

राष्ट्रीय अवसंरचना वित्तपोषण और विकास बैंक (नैबफिड)
National Bank for Financing Infrastructure and Development (NaBFID)
(संसद के अधिनियम के माध्यम से स्थापित एक अखिल भारतीय विकास वित्तीय संस्थान)
(An All-India Development Financial Institution established through an act of Parliament)

पूर्व-बोली प्रश्नों का स्पष्टीकरण
Clarification to Pre-Bid Queries

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

संदर्भ : नैबफिड/प्रशासन/आरएफपी/2026-27/02 दिनांक 07.09.2026

Ref: NaBFID/Admin/RFP/2026-27/02 dated 07.09.2026

Clarification to the queries raised by prospective bidders:

Sr.No.	Query	Clarifications
1	What is expected daily consumption? Whether the RFP requirement for approximately 100-150 people represent a minimum daily consumption guarantee?	Please refer Annexure - 'A' of the RFP: Scope of services – <i>'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.'</i> There shall be no minimum daily consumption guarantee and consumption shall be dependent upon daily footfall.
2	What would be the exact service personnel requirement?	Please refer Para 4 - Service Personnel Deployment of Annexure - 'A' of the RFP wherein the details of present deployment have been elucidated. The Service Provider is required to ensure that deployment of service personnel should not be less than the benchmarked level of present deployment.
3	What shall be covered under the desk service? Only beverages to be served on desk or snacks as well?	Please refer para - 2.1 Meal & Service schedule of Annexure - 'A' of the RFP wherein <i>'Place of Service'</i> and <i>'Timings'</i> of Service have been detailed.
4	What shall be the mode of payment in case of direct purchase by the consumers?	Please refer Para 2.1 and Para 10 of Annexure - 'A' of the RFP where the details pertaining to Mode of Payment and Payment Terms have been elaborated respectively.
5	Will the Bank reimburse charges in respect of visit of Health & Hygiene team, Safety consultant, operations manager, overhead charges, etc?	Please refer Annexure - 'C'- Commercial bid of the RFP wherein it has been duly stated that fixed monthly service charge covers personnel deployment, service operations, logistics, and administrative overheads necessary for delivering the catering services.

		There shall be no reimbursement of any kind including but not limited to the visit of Health & Hygiene team, Safety consultant, operations manager, overhead charges, etc.
6	In case statutory minimum wages are revised by the appropriate Government authority during the contract period, kindly confirm whether the revised statutory wages will be applicable to the deployed manpower, and if so, whether the corresponding additional financial liability will be borne by the client or the Catering service provider.	The Bidders are required to submit all-inclusive fixed monthly service charge in their Commercial bid for entire Contract period of 2 years. The Bidders are required to ascertain and absorb the entire cost arising from any increase in statutory central minimum wages, VDA, DA, or any other central government-mandated wage components within the quoted service charges for the contracted period. As per para 8.1 (c) of the RFP - The Service Provider shall also ensure compliance with applicable laws, including labour, employment, health, safety, social security and environment-related requirements, as applicable to the deployed personnel, throughout the contract period. However, the Bank reserves the right to verify compliance of the Service Provider with contractual and statutory obligations and all applicable laws by seeking documentary evidence, or other method as detailed in the RFP document.
7	In case of rise in prices of raw materials and other costs, is there any provision for escalation of costs?	The duration of contract shall be 2 years, extendable up to 1 additional year subject to performance of the Service Provider. The rates quoted by the Service Provider shall remain firm and fixed for the first two years of the contract period. In case of extension of contract for one more year, then CPI based escalation shall be applicable, subject to conditions as detailed in the para 8.2 (d) RFP document.
8	What Licenses are required to be obtained by the service provider?	Please refer para 6 of Annexure - 'A': Scope of Work of the RFP- <i>'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.'</i> <i>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.'</i>