



रिज़र्व बैंक स्टाफ महाविद्यालय
RESERVE BANK STAFF COLLEGE
प्रशासन (हॉस्टल / लाउन्ज) अनुभाग - Admin (Hostel / Lounge)



RESERVE BANK STAFF COLLEGE (RBSC), TEYNAMPET, CHENNAI – 600018

SECTION I

Notice Inviting Tender (NIT)

Reserve Bank Staff College, No.359, Anna Salai, Teynampet, Chennai – 600 018 (hereinafter referred to “the College”), invites E-Tenders under Two–Bid system (Technical & Price Bid) for the work, viz., “Providing catering Services and supply of tea/coffee through vending machine at Reserve Bank Staff College, Chennai - 600 018”. The Agreement shall be for provision of the said services for a period of nine months i.e. from July 01, 2025 to March 31, 2026, which shall be extendable for further short periods or for one year at a time (subject to the condition that the total Contract period shall not exceed three years from the date of commencement of the Contract) at the same rate / with mutual consent at the sole discretion of the Bank, depending on the performance of the Contractor.

The Tenderers should electronically submit their proposal, as per the instructions regarding E-Tender, along with all the supporting documents complete in all respects **on or before May 05, 2025 up to 02.00 p.m.** Tenderers shall submit the Tender proposal along with a refundable EMD of ₹4,70,000/, **as prescribed in the Tender.** The technical bids (Part I) will be **opened electronically on May 05, 2025 at 03.00 p.m.** In the event of any date indicated above being declared as a Holiday, the next working day shall become operative for the respective purpose mentioned herein. Price bid (Part II) of only those bidders who are found to be eligible on evaluation of their Part I documents will be opened on a later date. Decision in this regard will be at the sole discretion of the College. Date of opening of Part–II shall be intimated to the eligible bidders.

Tender document can be downloaded from the RBI website - www.rbi.org.in - and www.mstcecommerce.com. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should check the above website / e-portal for any amendment / corrigendum / clarifications before submitting the bid. The Bank reserves the right to reject any or all the Tenders without assigning any reason thereof.

**Principal / Chief General Manager
Reserve Bank Staff College
No. 359, Anna Salai, Teynampet
Chennai - 600 018**



**रिज़र्व बैंक स्टाफ महाविद्यालय
RESERVE BANK STAFF COLLEGE**

e- Tender – No. RBI/RBSC/HRMD/1/25-26/ET/33

**PROVIDING CATERING SERVICES AND SUPPLY OF TEA / COFFEE THROUGH
VENDING MACHINE AT**

RESERVE BANK STAFF COLLEGE, CHENNAI - 600 018

Part I

(Techno – Commercial Bid)

Name of the Bidder _____

Address _____

**Date of Pre-Bid Meeting – Venue/Time: Seminar Hall, RBSC, Chennai at 11:00 am on
April 22, 2025**

Last date and time for submission of e-tender: 02:00pm on May 05, 2025

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RESERVE BANK STAFF COLLEGE, CHENNAI
ADMIN – HOSTEL & LOUNGE SECTION

DISCLAIMER

Reserve Bank Staff College (RBSC), Chennai has prepared this document to give background information on the work, viz., “Providing Catering Services and supply of tea / coffee through vending machine at the Reserve Bank Staff College, Chennai”, to the interested parties. While Reserve Bank Staff College has taken due care in preparation of the information contained herein and believe it to be in order, neither the 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 the RBI in submitting the Tender. The information is provided on the basis that it is non-binding on the Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

Reserve Bank Staff College, Chennai reserves the right not to proceed with the Tender or to change the configuration of the work, to alter the period of contract or to alter the time table reflected in this document or to change the process or procedure to be applied, etc. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

Schedule of Tender (SOT)	
a. e-Tender No.	RBI/RBSC/ HRMD /1/25-26/ET/33
b. Description of work	Providing Catering Services and supply of tea/ coffee through vending machine at Reserve Bank Staff College, Chennai - 600 018
c. Mode of Tender	e-Procurement System in online mode through www.mstcecommerce.com/eprocn Part I –Techno-Commercial Bid and Part II – Price Bid
d. Date of NIT available to parties to download	05.00 p.m. on April 11, 2025.
e. Pre-Bid Meeting	11.00 a.m. on April 22, 2025 as off-line at Seminar Hall, RBSC, Chennai.
f. Estimated cost of work	₹2,35,00,000/-
g. Earnest Money Deposit (EMD)	₹4,70,000/- from each bidder.
h. Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at	02.00 p.m. on April 25, 2025. www.mstcecommerce.com/eprochome/rbi
i. Due date for submission of EMD	Up to 02.00 p.m on May 05, 2025.
j. Date of closing of online e-Tender for submission of Techno-Commercial Bid & Price Bid	02.00 p.m. on May 05, 2025.
k. Date & time of opening of Tender Part-I	03.00 p.m. on May 05, 2025.
Date & time of opening of Part II (Price Bid)	Opening of Price Bid will be intimated later to all the eligible bidders
l. Transaction Fee	As per the instructions from MSTC Limited

IMPORTANT INSTRUCTIONS FOR 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 – Fill up the details to create own user id and password. 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 Ltd - During Office Hours only):

1. MSTC Helpline numbers: 044-28285049, 09499054101-104
2. Shri. J Damodaran – Mobile No. 9841002253
3. Shri. Shanmugam – Mobile No. 9176397264

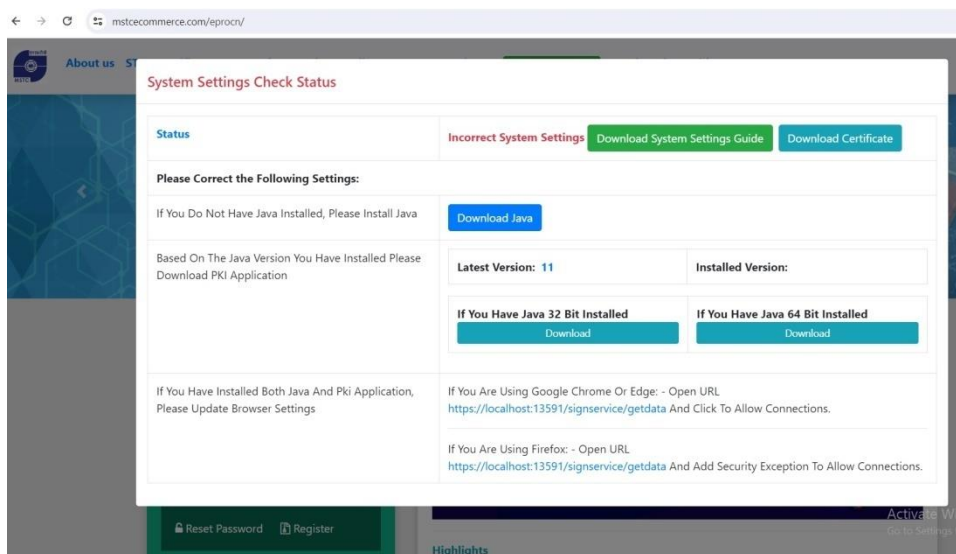
Email - helpdesksro@mstcindia.in

b. Contact person (RBSC - During Office Hours Only):

- i) Smt Nabonita Basak (AGM, Hostel & Lounge) - 044-48659634 / 044-24302731
- ii) Shri Keithward (Manager, Hostel & Lounge) - 044-24302722
- iii) Shri Addula Murali (Assistant Manager, Hostel & Lounge) - 044-24302792

2) System Requirement

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



3) 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.

4) 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). Further, 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.

NOTE:- After successful remittance of the transaction fees and EMD details, the vendor 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 resubmit 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. 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.

RESERVE BANK STAFF COLLEGE (RBSC), TEYNAMPET, CHENNAI – 600018

SECTION I

Notice Inviting Tender (NIT)

Reserve Bank Staff College, No.359, Anna Salai, Teynampet, Chennai – 600 018 (hereinafter referred to “the College”), invites E-Tenders under Two–Bid system (Technical & Price Bid) for the work, viz., “Providing catering Services and supply of tea/coffee through vending machine at Reserve Bank Staff College, Chennai - 600 018”. The Agreement shall be for provision of the said services for a period of nine months i.e. from July 01, 2025 to March 31, 2026, which shall be extendable for further short periods or for one year at a time (subject to the condition that the total Contract period shall not exceed three years from the date of commencement of the Contract) at the same rate / with mutual consent at the sole discretion of the Bank, depending on the performance of the Contractor.

The Tenderers should electronically submit their proposal, as per the instructions regarding E-Tender, along with all the supporting documents complete in all respects **on or before May 05, 2025 up to 02.00 p.m.** Tenderers shall submit the Tender proposal along with a refundable EMD of ₹4,70,000/, **as prescribed in the Tender**. The technical bids (Part I) will be **opened electronically on May 05, 2025 at 03.00 p.m.** In the event of any date indicated above being declared as a Holiday, the next working day shall become operative for the respective purpose mentioned herein. Price bid (Part II) of only those bidders who are found to be eligible on evaluation of their Part I documents will be opened on a later date. Decision in this regard will be at the sole discretion of the College. Date of opening of Part – II shall be intimated to the eligible bidders.

Tender document can be downloaded from the RBI website - www.rbi.org.in - and www.mstcecommerce.com. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should check the above website / e-portal for any amendment / corrigendum / clarifications before submitting the bid. The Bank reserves the right to reject any or all the Tenders without assigning any reason thereof.

**Principal / Chief General Manager
Reserve Bank Staff College
No. 359, Anna Salai, Teynampet
Chennai - 600 018**

Section II Form of Tender

The Principal
Reserve Bank Staff College
No. 359, Anna Salai
Teynampet, Chennai

Place:
Date:

Dear Sir

We have carefully examined the specifications, scope of work and schedule of quantities relating to the works specified in the Memorandum hereinafter set out and having visited and examined the site of the works specified in the said Memorandum and having acquired the requisite information relating thereto as affecting the Tender, I / We hereby offer to execute the works specified in the said Memorandum during the time specified in the said Memorandum at the rates mentioned and in accordance with all respects of specifications and instructions in writing referred to in articles of agreement, general instructions to the Tenderers and special conditions, conditions herein before referred to, specifications and schedule of quantities and with such materials as are provided for, by and in all other respects, in accordance with such conditions so far as they may be applicable.

MEMORANDUM

(a)	Description of works	Providing Catering Services and supply of tea /coffee through vending machine at Reserve Bank Staff College, Chennai - 600 018.
(b)	Estimated cost	Rs.2,35,00,000/-
(c)	Earnest Money	Rs.4,70,000/-
(d)	Validity of contract rates	Nine months (from July 01, 2025 to March 31, 2026). The tenure of Contract may thereafter be extended for further short periods or for one year at a time (subject to the condition that the total Contract period shall not exceed three years from the date of commencement of the Contract) with mutual consent, at the sole discretion of the Bank, subject to satisfactory performance / service rendered by the Contractor.
(e)	Mode / terms of Payment	As per Para 12 of Section IV of Tender.

2. I / we undertake to offer my / our services in conformity with the scope / nature of work and the Terms and Conditions set out in the Tender document. I / We confirm that the tender submitted by me / us is confirming to all the terms and conditions mentioned in the Tender document.
3. Should this Tender be accepted, I / we hereby agree to abide by and fulfill all the Terms and Conditions of the Tender and in default thereof, to forfeit and pay to you or your successors or assignees or nominees 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 also agree that our Tender will remain valid for acceptance by the College for 90 days from the date of opening of Part I of the Tender and this period of validity can be extended for such period as may be mutually agreed between the College and me / us in writing. We also agree to keep the Bank Guarantee towards EMD valid during the entire period of validity of Tender, as per the enclosed Proforma ([Annexure III](#)).
5. I / We have deposited a sum of Rs.4,70,000/- as EMD with the College, which amount shall not bear any interest. Should we fail to execute the Contract when called upon to do so, we do hereby agree that this sum shall be forfeited by us to the Reserve Bank Staff College.
6. 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 / disqualified / blacklisted / banned by any organization including the Reserve Bank of India / Reserve Bank Staff College for any reason nor any such proceedings are pending or contemplated. I / We also certify that neither our firm nor any of the partners are involved in any scam or disciplinary proceedings settled or pending adjudication.
7. The Tender is submitted in two parts, i.e., Part I and Part II. The Part I contains all commercial terms and conditions and technical particulars and Part II contains only the Price in the Bank's e-Tender proforma.
8. The details of our bankers as per the format ([Annexure VII](#)) are uploaded.
9. Client Certificate as per the proforma ([Annexure II](#)) is uploaded.
10. I / We certify that all the information furnished by me / us are true to the best of my / our knowledge. I have no objection to RBSC verifying any or all the information furnished in this document with the concerned authorities, if necessary. Further, I / we have no objection to the College, in conducting site visits, for inspection of establishments / similar services maintained by us.
11. I / We understand that you reserve the right to accept or reject any or all the Tender either in full or in part without assigning any reason therefore.
12. I / We understand that the tender should be submitted through e-portal only.

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, as per the proforma ([Annexure VIII](#)) should be uploaded in MSTC portal).

Witnesses

(1) Signature with _____

Name, address and date _____

(2) Signature with _____

Name, address and date _____

Section III
Bidder's Eligibility Criteria

- A.** The Reserve Bank Staff College (RBSC), Teynampet, Chennai - 600 018, invites e-Tenders from eligible firms **for Providing catering Services and supply of tea/ coffee through vending machine at Reserve Bank Staff College, Chennai - 600 018**. E-Tenders comprising duly filled-in details of both Part I and Part II specifications of the Tender should be uploaded in the MSTC website under RBI portal **not later than 02.00 p.m on May 05, 2025**.

1. Eligibility Criteria:-

- 1.1 The bidder shall provide documentary evidence that it is currently a legal entity.
- 1.2 The bidder should have minimum five years' experience of undertaking similar works, viz., **'Providing catering Services at training institutions of banks, Central Government Financial Institutions & Corporate houses'**. For establishing the same the bidder should submit copy / copies of work order/s for similar work/s, issued to the bidder, on or after March 31, 2020.
- 1.3 The bidder must have, during the last five years (i.e., after March 31, 2020) provided similar works individually costing as under:
- (a) Three completed catering works, of minimum one year each, individually costing not less than ₹ 1.25 crore.
- OR**
- (b) Two completed catering works, of minimum one year each, individually costing not less than ₹1.56 crore.
- OR**
- (c) One completed catering work, of minimum one year, costing not less than ₹2.50 crore.
- AND**
- (d) Have a minimum yearly catering turnover of ₹3.13 crore during the Financial Years (FY) 2021-22, 2022-23 and 2023-24, supported by audited Financial Statements (i.e., Statements of Profit and Loss Account and Balance Sheet for the said years).
- AND**
- (e) The tenderer should have office setup available in Chennai where from required quality services can be regularly provided. Tenderer should upload documentary evidence for the same, as per [Annexure XIII](#).

AND

(f) The bidder must be a profit-making organization (At least any three FY) in last four consecutive financial years as on 31.03.2024 (FY 2020-21, 2021-22, 2022-23 & 2023-24). Tenderer should upload documentary evidence for the same, as per [Annexure XVII](#).

(Only those tenderers who qualify as above will be eligible to tender for the work. A tender submitted by a firm who is found to be not satisfying the above criteria will be liable for rejection).

Scrutiny of Offers and Evaluation Criteria: Scrutiny of Bids will be in three stages as under:

(a) Eligibility Criteria:

The Bank will first scrutinize the eligibility of the Bidders as per “qualification criteria” (As per para A(1) of the Section – III of the Tender Document). The decision of the Bank in this regard shall be final and no further correspondence in this regard will be entertained.

Proposals meeting all the “qualification criteria” will then be assessed and scored against the Technical Evaluation criteria as explained below:

Sr. No.	Description	Maximum Marks	Documents to be furnished
1	<u>Financial Turnover:</u> Average Catering Turnover during the last three financial years (2021-22, 2022-23 and 2023-24) i. ₹3.13 crore - ₹4 crore - 5 marks ii. For every additional ₹1 crore above ₹4 crore – 2 marks	15	Certificate from Chartered Accountant certifying annual turnover figures of the firm / company.
2	<u>Experience in the field of catering Services in last five years</u> i. Minimum five years' experience - 5 marks ii. Experience of 6 years and above - 1 marks for every one year (Experience counted up to March 2025)	10	Copy of the work orders received.

3	<u>No. of similar contracts executed,</u> <u>Yearly value of which is above ₹1</u> <u>crore in last five years:</u> 1 Contract - 1 mark 2 Contracts - 2 marks 3 Contracts - 3 marks 5 Contracts - 5 marks 7 Contracts - 7 marks and above contracts -10 marks	10	Work order / Client Certificate (in case of difficulty in submitting work order).
4	Experience of executing similar contracts in RBI/ Training establishments of Central Government Establishment / State Government Establishment / Public Sector Undertaking in last five years	5	Copy of work order issued by the respective authority.
5	The applicant has atleast ONE running contract of value ₹3 crore or more in the field of Catering services.	5	Copy of running Contract/ Purchase Order/ Work order issued by the Client to be attached in the Format enclosed at Annexure XIX .
6	<u>Existing number of work force:</u> i. 50 to 100 : 3 marks ii. 101 to 200 : 4marks iii. 201 and above: 5 marks	5	Copy of latest PF statement.
7	Whether the company / Firm is having valid ISO and other recognized accreditation Certificates obtained before the date of the tender release: (i) ISO 9001:2015 - Certificate in Quality Management System - 2 marks (ii) ISO 14001:2015 - Certificate in Environmental Management System (in addition to S.No (i) above) – 3 marks (iii) OHSAS 45001 : 2018 -	5	Copy of ISO certification / other recognised accreditation certificate etc.

	Occupational Health and Safety Management (in addition to S.No (i) above) – 4 marks (iv) Have all the above three certifications: ISO 9001, OHSAS 45001 & ISO: 14001 – 5 marks		
8	The bidder having presence in more than one state in India by virtue of a client being serviced or a hotel / restaurant being run in that state.	5	Copies of Purchase order / Work order issued by the clients or Details of the Hotels run by the bidder are to be attached.
9	Marks of the committee based on site visit	40	

Note: - All the submissions / declarations / assertions made by the bidder should be on their letterhead only and each and every page of the document should contain name of company and signature of the authorized signatory. Bank shall have the right to independently verify these certificates / documents.

(b) Technical Evaluation:

The Bank will scrutinize the offers and evaluate the technical Bids based on the evaluation matrix given above. The Bidders who secure 70 and above marks in Technical evaluation matrix will qualify in Technical Evaluation. Only Bidders who qualify in Technical Evaluation will be short listed for Commercial Evaluation i.e., opening of Part II of their Tender. The decision of the Bank in this regard will be final.

(c) Financial Evaluation:

The Bank will open and scrutinize the price bids of the technically qualified Bidders only. The Price Bids will have to be submitted in the format as per Part II. The calculation arrived by the Bank will be final and will be binding on the Bidders.

B. Check list of the Documents to be uploaded: Bidders should upload the following documents in respect of fulfilling their eligibility with suitable file names as indicated.

- i. Form of Tender (to be signed by the authorized signatory.)
- ii. Copies of detailed Work Order/s indicating scope and value of work/s of providing similar works, viz; "Providing catering Services and supply of tea / coffee through vending machine", issued on or after March 31, 2020 (for establishing five years' of experience) (File name eg: WO1, WO2, etc.).
- iii. Copies of detailed Work Order/s indicating scope and value of similar work/s carried-out after March 31, 2020 (QWO1, QWO2, etc.).
- iv. List of similar works with all the details, in the format of [Annexure I](#) (File name eg: CW1, CW2, etc.).
- v. Client certificate regarding performance of the contractor for the qualifying works, as per the prescribed format of [Annexure II](#) (File name eg: CC1, CC2, etc.).
- vi. Proof of remittance of EMD / Bank Guarantee in Lieu of EMD as per [Annexure III](#).
- vii. Banker's Certificate as per [Annexure VI](#).
- viii. Audited financial statements for turnover for three financial years (2021-22, 2022-23 and 2023-24) (File name eg: FS1, FS2, etc.).
- ix. Copies of ISO Certificates / other recognised accreditation certificate (OHSAS 45001- Occupational Health and Safety Management; ISO 9001- Certificate in Quality Management System and ISO 14001 - Certificate in Environmental Management System).
- x. Details of bidder's banker/s (Scheduled Bank) as per [Annexure VII](#).
- xi. Copy of Power of Attorney (in the name of the person signing the tender document/s) as per [Annexure VIII](#) (Original to be submitted by the successful bidder to RBSC).
- xii. Copy of Registration Certificate of the company / firm / agency under the relevant act.
- xiii. Copy of E P F Registration Certificate.
- xiv. Copy of E S I Registration Certificate.
- xv. Copy of PAN
- xvi. Copy of GST Registration Certificate.
- xvii. Copy of latest PF statement.
- xviii. Income Tax Returns for last three financial years (2021-22, 2022-23 and 2023-24).
- xix. List of deviations if any (in commercial terms and conditions / technical specifications).
- xx. Any other information relevant to the proposed work (in Bidder's own letter head).

Section IV
General and Special Conditions and Instructions to Tenderers

1. Tenders shall be submitted in two parts viz., Part I containing Eligibility / Pre-qualification criteria and technical and commercial details of the offer and Part II containing prices only (in Indian Rupees) latest by 02.00 p.m on May 05, 2025.
2. **Opening of Tender: - Part I of the tender will be opened at 03.00 p.m on May 05, 2025. Part II – Price bid of only those bidders, who are found to be qualified on evaluation of the requirements of eligibility criteria and technical and commercial conditions / details, on scrutiny of their Part I of the Tender will be considered for opening at a later date. Opening of Part II will be intimated only to the qualified vendors.** The tenders shall be valid for a period of 90 days from the date of opening of Part I of the tender.
3. Tenderers are requested to quote Base Rate and applicable GST Amount separately for each item as specified in the MSTC portal. No change in the quoted prices will be accepted. The prices quoted shall be inclusive of all other taxes, duties, insurance, applicable statutory dues, etc. The prices quoted shall remain firm for the entire period of the contract and shall not be subjected to any variations of any taxes, levies, duties, etc. In the event, no rate has been quoted for any item(s), leaving space, the tender shall be considered incomplete and shall not be considered.
4. The prices quoted shall be deemed to be for the whole work and shall be firm and binding without any escalation whatsoever for a period of nine months. It may be borne in mind that no request for escalation is ordinarily admissible during the course of the period specified, except for any statutory requirements subsequently effected, such as implementation of higher tax rates, enhancement in minimum wages, etc. However, in case of enhancement of minimum wages by the Government during the course of the contract, such enhancement shall be effected by the Employer, only to the extent of meeting the minimum wage requirement, provided such enhancement should be brought to the notice of the Employer by the contractor and in the absence of the same, the liability of meeting the minimum wage requirement will rest with the Contractor.
5. Tenderers are advised to submit the Tender, based strictly on the Terms and Conditions of the Contract and Scope of Work as specified in the Tender 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 Price Bid. Any Tender containing deviation from the laid down terms and conditions is liable to be rejected.
6. The Reserve Bank Staff College, Chennai reserves the right to accept or reject any or all the Tenders,

in full or in part, without assigning any reason therefore.

7. Pre-bid Meeting:- A pre-bid meeting will be held on April 22, 2025 at 11.00 a.m in the Seminar Hall, Reserve Bank Staff College, Chennai to discuss / clarify anything about the tender. No separate communication will be sent for this meeting. All the intending Tenderers are advised to be present. Not more than two authorized representatives of any Tenderer can attend the pre-bid meeting without prior intimation to the College. Clarifications will be uploaded as corrigendum to the Tender in MSTC portal and also RBI website, before 5:00 p.m on April 24, 2025. **Bidders are advised to see corrigendum, if any, before submitting their bids.**

8. Tenderers are also advised to visit RBSC after obtaining prior permission and acquaint themselves with the site conditions before submitting the Tender.

9. Earnest Money Deposit: - Tenderers shall submit Earnest Money Deposit (EMD) of a sum of ₹4,70,000/- (Rupees Four Lakh and Seventy Thousand Only) either by remitting the amount to the Bank Account of the Reserve Bank Staff College or submit in the form of a Bank Guarantee in the prescribed format ([Annexure III](#)), at the Hostel & Lounge Cell, Reserve Bank Staff College, Chennai – 600 018.

The account details of the College for undertaking NEFT / RTGS transactions are as follows.

Beneficiary Name: RBSC CHENNAI

IFSC: RBIS0SCPA01 (5th and 10th digit is zero)

Account No.: 186003001

Proof of remittance with transaction number (Scan copy) shall be attached / uploaded.

The bidders are also advised to send the proof of remittance with transaction number (scanned copy) to principalrbsc@rbi.org.in. with a copy marked to nabonita@rbi.org.in. A Tender which is submitted, without payment of EMD or not accompanied by BG in lieu of EMD will not be considered. No interest will be paid on EMD. The EMD of the vendors who do not qualify the requirements of pre-qualification criteria will be refunded / returned, without interest, on non-acceptance of their bid. The EMD of unsuccessful Tenderers in Part II shall also be released to them, without any interest, after award of work to successful bidder.

10. Security Deposit: - A Bank Guarantee in the prescribed format ([Annexure IV](#)) for an amount equal to 5 per cent of the Contract Amount, valid for nine months upon award of the contract, should be furnished by the successful Tenderer. The EMD of the successful Tenderer shall be

returned, without any interest, on submission of Bank Guarantee by the Tenderer, in lieu of Security Deposit. In case of renewal of the contract for this work, the contractor should submit fresh Bank Guarantee for an amount of 5 per cent of the renewed contract amount, valid for the period of renewal, prior to the commencement of contract.

11. The said Security Deposit shall be liable to be forfeited or appropriated in the event of unsatisfactory performance of the Contractor and / or loss / damage, if any, sustained by the Reserve Bank Staff College, Chennai on account of failure or negligence of the workers deployed by him / them or in the event of breach of the agreement by the contractor. The Security Deposit will be refunded to the Contractor, on receipt of request, within two months of expiry of the contract subject to satisfactory performance of the contract.

12. **Terms of Payment:** - Payment in respect of manpower deployment will be made on monthly basis as per actual deployment (subject to periodic verification by the Officials of the College) and the firm / contractor shall submit proof of deployment of staff and proof of payment of at least minimum wages (Central Minimum Wages) along with the bill. Holiday wages paid to the staff deployed as per the communication from the college on the holidays specified under Tamil Nadu Industrial Establishments (National, festival and special holidays) Act, 1958 will be reimbursed by the college on submission of claim by the contractor. The payment of wages to the staff deployed at the College should not be delayed for any reason/s. The firm / contractor should credit the wages directly to the bank account of their staff deployed and submit monthly bank statement showing payment of wages to the staff deployed. Necessary statutory payments, in this respect, should be ensured by the contractor. The Bank will have the right to ask for bank statements from the contractor to verify the details of wages/salary paid by the contractor and will also have the right to demand any other documents which are required to ascertain compliance by the Contractor to various statutory provisions.

13. The payment will be made against the printed bill which should be properly signed by the authorized signatory with proper stamp as used by the Contractor. The bill shall, for this purpose reach this office on or before 15th of each month. The bill will be settled on actual services provided and not on notional basis. *No advance shall be paid to the Contractor.*

14. The bidders shall be advised to submit the Cost Analysis of the items mentioned in [Annexure XXI](#).

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

16. The contractor shall be liable for the payment of wages as per the Central Minimum Wages Act 1948 and all other dues to the staff deployed which they are entitled to receive under the various labour laws and other statutory provisions. The contractor shall maintain proper record for payment of wages, etc., to the persons so deployed at the College and shall on demand furnish copies of wage register / muster roll, etc., to the College for having paid all the dues to the persons deployed by him for the work under the contract. This obligation is imposed on the contractor to ensure that he is fulfilling his commitments,

towards his employees so deployed, under various Labour Laws, having regard to the duties of the Reserve Bank Staff College, Chennai in this respect as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970. The Contractor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years. The contractor shall comply with or cause to be complied with the Labour regulations from time to time with regard to payment of wages, wage period deductions from wages, maintenance of wages book, wage slip, publications of scale of wages and terms of employment and submission of periodical returns.

17. All the persons deployed for the purpose of this agreement by the Contractor shall be provided identity cards and uniform as approved by the Bank. Also, identity cards are to be countersigned by the Security Officer for administrative and safety purpose so as to avoid any unauthorized person entering the Bank's premises. The Contractor shall ensure that all its employees and agents bear the identity card at all times while they are working in the Bank's premises.

18. The contractor shall not charge any amount from the personnel deployed by him towards recruitment fee, uniform, etc. Further, there shall not be any hidden charges in the wages, being paid to the staff deployed. Tenders having quoted rates below the prescribed minimum wages shall be summarily rejected and will not be evaluated for the purpose of ascertaining L1 tenderer.

19. The Contractor shall maintain and provide all necessary documentation, registers and records and other related documents as proof of compliance with all statutory requirements and provisions of applicable laws.

20. The Contractor or his / their staff shall not use the premises, properties, fixtures, fittings, etc., of the College for any purpose other than those expressly provided in the Contract.

21. The Contractor must deploy their staff in such manner that they are in proximity to the College and can attend to duties on their own, even in emergency situations. Further, the Contractor shall indemnify and keep indemnified the College / Bank from any financial / legal liability arising out of his / their failure, fault or negligence in complying with the above instructions. Any specific medical / insurance or other requirements arising out of such emergencies must be met by the Contractor.

22. The Contractor shall take prior permission from the authorized Official of the College before deploying any staff at the College. The Contractor shall not engage any staff with criminal background against whom there is any complaint registered with law enforcement agencies. However, the College reserves the right to reject any particular workmen / staff placed / deployed by the Contractor under this contract, without assigning any reason therefore.

23. The Contractor shall furnish a detailed duty chart of the staff deployed by him / them, at the beginning

of every month and keep the College informed of any changes made in the duty chart from time to time. The duty chart for the month should contain specific names of the employees and respective duties they are required to attend to. Also, the Contractor shall submit the list of employees with changes effected, if any, on the first day of every month. The daily attendance of staff may be maintained in a register which shall be put up daily to the Official concerned of the College.

24. The Contractor shall organize medical examination of all the staff before their initial deployment and furnish the medical reports to the College. Further, all the staff of the Contractor is required to undergo a medical check-up through the Government / Municipal Hospital once in a year and submit Medical Certificates to the College at the Contractor's cost. The suggestions made by the Bank's Medical Officer / Consultant shall be scrupulously followed by the Contractor. Any person found to be medically unfit or unsuitable during the currency of the Contract shall have to be removed by the Contractor from the services immediately and suitable replacement shall have to be arranged forthwith. The College shall arrange for medical check-up of the staff if considered necessary by the College and the Contractor shall withdraw any person who is found medically unfit for the job and arrange for an appropriate substitute. The cost, if any, incurred by the College in this regard shall be borne by the Contractor.

25. The Contractor shall ensure that none of his personnel on duty is in an inebriated state or consumes drug, prohibited substances, smoking, etc., while on duty or otherwise inside the College premises. The Contractor shall remove any staff who in the opinion of the College is guilty of misconduct or is in any manner unfit or unsuitable for service.

26. **Taxes:** - The prices quoted shall be deemed to include all applicable taxes, local levies, etc., imposed by Central / State Government / Local bodies. If the Tenderer fails to include such taxes and duties in the Tender amount, no claim thereof will be entertained by the College / Bank afterwards. As per Indian Laws, income tax will be deducted at source and a certificate for the same will be issued to the Contractor.

27. **Insurance:** - The Contractor shall take "Employee Compensation Policy" for all the Employees deployed at the College for one year, renewable thereafter, if the contract is renewed by the College. The Contractor shall indemnify the Bank / College against any loss or damage that occurs to persons or building or any third party. Third Party Liability in Contractor's all risk policy shall be for a minimum of ₹5.00 Lakh per person for any one accident or occurrence and for ₹10.00 Lakh in respect of damage to property for any one accident or occurrence. Copies of the same shall be submitted to the College. You are advised to submit insurance policies in the joint names of the Bank and the contractor (Name of the employer, The Principal, Reserve Bank Staff College being mentioned first in the policy). The Policies should be taken with an IRDA approved office. The contractor shall take all precautionary measures to ensure safety of workmen deployed by them and the College shall not be responsible in case of any eventuality.

Note: - These policies shall be valid till the completion of the contract. If the contractor does not provide these policies, the College reserves the right to take the above insurance policies themselves and recover the cost thereof from the Contractor or recover the amount for the gap period of insurance from the payable amount of the invoices submitted by the contractor.

28. The contractor shall at his / their own cost take necessary insurance cover in respect of the aforesaid services rendered to the Reserve Bank Staff College and shall comply with the statutory provisions of the Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act, 1948; Employee's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund and Miscellaneous Provisions Act, 1952; Payment of Bonus Act, 1965; The Minimum Wages Act, 1948; Employer's Liability Act, 1938 and / or any other rules / regulations and / or statutes that may be applicable to them. The contractor shall indemnify the Reserve Bank Staff College against all claims which may be made upon the College whether under the aforesaid statutes or any other statute in force during the currency of this contract. The contractor shall furnish a certificate every quarter regularly to the College that they are complying with the provisions of all statutes and rules applicable to them. The Contractor shall at all times indemnify the College against all claims which may be made under the Employee's Compensation Act or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement.

29. The workmen / employees engaged by the Contractor shall not have any right / claim over the facilities enjoyed by the RBSC staff, participants, etc. The Contractor's staff shall not have any employee-employer or master-servant relationship with the College.

30. All instructions, guidelines and specifications issued to the Contractor by the College must be clearly and effectively communicated by the Contractor to his / their employees and personnel. All instructions, guidelines and specifications must strictly be adhered to by the employees and personnel of the Contractor so that the reputation of the Bank / College is not compromised.

31. The Contractor shall maintain a complaint register in the lounge to enable the participants / employees / officers / visitors to enter their complaints, if any. The Contractor shall carry out such improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the participants, guest faculty and staff either directly to him / her or through the feedback report / complaint register.

32. The Contractor shall be responsible for any damage, injury, loss, annoyance, etc., caused to the College or its Officials, as a result of any act of misconduct or any other act or misbehavior, etc., committed

by the staff deployed by him / them, while they attend to the duties, covered by this Contract. The Contractor undertakes that he / they shall make it clear to the staff deployed by him / them that the latter are the employees of the Contractor, and they shall have no claim against the College and the Reserve Bank of India.

33. In the event of any damage being caused to the movable or immovable property of the College or its client or to the property of the employees of RBSC, the College reserves the right to compute the damage in terms of money and to deduct the money from the bill of the Contractor or from the amount payable to the Contractor by the College and recover the remaining amount, if any, by way of civil damages.

34. The Contractor shall not use Trademark and or trade name of the College or letterhead of RBSC and the relationship between the Contractor and College being on principal-to-principal basis, the Contractor shall not hold himself / herself as an agent of the College.

35. The Contractor shall not use the address of the College on his / their letterhead / stationery for the purposes of Registration with any Government / Local Body or any other organization or person and no tenancy shall be created by the presence of his workmen / employee on the College premises.

36. To ensure effective implementation of this Contract, the Principal or an authorized official of the College shall issue instructions, either orally or in writing to the Contractor and such instructions shall be deemed to be a part and parcel of this Contract and shall be binding on the Contractor. In all matters relating to or incidental to this Contract, if there arises any doubt or dispute or disagreement, the decision of the Principal, RBSC shall be final and binding on the Contractor.

37. It shall be the Contractor's responsibility to ensure that the obligations under the terms of this Contract are duly performed and observed.

38. The Reserve Bank Staff College reserves the right to amend / modify the Tender document or issue any Corrigendum to the bid process. The bidder shall not contest the right of the College to do the aforesaid.

39. Prevention of Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal)

The Contractor 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 (SH Act). In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor or Local Committee constituted under the SH Act and the Contractor shall ensure appropriate action under the said Act in

respect to the complaint. Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involving the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual harassment by the employee of the contractor is proved by the Committee. The person/employee involved in sexual harassment of the Bank's employee shall be removed from the Bank's premises till the enquiry is completed and if such person is found to be guilty, he may be permanently removed from the Bank's premises. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

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

41. The contractor shall be solely responsible for any violation of provision of the labour laws or any other statutory provisions and shall further keep the Reserve Bank Staff College, Chennai indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expenses arising out from non-compliance of the aforesaid statutory provisions. The College will not be responsible for any accident, injury caused to any staff of the Contractor deployed at the College, during the course of their duty / off duty and thus the staff will not be entitled for any compensation from the College. Under the circumstances of the contractor's failure to fulfil any of the obligations hereunder and / or under the said Acts, rules / regulations and / or any bye-laws or rules framed under or any of these, the Reserve Bank Staff College, Chennai shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the contractor's monthly payment and Security Deposit.

42. The contractor shall deploy their staff in such a way that they get weekly rest. The working hours / leave, for which the work is taken from them, do not violate relevant provisions of The Tamil Nadu Shops and Establishment Act, 1947. The contractor shall in all dealings with the persons in his employment have due regards to all recognized festivals, days of rest and religious or other customs. In the event of the contractor committing a default or breach of any of the provisions of the Labour Laws including the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time or in furnishing any information or submitting or filling any statement under the provisions of the said regulations and rules which is materially incurred, he shall without prejudice to any other liability pay to the Principal, Reserve Bank Staff College, Chennai, a sum as may be claimed by any person / client.

43. The contractor shall be required to maintain permanent attendance register / roll within the building premises either manually or through biometric access system, installed at the College which will be open for inspection and checking by the authorized officers of College. The manpower deployed by the tenderer

during the currency of the Contract shall not work in any other organization or shall not be deployed by the tenderer at any other organization.

44. The contractor shall ensure that the required number of staff is / are deployed for duty on every day. In case of absence of any person suitable substitute arrangement, at no extra cost to the College, shall be made by the contractor, failing which appropriate deductions shall be made from the payment due to the Contractor. Penalty on pro-rata basis as per the quoted rates will be levied in case of shortfall of persons deployed. If any complaint is received from the Bank's Executives, participants or guests / visitors, the same will be viewed seriously and the Bank reserves the right to terminate the contract or recover damages / penalty. Moreover, failure to adhere to the conditions of the contract may attract a penalty of ₹1000/- (Rupees one thousand only) per instance. The decision of RBSC, Chennai in this regard will be final.

45. The contractor shall pay the employer's contribution with regard to the Provident Fund and Employee State Insurance Fund as per the provisions of the 'Employees Provident Fund and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948'. The Contractor has to deposit the ESI & EPF contribution locally in Chennai only and he / they has / have to ensure that all his / their employees are given ESI Card and EPF Card.

46. The contractor shall submit the proof of having deposited the amount of ESI & EPF contributions towards the persons deployed at the Reserve Bank Staff College in their respective names before submitting the bill for the subsequent month. In case the contractor fails to do so, the amount towards ESI & EPF contribution will be withheld till submission of required documents.

47. The contractor shall submit details, such as names, parentage, residential address, age, etc., along with the recent photograph of the persons deployed by him / them. For the purpose of proper identification of the staff of the contractor deployed for work at the College, the contractor shall issue identity cards bearing their photographs / identification, etc., and such employees shall display their identity cards at the time of duty.

48. The contractor shall take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and property of the College.

49. The Contractor shall agree and undertake that the staff / service provided by the staff, deployed by him / them at the College, shall be to the entire satisfaction of the College and the Contractor should make it clear to the staff that they are employees of the Contractor and they shall have no claims against the

College and the College shall not be liable to pay wages, salary, compensation and any statutory benefits due to the staff under the labour laws and other litigations and the Contractor shall be responsible for providing such amenities as admissible under the law / rules / service conditions to the staff deployed by the Contractor for providing catering service at the College.

50. The persons deployed by the contractor for the services mentioned above shall be the employees of the contractor for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the contractor and in no case, shall have a relationship of employer and employee between the said persons and the Reserve Bank Staff College, Chennai shall accrue / arise implicitly or explicitly. It will be the responsibility of the Contractor to ensure that no liability on this account shall come on the Reserve Bank Staff College, Chennai in respect of staff deployed by him / them.

51. The Contractor shall ensure that none of the persons deployed by him / them will contact the Reserve Bank Staff College or the Bank's Central Office / other Offices of the Bank in the matter relating to payment of their dues, wages, bonus, leave relievers, uniforms, etc. The Contractor shall be responsible for the discipline, loyalty and conduct of the staff deployed by him / them.

52. The Contractor shall obtain licence as contemplated under the Contract Labour (Regulation and Abolition) Act, 1970, or any other law as applicable, failing which he / they alone will be responsible for the actions / proceedings ensuing thereto. The College shall not be held responsible for acts of omissions or commissions of the contractor and shall in no way make liable to the staff engaged by the Contractor.

53. On taking over the responsibility of work assigned, the Contractor shall formulate the mechanism for due assignment of work to its personnel in consultation with the Principal, Reserve Bank Staff College, Chennai or his /her authorized representative. Subsequently, the contractor shall review the work assigned from time to time and advise the Principal, Reserve Bank Staff College, Chennai, for further streamlining their system. The contractor shall further be bound by and carry out the directions / instructions given to him / them by the Principal, Reserve Bank Staff College, Chennai or the Officer/s designated by the Principal in this respect from time to time.

54. In case any of the persons so deployed by the contractor does not come up to the mark or does not perform his / their duties properly or commits misconduct or indulges in any unlawful riots or disorderly conduct, the contractor shall immediately withdraw and take suitable action against such person/s on the report of the Reserve Bank Staff College, Chennai in this respect. Further, the contractor shall immediately replace the particular person so deployed on the demand of the Reserve Bank Staff College, Chennai in case any of the aforesaid acts on the part of the said person/s.

55. The Contractor shall ensure that no employee of his / their company / agency / firm will enter or remain in the College's premises beyond the specified time limits unless necessary for fulfilling the company / agency / firm's obligations and with the permission of the College.

56. The contractor shall remove all staff / workers deployed by him / them on termination of the contract or on expiry of the contract from the premises of the Reserve Bank Staff College, Chennai and ensure that no such persons shall create any disruption / hindrance/ problem of any nature in the Reserve Bank Staff College, Chennai either explicitly or implicitly.

57. A bidder being L1 merely by financial/price bid shall not be sufficient ground for becoming eligible for award of contract. In case bidders fail to quote the correct figures in line with latest statutory guidelines, their financial/price bids are liable to be rejected. The Bank shall 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.

58. The contractor shall keep the Reserve Bank Staff College, Chennai indemnified against all claims whatsoever in respect of the employees deployed by the contractor. In case any employee of the contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the contractor to settle / contest the same. In case, the Reserve Bank Staff College, Chennai is made party and is supposed to contest the case, the Reserve Bank Staff College, Chennai will be reimbursed for the actual expenses incurred towards Counsel fee and other expenses, which shall be paid in advance by the contractor to the Reserve Bank Staff College, Chennai on demand. Further, the contractor shall ensure that no financial or any other liability comes on the Reserve Bank Staff College, Chennai in this respect of any nature whatsoever and shall keep the Reserve Bank Staff College, Chennai indemnified in this respect.

59. The contractor shall further keep the Reserve Bank Staff College, Chennai indemnified against any loss to the Reserve Bank Staff College, Chennai property and assets. The Reserve Bank Staff College, Chennai shall have further right to adjust and / or deduct any of the amounts as aforesaid from the payments due to the contractor under this contract.

60. **Non-disclosure Clause:** - The Contractor shall not disclose directly or indirectly any information, material and details of the Bank / College's infrastructure / systems / equipment, etc., which may come to his possession or knowledge during the course of discharging the contractual obligations in connection with this agreement, to any third party and will at all times hold the same in strictest confidence. The Contractor will indemnify the College for any loss suffered by the College 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 College will be entitled to claim damages and pursue legal remedies. The company / agency / firm 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 company / agency / firm's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this contract for whatever reason.

61. The College shall deduct income tax at source in accordance with the statutory provisions as applicable as and when the Central Government notifies through Gazette Notification or orders or as per the provisions of the Income Tax Act from time to time and such deductions shall be effected from the date of applicability of the provisions. All applicable statutory deductions, such as Income Tax, GST TDS, etc., will be effected from the payments to the Contractor, at source. Necessary Form - 16A will be issued to the Contractor in respect of the taxes deducted at source.

62. Any claims, dispute and or difference (including a dispute regarding the existence, validity or termination of this Agreement) arising out of or relating to this contract including interpretation of its terms will be resolved through joint discussion of the Authorized Representatives of the parties concerned. However, if the disputes are not resolved by discussions as aforesaid, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the Principal, Reserve Bank Staff College, Chennai. In the event of any question, dispute / difference arising out of this contract or in connection herewith (except as to matters the decision of which is specially provided under the agreement) the same shall be referred to the sole arbitration by the Principal, Reserve Bank Staff College, Chennai or his nominee.

63. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, the Principal, Reserve Bank Staff College, Chennai shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the terms of the agreement and the persons so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

64. The Arbitrator may give interim awards and / or directions, as may be required. Subject to the provisions of the Arbitration & Condition Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

65. During the period of agreement, the contract may be terminated by the Principal, Reserve Bank Staff

College, Chennai, by giving one month's notice or on payment of one month's charges in lieu thereof. Also, the contract may be renewed with mutual consent of both the parties for a further period of two years or other shorter periods, beyond the initial contract period of one year with the revised rates being calculated using the below mentioned formula. Any decision taken by the College in this regard shall be final, conclusive and binding on the Contractor.

Formula:

$$AC = [AP \times \{CPI (Food) / CPI (Food)\}]$$

AC	The contract amount for the current year
AP	The contract amount for the previous year, excluding labour component, i.e., pertaining to material cost, service charges and other expenses
CPI (Food)	Consumer Price Index for Food and Beverages, that prevailed six months prior to the commencement date of Contract for the <i>current year (as on 30th September)</i>
CPI (Food)	Consumer Price Index for Food and Beverages, that prevailed six months prior to the commencement date of Contract for the <i>previous year (as on 30th September)</i>

66. Further, the College will have the option to terminate the contract, after giving notice of one month in writing without assigning any reason therefore, if the contractor commits breach of any of the conditions contained in this contract or fails to render the services to the satisfaction of RBSC. However, the Contractor shall also be entitled to terminate the Contract before completion of the aforesaid period of 12 months and in the event of the contract being extended by the College beyond the said period, by giving 3 months prior notice in writing to the College.

67. **Signing of Contract Agreement:** The contractor shall execute an agreement on a non-judicial stamp paper of required value for due performance of the contract and to the effect of the following conditions within a week on award of the work. All conditions, instructions, specifications, scope of work, etc., as specified in the Tender will be construed as forming part and parcel of the agreement. The agreement will cover the details of manpower that will be deployed, their working hours and on-call availability. The contract shall begin from the actual date of commencement of work at the site. The stamp duty on this agreement and duplicate thereof shall be borne by the contractor. The original agreement shall be retained by the College and the contractor shall retain the duplicate. If the contractor selected fails to sign the formal agreement within a week or fails to undertake the work on July 01, 2025, the letter of intent shall be treated as cancelled.

- i. The General and Special conditions and instructions to the Tenderers, the scope of work, the

subsequent correspondence exchanged between the College and the Tenderer, pre-bid meeting minutes and the work order placed shall be the basis of the final contract to be entered into with the successful Tenderer.

- ii. The Tenderer shall go through the terms and conditions given in the general conditions of contract herewith and his / their offer shall be strictly in line with the terms specified therein. No deviation from the terms and conditions specified shall be acceptable. The Tender document should be signed for his / their having acquainted himself / themselves in the general conditions of contract, Technical specifications, etc.
 - iii. The Tender submitted on behalf of a firm shall be signed by all the partners of the firm or a partner or any other person having Power of Attorney who has the necessary authority on behalf of the firm to enter into the proposed contract. Otherwise, the Tender may be rejected.
 - iv. On receipt of intimation from the College of the acceptance of his / their Tender, the successful Tenderer shall be bound to implement the Contract and within a week thereof, the successful Tenderer shall sign an agreement in accordance with the draft agreement. Notwithstanding the signing of the agreement, the written acceptance by the Reserve Bank Staff College of a Tender in itself will constitute a binding agreement between the Reserve Bank Staff College and the person so tendering, whether such contract is or is not subsequently executed.
 - v. The contractor shall not assign the contract. He shall not sublet any portion of the contract except with the written consent from the College / Bank. In case of breach of these conditions, the College / Bank may serve a notice in writing on the Contractor rescinding the contract where upon the security deposit shall stand forfeited to the College / Bank, without prejudice to his / their other remedies against the Contractor.
68. The acceptance of offer of contract shall be communicated by the successful bidder such that the acceptance is received by the Bank within 7 days from the date of issue of the offer. Failure to accept the offer and communicate accordingly within this period shall result in forfeiture of the EMD and revocation of the offer. In such an event the Bank shall have right to debar the bidder from participating in any tender in the Bank for a period of three years.

69. The Tenderer must obtain for himself on his own responsibility and at his own expense, all the information which may be necessary for the purpose of making a Tender and for entering into a contract and must inspect the site of the work, and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto.

70. The contractor shall not be entitled to any compensation for any loss suffered by him on account of delays in commencing or executing the work, whatever the cause of delays may be, including delays arising out of modifications to the work entrusted to him or in any subcontract connected therewith or delays in awarding contracts for other trades of the project or in commencement or completion of such works. The College / Bank does not accept liability for any sum besides the Tender amount, subject to

such variations as are provided for herein.

71. The successful Tenderer is bound to carry out all items of work necessary for performance of the job even though such items are not included in the quantities and rates. Schedule of instruction in respect of such additional items and their quantities will be issued in writing by the College.

72. The Contractor should put in place a proper mechanism (including keeping wet and dry wastes separately) for collection, handling disposal and removal of waste from the premises and comply with all the statutory requirements in this regard.

73. Force majeure:

a) If at any time during the continuance of this agreement, the performance in whole or part, is delayed by reason of any war, hostility, acts of public enemy, civil commotion, terrorist activities, disturbed law and order situation, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, natural calamities, strikes, lock-outs, pandemics or acts of god (hereinafter referred to as the Event) provided notice of happening of any such event is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this agreement nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance and deliveries under the agreement. The agreement shall be resumed as soon as practicable after the event has come to an end or ceased to exist; provided further that if the performance in whole or part of an obligation under this agreement is prevented or delayed by reason of any such event for a period exceeding 180 days, either party may exercise its option to terminate the agreement.

b) During the continuance of any such event, each party shall make reasonable efforts to avoid or remove the causes of such non-performance or delayed performance.

c) The Reserve Bank Staff College reserves the right to increase or decrease the number of contractor workers / employees deployed according to the requirement at the College with 15 days prior notice.

74. Language: - The Tender including all labels in documents, catalogues, etc., shall be in English.

75. **Jurisdiction:** - All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Chennai and only Courts in Chennai shall have jurisdiction to determine the same.

SECTION - V
SCOPE OF WORK

(i) Catering Services:

1. Providing In-house Catering Services at the Officers Lounge to the participants of the training programmes being conducted at the College, Guests, Guest Faculties and Officers of the College on all days between 6:00 a.m. and 10:00 p.m., during the Contract period, including holidays, as per [Annexure X & XI](#). “Participants” means those attending the training programmes of the College and “Guest Faculty” means those who are invited from the RBI offices and external institutions to handle the sessions.
2. The bidder shall be experienced in providing in-house Multi-Cuisine Catering (i.e., Vegetarian, Non-Vegetarian, South Indian, North Indian, Chinese, Continental, etc.) to training establishments of banks, Central Government, Financial Institutions & Corporate Houses, having eligibility as per the bidder’s eligibility criteria as given in the Tender.
3. The bidder should not have rescinded / abandoned any Contract awarded by any of his clients before the expiry of the prescribed period of Contract. The bidder shall give details of all disputes he / they had with his / their clients and furnish the status thereof, in the absence of the same a declaration to that effect to be furnished in [Annexure XX](#).
4. The bidder shall have applicable and valid registrations with the statutory authorities constituted for Labour Welfare and for other purposes such as Licensing of Food Establishments, etc., and shall submit the details to the College.
5. Providing catering services to the employees of the College and vendors in the Staff Canteen on all working days and on such other days, as may be indicated by the College. The number of participants for whom the catering arrangements are to be made, shall be advised to the Contractor from time to time, by the College.
6. Providing Breakfast / Lunch / Dinner / Snacks and Tea / Coffee / Milk / Juice services with Biscuits to the participants, office staff, guests and guest faculty during office hours at all required times and also outside office hours and on holidays, if so required. Also to arrange / provide snacks, cakes, outside food items, etc., as and when required by the College, reimbursement of which will be made by the College on agreed prices / terms on mutual consent.
7. Providing Special Lunch / Dinner as and when required by the College as per the menu indicated in [Annexure XI](#).

8. The Contractor shall supply alternative diets, including, Fruit Lunch, on request, from any participant / officers on health or other grounds, as and when directed by the College.
9. The Contractor shall provide items of food as per the Customs, Religions, Cultural requirements / restrictions, on demand. For example, eating / food requirements as they apply to Islam, Buddhism, Hinduism, Jainism, Judaism, etc., lifestyle diets, viz., low - fat / low - salt / diabetic / gluten - free and fasting food like fruits, etc., are required to be provided on demand. Menu including Jain Food / Fruit Lunch as decided should be provided.
10. Providing catering services at the Senior Officers' Suites / Guest Faculty Rooms, Executive Suites, Participant's Tea Room, Faculty Tea Room / Lounge and Pantry of Principal's Secretariat, which shall include providing exclusive personnel at these places and to clean and fill water in flasks / water containers for Faculty cabins, Classrooms, Seminar Hall and Conference room.
11. Providing special catering services within the premises / campus of the College on special occasions as per the rates agreed upon or any rates agreed upon after mutual discussions.

12. **Service Timings:**

The timings for serving the Participants / Staff / Guest Faculty / Guest shall be as under:

13. Items	14. Duration	15. Timing
Classroom Tea / Filter Coffee / Milk / Lemon Juice with Biscuits and Bakery Cookies (one each of Sweet & Salt Variety)	Morning	10:30 a.m. – 11:15 a.m.
	Afternoon	03:00 p.m. – 03:45 p.m.
Tea / Filter Coffee / Milk with Snacks	Evening	05:30 p.m. – 06:30 p.m.

(to be served at the Classroom, Office & Tea Rooms)

Dining Hall Service:

Items	Timing
Breakfast	08:00 a.m. – 09:30 a.m.
Lunch	12:45 p.m. – 02:00 p.m.
Dinner	08:00 p.m. – 09:30 p.m.

13. The above timings could be generally observed. However, there could be exceptional circumstances warranting catering service before or beyond the above timing to which the Contractor shall oblige.

14. Normally the service would be buffet service. However, at times, service as per the specifications are to be provided, i.e., Sit - Down Service, Banquet or any other form, as required. The service of all food items should be "UNLIMITED" as per the requirement of the participants / guests from the spread available.
15. For the purpose of executing the work under this Tender, the Contractor will be permitted to use and occupy the Officers' Lounge consisting of two dining halls, kitchen & storerooms attached to Kitchen, Dormitory, the Receiving Area, Participants Tea Room, Faculty Tea Room, Pantry at the Principal's Secretariat and Staff Canteen. The Contractor shall ensure proper cleaning, upkeep and maintenance of these areas, at his / their own cost.
16. Training programmes are conducted throughout the year, but the number of participants may vary from time to time and the College will not guarantee any minimum number of participants for Breakfast / Lunch / Dinner. There might be occasions when no training is conducted during a particular period / month. Notwithstanding this, the Contractor's catering services shall be made available throughout the year without any break, for the Faculty, Staff of the College and as required by the College.
17. The food shall be served as per the bi-weekly menu (subject to modification on mutual consent). The Contractor shall strictly adhere to the menu proposed by the Mess Committee / College and shall not effect any change in the menu without the approval of the Mess Committee / College.
18. The Contractor shall provide breakfast / lunch / tea / coffee / snacks to the participants, prepared in the College kitchen, wherever they are, either on outdoor training at RBI or at other local banks or as directed by the College and also provide packed lunch and / or tea / snacks, whenever the participants proceed out, either on industrial visit/s or sightseeing expeditions even on Sundays / Holidays / weekends. The Contractor shall not be entitled to any extra remuneration for these arrangements except for transportation charges and the same shall be reimbursed by the College on production of supporting bills. The menu to be provided on such occasions for both vegetarian and non-vegetarian shall be strictly adhered to as per the menu approved by the College.
19. The Contractor should keep the lounge open on all days during the period, when the Training Courses or Seminars are conducted by the College and on such other days, as may be indicated by the College. The number of participants for whom catering arrangements are to be made, shall be advised to the Contractor from time to time, by the College.
20. **Previous and following day of Program:**

The Contractor shall keep the Lounge open and arrange for catering services to such of the participants

who arrive on the previous day of commencement of training Program and leave on the following day of the completion of Program even though such days falls between two Programs, as they are expected to be present in the hostel on such days.

Charges for such items as partaken of by them (from previous day lunch before the commencement of training Program to following day breakfast on completion of Program) shall be calculated at the specified rates as per the Contract and payment shall be made based on the physical number of participants. However, the payment for dinner on the day prior to commencement of in-house training programs i.e., participant arrival day shall be made based on the list of participants recorded in the arrival register.

21. **Sick Participants**: If a participant falls ill or is indisposed, he / she shall be provided with special diet up to the cost of normal menu, as and so long as needed by him / her, without any extra charge in lieu of the normal food supplied in the Lounge. The same shall be served in the room of such participants, if so required, without any extra charge.
22. The Contractor shall be solely and wholly responsible for procurement of all food articles and provisions at his / their own cost. The Contractor shall bear complete financial responsibility for all purchases and financial commitments he / they may enter into for fulfilling the Contract. Raw food materials such as vegetables, milk, fish, mutton, chicken, eggs, fruits, etc., shall be procured fresh and of best quality as per the College's approval failing which the items will be rejected and the Contractor shall replace the same with fresh products from the sources approved by the College.
23. The food served in the College should be of high quality, taste and purity. High quality branded provisions, groceries and vegetables for preparation of food should be strictly adhered to, as per [Annexure – XII](#) of the Tender.
24. Reuse of burnt oil is strictly prohibited. Oil once used, shall not be used again. There shall be no re-chauffing of food. Food shall be cooked only in the Kitchen of the Lounge. The Contractor shall not bring any food prepared or cooked outside.
25. The Contractor shall ensure that the cooking vessels and other utensils used for preparing non-vegetarian dishes are not used for cooking and serving vegetarian food.
26. The Contractor shall provide catering services to the employees of the College and vendors in the Canteen on all working days. Charges for the same shall be borne by employees / vendors and paid by swiping their Sodexo (or) Pluxee Card / Cash. The Menu / Rate for food provided in Canteen shall be drawn on mutual consent. It is mandatory for the Contractor to provide Sodexo / Pluxee machines.

27. The Contractor shall store all grocery items, food-items, drinking water and other articles in closed containers in a hygienic manner. The Contractor shall provide proper receptacles for throwing refuse from lounge, kitchen, dining area, staff canteen, tea rooms and shall arrange, at his own cost, for prompt removal of such refuse from the College campus every day. A thorough master cleaning of all equipments, fixtures, utensils shall be carried out by the Contractor every weekend by removing the grime, grease, stains, oil, etc., and wiped well with a clean & dry cloth.
28. **Crockery, Cutlery and Cooking Utensils:**
The Contractor shall be provided with crockery, cutlery, table linen, cooking utensils and other articles that are necessary and required for providing catering services, as detailed in an inventory list, by the College, copy of which shall be provided to the Contractor. The Contractor shall at all times ensure, keep and maintain all such articles in which food and beverages are served in a clean, neat, hygienic and tidy order. Utensils, cups, saucers, flasks, crockery, cutlery, etc., shall be scrubbed and cleaned thoroughly with soap water and hot water at his / their own cost.
29. The Contractor shall maintain inventory of the stock of items given to him / them. An inventory statement giving clearly the break-up of stock, including usable items, items rendered unusable due to normal wear and tear and breakage / missing, if any, shall be submitted to the College by 10th day of every month, which shall be checked by the authorized Official of the College in comparison with the original inventory list.
30. Breakage shall be kept to a reasonable level. If breakage takes place on account of negligence or mishandling of equipments, utensils, crockery and cutlery by the staff of the Contractor, the Contractor shall have to bear the entire cost in respect of such breakage. Similarly, the cost of any item missing shall be recovered from the Contractor in full.
31. The College shall not, in any way, be responsible, for any loss of crockery or any other goods or articles, kept in the said premises by the Contractor. The Contractor shall be responsible for the loss or damage, etc., caused to the articles of Dead Stock and other kitchen equipments, made available / to be made available, subsequently, to the Contractor and the Bank shall have the right to recover the cost of repairs / replacements / damages, etc.
32. The Contractor shall be responsible for and make good any loss or damage, caused by any act or default, on his / their part or on the part of his / their employees or agents, to the said premises and / or to the College's property therein, permitted to be used by the Contractor. Reasonable wear and tear or such other damage or loss, as may be caused by the Act of God or other forces beyond the Contractor's control (inspite of all reasonable and normal precautions taken by him / them) shall be

exempted. The Contractor shall be responsible for and make good any loss or damage, caused by any act or default on the part of the staff employed by him / them to the utensils and other equipments referred to in the para above, reasonable wear and tear are exempted.

33. The Contractor shall be responsible for taking adequate care and regular cleaning of all equipment, utensils, etc. He / They should bring to the notice of the College, the repairs, specialized cleaning of chimney and any other major maintenance work due to normal wear and tear that are required to be undertaken from time to time, the cost of which will be borne by the College. If any repairs of the equipment are to be made on account of mishandling / negligence of the workmen, except normal wear and tear, the said items shall be repaired by the Contractor at his / their cost.
34. During the normal conduct of the training programme, the College may advise the Caterer to provide Twenty (20) number of staff, such as, Highly Skilled Worker – One (1), i.e., professional Chef trained in multicuisine (with work experience in reputed star hotels or training establishments of banks / Central Government Financial Institutions / Corporate Houses, supported with relevant documents / certificates), Skilled Workers – Four (4), i.e., one Manager as overall in-charge, two Cook, one Supervisor and Unskilled Workers – Fifteen (15), i.e., persons to undertake work as Kitchen Helpers, Stewards, Storekeeper, Waiters, Others (housekeeping and dish washing), etc. On occasions when the number of participants is more, the Contractor will be required to deploy additional number of service personnel at no extra cost. The replacement in case of leave / exigency of any staff having similar qualifications and experience will be paid as per eligible / existing wages. The duty hours may be staggered or as per the convenience of the College / Bank.
35. In situations of no training programme being conducted or when there are reduced number of training programmes, the number of catering staff to be deployed at the College will only be as per the decision of the College.
36. The estimated quantities is given in [Annexure XXI](#). The payment structure to the persons to be deployed is given at [Annexure IX](#). Since the cost of labour (20 persons) is being borne by the Bank, the rate quoted in the Price Bid should only pertain for material cost, service charges and other expenses for each item. The Labour cost of the 20 persons deployed will be paid as specified in [Annexure IX](#). It may be noted that for any extra deployment required, the cost of labour will be borne by the bidder.
37. The Contractor shall deploy staff, who should preferably be not from far off places to ensure availability of sufficient number of staff for the work, at short notice, in case of any unanticipated or emergent situations.

38. A competent and qualified person with a minimum of three years' experience in this field shall be appointed as Manager whose name should be informed to the College and who shall remain in person on the campus to manage and supervise the catering services properly. The Manager should be conversant in Tamil, English and Hindi. One dedicated mobile with dual SIM (in working condition) will be provided by the Contractor to the Manager posted at the College at the Contractor's own cost.
39. The Contractor shall have full control of his / their staff deployed for the services and shall give them necessary guidance and direction to carry out the jobs assigned to them. The catering staff are to be allotted duties individually and not given sundry work. The staff engaged by the Contractor shall be trained and experienced people having good health, character, well behaved, obedient and skillful in their tasks. They should be conversant in Tamil, English and Hindi.
40. The catering staff shall maintain high standards of cleanliness in preparation and handling of food items, cooked food and cut fruit servings, etc. The catering staff shall be courteous while serving the participants, guests, guest faculty and staff of the College.
41. The Contractor shall at all times, maintain and keep the dining hall, staff canteen, kitchen, backyard, tea rooms on the 1st floor of the College building, tearoom in the Principal's Secretariat and Kitchen in Executive Suites and utensils wash area in the said premises, in a clean and hygienic condition, to the satisfaction of the College. Repairs on account of mishandling / negligence of workmen shall be carried out by the Contractor at their own cost.
42. The dining tables and service tables have to be maintained in a clean and neat manner, free of pests. The Contractor will be responsible for replenishing the consumables like foam type hand wash of reputed brand and paper hand towel in the dining hall, apart from keeping the tissue papers of good quality & reasonable size (Golden white – 42 GSM and size 21 cm x 23 cm) on the dining tables at his / their own cost.
43. The Officers and other staff of the College / Bank shall be entitled to use the lounge for consumption of food and refreshment, brought by them, from outside the Lounge.
44. The lounge shall be for the exclusive use of the Officers and the working shall be subject to the supervision and control of the Principal, Reserve Bank Staff College, Chennai and other officials duly authorized by him / her. The Contractor shall not prepare food by availing of the facilities provided by the College for the purpose of serving in institutions / canteen run elsewhere by the Contractor / others.

45. The Contractor or his / their authorized representative has to attend the review meetings convened every month or as and when required, for discussion, evaluation of performance of the Contract and compliance to statutory issues, etc.
46. **Kitchen Equipment:**
The College shall provide the Contractor with kitchen equipment, chimney, fans, exhaust fans, refrigerator, deep freezer, water cooler, etc. The list of kitchen equipment items will be provided at the time of awarding the contract. These electrical fittings and equipment shall be handled in a proper manner and shall be cleaned / maintained regularly by the Contractor, at his / their own cost. The cost of liquid soap to be used for dish washer should be borne by the Contractor. The specialized cleaning / repairing of the cooking range, oven, Bain Marie and other kitchen equipments, etc., will be done at the cost of the College as and when required.
47. **Arrangement for Cooking Gas:**
For preparing food items, beverages and refreshments, the Contractor shall arrange for commercial gas connection in his / their name and ensure regular supply of commercial LPG gas refills at his / their own cost and pay for refills directly to the gas dealer. The Contractor must ensure prompt and uninterrupted supply of gas by placing order with the dealer sufficiently in advance and arrange for alternative sources when there is any short supply of gas. The Contractor is responsible for adhering to safety precautions / all statutory requirements while storing and operating gas refills to prevent any fire hazards/ leakages, etc. The Contractor will inform the College immediately in case of any urgent repair work needed in the gas pipes.
48. **Electricity and Water Supply:**
Charges for electricity consumed for lights, fans and other electrical appliances like fridge, deep freezer, toasters, microwave oven, mixer, grinder, etc., shall be borne by the College, but proper steps shall be taken by the Contractor to ensure that the fans, lights and other electrical appliances are used with due economy and are switched off when not required or are used only to the minimum extent necessary, so as to avoid wasteful consumption of electricity. The College reserves the right / option to levy penalty on the Contractor in case of wastage of electricity or if substitutes of cooking gas like hot plates / induction hob are used, without prior permission of the College.
49. Water required for maintaining the Lounge & Canteen shall be supplied by the College. The Contractor shall ensure economical consumption of water and shall ensure that there is no wastage of water. Leaking taps shall be brought to the notice of the College well in time to repair the same. In case of water shortage / no supply from the Water Board, the Contractor shall co-operate with the College for regulated supply of water. The Contractor shall abide by such restrictions or

instructions, as may be imposed or as may be issued by the appropriate Government, Civic authorities and Officials of the College or any other person authorized by the College, regarding consumption of water. The College reserves the right / option to levy penalty on the contractor in case of wastage of water.

50. Furniture and Fixtures - All the furniture, fixtures, equipment and articles as per inventory separately prepared and all other furniture, fixtures, equipment and articles bought or made available by the College in or to the kitchen, dining rooms & canteen, shall remain to be the exclusive property of the College and shall on termination / expiry of this contract be handed over by the Contractor to the College in the same order and condition in which they were given to the Contractor at the beginning of the Contract, except for reasonable wear and tear.
51. The bidder shall quote base rate and applicable GST for catering services against each item in the Part II - Price bid as per Schedule of Quantities (i.e., bidder has to quote cost of one Breakfast, one Lunch, one Dinner, one cup of Tea / Coffee / Milk / Lemon Juice with biscuits, one cup of Coffee / Tea with cost of one Snacks and one Special Lunch, Tea/Coffee with / without milk served through vending machine in the respective fields in the price bid format in MSTC Portal). The rates shall be in alignment with the prevailing markets rates. Also, no subsidy will be given over the quoted rates. The estimated quantities are given in [Annexure XXI](#).
52. The rates quoted should be inclusive of all charges for end to end operations, maintenance and supervision of Lounges, Principal Pantry, Participants Tea Room, Faculty Tea Room, Executive Suites and to clean and fill water in flasks / water containers for Faculty cabins, Class rooms, Seminar Hall, Conference Room, etc., as mentioned in the Scope and Nature of Work of this Tender document and should include all the components namely raw materials, transportation, preparation charges, services such as cleaning, maintenance, etc., and all other applicable charges, levies, duties and taxes.

(ii) Supply of tea/coffee through vending machine:

Providing tea / coffee through vending machine to the employees of the Bank / College on all working days from 9.00 AM to 6.00 PM by deploying one manpower exclusively for the service. The Bank / College observes all public holidays declared by the State Government under the Negotiable Instruments Act. However, it will be kept open on holidays also subject to the requirement of the Bank. In addition

- a) The successful tenderer shall install one vending machine inside the College premises at the place identified by the College and arrange one manpower for operating the machine. Installation of additional machine and providing of manpower as decided by the College will be intimated to the vendor and the same should be provided at the quoted rate. The rates for additional requirements, if any, for providing tea / coffee vending machine, specific quality / quantity of tea / coffee, etc.,

may be decided on mutual agreement. The manpower wages (Un-skilled) will be paid as per [Annexure IX](#).

- b) The quantity of coffee / tea to be served in biodegradable cups with good quality stirrers (provided by the contractor) and shall be 130 ml per cup (size of the cup shall be 150 ml). The percentage of fresh milk and water in tea and coffee will be as per the Bank's specification. A daily consumption report shall be submitted to Assistant Manager, Hostel / Lounge, Reserve Bank Staff College, Chennai.
- c) The tea / coffee dispensing system shall contain a separate chamber in addition to the Vending Machine (VM) for boiling the milk before dispensing through the Vending Machine.
- d) The milk boiling chamber shall be interconnected to the VM and the intake of the boiled milk by the VM from the chamber should not involve manual intervention. The milk boiling chamber shall be consisting of auto-cut off temperature controller preferably using a microprocessor controller.
- e) The technique for tea / coffee dispensing system should be brewed coffee and tea. The VM shall simultaneously dispense tea and coffee.
- f) VM shall contain programmable electronic control for monitoring the beverages usage and dispensing volume count.
- g) VM shall dispense the beverages such as Hot Milk, Tea (standard & strong), Black Tea, Coffee (standard & strong) and Hot water.
- h) Sufficient stocks of all the varieties of tea (Masala, Cardamom, Lemon, Ginger), Green Tea, Coffee, Fresh Milk, etc., offered in the quotation shall be maintained and supplied by the tenderer.

2. The person maintaining the machine shall clean the installed machine daily. Preventive maintenance of machine shall be done on a weekly basis by the tenderer at his / their own cost. The tenderer shall ensure that the machine is regularly cleaned and hygiene standards are maintained. The tenderer shall ensure uninterrupted functioning of machine.

3. The Bank shall provide water for preparing tea and coffee, electrical points for installation and operation of vending machine and space for storage of cutlery and crockery.

Section – VI

Indicative Number of staff to be deployed and quantity of catering items to be supplied

(i) Firms should consider the following number of staff required for the day to day activities / maintenance in connection with providing catering services and supply of tea / coffee through vending machine

Sl.No.	Category of staff	Required Number/s
1.	Chef (Highly skilled)	1
2	Cook (skilled)	2
3.	Manager (Skilled)	1
4.	Supervisors (Skilled)	1
5.	Steward (Unskilled)	14 (Catering) + 1 (For maintaining vending machine)

Note: - The staff as shown above are to be categorized under (i) highly skilled, (ii) skilled, (iii) un-skilled etc., by the contractor and ensure payment of at least minimum wages to the staff under each category, in accordance with the Central Minimum Wages stipulated for each category under “**Construction or Maintenance of Roads or Runways or in Building Operations including laying down Underground electric, wireless, Radio, Television, Telephone, Telegraph and Overseas Communication cables and similar other Underground cabling work, Electric lines, Water supply lines and Sewerage pipe lines**”. Bidder shall bear in mind the said requirement, while quoting the rates.

(ii) **Schedule of Quantities** - The following are the indicative quantities that are estimated average Quantity of items of menu required in a year.

Sl. No.	ITEMS (Menu as per Annexure – X & XI)	Indicative quantity required in a year [In Nos.]
1	BREAKFAST (As per menu at Annexure – X)	19,500

2	LUNCH (As per menu at Annexure X- i)	18,000
3	DINNER (As per menu at Annexure X – ii)	20,500
4	Classroom Tea / Filter Coffee / Milk / Lemon juice with Biscuits (As per menu at Annexure X – iii (1))	42,000
5	Evening Tea / Filter Coffee / Milk with Snacks (As per menu at Annexure X– iii (2))	21,000
6	Special Lunch / Special Dinner (As per menu at Annexure – XI)	6,500
7	Tea/Coffee without milk through vending machine	7,200
8	Tea/Coffee with milk through vending machine	60,000

Section - VII

Safety Code

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

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

Signature of tenderer with seal:

Date:

Details of similar qualifying works executed during the last five years

Sl. No.	Name and address of the firm	Value of the work in lakhs	Whether works completed in time or not)	Date of commencement	Date of completion	Completion period as per work order	Fax / phone number & contact person of the firm

(Attach sheet if required)

Date :

Signature of the Tenderer

CLIENT's CERTIFICATE REGARDING PERFORMANCE OF BIDDER

Name & address of the Client:

Details of Works executed by M/s

- 1 Name of work with brief particulars
- 2 Agreement No. and date
- 3 Agreement amount
- 4 Date of commencement of work
- 5 Stipulated date of completion
- 6 Actual date of completion
- 7 Details of compensation levied for delay (indicate amount) if any
- 8 Gross amount of the work completed and paid
- 9 Name and address of the authority under whom works executed
- 10 Whether the contractor employed qualified Engineer / Overseer during execution of work?

11	(i) Quality of work (indicate grading)	Outstanding / Very good / Good / Satisfactory / Poor
	(ii) Amount of work paid on reduced rates, if any	
12	(i) Did the contractor go for any arbitration?	
	(ii) If yes, total amount of claim	
	(iii) Total amount awarded	
13	Comments on the capabilities of the contractor	
	a. Technical proficiency	Outstanding / Very good / Good / Satisfactory / Poor
	b. Financial soundness	Outstanding / Very good / Good / Satisfactory / Poor
	c. Mobilization of manpower	Outstanding / Very good / Good / Satisfactory / Poor
	d. General behaviour	Outstanding / Very good / Good / Satisfactory / Poor

Note: All columns may please be filled and the certificate may please be signed.

Signature of the Reporting Officer with
Office seal

Proforma for Bank Guarantee (BG) in lieu of Earnest Money Deposit (EMD)

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

This deed of guarantee made this ____ day of ____ two thousand ____ between (Name of Banker) having its registered office at (place) and one of its local offices at ____ (hereinafter referred to as the Surety) and the Reserve Bank Staff College, a training establishment of the Reserve Bank of India, which is constituted by the Reserve Bank of India Act, 1934, having its Central Office at the Central Office Building, Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001 INDIA (hereinafter referred to as the Bank).

WHEREAS _____ (Tenderer's name hereinafter referred to as 'Tenderer') a Company registered under _____ and having its registered office at _____ is bound to deposit with the Bank by way of earnest money INR _____ (INR _____ only) in connection with its Tender for **"PROVIDING CATERING SERVICES AND SUPPLY OF TEA / COFFEE THROUGH VENDING MACHINE AT RESERVE BANK STAFF COLLEGE, CHENNAI - 600 018"** and the specifications and terms and conditions enclosed therein.

WHEREAS the Tenderer as per clause No. _____ Section IV of the Instructions to Tenderers and special conditions has agreed to furnish a Bank Guarantee valid up to _____ instead of deposit of earnest money in cash.

NOW THIS WITNESSETH:

1. That the Surety in consideration of the above Tender made by the Tenderer to the Bank hereby undertakes to guarantee payment on demand without demur to the Bank the said amount of INR _____ (INR _____ only) within one week of receipt of the demand from the Bank on presentation of this deed of guarantee, which the Tenderer is bound to deposit with the Bank by way of earnest money in connection with his / their Tender.
2. This guarantee shall not be affected by any infirmity or irregularity on the part of the Tenderer or by the dissolution or any change in the constitution of the Bank, Tenderer or the Surety.
3. The Bank shall be eligible to make any claim under this guarantee if the Tenderer after submitting his Tender, rescinds from his offer or modifies the terms and conditions thereof in a manner not acceptable to the Bank or expresses his / their unwillingness to accept the order after the Bank has decided to place order with the Tenderer for **" PROVIDING CATERING SERVICES AND SUPPLY OF TEA / COFFEE THROUGH VENDING MACHINE AT RESERVE BANK STAFF COLLEGE, CHENNAI - 600 018.**The Banks' decision in this regard shall be final and binding.

4. The Surety shall not and cannot revoke this guarantee during its currency except with the previous consent of the Bank in writing.
5. Notwithstanding anything contained in the foregoing, the Surety's liability under the guarantee is restricted to INR _____ (INR _____ only).
6. This guarantee shall remain in force and effective up to _____ and shall expire and become ineffective on intimation there of being given to the Surety by the Bank in which event this guarantee shall stand discharged.
7. The Surety will make the payment pursuant to the demand notice issued by the Bank, notwithstanding any dispute that may exist or arise between the Tenderer and the Bank or any other person.
8. 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.
9. Notwithstanding anything contained hereinabove, unless a demand or claim under this guarantee is made on the Surety in writing on or before _____, the Surety shall be discharged from all liabilities under guarantee thereafter.
10. The Surety has the power to issue this guarantee under its Memorandum and Articles of Association and the person who is hereby executing this deed has the necessary powers to do so under the Power of Attorney granted to him by the Surety.

SIGNED AND DELIVERED For and on behalf of or and on behalf of the above named Bank.

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

Signature of authorized Bank official

Name:

Designation:

Stamp/ Seal of the Bank:

Draft of Bank Guarantee for Security Deposit

(To be submitted by L1 bidder on Non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

No. _____

Date _____

To

The Principal

Reserve Bank Staff College

No. 359, Anna Salai, Teynampet

Chennai

Dear Sir

In consideration of your agreeing to accept the security deposit of INR _____ (INR ____ only) furnishable to you by Messrs _____ (hereinafter referred to as "the Contractor") in terms of their contract with you for **"PROVIDING CATERING SERVICES AND SUPPLY OF TEA /COFFEE THROUGH VENDING MACHINE AT RESERVE BANK STAFF COLLEGE, CHENNAI - 600 018"** as per their Tender dated _____ and your special Conditions of the 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 twelve 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, mail, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

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 un cancelled 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 twelve 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 there under, 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 and on behalf of (Name of the Bank)

Signature of authorized Bank official

Name:

Designation:

Stamp/ Seal of the Bank:

Draft Articles of Agreement**Articles of Agreement**

ARTICLES of Agreement made on the ----- day of ----- between the Reserve Bank of India, having its Central Office at Mumbai (hereinafter called "The Employer") of the one part and ----- (hereinafter called "The Contractor") of the other part.

And M/s _____, having its office at _____ herein after referred to as the "Successful Bidder") which expression shall unless it is repugnant to the context or meaning thereof deemed to include his heirs, representatives, administrators and assigns of the OTHER part. Whereas the Successful Bidder is carrying on the business of providing Catering Services and supply of tea / coffee through vending machine at **THE RESERVE BANK STAFF COLLEGE, No. 359, ANNA SALAI, TEYNAMPET, CHENNAI - 600 018** from July 01, 2025 to March 31, 2026.

And whereas the Bank is desirous of availing services of the Successful Bidder for the above purposes as indicated in detail in letter no. _____ dated _____

And whereas the Bank and Successful Bidder are desirous of recording the terms and conditions under or upon which the said services are to be rendered by the Successful Bidder.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE BANK AND THE SUCCESSFUL BIDDER HERETO AS FOLLOWS

1. This agreement will come into effect from -----and will remain in force up to ----- or until it is terminated as per the terms herein after contained.
2. The quoted charges of Rs. _____ covering the cost of manpower deployed and machinery / equipment used for efficient rendering of services shall be payable on monthly basis subject to submission of invoice.
3. The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues / taxes, etc.
4. The above charges are firm and not subject to labour conditions, exchange variations or any other

condition, except statutory requirements, like minimum wages.

5. The above charges shall include Minimum wages to labourers, VDA, EPF, ESIC, Bonus, Insurance charges and any other tax and duty or other levy, whether existing or levied in future by the Central Government or any State Government or any Local Authority. GST will be paid as per the actuals.

6. All quoted maintenance articles / equipment and material will be provided by the Successful Bidder. The cost of any special work done or material procured shall be paid separately by the Bank.

7. The Successful Bidder shall be responsible for providing services on regular basis as per the terms and conditions of the tender and as per the Scope of Work and services to be rendered as mentioned in detail under Special Conditions of Contract of the tender.

8. The Successful Bidder shall ensure payment of minimum wages to the workmen employed by it and shall maintain a register of wages and shall issue a wage slip to every workman employed by it and obtain their signature or thumb impression on the wage slips. In addition, it has to provide essential amenities like drinking water, first aid facility, etc., to its employees as per the Contract Labour (Regulation & Abolition) Act, 1970. The Successful Bidder has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that it undertakes to actually pay wages and attendant benefits to all the labourers of all descriptions to be engaged by it for completion of that particular job / work at the rate which is not less than the minimum wages under the CLRA Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for the Successful Bidder's failure to pay such wages and provide the essential amenities. The Successful Bidder shall submit along with its monthly bills a copy of the receipts of the wages paid to the workers along with the proof of depositing dues like PF, ESI contributions, bonus, etc., failing which their bill will not be settled. The Successful Bidder will ensure compliance with applicable provisions of Minimum Wages Act (among others provisions relating to weekly offs and payment of overtime wages), PF Act, ESIC Act, Payment of Bonus Act, 1965, etc.

9. The Successful Bidder shall be in possession of all the relevant documents, like licence as contemplated under the Contract Labour (Regulation & Abolition) Act, 1970 or certificate of registration with PF and Insurance authorities, any other law as applicable which shall be shown to the relevant authorities as and when required, failing which he / they alone would be responsible for actions / proceedings ensuring thereto. The Bank shall not be held responsible for acts, commissions or omissions of the Successful Bidder and shall in no way be made liable to the labourers engaged by the Successful Bidder.

10. Indemnity Clause: The bidder agrees to indemnify and to keep RBSC and its officers, employees, directors and representatives indemnified against all claims (including third party claims) actions,

losses, damages, costs, expenses, charges including legal expenses which the RBI may suffer or incur on account of default on the part of bidder due to:

- a) Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period; or
- b) Breach or non-performance of the terms and conditions of the contract; or
- c) Breach of the representations and warranties made by the bidder; or
- d) Negligent or fraudulent act or omission by the bidder; or any third party for reasons attributable to the bidder.

The Bidder shall also keep the Bank indemnified against any claim from the staff of the bidder and it shall be the duty of the bidder to clearly inform his personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank in respect of any of their service conditions or otherwise. Further, the bidder shall at all times indemnify the Bank against all claims which may be made under the Employee's Compensation Act, or rules thereunder or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them.

11. The Contractor shall be ready to serve the lunch/ special lunch, etc., with a day's notice as per the average requirement with a margin of +/- 20%. The Contractor shall ensure that on no occasion, there shall be shortage of food, on violation on which penalty shall be levied on the Contractor as per the Penalty Clause. Special lunch request may be cancelled based on office exigencies and the Contractor shall be informed of such cancellation and the Contractor shall accommodate such changes and no amount will be payable for the cancelled special lunch.

12. Vegetarian and Non-Vegetarian dishes shall be prepared and served separately. Vegetarian and Non-vegetarian dishes shall be made from fresh and good quality material, and shall be purchased from reputed pre- approved shop. The items shall be cleaned and marinated properly before cooking.

13. The contractor shall do the disposal of leftover foods and other garbage on a daily basis at regular intervals to the satisfaction of the Bank and in line with Government/ Municipal instructions in this regard.

14. Staff posted for service shall follow the standard mannerism of table service. All the staff posted at in premises shall be in uniforms. All servers/waiters shall wear aprons, head gears, gloves, etc., while serving.

15. The Successful Bidder 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 Successful Bidder during the course of discharging his / their contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Successful Bidder 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 the applicable laws. The Successful Bidder 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 Successful Bidder 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 Successful Bidder and the Bank shall be entitled to claim damages and pursue legal remedies, apart from termination of contract, at its discretion.

16. The Successful Bidder 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 Successful Bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

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

18. **LICENCES AND REGISTRATIONS:** The Contractor shall obtain the requisite license under Contract Labour Act (Regulation and Abolition Act 1970) and amended from time to time issued by the concerned Labour Department for running the establishment. Bank shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments by the Contractor.

19. The contractor shall comply with all municipal and other regulations relating to preparation and sale of food stuff, beverages and refreshment and shall obtain necessary licenses and permits, including licenses under Food Safety and Standards Act, 2006.

20. **RISK AND COST CLAUSE:** In the event of any failure or breach of any terms and conditions of the agreement on the part of the Contractor, the Bank shall have the right, without any prejudice, to get the work done through any other alternate Agency at the risk and cost of the contractor. The additional cost, loss, if any incurred by Bank would be recovered from the contractor.

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

22. TENANCY RIGHTS

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

23. PENALTY CLAUSE

- A) The contractor will be required to maintain a feedback/ complaint register at the respective OLD Rs, which should be easily available to all the officers/users. The complaint/feedback register should be attended to on ongoing basis and it should be ensured that complaints in the register are resolved without any delay. In case it is found that the complaints have not been rectified/ resolved despite entry in the complaint register, the Bank may impose penalty of Rs. 1,000/- (one thousand only) for each such unresolved complaint and the same may be adjusted from the bill payable to the Contractor or from Security Deposit. The decision of the Bank will be final in this regard.
- B) The contractor shall ensure to provide the standard services as laid down in the scope of work. Penalty of Rs. 5000/- shall be levied on the Contractor by the Bank for deficiencies observed in service and for non- compliance with prescribed standards for the quality and quantity of food/ eatables to be provided during Breakfast, Lunch / Special Lunch and High Tea, etc., for each occasion. The amount of penalty levied will be solely at the discretion of the Bank and shall be final and binding on the Contractor, recoverable from dues payable to the Contractor or from the Security Deposit. The Contractor shall ensure that under no circumstances violation as

described below shall be acceptable and a penalty of Rs. 5,000/- (five thousand only) shall be levied for each violation. The amount of penalty levied will be solely at the discretion of the Bank, and shall be final and binding on the Contractor. The penalty amount shall be recoverable from dues payable to the Contractor or from the Security Deposit.

- Food served not being freshly cooked.
- Shortage of food.
- Hygiene/ cleanliness issues with the food
- Food not being served on the specified time
- Raw material used in preparation of food is not as per the prescribed standards

Any other violation of similar nature with respect to quality, quantity of food and services rendered.

C) The College follows a system of rating of the Catering services by the participants, guest faculty, etc. The rating of the service shall be maintained at 'very good' and above at all times. The Contractor shall take steps to improve the service if 40% of the participants have rated the food served in a programme as below 'very good'. In the event of 50% of participants rating the food as below 'very good', the College shall levy penalty up to 3% of the bill amount which shall be final and binding on the Contractor. The said amount shall be recovered while making payment in respect of the said Bill. In case, the bill corresponding to the rating period has already been paid without deductions, the College shall be entitled to recover the penalty amount from the payments in respect of subsequent bills.

24. TERMINATION OF THE CONTRACT

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

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

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

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

Or if the Bank determines that the contractor

- (i) Has abandoned the contract;
- (ii) Has failed to commence the works, or has without any lawful excuse under these Conditions suspended the progress of the works after receiving the Bank's notice to proceed;
- (iii) Has failed to proceed with works with such due diligence and failed to make such due progress as would enable the works to be completed within the time agreed upon;
- (iv) Has failed to remove materials from the sites after receiving written notice that the said materials were condemned and rejected by the Bank under these conditions;
- (v) Has neglected or failed persistently to observe and perform all or any of the acts, matters or things by this Contract after written notice shall have been given to the Contractor requiring the Contractor to observe or perform the same; then, and in any of the said cases, the Bank may, notwithstanding any previous waiver, after giving one-month notice in writing to the Contractor, terminate the Contract, but without thereby affecting the powers of the Bank or the obligations and liabilities of the Contractor, the whole of which shall continue in force as fully as if the Contract has not been so terminated, as if the works subsequently executed had been executed by or on behalf of the Contractor. And further, the Bank and its authorized representatives may enter upon and take possession of the works and all plant, tools, machinery and other material lying in the premises or may employ the same by means of its own workmen in carrying on and completing the works or by employing any other Contractor or other person or persons to complete the works. The Bank shall give a notice in writing to the contractor to remove his surplus materials, and should the contractor fail to do so within a period of two days after receipt thereof by him, the Bank may utilize the material which is standard and usable and give credit to the Contractor for the net amount arrived at by the Bank. The material which is not usable in the opinion of the Bank will be disposed of without any claim for compensation.

2) Termination of contract by Contractor

- (i) The Contractor shall not terminate the Contract for the period of minimum 1 year from the date of awarding of the Contract and thereafter may terminate the contract by giving three months' prior notice in writing, in case it decides to stop the services. In the case of failure to provide the Services for the minimum period of 1 year, the Bank has the right to forfeit the Security deposit.
- (ii) If the payment of the amount payable by the Bank is in arrears and unpaid for 90 days, after notice in writing requiring payment of the amount as aforesaid shall have been given by the Contractor to the Bank, or if the Bank repudiates the Contract, or if the works

be stopped for three months under the order of the Bank or by any injunction or other order of any Court of law, then and in any of the said cases, the Contractor shall be at liberty to determine the Contract by notice in writing to the Bank, and he shall be entitled to recover from the Bank, payment for all works executed and material procured and stored in the OLDR. In arriving at the amount of such payment, the net rates contained in the Contractor's original tender shall be followed or where the same may not apply, valuation shall be made by the Bank. The Contractor shall however continue to discharge the contractual obligation during the notice period unless dispensed by the Bank.

3) Right of Bank to terminate contract in the event of death of contractor if individual

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

ARBITRATION

25. Any claims, dispute and or difference (including a dispute regarding the existence, validity or termination of this Agreement) arising out of or relating to this contract including interpretation of its terms will be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by discussions as aforesaid, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the Principal, Reserve Bank Staff College, Chennai. In the event of any question, dispute / difference arising out of this contract or in connection herewith (except as to matters the decision of which is specially provided under the agreement), the same shall be referred to the sole arbitration by the Principal, Reserve Bank Staff College, Chennai or his nominee.

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

If the Successful Bidder is a partnership or a proprietary concern	IN WITNESS WHEREOF the Bank and the Successful Bidder have set their respective hands to these presents
--	---

	and two duplicates hereof the day and year first herein above written.
If the Successful Bidder is a company	IN WITNESS WHEREOF the Employer has set his / their hands to these presents through his / their duly authorised official and the Successful Bidder has caused his / their common seal to be affixed hereunto and the said two duplicates hereof to be executed on his / their behalf, the day and year first hereinabove written.

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

Signature Clause

SIGNED AND DELIVERED BY THE
Reserve Bank Staff College by the hand of
Shri

(Name and Designation)
in the presence of
(1)

Address

(2)

Address

Witnesses

SIGNED AND DELIVERED BY
_____in the presence of

(1)

Address

(2)

Address

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

Witnesses

THE COMMON SEAL OF _____
was hereunto affixed pursuant to the resolutions
passed by its Board of Directors at the meeting held
on _____ in the presence of
(1)
(2)

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

(1)
(2)

SIGNED AND DELIVERED BY

The Contractor by the hand of
Shri _____

If the Contractor signs under its
common seal, the signature clause
should tally with sealing clause in
the Articles of Association.

If the Contractor is signing by the
hand of power of attorney, whether
a company or individual.

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK

1. Composition of the firm (whether Partnership / Private Limited / Proprietorship / Public Limited):
2. Name/s of the Proprietor / Partners / Directors of the firm:
3. Turnover of the firm for the last 3 years (year wise):
4. Credit facility / Overdraft facility enjoyed by the firm:
5. Dealings:
6. The period from which the firm has been banking with your bank:
7. Any other remarks:

The above firm is considered financially sound to be entrusted with the contract for works estimated to cost Rs.3.13 Cr.

Signature of authorized Bank official

Name:

Designation:

Stamp/ Seal of the Bank:

Note:

- 1. Bankers' certificates should be on the letter head of the bank, sealed in a cover and addressed to the enlistment authority.**
- 2. In case of partnership firm, the certificate shall include the names of all the partners as recorded with the bank.**

Details of Bankers

The details of our bankers in the following format are uploaded.

Sl. No.	Name of Bank	Branch and its complete address	Name of the contact person & Mobile number	Telephone and Fax Number
1	2	3	4	5

Signature

Name:

Designation:

Date:

Seal of the Tenderer

FORMAT FOR POWER OF ATTORNEY FOR SIGNING OF

Application / Proposal and Documents

(On Non-Judicial Stamp Paper of appropriate value)

Know all men by these presents, We..... (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorise Mr. / Ms. (Name and residential address of the Power of Attorney holder) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our tender for **“PROVIDING CATERING SERVICES AND SUPPLY OF TEA / COFFEE THROUGH VENDING MACHINE AT RESERVE BANK STAFF COLLEGE, CHENNAI - 600 018”** including signing and submission of all documents and providing information / responses to the Reserve Bank Staff College, representing us in all matters before the Reserve Bank Staff College and generally dealing with the Reserve Bank Staff College in all matters in connection with our proposal for the said Project.

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

Note:

Power of Attorney should be properly stamped and notarized Power of Attorney furnished shall be irrevocable.

Signature/(s) of the Bidder

Name/(s)

Stamp / Seal of the Bidder

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

Detailed working of wages* and other statutory payments		
Sr. No.	Particulars	Chef (Highly skilled worker) Amount in ₹
1	Basic (₹693 per day for 1 month) with 26 days per month	18,018.00
2	VDA (₹372 per day for 1 month) with 26 days per month	9,672.00
3	Total (1+2)	27,690.00
4	PF @ 13% of (Basic + VDA) subject to a max of ₹1950	1,950.00
A	Total wages (3+4)	29,640.00
	GST @ 18 % of A	5,335.20
B	Total cost of Chef per month	34,975.00
Total cost of Chef for nine months (9 * B)		3,14,775.00

Detailed working of wages* and other statutory payments		
Sl. No.	Particulars	Cook (Skilled worker) Amount in ₹
1	Basic (₹637 per day for 1 month) with 26 days per month	16,562.00
2	VDA (₹344 per day for 1 month) with 26 days per month	8,944.00
3	Total (1 + 2)	25,506.00
4	PF @ 13% of (Basic + VDA) subject to a max of ₹1950	1,950.00
A	Total wages (3+4)	27,456.00

GST (18 % of A)		4,942.08
B	Total cost of Cook per month	32,398.00
Total cost of Cook for nine months (9 * B)		2,91,582.00
Total cost of four Skilled workers (Manager - 1, Cook - 2, Supervisor - 1)		11,66,328.00

Detailed working of wages* and other statutory payments		
Sr. No.	Particulars	Waiters (Un-skilled worker) amount in ₹
1	Basic (₹523 per day for 1 month) with 26 days per month	13,598.00
2	VDA (₹282 per day for 1 month) with 26 days per month	7,332.00
3	Total (1+ 2)	20,930.00
4	PF @ 13% of (Basic + VDA) subject to a max of ₹1950	1,950.00
5	Bonus @ 8.33 % of (Basic + VDA)	1,743.00
6	ESIC @ 3.25% of (Basic + VDA)	680.00
A	Total wages (3+4+5+6)	25,303.00
	GST (18 % of A)	4,554.54
B	Total cost of one unskilled worker per month	29,858.00
C	Total cost of one unskilled worker for nine months (9* B)	2,68,722.00
D	Cost of Fifteen unskilled workers for nine months(15 * D)	40,30,830.00

* The rate per day per person is based on the Notification on minimum wages issued by the Ministry of Labour & Employment (MoLE), Government of India dated March 28, 2025. **The minimum monthly wages shall be as per the latest guidelines for Ministry of Labour and Employment (MoL&E) GOI and Tamilnadu State Government whichever is higher.**

INDICATIVE SCHEDULE OF ITEMS TO BE SERVED FOR BREAKFAST, LUNCH, DINNER & TEA / COFFEE WITH SNACKS

I. Breakfast

Sl. No.	For Participants	Remarks
1	a) Oats, Flakes – Corn / Wheat / Ragi / Muesli with Milk (hot and cold) & Honey	Oats , Flakes - Any one item (On rotation basis) Milk & Honey - daily
2	Banana (Small) – 2 nos. Apple / Orange / Pear / Chiku – Whole Fruit	Any one item (On rotation basis)
3	Bread, Butter, Jam, Cheese Slices	Daily
4	Tomato Sauce / Green / red chilli sauce	Daily
5	a) Poori with Aloo Sabji b) Parathas (Paneer / Aloo Methi / Gobi) with Curd & Pickle c) Poha d) Pasta in red / white sauce e) Pongal f) Upma / Ravva Kichadi g) Semiya Kichadi	Any one item (On rotation basis)
6	a) Masala Dosa b) Plain Dosa c) Onion Uthappam d) Idiyappam with Vegetable stew	Any one item
7	Idli, Vada, Sambar & Chutney (Coconut , Tomato / Mint, etc.)	Daily
8	Boiled Egg / Scrambled Egg / Omlette / Fried Egg	Any one item
9	Fresh Juices - Mango, Pineapple, Watermelon, Papaya, Orange, Mosambi (Without added Sugar)	Any one item
10	Tea (good quality Assam tea) / Filter Coffee / Milk	To be brewed fresh & served with sugar cubes / sugar-free sachets. Separate hot water and tea sachets (Assam Tea, Darjeeling Tea) for Black Tea / Green Tea consumers.

II. Lunch / Dinner

Sl. No.	For Participants	Remarks
1	a) Cream of Tomato Soup b) Cream of Sweet Corn Soup c) Clear Vegetable Soup d) Cream of Mushroom Soup e) Burnt garlic spinach soup f) Hot and Sour Soup g) Lemon Coriander Soup h) Broccoli & Walnut Soup i) French onion soup	Any one item daily (On rotation basis)
2	Spring roll / cutlet / Dahi Vada / Rasa Vada / Cheese Balls / Gobi 65 / Baby corn with salt & pepper as starter	Any one item daily (On rotation basis)
3	Phulka / Chappathi (Only wheat atta)	Daily
4	Plain rice	Daily
5	a) Vegetable Fried Rice b) Jeera Rice c) Vegetable / Kashmiri / Peas Pulav d) Vegetable / Mushroom / Rajma Biryani e) Veg Noodles f) Coconut Rice g) Lemon / Tamarind Rice h) Dal Khichdi	Any one item daily (On rotation basis)
6	Saboth Moong Dal / Rajma Dal / Dal Fry / Dal Makhani / Dal Hariyali / Dal Kabila / Pancharatana Dal / Tadka Dal / Masoor Dal Fry/Toor Dal Fry / Mixed Dal (with Palak, Methi or other similar leafy vegetables) / Yellow Moong (Split) dal	Any one item daily (On rotation basis)

7	Stir Fried - Bhindi Fry / Beans Fry / Beetroot Fry / Bitter Gourd Fry / Broadbeans Fry / Parval Fry / Arbi (Yam) Fry / Cabbage Channa Dal Fry/ Banana Stem Kootu / Aloo Methi Fry / Bottle Gourd Fry / Snake Gourd Fry / Capsicum Gobi Fry / Avial / Keerai Kootu / Keerai Poriyal	Any one item daily (On rotation basis)
8	Aloo (Palak / Methi /Jeera) / Soya Chuncks Masala / Mixed Vegetable Kurma / Capsicum with Gobi Curry / Paneer Butter Masala / Palak Paneer / Baingan Ka Barta / Matar* Paneer / Paneer Tikka Masala / Kadai Paneer / Vegetable Malai Kofta / Dahi Kadi / Baigan Masala / Lauki Channa Dal / Raw Papaya with Channa / Veg Jalfrezi / Vegetable / Gobi Manchurian / Methi Matar* Malai / Chole Masala / Chilli Paneer gravy *(fresh / frozen matar)	Any one item daily (On rotation basis)
9	Kadai Chicken / Butter Chicken / Tawa Chicken/ Garlic Chicken / Chicken Chettinad / Boneless -Chilli Chicken / Chicken 65 / Fried Chicken / Chicken Chaap Gravy (Big size) / Chicken Semi Gravy (Boneless) / Egg / Omlette Curry / Mutton Fry / Mutton Roast / Mutton Roghan Josh / Fish Fry / Malabar Fish Curry / Tawa Fish / Fish Curry / Boneless - Fish Tikka Masala	On rotation basis Chicken – thrice a week for both lunch and dinner (i.e., 3 Lunch & 3 Dinner) of which boneless chicken at least once a week (i.e., 1 Lunch & 1 Dinner) Fish - twice a week for lunch as well as for dinner Egg dishes – once a week for lunch as well as dinner Mutton dish also once a week for lunch as well as for dinner (Different non-veg items to be served for lunch and dinner on same day eg. If chicken dish served in lunch then dinner should be one of fish / egg / mutton.
10	Drumstick Sambar / Vatha Kozhambu / Kara Kozhambu / Ennai Kathirikkai Kozhambu / More Kozhambu / Mixed Vegetable Sambar	Any one item daily (On rotation basis)
11	Rasam (Dal / Tomato / Pepper / Garlic)	Any one item daily (On rotation basis)
12	Green Salad (Tomato, Onion, Lemon, Cucumber & Carrot)	Daily

13	Caesar Salad / Russian Salad / Tossed Salad / Mixed Sprout Salad / Beetroot Salad / Chick Pea Salad / Roasted Groundnut Salad / Corn Masala Salad / Sprouted Moong Salad/ Boiled Channa Salad / Boiled Pasta-Capsicum Salad	Any one item daily (On rotation basis)
14	Curd	Daily
15	Pickle – Mango / Lemon / Mixed Vegetables	Any one variety daily (On rotation basis)
16	Appalam / Chips	Any one item
17	Chips / Roasted Papad - Moong / Urad / Channa Dal	Any one item daily (On rotation basis)
18	Butter Milk	Daily
19	Ghee	Daily
20	Raita (Onion / Cucumber / Mix-Veg / Boondi / Beetroot / etc.)	Any one item daily (On rotation basis)
21	a) Ice Cream (Cup / Cone) –Butterscotch / Chocolate / Kesar Badham / Kesar Pista b) Kulfi – Malai / Kesar	Twice a week (once in lunch and once in dinner on working days only)
22	Dessert – a) Paruppu Payasam b) Pineapple / Rava Kesari c) Rava Laddu d) Red Carrot / Moong Dal Halwa e) Apple/ Bannana Custard f) Sweet Pongal g) Bread Halwa Any one sweet from outside – Gulab jamun, Rasamalai, Kalakhand barfi, Adhirasam,etc.	In house sweet - 4 days Outside sweet - 3 days
23	Any one Seasonal Cut Fruit – Mango, Papaya, Watermelon, Pineapple, Guava, etc.	Any one item (on rotation basis)

III. Tea / Filter Coffee / Milk / Lemon Juice with Biscuits and Tea / Filter Coffee / Milk with Snacks

Sl. No.	Particulars	Timing																								
1	Classroom Tea (good quality Assam Tea) / Filter Coffee / Milk / Lemon Juice with Biscuits and Bakery Cookies (at least one each of Sweet & Salt Variety) of three types Also provide tea sachets (Assam / Darjeeling) and hot water for Black Tea / Green Tea.	10:30 a.m. to 11:15 a.m. and 03:00 p.m. to 3:45 p.m.																								
2	Evening Tea / Filter Coffee / Milk with Snacks Tea / Filter Coffee / Milk with any one of the following snacks <table border="1"> <thead> <tr> <th>Sl. No.</th><th>Items</th><th>Quantity</th></tr> </thead> <tbody> <tr> <td>1</td><td>Sweet Corn (Masala)</td><td>75 gms.</td></tr> <tr> <td>2</td><td>Boiled (Peanut / Channa Sundal/ Green Moong Sundal/ Karamani Sundal) with Seasoning / Chat</td><td>75 gms.</td></tr> <tr> <td>3</td><td>Varities of Pakoda with sauce</td><td>75 gms.</td></tr> <tr> <td>4</td><td>Aloo Bonda / Tikki with sauce</td><td>2 nos.</td></tr> <tr> <td>5</td><td>Vada with chutney / Dahi Vada</td><td>2 nos.</td></tr> <tr> <td>6</td><td>Vegetable Cutlet / Samosa / Roll with sauce</td><td>2 nos.</td></tr> <tr> <td>7</td><td>Kachodi</td><td>2 nos.</td></tr> </tbody> </table>	Sl. No.	Items	Quantity	1	Sweet Corn (Masala)	75 gms.	2	Boiled (Peanut / Channa Sundal/ Green Moong Sundal/ Karamani Sundal) with Seasoning / Chat	75 gms.	3	Varities of Pakoda with sauce	75 gms.	4	Aloo Bonda / Tikki with sauce	2 nos.	5	Vada with chutney / Dahi Vada	2 nos.	6	Vegetable Cutlet / Samosa / Roll with sauce	2 nos.	7	Kachodi	2 nos.	05:00 p.m. to 06:00 p.m. (Healthy snacks – Sr.No 1 & 2 to be served 3 to 4 times a week)
Sl. No.	Items	Quantity																								
1	Sweet Corn (Masala)	75 gms.																								
2	Boiled (Peanut / Channa Sundal/ Green Moong Sundal/ Karamani Sundal) with Seasoning / Chat	75 gms.																								
3	Varities of Pakoda with sauce	75 gms.																								
4	Aloo Bonda / Tikki with sauce	2 nos.																								
5	Vada with chutney / Dahi Vada	2 nos.																								
6	Vegetable Cutlet / Samosa / Roll with sauce	2 nos.																								
7	Kachodi	2 nos.																								

Note: Tea bags of different flavors & sugar cubes / sugar-free sachets should be served along with regular tea.

**INDICATIVE SCHEDULE OF ITEMS TO BE SERVED FOR SPECIAL LUNCH /
DINNER**

Sl. No.	For Participants	Remarks
1	a) Cream of Tomato Soup b) Cream of Sweet Corn Soup c) Clear Vegetable Soup d) Cream of Mushroom Soup e) Burnt garlic spinach soup f) Hot and Sour Soup g) Lemon Coriander Soup h) Broccoli & Walnut Soup i) French onion soup	Any one item (on rotation basis)
2	<u>Non-veg Soup</u> a) Chicken clear soup b) Cream of chicken soup c) Sweet corn chicken soup d) Chicken manchow soup	Any one item (on rotation basis)
3a	Green Salad (Tomato, Onion, Lemon, Cucumber & Carrot)	Daily
3b	Caesar Salad / Russian Salad / Tossed Salad / Mixed Sprout Salad / Waldorf Salad / Corn & Tomato Salad / Coleslaw & Roasted Peanut Salad / Pineapple and Cheese Salad / Fruits and Walnut Salad	Any two items (on rotation basis)
4	Curd / Sambar / Rasam Vadai	Any one item (on rotation basis)
5	<u>Starter – Veg</u> Vegetable Roll / Cutlet / Vazhapoo (Banana Flower) Vada / Mirchi Bhajji / Baby Corn Salt & Pepper / Chilly Mushroom / Chilly Paneer / Spring Roll / Cheese Balls	Any one item (on rotation basis)
6	<u>Starter – Non-veg</u> Chicken Kali Mirch Kabab / Murg Malai Kabab / Chicken Tikka – Hariyali / Achaari / Lasooni	Any one item (on rotation basis)

7	Onion Uthappam / Pesarattu / Masala Dosa / Methi Dosa / Podi Dosa / Onion Podi Dosa / Baby Corn Dosa / Gobi Dosa / Adai Dosa / Mushroom Dosa / Podi Uthappam / Ghee Dosa Any of the above to be accompanied with two different chutneys	Any one item (on rotation basis)
8	Phulka / Tandoori Roti / Naan / Rumali Roti / Masala Kulcha / Poori / Assorted Parathas / Paneer Paratha / Paneer Kulcha / Paneer Bhature / Thepla / Missi Roti	Any two items (on rotation basis)
9a	Malai Methi Matar / Spinach Baby Potato / Keerai Poriyal / Kurkuri Bhindi / Gobi Capsicum / Alu Methi / Mushroom Kali Mirch / Cabbage Channa Dal / Vegetable Manchurian / Raw Banana Poriyal	Any two items (on rotation basis) (At least one Chinese preparation. Vegetable used in Indian and Chinese preparation should be different)
9b	<u>Chinese</u> – Chilli (Potato / Mushroom) / Gobi Manchurian / Mixed Veg. Manchurian / Chilli Gobi / Pepper Mushroom	
10	Paneer Pasanda / Paneer Do Pyaza / Paneer Jal Frezi / Kaju Matar Curry / Palak Paneer / Malai Kofta / Chilly Paneer / Paneer Butter Masala / Kadai Paneer / Paneer Tikka Masala	Any two items (on rotation basis)
11	Plain Rice	Special lunch item
12a	Veg. Noodles	Special lunch item
12b	Chicken Dum Biryani / Mutton Dum Biryani	Any one item (on rotation basis)
13a	Mutton Rogan Josh / Mutton Kari Melagu / Kadai Mutton / Chicken Tikka Masala / Murgh Do Pyaza / Murgh Makhani / Kozhi Varutha Curry / Kozhi Vepedu / Kadai Chicken	Any two items with one Chinese on rotation basis (Chinese preparation should be boneless).
13b	<u>Chinese</u> – Garlic Chicken / Chilli Chicken / Chicken Manchurian / Pepper Chicken / Ginger-Garlic Chicken	
14	Tawa Fish / Fish Tikka / Hariyali Fish Tikka / Masala Fried Fish / Pomfret Fish Fry / Malabar Fish Curry / Meen Poondhu Kozhambu / Chilly Fish / Karuvapillai Fish Fry (Vanjaram or Pomfret)	Any one item (on rotation basis)
15	Vegetable Pulav / Vegetable Briyani / Kashmiri	Any one item

	Pulav / Jeera Rice / Dry Fruit Pulav / Navarathana Pulav / Peas Pulav / Ghee Rice / Vegetable Fried Rice / Vegetable Schezwan Fried Rice / Vegetable Dum Briyani / Vegetable Noodles / Vegetable Schezwan Noodles	(on rotation basis)
16	Saboth Moong Dal / Rajma Dal / Dal Fry / Dal Makhani / Dal Hariyali / Dal Kabila / Pancharatana Dal / Tadka Dal / Chole Masala	Any one item (on rotation basis)
17	Mix Vegetable Sambar / Drumstick & Brinjal Sambar / Malabar Sambar / Vatha Kozhambu / Ennai Kathirikkai Kozhambu / More Kozhambu	Any one item (on rotation basis)
18	Tomato Rasam / Garlic Rasam / Pepper Rasam / Kollu Rasam / Kerala Rasam	Any one item (on rotation basis)
19	Curd Rice (Raisin, Cashew Nut, Grapes, Pomegranate and Walnuts)	Special lunch item
20	Onion Raitha / Boondi Raitha / Pineapple Raitha	Any one item (on rotation basis)
21	Appalam / Chips / Roasted papad – Moong, Urad, Chana dal	Any one item (on rotation basis)
22	Pickle – Mango / Lemon / Mixed Vegetables	Any one variety (on rotation basis)
23	Butter Milk	Special lunch item
24	a) Ice Cream (Cup/Cone) –Butterscotch / Chocolate / Kesar Badham / Kesar Pista b) Casatta c) Kulfi – Malai / Kesar	Any one item (on rotation basis)
25	<p><u>In-house Sweets</u></p> <p>a) Sarkarai Pongal b) Paruppu Payasam c) Ada Pradhaman d) Red Carrot Halwa e) Wheat Halwa / Rawa Kesari f) Apple Custard</p> <p><u>Outside sweets</u></p> <p>g) Special Laddu h) Bengali Sweets (Raskadam / Malai Cham Cham / Mishti Doi, etc. i) Kalakand j) Rasmalai k) Kaju Roll</p>	Any two items (One in-house sweet & One outside sweet on rotation basis)

	I) Jalebi Rabri	
26	Cut Fruits – (Watermelon, Pineapple, Papaya and seasonal fruits)	Any two items (on rotation basis)
27	Special Sweet Beeda and Sada Beeda	Special lunch item
28	Sugarfree Chocolates - Assorted	Special lunch item

Brand / Quality of products to be used

Sl. No.	Item Description	Indicative Brand / Quality [#]
Provisions		
1	Rice	Basmati (India Gate, Kohinoor), Premium Boiled Rice (Branded)
2	Dal / Pulses	Branded (Udhyam / Tata Sampann)
3	Oil	Agmark Gingelly (Idhayam) / Fortune (Groundnut / Sunflower) / Saffola
4	Atta (Wheat)	Branded (Aashirvad / Pillsbury / Annapurna / Farm Fresh)
5	Masala	MTR / Shakti / Aachi / Everest
6	Chat Masala, Chana Masala, Garam Masala etc.	MDH / Everest / Badshah / Catch
7	Papad	Haldiram / Lijjat
8	Appalam	Ambika / Popular
9	Ghee	Amul / RKG / Britannia / Mother's dairy
10	Corn Flour	Weikfield / Brown & Polson / Blue bird / Ruchi / Anna poorna
11	Custard Powder	Weikfield / Brown & Polson / Blue bird / Bakers
12	Pickles	Ruchi / Aachi / Priya
13	Corn / Wheat Flakes	Kellogg's / Nestle / True Elements
14	Oats	Quaker / Champion
15	Salt / Pepper	Catch / Everest / Tata / Himalayas
16	Table salt sprinklers (white & Pink each)	Catch / Everest / Tata
17	Vinegar	Ching's / Weikfield
18	Red / Green Chilli sauce	Ching's / Weikfield
19	Soya Sauce	Ching's / Weikfield
20	Dry fruits / Roasted Dry fruits	Nutraj / Happilo / any other agmark grade premium quality
21	Corn Flour	Weikfield / Brown & Polson / Blue bird / Ruchi / Anna poorna
22	Custard Powder	Weikfield / Brown & Polson / Blue bird / Bakers
Milk / Tea / Coffee Products		
23	Milk	Pasteurized Milk (Arokya / Heritage)
24	Curd	Freshly prepared / Heritage / Milky Mist
25	Paneer	Heritage / Milky Mist / Mother's Dairy

26	Butter / Cheese	(Amul / Britannia / Mother's dairy)
27	Tea Sachets (Assam / Darjeeling)	Tajmahal / Lipton / Tetley / Nestle
28	Tea Powder	Brookebond / Lipton / Tajmahal
29	Green Tea	Tetley / Lipton / Twinings
30	Coffee	Nescafe / Bru / Levista / Narasu's
31	Sugar Cubes	Daurala / Trust
32	Sugar free	Natura / Stevia
Bakery products		
33	Bread	Branded (Modern / Britannia / Spencer)
34	Jam	Kissan / Sil
35	Tomato Sauce / Ketchup	Kissan / Maggi / Heinz
36	Biscuits	Britannia / Parle / Nutri choice
37	Cookies	From reputed bakers (Fresh)
Vegetables & Fruits		
38	Vegetables	1 st quality fresh from market *
39	Fruits	1 st quality fresh from market *
40	Frozen peas	Safal / Godrej Yummiez / ITC farm land
Meat & Poultry		
41	Chicken / Meat	1 st quality fresh meat *
42	Sea foods	Fish (Vanjaram / Pomfret), Prawns
43	Egg	Fresh premium quality from Local market
Desserts		
44	Ice Cream / Kulfi	Amul / Ibaco / Kwaliti / Naturals / Arun
45	Sweets	Gangotree / Sri Krishna / Aggarwal / Grand Sweets / Adyar / Ananda Bhavan / Shri Mittai / Karachi Bakery

* 1st quality as approved by the concerned authority shall be provided.

Any alternative Brand/Quality in substitution has to be pre-approved by the Bank in writing

Details of service setup the place of work

Sl. No.	Requirements	Details
1	Address of Office	
2	Contact numbers	

Document supporting address proof shall be uploaded like, Government licence, GST certificate, etc.

Signature of the contractor

Profile of the Bidder – Basic Information

Sl. No.	Particulars	To be filled by the bidder
1.	Name of the bidder / firm / organization / company	
2.	Type of firm / organization (Proprietorship/ Partnership / Private Ltd., etc. (Furnish copies of Partnership / Memorandum of Articles of Association, etc.))	
3.	Name of the proprietor / partners / directors of the firm	
4.	Year of Incorporation / registration	
5.	Registered address of the firm	
6.	Branch / Office / Establishment Address at Chennai	
7.	Name, designation, telephone nos., email of the contact person / authorized signatory of the Branch / Office / Establishment at Chennai	
8.	Whether the License for providing catering (Registration under The Tamil Nadu Shops and Establishment Act, 1947) obtained (Yes / No)	
9.	Whether the firm has been in business of in-house multicuisine catering for at least 3 years (Yes / No)	
10.	Annual turnover of the firm for last 3 years (in Rs. lakh) (Should have minimum turnover of ₹3.13 crore per year, Furnish copies of audited balance sheets and profit & loss account statements)	a) FY 2021-22 b) FY 2022-23 c) FY 2023-24
11.	Details of Annual turnover of single largest catering contract not less than ₹1 crore	

12.	Details of Registration (Firm, Company etc.) a) Registering Authority b) Date c) Number	
13.	Registration Nos. under various Statutory Acts, viz., GST, EPF, ESI, Labour Licence (copy of registration certificate to be enclosed)	
	GST	
	EPF	
	ESI	
	Labour Licence	
	Professional Tax	
	Food Licencing & Registration Certificate	
	PAN (Copies of income tax returns for the last 3 years to be enclosed)	
14.	Full account details with a/c type, IFSC etc.	
15.	Email and Contact details of the authorized person	
16.	Whether registered / empanelled with any of the Govt., Semi Govt., Govt. Undertaking, Public Sectors, etc., as approved vendors and if so, furnish the details.	
17.	Whether involved in any litigation earlier with any organization? If so, please submit the details.	
18.	Any civil suits pending in any of the works executed? If so, furnish details.	
19.	Any other information which the bidder feels relevant.	

(Signature and Name of the authorized person of the firm / bidder with office seal)
Name:

**PROFORMA FOR UNDERTAKING / DECLARATION / CERTIFICATE BY THE BIDDER
REGARDING COUNTRY SHARING LAND BORDER WITH INDIA**

(To be submitted by bidders on their letter head duly sealed and signed by the authorized signatory)

To,
The Principal,
Reserve Bank Staff College,
No.359, Anna Salai, Teynampet,
Chennai 600018

Name of Work: Providing Catering services and supply of tea / coffee through vending machine at Reserve Bank Staff College

I / We (Name of bidder) have read and understood the contents of the Office Memorandum (OM) F. No. 6/18/2019-PPD dated July 23, 2020 and its subsequent orders / revision issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India regarding the restrictions on procurement from a bidder of a country which shares a land border with India.

2. Based on the definitions mentioned in the above referred order and its subsequent revisions regarding the bidder, I / We certify that.....(Name of the bidder) is not from a country sharing land border with India, or is from a country sharing land border with India and has been registered with the Competent Authority, the certificate of which is enclosed, or is from a country sharing land border with India where Government of India has extended lines of credit, or is from a country sharing land border with India where Government of India is engaged in developmental projects. (Strikeout whichever of the above is not applicable)

3. I /We hereby certify that (Name of bidder) fulfils all requirements in this regard and is eligible to be considered under the provision of the above referred Office Memorandum and its subsequent orders / revision. I/We also undertake that I/we(Name of bidder) will not sub-contract any work to a contractor from such country(ies) unless such contractor fulfils all the requirements under the above referred office memorandum / order.

4. I have understood that, if this Undertaking / Declaration / Certificate submitted by us found to be false, Bank shall be free to terminate our tender / Work Order. Bank shall also be free to initiate any legal action in accordance with law including forfeiting of Earnest Money Deposit / Performance Bank Guarantee / Security Deposit and / or debarring us from participating in tenders invited by the Bank in future.

Signature and name of the authorized signatory of the firm with Rubber Stamp

Date:

Place:

**Proforma for Indemnifying the Employer Against Non-Compliance to Contract
labour Rules/ regulations**

(To be submitted by successful bidder on Non-Judicial Stamp Paper of appropriate value)

To,
The Principal,
Reserve Bank Staff College,
No.359, Anna Salai, Teynampet,
Chennai 600018

Dear Sir

NAME OF WORK:

We, M/s (Name of contractor), hereby undertake that we shall comply with all the statutory rules/ regulations with regard to the employment of contract labour and their payment.

2. We also hereby fully indemnify and keep indemnified the Employer, i.e., Reserve Bank of India, against payments to be made to the contract labour and for the observance of the laws in this regard without prejudice to our right to claim indemnity from our subcontractors.

Yours faithfully,

For _____

Authorised signatory

Name and Address of The Contractor:

Sign & Seal of The Contractor:

Date:

Place:

Profit After Tax Details:

Evaluation Criteria	Financial Year	Profit After Tax (INR)	Remarks
The bidder must be a profit-making organization (At least any three FY) in last four consecutive financial years as on 31.03.2024	2023-24		Please attach Chartered Accountant's certificate for Profit after Tax (PAT) (and any other supporting document the bidder wishes to attach) along with this Annexure VI.
	2022-23		
	2021-22		
	2020-21		

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

Details of National Presence (more than one state):

Evaluation Criteria	Name of Client / Hotel / Restaurant	State & City	Purchase Order / Work order No. & Date in case of Client OR Address of the Hotel
For purpose of assessing national presence, following criteria will be used: Bidder must have presence in more than one state in India by virtue of a client being serviced or a hotel / restaurant being run in that state.			

Note: Supporting documents (Purchase order / Work order issued by the clients or Details of the Hotels run) are to be attached.

Date:

Authorised Signatory Name:

Place:

Designation:

Contact No:

Details of Running Contract:

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

Note: Supporting documents (Running Contract/ Purchase order / Work order issued by the clients).

Date:

Authorised Signatory

Name:

Place:

Designation:

Contact No:

Declaration Form

I / We solemnly hereby declare that:

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

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

Part II - PRICE BID

Annexure - XXI

(This is for illustrative purpose only and the Price Bid should not be submitted with Part I
–Technical Bid. It should be submitted online in MSTC Portal)

Catering Service – Schedule of Quantities:

Sl. No.	ITEMS (Rate as per Menu)	Estimated Quantity	Illustrative Base Rate (excluding Labour charges)	Applicable GST	Total Amount (in Rs.)
1.	Unit Cost of breakfast (As per menu at Annexure – X)	19,500			
2.	Unit Cost of Lunch (As per menu at Annexure – X-i.)	18,000			
3.	Unit Cost of Dinner (As per menu at Annexure X – i)	20,500			
4.	Unit Cost of Classroom Tea / Filter Coffee / Milk / Lemon juice with Biscuits (As per menu at Annexure X – ii (1))	42,000			
5.	Unit Cost of Evening Tea / Filter Coffee / Milk with Snacks (As per menu at Annexure X – ii (2))	21,000			
6.	Unit Cost of Special Lunch / Special Dinner (As per menu at Annexure – XI)	6,500			
7.	Tea/coffee without milk through vending machine	7,200			
8.	Tea/coffee with milk through vending machine	60,000			
9.	Annual Cost of deploying manpower (as indicated in Section VI) (The bidders shall factor in the current applicable Minimum rates of wages and other statutory benefits as notified by the Central Labour Commissioner, Govt. of	as indicated in Annexure IX			

	India before quoting)				
10.	Other Charges – if any (inclusive of GST)				

Note: -

1. The above rates should be inclusive of all charges for end-to-end operation, maintenance, and supervision of Lounge, tea rooms, etc. as mentioned in the Scope of Work of this tender document and should include all the components namely raw materials, transportation, preparation charges, employee's salary, labour charges, services such as cleaning, maintenance, etc., and all other applicable charges, levies, duties and taxes.
2. This contract is an item rate contract. The quantities mentioned in item 1 to 9 in price bid are approximate only and may vary in actual course of execution. The bidder is therefore, advised to quote very carefully. No claim for compensation from the bidder shall be entertained due to any variation in quantities (irrespective of the quantum of variation) OR deletion of any item. The rates fixed for a particular period shall remain same throughout that duration. Actual executed quantities for respective items shall be measured and paid.
3. Employee's Salary should be in accordance with Minimum Wages Act, 1948 inclusive of Employees Provident Fund, Payment of Bonus Act and all other statutory liabilities.
4. The Bank reserves the right to review the lists and fix rates for addition, if any.

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

Place:

Signature of the contractor

Date:

(Seal)