

नैबफिड के 'द कैपिटल', बांद्रा कुर्ला कॉम्प्लेक्स स्थित ऑफिस परिसर के लिए खानपान सेवाओं के लिए सीमित प्रस्ताव आमंत्रण (आरएफपी)

Limited Request for Proposal (RFP) for Engagement of Catering Service Provider for NaBFID's Offices at The Capital, Bandra Kurla Complex

(Limited RFP)

(Participation in this Limited RFP shall be restricted to only those Service Providers to whom this RFP has been issued)

जारीकर्ता कार्यालय और पता:

राष्ट्रीय अवसंरचना वित्तपोषण और विकास बैंक (नैबफिड)

द कैपिटल, ए विंग,

15 वीं मंजिल- 1503, जी ब्लॉक,

बांद्रा कुर्ला कॉम्प्लेक्स, बांद्रा (पूर्व),

मुंबई – 400051

Issuing Office and Address:

National Bank for Financing Infrastructure and Development (NaBFID),

The Capital, A Wing,

15th Floor - 1503, G Block,

Bandra Kurla Complex, Bandra (East),

Mumbai – 400051

प्रश्नों के लिए, कृपया संपर्क करें:

अपूर्वा राजवंशी – 022-41042112

ईमेल आईडी: rfp@nabfid.org

For queries, please contact:

Ms Apoorva Rajvanshi - 022-41042112

Email ID: rfp@nabfid.org

भरे हुए आवेदन की प्राप्ति की अंतिम तिथि और समय

22 सितम्बर 2026 को 1500 बजे (3:00 बजे) तक।

Last date and time for receipt of filled in application

September 22, 2026 up to 1500 hrs (3:00 PM).

**Request for Proposal (RFP) for Catering Services in the premises of NaBFID,
located at The Capital, G-Block, Bandra Kurla Complex, Mumbai**

**विवरण अनुसूची
Schedule of Events**

जारी करने वाले विभाग का संपर्क विवरण (इस आरएफपी के संबंध में किसी भी प्रकार का पत्राचार भेजने के लिए नाम, पदनाम, संपर्क नंबर, ईमेल पता) Contact details of RFP Issuing Office (Name, Designation, Contact No., Email address for sending any kind of correspondence regarding this RFP)	प्रमुख – प्रशासन राष्ट्रीय अवसंरचना वित्तपोषण और विकास बैंक (नैबफिड) द कैपिटल, ए विंग, 15 वीं मंजिल- 1503, जी ब्लॉक, बांद्रा कुर्ला कॉम्प्लेक्स, बांद्रा (पूर्व), मुंबई – 400051 rfp@nabfid.org (किसी भी प्रश्न के लिए, कृपया संपर्क करें) अपूर्वा राजवंशी - 022-41042112 Head - Administration National Bank for Financing Infrastructure and Development (NaBFID), The Capital, A Wing, 15th Floor - 1503, G Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400051 rfp@nabfid.org For any queries, please contact Ms. Apoorva Rajvanshi - 022-41042112
परिवर्तन/संशोधन सहित, यदि कोई हो तो, जारी किए जाने वाले बोली दस्तावेज की उपलब्धता Bid document availability including changes / amendments, if any to be issued	वाणिज्यिक बोलियों के प्रारूप संलग्न हैं और वेबसाइट से डाउनलोड किए जा सकते हैं https://nabfid.org or https://eprocure.gov.in The formats for Commercial Bids are attached and may be downloaded from the website https://nabfid.org/ or https://eprocure.gov.in
बोली शुरू होने की तिथि Date of commencement of RFP	7 सितम्बर 2026, 1200 बजे से September 7, 2026, from 1200 HRS
आरएफपी दस्तावेज के खंड 5.2 के अनुसार लिखित रूप में बोलीदाताओं के पूर्व-बोली स्पष्टीकरण प्राप्त करने की अंतिम तिथि और समय Last date and time of receiving Bidders' Pre-bid queries in writing preferably as per clause 5.2 of RFP document	15 सितम्बर 2026 (स्पष्टीकरण पोस्ट करने के लिए NaBFID ईमेल आईडी) rfp@nabfid.org September 15, 2026 (NaBFID Email Id for posting queries) – rfp@nabfid.org
पूर्व-बोली बैठक की तिथि, स्थान और समय	16 सितम्बर 2026, 1100 बजे (11:00 बजे) से स्थान: द कैपिटल, ए विंग, 15 वीं मंजिल- 1503, जी ब्लॉक,

**Request for Proposal (RFP) for Catering Services in the premises of NaBFID,
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Date, Address and time Pre-bid Meeting	बांद्रा कुर्ला कॉम्प्लेक्स, बांद्रा (पूर्व), मुंबई – 400051 September 16, 2026, from 1100 HRS (11 AM) Venue: National Bank for Financing Infrastructure and Development (NaBFID), The Capital, A Wing, 15th Floor - 1503, G Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400051
बोलीदाताओं द्वारा अनुरोधित स्पष्टीकरणों पर प्रतिक्रिया देने की तिथि Date of responding to the clarifications requested by the Bidders	17 सितम्बर 2026 September 17, 2026
बोली जमा करने की अंतिम तिथि और समय Last date and time for Bid submission	वाणिज्यिक निविदा सहित समस्त दस्तावेज सीलबंद लिफाफों में जमा करने की तिथि 22 सितम्बर 2026, 1500 समय (3:00 बजे) तक होगी Date of submission of all documents including Commercial Bids in sealed envelopes will be September 22, 2026, by 1500 Hrs (3 PM)
बोलियां जमा करने का पता (लिफाफा केवल 15वीं मंजिल पर निविदा बॉक्स में डाला जाना है) Address for submission of Bids (Envelope to be dropped into the Tender Box at 15th Floor only)	प्रमुख – प्रशासन राष्ट्रीय अवसंरचना वित्तपोषण और विकास बैंक (नैबफिड) द कैपिटल, ए विंग, 15 वीं मंजिल- 1503, जी ब्लॉक, बांद्रा कुर्ला कॉम्प्लेक्स, बांद्रा (पूर्व), मुंबई – 400051 Head - Administration, National Bank for Financing Infrastructure and Development (NaBFID), The Capital, A Wing, 15th Floor - 1503, G Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400051
वाणिज्यिक बोलियां खोलना Opening of Commercial Bids	22 सितम्बर 2026, को 15.30 बजे (3.30 बजे) । September 22, 2026, at 15.30 Hrs (3.30 PM).
बयाना राशि जमा (ईएमडी)	रुपये 1,00,000/= (रुपये एक लाख केवल) "नेशनल बैंक फॉर फाइनेंसिंग, इंफ्रास्ट्रक्चर एंड डेवलपमेंट" के पक्ष में मुंबई में देय डिमांड ड्राफ्ट / बैंकर चेक के माध्यम से। मूल डिमांड ड्राफ्ट/बैंकर चेक बिड खुलने की तारीख से पहले इस आर एफ पी में बताए गए हमारे कार्यालयीन पते पर जमा किया जाना चाहिए। सफल बोलीदाता की घोषणा के बाद, असफल

**Request for Proposal (RFP) for Catering Services in the premises of NaBFID,
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Earnest Money Deposit (EMD)	बोलीदाताओं की ईएमडी सफल बोलीदाता की घोषणा की तारीख से 30 दिनों के भीतर बिना ब्याज के वापस कर दी जाएगी। सफल बोलीदाता के लिए, ब्याज मुक्त ईएमडी को बरकरार रखा जाएगा और प्रदर्शन सुरक्षा जमा राशि प्राप्त होने के बाद इसे वापस कर दिया जाएगा। INR 1,00,000/= (Rupees One Lakh Only) By means of Demand Draft/ Banker's Cheque payable at Mumbai in favour of "National Bank for Financing, Infrastructure and Development". Demand draft/banker's cheque in original be submitted at NaBFID's official address mentioned in this RFP before Bid opening date. After award of contract to successful Bidder, EMD of unsuccessful Bidders shall be returned without interest within 30 days from the date of declaration of successful Bidder. For successful Bidder, the Interest Free EMD will be retained and returned post the receipt of Performance Security Deposit.
प्रदर्शन सुरक्षा जमा Performance Security Deposit	स्थान द्वारा चुने गए सफल बोलीदाता को स्वीकृत "₹ 5,00,000 राशि, बिना ब्याज वाली सुरक्षा जमा (एसडी) के रूप में जमा करनी होगी, या फिर किसी राष्ट्रीयकृत/अनुसूचित कमर्शियल बैंक द्वारा जारी बैंक गारंटी (बी जी) देनी होगी। यह बैंक गारंटी "नेशनल बैंक फॉर इंफ्रास्ट्रक्चर फाइनेंसिंग एंड डेवलपमेंट" के पक्ष में और मुंबई में देय होनी चाहिए। बैंक गारंटी (बीजी) बैंक के स्वीकृत प्रारूप (अनुलग्नक-1) के अनुसार) में होनी चाहिए। The successful Bidder shall be required to deposit an amount of ₹5,00,000 (Rupees Five Lakh only) as an interest-free Performance Security Deposit (SD) or, at its option, submit a Bank Guarantee (BG) of equivalent amount issued by a Nationalised/Scheduled Commercial Bank, in favour of "National Bank for Financing Infrastructure and Development (NaBFID)", payable at Mumbai. The Bank Guarantee (BG) shall be submitted in the format prescribed by NaBFID, as provided in Annexure-I.
बोलियों की वैधता की अवधि Period of validity of Bids	180 दिन, 22 सितम्बर, 2026 से यानी बोलियां जमा करने की अंतिम तिथि। 180 days from September 22, 2026, i.e. the last date of submission of Bids.
कार्यकाल	यह अनुबंध दो वर्ष के लिए है और इसे एक वर्ष के लिए और बढ़ाया जा सकता है।

**Request for Proposal (RFP) for Catering Services in the premises of NaBFID,
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Tenure	हालांकि, अनुबंध की निरंतरता, परोसे जाने वाले भोजन और प्रदान की जाने वाली सेवाओं की गुणवत्ता की निरंतर समीक्षा पर निर्भर करेगी, जो नैबफिड के उपयुक्त प्राधिकारी द्वारा की जाएगी Two years and is extendable for a further period of one year. However, continuance of contract will be subject to ongoing review of quality of food served and services rendered, done by appropriate authority of NaBFID.
कार्य प्रारंभ करने की तारीख Date of Commencement of Work	अवार्ड पत्र (एल ओ ए) / क्रय आदेश (पी ओ)। (कार्य प्रारंभ होने की संभावित तिथि 16 नवंबर 2026 होगी या फिर नैबफिड द्वारा तय की गई तिथि होगी।) As mentioned in Letter of Award (LoA)/ Purchase Order (PO). (Likely date for commencement of work will be 16 November 2026 or as decided by NaBFID)

Note:

- *In case of any discrepancy between the Hindi and English Version, the matter mentioned in English version shall prevail.*
- *Every agreement must be stamp of Rs. 500 or as per the State Stamp Act.*
- *NaBFID reserves the right to change dates & time without assigning any reasons thereof. Intimation of the same shall be notified on the Bank's website only.*
- *This bid document is non-transferable.*
- *If a holiday is declared on the dates mentioned above, the bids shall be received / opened on the next working day at the same time specified above and at the same venue unless communicated otherwise.*

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NaBFID

1. INVITATION TO BID

National Bank for Financing Infrastructure and Development, a body corporate constituted under the National Bank for Financing Infrastructure and Development Act, 2021, having its Head Office at The Capital, A Wing, 15th Floor - 1503, G Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400051 (hereinafter referred to as "NaBFID", which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns), invites bids from eligible catering service providers for providing catering and pantry services to its staff/officials/visitors at the offices located at **The Capital, A Wing, 10th Floor (A Wing - 1004) and 15th Floor (A Wing - 1503), Bandra Kurla Complex, Mumbai.**

1.1 NaBFID invites sealed bids from shortlisted catering service providers having an operational presence in Mumbai for providing catering and pantry services at the aforesaid premises.

1.2 Participation in this Limited RFP shall be restricted to only those service providers to whom this RFP has been issued. Bidders shall submit their Commercial Bid, and all supporting documents in the prescribed formats and annexures forming part of this RFP. Consortium bidding is not permitted under this RFP.

1.3 Bidders shall carefully read the terms and conditions of this RFP, complete all prescribed annexures, duly sign each page of the RFP document as a token of acceptance, and submit their bids in accordance with the instructions contained herein.

The Bid shall be submitted in **two (2) separate sealed envelopes**, as detailed below:

Envelope 1: EMD (Earnest Money Deposit)

This envelope shall contain the Earnest Money Deposit (EMD) in the manner prescribed under this RFP.

Envelope 2: Commercial Bid

This envelope shall contain the duly filled and signed Commercial Bid/Price Schedule in the format prescribed in the RFP.

Each of the above envelope shall be sealed separately and superscribed as follows:

Envelope 1:

"EMD – RFP for Engagement of Catering Service Provider for NaBFID Offices at The Capital, BKC, Mumbai"

Envelope 2:

"Commercial Bid – RFP for Onboarding of Catering Service Provider for NaBFID Offices at The Capital, BKC, Mumbai"

Both the sealed envelopes shall be placed in **a single outer sealed envelope**, superscribed:

“RFP for Engagement of Catering Service Provider for NaBFID Offices at The Capital, BKC, Mumbai”

and addressed to:

Head – Administration,
National Bank for Financing Infrastructure and Development (NaBFID)
The Capital, A Wing, 15th Floor - 1503
G Block, Bandra Kurla Complex
Bandra (East)
Mumbai – 400051

1.4 This RFP document is issued solely for the purpose of inviting bids for the services described herein and shall not be transferred, copied, reproduced, or used for any purpose other than submission of a bid without the prior written consent of NaBFID.

1.5 All information and documents submitted by the bidders in response to this RFP shall become the property of NaBFID and shall not ordinarily be returned. NaBFID reserves the right to amend, modify, cancel, withdraw, or reissue this RFP at any stage without assigning any reason. Any amendment, clarification, corrigendum, or addendum issued by NaBFID shall form an integral part of this RFP and shall be binding on all bidders.

1.6 The Bid prepared by the Bidder, as well as all correspondences and documents relating to the bid exchanged by the Bidder and the Institution and supporting documents and printed literature shall be submitted in English/ Hindi.

1.7 Any inter-lineation, erasures or overwriting shall be valid **only** if they are initialled by the person signing the bids.

1.8 By submitting a bid, the bidder shall be deemed to have read, understood, and unconditionally accepted all the terms and conditions of this RFP.

2. DISCLAIMER

2.1 This RFP is issued by NaBFID solely for the purpose of inviting bids from eligible bidders for the selection and appointment of a Catering Service Provider. This RFP is not an offer and shall not be construed as creating any contractual obligation on the part of NaBFID.

2.2 This RFP is intended to provide bidders with sufficient information to prepare and submit their bids. However, it may not contain all the information that each bidder may require. Bidders are advised to conduct their own due diligence and independent assessment of the requirements and, where considered necessary, undertake a site visit and/or seek clarification by raising queries during the pre-bid meeting before submitting their bids.

2.3 While reasonable care has been taken in preparing this RFP, NaBFID makes no representation or warranty, express or implied, regarding the accuracy, adequacy, completeness, or reliability of the information contained herein. Each bidder shall independently verify the information and satisfy itself regarding all aspects of this RFP before submitting its bid.

2.4 It shall be the responsibility of each bidder to examine all instructions, terms and conditions, eligibility criteria, scope of work, specifications, and other requirements contained in this RFP. Failure to furnish all information or submission of a bid that is not substantially responsive to the requirements of this RFP may result in rejection of the bid.

2.5 Any attempt by a bidder, directly or indirectly, to influence NaBFID in the examination, evaluation, comparison of bids, or award of the contract may result in rejection of its bid and may also lead to such other action as NaBFID may deem appropriate in accordance with the terms of this RFP and applicable law.

3. DEFINITION OF TERMS

3.1 “**NaBFID**” means “National Bank for Financing Infrastructure and Development”

3.2 “**Service Provider**” means the bidder whose bid has been accepted by NaBFID and with whom the Contract/SLA (Service Level Agreement) is executed and includes its successors and permitted assigns.

3.3 “**Authorized Representative**” means the person/s designated as such by NaBFID and include the persons who are expressly authorized by NaBFID to act for and on their behalf for operation of the contract / inspection of the cafeteria/pantry/kitchen.

3.4 “**Contract/Service Level Agreement (SLA)**” means the Contract/Service Level Agreement executed between NaBFID and the successful bidder together with this RFP, the bid submitted by the successful bidder, the Letter of Award, and all amendments, corrigenda and documents forming part thereof.

3.5 “**Purchase Order (PO) or Letter of Award (LoA)**” means an official document issued by NaBFID to the selected bidder awarding the contract to the Selected Bidder.

4. SCOPE OF WORK

The detailed Scope of Work is provided in **Annexure-A** and shall form an integral part of this RFP.

5. BID SUBMISSION REQUIREMENTS

5.1 Cost of Bid document:

The participating Bidder(s) shall bear all costs associated with the preparation and submission of their Bids, including, but not limited to, costs relating to preparation, reproduction, postage, courier/delivery charges, demonstrations, presentations (if required by NaBFID), and any other expenses incurred in connection with the bidding process. NaBFID shall not be liable or responsible for reimbursing any such costs or expenses incurred by the Bidder(s), irrespective of the conduct or outcome of the bidding process.

5.2 Pre-bid clarification and amendments in RFP

- a) NaBFID shall conduct a pre-bid meeting on the date, time, and at the venue/mode specified in the **Schedule of Events** to clarify the provisions of this RFP and address queries raised by prospective bidders. Any change in the date, time, venue, or mode of the pre-bid meeting shall be notified by NaBFID through a corrigendum/addendum issued on its website only.
- b) Prospective bidders may submit their queries in writing, in the prescribed format (**Annexure - B**), on or before the date specified in the RFP schedule. Queries received after the stipulated date may not be considered.
- c) The clarifications issued by NaBFID, including responses to the queries raised during the pre-bid meeting, shall form an integral part of this RFP. Any amendment or modification to the RFP shall be issued only through a corrigendum/addendum published by NaBFID on its official website only.
- d) Non-attendance at the pre-bid meeting shall not be a cause for disqualification. However, bidders shall be deemed to have considered all clarifications and corrigenda issued by NaBFID while preparing and submitting their bids.

5.3 All pages of the tender/RFP documents submitted by the bidder, including annexures, forms, declarations, and supporting documents, shall be duly signed and stamped by the authorized signatory of the bidder. Unsigned or unstamped documents may be treated as non-responsive at the discretion of NaBFID.

5.4 The bidder shall submit one complete set of the RFP document, duly sealed and signed on all pages by the authorized signatory, along with the EMD documents submitted in **Envelope 1** as a token of acceptance of all the terms and conditions of the RFP.

6.EVALUATION CRITERIA

6.1 Eligibility Criteria Evaluation

- a) NaBFID shall first open **Envelope 1 (EMD)** to verify submission of the Earnest Money Deposit (EMD) in accordance with the provisions of this RFP. Bids not accompanied by a valid EMD, wherever applicable, shall be liable for rejection and **Envelope 2** of such bidders shall not be considered for further evaluation.
- b) During the evaluation process, NaBFID may, at its sole discretion, seek clarifications or additional information from the bidders wherever considered necessary. Such clarifications shall be limited to the information already submitted, and no bidder shall be permitted to modify its Bid or furnish any information that alters its substance or confers an unfair advantage.
- c) Only those bidders whose EMD is found to be valid and who satisfy all the eligibility criteria and other requirements specified in this RFP shall be declared eligible for further evaluation. **Envelope2 (Commercial Bid)** of only such eligible bidders shall be opened.

6.2 Commercial Evaluation

- a) The Commercial Bids of only those bidders who are declared eligible under Clause 7.1 shall be opened and evaluated.
- b) Rates and amounts shall be submitted in typed/printed form only. Handwritten Commercial Bids shall be summarily rejected. All corrections, if any, shall be duly initialled by the bidder.
- c) The contract shall ordinarily be awarded to the bidder achieving the highest evaluated score / lowest evaluated price, as applicable under the Commercial Bid evaluation methodology, subject to compliance with all terms, conditions, eligibility criteria, and other provisions of this RFP.
- d) Any conditional, contingent, or variable pricing terms, conditions, or deviations indicated in the Commercial Bid shall render the bid non-responsive and may lead to summary rejection of the bid.
- e) The methodology for commercial evaluation and the prescribed Commercial Bid format is provided in **Annexure – C**.

7. COMMERCIAL TERMS & CONDITIONS

7.1 Price Schedule:

- a) The Commercial Bid shall be quoted in Indian Rupees (₹) only.
- b) The Bidder shall carefully examine the Scope of Work, terms and conditions of this RFP and satisfy itself regarding the nature, extent, and requirements of the services to be provided before submitting its Commercial Bid.
- c) The Bidder shall be deemed to have visited the NaBFID premises, where considered necessary, or otherwise familiarised itself with the site conditions and operational

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requirements, including infrastructure, service timings, equipment, logistics, and all other factors that may affect the cost of providing the catering services.

- d) The rates quoted shall be firm and inclusive of all costs and expenses associated with the provision of the services in accordance with the Scope of Work. Goods and Services Tax (GST) shall be payable extra at the applicable rates.
- e) No claim for additional payment or revision of the quoted rates on account of lack of knowledge of the site conditions, operational requirements, or any other factor affecting the execution of the contract shall be entertained after submission of the Commercial Bid.

7.2 Payment Terms:

- a) Payments shall be processed monthly, subject to the Service Provider submitting duly verified consumption records, a monthly compliance undertaking (mandatory) (Refer **Annexure - F**), all other supporting documents, and a valid invoice, to the satisfaction of NaBFID. Payment shall be released only after verification and approval by the authorized representative of NaBFID.
- b) The Service Provider shall submit a system-generated GST tax invoice mentioning the GSTIN (27AAAGT1281P1ZR) of NaBFID and the GST registration number of the Service Provider. Manual GST invoices shall not be accepted.
The successful bidder shall comply with the provisions relating to E-invoicing under the Goods and Services Tax (GST) laws, as amended from time to time. Wherever E-invoicing is applicable, the bidder shall issue GST-compliant tax invoices generated through the prescribed Invoice Registration Portal (IRP), bearing a valid Invoice Reference Number (IRN) and QR Code. No payment shall be processed against invoices that are required to be E-invoices but do not comply with the applicable statutory requirements.
- c) Payment shall be released by NaBFID after receipt, verification and acceptance of the submitted invoices and supporting documents, at the earliest and, but not later than 45 (forty-five) days from the date of receipt of complete and correct invoices.

7.3 Taxes and Statutory Deductions

- a) Applicable taxes shall be payable extra as per prevailing statutory provisions. NaBFID shall deduct Tax Deducted at Source (TDS) and any other applicable statutory deductions from payments made to the Service Provider, as required under applicable laws.
- b) By submitting the Commercial Bid, the Bidder shall be deemed to have read, understood, and accepted all the terms, conditions, specifications, and requirements stipulated in this RFP. No request for any modification, deviation, or additional claim on account of such terms and conditions shall be entertained by NaBFID at any stage of the procurement process or during the contract period.

7.4 Security Deposit/Performance Security

7.4.1 Earnest Money Deposit (EMD):

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- a) The Bidder shall submit an Earnest Money Deposit (EMD) of ₹ 1,00,000/- (Rupees One lakh only) along with its bid in the form of a Demand Draft / Banker's Cheque (payable at Mumbai) issued by a scheduled commercial bank in India, as specified in this RFP. No interest shall be payable by NaBFID on the EMD.
- b) Any bid not accompanied by the required EMD shall be liable to be rejected as non-responsive.

***Note: Exemption of EMD:** *"Micro & Small Enterprises (MSE) units and Start-ups" are exempted from payment of EMD provided the products and/or services they are offering, are manufactured and/or services rendered by them. Exemption as stated above is not applicable for selling products and/or services, manufactured/ rendered by other companies. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption. Bidders may please note: NSIC certificate/ Udyog Aadhar Memorandum/Udyam Registration Certificate should cover the items tendered to get EMD exemptions. Certificate/ Memorandum should be valid as on due date / extended due date for Bid submission. "Start-up" company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid.*

In case of bidders registered with NSIC/Udyog Aadhaar as MSE or a Startup Company, they are eligible for waiver of EMD. However, MSE bidders need to provide valid NSIC/MSE Certificate clearly mentioning that they are registered with NSIC under single point registration scheme or Udyog Aadhaar. Start-up bidders are required to submit Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India.

If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids without EMD will be summarily rejected and no queries will be entertained.

- c) **Refund of EMD:** - The EMD submitted by unsuccessful bidders shall be refunded without any interest within 30 days from the date of award of the contract to the successful bidder. For the successful Bidder, the interest-free EMD shall be retained by NaBFID and shall be refunded/returned upon receipt of the Performance Security Deposit in accordance with the terms and conditions of the RFP.
- d) **Forfeiture of EMD:** The EMD submitted by the bidder may be forfeited in the following circumstances:
- If the bidder withdraws or modifies its bid during the bid validity period;
 - If the successful bidder fails to accept the Letter of Award/Letter of Acceptance within the stipulated period
 - If the successful bidder fails to furnish the required Performance Security within the prescribed period; or
 - If the successful bidder fails to commence the services within the stipulated time after award of the contract.

- e) If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by the Institution, in future, as per sole discretion of NaBFID.

7.4.2 Performance Security Deposit:

- a) The successful Bidder shall be required to furnish Performance Security amounting to **₹5,00,000 (Rupees Five Lakh only)**, either in the form of an **interest-free Performance Security Deposit (SD)** or, at its option, a **Bank Guarantee (BG)** of equivalent amount issued by a Nationalised/Scheduled Commercial Bank in India, in favour of “National Bank for Financing Infrastructure and Development (NaBFID)”, payable at Mumbai.

The Bank Guarantee shall be submitted in the format prescribed by NaBFID, as provided in **Appendix-I**. The Performance Security shall be submitted **within seven (7)** days from the date of acceptance of the Letter of Award by the Service Provider or within such extended period as may be permitted by NaBFID. The Contract/Service Level Agreement shall be executed only upon receipt and acceptance of the Performance Security Deposit by NaBFID.

The Performance Security shall remain valid throughout the Contract Period and for a further period of 3 (three) months thereafter. In the event the Contract is extended or renewed, the Service Provider shall, at its own cost, extend or renew the validity of the Performance Security so that it remains valid for the entire extended or renewed Contract Period and for a further period of 3 (three) months thereafter, or for such longer period as may be reasonably required by NaBFID to secure due performance and fulfilment of all contractual obligations.

- b) No interest shall be payable by NaBFID on the Performance Security.
- c) **Forfeiture of Performance Security Deposit (SD):** In case of failure or default by the Service Provider in performing or observing any terms, conditions, obligations, or requirements of the contract, including abandonment of services or failure to perform the contract obligations, NaBFID shall have the right to invoke and/or forfeit the whole or part of the Performance Security, without prejudice to any other rights or remedies available to NaBFID under the contract or applicable law.
- d) **Release of Performance Security:** The Performance Security shall be released or refunded to the Service Provider within 3 months from the date of satisfactory completion of the contract period and fulfilment of all contractual obligations, subject to adjustment or recovery of any dues, claims, damages, penalties, statutory liabilities, or any other amounts payable by the Service Provider to NaBFID or any statutory authority.

8. GENERAL TERMS AND CONDITIONS

8.1 Statutory and Regulatory Compliance

- a) The Service Provider shall comply with all applicable statutory and regulatory requirements governing food safety, taxation, and business operations, including FSSAI regulations, GST (with mandatory registration in Mumbai), PAN, and other applicable registrations.

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- b) The Service Provider shall obtain, maintain, and keep valid all necessary licenses, permissions, and approvals from competent authorities, including but not limited to local municipal authorities, fire safety authorities, and other regulatory bodies required for kitchen operations and catering services.
- c) The Service Provider shall also ensure compliance with applicable laws, including labour, employment, health, safety, social security and environment-related requirements, as applicable to deployed personnel, throughout the contract period.
- d) The Service Provider shall ensure proper segregation, handling, and disposal of food waste and other waste materials in compliance with applicable environmental and municipal regulations.

8.2 Contract Conditions

a) Execution of Agreement:

- NaBFID will notify the successful Bidder in writing, by letter or email, that its Bid has been accepted. The successful Bidder shall, within seven (7) working days of receipt of such notification, return a duplicate copy of the Letter of Award (LoA), duly accepted, stamped, and signed by its authorized signatory as a token of acceptance. The successful Bidder shall also submit a copy of the Board Resolution, Power of Attorney (PoA), minutes of the partners' meeting, authority letter, or any other applicable authorization document evidencing that the signatory is duly authorized to accept the Letter of Award and execute the Contract/Service Level Agreement (SLA).
- The successful Bidder shall execute a formal Contract/Service Level Agreement (SLA) with the National Bank for Financing Infrastructure and Development (NaBFID) within 21 days of acceptance of LoA. Execution of the SLA shall be subject to the Service Provider's submission of Performance Security Deposit within 7 days from the acceptance of LoA/PO.
- The Contract/SLA shall govern the terms and conditions of the engagement and shall be executed on the basis of the provisions of this RFP, the Bid submitted by the successful Bidder, the Letter of Award (LoA), all corrigenda/addenda and clarifications issued by NaBFID, and such other terms and conditions as may be prescribed by NaBFID and accepted by the successful Bidder for the satisfactory execution and performance of the catering services.
- Until the execution of the Contract/SLA, this RFP, the LoA, and the successful Bidder's written acceptance thereof shall collectively constitute a valid and binding agreement between NaBFID and the successful Bidder. Upon execution of the Contract/SLA, the aforesaid documents shall be deemed to be incorporated into and form an integral part of the Contract/SLA and shall be read and construed together therewith. In the event of any inconsistency, the provisions of the executed Contract/SLA shall prevail to the extent of such inconsistency.
- The Contract/SLA shall constitute the entire agreement between NaBFID and the successful Bidder, and the rights and obligations of the parties shall be

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governed by its terms and conditions. In the event of any inconsistency between the provisions of this RFP, the Bid submitted by the successful Bidder, the Letter of Award, and the Contract/SLA, the order of precedence specified in the Contract/SLA shall prevail.

- b) The duration of contract shall be **2 years, extendable up to 1 additional year** subject to performance of the Service Provider. Any extension, if granted, shall be on the same terms and conditions, unless otherwise mutually agreed in writing.

Upon the expiry or termination of this Contract, for any reason whatsoever, the Service Provider shall continue to provide the Services and discharge all its obligations under this Contract, without interruption, until NaBFID has engaged a replacement service provider and an orderly transition of the Services has been completed, on the same terms and conditions, unless otherwise directed by NaBFID.

- c) The rates quoted by the Service Provider shall remain **firm and fixed** for the first two years of the contract period.

- d) **Escalation of Rates (From the Third Year Onwards):** From the third year onwards, if the Contract is extended by NaBFID, escalation in rates may be considered, subject to satisfactory performance of the Service Provider and the provisions of this clause, based on the year-on-year percentage change in the Consumer Price Index (CPI) – Food & Beverages category published by the Ministry of Statistics and Programme Implementation (MoSPI).

The escalation shall be determined as follows:

- The average year-on-year CPI inflation rate shall be calculated as the simple average of the monthly CPI (Food & Beverages) inflation rates published by MoSPI for the **12-month period immediately preceding the escalation review date**. If the CPI inflation data for the latest month(s) falling within the review period is not available as on the date of escalation review, the average shall be calculated based on the available published CPI inflation rates for the relevant period. If the required 12-month data is not available, the calculation shall be based on the available CPI inflation rates from the date of commencement of the Contract up to the date of escalation review.
- In case of a negative movement in CPI during the relevant period, the escalation shall be considered as **zero**, and no reduction in the existing rates shall be applicable.
- $\text{Applicable Escalation (\%)} = \text{Average Year-on-Year CPI Inflation Rate (\%)}$
 $\text{Revised Rate} = \text{Existing Rate} \times (1 + \text{Applicable Escalation (\%)} \div 100)$

Conditions for Escalation

- Escalation shall be applicable only after completion of 24 months from the date of commencement of the contract.
- Escalation shall not be automatic and shall be considered only upon submission of a written claim by the Service Provider within the applicable Contract year. The Service Provider shall be responsible for initiating the escalation request and submitting the applicable calculation along with supporting CPI data/documents for review and approval by NaBFID. Failure by the Service Provider to submit the escalation request along with the requisite supporting calculations and documents

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within the applicable period shall be deemed a waiver of the escalation claim for that period, and no retrospective claim shall be entertained.

- Any escalation approved by NaBFID shall be applicable only from the effective date specified in the approval and shall be final and binding on the Service Provider.
- Escalation shall be permitted not more than once in any contract year.
- In no case shall escalation exceed 5% in any contract year, regardless of CPI movement.
- No retrospective escalation shall be allowed.

Documentation and Approval

- The Service Provider shall submit documentary evidence supporting the CPI calculation and escalation request.
- All escalations shall be subject to review and approval by NaBFID, and any approved escalation shall be final, binding, and conclusive on the Service Provider.

Rounding and Adjustments

- Escalated rates shall be rounded off to the nearest rupee.

Data Continuity Clause

- In the event of revision in CPI series, base year, or methodology by MOSPI, the revised series shall be applied consistently for all comparative calculations to ensure continuity and fairness.

e) An **undertaking/ a monthly compliance certificate along with the monthly invoice** (format in **Annexure – F**) shall be submitted by the Service Provider confirming that all statutory dues have been paid. In case of any violation, the Service Provider shall be solely responsible and liable.

f) **Signing of contract** - The successful Bidder shall execute a formal Contract/Service Level Agreement (SLA) with NaBFID within **twenty-one (21) days** from the date of acceptance of the **Letter of Award (LoA)/Purchase Order (PO)** or within such extended period as may be permitted by NaBFID.

The Contract/Service Level Agreement shall be based on the provisions of this RFP, the bid submitted by the successful Bidder, the Letter of Award (LoA)/Purchase Order (PO), and such other terms and conditions as may be prescribed by NaBFID for the satisfactory execution and performance of the Services.

The Contract/Service Level Agreement shall constitute the entire agreement between NaBFID and the successful Bidder and shall be binding on both parties. All costs, charges, stamp duty, and other expenses, if any, incurred in connection with the execution of the Contract/Service Level Agreement shall be borne solely by the successful Bidder.

g) Any failure or delay by NaBFID in exercising any right, remedy, or power under the Contract, or in enforcing any provision of the Contract, including imposition of any penalty, shall not constitute or be deemed to constitute a waiver of such right, remedy, power, provision, or penalty. Any waiver by NaBFID shall be valid only if expressly made in writing and shall not affect NaBFID's right to subsequently exercise or enforce any other rights, remedies, or provisions under the Contract.

h) **Amendment to contract:** Any modification, addition, or deletion to the Scope of Work or any provision of this Agreement shall be made only through a written

amendment mutually agreed upon and duly signed by both parties. No oral modifications or informal communications shall be considered valid or binding. All such amendments shall form an integral part of this Agreement.

8.3 Monitoring, Inspection & Audit Rights

- a) NaBFID shall have the right to inspect, audit, and review the quality of food, hygiene standards, service levels, and compliance at any time during the contract period.
- b) NaBFID reserves the right to send food samples for laboratory testing at any time. Costs arising from adverse test results or confirmed non-compliance findings shall be recoverable from the Service Provider.
- c) The Service Provider shall maintain all required records, logs, and documentation for inspection and submission as and when required.

8.4 Obligations of the Service Provider

- a) The Service Provider shall perform all activities and discharge its obligations under the Contract in a professional, efficient, and timely manner, in accordance with the provisions of this RFP and the Contract, using appropriate methods, industry best practices, and sound operational principles to achieve the prescribed service standards and performance requirements.
- b) The Service Provider shall promptly inform NaBFID, in writing, of any change in its constitution, ownership, control, or any material event or circumstance that may have an impact on its ability to perform its obligations under the Contract. Such communication shall include details of the impact, if any, and the corrective measures proposed by the Service Provider to ensure uninterrupted delivery of Services.
- c) The Service Provider shall work in close coordination with NaBFID's designated representatives, act within the scope of its authority, comply with all lawful instructions and directions issued by NaBFID from time to time, and provide all necessary cooperation for the successful implementation and performance of the Services.

8.5 Safety, Liability & Indemnity

- a) The Service Provider shall take all precautionary measures to ensure the safety of the personnel employed by it and NaBFID will not be responsible in case of any eventuality.
- b) The Service Provider shall ensure that its personnel comply with all security protocols, access procedures, and safety requirements applicable within NaBFID premises.
- c) The Service Provider shall indemnify, defend, and hold harmless NaBFID, its officers, directors, employees, and agents against any losses, damages, liabilities, claims, penalties, or expenses arising out of or relating to (i) any violation of applicable laws, rules, regulations, or guidelines during the contract period, or (ii) any breach, misconduct, omission, or negligence by the Service Provider or its personnel in the performance of the services. The indemnity shall be executed in the format prescribed in **Annexure – G**.

8.6 Penalty Clause

- a) The authorized representative(s) of NaBFID shall monitor the quality, quantity, hygiene, and service standards of the food and beverages supplied by the Service Provider. In case of deficiencies, NaBFID may impose penalties and recover the proportionate cost attributable to the affected food items/batches, as reasonably determined by NaBFID.
- b) Except in cases of Critical Non-Compliance Events, the Service Provider shall rectify deficiencies within such time as may be specified by NaBFID, failing which penalties may be imposed; however, NaBFID may, at its sole discretion, waive or defer penalties if the deficiency is rectified to its satisfaction. Penalties shall be imposed in accordance with the SLA/KPI evaluation framework (**Annexure – H**) and the deficiency classification set out below.

Deficiency Classification

Major Deficiency	Minor Deficiency
1) Shortage of food.	1) Non-wearing of uniform.
2) Serving stale/soiled food or use of rotten vegetables, fruits, milk or other food items.	2) Improper food preparation practices.
3) Use of sub-standard ingredients for cooking.	3) Not displaying menu in dining area.
	4) Deviation from approved menu without prior approval from NaBFID.
	5) Cleanliness and hygiene concerns.
	6) Any other minor breach of contract conditions.

Rates of Penalty

Major deficiency during a quarter	Amount of penalty per instance
Single instance	₹ 1000/-
Repeated instances	₹5,000 per instance and/or, in cases of repeated or persistent non-compliance, termination of the contract at NaBFID's discretion.
Minor deficiency during a quarter	Amount of penalty per instance
Single instance	₹ 500/-
Repeated instances	₹ 1000/- per instance

* *Repeated instances* shall mean recurrence of the same or substantially similar deficiency more than once during the same assessment quarter.

- c) The penalties specified under this Clause are operational penalties applicable to deficiencies observed during service delivery and shall be independent of any SLA/KPI-based assessment under the SLA Evaluation Annexure (**Annexure - H**).

However, the aggregate of operational penalties and SLA-linked financial deductions in any month shall not exceed 10% of the monthly invoice value, except in cases involving food safety violations, fraud, wilful misconduct, or statutory non-compliance. The imposition of penalties under this Clause shall be without prejudice to any other rights or remedies available to NaBFID under the Agreement or applicable law.

8.7 Termination Clause:

- a) NaBFID reserves the right to terminate the contract by providing 30 days' notice. However, NaBFID may terminate the contract with immediate effect in cases of material breach, including but not limited to critical food safety violations, fraud, repeated failure to meet Service Level Agreements (SLAs), or statutory non-compliance. The Service Provider shall have no right to terminate this contract during its currency.
- b) In the event the Service Provider fails to commence the Services within seven (7) days from the date of signing of the Contract or within such other period as may be specified by NaBFID, NaBFID shall have the right to terminate/cancel the Contract and invoke or forfeit the Performance Security without prejudice to any other rights or remedies available to NaBFID under the Contract or applicable law.

8.8 Force Majeure clause: Neither Party shall be liable for failure or delay in performance of its obligations to the extent caused by events beyond its reasonable control, including natural disasters, pandemics, strikes, governmental actions, fire, flood, or failure of utilities ("Force Majeure Event"), provided the affected Party promptly notifies the other Party and takes reasonable steps to mitigate the impact.

8.9 Confidentiality: The Service Provider and its personnel shall maintain strict confidentiality regarding all information, documents, discussions, operations, and activities observed or accessed at NaBFID premises during service delivery and shall not disclose the same to any third party without prior written approval of NaBFID.

8.10 Dispute Resolution: Any dispute, controversy, or difference arising out of the contract to be executed pursuant to this RFP shall, in the first instance, be attempted to be resolved amicably through mutual discussions between the authorised representatives of NaBFID and the Bidder/Service Provider.

In the event such dispute remains unresolved, the same shall be referred to arbitration in accordance with the provisions of the **Arbitration and Conciliation Act, 1996**, including any statutory amendments or re-enactments thereof.

The arbitration shall be conducted by a sole arbitrator appointed in accordance with the applicable provisions of the Arbitration and Conciliation Act, 1996. The seat and venue of arbitration shall be **Mumbai, Maharashtra**. The proceedings shall be conducted in the English language.

The arbitral award shall be final and binding on the parties. The costs of arbitration shall be borne by the parties as determined by the arbitrator.

Pending resolution of any dispute, the Bidder/Service Provider shall continue to perform its obligations under the contract, unless otherwise directed in writing by NaBFID or unless such continuation is rendered impossible due to the nature of the dispute. Any dispute of value Rupees 10 Crores or above which remains unresolved between the parties will be referred to the Mediation as per the Mediation Act 2023.

8.11 Power to Vary or Omit Works

- a) The Successful Bidder shall not make any alteration, amendment, omission, addition, suspension, or other variation to the scope of work under the Contract (collectively referred to as a "Variation") unless expressly directed in writing by NaBFID.
- b) NaBFID shall have the right, at any time during the execution of the Contract, to issue written instructions requiring the Successful Bidder to carry out any Variation, without affecting the validity of the Contract. The Successful Bidder shall implement such Variation and, to the extent applicable, the same terms and conditions of the Contract shall apply to the varied work as if it had originally formed part of the Contract.
- c) If the Successful Bidder reasonably believes that a proposed Variation would prevent or materially hinder the performance of its obligations under the Contract, it shall promptly notify NaBFID in writing, setting out the reasons for its objection. Upon receipt of such notice, NaBFID may review the proposed Variation and, where considered appropriate, issue revised or modified instructions. If NaBFID confirms its original instruction, the parties shall mutually discuss and agree upon any necessary modifications to the Successful Bidder's obligations to enable implementation of the Variation.
- d) Any increase or decrease in the Contract Price arising directly from a Variation shall be determined on a reasonable basis, considering the nature and extent of the Variation, and shall be added to or deducted from the Total Contract Price, as applicable. Where the parties are unable to mutually agree on the adjustment, NaBFID shall determine the amount of such adjustment in accordance with the terms of the Contract, and such determination shall be binding on the Successful Bidder.

9. ADDITIONAL CONDITIONS

9.1 Interpretation of Ambiguities: In the event of any ambiguity or uncertainty in the interpretation of any provision of this RFP or the Contract, such interpretation shall be made in a manner that ensures uninterrupted service delivery, adherence to hygiene and safety standards, and fulfilment of NaBFID's operational requirements. The reasonable determination of NaBFID in this regard shall be final and binding on the Service Provider.

9.2 No Subcontracting: The Service Provider shall not subcontract, assign, or transfer any part of the Services or its obligations under the Contract without the prior written approval of NaBFID. Any approved subcontracting shall not relieve the Service Provider of its obligations, responsibilities and liabilities under the Contract.

9.3 Records and documentation: The Service Provider shall maintain proper records relating to service delivery, personnel deployment, inventory, payments, and other operational matters

and shall provide such records to NaBFID for verification, inspection, or audit whenever required.

9.4 Conflict of Interest: The Service Provider shall ensure that no conflict of interest exists or arises that may adversely affect the performance of Services. The Service Provider shall promptly disclose to NaBFID any situation that may constitute or result in a conflict of interest during the Contract period.

9.5 The personnel deployed by the Service Provider shall always remain employees of the Service Provider. Nothing contained in this RFP, the SLA, or any related agreement shall be construed as creating any employer-employee relationship, principal-agent relationship, partnership, joint venture, or any other legal relationship between the Bank and the personnel deployed by the Service Provider. The Service Provider shall act solely as a service provider under this Agreement and shall, at all times, remain the principal employer of all personnel deployed by it for the provision of the Services.

10. CONCLUSION

The Service Provider shall ensure seamless, high-quality catering services in strict adherence to defined service standards, hygiene norms, and statutory compliance requirements throughout the contract period.

ANNEXURES

Annexure - A: Scope of Work

1. Objective

The objective of this RFP is to provide comprehensive, high-quality catering services at NaBFID Office, 1503, The Capital, Bandra Kurla Complex (BKC), Mumbai, including the preparation, transportation, supply, and service of meals, beverages, and allied food services in accordance with prescribed standards of **quality, hygiene, safety, and timeliness**.

The facility consists of:

- One cafeteria and one pantry unit located on the 15th floor.
- One pantry unit is located on the 10th floor.

The services are expected to cater to approximately **100–150 persons daily**. This figure is indicative and subject to variation, and may increase or decrease at the NaBFID's discretion, without any guarantee of a fixed volume.

The Service Provider shall be solely responsible for **end-to-end catering operations**, including preparation of food at its own kitchen facility located within a reasonable operational distance from BKC, procurement of raw materials, transportation, deployment of personnel, and hygienic service delivery at NaBFID premises, while NaBFID shall provide the requisite space, utilities, and dining infrastructure for execution of services.

The payment mechanism shall comprise direct recovery from consumers for specified meal services and reimbursement by NaBFID for designated services (as per Clause 2.1) on an actual consumption basis, subject to submission of duly verified monthly invoices. The Service Provider shall ensure strict compliance with prescribed quality standards, defined service timelines, and all applicable statutory and regulatory requirements.

Key Highlights

- End-to-end catering responsibility with vendor
- Indicative demand of 100–150 users; no guaranteed volume
- NaBFID provides infrastructure and utilities for service delivery

2. Scope of Services

2.1 Meal & Service Schedule

S.N o.	Inclusions	Place of service	Timings	Payment Mode
1	Breakfast	Cafeteria	9 - 10 am	To be paid by consumers themselves
2	Tea/coffee with biscuits (30-40 g)	Desk service (For approx. 200 persons)	10.30 - 11 am	Monthly payment by NaBFID based on actual consumption, subject to verification/approval of bills

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3	Regular lunch service	Cafeteria	12.45 – 2.30 pm	To be paid by consumers themselves
4	Tea/coffee	Desk service (For approx. 200 persons)	3 - 3.30 pm	Monthly payment by NaBFID based on actual consumption, subject to verification/approval of bills
5	Evening snacks	Cafeteria	5 - 6 pm	Monthly payment by NaBFID based on actual consumption, subject to verification/approval of bills
6	Beverages and biscuits/refreshments during meetings	Respective Meeting rooms/Cabins	As and when required	Monthly payment by NaBFID based on actual consumption, subject to verification/approval of bills
7	Tea/coffee from vending machine	Cafeteria/Pantry	As and when required	Monthly payment by NaBFID based on actual consumption, subject to verification/approval of bills
8	Dry pantry (MRP items)	Cafeteria/Pantry	As and when required	Monthly payment by NaBFID based on actual consumption, subject to verification/approval of bills. MRP items shall be supplied at printed MRP plus the agreed fixed service charge under the financial bid.

2.2 Meal Services

- Breakfast service as per approved menu
- Regular lunch (Vegetarian & Non-Vegetarian)
- Special lunch (as required)
- Executive lunch (as required)
- Evening snacks service
- Friday special menu

2.3 Beverage Services

- Tea, coffee, green tea, lemon tea
- Lassi, buttermilk, fruit juices, and seasonal beverages
- Desk service (morning & afternoon)
- Meeting room beverage service
- Operation and maintenance of dispensing machines

2.4 Pantry & Dry Store Services

- Supply of MRP-based consumables
- Pantry essentials: salt, sugar, sauces, pickles, condiments
- Napkins, toothpicks, sweeteners, saunf (fennel), etc.
- Seasonal fruits and light refreshments
- The Service Provider shall maintain adequate buffer stock/minimum inventory levels of dry pantry items, packaged refreshments, beverages, and other frequently consumed consumables with longer shelf life, based on regular consumption trends and anticipated meeting requirements, to ensure uninterrupted service availability. Failure to maintain adequate stock resulting in non-availability of approved items during service hours may be treated as a service deficiency under the applicable SLA/penalty framework.

2.5 Meeting / Conference Services

- On-demand supply of refreshments to meeting rooms
- Dedicated service support during meetings
- Immediate replenishment of consumables

Key Highlights

- Fixed meal/service windows as per schedule
- Mixed payment model (consumer + NaBFID)
- Includes on-demand meeting and dispensing services

3. Food Preparation & Logistics

- Food shall be prepared in an FSSAI-licensed kitchen, transported in insulated food-grade containers, and served promptly after cooking.
- The Service Provider shall prepare all meals at its kitchen located within a reasonable operational distance from BKC, Mumbai, to ensure compliance with prescribed food preparation, freshness, and delivery timelines. The Service Provider shall procure raw materials at its own cost and ensure safe transportation and hygienic service at designated dining areas within NaBFID premises.
- Cooking shall not be permitted in the cafeteria or pantry areas within the NaBFID premises. Only induction-based or other electric appliances may be used for heating purposes.

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- Use of stale or previously prepared food is strictly prohibited.

Key Highlights

- FSSAI-licensed offsite kitchen mandatory
- Timely delivery within defined freshness window
- Strict veg/non-veg segregation; no stale food

4. Service Personnel Deployment

- The Service Provider shall ensure adequate personnel deployment to meet NaBFID's requirements and maintain the desired level of service and operational efficiency. **Seven service personnel** are currently deployed for efficient operations; however, this number is indicative only. Under normal operating conditions, the deployed service personnel shall not be less than the existing strength unless otherwise approved by NaBFID.
- The Service Provider shall designate one of the above-mentioned seven personnel as the **Cafeteria In-charge**, who shall be responsible for the overall management of the cafeteria operations, ensuring consistent service quality, and acting as the primary point of contact for coordination with NaBFID.
- The Service Provider shall arrange immediate replacement of absent service personnel to ensure uninterrupted services and maintenance of prescribed service standards.
- The Service Provider shall keep the Bank informed of any proposed changes in the personnel deployed for providing the Services and shall ensure that such changes do not adversely affect the continuity, quality, or timely delivery of the Services, or otherwise compromise the Bank's operational requirements.
- All the personnel deployed by the Service Provider shall remain the employees of the Service Provider, and NaBFID shall have no responsibility or liability whatsoever in respect of their wages, benefits, any accident resulting into injuries or death of employees of the Service Provider, statutory contributions or conditions of service, etc.
- The Service Provider shall maintain proper and complete records of payment of wages, PF, ESI and other statutory dues, as required under applicable law and shall produce documentary evidence regularly wherever applicable, to NaBFID.
- The Service Provider shall ensure that all personnel deployed for catering services are properly uniformed, adequately trained, and always maintain professional conduct while on NaBFID's premises. The Service Provider shall provide, at its own cost, appropriate uniforms, hand gloves, and any other protective gear required for the performance of the Services.
The Service Provider shall also ensure police verification, background checks, and medical fitness of all deployed personnel. The Service Provider shall maintain the relevant records and certificates and produce the same to NaBFID upon request.
- In the event of any issues concerning the personnel deployed by the Service Provider at NaBFID, the same shall be resolved solely by the Service Provider at its own cost and responsibility. The Service Provider shall indemnify and hold harmless NaBFID against any claims or liabilities arising therefrom. The Service Provider shall ensure that its personnel have no claim whatsoever against NaBFID and shall not raise, directly or indirectly, any industrial dispute or claim in respect of their employment or service conditions.

Key Highlights

- Adequately trained personnel with on-site Cafeteria incharge
- Compliance of applicable laws by Service provider
- Uniformed, verified, and medically fit service personnel

5. Quality & Hygiene Standards

- The Service Provider must diligently ensure that the cafeteria hall, pantry areas, store and the surroundings are kept clean and tidy. Utmost importance shall be given to cleanliness of the premises.
- The Pantry should be cleaned thoroughly including the tiles, drains and flooring on daily basis. The chopping boards, knives should be cleaned properly on daily basis, the cleaning of the SS ware and the kitchen utensils should be done properly and the Utensils etc. should be kept sparkling clean.
- The Service Provider shall undertake deep cleaning of the cafeteria, pantry areas, and all catering equipment on every Saturday or such other non-working day as may be specified by NaBFID. The Service Provider shall also ensure preventive pest management measures to always maintain hygienic conditions.
- The Agency shall use only reputed brands of groceries, spices, and refined oil, with both spices and oil-bearing requisite certification (and compliant with FSSAI standards wherever applicable), source fresh seasonal vegetables and fruits, and ensure that vegetables are adequately washed and treated to remove traces of pesticides prior to food preparation.
- All food handlers shall maintain high standards of personal hygiene at all times. The Service Provider shall ensure that all personnel deployed for the Services undergo regular medical fitness examinations and adhere to prescribed hygiene practices. Valid medical fitness certificates for all such personnel shall be maintained by the Service Provider and produced to NaBFID upon request.
- The food preparation should be done under hygienic conditions & the food should not have excessive oil, spices, chilies and salt.
- Sweets (desserts) provided shall be free from silver foil, and special care shall be taken in the preparation of chapatis.

Key Highlights

- Certified raw materials only (FSSAI/AGMARK or equivalent)
- Strict hygiene across all operations
- Controlled oil, spice, and salt usage

6. Consumables & Operational Requirements

- The Service Provider shall be responsible for obtaining, maintaining, and renewing all requisite licenses, registrations, and approvals required for the provision of catering services, including but not limited to the **mandatory health/trade license and food safety license** from the competent authorities. The Service Provider shall ensure that all such licenses remain valid and in force throughout the tenure of the Agreement and shall provide copies of the same to the NaBFID upon request.

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- The Service Provider shall, at its own cost, obtain and maintain a valid Health License for operating the cafeteria at the NaBFID premises within the applicable statutory timelines after execution of the Contract. The Service Provider shall submit a copy of the valid Health License to NaBFID upon obtaining the same and whenever requested thereafter.
- The Service Provider shall ensure that all cooking and serving utensils are thoroughly cleaned and properly sanitized after use. This shall include, but not be limited to, spoons, tumblers, plates, and similar items. A dishwasher installed at the 15th Floor cafeteria will be provided by NaBFID for this purpose.
- The Service Provider shall always ensure the availability of following consumables at service counters: salt, pickles, black pepper, sauces, sugar, sweeteners, toothpicks, and napkins etc.
- Efforts shall be made to minimize wastage of food and ensure environmentally responsible operations.
- The Service Provider shall ensure daily and timely disposal of leftover food and other waste at regular intervals, to the satisfaction of NaBFID. Waste disposal shall be undertaken in accordance with applicable municipal solid waste management rules.
- A daily menu shall be displayed in the cafeteria for information of users.

Key Highlights

- Mandatory licenses to be obtained
- Continuous availability of pantry consumables
- Daily cleaning, sanitation, and waste disposal
- Mandatory menu display

7. Service Standards

- Serving to be done between **9 am to 7 pm**.
- The above services shall be required on all working days and as & when needed on weekends & holidays also.
- The Service Provider shall ensure timely delivery of all services with consistent quality standards and controlled portion sizes. Any deficient items shall be replaced immediately, without material disruption in service continuity. The Service Provider shall ensure that meals are served promptly during the scheduled meal service windows. Under normal operating conditions, service shall be managed to avoid unreasonable waiting times for employees and other authorized users of the cafeteria.
- The Service Provider shall maintain high responsiveness to all consumer requirements.
- **Peak Load Management:** The Service Provider shall ensure adequate preparedness and scalability to manage fluctuations in demand arising from meetings, events, training, or other exigencies at NaBFID premises. Sufficient service personnel, kitchen capacity, and logistics shall be maintained to ensure uninterrupted service without compromise in quality, hygiene, portion size, or timelines. The Service Provider shall be responsible for augmenting resources as required, and no additional charges shall be payable unless expressly approved by NaBFID in writing.

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- The Service Provider shall maintain contingency arrangements to ensure continuity of catering services during equipment failure, staff shortages, transport disruption, or other operational emergencies.
- Non-compliance with Service Standards and SLA parameters shall attract penalties as specified in the Penalty Clause and applicable Annexures.

Key Highlights

- Service availability: 9 AM – 7 PM (including ad hoc needs)
- Timely service with no disruption tolerance
- SLA/penalty applicable for deviations

8. Tea/Coffee Dispensing Machine Operations

- The Service Provider shall install branded tea/coffee dispensing machines (preferably from reputed brands such as Chai Point or equivalent), subject to approval by NaBFID in each pantry at his own cost and proper operation and maintenance of the same shall also be ensured by Service Provider.
- Only liquid milk/natural coffee beans/tea based dispensing machines will be allowed to be used in cafeteria/pantry i.e. No powder-based machines will be allowed to be used.
- The operation, maintenance & repair of Tea/Coffee dispensing machine(s) and supply of standby/alternate dispensing machine within 24 hours, in case of major fault, shall be the responsibility of the Service Provider.
- The Service Provider shall always ensure continuous availability of beverages.
- The Service Provider shall also maintain strict hygiene standards for all beverage dispensing units and related equipment.

Key Highlights

- Vendor-owned installation, operation and maintenance
- Only approved liquid/bean-based machines
- 24-hour breakdown resolution requirement

9. Inventory & Asset Management

- NaBFID shall provide the necessary infrastructure and utilities for catering operations, including space, dining area with furniture, crockery/cutlery/glassware, equipment for reheating and dispensing food, and supply of water and electricity. The existing equipment includes refrigerator, electric induction plates, water dispensers, display counters, dishwasher, Bain Marie, and microwave oven.
- The Service Provider shall be responsible for proper handling, upkeep, and maintenance of all furniture, fixtures, kitchen equipment, and utilities provided by the NaBFID.
- Any damage arising due to negligence or improper handling shall be rectified or replaced at the Service Provider's own cost. Preventive maintenance and proper upkeep of all equipment shall be ensured throughout the contract period. The Service

**Request for Proposal (RFP) for Catering Services in the premises of NaBFID,
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Provider shall bring to the notice of NaBFID, the repairs and maintenance work that are required to be undertaken from time to time. 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 Service Provider at his cost.

- Complete inventory count to be conducted at the start and end of the contract, or as and when required.
- The Service Provider shall ensure that breakage of crockery, cutlery, glassware, utensils, and other items provided by NaBFID is kept within a maximum of **5% of the initial inventory on an annual basis**, which shall be treated as normal wear and tear. Any breakage beyond this limit, or any loss or damage arising due to negligence, misuse, or mishandling by the Service Provider or its personnel, shall be made good by the Service Provider by replacing the affected item(s) with the same brand and make or with equivalent item(s) approved by NaBFID.

Breakage policy:

- Negligence: 100% recovery

10. Payment Terms

- Breakfast and lunch services in the canteen shall be provided by the catering Service Provider (Caterer), and payment for the same shall be settled directly by the consumers availing the facility with the Service Provider.
- **POS System:** The Service Provider shall install, operate, and maintain adequate POS terminals at the premises to facilitate cashless payments through debit cards, credit cards, UPI, and other digital payment modes as prescribed by NaBFID. The terminals shall remain operational during all service hours, with all associated installation, maintenance, connectivity, and upkeep costs borne by the Service Provider.
- NaBFID shall bear the cost of evening snacks, morning and evening tea/coffee/beverages, and refreshments provided during meetings, strictly based on actual consumption and subject to verification and approval by an authorised representative of NaBFID. No claim shall be admissible without such verification. Consumption records shall be maintained daily in a mutually agreed format and verified by the authorized representative of NaBFID. Payments shall be processed monthly, subject to submission of duly verified consumption records by the Service Provider and approval of the authorised representative of NaBFID. Payment shall be made at the earliest upon submission of complete bills and, in any case, not later than 45 days thereafter.
- All rates applicable under this Agreement shall be as per the commercial bid/rate schedule approved by NaBFID.
- If any required materials are not included in the work scope, the Service Provider must arrange them. The cost will be reimbursed by NaBFID at market or approved rates, based on valid GST invoices approved by the concerned NaBFID official.

The Service Provider must get prior approval from NaBFID for the rates, make, and model of all catering or related items before using them. Payment will be made only after NaBFID officials confirm that the services (including materials used) are satisfactory, and after applicable deductions.

- For any products purchased at MRP, a fixed service charge would be applicable. This shall include any additional item agreed upon or not covered under the existing scope of work.

**Request for Proposal (RFP) for Catering Services in the premises of NaBFID,
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Annexure B: Pre-bid query format

Sr. No.	RFP Page No.	RFP Clause No.	Existing clause	Query/Suggestions
1				
2				
3				
4				
5				

NaBFID

Annexure C: Commercial Bid

We, the undersigned, hereby submit our Commercial Bid for “**Request for Proposal (RFP) for Catering Services at NaBFID Office, 1503, The Capital, BKC, Mumbai**” in accordance with the terms, conditions, and specifications stipulated in the RFP Document issued by **NaBFID (National Bank for Financing Infrastructure and Development)**.

We confirm that we have carefully read and understood all RFP documents, including the Scope of Work, eligibility criteria, detailed menu specifications, quantities, and other related requirements provided in **Annexure – E**, and conditions of contract. We agree to provide the services strictly in accordance with the requirements specified therein and at the rates quoted in this Commercial Bid.

We further confirm that the quoted rates are inclusive of all costs required for the successful execution of the services, including duties, transportation, personnel, overheads, and all other incidental expenses, but exclusive of GST, which shall be payable extra as applicable.

The bidder shall refer to **Annexure – E for the detailed menu composition, specifications, serving quantities, and applicable standards for menu-based items** while quoting the rates under the relevant sections of this Commercial Bid. The provisions of Annexure – H shall be read together with this Commercial Bid for the purpose of interpretation, service delivery, and contract administration.

A. Overall (Monthly) Service charges

S.No.	Description	Rate per month (₹, excluding GST)	Rate per year (₹, excluding GST)
1.	Fixed service charges to be paid by NaBFID monthly for providing catering services (inclusive of personnel, service operations, logistics, and administrative overheads)	₹ _____/ month	₹ _____/ year = monthly × 12

* For evaluation purposes, only the quoted Monthly Service Charge shall be considered for computation of Component A. The Annual Service Charge shall be derived automatically by multiplying the quoted Monthly Service Charge by 12 and shall not independently affect evaluation. In case of any discrepancy, the Monthly Service Charge shall prevail, and the Annual Service Charge shall be corrected accordingly.

A = (Lowest Monthly Service Charge among all bidders / Bidder's Monthly Service Charge) × 100

Notes & Clarifications:

**Request for Proposal (RFP) for Catering Services in the premises of NaBFID,
located at The Capital, G-Block, Bandra Kurla Complex, Mumbai**

1. The fixed monthly service charge covers personnel deployment, service operations, logistics, and administrative overheads necessary for delivering the catering services.
2. Food items, beverages, and consumables specified under **Sections B, C, D, and E** shall be charged separately based on actual consumption, unless expressly stated otherwise.
3. The following are deemed to be included within the fixed monthly service charge:
 - Deployment, supervision and management of service personnel.
 - Desk delivery services and personnel for beverage delivery.
 - Installation, operation, maintenance, repair and replacement of vending machines.
 - Layout and arrangement of tables, chairs, and other dining area furniture, and keeping the cafeteria/canteen in a clean, hygienic, and service-ready condition.
 - Operation and management of the payment collection system, including maintenance of billing and collection records, wherever applicable.
 - Display and regular updating of the daily menu and applicable prices at designated locations.
 - Handling, stocking, storage and inventory management of MRP items.
 - All routine operational and administrative support required for service delivery.
 - Consumables specifically associated with vending machine beverages shall be deemed included in the rates quoted under **Section E**.
4. This Commercial Bid is fully aligned with the Scope of Work defined in the RFP. Any routine operational service reasonably required for execution of the Scope of Work and not separately priced shall be deemed included in the fixed monthly service charge.
5. All services and pricing shall be subject to the Service Level Agreements (SLAs), Key Performance Indicators (KPIs), and penalty provisions as defined in the RFP.
6. In case of any discrepancy or ambiguity between the Scope of Work and this Commercial Bid, NaBFID's reasonable interpretation in this regard shall be final for the purpose of bid evaluation and contract administration.

B. Unit rates for food and beverage items, with a weighted evaluation based on the percentages shown.

The unit rates for the food and beverage items specified below shall be considered for commercial evaluation based on the respective weightages indicated against each item.

For evaluation, the unit rate for each item shall be calculated/derived based on the details, rates, specifications, serving sizes and other applicable information provided in Sections B, C, D, E and F below, as applicable. The unit rates so determined shall be used for applying the corresponding weightage for evaluation.

Sr. No.	Description of Service	Unit/Serving size	Weightage
			(W in %)

**Request for Proposal (RFP) for Catering Services in the premises of NaBFID,
located at The Capital, G-Block, Bandra Kurla Complex, Mumbai**

1	Tea – Desk service	1 cup (100 ml)	24
2	Lunch	As mentioned in Menu	24
3	Evening Snacks	As mentioned in Menu	16
4	Special Lunch	As mentioned in Menu	8.5
5	Assorted Dry Fruits	25-30 gm	5.5
6	Breakfast	As mentioned in Menu	5
7	Makhana	20-25 gm	4
8	Cookies	2–3 pcs (25–35 g)	4
9	Tea from Dispensing Machine	1 cup (130-150 ml)	2
10	Coffee from Dispensing Machine	1 cup (130-150 ml)	2
10	Snacks	As per Section E (Dry Pantry Items / Refreshments)	3
11	Fresh Fruit Juices	200-230 ml	2

Notes and clarifications:

- For evaluation purposes, the rate for Lunch at Sl. No. 2 shall be taken as the average of the rates quoted for Lunch (Veg.) and Lunch (Non-Veg.), as applicable.

Evaluated Lunch Rate = (Lunch (Veg.) Rate + Lunch (Non-Veg.) Rate) / 2

- Special Lunch: For evaluation purposes, the rate for Special Lunch at Sl. No. 4 shall be taken as the average of the rates quoted for Special Lunch (Veg.) and Special Lunch (Non-Veg.), as applicable.

Evaluated Special Lunch Rate = (Special Lunch (Veg.) Rate + Special Lunch (Non-Veg.) Rate) / 2

- For the purpose of evaluation, “Snacks” shall refer only to the items listed under Dry Pantry Items / Refreshments in Section E, namely Samosa/Kachori, Dhokla/Khandvi, Paneer Roll, and Bhakarwadi/Aloo Wadi. The unit rate for “Snacks” shall be considered as the average of the rates quoted for these four items.

- Weighted Evaluation:** The weighted value of each item shall be calculated by multiplying the applicable evaluated unit rate by the corresponding weightage specified above.

Weighted Value = Evaluated Unit Rate × Weightage (%)

- The **Bidder’s Weighted Composite Price** shall be the sum of the weighted values of all the items listed above. This total shall be considered for comparison of the financial bids, subject to the overall terms and conditions of the RFP.

B = (Lowest Weighted Composite Price among bidders / Bidder’s Weighted Composite Price) × 100

Where:

$$\text{Weighted Composite Price (WCP)} = \sum_{i=1}^{11} (P_i \times W_i)$$

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- P_i = Quoted unit price for item i
- W_i = Weightage (%) assigned to Item i , expressed as a decimal

C. Evaluation Criteria

- 1. Composite Evaluated Price Score = 20% (A) + 80% (B)**
2. The bidder obtaining the highest Composite Evaluated Score shall be ranked as **L1 (Lowest Evaluated Bidder)** for award of the contract, subject to fulfilment of all eligibility criteria, technical requirements, and other conditions of the RFP.
3. Rates quoted under Sections D, E, F and G shall not be considered for commercial evaluation and shall be applicable only for operational billing during the contract period. The contract period shall be as specified in the RFP document.
4. The detailed menu specifications applicable for Breakfast, Lunch, Evening Snacks, Special Lunch, and other menu-based services are provided in **Annexure – E** and shall be referred to for interpretation of the corresponding items quoted in this Commercial Bid.
5. GST shall not be considered for the purpose of commercial evaluation.
6. In case of a tie in Composite Evaluation Score, the bidder having the higher score under Component B (Meal Cost Score) shall be ranked higher. If the tie persists, the bidder having the higher score under Component A shall be ranked higher. If a tie remains, NaBFID may determine the ranking through draw of lots or any other method considered appropriate, and its decision shall be final and binding.
7. In case any bidder quotes zero, nil or abnormally low rates that, in the opinion of NaBFID, are likely to distort the evaluation or adversely affect the performance of the contract, NaBFID reserves the right to seek detailed price justification and, if the explanation is found unsatisfactory, to reject such bid as non-responsive.
8. Annexure – D sets out an illustrative evaluation methodology for Components A and B, intended solely to explain the evaluation process.

D. Meal Rates

Notes:

- ❖ *The Base Rate indicated for each item represents the minimum acceptable rate. **Any quotation below the Base Rate shall render the bid non-responsive.***
- ❖ *Cells highlighted in blue are to be filled in by the service provider.*
- ❖ *Rates quoted shall be inclusive of preparation, transportation, and service, but exclusive of GST.*

S.No.	Meal Type	Description	Unit/Serving size	Base rate	Rate per Meal/Plate (₹)
1	Breakfast	As per menu specification	Per plate	30	
2	Lunch (Veg)	As per menu specification	Per plate	75	
3	Lunch (Non-veg)	As per menu specification	Per plate	100	

**Request for Proposal (RFP) for Catering Services in the premises of NaBFID,
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4	Special lunch (Veg)	As per menu specification	Per plate	300	
5	Special lunch (Non-veg)	As per menu specification	Per plate	300	
6	Evening snacks	As per menu specification	Per plate	30	

E. Other/Add-ons

S.N o.	Food item	Unit/Serving size	Base rate	Rate per unit/serving (₹)
1	Friday Specials			
	Butter Pav Bhaji	150 gm (2 pcs paav)	50	
	Vegetable Biryani with curd raita/ Lemon rice	200 gm	80	
	Veg Fried Rice/Noodles with Manchurian gravy curry	250 gm	80	
	Chhole Bhature	2 pcs bhature with chole	80	
	Schezwan Rice / Noodles with chutney	200 gm	60	
2	Desserts			
	Gulab Jamun / Rasgulla / Kala Jamun	1 Piece (40-50 gm)	15	
	Halwa/Sheera	80-100 gm	25	
	Jalebi	2 Pcs (~50 gm)	20	
	Rasmalai	1 Pc (~60-80 gm)	30	
	Rice kheer/sewai	100-120 gm	35	
3	Additional items			
	Veg soup	150-180 ml	40	
	Non-veg soup	150-180 ml	50	
	Khichdi	200 gm	40	
4	Beverages			
	Tea / Coffee	100 ml	10	
	Green Tea/ Lemon Tea	100 ml	10	
	Lemon juice/Lime water	200-230 ml	40	
	Coconut water	200 ml (1 medium unit)	50	
	Fruit juice/ Fresh juice	200-230 ml	40	
	Butter milk	200 ml	15	
	Sweet Lassi	200 ml	20	
5	Dry pantry items/ Refreshments			
	Seasonal fruit Bowl	1 bowl - 150 gm	40	

**Request for Proposal (RFP) for Catering Services in the premises of NaBFID,
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	Assorted Dry-fruits	25-30 gm	40	
	Makhana	20-25 gm	35	
	Cookies	2-3 pcs (25-35 g)	30	
	Samosa/Kachori	2 pcs (150 gm)	25	
	Dhokla/Khandvi	100 gm	35	
	Plum cake	1 slice (50-70 g)	15	
	Paneer Roll	1 Pc (120-130 gm)	40	
	Bhakarwadi/Aloo wadi	130-150 gm	35	
	Pastries	1 Pc	40	

***Notes:**

1. Dry pantry items and other consumables with longer shelf life shall be maintained in adequate stock by the Service Provider based on regular consumption requirements for meetings and related activities.
2. The rates specified under Section E shall apply to open, freshly prepared, or non-packaged food and beverage items supplied by the Service Provider.
3. In cases where any item under Section E is supplied in packaged form carrying a printed Maximum Retail Price (MRP), such item shall be charged at or below the printed MRP.

For items directly purchased or consumed by individuals/end users:

- i. open/non-packaged items shall be charged at the applicable rates specified under Section E; and
- ii. packaged/MRP-based items shall be charged at or below the printed MRP.

For items payable by NaBFID:

- i. open/non-packaged items shall be payable at the applicable rates specified under Section E; and
 - ii. packaged/MRP-based items shall be governed by the pricing and service charge provisions specified under Section F.
4. No additional charges, including but not limited to markup, handling fee, stocking fee, storage fee, logistics fee, administrative fee, service charge, or supplementary fee, shall be recoverable directly from end users under any circumstances.

F. Service charge on MRP Products

S.No.	Description	Service charge (%)
1	MRP items	_____ %

***Notes:**

1. All MRP-based items sold directly to consumers shall be charged at or below the printed MRP, without any additional charges.
2. Service charges shall be applicable only on such items and quantities that are expressly payable by NaBFID, in accordance with the agreed scope of work.

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3. The quoted service charge percentage shall be applied on the printed MRP of eligible items and **shall not exceed 5%** under any circumstances.
4. No additional charges, including but not limited to handling, stocking, storage, logistics, or administrative charges, shall be payable over and above the agreed service charge.
5. The provisions of this clause shall extend to any additional item mutually agreed between the parties, whether or not specifically included within the existing scope of work.
6. The quoted service charge percentage shall be exclusive of GST.
7. The service charge percentage quoted under this Section shall not form part of commercial evaluation and shall be applicable only for operational billing during the contract period.

G. Charges for Beverage Dispensing Machines

S.No.	Item	Unit/Serving size	Base rate	Rate per item (₹)
1	Tea	1 cup (130-150 ml)	10	
2	Coffee	1 cup (130-150 ml)	12	
3	Milk	1 cup (130-150 ml)	12	

***Notes:**

1. Rates are per dispensed cup and inclusive of all consumables.
2. The above rates apply for consumption billing.
3. The cost of vending machines, including installation, operation, replenishment, cleaning, maintenance, and replacement, shall be included in the fixed monthly service charge under Section A.

H. Commercial Bid Interpretation and Arithmetic Corrections

- In case of any discrepancy between the unit rate and the total amount, the unit rate shall prevail, and the total amount shall be corrected accordingly.
- In case of any discrepancy between figures and words, the amount written in words shall prevail.
- Any arithmetic errors identified during evaluation shall be corrected by NaBFID and the bidder shall be bound by the corrected values.
- For evaluation purposes, calculations and totals may be rounded off to two decimal places.

Declaration

We hereby declare that:

- Rates quoted shall remain fixed during the contract period and no additional charges shall be payable except those expressly provided in the RFP.
- No price escalation shall be claimed except as permitted under the RFP conditions.
- Service Provider shall comply with all applicable statutory, labour, and food safety regulations.
- NaBFID reserves the right to accept or reject any bid without assigning any reason.

**Request for Proposal (RFP) for Catering Services in the premises of NaBFID,
located at The Capital, G-Block, Bandra Kurla Complex, Mumbai**

- This Commercial Bid shall remain valid for a period of 180 days from the last date of submission of bids.

Authorized Signatory

Name: _____

Designation: _____

Company Seal: _____

Date: _____

NaBFID

Annexure - D: Illustrative Evaluation Methodology (Components A & B)

(For Illustrative Understanding Only)

This Annexure is issued solely for the purpose of explaining the evaluation methodology specified under Section C of the Commercial Bid. It is illustrative in nature and shall not override or modify any provision of the RFP or Commercial Bid.

In case of any inconsistency between this Annexure and the provisions of the RFP/Commercial Bid, the provisions of the RFP/Commercial Bid shall prevail.

The actual evaluation shall be carried out by NaBFID based on the complete quoted rate schedule, prescribed weightages, and evaluation methodology specified in the RFP/Commercial Bid.

1. Evaluation Framework

The Composite Evaluation Score (CES) shall be computed as:

$$\text{CES} = (20\% \times A) + (80\% \times B)$$

Where:

- **A** = Fixed Monthly Service Charge Score
- **B** = Weighted Composite Price Score (Meal Cost Score)

Each component shall be normalized as:

$$\text{Score} = \left(\frac{\text{Lowest Bidder Value}}{\text{Bidder Value}} \right) \times 100$$

The bidder obtaining the **highest Composite Evaluation Score** shall be ranked **L1**, subject to meeting all eligibility criteria, technical requirements, and other conditions of the RFP.

2. Standard Definitions

2.1 A – Fixed Monthly Service Charge: Represents the quoted fixed monthly service charge (₹) for complete catering operations, including staff, logistics, operations, and administrative overheads.

2.2 B – Weighted Composite Price Score

Component B represents the weighted evaluation of food and beverage items specified in the Commercial Bid. The bidder's Weighted Composite Price (WCP) shall be calculated as:

$$WCP = \sum (P_i \times W_i)$$

**Request for Proposal (RFP) for Catering Services in the premises of NaBFID,
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Where:

- P_i = Quoted unit price for Item i .
 - W_i = Weightage assigned to Item i , expressed as a decimal.
-

3. Illustrative Evaluation

3.1 Fixed Monthly Service Charge (A)

Bidder	Monthly Service Charge (₹)
Bidder X	50,000
Bidder Y	60,000

Component A Score

- Bidder X = $(50,000 / 50,000) \times 100 = 100$
- Bidder Y = $(50,000 / 60,000) \times 100 = 83.33$

3.2 Weighted Composite Price (Component B)

Description	Weightage	Bidder X Rate (₹)	Bidder Y Rate (₹)
Tea	24%	18	15
Lunch	24%	80	75
Evening Snacks	16%	35	30
Special Lunch	8.50%	130	120
Assorted Dry fruits	5.50%	85	80
Breakfast	5%	35	30
Makhana	4%	90	80
Cookies	4%	85	80
Tea from Dispensing Machine	2%	18	15
Coffee from Dispensing Machine	2%	18	15
Snacks/Sweets	3%	65	60
Coconut Water/Fresh Fruit Juice	2%	90	80

Weighted Composite Price Calculation

Bidder X: $((18 \times 0.24) + (80 \times 0.24) + (35 \times 0.16) + (130 \times 0.085) + (85 \times 0.055) + (35 \times 0.05) + (90 \times 0.04) + (85 \times 0.04) + (18 \times 0.02) + (18 \times 0.02) + (65 \times 0.03) + (90 \times 0.02)) = 58.06$

Bidder y: $((15 \times 0.24) + (75 \times 0.24) + (30 \times 0.16) + (120 \times 0.085) + (80 \times 0.055) + (30 \times 0.05) + (80 \times 0.04) + (80 \times 0.04) + (15 \times 0.04) + (15 \times 0.04) + (60 \times 0.03) + (80 \times 0.02)) = 52.90$

Component B Score

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- Bidder X = $(52.90 / 58.06) \times 100 = 91.10$
- Bidder Y = $(52.90 / 52.90) \times 100 = 100$

4. Composite Evaluation Score Calculation

Bidder	Component A Score	Component B Score	Total
Bidder X	100	91.10	92.88
Bidder Y	83.33	100.00	96.67

Calculation:

- Bidder X = $(100 \times 20\%) + (91.10 \times 80\%) = 92.88$
- Bidder Y = $(83.33 \times 20\%) + (92.81 \times 80\%) = 96.67$

5. Evaluation Outcome

The bidder obtaining the highest Composite Evaluation Score (CES) shall be ranked L1 for award of contract, subject to fulfilment of all eligibility criteria, technical requirements, and other conditions of the RFP.

In this illustration, Bidder Y achieves the higher Composite Evaluation Score and would rank higher under the stated evaluation methodology.

The evaluation shall be based strictly on:

- Complete quoted rate schedule.
- Prescribed weightages.
- Defined normalization methodology.
- Uniform evaluation assumptions applicable to all bidders.

6. Important Notes

- This Annexure is for **illustrative understanding only**.
- Actual evaluation shall be carried out based on the complete Commercial Bid schedules and prescribed methodology.
- No bidder-defined assumptions or alternative methodologies shall be permitted.
- NaBFID reserves the right to:

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- Standardize evaluation inputs.
 - Correct arithmetic or typographical errors.
 - Finalize interpretation of any ambiguity.
- The decision of NaBFID regarding evaluation shall be final, conclusive, and binding on all bidders.
- In case of any discrepancy between this Annexure and the Commercial Bid format or RFP document, the RFP/Commercial Bid provisions shall prevail.

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Annexure E: Menu (Indicative)

1	Breakfast
	(Minimum 2 items to be provided on any day) a. Medu vada with chutney & sambar: 100 gm (2 pcs) b. Idli with chutney and Sambar: 100 gm (2 pcs) c. Sada uttapam/Onion uttapam: 100 gm d. Poori bhaji: 3 pcs poori e. Paratha (Aloo/Gobhi/mix-veg stuffed) with curd and green chutney: 100 gm (1 pc) f. Upma with chutney: 100 gm g. Poha with chutney: 100 gm h. Veg sandwich: 2 bread slices i. Sabudana vada with chutney: 2 pcs j. Misal Pav – 2 pav
2	Lunch (Veg)
	2 Roti / Chapati / Paratha or 3 puris 1 bowl of rice: ~100 gm 1 Special sabji such as, Paneer/ Mushroom/ Kofta etc. (semi gravy) (120-150 gm) 1 Seasonal Vegetable (Dry) (120-150 gm) 1 bowl Dal / Choley / Rajma/ Pakoda Kadi (120-150 gm) 1 Curd / butter milk (100-120 ml) 1 Dessert (As listed under S.No. 2 of C. Other/Add-ons) 1-piece papad OR Friday Menu / Friday Specials (A special item, as listed below, shall be provided on Fridays along with the option of dal-rice or roti with one sabji. Butter Pav Bhaji Vegetable Biryani with curd raita/ Lemon rice Veg Fried Rice/Noodles with Manchurian gravy curry Chhole Bhature Schezwan Rice / Noodles with chutney
3	Lunch (Non-veg)
	1 non-veg dish of mutton/chicken/fish [In addition to Lunch (Veg) menu]
4	Special lunch (Veg)

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	Fruits (100-120 gm) Soup (150-180 ml) Veg starter (2 units) 2 Roti / Chapati / Paratha or 3 puris Veg biryani/ Pulao: ~100 gm 1 Special sabji viz., Paneer/ Mushroom/ Kofta/ chole/ rajma etc. (semi gravy) (120-150 gm) 1 Seasonal Vegetable (Dry) (120-150 gm) 1 bowl Dal / Choley / Rajma / Pakoda Kadi (120-150 gm) 1 Curd / butter milk (100-120 ml) 1 Dessert (As listed under S.No. 2 of C. Other/Add-ons) Chaat/salad/raita 1-piece papad
5	Special lunch (Non-veg)
	1 non-veg starter and 1 non-veg dish comprising mutton/chicken/fish [In addition to Special Lunch (Veg) menu]
6	Evening snacks
	Rotational Menu (No item shall be repeated more than twice a month) a. Samosa – Aloo / Vegetable Patti / Sweetcorn: 150 gm (2 pcs) b. Vegetable Cutlet with Sauce / Chutney: 100 gm (2 pcs) c. Sweet Corn/ peanuts/chana chaat: 100-120 gm d. Pakoda - onion/potato/mix: 100-120 gm e. Vegetable sandwich: 2 bread slices + filling (100-120 g) f. Vegetable pasta/maggi/noodles: 100-120 gm g. Aloo/vegetable puff: 1 pc h. Dahi wada: 2 pcs (100 gm) i. Veg/Paneer rolls or wraps: 1 pc (120-140 gm) j. Khaman/Dhokla: 3 pcs (100-120 gm) k. Cheese toast/Garlic bread: 2 slices l. Vada Pav

Annexure F: Compliance undertaking

Monthly Compliance Undertaking

(To be submitted by the Service Provider on its Letterhead)

We hereby certify and undertake that we have complied with all applicable statutory, labour, and regulatory requirements in respect of the employees deployed at NaBFID premises during the month of _____, including timely payment of wages/salaries and statutory dues and other applicable contributions.

We further confirm that all relevant records, registers, documents, and proofs of compliance are duly maintained by us and shall be furnished to NaBFID or the concerned statutory authorities, as and when required.

For _____

Authorized

Name:

Designation:

Date: _____

Signatory

Annexure G: Indemnity Bond Format

THIS DEED OF INDEMNITY BOND is executed at _____ on this _____ day of _____, 2026, by M/s _____, a company/firm/proprietorship duly represented by its authorized signatory/proprietor/partner Mr./Ms. _____, aged _____ years, son/daughter of _____, residing at _____ (hereinafter referred to as the "Service Provider").

In favour of

National Bank for Financing Infrastructure and Development (NaBFID), a statutory financial institution established under the National Bank for Financing Infrastructure and Development Act, 2021, having its registered office at _____ (hereinafter referred to as "NaBFID").

Whereas NaBFID has invited bids through Request for Proposal (RFP) for providing Catering Services at NaBFID premises from eligible bidders.

And whereas the Service Provider has been selected as the successful bidder pursuant to the bidding process and the work/services specified in the RFP have been awarded in favour of the Service Provider by NaBFID vide Letter of Award dated _____.

And whereas as per the terms and conditions of the RFP, the Service Provider is required to execute a Contract/Service Level Agreement (SLA) with NaBFID and submit an Indemnity Bond before commencement of the services.

Now, therefore, in consideration of NaBFID having awarded the said Contract to the Service Provider, the Service Provider hereby agrees and undertakes to indemnify, defend, and keep indemnified NaBFID, its officers, employees, representatives, and agents from and against all losses, damages, liabilities, claims, demands, penalties, costs, expenses, proceedings, or legal actions arising out of or in connection with:

1. Any breach of the terms and conditions of the Contract/SLA, RFP, or any obligation by the Service Provider;
2. Any negligence, misconduct, omission, or failure on the part of the Service Provider, its employees, representatives, or personnel while providing catering services;
3. Any injury, loss of life, damage to property, food-related incident, health hazard, or claim arising out of the catering services provided by the Service Provider;
4. Any violation of applicable laws, rules, regulations, statutory requirements, labour laws, food safety regulations, or directions issued by competent authorities;
5. Any claims, liabilities, or penalties arising from acts or omissions of the Service Provider or its personnel.

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The Service Provider further undertakes that it shall be solely responsible for compliance with all statutory obligations relating to its employees, including wages, social security contributions, and other applicable statutory dues, and NaBFID shall have no liability in this regard.

The Service Provider hereby agrees to compensate and reimburse NaBFID for any loss, damage, cost, or expense suffered or incurred by NaBFID due to any breach of contractual obligations or failure in performance of services by the Service Provider.

IN WITNESS WHEREOF, the Service Provider has executed this Indemnity Bond on the date and place mentioned above.

Signature of Authorized Signatory

Name: _____

Designation: _____

For M/s _____

(Seal of the Firm/Company)

Date: _____

Place: _____

Annexure H: SLA (Service Level Agreement)/KPI Evaluation & Penalty Framework

1. Purpose

This Service Level Agreement (“SLA”) defines the performance standards, measurement methodology, and consequence framework applicable to the services to be provided by the Service Provider under the Agreement. The SLA is intended to ensure delivery of high-quality catering services based on overall service effectiveness, hygiene standards, and user experience.

2. Service Level Philosophy

The Parties agree that service performance shall be assessed on a qualitative and outcome-based framework rather than strict adherence to fixed timelines. Evaluation shall consider overall service efficiency, consistency, compliance, hygiene standards, and user experience.

3. KPI Framework and Weightages

3.1 KPI Parameters: The Service Provider’s performance shall be evaluated quarterly based on the following Key Performance Indicators (“KPIs”) by departmental committee constituted for the purpose:

Category	KPI Parameter	Service Standard
Timeliness	Meal & beverage service	Timely and efficient service
Food Quality	Freshness, taste, temperature, menu adherence	Fresh and safe food as per approved menu
Hygiene	Kitchen cleanliness, personnel hygiene, food safety	Compliance with hygiene and food safety standards
Availability	Food quantity & consumables	Adequate availability during service hours
Service Efficiency	Queue management & replenishment	Smooth and uninterrupted service
Dispensing Machines	Uptime & maintenance	Machines to remain operational with prompt resolution
Compliance	Statutory and documentation compliance	Compliance with applicable laws and reporting requirements

3.2 Performance Evaluation Methodology

The Service Provider’s performance shall be evaluated quarterly on an absolute scoring basis, with a maximum score of 100 marks.

KPI Category	Maximum Marks
Timeliness & Service Responsiveness	20
Food Quality & Menu Adherence	20
Hygiene & Food Safety Compliance	20
Availability & Inventory Management	15
Service Efficiency & User Experience	15
Dispensing Machine Operations	5
Statutory & Documentation Compliance	5

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Total	100
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4. Performance Bands & Consequences

Overall Score (Out of 100)	Performance Classification	Consequence
90 – 100	Excellent	No penalty
80 – 89	Good	Advisory / Improvement Note
70 – 79	Acceptable	Warning and corrective action
60 – 69	Below Expectation	Penalty of 2% of monthly invoice value
50 – 59	Poor	Penalty of 5% of monthly invoice value
Below 50	Unsatisfactory / Critical	Penalty of 10% of monthly invoice value and/or termination at NaBFID's discretion

* **Note:** SLA-linked financial deductions determined pursuant to the quarterly assessment may be recovered from one or more invoices raised in the immediately succeeding month(s), as determined by NaBFID.

6. Critical Non-Compliance Events

Notwithstanding the above scoring mechanism, the following events, including but not limited to those listed below, may constitute a material breach depending on the nature, severity, frequency, and impact of the non-compliance:

- Material violation of applicable food safety standards or statutory regulations, including FSSAI norms.
- Service of stale, spoiled, or unsafe food.
- Severe hygiene lapses in kitchen or service areas.
- Repeated or prolonged disruption in service delivery materially affecting operations.

The classification of an event as a Critical Non-Compliance Event shall be at reasonable determination of NaBFID based on operational assessment. Such classification shall be made by NaBFID in good faith based on operational assessment and shall be final for the purpose of service administration. In such cases, NaBFID may impose appropriate penalties in accordance with the Agreement, including the operational penalties and SLA-linked financial deductions specified herein.

7. Corrective Action and Continuous Improvement

- The Service Provider shall, within 3–7 business days or such other reasonable period specified by NaBFID depending on severity, implement corrective and preventive actions for any identified deficiencies.
- Repeated occurrence of similar deficiencies across two consecutive assessment cycles may result in escalation of penalties, stricter monitoring, or termination of the Contract.

8. Governance and Review

- The SLA framework can be amended by mutual written agreement of the Parties.

9. Overriding Clause

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In case of any ambiguity in interpretation, the same shall be resolved in a manner that best supports uninterrupted service delivery, hygiene standards, and operational requirements of NaBFID, and shall be reasonably determined by NaBFID.

NaBFID

Annexure I: Bank Guarantee Format

In consideration of the (hereinafter referred to as "Service Recipient") having offered to accept the terms and conditions of the proposed agreement between the Service Recipient and (Indicate name of the Catering Service provider) (hereinafter referred to as "said Service provider") for the work..... (Hereinafter referred to as "said agreement") having agreed to production of irrevocable Bank Guarantee for Rs.(Rupees.....only) as security / guarantee from the said Service Provider for compliance of his obligations in accordance with the terms and conditions in the said agreement.

We..... (hereinafter referred to as "the Bank") hereby (Indicate the name of the Bank) undertake to pay to the Service Recipient an amount not exceeding Rs...../- (Rupees only) on demand by the Service Recipient.

We, the Bank do hereby undertake to pay to the Service Recipient on demand the amount due and payable under this Guarantee without any demure and merely on demand by the Service Recipient stating that the amount claimed is due from the said Service Provider. Any such demand made to the Bank shall be conclusive as regard to the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs./- (Rupees..... only).

We, the bank further undertake to pay to the Service Recipient any money so demanded notwithstanding any dispute raised by the contractor in any suit or proceeding pending before any court or Tribunal relating thereto, and our liability under this guarantee being absolute and unequivocal.

The payment so made by us under this guarantee shall be a valid discharge of our liability for payment therein under and the said contractor shall have no claim against us for making such payment.

We, the Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the Service Recipient under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Authorized Officer on behalf of the Service Recipient certifies in writing that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor and accordingly the guarantee will be discharged.

We, the Bank further agree with the Service Recipient that the Service Recipient shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance of the said contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the Service Recipient against the said contractor and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor or for any forbearance, act or omission on the part of the Service Recipient or any indulgence by the Service Recipient to the said contractor or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

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This guarantee will not be discharged due to the change in the constitution of the Bank or the said contractor.

We, the bank lastly undertakes not to revoke this Guarantee except with the previous consent of the Service Recipient.

This guarantee shall be valid up to..... unless extended on demand by Service Recipient.

Notwithstanding anything mentioned above, our liabilities against this guarantee is restricted to Rs. /- (Rupees only) and unless a claim in writing is lodged with us within nine months of the date of expiry or extended date of expiry of this guarantee, all our liabilities under this guarantee shall stand discharged.

Notwithstanding anything contained herein:-

Our liability under this Bank Guarantee shall not exceed Rs...../-
..... (Rupees . Only).

This Bank Guarantee shall be valid up to

We are liable to pay the Guarantee amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before

All the rights of the beneficiary under the said Guarantee shall be forfeited and Guarantee shall be released and discharged from all liabilities thereafter.

The Bank has under its constitution, power to give this Guarantee in your favour made under our Memorandum and Articles of Association and Mr/Mrs who signed it on behalf of the Bank has the authority to do so.

Dated the day of.....2026

(Indicate the name of bank)