



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

NOTICE INVITING E - TENDER (NIT)

Tender for Providing Maintenance and Catering Services at Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) in Bank's Quarters at La Place, Shahnajaf Road, Lucknow and Sector J, Aliganj, Lucknow

Reserve Bank of India, Lucknow (hereinafter called "the Bank"), invites e-tenders through MSTC portal (www.mstcecommerce.com/eprocn) under two - Bid system (Part I - Technical Bid & Part II -Financial Bid) for providing Maintenance and Catering Services at Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) in Bank's Quarters at La Place, Shahnajaf Road, Lucknow and Sector J, Aliganj, Lucknow, from reputed Companies/Firms. The contract shall commence from April 01, 2025 and shall remain in force initially till March 31, 2026 for one year at a time and extendable for further period of maximum two years at the Bank's discretion or such other short period as the Bank may consider necessary, subject to satisfactory services rendered by the tenderer during the validity of the contract period

2.Amendments / corrigendum to the tender, if any, issued in future shall only be notified on the RBI Website and MSTC Website.



SCHEDULE OF TENDER (SOT)

a.	e-Tender no & Name	RBI/Lucknow Regional Office/HRMD/4/24-25/ET/866 Tender for Providing Maintenance and Catering Services at Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) in Bank's Quarters at La Place, Shahnajaf Road, Lucknow and Sector J, Aliganj, Lucknow.
b.	Mode of Tender	e-Procurement System Online Part I – Techno - Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprocn
c.	Date of NIT available to parties to download	01:00 PM of February 05, 2025
d.	Pre-Bid meeting (offline)	11:00 AM of February 14, 2025
e.	Estimated annual Value of Tender	₹ 40,00,000/- (Rupees Forty Lakh only)
f.	i) Earnest Money Deposit ii) Tender Fees: NIL	i) Rs. 80,000/- (Rupees Eighty Thousand only i.e 2% of estimated cost) through NEFT in favour of Reserve Bank of India, Lucknow on or before 01:00 PM of February 27, 2025. <u>Details for NEFT</u> Beneficiary Name: RBI, Lucknow, IFSC Code: RBIS0LKPA01 Account No.: 186003001 ii) Transaction Fee as per MSTC Rates.
g.	Last date of submission of EMD.	01:00 PM of February 27, 2025.
h.	Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprocn	02:00 PM of February 05, 2025.



i.	Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid.	03:00 PM of February 27, 2025
j.	i) Date & time of opening of Part-I (i.e., Technical Bid) ii) Part-II Price Bid: Date of opening of Part II i.e., price bid	i) 04:00 PM of February 27, 2025 ii) Shall be informed separately to the eligible parties/vendor only through e-mail provided by the bidders in their Technical Bid.
k	Transaction Fee (as per MSTC website)	Payment of Transaction fee through MSTC payment gateway /NEFT/RTGS in favour of MSTC LIMITED

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

4. Tenders received after due date and time shall be rejected.

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

6. In case of any problem/dispute, decision of Regional Director, RBI Lucknow will be final and binding on all parties.

7. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time, the Bank reserves the right to reject his offer even after opening of Part-II of the tender. The Bank is not bound to assign any reason/s thereof.

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

Regional Director
Reserve Bank of India, Lucknow



DISCLAIMER

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

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

Reserve Bank of India reserves the right not to proceed with the Contract or to change the configuration of the Contract, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to cancel the tender & reject all bids and the right to decline to discuss the matter further with any party expressing interest/ applying under the tender. No reimbursement of cost of any type will be paid to persons or entities expressing interest/ applying under the tender.



Important Instructions Regarding E-tender

This is an e-procurement event of RBI. The e- procurement Service Provider/Contractor is the MSTC Limited.

You are requested to read and understand the Notice Inviting Tender and subsequent corrigenda if any, before submitting your online tender.

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 Techno-Commercial Bid as well as Price Bid over the internet will be done. **The Vendor should possess Class III signing and encryption type digital certificate.** Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. RBI is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT www.mstcecommerce.com/eprocn/ (Version 3)

1) Vendors are required to register themselves online with www.mstcecommerce.com/eprocn/

Register as Vendor -- Filling up details and creating own user id and password Submit. For further details, go to Download Guide / Video / Registration

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/ RBI, (before the scheduled time of the e- tender).

Contact details:

a) Contact person (MSTC) For Vendors:

HO Central Help Desk: (For vendors)



Phone Number :07969066600

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

Availability

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

b) Contact person (MSTC)

Please visit www.mstcindia.co.in/content/Contact.aspx and update your Regional Office accordingly.

c) Contact person at RBI (RO/TE)

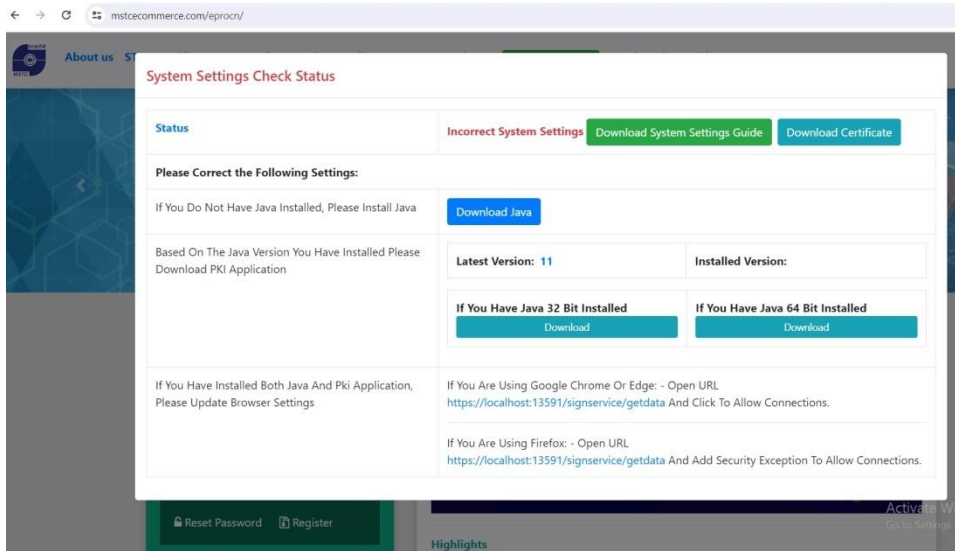
Pushker Kumar, Manager- Mob No 6201041410 (email-
pushkerkumar@rbi.org.in)

Ankit Singh Negi, Assistant Manager- Mob No 8957111509 (email-
asnegi@rbi.org.in)

Guide.

1. System Requirement:

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



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

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

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

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



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

5. Bidding in E-tender:

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

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

- a) Bidder(s) need to submit necessary EMD, E-Tender fees (If ANY) and Transaction fee separately for the e-tender. Transaction fees if any are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by RBI.
- b) The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.

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

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



saving lot specific terms and submitting price bid would be disabled. The status of whether the same is successful/pending would be displayed in the bid status button.

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

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

- d) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- e) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- f) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- g) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply/work. Such successful tenderer shall be called hereafter **SUPPLIER/CONTRACTOR**.
- h) It is mandatory that all the bids are submitted with class III signing and encryption type of digital signature certificate otherwise the same will not be accepted by the system.
- i) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.



- j) No deviation of the terms and conditions of the e-Tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the e-Tender.
- k) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.



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PART – I

TECHNICAL BID

Section I

Form of Tender

**Regional Director
Reserve Bank of India
Human Resource Management Department,
8-9 Vipin Khand, Gomti Nagar
Lucknow-226 010**

Madam/Sir,

Providing Maintenance and catering Services at Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) in Bank's Quarters at La Place, Shahnajaf Road, Lucknow and Sector J, Aliganj, Lucknow

I/We hereby submit that I/we have carefully examined the requirements, conditions and schedule of quantities relating to the captioned work and visited and examined the site of the works and also acquired the requisite information relating thereto as affecting the tender. I/We hereby offer to take up the Maintenance and catering of Visiting Officers' Flat (VOF) and Transit Holiday Home(THH) in Bank's Quarters at La Place, Shahnajaf Road, Lucknow and Sector J, Aliganj, Lucknow at the rates mentioned in the financial bid and in accordance with the conditions of the tender and conditions of contract attached hereto.



2. I / We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing.

3. I / We also agree to keep the Bank Guarantee towards earnest money valid during the entire period of validity of tender, as per enclosed Proforma (Annexure - I).

3. I/we hereby agree to abide by and fulfill all the Terms and Conditions of the Tender if the tender is accepted and in default thereof, to forfeit and pay to you or your successors, or assignees or nominees (in Office) such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the Contract.

4. I/We understand that the agency / contractor who had earlier worked with the Bank as a contractor for Maintenance, Housekeeping and Catering Services of VOFs/THHs/Medical Flats or for any other service in any of the offices of the Bank (including Lucknow) and was issued termination notice and/or terminated for deficiency of service by the Bank will not be eligible to apply.

5. I / We, do hereby declare that there is no case with the Police/Court/Regulatory authorities against me/us. Also, I/We have neither been suspended / delisted / blacklisted by any organization for any reason nor any such proceedings are pending or contemplated. I/We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.

6. I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to Reserve Bank of India verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I/We understand that the Bank shall not be bound to accept the lowest tender and reserves the right to accept any tender whether lowest or not. The Bank also reserves the right to reject all the tenders without assigning any reason therefor. The Banks can



also reject any tender which prima-facie violates any law applicable in the context of this tender.

Dated this _____ day of _____ 2025.

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 attached).

Witnesses

(1) Signature with _____

Name, address and date _____

(2) Signature with _____

Name, address and date _____



Section II

Check List of documents to be submitted with the tender.

S.No.	Prequalification documents	Attached Yes/No
1.	Name of the Agency/Firm/Company, etc	
2.	Tender documents signed and stamped	
3.	EMD Rs 80,000/- Proof/Slip of Statement for the payment of EMD enclosed	
4.	Proof of Average annual financial turnover of firm during the last 3 years ending 31st March 2024 minimum of Rs 40 lakh each year. Copies of the Income Tax Clearance Certificates/ Income Tax Assessment orders/ IT Returns along with latest final accounts of the business of the contractor duly certified by a Chartered Accountant should be enclosed in proof of their credit worthiness and turnover for the last three years.	
5.	Audited balance sheets of the last 3 years For the year 2021-22 For the year 2022-23 For the year 2023-24	
6.	The client-wise names of work(s), year(s) of execution of work (s) awarded, Date of Start and Finish of the work and actual cost(s) of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed furnished along with documentary evidence along with their contract details.	
7.	The details along with documentary evidence of previous experience if any, of carrying out works for the Reserve Bank of	



	India at any of its Office/centre given.	
8	<p>Only those contractors/firms may apply who have minimum 5 years of experience (during the last 5 years) as on March 31, 2024, in undertaking similar works in the field of housekeeping and catering in Government Departments/ Public Sector - Central or State/ reputed private sector companies/ Multinational corporations/ Public or Private Sector Banks:</p> <p>The tenderer have to upload / submit the Client Certificate(s) as per specified format in Annexure-II having successfully completed similar works/ contracts for housekeeping, maintenance and catering services of guest houses of</p> <p>Government Departments/ Public Sector - Central or State/ reputed private sector companies/ Multinational corporations/ Public or Private Sector Banks round-the-clock basis during last five financial years i.e., F.Y. 2019-20, F.Y. 2020-21, F.Y.2021-22, F.Y.2022-23 and F.Y. 2023-24 which should be either of the following:</p> <p>One similar work costing not less than the amount equal to 80% of the estimated cost.</p> <p style="text-align: center;">OR</p> <p>Two similar completed works each costing not less than the amount equal to 50% of the estimated cost.</p> <p style="text-align: center;">OR</p> <p>Three similar completed works each costing not less than the amount equal to 40% of the estimated cost.</p>	
9	Copy of PAN	
10	Proof of Registration with ESI, if applicable	
11	Proof of Registration with PF, if applicable	
12	Proof of CGST/SGST Registration	



13	Proof of registration under labor laws as may be applicable	
14	Full particulars (whether contractor is an individual or a partnership firm or a company etc.) of the composition of the firm of contractors in detail should be submitted along with the name(s) and address(es) of the partners/directors, copy of the Articles of Association/Power of Attorney/ any other relevant document.	
15	Name and address of the bankers. Please enclose a certificate from bankers regarding financial standing. As per format at Annex - II	
16	Full particulars of their bank accounts, like account No., type, when opened, IFSC etc. should be given. Tendering firms/companies should have current account in scheduled banks and should give an undertaking that they are ready to receive the payments through National Electronic Funds Transfer (NEFT).	
17	The tenderer should upload / submit the Undertaking/ Declaration as specified in Annex-IV on the letter head of the agency/ company/ firm that there should not be any case/ neither any charge under investigation/ enquiry/ trial against the agency/company/firm, nor it be convicted in a Court of Law or suspended/ blacklisted by any organization on any grounds. Concealment of facts and subsequent detections will lead to annulment of the contract/ rejection of the bid forthwith. (Upload the Undertaking/ Declaration on the Letter Head of the Bidder as per specified Format on MSTC Portal)	

Place:

Signature and seal of the contractor

Date:



Section III

General Instructions to Tenderers and Special Conditions

3 Issue / Submission of Tender & eligibility criteria

Reserve Bank of India, Lucknow invites tenders from established & reputed firms/companies for Providing Maintenance and catering Services at Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) in Bank's Quarters at La Place, Shahnajaf Road, Lucknow and Sector J, Aliganj, Lucknow for an initial period of one year from April 01, 2025 as per laid down contractual obligations. However, the contract can be extended for a further period subject to satisfactory performance of the maintenance/catering services and adherence to contractual obligations by the firm/company.

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

3.2 The tender forms can be accessed, filled and submitted online at RBI webpage of MSTC at www.mstcecommerce.com.



3.3 Tenderers fulfilling the eligibility criteria & found to be eligible for opening of Part II of the tender shall be empaneled by the Bank for maintenance/catering works the estimated cost of which is Rs. 40 Lakhs (approx.) per annum.

3.4 Last date of submission of tender documents will be February 27, 2025 up to 15:00 hours. After scrutiny, if any of the contractors are found not possessing the required eligibility, their tenders shall not be accepted by the Bank for further processing. The Bank reserves the right to reject any bid without assigning any reason thereof.

3.5 Eligibility Criteria and Documentary Evidence in support thereof:

The tenderers should satisfy the following conditions and shall enclose the following documents in Part I for examining their credentials. Opening of Part II (Price Bid) will be subject to satisfying the prescribed eligibility criteria:

(a)	Composition of the firm	<p>Full particulars (whether contractor is an individual or a partnership firm or a company etc.) of the composition of the firm of contractors in detail should be submitted along with the name(s) and address(es) of the partners, copy of the Articles of Association/Power of Attorney/ any other relevant document.</p> <p>In case of proprietorship, duly executed deed of assignment clearly identifying the representative who will be liable to perform the contractual obligation in case of death of the proprietor shall also be submitted. However, in such an eventuality purely as stop gap arrangement, it will be the prerogative/right of the Bank to continue the</p>
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		contract for the remaining period or till new agreement is executed.
(b)	Registrations	Copy of various registrations such as PAN, TIN, GSTIN, Employee State Insurance Act, PF registration, registration under labor laws must be submitted as documentary evidence
(c)	<p>Experience: Minimum 5 years of experience (during the last 5 years) as on March 31, 2024 (April 01, 2019, onwards) in undertaking similar works in the field of housekeeping and catering in:</p> <p>Minimum 3-star hotels having not less than 10 rooms with dining facilities.</p> <p>OR</p> <p>public sector undertakings, multinational companies having service apartments/guest houses of not less than 10 rooms with kitchen and dining facilities.</p> <p>OR</p> <p>3-star hotels and above having not less than 10 rooms and directly running</p>	<p>Details of work experience shall be supported by work orders and completion certificates.</p> <p>The client-wise names of work(s), year(s) of execution of work (s) awarded, Date of Start and Finish of the work and actual cost(s) of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished.</p> <p>Applicant should furnish their client reports showing the details of work carried out during the last 5 years as provided in Annex- (III)</p> <p>The details along with documentary evidence of previous experience if any, of carrying out works for the Reserve Bank of India at any centre should also be given.</p>



	their own kitchen and upkeep of the hotel	
(d)	Credit worthiness of the contractor, the Contractor should have annual turnover of Rs. 40.00 lakh or more during the last three financial years ending 31 st March 2024	Copies of the Income Tax Clearance Certificates/ Income Tax Assessment orders / IT Returns along with latest final accounts of the business of the contractor duly certified by a Chartered Accountant should be enclosed as proof of their credit worthiness and turnover for the last three years.
(f)	Name(s) and address(es) of the Bankers and their present contact executives.	Written information about the names and address of their bankers along with full details like names, postal addresses, e-mail IDs, telephone (landline and mobile) Nos., Fax Nos., etc. of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished.
(g)	Details of bank accounts& undertaking for receiving payments through NEFT	Full particulars of their bank accounts, like account No., type, when opened, IFSC Code etc. should be given. Tendering firms/companies should have current account in scheduled banks and should give an undertaking that they are ready to receive the payments through National Electronic Funds Transfer (NEFT).



(h)	Name(s) and address (es) of the Clients and their present executives.	Written information about the names and address of their clients along with full details like names, postal addresses, e-mail IDs, telephone (landline and mobile) Nos., Fax Nos., etc. of the contact executives (i.e., the persons who can be contacted at the office of their clients by the Bank, in case it is so needed) should be furnished.
(i)	Name(s) and address of the office of the RBI/PSU/MNC/Government Organization with whom worked/services provided	Enclose copy of Agreement and work satisfactory certificate from the concerned RBI Office/PSU/MNC/ Government Organization.
(j)	Other conditions	The bidder must not employ any worker without prior consent from RBI. All the worker members employed by the vendor must have proper police verification and medical fitness certificate. The Vendor shall provide a certificate in this regard to the Bank. The bidder should have a procedure to conduct police verification of its workforce (to be deployed for the purpose) and will be responsible for their conduct/ irregular behavior. The Vendor shall ensure that they observe cleanliness, maintain hygiene by wearing proper apparels and gear, and are properly dressed in clean uniform with identity cards (to be provided by the vendor), etc. during their hours of service.



3.6 Tenders in Two Part

Interested Firms/ Agencies shall submit the tenders in prescribed form in two parts. Part-I tender will contain the technical requirements and Part-II shall contain the Price Bid. The tender forms can be accessed, filled and submitted online at RBI webpage of MSTC at www.mstcecommerce.com.

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

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

3.7 Technical & Commercial

3.7.1 The tender as submitted shall contain the following along with PART-I

- (i) Proof of depositing EMD for an amount of Rs 80,000/-.
- (ii) Power of Attorney/authorization with the seal of the company/firm in the name of the person signing the tender documents.
- (iii) List of deviations, if any, in commercial terms and conditions.

3.7.2 The Tenderers are advised to visit the Bank's quarters at Aliganj & La place, Lucknow, and acquaint themselves of the site conditions before tendering.

3.7.3 The tenderers are advised to submit the tender based strictly on the General Conditions of the Contract and scope of works as specified /contained in the tender documents, and not to stipulate any deviations. If acceptance of the terms and conditions given in the tender documents has any price implications, the same should



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

3.7.4 All information, correspondence letters shall be submitted and addressed to Shri Pankaj Kumar, Regional Director, Reserve Bank of India, Lucknow

3.8 Price

Tender – PART-II Price Bid shall be submitted separately as per MSTC guidelines given above.

- (a) This part shall contain prices in Indian Rupees only as per format both in figures and words. No other enclosure is permitted in this part. Change of terms and conditions and technical deviations, if any, found in the tender will not be taken into account and will be treated as null and void.
- (b) The tenderer must use only the forms issued by the Bank or downloaded from the Bank's website to fill in the rates. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.
- (c) Rates should be quoted both in figures and words in columns specified. No request for any change in rate or conditions after the opening of the part II tender will be entertained.
- (d) The rates quoted shall be deemed to be for the entire service/work and shall be firm and binding without any escalation whatsoever till one year.
- (e) For any item, if the rate and amount do not tally with respect to the quantity, then the amount arrived on the basis of quoted rates shall only be acceptable.



3.9 Pre-Bid Meeting

A pre-bid meeting of the intending tenderers will be held at 1100 hrs on February 14, 2025 in Human Resource Management Department, RBI, Lucknow to clarify any point/doubt raised by them in respect of the tender. No separate communication shall 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 (Part I) and Price bids (Part II).

3.10 Opening of Tender

Part-I of the tender will be opened at 04:00 pm. on February 27, 2025, electronically at RBI Lucknow. The price Bid of only those Tenderers shall be opened who are found eligible after the scrutiny of Part-I (as per the evaluation criteria). The date of opening of part-II will be intimated to all the eligible Tenderers. The Tenderers or authorized representatives would be required to remain present during the opening of part-II of the tender. All the successful bidders in Part-I will be separately intimated by the Bank via their provided e-mail.

3.11 Tenderers fulfilling the eligibility criteria & found to be eligible for opening of Part II of the tender shall be empaneled by the Bank for providing maintenance/catering service at Visiting Officers' Flat (VOF) and Transit Holiday Home(THH) in Bank's Quarters at La Place, Shahnajaf Road, Lucknow and Sector J, Aliganj, Lucknow.

3.12 Scope of contract: The contractor is advised to visit the site before quoting their rates to assess the quantum of work. The scope of work shall include the following:



3.12.1 Presently, there are **18 rooms** in total at the two sites (10 Rooms at Aliganj and 08 Rooms at La Place, Shahnajaf Road, Lucknow). However, it is up to the discretion of the Bank to increase or decrease the number as per the Bank's requirement. The scope of contract shall include making available the services of maintenance staff for maintaining the Bank's VOF/THH at the residential colony at Aliganj & La-place, Lucknow. The number of persons may be indicated by the firms considering the indicative scope of work as specified below & in Section IV of the tender. The firm shall be solely responsible for deploying the staff in the manner so as to provide the services as specified in this tender document. The charges quoted shall be for deputing experienced and well-dressed staff for 24 hours, 7 days in a week generally for shifts of 8 working hours or as per timing to be mutually agreed upon or as decided by the Bank. However, for the emergency works, the staff has to continue to work till the emergency work is over including on holiday/holidays. **Non- compliance of this clause or absence of above - mentioned minimum manpower will attract penalty to be determined by the Bank & shall be deducted from the bill(s) at the time of payment or appropriated from Security Deposit. Work involved has been mentioned in Section IV of this tender document.**

3.12.2 Minimum requirement of personnel:

Minimum requirement of personnel for both the sites i.e. La Place and Aliganj will be 09 (01 Supervisor and 08 attendants). The supervisor will be responsible for smooth flow services at both sites La Place and Aliganj. At least one attendant should be available at all time to ensure the smooth flow of services to the guest, to keep the general watch and ward of VOF/THH premises, opening and closing of rooms, for regular maintenance/upkeep of rooms etc. at both places La Place and Aliganj. Since one personnel cannot be engaged for work for more than 8 hours in a day, hence minimum number of attendant should be 8 (4 each at La-Place and Aliganj). However,



the contractor shall ensure that the necessary number of personnel to ensure proper maintenance, cleanliness and management of VOFs and THHs including its watch and ward. The personnel employed by the contractor would always be deemed to be their employees and shall not have any claim whatsoever on the Bank. There shall be no employer-employee relationship between the Bank and the Contractor/persons of the Contractor.

3.12.3 The Bank reserves the right to increase or decrease the number of persons to be deployed by firm/ company before awarding the work or any time during the currency of contract, if required. The Bank also reserves the right to award work to one firm/company or separately.

3.13 Minimum Wages

3.13.1 Rates quoted by the agency should be in accordance with the Contract Labour (Regulation and Abolition) Act 1970 / Minimum Wages Act, 1948 and inclusive of all statutory dues and the latest Central/State Govt. Notification, whichever is higher, issued in this regards. Tender having quoted rates below the prescribed rates shall be rejected. The rates should be inclusive of all the taxes except the GST. Breakup of the Rates quoted is to be provided separately.

3.13.2 The contractor shall ensure payment of minimum wages to the persons employed by him/them, shall maintain a register of wages and shall issue a wage slip to every person employed by him/them and obtain their signature or thumb impression on the wage slips. The contractor shall ensure to pay the wages of his employees in the bank account opened in the name of the employee and not by cash or in the account of any other employee/person. In addition, he/they have to provide essential amenities like drinking water, first aid facility etc. to its employees as per the provisions contained in Contract Labour (Regulation and Abolition) Act, 1970 (CLRA).



As regards maintaining of Muster Roll –cum Wages Register (Form XVII and XVIII), it has been provided under Rule 78 (1) (c) of Contract Labour (Regulation and Abolition) Rules, 1971 (CLRA Rules) that every contractor shall obtain the signature or thumb impression of the worker concerned against the entries relating to him on the Register of Wages or Muster Roll –cum Wages Register, as the case may be, and the entries shall be authenticated by the initials of the contractor or his authorized representative and shall also be duly certified by the authorized representative of the principal employer in the manner provided in Rule 73. Rule 73 of CLRA Rules provides that the authorized representative of the principal employer shall record under his signature a certificate at the end of the entries in the Register of Wages or the Muster Roll –cum Wages Register as the case may be, in the following form-

“Certified that the amount shown in column No.has been paid to the workman concerned in my presence onat”

It shall be the sole responsibility of the caterer to comply with the provisions of this para.

3.13.3 The agency/ contractor has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that he undertakes to pay wages to all the labourer of all descriptions to be engaged by him for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under Minimum Wages Act, 1948 (wages must be beneficial one i.e. the amount of minimum wages is required to be paid to the workers whichever is higher between State and Central) and in accordance with the provisions contained in CLRA and also keep the Principal Employer/the Bank indemnified against all the actions that may be initiated against the Bank by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

3.13.4 The contractor 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 contractor only shall be responsible for liabilities, if any, in this regard.

3.13.5 The contractor shall maintain all registers as required by the Regional Labour Commissioner and under various Acts and statutes applicable for the purpose and should furnish the same to the Bank or its representative as and when required.

3.13.6 The Bank may also insist, if necessary, the contractor for providing the bank account payment of its staff and the Contractor shall furnish the bank account details of engaged staff as proof of payment on enquiry to the Bank.

3.14 Earnest Money and Security Deposit during contract period

3.14.1 **Earnest Money Deposit:** The Tender Application (Part - I - Technical Bid) must be submitted along with the Slip of Statement for the payment of EMD amount Rs 80,000/- (Rupees Eighty Thousand Only) towards Earnest Money Deposit (EMD) paid through NEFT/ Net banking only to **A/c No.186003001, IFSC Code: RBIS0LKPA01** to Reserve Bank of India, Lucknow without which applications shall be rejected. If the successful tenderer refuses to sign / commence the work / enter into agreement subsequently, earnest money shall stand forfeited. The EMD will not carry any interest and would be refunded to the unsuccessful bidders within 15 working days of the signing of the contract.

3.14.2 Tender not accompanied by the proof for the payment of EMD through prescribed mode is liable to be rejected.

3.14.3 **On award of contract, the successful tenderer shall furnish an amount equal to 10% (ten percent) of the contract value in the form of an irrevocable**



Bank Guarantee from any scheduled Bank in the form prescribed by the Bank (which will be submitted along with letter of acceptance) towards security deposit for the due fulfillment of the contract. The earnest money deposit furnished at the time of submission of tender will be returned thereafter. This Bank Guarantee towards security deposit shall be valid for the entire contract period.

3.14.4 All compensation or other sums of money payable by the Contractor to the Bank under the terms of this Contract may be deducted from the security deposit, if the amount so permits unless the contractor

deposits such amounts in cash within ten days of issue of demand notice by the Bank.

3.15 Terms of Payment: The charges quoted will cover the cost of manpower deployed, material used and machinery/equipment, deployed for efficient rendering of services and shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Bank's Officer that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.

3.16 Taxes: The amount quoted in the bill shall be inclusive of all taxes as applicable to the service provider such as local levies, works contract tax, etc. 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. As per Indian laws, taxes as applicable, will be deducted at source and a certificate for the same will be issued to the contractor. As regards GST, under the reverse charge mechanism, the GST, as applicable to the service provider, shall be paid by the vendor and any Goods and Services Tax liability as service recipient will be borne by the Bank.



3.17 Insurance: The successful tenderer shall take "all risk policy" for the contract value and workmen compensation policy for the workers engaged in the work. The contractor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. Third party liability in contractors all risk policy shall be minimum Rs. 2 lakh per person for any one accident or occurrence and Rs. 5.00 lakh in respect of damage to property for any one accident or occurrence.

Note: These policies shall be valid till the completion of the work. If the contractor does not provide these policies within 30 days of acceptance of work by the Contractor, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the contractor.

3.18 Signing of Contract Agreement

3.18.1 The General instructions to the tenderers and special conditions, conditions 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.

3.18.2 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.

3.18.3 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.



3.18.4 On receipt of intimation from the Bank of the acceptance of his/their tender, the successful tenderer shall be bound to implement the Contract within seven days thereof, the successful tenderer shall sign an agreement in accordance with the draft agreement provided by the Bank. Notwithstanding the signing of the agreement the written acceptance by the Reserve Bank of India of a tender in itself will constitute a binding agreement between the Reserve Bank of India and the person so tendering, whether such contract is or is not subsequently executed.

3.18.5 The contractor shall not assign the contract to any third party. He shall not sublet any portion of the contract except with the written consent of the Bank. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to other remedies against the Contractor.

3.19 Right to Accept Part Tender: The Bank reserves the right to accept the tender either in whole or in part at the same prices quoted by the Tenderer.

3.20 Evaluation of Tender

Tenders will be evaluated on the basis of quoted cost of works as per the scope of works for providing the required complement of skilled/unskilled and supervisory personnel set out in this tender.



EVALUATION CRITERIA

Technical Bids of applicants will be evaluated based on the above eligibility criteria after scrutinizing all the relevant documents as sought from them. Technical Bids will be evaluated first and the tenderer scoring minimum 70% marks in technical evaluation will qualify for opening of their financial bids.

Only those agencies shall be deemed to have qualified in the Technical Bid which have scored a minimum of 70 marks out of 100 allocated on various parameters as furnished below in Technical Bid Evaluation of this Tender document.

Those who will qualify after evaluating the "Technical Bid" alone will be considered for opening of "Price Bid".

DETAILS OF EVALUATION

CRITERIA-A

Technical Bid Evaluation: The technical bid evaluation shall be done based on the following criteria:

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

BASIC CRITERIA *

- a) The overall hygiene and cleanliness levels maintained by the bidder at similar facilities.
- b) The overall quality and appearance of food provided by the bidder agency for similar contracts.
- c) The quality, qualifications and relevant experience of existing worker/ supervisors of the agency

Max 20 marks

05 (Max)

05 (Max.)

10 (Max)



*Marks will be awarded only on production of relevant documentary evidence from the past clients.	
NUMBER OF YEARS IN OPERATION a) Upto 5 years b) More than 5 years and up to 10 years c) More than 10 years	Max 30marks 10 20 30
TURNOVER (LAST FINANCIAL YEAR) a) More than 40 Lakhs and up to(<= 50 Lakhs) b) More than 50 lakhs and up to(<= 60 lakhs) c) More than 60 lakhs	Max 20 marks 10 15 20
EXPERIENCE (With relevant client certificates as per Annex-II) a) Worked with any of the RBI offices (without any termination of contract or notice for termination on the grounds of unsatisfactory performance) b) Experience with other PSU, Government Organisation, (without any termination of contract or notice for termination on the grounds of unsatisfactory performance). c) Experience with Reputed Hotels and any other private organisations.	Max 30 Marks 30 20 15

Note: The supporting documents for the above are required to be submitted for evaluation.

Proposals scoring minimum of 70% marks* (i.e., 70 marks out of total 100 marks as per the table above) shall be considered for further evaluation in the price bid.



** It may be noted that in case of no vendor qualifying the technical evaluation criteria, the qualifying score may be revised at the discretion of RBI. The same will be communicated to all the successful bidders in due course.*

Financial Evaluation and determination of successful bidder:

The lowest Price Bid (Fm) will be awarded the tender. However, in case of two bids of equal amount (L1), the technical score as per the criteria elucidated for technical evaluation will be considered to decide the successful bidder.

3.21 The successful tenderer must co-operate with the other contractors appointed by the Bank so that the work shall proceed smoothly with the least possible delay.

He/It shall

- a)** execute an agreement on non-judicial stamp paper of appropriate value. The agreement may be executed in duplicate, the original will be retained by the Bank. The expenses of the stamp paper shall be borne by the tenderer.
- b)** ensure that only adult, trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases are deployed for the purpose of the contract.
- c)** be responsible for and arrange to bear costs of such equipment, materials and other paraphernalia as Bank considers necessary for effectively rendering the services required by the Bank
- d)** maintain neatly, completely and legibly registers, records, reports and returns for inspection by various authorities at short notice.
- e)** ensure that his/her employees, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, security, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the contractor and / or his



employees have observed the same.

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

g) provide identity cards to his/her employees or agents who shall be doing the subject job at the Bank's premises. All the employees and agents should bear the identity card for all the times they are working in Bank's premises.

h) obtain Police Verification report on character and antecedents of its personnel at the cost of the contractor and a copy has to be submitted to the Bank within 14 days of award of contract and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's Premises.

i) ensure that the health checkup of all the workers employed in the Bank's VOF/THH/premises is done from certified medical practitioner/hospital annually. The Contractor shall submit a copy of such medical certificate to the Bank before the commencement of the work.

j) contractor shall maintain an attendance register and attach a copy of the same with each monthly bill failing which no payments shall be released.

3.23 The Bank has no responsibility whatsoever of the Agency's employees and the Agency shall be solely responsible for managing its employees. In the event of any dispute between the Agency and its employees, the Agency alone shall be responsible and liable for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise. The Agency shall ensure that the persons engaged by him for the purpose of the work should not create ruckus and any sort of nuisance and always behave in a decent and polite manner when they are in the premises of the Bank. If any complaint/incident comes to the notice of the Bank that the persons engaged by the Agency are in inebriated condition or are under the influence of any intoxicating material, the Bank shall seek immediate withdrawal of such person/s and suitable replacement thereof. The Bank also reserves its right to



terminate the agreement in such an event and the Agency shall be liable to risk and cost. Under no circumstances, there shall be employer and employee relationship between the Bank and the Agency/his persons engaged for the purpose of the work specified in this tender document. The Agency shall ensure that he/his persons should remove themselves from the premises of the Bank at the end of the period of contract or upon early termination of the contract, as the case may be.

3.23.1 The Bank will not provide accommodation to the contractor in the Bank's premises except for storing of materials / tools and equipment.

3.24 In the event of termination of the contract for any reason whatsoever, the contractor/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.

3.25.1 The workmen/ employees engaged by the Contractor/agency shall not have any right/ claim over the facilities enjoyed by the Bank staff. The contractor's employees shall not have any employee-employer or master- servant relationship with the Bank. The contractor undertakes that he shall make it clear to the staff employed by him that the latter are the employees of the contractor and they shall have no claim against the Bank and the Reserve Bank of India.

3.25.2 The contractor shall obtain a license, if required, as contemplated under Contract Labour Act 1970 or any other law as applicable, failing which he alone shall be responsible for actions/ proceedings ensuring thereto. The Bank shall not be held responsible for acts, commissions or omissions of the contractor and shall in no way be made liable to the labourers engaged by the Contractor.

3.26 The contract may be considered for further renewal for a period of two years (one year at a time) on same terms and conditions with requisite increase in rates based on wholesale price index in case the Bank finds the services of the Contractor satisfactory and if Bank desires so. The decision of the Bank in this regard shall be final.



3.27 Penalty

In case of any deficiency in services such as non-cleaning of washroom, less number of cleaning rounds, non-use of approved cleaning materials and less number of staff deployed etc., is observed or brought to notice of the Bank, below mentioned amount from the monthly bill will be deducted as penalty for deficiency in services. The provision of penalty will be as under:

a) Non-Supply of any of the specified items or supply of unspecified items	20% of the cost of the kit (multiplied by number of kits supplied)
b) Non-availability of persons	Proportionate salary of the person for the period of non-availability
c) Deficiency/ non-supply of specified food items for Breakfast/lunch/ dinner	50% of the cost Breakfast/ lunch / dinner for each occasion of non-supply
d) The personnel engaged by the agency while deployed at the Bank's premises, not dressed in neat and clean uniform (including proper name badges)	Penalty of Rs 200/- on each occasion and habitual offenders in this regard shall be removed from deployment at the Bank's premises.
d) Any other Deficiency observed	Proportionate cost /Damage caused to the Bank

3.28 Non-disclosure The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent



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

3.29 The sexual harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013

- a) The contractor/Agency shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor/Agency or Local Complaint Committee constituted by the State Government and the Contractor/Agency shall ensure appropriate action under the said Act in respect to the complaint.
- b) Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- c) The contractor shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual harassment by the employee of the contractor is proved.



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

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

Debar/Disqualification

If any certificate/documents enclosed or details furnished by the contractor are found to be incorrect/fake/bogus tampered with or information not disclosed, the contractor shall be debarred and shall not be awarded any future work in RBI. Joint ventures or partnership firms or any other nature of firms in which the contractor is a party shall also not be awarded any work. The contractor in such event shall also be liable to be placed in negative list and shall be disqualified from participating in any tender floated by the Bank for a period of three years.

In the event of failure to execute the work after award of the work, the Bank reserves the right to debar the contractor, its associates and entities in which it is interested from award of any contract in the Bank. The Bank also reserves its right to debar the contractor who fails to discharge the contractual obligation under this contract, from participating in any tender or from award of any work in the Bank for a period of three years. The Bank shall issue a 10 days' notice to the contractor before debarring the contractor and consider reply, if any, given by the Contractor to such notice. The decision of the Regional Director shall be final in this regard.

Termination

Either party can terminate the contract by giving two months' notice, however, the contractor shall continue to discharge the contractual obligation during the notice period if so desired by the Bank. If the Contractor commits breach of any terms and



conditions of the contract, the Bank reserves its right to terminate the contract forthwith without assigning any reasons and without any compensation, the Contractor shall also be liable to risk and cost in such situation.

Dispute Resolution

3.30 ARBITRATION : Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the Scope of Work, Terms & Conditions, hereinbefore mentioned and as to the quality of service or materials used or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, Scope of Work, Terms & Conditions, instructions, orders or otherwise concerning the works or the execution of/ failure to execute the same whether arising during the progress of the contract or after the completion thereof shall be referred to the sole arbitration of the Regional Director or to the sole arbitration of some other person appointed by the Regional Director willing to act as such arbitrator. The case referred to arbitration shall be other than those for which the decision of the General Manager/Deputy General Manager (HRMD) is expressed in the contract to be final and conclusive. There will be no objection if the arbitrator so appointed an employee of RBI is and that he had to deal with the matters to which the contract relates and that in the course of his duties as such he had expressed views on all or any of the matters in dispute or difference. The arbitrator to whom the matter is originally referred being transferred by vacating his office or being unable to act for any reason, as aforesaid at the time of such transfer, vacation of office or inability to act, the Regional Director shall appoint another person to act as arbitrator in accordance with the terms of the contract. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

Subject as aforesaid the provision of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause. It is



a term of the contract that the party involving arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute. s

The arbitrator(s) may from time to time with consent of the parties enlarge the time, for making and publishing the award.

The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due to be payable to the Agency shall be withheld on account of such proceedings.

The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing.

The Arbitrator shall give a separate award in respect of each dispute or difference referred to him. The venue of arbitration shall be at RBI, Lucknow.

The award of the arbitrator shall be final, conclusive and binding on all parties to this contract. The Courts at Lucknow shall have exclusive jurisdiction.

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 and not in derogation thereof except to the extent specifically provided herein.

Place:

Signature and seal of the contractor

Date:

Designation

Seal of the firm



Section IV

Work Specification

1. FRONT OFFICE

When the guest checks-in, the Contractor/Contractor's staff shall immediately.

Attend to him, receive him, and allot the room specified by the designated officer of RBI in his name. RBI will reserve the rooms and intimate the Contractor through allotment advices duly signed by the designated officer. The contractor shall neither allot rooms on his own, for any reason nor disclose information relating to availability status to the guests.

Verify the identity of the guest and get the guest's name entered in the Guest Register to be provided by RBI.

Accompany the guest to his room carrying his baggage to his room, leave him in the room, look for his comforts, keep fresh water, etc. Offer him tea/coffee/food etc.as required by him, suiting to the time.

When the guest checks-out, separate bills for boarding and lodging are to be prepared and signed by the guest. Collected cash towards Room Rent will be deposited with RBI Officials with proper paperwork on the first day of each week (if applicable). At the time of check-out, the Contractor shall ensure that the room occupied by the guest is in order with respect to assets/properties of the Bank. A quick check to be carried out before the guest leaves the VOF/THH. At the time of guest moving out of the VOF/THH or checking out, key should be collected. Carry the guest's baggage from the room to the vehicle. To ensure that the guest has not left behind in the room any of his belongings, and if any such belongings are found, to immediately inform RBI officials



for sending the same to the guest. The Contractor's staffs shall not seek any tips or favour from the guests for the services rendered. During stay, the guest's miscellaneous needs like laundry, medical etc., to be attended to. The charges for these services may be collected from the guest on actual basis, providing relevant bills. In cases where these services are to be rendered at Bank's cost, the same will be intimated to the Contractor by the RBI officials. To order for newspapers and magazines as advised by RBI, coordinating with the newspaper agents, and paying for the bills at the end of the month. This will be reimbursed by RBI along with the Contractor's bill, but to be submitted with relevant suppliers' bills.

2. CATERING

The Contractor shall provide the following services:

Preparation of Tea and Coffee, Breakfast, Lunch and Supper etc., as per the menu given below. The menu may be altered for specific guests / special occasions /programs/ functions as desired by RBI, within the overall scope of the menu.

For any extra item, not covered in the menu the Contractor may charge additionally on the mutually agreed rates.

Items to be served in VOF

Breakfast - Rs 50/- (Guest can select any one combination from the below mentioned list)

Sr. No	Items	Price (Rs)
1.	4 pcs Bread Double Omlette with tomato sauce + Tea	
2.	2 Paratha + Pickle + Tea + curd.	
3.	4 Pcs Idly/Medu Vada + Sambhar + Chatani+ +Tea	
4.	1 Pc Masala Dosa / Two Paper Dosa+ Sambhar + Chatani +Tea	
5.	06 poori Sabzi +Curd+Tea	
6.	Cornflakes with Milk + Poha +Tea.	
7.	Chola -Bhature (02)+pickle+Tea.	



Lunch / Dinner

Items to be served	Price
Veg Thali	
<u>Economy Thali</u> Dal, Rice ,Mix Vegetable,One vegetable with Gravy (Aloo Matar,Kofta etc) Chappati (2) Curd, Pappad, Salad and Pickle, Sweet dish (Halwa,Kheer etc)	95/- per Thali
<u>Special Thali</u> Dal,Jeera Rice ,Mix Vegetable, One Paneer Special Vegetable, Chappati (2) Curd, Pappad, Salad and Pickle, Sweet dish(Halwa,Kheer etc)	120/-
Non-Veg Thali	
2pcs Mutton/Chicken/Fish with curry, Jeera Rice, Chappati (2) Pappad, Salad and Pickle, Sweet dish	120/-

Other Items

Sr. No.	Items	Price (Rs)
1.	Rice Basmati / per plate	35/-
2.	Rajmah / per plate	35/-
3.	Dal Mix / Fry – per plate	35/-
4.	Dal per plate (Moong, Masoor,Arhar,Channa,Green,Moon g, Urad)	30/-
5.	Paneer with Mutter / per plate	55/-
6.	Seasonal vegetable / per plate	30/-
7.	Mixed Vegetable / per plate	30/-
8.	Vegetable Pulao / per plate	45/-
9.	Chapati one piece	06/-



10.	KadiPakora / per plate	35/-
11.	Parantha (Plain)	10/-
12.	Curd (150 gms)	20/-
13.	Sandwich (Butter / Veg)	25/-
14.	Boiled Egg	10/Pc.
15.	Omelette (Single Egg)	15/-
16.	Omelette (Double Egg)	25/-
17.	Aloo/Gobi/Onion/Muli Paratha	20/- per piece
18.	Paneer Paratha	25/- per piece
19.	Tea	10/- per cup
20.	Coffee	15/- per cup
21.	Butter /Jam toast (2 pcs)	20/-

The Contractor shall take orders beforehand from the guests regarding their food requirements. The Contractor shall take care to provide healthy food to the guests as per the standard menu prescribed by RBI. However, in exceptional cases, he may have to prepare food as specified by the guests on medical grounds.

The Contractor shall be responsible for procurement of raw materials and ingredients. First quality raw materials and ingredients shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. The quality of the materials should be satisfactory to the officials of RBI who may carry out random inspection.

The Contractor shall store sufficient quantity of high-quality ingredients in the available place in the VOF/THH to ensure preparation of food items in time. The Contractor at his own risk shall make the procurement and storage.

The timings for services shall be as informed by the Bank. Every food preparation shall be used for the specific service and the left-over food shall not be carried to next meal service. The Contractor shall be responsible for service of food and beverages in the Dining room. Morning Tea/Coffee (Un-mixed) will be served in respective rooms for all the guests on charged basis.



Other room service shall be provided to VVIPs on request and other guests in case they are not able to reach Dining Hall due to medical reasons or any other reasons. The Contractor shall provide efficient and prompt service to all members.

The food preparation is to be done in a strict hygienic environment and matching process without any compromise. The staff is also expected to be reporting for duty with good health and hygiene as well as washed & ironed uniforms. The Contractor should ensure total cleanliness and regular cleaning of facilities in the kitchen. The Contractor shall perform the Service to the satisfaction of the Bank officials. If any shortcoming is found then on instruction from Bank officials, the Contractor shall rectify the shortcoming immediately.

The Contractor shall 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 Food Safety and Standards Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulations and orders framed there under, including safety and health of all consumers/residents under the said contract. The Contractor shall keep the Bank indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.

The Contractor shall ensure that he appoints well qualified & experienced cooks in all types of food preparation. If Bank asks for procurement of any outside preparations, the Contractor shall arrange for the same and claim the expenditure in his regular bills.

The contractor shall attend to any or all catering requirements whether covered contractually or otherwise, at a pre-determined price laid out in the contract or mutually



agreed upon thereafter. The Contractor may inspect the kitchen equipment, crockery and cutlery, etc. available with RBI. For any additional requirement, the Contractor may bring his own equipment. Routine cleaning and proper handling of kitchen equipment required for food production will be the contractor's responsibility. All cooking fuel costs will be borne by the contractor. The contractor shall co-ordinate the booking & procurement of cylinders in time.

List of approved consumables

Items	Brand
Butter	Mother Dairy, Amul, Gowardhan, Britannia
Water Bottle (20 ltr.)	Bisleri or equivalent
Bread	Britannia/ Harvest Gold or equivalent
Cornflakes	Kellogs/ Bagarry's
Edible Refined oil	Saffola / Sundrop / Fortune/ Sweekar
Edible Mustard oil	Fortune/ Saffola
Wheat Flour	Ashirwad / Annapurna/ Nature Fresh/ Pillsbury / Shakti Bhog
Rice (Basmati)	Kohinoor/ India Gate/ Lal Quila / Dawat (or any rice of premium quality as approved by FSSAI)
Spices	Catch/ MDH/ Everest
Cereals/Dal and Raw Vegetables	Of good quality and cleaned properly before cooking.
Table Salt/Black Pepper (Powder) and Chat Masala on dining tables	Catch/ MDH/ Everest
Snacks Basket	One small packet each of Lays chips, Doritos, Hide & seek biscuit, one Tropicana juice & one soft drink (in 2



executive rooms at Laplace colony or in other rooms as per instructions of the Bank)

All consumables other than mentioned above Premium Quality

3. HOUSE KEEPING

The number of rooms available in the VOFs & THHs and the area of lounge, dining halls, etc., are given separately. The Contractor, before submitting his offer, may visit the place for his own assessment.

The Contractor will procure all the materials required for guest amenities and provide a bath/ toilet kit containing toothbrush, tooth paste, soap, shampoo, coconut oil sachet, disposable razor, and shaving cream etc. as per section V in all the rooms.

The Contractor shall arrange to keep one English Newspaper (The Times of India or Hindustan Times) or Hind newspaper (Hindustan or Dainik Jagran).

All the rooms shall be kept neat and tidy always to enable RBI to allot the rooms at any time. Linen like towels, bedspreads, bed sheets, drinking water should be changed every day in the guest rooms.

The Contractor shall be responsible for making the beds and clean all rooms daily. All rooms, bathrooms and toilets are to be cleaned with high quality disinfectants. Ceilings, ceiling fans, windows, glasses and furniture to be cleaned once in seven days. All the necessary housekeeping materials or the performance of services shall be procured by the Contractor periodically and claimed from RBI.



Room fresheners, washroom freshner (Odonil etc.) facilities to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately whenever required. The contractor shall maintain high standards of cleanliness and hygiene throughout the VOFs & THHs.

The Contractor's men shall take care of miscellaneous requirements like replacement of batteries for clocks, remote units of TVs and ACs etc. provided in the VOF/THH rooms and other places. Reimbursement towards the same may be claimed from RBI.

Rooms to be regularly checked for bed linen, hand towel, bath towel, soap, shampoo, water, functioning of TV, refrigerators, ACs, geysers and bathroom fittings, bulbs etc. and maintain regular reports.

The Contractor shall ensure the proper functioning of all systems in the VOFs & THHs such as electrical, electronics, sanitary and water supply.

The Contractor should ensure to recharge the Wi-Fi service at Laplace and submit the bill for reimbursement on monthly basis inclusive of taxes.

Provision of Welcome kits, mineral water, newspapers, Tea/coffee/sugar/milk sachets, etc. for all VOFs

- 2 bottles of 1 liter. each mineral water of approved make should be provided daily to every occupied rooms.
- 2 sachets each of sugar, tea & coffee (all individually packed), sugar free and 4 sachets milk should be provided to every occupied room daily.
- Additional sachets may be provided on requests by guests
- English or Hindi Daily newspaper should be provided in all occupied rooms



- One welcome kit should be provided to each occupant in the room upon allotment

4. LAUNDRY

The Contractor shall provide all management, manpower, materials and systems for efficient and timely laundry services for the VOFs and Transit Flats.

Bed linen and towels should be regularly washed and kept in clean condition for use. Washing of table clothes, curtains, blankets etc., are to be carried out based on needs (preferably once in a month). Payment towards the same will be made as per the rate contract. The contractor shall charge from the guests for washing and pressing of guests' clothes at mutually agreed rates. In exceptional cases, on specific instructions from RBI officials, the Contractor may claim expenditure incurred for washing the clothes of VVIPs.

RBI shall provide water and electricity along with adequate space.

5. GENERAL ADMINISTRATION

Guest Occupancy Register provided by RBI shall be kept safely. As soon as the guest enters the VOF /THH necessary entries are to be obtained. Attendances register to be maintained for the attendance of the staff. Daily boarding charts are to be maintained without overwriting for the provision of food to the guests. A file to be maintained for preserving the room allotment advice. Both room rent and boarding bill books are to be maintained. Inventory Register is to be maintained by the Contractor room wise to ensure the safe custody of Bank's properties. This is subject to periodical verification by the concerned authorities of the Bank. Hence, the Contractor shall assume full responsibility for maintaining all movable properties of RBI located inside the VOFs &



THHs. In case of any shortage, damage etc., the Contractor is liable for replacement of the same at his cost.

The Contractor shall get the feedback form filled from all guests without fail. Statements of food provided, bills received and submitted, etc. are to be maintained by the Contractor. The Contractor shall perform all catering and housekeeping work in a thorough, efficient, professional manner with due diligence and care according to industry norms and standards, in conformity with applicable local laws and regulations and Bank's own procedures and instructions. The Contractor shall perform the Service to the satisfaction of the Bank and if any shortcoming is found, then on instruction the Contractor shall rectify the shortcoming immediately.

Raw material standards: The Contractor shall ensure that high quality ingredients and variety of quality vegetables are always procured for preparation of eatables. For all food preparation, double refined cholesterol-free and Agmark oil is to be used. As far as possible for all other preparations Agmark or any other standard products are to be used. The Bank's authorized official has the right to test the quality of food, reject any ingredient that may be found to be substandard. All raw materials used should be free from adulteration or any foreign material. The contractor should also ensure that the used edible oil is not re-used for any other cooking purpose.

Hygiene Standards: The Contractor should ensure the health and hygiene of the workers employed by him and ensure periodical medical checkup as per the norms of the Factories Act 1948 and Occupational Health and Safety Assessment Specification (OHSAS) norms. Facility provided by RBI broadly include

1. Modular self-contained Kitchen with all necessary facilities like gas stoves, cylinders, grinder, refrigerators, etc. The Bank will only provide cooking gas connection at VOF. The contractor shall ensure that no accident takes place by misuse of the gas



cylinder or equipment and shall also ensure prompt replacement of the gas cylinder at their own cost, when so required.

2. Crockery and cutlery
3. Furniture in rooms, dining halls, lounges, office rooms, etc.
4. Appliances like TV, ACs, Geysers, and Washing Machines etc.

All the available capital equipment will be given as-is, where-is condition. If any specific requirement for such equipment is there from the Contractor's side, RBI will decide on case- to- case basis. The crockery and cutlery are available and will be replenished once in a year against breakages in the normal use. Any loss, theft, damage or breakage of the items entrusted to the Contractor will be borne by the Contractor.

The Contractor will have full responsibility of proper upkeep, maintenance (including spares replacement of equipment) and custody of the equipment/ vessels etc.; handed over to him by the Bank. All the items supplied by the Bank at its expense for the purpose of running VOFs & THHs will be Bank's property for all intents and purposes.

The losses due to breakage / theft / damage or loss of any such materials/ equipment fixtures /furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost. In regard to natural wear and tear of any such item, the decision of the Bank shall be final and binding on the Contractor.

Damages/breakages in crockery due to natural causes will be leniently viewed by RBI; However, the contractor shall maintain records for all such damages/breakages. The contractor is advised to visit the site before quoting their rates to assess the quantum of work



The contractor shall ensure that all electrical and plumbing fittings, furniture, linen and other materials provided are properly maintained and if there is any defect in these, it shall be rectified at the cost of the Contractor without any recourse to the Bank.

RESERVE BANK OF INDIA
HUMAN RESOURCE MANAGEMENT DEPARTMENT
LUCKNOW

Providing Maintenance and catering Service at Visiting Officers' Flat (VOF) and Transit Holiday Home(THH) in Bank's Quarters at La Place, Shahnajaf Road, Lucknow and Sector J, Aliganj, Lucknow

PART II (Section V)

Name of tenderer: _____

Address: _____

Landline/Mobile Number: _____

Last Date for submission: Up to 13:00 Hrs. On February 27, 2025



PART-II

FINANCIAL BID

Section V

RESERVE BANK OF INDIA

HUMAN RESOURCE MANAGEMENT DEPARTMENT

LUCKNOW

Providing Maintenance and Catering Services at Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) in Bank's Quarters at La Place, Shahnajaf Road, Lucknow and Sector J, Aliganj, Lucknow

Price Bid

A - Part-II: Financial bid of the e-tender should contain only the service provider's quoted rates as given in format for Price Quotation for Financial bid

b. The tendered rates shall be inclusive of all the liabilities of the agency / contractor viz., Statutory Liabilities such as Minimum Wages (as notified by the Chief Labour Commissioner, Ministry of Labour and Employment, Central Government), ESI, EPF contributions, EDLI, Bonus etc. A reference may be made to all Central Government laws/guidelines in this regard updated from time to time.

c. The wages and service charges quoted in the Financial Bid shall be final and will not be enhanced under any pretext during the period of the contract. However, in case of future revisions (increase or decrease as the case may be) in wages, if any, as notified by the Chief Labour Commissioner, Ministry of Labour and Employment, Central Government, only the wage component will be revised but the service charges



will remain unchanged during the period of contract. The Bank will not entertain the contractor's claim for revision of service charges during the period of the contract under any circumstances.

d. Financial Bids not in conformity with the statutory obligations like Minimum Wages, EPF, ESI, EDLI, Bonus, Leave Relief etc. are liable to be rejected.

e. All statutory deductions, as applicable shall be made from the bills submitted by the agency / contractor to the Bank.

f. Financial Bids shall be inclusive of the cost of the uniform and identity cards provided by the agency / contractor to the personnel deployed by them.

g. Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the work including any out of pocket/mobilization expenses, tools, uniforms of worker, all other logistic as mentioned in the e-tender, charges, levies, cess, insurance, transportation, entry taxes, Labour, other Govt taxes, Minimum wages of Central Government and EPF / ESI contribution, etc. as applicable as per rules.

h. The price should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity. After opening of the Part II/Financial Bid, no clarifications whatsoever shall be entertained by the RBI.

i. If any columns of the price schedule are found blank then the tender of the respective Tenderers shall be treated as non-responsive and will be summarily rejected by the



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

(To be read only with the purpose of e-tendering on MSTC portal only and not for uploading PDF)

(A)Price Quotation for Financial bid

S.No.	Descriptions	No of persons	Measuring Unit	Total Amount (Rs.)
1.	Basic Minimum Wages plus VDA, EPF*, ESIC*, and Bonus* including reliever charges	01 Supervisor (Skilled)	One Month	(enter this amount on MSTC website)
2.	Basic Minimum Wages plus VDA, EPF, ESIC and Bonus including reliever charges	02 Cooks (Semi-Skilled)	One Month	enter this amount on MSTC website)
3.	Basic Minimum Wages plus VDA, EPF, ESIC and Bonus including reliever charges	06 Attendant (Waiter,Helper,Housekeeper etc.)	One Month	enter this amount on MSTC website)



4.	Total Manpower Monthly charges (1+2+3)- [A]			
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*One Month consist of 30 days

Table 2: 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.	13%	EPF contribution @ 13% of Basic Minimum Wages plus VDA	(Subject to maximum ceiling of Rs 15000 salary per month or any other amount specified by EPFO from time to time)
2.	3.25%	Employer contribution to Employee State Insurance (ESI) including admin charges, if any @ 3.25% of 4 of Table 1	(Not applicable if salary (Basic+VDA) exceeds Rs. 21000 or any other amount specified by ESIC from time to time)
3.	8.33%	Bonus @ 8.33% of 4 of Table 1	(Not applicable if salary (Basic+VDA) exceeds Rs. 21000 or any other amount updated by Bonus Act from time

(i) The Minimum Wages of the skilled, semi-skilled and un-skilled workers shall be calculated as notified by the Chief Labour Commissioner, Ministry of Labour and Employment; Central Government notification dated October 01, 2024, and any further subsequent amendments for Lucknow.

(ii) Salary inclusive of and in accordance with Minimum Wages Act (Central Govt.), Employees Provident Fund and Miscellaneous Provisions Act, Payment of Wages Act, Payment of Bonus Act, Payment of Gratuity Act etc.



(iii) The bidder should ensure to compliance 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.

(iv) The Bank would establish the reasonableness of the rates in relation to the estimated rates, prevailing market rates, economic indices of the raw material/ Labour and other input costs etc., Accordingly, the Bank may, at its discretion, ask any bidder to furnish the breakup and rationale based on which the quoted rates have been arrived.

(v) Agency needs to provide Wage Slip along with the NEFT details of payment pertaining to its staff on monthly wages.

(vi) Documents supporting payment of PPF/ESI/EPF etc. needs to be produced with the bills.

(vii) I/We hereby confirm that the Basic Minimum Wages plus VDA quoted above are not less than the current minimum wages for **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.

(viii) I/We agree that the Financial Bid is liable to be rejected if any of the above rates and percentage are found not to be in compliance with the respective statutory laws.



12) 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)



[B] Welcome Kit

S. No.	Description	Name of item	Quantity per Guest	Indicative Brand	Rate (in Rs.)
1.	Toileteries	Bath Soap (small)	1	Dove, Dettol	
2.		Sanitizer Sachet	1	Dettol, Savlon etc.	
3.		Hair Oil (pouch)	1	Navratan, Almond Drops etc	
4.		Small Comb	1	Good Quality	
5.		Shampoo Pouch	1	Sunsilk, All clear,Dove, Head & Shoulder etc	
6.		Razor	1	Gillette ,Presto	
7.		Shaving Foam	1 small	Godrej, Gillette	
8.		Toothpaste	1 small	Colgate /Close-Up Pepsodent.	
9.	Other amenities	Mineral Water	2 bottles (1 Ltrs. Each)	Per booking per day during occupancy. Bisleri, Aquafina, Kinely,Himalaya etc. at market rate	
10.		Moisturizer	1 small	Vaseline, Ponds etc.	
11.		Tea/Coffee	2 sachets each	Twinnings, Typhoo, Nescafe, Bru, Tata	
12.		Milk	4 Sachets	Every day, Amul	
13.		Sugar/Sugar free Sachets	2 sachets each	Any Good Brand	
14.		Toothbrush	1	Colgate	
15.		Jute/Cotton Bag (with RBI Logo)		All the toiletries to be placed in the bag itself.	
		Total Rs. (in figures and words)			

Note: The price for welcome kit should be quoted explicitly and should not be clubbed with other expenses like wages etc.

[C] Grand Total Rs. [A] + [B] =

(In figures and words)



- The minimum requirement of personnel is mentioned in Para 3.12.2. However, the number of persons may be indicated by the firms considering the areas of work as specified in Part-I of the tender. The firm shall be solely responsible for deploying the staff in the manner so to ensure the smooth conduct of work so assigned.

The amount quoted in the bill shall be inclusive of all taxes as applicable to the service provider such as local levies, 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. As per Indian laws, taxes as applicable, will be deducted at source and a certificate for the same will be issued to the contractor. **As regards GST, under the reverse charge mechanism, the GST, as applicable to the service provider, shall be paid by the vendor and any Goods and Services Tax liability as service recipient will be borne by the Bank.** As per Indian laws, income tax will be deducted at source (TDS) and a certificate for the same will be issued to the contractor. Amount quoted by the eligible vendors inclusive of all taxes/duties viz local levies, works contract tax etc except GST will be considered for computing L-1 Value.

Place:

**Signature and seal of the
Contractor**

Date:



Annexure-I

Proforma of Bank Guarantee for Security Deposit

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

No. _____ Date _____

To:

The Regional Director

Human Resource Management Department

Reserve Bank of India

Lucknow

Madam/Sir,

In consideration of your agreeing to accept the security deposit of INR _____ (INR _____ only) furnish able to you by Messers _____ (hereinafter referred to as "the Contractor") in terms of their contract with you for Providing Maintenance and catering Services at Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) in Bank's Quarters at La Place, Shahnajaf Road, Lucknow and Sector J, Aliganj, Lucknow of Reserve Bank of India, Lucknow as per their Tender dated _____ and your Special Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated _____ in the form of guarantee from us in the manner hereinafter contained, we _____ (Name of the Bank) do hereby covenant and agree with you as follows:

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of INR _____ INR(_____ only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any



breach or breaches on the part of the Contractor of any of the terms and conditions contained in the said Contract and in the event of the Contractor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of INR _____ (INR_____ only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Contractor.

2. Notwithstanding anything to the contrary, your decision as to whether the Contractor has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This guarantee shall continue and hold good until it is released by you on the application by the Contractor after expiry of the relative guarantee period of the said Contract and after the contractor had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.



5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the Contractor or to postpone for any time or from time to time any of your rights or powers against the Contractor and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Contractor or any other forbearance, act or omission on your part or any indulgence by you to the Contractor or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of INR _____ (INR _____ only) as aforesaid.
6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Contractor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the Contractor.
7. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.
8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the contractor from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of six months from the date of expiry of this guarantee.



9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.
10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncanceled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
11. This guarantee shall not be affected by any change in the constitution of the contractor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.
12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.
13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.
14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and contractor or any other person.
15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to INR _____ (INR _____ only). Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released



and discharged from all liabilities thereunder, irrespective of whether or not the original guarantee is returned to us.

16. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED

(For & on behalf of the above named Bank)

For & on behalf of
(Banker's Name & Seal)

BRANCH MANAGER
(Banker's Seal)

Address _____



Annex II

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK (To be submitted by the Tenderer along with the Tender)

1. Composition of the firm (whether Partnership/ Private Limited/ Proprietorship/ Public Limited.)
2. Name of the Proprietor/ Partners/ Directors of the firm.
3. Credit facility/ Overdraft facility enjoyed by the firm.
4. Dealings
5. The period from which the firm has been banking with the bank.
6. Any other remarks.
7. You may also kindly forward your opinion whether the above firm is considered financially sound to be entrusted with the contract for works estimated to cost Rs. 20 lakhs.

(Signature) For the Bank

Note:

1. Bankers' certificates should be on letter head of the Bank, (in sealed cover).
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank



Annex-III

Client Certificate regarding performance of the Agency / contractor providing Housekeeping & catering Services

(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/Satisfactory/ poor	
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:



Annex IV

Undertaking

(PDF copy of this undertaking in the letter head of Agency / contractor to be uploaded in the MSTC portal)

To,

The Regional Director

Reserve Bank of India

Human Resource Management Department

Lucknow

Dear Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in the e-tender document.
2. I/We before signing this e-tender have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI, Bonus, Gratuity, Leave, Relieving Charges, uniform and allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Central Government from time to time and shall be fully responsible for any violation. I/We also produce the documentary evidence for the above on monthly basis to the satisfaction of the Bank.

Signature

(Authorized Signatory)

Place:

Date: Seal