



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

Annexure

**Minutes of Pre-Bid Meeting - E-Tendering for providing Comprehensive Services Including Catering and Maintenance of Officers' Lounge and Dining Room (OLDR) and Staff Canteen at Reserve Bank of India, Bhopal
([RBI/Bhopal Regional Office/HRMD/2/25-26/ET/876](#))**

Bank's clarifications regarding queries raised by the firms are detailed below:

Sr. No.	Queries raised by the firm	Clarification by the Bank
1	Whether the Bank provides cutlery to the vendor to run the facility?	Please refer Para 5 (Terms and conditions of Tender document – a) OLDR - The crockery / cutlery / glassware, etc. for use in cooking / serving of tea / Special Lunch, etc. will be provided by the Bank. It is the duty of the Contractor to properly handle the crockery / cutlery / various gadgets, etc. provided by the Bank. Cost of breakage / loss, if any, on the aforementioned items, including mentioned in para 5 of Terms and conditions of Tender document, would be recoverable from the contractor. The decision of the Bank will be final in this regard. If required, for high level meetings / special lunches, the contractor may be asked to provide separate crockery of the best quality and a mutually agreed rate will be payable for the same to the contractor. b) Staff Canteen- The firm will bring its own tools, equipments, utensils, cookers, crockery, hot boxes, trolleys, equipment, jugs, plates etc. in sufficient quantity as needed to maintain the canteen services.
2	Are service charges fixed at 3%?	Kindly note that Service Charge is minimum 3% of total manpower cost paid to all workers; however, there is no upper limit for quoting the service charges

Sr. No.	Queries raised by the firm	Clarification by the Bank
3	Are service charges paid apart from the salaries to staff members?	Yes, service charges are paid apart from the minimum wages (including Basic, VDA, PF, ESIC and Bonus) to staff members
4	Bankers Certificate	Bidders are also advised to furnish Banker's certificate in the prescribed format- Annex XII (enclosed) along with the required documents as per checklist of documents to be submitted with the Tender.



FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED BANK

We certify that M/s (name and address of the applicant) is/are maintaining a Savings Bank Account/Current Account (strike off whichever is not applicable) No..... with us since The said account is satisfactorily operated by..... (name of the applicant) and can be treated as good for any engagement up to a limit of ₹ (Rupees.....).

This certificate is issued without any guarantee or responsibility on the Bank or any of the officers.

(Signature with Seal) For the Bank

Place :

Date :

Note:

1. Banker's certificate should be on letter head of the bank addressed to enlistment authority.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.
3. Scanned copy (PDF format) of the original Banker's certificate must be uploaded while submitting the e-tender online through MSTC Portal.