	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
6.	Manpower deployed less than as stipulated in Agreement	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
7.	Wages not being paid as per Central Government Minimum Wages/ Non adherence to Prohibition/Non adherence to Central/State Government laws.	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
8.	Non-payment to the workers employed by him for catering	Rs.2000/- per instance and	Rs.3000/- per instance and	Rs.5000/- per instance and

	services at OLDR, Staff Canteen and Operation of Tea Pantry at Bank's Main Office Premises as per the timeline fixed in Section 5 of Payment of The Payment Of Wages Act, 1936 read along with The Payment of Wages (Procedure) Rules, 1937.	other action as the Bank may deem fit.	other action as the Bank may deem fit.	other action as the Bank may deem fit.
9.	Non-Provision of : (i) Tea/Coffee/Normal Tea/High Tea (Type A & B)/Basic Lunch/Special Lunch/AI-a-Carte items as detailed at Para (1) to (7) (Item No. – a to q) of Annexure-X at Officer's Lounge (OLDR) as required/indented by the Bank on daily basis and (ii) Breakfast/lunch/Afternoon snacks menu at Staff Canteen on daily basis as detailed at Para – A to C of Annexure-XIII .	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
10.	Any other deficiency/irregularity which is of relevance given the nature/scope of the contract	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
11.	Late submission of monthly bills	The Vendor shall submit the bill within tenth day of the succeeding month failing which the Bank reserves the right to impose a penalty @ ₹500 per day for the delayed period of submission of bill.		
12.	Breakage of crockery/cutlery supplied by the Bank	Penalty shall be levied at the cost of the respective items when the tolerance limit of 5% of the total numbers of crockery/cutlery is breached in a quarter		

The Bank will depute officers for surprise check of quality of tea/coffee, Breakfast, lunch, afternoon snacks, Normal Tea, High Tea (Type A & B), Basic Lunch and Special Lunch served, use of abusive language or behaviour by the manpower deployed by the vendor with the Bank's staff in a manner demeaning to them, Discrepancy in the quantity of tea/coffee/black tea/black coffee/lemon tea/green tea etc. against the prescribed volume i.e.180 ml and the deficiency/irregularity observed at para 16 (b) (Sl No. 1 to 12) of [Section VIII](#) on a periodical basis.

If any such irregularity is detected more than three occasions in a quarter, the Bank reserves the right to initiate proceedings for termination of the contract or blacklisting of such tenderer over and above imposing penalty at detailed if they found any kind of irregularity at para 16 (b) (Sl No. 1 to 12) of [Section VIII](#) of the Tender document.

Bank may consider waiving of penalty only after getting a request from the agency and

it is satisfied that the reasons cited by the agency is genuine and found to be beyond its control only after getting the approval from the Head of the Office. The Bank's decision in this regard shall be final.

17. A pre-bid meeting (off-line mode) of the intending tenderers will be held on February 27, 2026, at 12:00 PM at Conference room, 2nd floor, Bank's Main Office Building, Reserve Bank of India, Bhubaneswar. The duly filled in tender documents shall be uploaded on MSTC site **till 12:00 PM on March 12, 2026. No separate communication will be sent for this meeting.** All the intending tenderers are advised to be present and study the tender documents. They may indicate any points/conditions/specifications which need to be clarified during the meeting. These issues will be discussed, and all the tenderers will be advised suitably. The tenderers are expected to get all the issues clarified during this meeting and therefore should desist from deviating from the Bank's tender conditions/specifications in their [Technical Bid \(Part I\)](#) and [Financial bid \(Part II\)](#). If any of the requisite documents is missing or not uploaded, the tender may be considered invalid by the Bank at its discretion. Minutes of the meeting will be uploaded in our website and MSTC portal.

18. The [Part-I](#) of the tender must be duly signed before uploading by the competent person of the bidding party.

Preparation of Bid

19. The tender has been exhaustively vetted for providing Catering Services at (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar.

20. Tender in prescribed form shall be submitted in two parts – [Part I Technical Bid](#) and [Part II Financial Bid](#).

[Technical Bid: Part-I](#) of the tender will contain Bank's standard technical and commercial conditions (not Price Bid) for the proposed work, tender's covering letter.

- (i) Bidder must fill all the details specified in various sections.
- (ii) EMD shall be part of Technical Bid.
- (iii) All the Annexures must be filled before submission of tender.

[Financial Bid: Part-II](#) of the tender will contain no conditions, but tenderer's price Bid only as given in Part II.

21. No advice of any change in rate or conditions after the opening of the tender will be entertained.

Amendment to tender document

- 22. a) At any time prior to the deadline for the submission of Bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify the tender by an amendment / addendum.
- b) Any such amendment will be hosted on the MSTC / RBI Website. The addendum (s)/ Corrigendum (s) issued will form part of the tender documents.

23. In order to afford prospective Bidders reasonable time for preparing their Bids after taking into account such amendments, the Bank may, at its discretion, extend the deadline for the submission of Bids.

24. **Right of the Employer**

- a) The 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, without assigning any reasons for doing so.
- b) The Bank reserves the right to accept or reject any tender application during the scrutiny of the Eligibility Criteria and it will be the sole discretion of the Bank to allow / disallow any / all Part I tenderers to participate in [Part -II](#).

25. **Earnest Money Deposit:** Tenderers shall pay as Earnest Money Deposit a sum of **₹ 1,76,000/- (Rupees One Lakh Seventy-Six thousand only)** by NEFT Credit only in favour of the Reserve Bank of India, Bhubaneswar.

26. The proof of having remitted the EMD is to be uploaded in MSTC portal. Under no circumstances EMD will be accepted in the form of fixed deposits of the bank, Demand Draft or cheque etc.

27. All compensation or other sums of money payable by the Vendor to the Bank under the terms of this Contract may be deducted from the payable bill amount / security deposit.

28. On receipt of intimation from the Bank of the acceptance of his/their tender, the successful tenderer shall be bound to implement the contract and within fourteen days thereof, the successful tenderer shall sign an agreement in accordance with

the draft articles of agreement. Further, the written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the person so tendering, whether such formal agreement is subsequently executed or not.

29. **Performance Bank Guarantee (PBG)**

On award of contract, only the successful Tenderer shall furnish Performance Bank Guarantee for an amount equal to **5 % (five percent) of the Contract Amount** from any Scheduled/Nationalized bank as per the proforma in the form of a Performance Bank Guarantee from any scheduled commercial bank in the form prescribed by the Bank (which will be submitted along with letter of acceptance). Failure to submit this guarantee or failure on the part of Vendor to perform its contractual obligations shall be treated as a violation and can lead to cancellation of the Contract and the **EMD of ₹ 1,76,000/- (Rupees One Lakh Seventy-Six thousand only)** submitted by it shall be forfeited.

30. The PBG, submitted in the prescribed format, will initially remain valid for a period of tender duration and shall be suitably extended till final completion of the work in case of extension of tender period. This PBG will be revalidated from time to time

so as to ensure that it remains valid and in full force till the date of completion of the work. The PBG will be revoked / en-cashed and forfeited to the Bank if the successful tenderer fails to satisfactorily perform the contract.

31. Obligation of - The successful bidder/Vendor shall:

- a) Ensure that he/she deploys only adult, trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the cleaning works and comply with provisions of Child Labour (Prohibition and Regulation) Act, 1986.
- b) Be responsible for and arrange to bear costs of such equipment as Bank considers necessary for effectively rendering the services required by the Bank.
- c) Be responsible and liable for payment of salaries through bank accounts as per Central Minimum Wages Act 1948 and other legal dues to the persons who are employed by him/her for the purposes of rendering the services required by the Bank under this tender.
- d) Maintain neat, complete and legible registers, records, reports and returns which shall be made available for inspection by various authorities at short notice.
- e) Provide information as required in respect of all his employees employed by him/her to enable the bank monitor compliance of P.F., ESI, Rules etc
- f) Ensure that all persons employed by him/her, for the purposes for rendering the services required by the Bank, are insured with Government of India recognized insurance companies, for which no extra payment will be made by the Bank. The Bank will not be liable for any damages/injuries to persons as a part of execution of this contract. The Vendor shall be responsible for any injury or damages to any persons, animals or any other things and any claims made on account thereof.
- g) Ensure that his/her employees, while carrying out their obligations, observe the standards of cleanliness, decorum, security, safety, good behaviour and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the Vendor and /or his employees have observed the same.
- h) Ensure that no employee of the Vendor will enter or remain in the Bank's premises beyond the specified time limits unless absolutely necessary for fulfilling Vendor's obligations and with permission of the Caretaker/Security Officials.
- i) 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 Vendor or his employees or agents.
- j) Provide distinct uniforms to his/her employees or agents different from the Bank's employees. The uniform should have logo of the Vendor's firm/company and shall be kept neat, tidy and in a wearable condition.

32. **Bank not liable for damages** - In the event of termination of the contract for any reason whatsoever, the Vendor/or persons employed by him, or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

33. **Tenderer to inform himself fully:**

- a) The tenderer shall be deemed to have carefully examined the work and site conditions including the general and special conditions, the specifications, schedules and scope and shall be deemed to have visited the site of work and have fully informed himself regarding the local conditions and carried out his own investigations to arrive at the rates quoted in the tender. In this regard, he will be given necessary information available with the department but without any guarantee about its accuracy.
- b) If the tenderer shall have any doubts as to meaning of any portion of the general conditions, or the special conditions, or the scope of work or the specifications or any other matter concerning the contract he shall in good time, before submitting his tender, put forth, the particulars thereof and submit them to the Bank in writing in order that such doubts may be clarified authoritatively in writing before tendering. Once a tender is submitted the matter will be decided according to the tender conditions in the absence of such authentic pre- clarification.

34. **Labour Laws**

- a) The Vendor shall comply with the provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employers Liability Act, 1938. Workmen's Compensation Act, 1923, Contract Labour (Regulation and Abolition) Act, 1970, Industrial Disputes Act, 1947, Maternity Benefit Act, 1961, Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressal) Act, 2013, Payment of Gratuity act 1972, Payment of Bonus act 1965 or any modification thereof or any other law relating thereto, and rules made there under from time to time.
- b) Successful tenderer has to follow Minimum Wages and Contract Labour Act and pay to his workmen as per this Act. Maintain the proper records of the same as per extant law. The workmen / labour deployed for the work shall be paid **minimum wages** and other facility as per provision in the **CLC/Contract Labour Act 1970**.
- c) The offices of the Regional Labour Commissioner (Central), Bhubaneswar will have the jurisdiction over the implementation of the Labour laws under this contract.
- d) The Vendor shall be required to obtain a license, if applicable, from the office of the Assistant Labour Commissioner, Government of India as provided under section 12(1) of the Contract Labour (Regulation and Abolition) Act, 1970 read with section 21 Contract Labour (Regulation and Abolition) Central Rules, 1971 and also comply with the other requirements of the above Act or any other law as applicable, failing which he alone would be responsible for actions/ proceedings ensuring thereto. The Bank shall not be held responsible for acts,

commissions or omissions of the Vendor and shall in no way be made liable to the labourers engaged by the Vendor.

- e) The Vendor shall maintain all the documents, Registers and records as required under the Contract Labour (R and A) Act, 1970 / the Contract Labour (R and A) Central Rules, 1971, Minimum Wages Act, 1948 and Minimum Wages (Central) Rules 1950 and the relevant labour and general laws/Rules and Notifications and make the same available for inspection by the Bank or its officials and the Official of Labour Commissioner (Central) or any other statutory authority conferred with such powers under the respective Laws/Rules.
- f) The Vendor shall be responsible to ascertain any changes made applicable in the rates of minimum wages by the Government of India vide their Notification issued from time to time and shall implement the said changes and make payment of wages to their workmen accordingly with immediate effect.
- g) The Vendor shall be responsible for due observation and implementation of the entire statutory conditions and requirements of labour laws as applicable to his workmen such as Industrial Disputes Act, Payment of P.F., ESI Act, Workmen's compensations Act, etc. and all Government Liabilities.
- h) The Vendor shall be responsible for compliance of all the legal requirements as per the prevailing labour laws and other Laws / Rules / Regulations as the case may be and the Bank shall not, in any manner be responsible for any act, omission or commission on part of the Vendor and no claim in this respect will lie against the Bank or his representatives.

35. The Vendor / 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 Vendor / Agency and the Vendor / Agency shall ensure appropriate action under the said Act in respect to the complaint.

Any complaint of sexual harassment from any aggrieved employee of the Vendor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

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

The Vendor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

36. The Vendor should follow the following and continue to have valid license, if any, during the validity of the contract period:

- a) Contract Labour (Regulation and Abolition) Act 1970
- b) Payment of Wages Act 1956
- c) Employment of Children's Act 1923
- d) Minimum Wages Act
- e) Employee Provident Fund Act 1952 and scheme made under said Act.
- f) Employees' State Insurance Act 1948
- g) Payment of Bonus Act 1965

Obtain required licenses/clearances etc. from Assistant Labour Commissioner, Municipality and other local agencies/bodies at his own cost, whatever necessary.

37. Payment of Wages

The Vendor should ensure payment of minimum wages to all labourers / workmen staff employed by him. Vendor should submit NEFT mandate / passbook copies / Credit alerts / certificate to the effect that, he has actually paid all the dues of all the labourers of all descriptions engaged by him at the rate which is not less than the one prescribed under Minimum wages Act, 1948 after deduction, if any, under applicable laws and he has complied with the provisions of CLRA Act with regard to providing the essential amenities to the contract labour. **The agency shall pay to the workers employed by him as per the wages detailed at [Annexure – XI](#) for catering services at OLDR and Operation of Tea Pantry at Bank's Main Office Premises as per the timeline fixed in Section 5 of Payment of The Payment Of Wages Act, 1936 read along with The Payment of Wages (Procedure) Rules, 1937.**

38. Terms of Payment:

- a. The rates quoted (**inclusive of all taxes**) would be valid for a period of one year. No request for upward revision in the rates will be considered during the validity period of the contract. Any increase in statutory taxes will be borne by the Bank.
- b. Payment shall be made on monthly basis. GST related to services provided for OLDR will be paid by the Bank to the caterer subject to submission of the relevant documents. TDS, Surcharge & Education Cess (as applicable) and any other taxes levied by the Government from time to time will be deducted at source in terms of Income Tax Act. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of Bank.
- c. The Vendor shall raise the bill, in duplicate, along with the following documents in respect of the persons deployed and submit the same to the, AM (OLDR desk/Designated Desk) in the first week of the subsequent month or earlier, but only after disbursement of salary/wages to all the deployed manpower during the month of consideration-
 - i. Current month Invoice Copy.
 - ii. Current month Acquaintance (Wage) Register duly signed by the individual contract Labourers along with salary slips/ bank account statements of all workers

- iii. Current month Attendance Register.
- iv. Current month ESI remittance challan with consolidated breakup details.
- v. Current month EPF remittance challan, as applicable, with consolidated breakup details.
- vi. Periodical returns submitted to Labour Commissioner, EPFO & ESIC within 07 days of filing.
- d. All other charges (other than statutory levies) will remain fixed during the duration of the contract.
- e. **The Vendor shall accept Sodexo/ Pluxee card only from the Officers for availing Basic Lunch (buffet to be served in Officers' Lounge on daily basis) detailed at [Annexure-X](#).** The Vendor will claim the amount against Sodexo/ Pluxee EMCs/coupons(if applicable) directly from the Sodexo SVC India Pvt Ltd. The Bank shall not be responsible for any claims, in this regard.
- f. The Vendor shall serve Tea/Coffee/Basic Lunch/Special lunches / Normal Tea/High Tea (Type A/B) as and when required for which prior information shall be given by the Bank and the charges for the same will be paid by the Bank. The bill will be cleared on monthly basis.
- g. The payment shall be released by the Bank, through NEFT/RTGS channel only, within two weeks from the date of submission of bills, complete in all respects.
- h. Any objection regarding the payment received by the Vendor may be brought to the notice of the Bank within 10 days of the date of the payment. In case no such objection is received within the stipulated period, it will be deemed that there is no objection regarding the payment.

39. Taxes:

The prices quoted shall be inclusive of GST but deemed to have included all other taxes, local levies etc. imposed by Central/State Government/ Local Bodies. If the Tenderer fails to include such taxes and duties in the Tender, no claim thereof will be entertained by the Bank afterwards.

40. Bank to have no liability:

The Vendor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The Vendor should follow Standard safety procedure and equipment and ensure that none of his staff suffer any injuries. Any liability on this account will be entirely that of the Vendor.

41. Agreement for contract:

The Successful Vendor shall have to execute an Agreement with the Bank in this regard, in duplicate, on receipt of intimation from the Bank of the acceptance of his/her tenders.

42. Termination of Contract:

- (i) Without prejudice to what is contained herein above, the Bank shall at its sole and absolute discretion, be entitled to terminate the contract by written notice

at any time by giving two months' notice, without assigning any reason and without payment of any compensation, if:

- a) In the opinion of the Bank (which shall not called in question by the Vendor and shall be binding on the Vendor) the Vendor fails or refuses to implement the contract to the Bank's satisfaction and/or
- b) The Vendor commits a breach of any terms and conditions of the contract and/or
- c) For any reason whatsoever, the Vendor becomes disentitled in law to perform his obligation under the contract and/or
- d) There is any variation in the ownership/partnership or management of the Vendor or his business without the prior approval in writing of the Bank to such variation.
- e) The Vendor is adjudged an insolvent.

(ii) Right of Bank to terminate the contract in the event of death of Vendor if individual:

Without prejudice to any of the rights or remedies under this contract, if the Vendor, being an individual/sole proprietor, dies, the Bank shall have the option of termination of the contract without incurring any liability for such termination.

- 43.** In the event of termination of the contract, for any reason whatsoever, the Vendor or persons employed by him or his/her agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

44. Risk and Cost :

RBI, Bhubaneswar reserves the right of termination of the contract at any time by giving two months' notice, if the services are found unsatisfactory and also has the right to award the contract to any other Vendor at the cost, risk and responsibilities of Vendor and excess expenditure incurred on account of this will be recovered by the Bank by invoking Performance Bank Guarantee or pending bill or by raising a separate claim.

45. Arbitration:

If any dispute, difference or question shall, at any time, arise between parties as to the construction of this Agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities and duties of the said parties and binding, the same shall be referred to sole arbitrator appointed by the Bank. In case the Vendor does not agree to such appointment, both the parties will appoint an arbitrator and the arbitrator then will appoint the Presiding Arbitrator. The provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof shall be applicable, and the decisions of the Arbitrator/panel of Arbitrators shall be final and binding on both the parties. Further all disputes, difference or question, if any, shall be deemed to have arisen at Bhubaneswar.

46. Stamp Duty:

The successful vendor shall execute a bilingual agreement (Hindi and English) on stamp paper (stamp duty shall be borne by the vendor). The agreement shall be executed in duplicate, and the Bank shall retain the original copy and the Vendor shall retain the duplicate copy.

47. Submission, Sealing and Marking of Tenders

- a) Tenderers submitting tenders electronically shall follow the electronic tender submission procedures specified in the instructions regarding E-Tender.
- b) The tenderers shall submit their technical bid as well as the commercial bid in prescribed format along with copies of necessary documents as indicated in the tender document. E-Tender with all information shall be submitted on or before the prescribed time and date.
- c) If desired / prescribed information is not submitted, RBI will assume no responsibility for rejection of tender.

48. Deadline for Submission of Tenders

- a) Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.
- b) RBI may, at its discretion, extend the deadline for the submission of e-tenders by amending the Tender Document.

49. Late Tenders:

No Tender after the deadline shall be allowed on the e- portal.

50. Tender Opening

RBI shall open the tender electronically on the notified date. [Part - I \(Technical Bid\)](#) of the tender will be opened in the presence of those tenderers or authorized representative of the tenderers who choose to be present. [Part-II \(Financial Bid\)](#) of the tender of only those tenderers who qualify/ are found suitable after scrutiny of Part-I (Technical Bid) will be opened on a subsequent date which will be advised to the tenderers. The work will be awarded to the L1 bidder as per Evaluation Criteria mentioned at Para 1.6 of [Section -V](#) of the Tender Document, subject to compliance with the eligibility criteria as stipulated above. The Bank will have the sole right to terminate the contract and select L2 (similarly L3, L4), in case L1 fails to fulfil its obligation.

51. Bid Evaluation Criteria

The Technical Bids shall be evaluated based on the available documents submitted by the bidder on MSTC.

Rates quoted by the Vendor in the Bid should be in accordance with the provisions/statutes/acts/terms and conditions stipulated by the Central Government from time to time towards statutory payments viz. Minimum Wages, EPF, ESI etc. Tenders with quoted rates below the prescribed rates will be rejected. The rates should be all inclusive.

In case the lowest tendered amount of two or more bidders is the same, then such lowest bidders may be asked to submit a revised offer quoting discount on their already quoted tendered amount in a sealed envelope. Further, if any such lowest bidder does not revise his/her bid on lower side, his/her original bid shall remain valid for further processing. The lowest tender shall be decided on the basis of revised offer. If the revised tendered amount of two or more bidders received in the revised offers is again found to be equal, then the firm with the highest annual turnover in FY 2024-25 shall be considered for the award of contract.

(Note: Information relating to the evaluation of tenders shall not be disclosed to tenderers or any other persons not officially concerned with such process.)

52. Clarification of Tenders

- a) To assist in the examination, evaluation, comparison of the tenders and qualification of the tenderers, RBI may, at its discretion, ask any tenderer for a clarification regarding its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by RBI shall not be considered. RBI request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by RBI in the evaluation of the tenders.
- b) If a tenderer does not provide clarifications regarding its tender by the date and time set in the RBI's request for clarification, its tender shall be liable to be rejected.

53. Non-acceptance of tenders:

The 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, without assigning any reasons for doing so.

54. Invalid Tenders:

After prima facie scrutiny, if any of the Vendors is found not satisfying the required eligibility criteria, the tender submitted by him will not be processed further.

55. Tenders to be signed:

Each page of the Tender Documents should be signed by the person or persons submitting the tender in token of his/their having acquainted himself/ themselves with the conditions of contract, etc as laid down and the scanned copy of the same should be uploaded in the MSTC portal. Any tender with any of the documents not so signed will be rejected.

56. Signature on Tender:

The tender submitted on behalf of the firm shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract or by a person holding the power of attorney in the case of a company. Otherwise, the tender may be rejected by the Bank.

57. Firm Quotation - The quoted service charges will be firm and not subject to labour conditions, exchange variations or any other condition whatsoever. The Vendor will be bound to pay in accordance with Central Minimum Wages Act 1948 to the workforce employed by him / them, therefore rate should be quoted accordingly.

58. Requirement of Secrecy/Confidentiality Clause - The Vendor 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 Vendor 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 Vendor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Vendor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Vendor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Vendor and the Bank shall be entitled to claim damages and pursue legal remedies. The Vendor shall take all appropriate actions with respect to its employees to ensure that the obligations of nondisclosure of confidential information under this agreement are fully satisfied. The Vendor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

59. Signing of Contract Agreement: The General instructions to the Tenderers' and hereinbefore referred to Conditions of Contract and Technical Specifications enclosed with the Tender documents, the subsequent correspondence exchanged between the Bank and the Tenderer and the work order placed shall be the basis of the final contract to be entered into with the successful Tenderer.

The Tenderer shall go through the terms and conditions given in the general conditions of contract herewith and his offer shall be strictly in line with the terms specified therein. No deviation from the terms and conditions specified shall be acceptable. Each page of the Tender documents should be signed for his/their having acquainted himself/themselves in the general conditions of contract, Technical specifications, etc.

The Tender submitted on behalf of a firm shall be signed by all the partners of the firm or a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. Otherwise, the Tender may be rejected.

60. Prohibited Practices

The Bank requires that tenderers, suppliers, vendors, interested in having business relationship with the Bank, observe the highest standard of ethics during the period of contract / engagement. In pursuance of this policy, the Bank:

- (a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:

- (i) “**corrupt practice**” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party.
 - (ii) “**fraudulent practice**” means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.
 - (iii) “**coercive practice**” means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party. and
 - (iv) “**collusive practice**” means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party.
- (b) will reject a proposal for award if it determines that the tenderer recommended for award has engaged in prohibited practices in competing for the tender in question.
 - (c) may declare a tenderer ineligible, either indefinitely or for a stated period of time, if, at any time, the Bank determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract.

61. Disclaimer

- a) Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to RBI immediately. If no intimation is received from any tenderer within seven (7) days from the date of notice inviting e-tender, it shall be considered that this document is complete in all respects.
- b) RBI reserves the right to modify, amend or supplement this document including all formats and Annex, if any.
- c) While this document has been prepared in good faith, neither RBI nor its employees or advisors will make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

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

I/we also note that this letter will form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender.

Signature and seal of the Vendor/s

Date: _____

Place: _____

Section – IX

Details of Bidder

Basic Information

(To be given on applicant's letter head)

NAME OF THE TENDERER(S): _____

ADDRESS: _____

CONTACT NO: _____

Sl No.	Particulars	Details to be filled in by the Bidder
1.	Name of the Bidder / firm / organization / company	
2.	Type of firm/organization (Proprietorship/ Partnership/ Private Ltd etc. (Furnish copies of partnership deed / memorandum / articles of association etc.) (Please enclose relevant documents in support of the same)	
3.	Name of the proprietor / partners / directors of the firm along with ID documents (PAN/ Aadhaar/other documents) etc.	
4.	Year of Incorporation / registration	
5.	Details of registration (firm, company etc.) (i) Registration Authority (ii) Date (iii) Number (Furnish copy of registration certificate)	
6.	Registered address of the firm	

7.	Name, designation, telephone nos., email of the contact person / authorized signatory.	
8.	<p>Experience certificates: (5 years' experience in undertaking a work of providing Catering Services at Lounge, Staff Canteen and Management of Tea Pantry to Government Departments/Public/reputed Private sector institutions and should have done similar works for previous 05 (Five) consecutive years individually costing as under:</p> <ul style="list-style-type: none"> i. Three similar completed works each costing not less than ₹ 35,20,000/- (40% of estimated cost) OR ii. Two similar completed works each costing not less than ₹ 44,00,000/- (50% of estimated cost) OR iii. One similar completed work costing not less than ₹ 70,40,000/- (80% of estimated cost) <p>(Tick whichever is applicable and mention the client's details)</p>	
9.	Annual turnover of the firm during the last five financial years i.e. FY 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24. (Furnish copies of audited balance sheets and profit & loss account statements)	
10.	<p>Registration Nos. under various Statutory Acts viz. GST, Service Tax, EPF, ESIC, Labour License (copy of registration certificate to be enclosed), MSE (if applicable)</p> <ul style="list-style-type: none"> a) GST b) PF c) ESIC d) LABOUR LICENSE e) PAN 	

11.	Whether registered / empaneled with any of the Govt., Semi Govt., Govt. Undertaking, Public Sectors etc. as approved vendors and if so, furnish details. (if yes, furnish supporting document)	
12.	Whether involved in any litigation earlier with any organization? If so, please submit the details along with documentary evidence.	
13.	Any civil suits pending in any of the works executed? If so, furnish details along with documentary evidence.	
14.	Whether executed similar contract at any other RBI Offices (If yes, furnish supporting documents)	
15.	Whether executed similar contracts of value equal to or greater than ₹ 88,00,000/- during last five Financial Years (If Yes, furnish copies of audited balance sheets and profit & loss account statements)	
16.	Income Tax Returns of last three financial years - FY 2021-22, 2022-23 and 2023-24 (Self Attested Copy to be submitted).	
17.	Whether blacklisted by any authority and/or client. If yes, details thereof:	
18.	Whether penalized/convicted/Non-Satisfactory performance in connection with similar business. If yes, details thereof:	
19.	Any other information which the Bidder feels relevant.	

Note: Originals of the documents will be required for verification as and when called for.

**(Signature and Name of the authorized
person of the firm / Bidder with office seal)**

Section-X

The details of Bidder's Banker: (On Vendor's Letter Head)

Sr. No.	Particulars	To be filled by tenderer
1	Name of the Bank	
2	Bank Branch and Address	
3	Name and Job title of the Contact Person along with his/her contact Number	
4	Telephone and Fax Number	
5	Type of A/c (must be a current account)	
6	Account Number (must be a current account)	
7	IFSC Code (bank statement showing details of A/c No., IFSC etc. shall be enclosed)	
8	Whether Credit facility / Overdraft facility enjoyed by the Vendor from the bank	
9	The period from which the Bidder has been banking with the bank	
10	Account Holder Full Name	
11	Permanent Account Number (PAN).	

I/we hereby agree and conform to disburse the salary of the employees through online mode directly into their bank account and accept the payment in respect of the above works, if awarded to our firm /company, through NEFT.

Authorised Signatory
(with Name and Seal)

Section - XI
Techno-Commercial Conditions

Estimated Cost of Work is ₹ 88 Lakhs annually

Sl. No.	Description	Terms and Conditions of the Contract	Acceptance of Bank's terms (YES/NO)
1	Validity of Tender	90 days from the date of opening of Part I, the period which may further be extended by the Bank upon agreement with the bidder(s).	
2	EMD	EMD ₹1,76,000/- to be remitted using NEFT. Details to EMD shall be submitted along with the Techno commercial Bid.	
3	Terms of payment	Payment will be made on Monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.	
4	Scope of work	As per specifications in Section-VII of the tender	
5	Penalties	As specified in Section-VIII (Clause 16) of the tender	
6	Performance Bank Guarantee (to be submitted by the successful tenderer) after award of the work	As specified in Section-VI (Clause- 3.11) of the tender	

Place
Date

Signature of Bidder
Name:

Seal of the Bidder

Annexure-I**DRAFT FOR ARTICLES OF AGREEMENT**

This Agreement is made at Bhubaneswar, Odisha on the _____ day of _____ between the Reserve Bank of India, Pt. J.N.Marg, Bhubaneswar (a statutory body incorporated under the provisions of the Reserve Bank of India Act, 1934 and having its Central Office at Mumbai) (hereafter called “the Bank”) of the ONE PART AND M/s _____ having its Regd. Office at _____ (hereafter called “ the Vendor”) of the OTHER PART.

Whereas the Bank is desirous of getting the work related to “**Providing Catering Services at (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar**” for a period of one year i.e., from April 01, 2026, to March 31, 2027, and has caused specifications, scope of work etc. describing the works to be done.

And whereas the tender of the Vendor was accepted, and work awarded to the Vendor by the Bank under reference letter No. BBS HRMD No. _____/00.00.000/2026-27 dated _____/_____/2026.

AND WHEREAS the Vendor has accepted the work order for the work aforesaid in their letter no _____.

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

AND WHEREAS the Vendor has agreed to execute upon the subject to the Conditions set forth herein and to the Conditions set forth in the Special Conditions and in the Schedule of Quantities and Conditions of Contract (all of which are collectively hereinafter referred to as “the said Conditions”) the works described in the said specification and included in the Schedule of Quantities at the respective rates therein set forth amounting to the sum of ₹ _____ /- (Rupees _____ Only) as therein arrived at or such other sum as shall become payable there-under (hereinafter referred to as ‘the said Contract Amount’)

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS.

1. This agreement, inter-alia, consisting of entire tender documents (i.e. **Disclaimer, NIT, Sections-I to XI, Annexures-I to XV, Techno-Commercial bid, Financial bids etc.**) inclusive hereto annexed contains the entire agreement between the parties. All other previous and collateral arrangements, representations, promises and conditions are superseded by the contract and shall not be binding on either party. All the work executed by the Vendor under the work order and undertakings given by either party in terms of the work order shall be deemed to be executed or given under the terms and conditions of the agreement.

2. The Vendor shall “Providing Catering Services at (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar” for a period of one

E-Tender for Providing Catering Services at (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar

year i.e., from April 01, 2026 to March 31, 2027 at a rate of ₹_____/ - (Rupees _____ only) plus applicable GST per annum. The Vendor shall also be compensated any increase in minimum wages and increased liability towards contribution to other statutory requirements like EPF and ESI on account of such increase of wages during the contract period. The Vendor shall be responsible for providing Services on regular basis as per the terms and conditions of the tender and the tender document will be treated as part of this document.

3. This agreement will come into effect from April 01, 2026 and will remain in force up to March 31, 2027. The contract can be extended further up to two years renewable at annual intervals (April-March), as per mutual agreement subject to satisfactory performance of the services provided and adherence to contractual obligations by the concerned firm/company.

4. In consideration of the payments to be made by the Reserve Bank of India to the Vendor as mentioned in the contract, the Vendor hereby covenants with the Reserve Bank of India to carry the work of **“Providing Catering Services at (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar” for a period of one year i.e. from April 01, 2026 to March 31, 2027**” on the items and conditions as mentioned in the contract.

5. The Bank hereby covenants to pay to the Vendor in consideration of the aforesaid work, in the manner mentioned in the Contract. In consideration of said Contract Amount to be paid at the times and in the manner set forth in the said conditions, the Vendor shall upon and subject to the said Conditions execute and complete the work described in the said Specifications, said scope of work and the Schedule of Quantities.

6. The Bank shall pay the Vendor the said Contract Amount of ₹_____/ - (Rupees _____ Only), or such other sum as shall become payable, at the times and in the manner specified in the said conditions.

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

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

9. This Contract is neither a fixed Lump sum Contract nor a Piece work Contract but is a Service-Contract to carry out the “Providing Catering Services at (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar” for a period of one year i.e. from April 01, 2026 to March 31, 2027 to be paid for according to actual measured quantities, certificates of payments issued by the authorized representatives of the Bank, at the rates contained in the Part – II of the tender containing Schedule of Rates and Probable quantities or as provided in the said Conditions.

10. The Vendor shall afford every reasonable facility for the carrying out all works and other ancillary works in the manner laid down in the said conditions and shall make good any damages done by him/them to walls, floors, fittings, fixtures, etc. after the completion of such works.

11. The Bank reserves to itself the right of altering the nature of the work by adding to or omitting any items of work or having portions of the same carried out without prejudice to this contract. The bank also reserves the right to increase or decrease the scope of work and also increase/decrease manpower requirement accordingly.

12. Time shall be considered as the essence of this Contract, and the Vendor hereby agrees to commence the work soon after the site is handed over to him or from seventh day after the day of issue of formal work order as provided for in the said Conditions, whichever is later, and to carry out work within as per the schedule. The Vendor hereby also agrees to provide all the various services, at the appropriate time strictly adhering to the time schedule and shall not delay the same in any case failing which he shall forfeit the security deposit to the Bank at its sole discretion.

13. All payments by The Bank under this Contract will be made only at Bhubaneswar Office.

14. Prevention of Sexual harassment of Women at Work Places : The Vendor / 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 Vendor / Agency and the Vendor / Agency shall ensure appropriate action under the said Act in respect to the complaint.

Any complaint of sexual harassment from any aggrieved employee of the Vendor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

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

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

15. Requirement of Secrecy (Non-Disclosure Clause) - The Vendor 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 Vendor 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 Vendor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws.

The Vendor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Vendor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Vendor and the Bank shall be entitled to claim damages and pursue legal remedies. The Vendor shall take all appropriate actions with respect to its employees to ensure that the obligations of nondisclosure of confidential information under this agreement are fully satisfied. The Vendor's obligations with respect to non-disclosure and confidentiality

will survive the expiry or termination of this agreement for whatever reason.

16. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Bhubaneswar and only Courts in Bhubaneswar shall have the jurisdiction to determinethe same.

That the several parts of this contract have been read by the Vendor and fully understood by the Vendor.

If the Vendor is a Partnership or an Individual	IN WITNESS WHEREOF The Bank and the Vendor have settheir respective hands to these presents and two duplicate hereof the day and year firstthereinabove written.
If the Vendor is a Company	IN WITNESS WHEREOF The Bank has set its hand to these presents through its duly authorized official and the Vendor has caused its common seal to beaffixed hereunto and the said two duplicate/has caused these presents and the said two duplicates hereof to be executed on its behalf, the day and year first hereinabove written.

Signature Clause

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

.....

(Name and designation)

.....

.....

..... in the presence

of

(1)

Address

(2)

Address

.....

.....

.....

Witnesses

SIGNED AND DELIVERED BY

.....

.....1).....

Address

.....

.....2)

.....

Address

.....

.....

.....

Witnesses

THE COMMON SEAL OF

Was hereunto affixed pursuant to the resolutions passed

By its Board of Directors at the meeting held on

.....

.....

.....

In the presence of

(1)

.....(2)

.....

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

(1)

....

(2)

...

SIGNED AND DELIVERED BY the Vendor by the hand Of

Shri

and duly constituted attorney.

If the part is a partnership firm or any individual should be signed by all or on behalf of all the partners.

If the Vendor signs under its common Seal the signature clause should tally with their sealing clause in the Articles of Associations.

The Vendor is signing by the hand of power of attorney whether a company or individual.

The Vendor is signing by the hand of power of attorney whether a company or individual.

Annexure - II**PROFORMA FOR BANK GUARANTEE**

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

Place:

Date:

The Regional Director
Reserve Bank of India
Bhubaneswar

Dear Sir,

Providing Catering Services at (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar

WHEREAS Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, Pt. J.N.Marg, Bhubaneswar (hereinafter called "the RBI") has awarded the Contract for the captioned work (hereinafter called the "Contract") to M/s _____ (Name of the Vendor) (hereinafter called "the said Vendor", which expression shall include its successors and assigns).

AND Whereas under the said contract the Vendor is bound by the said Contract to submit to RBI, Bhubaneswar a Performance Bank Guarantee for a total amount of ₹ _____/- (Rupees in words Only) in for the due fulfilment by the said Vendor 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 Vendor, do hereby undertake to pay to RBI, an amount not exceeding of ₹ _____/- (Rupees in words Only) in as Performance Guarantee for due fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

We _____ (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of RBI coming to the conclusion that the Vendor has not performed his obligations as per the terms and conditions of the said contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said Vendor; we shall on demand by RBI, pay without demur to RBI, a sum of ₹ _____/- (Rupees _____ only) in or any lower amount that may be demanded by RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Vendor under the said Contract, provided, however, that our liability

against such sum shall not exceed the sum of ₹ _____/- (Rupees _____ only)

1. We also agree to undertake 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 RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Vendor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by RBI within a period of one week from the date of receipt of the notice as aforesaid.

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

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

We hereby further agree that –

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said contract 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 Vendor 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 Vendor 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 these presents shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations there under or by dissolution or change in the constitution of our said constituents.

d) This guarantee shall remain in force up to Sixty (60) days beyond the work completion period provided that if so desired by RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under these presents will terminate unless these presents are renewed as provided herein above on the or on the day when our said constituents comply with their obligations, as to which a certificate in writing by RBI alone is the conclusive proof

whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

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

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

Signature and Seal of authorized Bank official

Name:

Designation:

Stamp/ Seal of the Bank

Signed, sealed, and delivered for and on behalf of the Bank by the above named in the presence of:

Witness 1

Signature _____

Name _____

Address _____

(NB: This Bank 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).

Annexure-III**Form of Banker's Solvency Certificate from a Scheduled Bank**

(To be uploaded by the agency / contractor along with the e-tender in MSTC Portal)

This is to certify that to the best of our knowledge and information M/s..... having address as reproduced below, a customer of our Bank are/is respectable and can be treated as good for any engagement up to a limit of Rs..... (Rupees). This certificate is issued without any guarantee or responsibility on the Bank or any of the officers.

(Signature)
For the Bank

Note:

1. Bankers' certificates should be on letter head of the Bank, sealed in cover addressed to The Regional Director, Reserve Bank of India, Estate Department, Pt. Jawaharlal Nehru Marg, Bhubaneswar-751001, Odisha.
2. In case of partnership Successful Bidder, certificate to include names of all partners as recorded with the Bank.

Annexure-IV**Client's Certificate Regarding Performance of Vendor for providing Catering Services (On Client's Letter Head)**

(To be uploaded by the agency / contractor along with other documents on MSTC portal)

Name and address of the Client: -

Details of services availed from M/s.....

Sr. No	Particulars	Comments
1.	Nature of Service availed	
2.	Agreement No. and date	
3.	Agreement amount	
4.	Date of commencement of contract	
5.	Date of expiry of contract	
6.	Duration of relationship with the Agency	
7.	Details (Date of levy of penalty, Amount of penalty and reasons) of penalty levied for deficiencies in services rendered	
8.	Number of personnel provided	
9.	General Feedback on the quality of service by Agency	
10.	Rating of services rendered: Outstanding/Very Good/ Good/Unsatisfactory	
11.	Comments regarding adherence to terms and conditions of contract and performance	
12.	Details of disputes with the agency during the contract	
13.	Any other information	

Signature

(Authorised signatory)

Place:

Date:

Annexure-V**NEFT DETAILS FOR EFFECTING E-PAYMENTS**

Name of the Institution: Reserve Bank of India, Bhubaneswar

Address (in full): Reserve Bank of India, Pandit Jawaharlal Nehru Marg, Bhubaneswar, Odisha.

1	Name of the Account Holder (as appearing in the Bank Account)	Reserve Bank of India, Bhubaneswar
2	Account Number	186003001
3	Type of Account (Savings, Current etc.)	Current
4	PAN Number	AAIFR5286M
5	Name of the Bank	Reserve Bank of India, Bhubaneswar
6	Name of the Branch	Reserve Bank of India, Bhubaneswar
7	Address of the Bank	Reserve Bank of India, Bhubaneswar
8	IFSC Code	RBIS0BBPA01 (5th and 10th digit is zero)

Annexure-VI

LIST OF CLIENTS/ DETAILS OF PREVIOUS EXPERIENCE: - (executed during last five years starting from February 01, 2021, till January 31, 2026) (To be submitted in Vendor's letter head)

Sl. No.	Name of the Client Govt./Semi Govt./Bank /Pvt. Body)	Work order Reference No. and Date	Period of Contract with date, month and year		Actual value of the awarded contract	Names and full contact details (with contact numbers) of the Officers/ authorities/ departments under whom the work(s) was/were executed
			From	To		

Note:

- **Similar Works** shall refer to the works of providing Catering Services at Lounge, Staff Canteen and Management of Tea Pantry at [Reserve Bank of India/Government Departments (Central or State)/ Public Sector Undertakings/ Reputed private sector companies/ Multinational corporations/ Public or Private Sector banks/other Regulatory Authorities/ Reputed Institutions, Hotels, Organizations etc.
- The above information shall be an important document for evaluation of [Part-I: Techno-Commercial Bid](#).
- All the executed works mentioned in this document shall be accompanied with the work orders and Client reports in Client's letterhead (as per proforma given in [Annexure-IV](#)) showing the details of work carried out during the last five years, period of work, comments on performance/quality, amount of work, arbitration, if any, general behavior, technical proficiency, compliance with statutory requirements by vendor must be enclosed in along with techno-commercial Bid. Without Client reports, only work orders shall not be considered for evaluation.

Place:**Date:****Signature and Seal of the bidder**

Annexure - VII**POWER OF ATTORNEY FOR AUTHORIZED SIGNATORY**

(On Non-Judicial Stamp Paper of appropriate value)

To,

The Regional Director
Reserve Bank of India
Regional Office, Bhubaneswar
Odisha-751001
Dear Sir

Name of the Work: Providing Catering Services at (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar

We.....(Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms.....(Name and residential address of Power of Attorney holder) who is presently employed with us and holding the position ofas our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid for the captioned Project, including signing and submission of all documents and providing information / responses to the Reserve Bank of India (RBI), representing us in all matters before RBI, and generally dealing with RBI in all matters in connection with our proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Signature of Mr./ Ms. is attested below:

Signature/(s) of the Bidder

Name/(s)

Stamp/Seal of the Bidder

Note: Power of Attorney should be properly stamped, and notarized Power of Attorney furnished by Agency shall be irrevocable.

Annexure-VIII**Proforma for Indemnifying the Employer against Contract Labour Rules/Regulations (On Non-Judicial Stamp Paper of appropriate value)**

To

The Regional Director
Reserve Bank of India
Human Resource Management Department
Bhubaneswar

Dear Sir,

Providing Catering Services at (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar

We, M/s(Name of Vendor), hereby undertake that we shall comply with all the statutory rules/ regulations with regard to the employment of contract labour and their payment. We also hereby fully indemnify and keep indemnified the Employer, i.e. Reserve Bank of India, against payments to be made to the contract labour and for the observance of the laws in this regard without prejudice to our right to claim indemnity from our sub-contractors.

Yours faithfully,

For _____

Authorised signatory

Annexure-IX**Declaration**

I/We solemnly hereby declare that:

- a) The firm/company is not involved in illegal activities or financial frauds. There are no cases with the Police/ Court/ Regulatory authorities against the bidder.
- b) The firm/company has not been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
- c) The firm/company has not been suspended / blacklisted/ delisted / disqualified by any organization including Reserve Bank of India / Reserve Bank Staff College, on any grounds.
- d) The firm/company has not rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The firm/company shall give details of all disputes it had with its clients and furnish the status thereof.

Place:

Date:

**Signature and Name of the authorized person
of the firm/bidder with office seal**

Annexure X**Indicative Menu****(1) TEA/COFFEE - (Item No. – a)**

Sr No.	Menu	Quantity	Brand & Other Specifications
1	Tea / Black Tea/ Masala Tea/Ginger Tea/Cardamom Tea (01 Cup)	180 ml	(Brooke Bond/Lipton/Taj Mahal/ Tata Dust/Tata Gold), Sugar, Sugar free sachets of reputed brands
2	Coffee / Black Coffee (01 Cup)	180 ml	(Nescafe/ Bru), Sugar, Sugar free sachets.
3	Green Tea/Lemon Tea (01 Cup)	180 ml	Green tea bag (Lipton/Tetley) and fresh lemon, Sugar, Sugar free sachets.
4	Fresh Lime Water (1 Glass)	200 ml	Fresh Lemon

Note: Tea/Black Tea/Coffee/Black Coffee/Green Tea/Lemon Tea/Masala Tea/Fresh Lime Water to be served on a tray on the table of Officers' and only the brands mentioned above should be used.

(2). Normal Tea - (Item No. – b)

SI No.	Item Description
1	i)Tea/ Black Tea/ Coffee/ Black Coffee/ Green Tea/ Lemon Tea / Masala Tea/ Ginger Tea/Cardamom Tea – 01 Cup (180 ml) and ii)Cookies of reputed brands such as Karachi Bakery, Bonzelo, Milano / Multigrain Biscuits of reputed brands such as Britannia, Unibic, Sunfeast, Bisk Farm (Salted & Sweet) – 3 pieces

(3). High Tea (Type-A) - (Item No. – c)

SI No.	Item Description
1	i)Tea/ Black Tea/ Coffee/ Black Coffee/ Green Tea/ Lemon Tea / Masala Tea/ Ginger Tea/Cardamom Tea – 01 Cup (180 ml) and ii)Cookies of reputed brands such as Karachi Bakery, Bonzelo, Milano / Multigrain Biscuits of reputed brands such as Britannia, Unibic, Sunfeast, Bisk Farm (Salted & Sweet) – 3 pieces and iii) Premium quality Roasted Almond/ Cashew/ Pista /Raisin/Walnut (Reputed Brand such as Happilo Premium, Nutraj, Tulsi, Chinar) – 20 gm

(4). High Tea (Type -B) - (Item No. – d)

SI No.	Item Description
1	i)Tea/ Black Tea/ Coffee/ Black Coffee/ Green Tea/ Lemon Tea / Masala Tea/ Ginger Tea/Cardamom Tea - 01 Cup (180 ml) and ii) Samossa/Veg. Cutlet/ Veg Sandwich/ Pastry/Banana or Fruit or Tea Cake or any good quality Cake/Dhokla/Paneer Pakoda/ Alobonda/ Vada/ Kachodi/

	Onion Vada / Dahi Vada – 01 pc and iii) Sweets - Kaju Barafi/Cheenapoda (50 gm)/ Gulab Jamun/ Rasgulla/ Milk Cake/ Kalakand/ Ladu/ Jalebi/ Any other Sweet - 01 pc and iv) Premium quality Roasted Almond/ Cashew/ Pista /Raisin/Walnut (Reputed Brand such as Happilo Premium, Nutraj, Tulsi, Chinar) – 20 gm
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(5) . BASIC LUNCH (buffet to be served in Officers' Lounge on daily basis)- (Item No. – e)

Sl No.	Items	Details
1.	Soup	Lemon Coriander, Cream Of Tomato, Manchow, Hot And Sour, Tomato Shorba, Veg Clear, Cream Of Veg, Cream Of Almond, Cream Of Mushroom, Cream Of Chicken, Chicken Lemon Coriander (Any one)
2.	Salad	Seasonal Green Salad
3.	Papad	Bikaneri/Haldiram/Lizzat/Bhikaji brand (Roasted/Fried)
4.	Pickle	Nilon's/ Mother's recipe
5.	Rice	Basmati Jeera Rice/ Green Peas Palau/Par Boiled Steamed rice (Any One)
6.	Chapati	Plain Roti (Tawa)/Butter Nan/Puri/Masala Kulcha/Lacha Paratha (Any One)
7.	Curd/Raita	Plain Curd/Raita 100 gms/Sealed cup of Curd of reputed brand such as Mother Dairy, Milk Moo, Omfed (Any One)
8.	Dal	Tur Dal/Dal Makhni/Odia Dalma (Daily on rotation)
9.	Vegetable	(i) One Seasonal Vegetable curry (Daily on rotation)
		(ii) Matar Paneer/Shahi paneer/Paneer Lababdar/Malai Kofta/ Chilly Mushroom/Mushroom Do Piazza (Daily on rotation)
		(iii) Dahi Vaigan / Tomatto Khajoor Khata/ Fried Vegetable of good quality/Brinjal Bharta (Daily on Rotation)
10.	Non-Veg	Anyone of the following items (either a or b or c) will be served daily (on rotation basis): (a) Fish Curry/Fish Besar/Chilly Fish (02 pcs) – (150 gms fish excluding gravy) (Twice in a week) (b) Chicken Curry/ Chilly Chicken/ Chicken 65/Chicken Biryani (04 pcs) – (150 gms Chicken excluding gravy) (Twice in a week) (c) Mutton Curry Home Style/Mutton Rogan Josh/Mutton Biryani (04 pcs)- (150 gms of Mutton excluding gravy) (Once in a week)
11.	Dessert	Gulab Jamun /Rasgulla / Rasmalai / Chhena Poda/Malai Chamcham/Milk Cake/Sweet of good quality from standard shops on rotation Or Seasonal fresh cut fruits (200 gms) Or Ice cream-once a week-100 gms sealed cup - (Butter Scotch/Kesar Pista/Malai Kulfi/Fruit Overload) of reputed brands (Any One)
12.	Mouth Freshener	Premium Quality of reputed brands

Note: Fruit Lunch (500 gms) in place of items (5) to (10) will also have to be provided in the Officer's Lounge on one day advance request from staff. Details of fruit lunch are given below.

Details of Fruit Lunch: -

Fruit lunch consists of any 5 Seasonal fruits, Dry snacks and Butter Milk/ fruit juice

Regular and seasonal fruits available in the market

- I. Assorted fruit options from: Apple (1 pc) - 160- 180 Gms, Mango (1 pc) - 160 - 180 Gms. Banana (2 pcs) -Regular Size; Pomegranate (1 pc) 180 -200 Gms: Guava (1 pc)- 180-200 Gms; Orange/Kinnu (1 pc)- 160-170 Gms; Chikku (2 pc) -100 Gms each; Litchi -160 -170 Gms; Grapes-160-170 Gms, Papaya - 125 Gms; Watermelon- 125 Gms; or any other fruit of choice.
- II. **Dry Snacks (Any two)** -- Samosa, Kachori, Upma, Dhokla, Vada, Alo bonda, Onion Vada, Panner/Mushroom/Veg Patties, Pastry, Moong Dal pkt.- (Haldiram) etc
- III. Butter Milk/fruit Juice/Aam Panna/Kesar Milk (Tetra Pack) etc- 200 ml **(Anyone)**

(6). Special Lunch - (Item No. – f)

Special Lunch will have to be supplied based on specific orders and not on regular basis.

Sr No.	Items	Details
1.	Soup	Lemon Coriander, Cream Of Tomato, Manchow, Hot And Sour, Tomato Shorba, Veg Clear, Cream Of Veg, Cream Of Almond, Cream Of Mushroom, Cream Of Chicken, Chicken Lemon Coriander – 02 varieties (One Veg and One Non Veg Soup)
2.	Starter (Veg)	Paneer Tikka (Different flavour)/ Paneer Tiluwala/ Paneer 65/Pampudi Paneer/ Paneer Cutlet / Paneer Pakora /Mushroom Salt & Peper/ Chilly Mushroom/Stuffed Mushroom/Mushroom Pakoda/Veg Cutlet/Veg Finger/ Dahi ka Kabab/Dry Manchurian/Harabara Kabab/Any Special Starter of Paneer or Mushroom/Dahi Vada with Alo dum (Any one)
3.	Starter (Non Veg)	Fish Finger/ Chilly Fish/Chicken Kabab/Chicken Tikka Malai/ Chicken Lollypop/ Chicken 65/Tandoor Chicken/Bali Prawn/Golden Prawn/Prawn Chilly (Any one)

4.	Salad	Green Salad, Russian Salad, Greek Salad Moong Sprout, Pasta Salad, Aaloo Chana Chat, Cabbage Pineapple Salad (Atleast two varieties)
5.	Papad	Fried/Roasted (Any One)
6.	Condiments	Variety of Flavours/Tomatto Khajoor Khata/ Ambula Rai/Mix Fruit Khata/Baigan Bharta/Badi Chura/Alo Bharta (Any two)
7.	Rice	(a) Choice of Basmati or Par Boiled Steam Rice and (b)Basamati Jeera Rice, Jeera Peas Pulao, Veg Pulao, Veg Biryani, Paneer Pulao, Mushroom Biryani, Kashmiri Pulao, Corn Onion Dum Pulao, Veg Fried Rice (Any one)
8.	Chapati	Chapati, Puri,Tandoori Roti, Tawa Paratha, Tandoori Naan, Lachha Paratha,Pudina Paratha,Ajwain Paratha,Masala Kulcha, Butter Naan, Masala Naan (Any two)
9.	Curd/Raita	Curd, Boondi Raita, Veg Raita, Pudina Raita, Pineapple Raita, Dahi Bhalla, Dahi Vada, Dahi Gujia (Any one)
10.	Dal	Yellow Dal, Dal Panchratna, Dal Makhani, Dal Arhar Tarka, Dal Palak, Kadhi Pakora, Rajma, Chhole Masala, Odia Dalma (Any one)
11.	Vegetable	(i) Mix Veg, Gobhi Fry, Bhindi Do Pyaza, Karela Fry, Aaloo Methi, Corn Palak, Aaloo Matar, Soya Chop Masala, Kashmiri Dum Aaloo, Dum Aaloo Punjabi, Dingiri Veg, Gobi Palak etc (Any one)
		(ii) Paneer Butter Masala, Kadhai Paneer, Matar Paneer, Shahi Paneer, Palak Paneer, Malai Kofta, Palak Kofta, Methi Matar Malai, Navratna Korma (Any one)
		(iii)Mushroom Masala, Mushroom Besar, Mushroom Do-Piazza, Chilly Mushroom (Any one)
12.	Non-Veg	(i) Mutton Rogan Josh/ Mutton Curry Home Style/ Prawn Curry / Tawa Prawn/ Pomfret fry / Any other special dishes of Mutton , Prawn or Pomfret (Any One)
		(ii) Butter Chicken, Kadhai Chicken, Chicken Korma, Chicken Kali Mirch, Chicken Lababdar, Fish Curry, Fish Fried, Chilly Fish (Boneless), Fish Pathuri (Boneless) (Any One)
13.	Dessert	Moong Dal Halwa, Chennapoda, Rasmalai, Gulab Jamun, Rasgulla, Gajar Halwa, Variety of Sweets, Icecream of reputed brand (Butter Scotch/ Pineapple/ Choclate/ Mango/ Kesar Pista/ Vanilla etc)- Atleast two varieties
14.	Mouth Freshener	Branded Premium Quality

(7). Other Items on à la carte basis- (Item No. – g to q)

SI No.	Item No.	Item Description
1	g	Butter Milk/ Fresh Water Melon Juice/ Fresh Lime (Salt/Sweet)
2	h	Starter (Veg) : Paneer Tikka/ Paneer Tiluwala/ Paneer 65/Pampudi Paneer/ Paneer Cutlet / Paneer Pakora /Mushroom Salt & Peper/ Chilly Mushroom/ Stuffed Mushroom/ Mushroom Pakoda/ American Corn (Crispy)/ Dry Manchurian/Harabara Kabab/ Any other special veg starter dishes of Paneer/Mushroom/vegetable
3	i	Starter (Non Veg) : Fish Finger/ Chilly Fish/Chicken Kabab/Chicken Tikka Malai/ Chicken Lollypop/ Chicken 65/ Mutton Seekh Kabab/ Bali Prawn/ Any other special Non-Veg starter dishes of Fish,Egg,Chicken, Prawn or Mutton
4	j	Biriyani: Veg Biryani/ Paneer Pulao/ Panner Biryani/ Mushroom Biryani/ Mix Fried Rice /Chicken Biryani (03 pcs of 150 gm Chicken)/ Egg Biryani (02 pcs of Egg)
5	k	Special Vegetable Curry: Paneer Butter Masala/ Kadhai Paneer/ Matar Paneer/ Shahi Paneer/ Palak Paneer/ Malai Kofta/ Methi Matar Malai/ Navratna Korma/Mushroom Masala/Mushroom Besar/ Mushroom Do-Piazza/ Chilly Mushroom/ Any other Sepcial dishes of Mushroom or Paneer
6	l	Butter Chicken Masala/ Kadhai Chicken/ Chicken Korma/ Chicken Kali Mirch/ Chicken Lababdar / Fish Curry / Fish Fried/ Fish Kalia / Chilly Fish/ Any other Special dishes of Chicken or Fish Chicken -04 pcs of 150 gm excluding gravy Fish – 02 pcs of 150gm excluding gravy
7	m	Mutton Rogan Josh/ Mutton Curry Home Style/ Mutton Biryani/ Prawn Curry / Tawa Prawn/ Pomfret fry / Any other special dishes of Mutton , Prawn or Pomfret Mutton – 04 pcs of 150 gm excluding gravy Prawn – 04 pcs of 150 gm excluding gravy Pomfret – 01 pc of 150 gm excluding gravy
8	n	Plain Curd/Boondi Raita/ Pudina Raita/ Pineapple Raita/ Dahi Vaigan/ Tomatto Khajoor Khata/ Mix veg Fry (Chips)
9	o	Kaju Barafi/Cheenapoda (50 gm)/ Gulab Jamun/ Rasgulla/ Milk Cake/ Kalakand/ Ladu/ Jalebi
10	p	Moong Dal Halwa (50 gm)/ Rasmalai (50 gm)/ Gajar Halwa (50 gm)/ Rasabali (02 pcs)/ Seasonal fresh cut fruits (100 gms)
11	q	Icecream of reputed brand (Butter Scotch/ Pineapple/ Choclate/ Mango/ Kesar Pista/ Vanilla etc)/ Cold Drink/ Fruit Juice (Real or Tropicana)/ Coconut Water/ Butter

		Milk/Ice Cream/ Sweet Curd/ Snacks as per demand / requirement etc
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Reserve Bank of India
Human Resource Management Department
Bhubaneswar

Financial Bid

(Note: The rates must be filled by the tenderer(s) online in the MSTC portal
only Kindly do not upload this document)

Header No.1				
Item No.	Item Description	Tentative consumption per annum (in number)	Rate per unit in Rupees (in figure)	Total Amount per annum (in Rupees)
		X	Y	Z=X*Y
A	Tea / Coffee / Green tea / Lemon tea /Masala Tea/ Black Tea / Black Coffee/ Fresh Lime Water (only one rate to be provided for all the mentioned items) as detailed at Para (1) of Annexure X : Per Cup (180 ml) / Per Glass (200 ml)	60000	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.
B	Normal Tea as detailed at Para (2) of Annexure X : Per Plate	200	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.
C	High Tea (Type-A) as detailed at Para (3) of Annexure X : Per Plate	8000	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.
D	High Tea (Type-B) as detailed at Para (4) of Annexure X : Per Plate	2000	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.
E	Basic Lunch (Unlimited Meals to be served at OLDR on daily basis) as detailed at Para (5) of	10000	Rates including GST should be quoted in	Amount will be calculated in MSTC portal.

	Annexure X : Per Meal		MSTC under the section of financial bid	Bidders shall not enter any amount.
F	Special Lunch (Unlimited Meals to be Served) as detailed at Para (6) of Annexure X : Per Meal	700	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.
G	Butter Milk/ Water Melon Juice/ Fresh Lime (Salt/Sweet) : Per Glass (200 ml)	3000	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.
H	Starter (Veg) : Paneer Tikka/ Paneer Tiluwala/ Paneer 65/Pampudi Paneer/ Paneer Cutlet / Paneer Pakora /Mushroom Salt & Peper/ Chilly Mushroom/ Stuffed Mushroom/ Mushroom Pakoda/ American Corn (Crispy)/ Dry Manchurian/Harabara Kabab/ Any other special veg starter dishes of Paneer/Mushroom/vegetable : Per Plate (04 pcs of 150 gm)	200	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.
I	Starter (Non Veg) : Fish Finger/ Chilly Fish (Boneless)/Chicken Kabab/Chicken Tikka Malai/ Chicken Lollypop/ Chicken 65/ Mutton Seekh Kabab/ Bali Prawn/ Any other special Non-Veg starter dishes of Fish,Egg,Chicken, Prawn or Mutton : Per Plate (04 pcs of 150 gm)	200	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.
J	Biryani: Veg Biryani/ Paneer Pulao/ Panner Biryani/ Mushroom Biryani/ Mix Fried Rice /Chicken Biryani (03 pcs of 150 gm Chicken)/ Egg Biryani (02 pcs of Egg) : Per Plate	500	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.
K	Special Vegetable Curry: Paneer Butter Masala/ Kadhai Paneer/ Matar Paneer/ Shahi Paneer/ Palak Paneer/ Malai Kofta/ Methi Matar Malai/ Navratna Korma/Mushroom	100	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.

	Masala/Mushroom Besar/ Mushroom Do-Piazza/ Chilly Mushroom/ Any other Sepcial dishes of Mushroom or Paneer : Per Plate (150 gm)			
L	Butter Chicken Masala/ Kadhai Chicken/ Chicken Korma/ Chicken Kali Mirch/ Chicken Lababdar/ Fish Curry / Fish Fried/ Fish Kalia / Chilly Fish/ Any other Special dishes of Chicken or Fish : Per Plate (Chicken -04 pcs of 150 gm excluding gravy or Fish – 02 pcs of 150gm excluding gravy)	200	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.
M	Mutton Rogan Josh/ Mutton Curry Home Style/ Mutton Biriyan/ Prawn Curry / Tawa Prawn/ Pomfret fry / Any other special dishes of Mutton , Prawn or Pomfret : Per Plate (Mutton – 04 pcs of 150 gm excluding gravy or Prawn – 04 pcs of 150 gm ecluding gravy or Pomfret – 01 pc of 150 gm excluding gravy)	200	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.
N	Plain Curd/Boondi Raita/ Pudina Raita/ Pineapple Raita/ Dahi Vaigan/ Tomatto Khajoor Khata/ Mix veg Fry (Chips) : Per Plate (100 gm)	400	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.
O	Kaju Barafi/Cheenapoda (50 gm)/ Gulab Jamun/ Rasgulla/ Milk Cake/ Kalakand/ Ladu/ Jalebi : Per Piece	400	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.
P	Moong Dal Halwa (50 gm)/ Rasmalai (50 gm)/ Gajar Halwa (50 gm)/ Rasabali (02 pcs)/ Seasonal fresh cut fruits (100 gms) : Per Plate	800	Rates including GST should be quoted in MSTC under the section of financial bid	Amount will be calculated in MSTC portal. Bidders shall not enter any amount.

Bidders may note that quantities per annum mentioned above is indicative only. The quantities may vary according to the usage throughout the year.

Header No. 2

Non-Labour component (variable componenet)

**E-Tender for Providing Catering Services at (OLDR), Staff Canteen and Operation of Tea
Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar**

<i>The bidder may quote his desired amount in MSTC website only</i>		
Item No.	Description	Rate (excluding GST)
Q	Service Charges per annum (12 months) The bidder must quote the service charges per annum (12 months) excluding GST as amount in Rs. (Not in Percentage).	Please quote amount in ₹ per annum (12 months) excluding of GST in MSTC website

Note: - All the above menus are only indicative, and the Bank reserves the right to modify any of the menu as per requirement. Bank will not give any minimum commitment on the indicative quantity mentioned above. Payment will be made on the basis of actual consumption only.

***Kindly refer Para 1.6 of [Section-V](#) for evaluation of financial bid**

- a) The rate per unit in rupees (in figures) for items A till P, quoted under Header No. 1, should be **inclusive of GST**.
- b) For Header No. 2 the bidder must quote the service charges per annum (12 months) excluding GST, as amount in Rupees. (Not in Percentage). The bidder must quote service charges more than or equal to 3% of the total minimum wages detailed at Sl. No. j (total wages excluding GST) of [Annex XI](#) which works out to be ₹1,04,890/- (Rounded Off), as per the manpower requirement.

Bidders quoting the contractor's service charges below the amount i.e. ₹1,04,890/- will be rejected without assigning any reason thereof.

- c) In addition to the Basic Lunch, the vendor has to provide Tea/Coffee, Normal Tea, High Tea (Type A/B), Special Lunch facilities and Other Items on à-la-carte basis at OLDR as per the menu (**Item No. A to P detailed at [Annexure X](#)**) for which the indent will be provided to the vendor for the said programme. Additional Manpower required for preparation (Specialized Cook/Assistant Cook) for Starter and Other menu items and serving staff during the Special Lunch will be provided by the Vendor and the expenditure for the same will be borne by the Vendor. **The Vendor is advised to quote the rates for Item No. A to P (under Header No. 1) and Q (under Header No. 2) considering the expenditure incurred for arrangement of additional manpower for preparation and providing service during the special lunch at OLDR.** Special Lunch will have to be supplied based on specific orders and not on regular basis.

- d) Rates quoted for items under Header No. 1, shall be for 12 months and inclusive of all incidental charges, service charges and taxes **including GST**. The above rates should be inclusive of all charges for operating OLDR, maintenance and supervision of Lounges, Pantry, and to clean and fill water in flasks / water containers for Senior Officer/ Sectional-in-Charges cabins and Conference Rooms, etc., as mentioned in the Scope and Nature of Work of this Tender document.
- e) As the cost of labor/workforce as defined will be reimbursed on an actual basis as per the statutory rates, the tenderer should include all the other components namely raw materials, transportation, preparation charges, services such as cleaning, maintenance, etc., and all other applicable charges, levies, duties and taxes, any other expenses, while quoting the rates of food items under Header No. 1.
- f) In the case of any tender where the quoted cost of food items is abnormally high or low, the tenders will be considered as unbalanced and the Bank shall have the sole right to summarily reject such tenders without any further intimation to the bidder.
- g) The rates/ quotes in the Financial Bid shall be firm and final, and shall not be enhanced under any pretext, during the period of the contract. The Bank shall not entertain the contractor's claim for revision of rates during the period of the contract under any circumstances. During annual renewal, the revision of rates of priced items (as mentioned in [Annexure X](#)) may be done on the basis of cost escalation and the maximum permissible increase in the rates which will be based on CPI and WPI indices declared by Central Government. The decision of the Bank in this regard shall be final and binding.

Selection of successful bidder

The Vendor shall be allowed to quote the rates for Header No. 1 - Item No. A to P and Header No. 2 – Item No. Q of the above table, for a maximum up to two decimal places. The score for individual items will be calculated as (quantity per annum*rates quoted for that items).

- The sum of total amounts arrived at Header No. 1 and Header No. 2 will be considered for arriving at successful bidder. The lowest amount of sum of

Header No. 1 and Header No. 2 (rounded off to two decimals) will be declared as successful bidder (L1)

- In case the lowest tendered amount of two or more bidders is the same, then such lowest bidders may be asked to submit a revised offer quoting discount on their already quoted tendered amount in a sealed envelope. Further, if any such lowest bidder does not revise his/her bid on lower side, his/her original bid shall remain valid for further processing. The lowest tender shall be decided on the basis of revised offer.
- If the revised tendered amount of two or more bidders received in the revised offers is again found to be equal, then the firm with the highest annual turnover in FY 2024-25 shall be considered for the award of contract.

Annexure XI**Calculation of Labour Component**

Providing Catering Services at (OLDR) and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar					
Sl No.	Details of Manpower	Quantity in nos. (i)	Daily Minimum wage as per CLC, GOI in Rs. w.e.f September 19, 2025	No. of working days per annum (iii)	Rates per annum = (i*ii*iii)
a.	Skilled	02	893	288 days (considering 24 working days per month)	₹ 5,14,368
b.	Semi Skilled	02	760	288 days (considering 24 working days per month)	₹ 4,37,760
c.	Unskilled	10	674	288 days (considering 24 working days per month)	₹ 19,41,120
d. Total Labour Wages in Rs. (Sum of a, b and c)					₹ 28,93,248
e.	EPF @12% of Basic wages plus VDA (Employer Contribution) (Basic plus VDA is subject to maximum ceiling of Rs 15000 salary per month or any other amount specified by EPFO from time to time)				₹ 3,02,400/-
f.	EDLI contribution @ 0.5% of the Wages plus VDA (subject to maximum ceiling of Rs 15000 salary per month or any other amount specified by EPFO from time to time)				₹ 12,600/-
g.	EPF Admin Charges @ 0.5% of the Wages plus VDA (subject to maximum ceiling of Rs 15000 salary per month or any other amount specified by EPFO from time to time)				₹ 12,600/-
h.	ESIC @ 3.25% of Basic wages plus VDA (Employer Contribution) (Not applicable if salary exceeds Rs. 21,000 or any other amount specified by ESIC from time to time)				₹ 77,314/-
i.	Bonus @8.33% (not applicable if salary exceeds Rs. 21,000/- or any other amount updated by Bonus Act time to time)				₹ 1,98,161/-
j. Total Labour wages in Rs. excluding GST (Sum of d,e,f,g,h,i)					₹ 34,96,323
k.	GST @ 18% on (j)				₹ 6,29,338

Total amount of Labour Component per annum in Rs. (Sum of j & k) including GST---Header (A)	₹41,25,661 (Rounded off to nearest decimal)
Anticipation in hike in minimum wages during a year (5%)—Header (B)	₹ 1,44,662
Total amount of Labour Component per annum in ₹ (sum of Header A & Header B)	₹42,70,323

The statutory components of wages are subject to applicable statutory guidelines which are indicated below. These are subject to change and latest guidelines shall be followed by the tenderer.

1.	12%	EPF contribution @ 12% of Basic Minimum Wages plus VDA	Basic plus VDA is subject to maximum ceiling of Rs 15000 salary per month or any other amount specified by EPFO from time to time
2.	0.5%	EDLI contribution @ 0.5% of the Wages plus VDA	Basic plus VDA is subject to maximum ceiling of Rs 15000 salary per month or any other amount specified by EPFO from time to time
3.	0.5%	EPF Admin Charges @ 0.5% of the Wages plus VDA	Basic plus VDA is subject to maximum ceiling of Rs 15000 salary per month or any other amount specified by EPFO from time to time
4.	3.25%	ESIC @ 3.25% of Basic wages plus VDA (Employer Contribution)	(Not applicable if salary (Basic+VDA) exceeds Rs. 21000 or any other amount specified by ESIC from time to time)
5.	8.33%	Bonus @ 8.33% of Wages plus VDA	(Not applicable if salary (Basic+VDA) exceeds Rs. 21000 or any other amount updated by Bonus Act from time to time.)

INSTRUCTIONS AND CONDITIONS: -

- 1) Wages are subject to amendments as and when promulgated by statutory Authorities. **Increase of VDA by Ministry of Labor and Employment, Govt. of India vide notification dated September 25, 2025** has been incorporated in the category wise wage calculation and any further increase of VDA will become the part of monthly consolidated wages.
- 2) The Agency / contractor/ firm/ company will charge GST as stipulated by Ministry of Finance, Government of India from time to time through its notification, in the monthly invoice submitted to the Bank and the same will be reimbursed by the Bank on submission of the bill.

E-Tender for Providing Catering Services at (OLDR), Staff Canteen and Operation of Tea Pantry at Main Office Premises, Reserve Bank of India, Bhubaneswar

- 3) The rates quoted should be inclusive of reliever charges. No extra amount will be paid for the reliever.
- 4) The bidder should ensure to comply with local laws, works contract tax, etc. except GST imposed/to be imposed by Central/State Government/ Local Bodies and the contractor shall pay the said taxes to the government and the Bank will not entertain any claim thereof for reimbursement of the same to the contractor. If the contractor fails to include such taxes and duties in the bill, no claim thereof will be entertained by the Bank afterwards.
- 5) Agency needs to provide Wage Slip along with the NEFT details of payment pertaining to its staff on monthly wages.
- 6) Documents supporting payment of PPF/ESI/EPF etc. needs to be produced with the bills.
- 7) The Basic Minimum Wages plus VDA are always as per **Industrial Workers (Building Operations) (for skilled/semi-skilled/ un-skilled workers)** stipulated by the Chief Labour Commissioner, Ministry of Labour and Employment, Government of India and that other mandatory charges i.e., EPF, ESI, EDLI, Bonus are in conformity with the corresponding statutory provisions.
- 8) I/We have gone through the terms and conditions of the e-tender and is agreeable to them.

Place:

Date:

Signature and Seal of the Tenderer
(Name of Authorized Signatory)

Annexure - XII**Staff Canteen services to be provided at Reserve Bank of India, Bhubaneswar**

1. The canteen services shall normally be provided at the Staff Canteen, Annex Building, Main Office Premises, Reserve Bank of India, Bhubaneswar or at any other place as decided by the Bank within the Bank's premises. However, if required by the Bank, services will have to be provided beyond office hours.

2. The Vendor shall refer the indicative menu and rates mentioned in [Annexure-XIII](#). Rates for any new items introduced will require prior approval of the Bank.

3. The Vendor shall provide infrastructure for electronic payment viz. POS, Sodexo card machine, UPI Payment etc. The Vendor shall accept Sodexo/ Pluxee Card along with debit card/credit card/cash against the breakfast/lunch/snacks items served to the Bank's staff, by him. The Vendor will claim the amount against Sodexo/ Pluxee EMCs/coupons (if applicable) directly from the Sodexo SVC India Pvt Ltd. The Bank shall not be responsible for any claims, in this regard.

4. The Infrastructure to be provided to the Vendor, by the Bank shall include water, electricity, dining area and canteen furniture. The crockeries and cutleries for Staff Canteen will be arranged by the Vendor and the cost for the same will be borne by the Vendor. The said items will be returned to the Vendor on successful completion of the contract period.

5. Bank will not bear manpower cost engaged at Staff Canteen on a daily basis. However, the Vendor shall be solely responsible for providing all requirements of his staff, including:

(i) Payment of wages and all allowances as per prevailing instructions under Minimum Wages Act (Central Rules), 1948 as applicable and as amended from time to time.

(ii) Collection and payment of all taxes on behalf of his employees and any other statutory requirements such as PF, ESI etc., made by any Government Authority having jurisdiction.

6. Breakfast in the morning, lunch in afternoon and snacks in the evening shall be provided in the canteen.

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

Signature of Vendor(s)/ Partner(s) Name:

Seal:

Date:

Place:

Annexure-XIII**RATES FOR BREAKFAST/SNACKS/LUNCH AT STAFF CANTEEN, RBI, BHUBANESWAR****(A) BREAKFAST (MORNING) and SNACKS (AFTERNOON) TO BE SERVED ON DAILY BASIS:**

SI No.	Description	Unit (Plate / Piece)	Rates inclusive of taxes (In Rupees)
1.	Tea/Coffee/Black Coffee/ Green tea/ lemon tea/Masala Tea/ Ginger Tea/ Fresh lime water	Per cup (180 ml)/per glass (200 ml)	10/-
2.	Grilled Sandwich Veg/Non- veg	Per 02 slices bread	Rs. 20/- / 35/-
3.	Cornflakes (regular) of reputed brand with milk & Sugar Sachet	Per Bowl (200 ml Milk and 50 gm cornflakes)	Rs.35/-
4.	Aloo/Gobhi/Onion Paratha with Curd and Pickle	per Pc.	Rs.25/-
5.	Poori with sabji/Alo Kassa	per four pcs.	Rs.30/-
6.	Poha	per plate	Rs.25/-
7.	Idli (including sambhar, chutney or Alo Mattar Curry)	per plate (four Nos)	Rs.30/-
8.	Bread - Omlette	Four Pcs. of bread and Two nos. of eggs	Rs.40/-
9.	Boiled Egg	Per Pc	Rs.10/-
10.	Bread toast with butter/ Jam	per two Pc.	Rs.20/-
11.	Upma, Ghughuni	per plate	Rs.25/-
12.	Plain Dosa (incl. sambhar, chutney)	per plate (1 (No.)	Rs.30/-
13.	Onion Masala Dosa (including sambhar, chutney)	per plate (1 No)	Rs.40/-
14.	Noodles/Atta Maggie Veg/ Nonveg	Per Plate	Rs. 30/- / 40/-
15.	Vada/Piaji/Samosa/Alo Chop	Per Piece	Rs.10/-
16.	Veg Cutlet/Bread Chop/Egg Chop	Per Piece	Rs.15/-
17.	Rasogolla/Jilabi/Gulab Jamun/Any Other Sweet	Per Piece	Rs.12/-
18.	Beverages (Ice Cream/ Cold Drinks/Butter Milk/ Lassi/ Curd (Sweet/Plain) / Tetra Pack Juice)	As per MRP	

(B) LUNCH TO BE SERVED ON DAILY BASIS:

Sl No.	Description	Unit (Plate / Piece)	Rates inclusive of taxes (In Rupees)
1.	<u>Veg Thali:</u> (a) Plain Rice (b) Dal (Thrice a week)/Odia Dalma (Twice a week) (c) Chapatti (d) One Seasonal Vegetable curry (e) Mix Fry Bhaja/Chips (f) Salad, pickle and papad	Per Plate	Rs.80/-
2.	<u>Non Veg Thali:</u> (a) Plain Rice (b) Dal (Thrice a week)/Odia Dalma (Twice a week) (c) Chapatti (d) Chicken (03 pcs of 100 gm) (Twice in a week)/Fish (01 pc of 100 gm) (Thrice in a week) (e) Mix Fry Bhaja/Chips (f) Salad, pickle and papad	Per Plate	Rs.100/-
3.	Steam Rice	per plate	Rs.20/-
4.	Dal Fry	per plate	Rs.25/-
5.	Seasonal Veg	per plate	Rs.35/-
6.	Veg Pulao/Peas Palau/Fried Rice	per plate	Rs.50/-
7.	Paneer Butter Masala/Mattar Paneer/Chilly Paneer/Veg Manchurian/Gobi Manchurian/Malai Kofta Curry	per plate	Rs.50/-
8.	Mix Veg	per plate	Rs.40/-
9.	Chapati/Roti/Tawa Paratha	per pc.	Rs.8/-
10.	Mushroom Curry/ Chilly Mushroom	per plate	Rs 50/-
11.	Fish Masala / Fish Kalia / Fish Dopiazza/Chilly Fish	(01 Pc of 100 gm)	Rs.35/-
12.	Egg Curry/ Double Egg Omelette	(2 pcs)	Rs.30/-
13.	Prawn Curry	(03 pcs of 100gm)	Rs.75/-
14.	Chicken Chilly / Chicken 65/ Chicken Butter Masala/Chicken Tikka Butter Masala/Kadai Chicken	(04 pcs of 150gm)	Rs.70/-
15.	Mutton Rogan Josh / Handi Mutton	(04 pcs of 100gm)	Rs.130/-
16.	Mix Veg Biryani/Mushroom Biryani/Paneer Biryani with Raita	(75 gm of Paneer or Mushroom)	Rs.100/-

17.	Chicken Dum Biryani with Raita	(04 pcs of 150 gm Chicken)	Rs.130/-
18.	Mutton Biryani with Raita	(04 pcs of 150gm)	Rs.180/-
19.	Dahi	per bowl	Rs.15/-
Taste of Odisha			
1.	Dalma		Rs.25/-
2.	Baigan Bharta / Aloo Bharta		Rs.15/-
3.	Aloo Potala Rassa		Rs.30/-
4.	Jahni Posta		Rs.30/-
5.	Dahi Baigan		Rs.20/-
6.	Dahi Boondi		Rs.20/-
7.	Badi Chura		Rs.15/-
8.	Saaga Bhaja		Rs.20/-
9.	Bhindi Masala		Rs.30/-
10.	Machha Tawa Fry/ Machha Besara	(1 Pcs of 100 gm excluding gravy)	Rs.35/-
11.	Chuna Machha Bhaja/Besar	75 gm of Chuna Machha excluding gravy	Rs.30/-
12.	Chicken Curry Home Style	(04 pcs of 150gm excluding gravy)	Rs.70/-
13.	Mutton Curry Home Style	(04 pcs of 100 gm excluding gravy)	Rs.120/-
14.	Rice Khiri/Gajar Halwa	(50 gm)	Rs.25/-

(C) The Vendor shall ensure availability of the following menus at Staff Canteen:

- I. Veg Thali and Non Veg Thali on daily basis.
- II. Atleast one Special Vegetable dish (Paneer/Mushroom/Kofta/Veg Biryani/Fried Rice with Veg/Gobi Manchurian) on daily basis.
- III. Special Non-Veg dishes i.e. Chicken Biryani or Mutton Biryani or Mutton Curry Home Style (atleast once in a week) and Chuna Machha Besar or Prawn Curry (atleast once in a week).
- IV. Atleast 02 varieties of breakfast items and afternoon snacks on daily basis.
- V. Tea/Coffee/Black Tea/Lemon Tea/Green Tea/Fresh Lime Water during Breakfast and afternoon snacks time on daily basis.
- VI. Arrange atleast one dessert item like Sweet/Rice Khiri/Gajar Halwa on daily basis.

- VII. Arrange Beverages (Ice Cream/ Cold Drinks/Butter Milk/ Lassi/ Curd (Sweet/Plain) / Tetra Pack Juice) of reputed brand at Staff Canteen on daily basis.
- VIII. Any other items as advised by the Bank.

Note: There would be no remuneration given by the Office for the Staff deployed in Canteen. The revenue would be generated by the sale of food items in the canteen as per the above rates for which the visiting staff would pay in cash or Sodexo Card or by any electronic payment method.

Annexure – XIV**Undertaking**

I/We solemnly hereby undertake that:

- i. The firm/company shall pay the wages to the manpower deployed by him in accordance with the provisions/statutes/acts/terms and conditions stipulated by the Central Government from time to time towards statutory payments viz. Minimum Wages, EPF, ESI etc. (as detailed in [Annexure -XI](#)).
- ii. The Firm/Company shall produce the proof of payment of wages and all other statutory dues for reimbursement from the Bank on actual basis.
- iii. The Firm/Company shall produce the notifications regarding any revision in Minimum wages as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time for reimbursement from the Bank.

Place:

Date:

**Signature and Name of the authorized person
of the firm/bidder with office seal**

Annexure – XV**APPROVED LIST OF MATERIALS TO BE USED IN OLDR, TEA PANTRY AND STAFF CANTEEN**

Sr No.	Items	Brand
1	Milk (Fresh) and milk products	Omfed, Milk Moo, Amul, Mother Diary
2	Butter	Amul, Mother Diary or equivalent
3	Bread (white / brown)	Britannia, Morris, Essar or equivalent
4	Cornflakes	Kellogg's, Bagrry's or equivalent
5	Edible Refined oil	Saffola / Sundrop / Fortune only
6	Edible Mustard oil	Saffola, Engine, Fortune only
7	Spices	Packed MDH, Everest, Grihasti, Home Fills, TATA Sampan or equivalent
8	Wheat Flour	Ashirwad, Nature Fresh
9	Rice (Basmati)	Kohinoor/ India Gate/ Lal Quila / Dawat of premium quality only
10	Pulses	Packaged pulses of very good quality
11	Table Salt/Black Pepper (Powder) and Chat Masala on dining tables	Catch, MDH, Everest or equivalent
12	Pickle	Mothers/ Tops or any other brand approved by the Bank
13	Raw vegetables	Fresh & Good quality and washed properly before cooking.
14	Juices	Real, Tropicana or equivalent
15	Ice Cream	Amul, Mother Diary, Dinshaw, Kwality wall's, Vadilal or equivalent.
16	All consumables other than mentioned above	Premium Quality